

Tech Tools: Client Intake and Management

Wednesday 24 May 2023 – 3.30pm – 5.00pm



Kate Richardson

Legal Operations Manager and Senior Solicitor, Youth Law Australia

Kate Richardson is a Senior Solicitor and Legal Operations Manager at Youth Law Australia, a specialist, national Community Legal Centre for children and young people.

Headquartered at UNSW, Youth Law Australia is a technology-enabled legal service, which allows children and young people to contact YLA by webform, phone, email and live web chat, no matter where they are in Australia. In 2022, Youth Law Australia provided over 4700 legal services to children, young people, and their advocates.

In her role as Legal Operations Manager, Kate's responsibilities extend across project management, IT and innovation. While at YLA, Kate co-designed Youth Law Australia's online legal webchat, the only national legal webchat service for children and young people in Australia.

Kate is passionate about helping individuals understand their legal rights and finding solutions to increase access to justice for vulnerable communities.



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