



## Family Duty Counsel – Billing Tips and Expectations

### GENERAL

1. All duty counsel assignments are subject to the General Terms and Conditions, the Duty Counsel Tariff, the Family Duty Counsel Practices and Procedures Manual, and the specific terms outlined on your referral.
2. Family LawLINE referrals are subject to the same billing rules as all duty counsel referrals.
3. Duty counsel assignments must be billed within 60 days of service.
4. Attend court half an hour before court is expected to begin.
5. Ensure each client signs the *Acknowledgement of Duty Counsel Services* form.
6. Do not bill for time spent on another legal aid referral during the minimum FDC referral hours. You cannot bill a separate LSS referral and a FDC referral for the same period of time.
7. Family Lawline assignments are for 3 hours each. Do not bill additional time unless you actually spent more than 3 hours assisting a client (including preparing client notes/forms).

### BILLING MINIMUM

1. The minimum billable hours are set out on your referral.
2. If your minimum hours have expired, the court list(s) is complete, and there is no client demand, you are entitled to bill the minimum hours.
3. Once the court list(s) is complete, time is billable for actual service time(s) rendered. Waiting time is not billable.
4. Time spent on breaks or at lunch is not billable.
5. Minimum billing rules apply to all referrals, whether you have travelled out-of-town or provided services on the telephone.

## RECORD KEEPING

1. Keep records pertaining to FDC services, including the *Acknowledgement of Duty Counsel Services* forms, for at least two years after payment has been received.
2. You are required to keep time records for each duty counsel assignment. A [sample timesheet](#), which outlines the information you must maintain, and a [template](#) for recording services are available to you. We suggest you use this template to record the services rendered during each assignment.
3. Record time spent per client, when possible; otherwise, for drop-in advice clients, record time after the court list concludes.
4. Record arrival, lunch, departure times, and the court list start and stop times when applicable.
5. Record the total number of clients assisted each day.
6. Indicate the conclusion time for the last client you assisted.