

“Protocol Communication (v14092020)”

IF THE PROTOCOL IS NOT FOLLOWED THE COMMUNICATION IS TREATED AS “NOT RECEIVED”

ON THIS PAGE

1. EMAIL SUBJECT LINE
2. STANDARDS WHEN SENDING DOCUMENTS
3. COMMUNICATIONS - MOB TEXT / MOBILE / TELEPHONE / REQUEST FOR ADHOC ADVICE
4. RESPONSE TIME

1. EMAIL SUBJECT LINE

Example: Birth Certificate / John Citizen (your name)

Use **one email** per subject matter – I.e., do not attach passport in the Birth certificate attachment email.

2. STANDARDS WHEN SENDING DOCUMENTS

- 1) **Name each attachment.** Example: Birth Certificate / John Citizen (your name)
- 2) Do not send each page individually scanned even in the same email or separate pages of the same document in different emails or.
 - Do not post originals unless we ask
- 3) **Attachment format** .PDF Word or JPEG
- 4) **Certified or original Colour**
 - ✓ Documents and writings must be clear and legible
 - ✓ Documents must be:
 - Original Colour Scanned copies or
 - Certified as a true copy if it is black & white.
 - ✓ **Certified copies:**
 - stamped as true copy of the original by a person authorised to do so under the law of the country that you are in.
 - You can email certified copies
 - If you bring us the original, we can certify copies as Australian Lawyers

People authorised to certify in Australia (but are not limited to):

Solicitors/Lawyers (not a non-lawyer migration agents)	Police Officers	Pharmacists
--	-----------------	-------------

justice of the peace (JP)	medical practitioner (licensed or registered)	Postal managers /Accountant
---------------------------	---	-----------------------------

5) Size

- ✓ 5MB max per email and each scanned document must be no larger than 500KB
- ✓ If the document is large, create a PDF document.

PDF - Reduce the file size

Recreating the PDF with Distiller set to 'lowest file size'.
Ensuring that all images in the PDF are set to 96 DPI.

.JPG – JPEG image file

Reduce by setting the resolution to 96 DPI (dots per inch).

6) Translating documents:

- ✓ Documents other than in English should be accompanied by an English translation.
- ✓ **In Australia:** must be from an accredited translator from Accreditation Authority (NAATI).
- ✓ **Outside Australia** Translations ab an accredited translator in that country and should be endorsed by the translator with their full name, address, telephone number, and details of their qualifications and experience in the language being translated.

3. COMMUNICATIONS

1) All communications must be emailed via info@dlegal.com.au

We only accept and reply to your nominated email

All written communications to us can be followed up by a verbal clarification if required

2) Mobile /telephone

✚ We do not respond or give advice via text. Do not provide instructions via text

✚ only to make appointments and for clarification on our written communications.

3) Request for adhoc advice - We only provide advice in a proper consultation or within the retainer via an email.

4) You must provide **updates in writing**: e.g.: change of address/contacts.

✚ A failure will result in adverse consequences.

4. RESPONSE TIME

1) Phone messages – if non urgent - within 1- 3 business days

2) Email

- ✓ **No response to ad-hoc requests** for advice if we are not retained for relevant work
- ✓ Generally, within 1- 3 business day

3) Work – We will advise when we will start your work, may take up to 1-3 weeks

4) Confirmation – Once the evidence is all sent confirm it via email.