EVIDENCE OF LEGAL NEED IN NSW

TO SUPPORT THE CAMERON REVIEW IMPLEMENTATION

OCTOBER 2018

LAW AND JUSTICE FOUNDATION OF NEW SOUTH WALES

Evidence of legal need in NSW to support the Cameron Review implementation

Sarah Randell, Geoff Mulherin and Catriona Mirrlees-Black

Law and Justice Foundation of New South Wales

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Shortened forms

ABS	Australian Bureau of Statistics
ALS	Aboriginal Legal Service NSW/ACT Ltd
ATSI	Aboriginal and Torres Strait Islander
CALD	culturally and linguistically diverse
CLC	community legal centre
CLCNSW	Community Legal Centres NSW
CLS	community legal service
CPR	Collaborative Planning Resource
CPR-JD	Collaborative Planning Resource – Jurisdictional Data
CPR-SP	Collaborative Planning Resource – Service Planning
LAW Survey	Legal Australia-Wide Survey
LC	legal centre
LJF	Law and Justice Foundation of NSW
NLAS	Need for Legal Assistance Services
NPA	National Partnership Agreement on Legal Assistance Services
NSW	New South Wales
SEIFA	Socio-Economic Indexes for Areas

Introduction

This report has been prepared by the Law and Justice Foundation of NSW (LJF) to provide evidence of legal need in New South Wales (NSW) to assist the implementation of the Cameron Review in 2018. The evidence in this report draws on over 20 years of legal needs research undertaken by the LJF and others internationally.

Background

Identifying legal need

Over the past 25 years, more than 50 large-scale national surveys of the public's experience of legal problems have been conducted across the globe,[1] supplemented by numerous further surveys conducted at regional levels.[2] The results of these surveys have been surprising yet remarkably consistent in key themes across the many nations that have undertaken them.

In Australia, the LJF has conducted legal needs surveys as part of its broader program, which has also included the identification of expressed need (through the collection and analysis of legal assistance service provision data) and in-depth targeted studies of particularly disadvantaged groups, including older people,[3] homeless people,[4] people with a mental illness[5] and prisoners.[6]

The Legal Australia-Wide (LAW) Survey[7] was the first major national survey in Australia to provide a comprehensive assessment of a broad range of legal needs on a representative sample of the population. With 20,716 respondents across Australia, including over 4,000 in NSW, it examined the nature of legal problems and the pathways to their resolution and how this varies across demographic groups.

Supported by the Commonwealth Attorney-General's Department, the LJF then brought together key findings from the LAW Survey, as well as the leading Australian and international legal needs research and published *Reshaping legal assistance services: building on the evidence base: a discussion paper*.[8] This identified that to most efficiently and effectively assist those with the highest legal need, consideration should be given to services being **targeted** to reach those with the highest legal need and lowest capability, **joined-up** with other services to address complex life problems, **timely** to minimise the impact of problems and maximise the utility of services, and **appropriate** to the needs and capabilities of users.[9]

[1] Pleasence, Balmer & Sandefur (2016).

[2] Pleasence, Coumarelos, Forell & McDonald (2014). See also Pleasence, Balmer & Sandefur (2013)

[3] Ellison et al. (2004)

[4] Forell, McCarron & Schetzer (2005)

[5] Karras et al. (2006)

[6] Grunseit, Forell & McCarron (2008)

[7] Coumarelos et al. (2012)

[8] Pleasence et al. (2014).

[9] Pleasence et al. (2014).

Evidence base to support the planning and delivery of legal assistance services under the National Partnership Agreement

The National Partnership Agreement on Legal Assistance Services (NPA) 2015–2020 includes guidance in relation to the sources of evidence to support the planning and delivery of legal services. In particular, the NPA requires services to utilise data provided by the Australian Bureau of Statistics (ABS) and the LJF in this process.[10]

Collaborative Planning Resource (CPR)

In 2015, at the request of the Commonwealth, the LJF developed the CPR to support the operation of the NPA. The *2015 CPR* brought together information on service design and data to support planning and delivery of legal assistance services and was produced in two parts:

- The ***Collaborative Planning Resource – Jurisdictional Data (CPR-JD)*** which provided information on the geographic distribution of the NPA priority groups and those most likely to be in need of legal assistance services (based on ABS 2011 Census data), and the prevalence of experiencing legal problems for each priority group;[11] and
- The ***Collaborative Planning Resource – Service Planning (CPR-SP)*** which summarised the research evidence on legal need and access to justice and the implications for planning legal service delivery.[12]

The Need for Legal Assistance Services (NLAS) indicators

Given that the experience of legal problems is so widespread,[13] and not everyone will require or prefer a legal response, an alternative approach to service planning is to focus on identifying who is most likely to need access to legal assistance services once a problem has been experienced. That is, focusing on those people who are least likely to have the personal or financial resources to manage their own problems and are most likely to be eligible for legal assistance services. To inform this approach the LJF developed the concept of the **Need for Legal Assistance Services (NLAS) indicator** which counts the number of people in an area likely to require legal assistance if they were to experience a problem.[14] In the initial CPR-JD there were three NLAS indicators:[15]

- **NLAS(Capability)** which provides a proxy measure of legal capability by identifying people with limited access to personal financial resources that are also likely to have lower levels of knowledge and skill achievement. The financial limit (less than $20,800 per year) was selected as being that used in the 2011 SEIFA index and in line with legal aid means tests for legal representation.
- **NLAS(ATSI)** which identifies people who may require culturally specific services because they are both low income (personal income less than $20,800) and identify as Aboriginal and/or Torres Strait Islander.
- **NLAS(CALD)** which identifies people who may require culturally specific services because they are both low income (personal income less than $20,800) and are from culturally and linguistically diverse backgrounds.

[10] NPA [A5.B].

[11] Mirrlees-Black & Williams (2015).

[12] Coumarelos et al. (2015).

[13] 50% of the general population of NSW aged 15 and over will experience a legal problem within any one year (Coumarelos et al. 2012).

[14] Mirrlees-Black & Randell (2017).

[15] Mirrlees-Black & Randell (2017).

2018 CPR

In 2018, the LJF updated the data in the CPR-JD and produced the 2018 CPR which uses 2016 ABS Census data and provides counts of the distribution of potential need for not-for-profit legal assistance services through the LJF's Need for Legal Assistance Service (NLAS) indicators and priority groups. In particular, the update incorporated an increase to $26,000 as the new financial limit for these indicators to reflect increases in cost of living and the 2016 SEIFA index.

The data is available on the LJF's website and interactively on Tableau Public at five different geographic levels (Local Government Area, Postcode and Statistical Area Level 1, 2 and 3).

The Cameron Review and development of the evidence base

The Cameron Review recommended that the application-based funding model to be introduced for NSW community legal centres (CLCs) be directly linked to NPA requirements, be evidence-based, and that this evidence base be consistent and authoritative.[16] This report forms the foundation for the evidence base.

The information in this report

The information in this report primarily draws on data from the 2018 CPR priority groups as well as information from the CPR-SP. The information is provided in two sections.

Section 1 provides data on priority groups, as well as information on the experience of legal problems and multiple disadvantage. Also included in this section are brief summaries of strategies identified to make services more appropriate and accessible for each priority group. The LJF's NLAS community legal centre indicator is introduced in this section. This new indicator provides a count of people likely to need legal assistance from a CLC if they were to experience a legal problem and can be used to compare potential demand across geographic areas.

Section 2 provides data by 22 catchment regions. These catchments are regions which have been identified as being covered by a NSW generalist CLC (18), as well as four regions that have been identified as not being covered by a generalist CLC. Further information on the catchment regions can be found below. Also included in this section is information on the location of other available services, as well as data on the priority groups to provide a profile of the catchment region.

The format of this report is based on the *Updated evidence and analysis of legal need report* prepared and published by Community Legal Centres Qld Inc.

The catchment regions

In October 2017 the LJF was asked by CLCNSW to map the catchment regions of generalist CLCs in NSW based on directory data to form part of a submission to the NSW Department of Justice's Cameron Review of CLCs.

Between October and December 2017, the LJF undertook a process of feeding the directory data into geographic information software to map the catchments. Feedback was provided to the LJF from CLCNSW as centres were consulted. Through this process, areas where there was no coverage by a generalist CLC were identified. These "no generalist" areas were categorised into four separate regions, and analyses for these areas are included in this resource. The finalised maps were provided to CLCNSW and to the NSW Department of Justice in December 2017.

[16] Cameron (2017: 77).

In early August 2018, these catchment regions were once again circulated to CLCs by CLCNSW and feedback was provided to the LJF. No further changes were made to catchment regions after 10 August 2018, and the catchments included in this report reflect the catchment regions finalised at this point in time:

- Central Coast
- Elizabeth Evatt
- Far West
- Hume Riverina
- Hunter
- Illawarra
- Inner City
- Kingsford
- Macarthur
- Marrickville
- Mid North Coast
- North and North West
- Northern Rivers
- Redfern
- Shoalcoast
- South West Sydney
- Western NSW
- Western Sydney
- No generalist – Central region
- No generalist – Northern region
- No generalist – Southern region
- No generalist – Western region.

While the catchment regions are relevant for generalist CLCs providing 'generalist' legal assistance services to people within these catchments, this resource also recognises that specialist services are provided *statewide* in specific areas of law, or targeting specific priority groups, by specialist CLCs and a number of generalist CLCs.[17] Thus, information on priority groups is provided on a statewide basis where possible. Specialist services are likely to be available to residents in all catchments, whether they have a physical presence there or not, delivering services through a variety of methods. According to the Cameron Review, specialist services operating in NSW include:

- Advocacy Law Alliance
- Animal Defenders Office
- Arts Law Centre of Australia
- Australian Centre for Disability Law
- Environmental Defenders Office NSW

[17] These services may or may not be currently funded through the Community Legal Service Program.

- Financial Rights Legal Centre
- HIV/AIDS Legal Centre
- Immigration Advice and Rights Centre
- Intellectual Disability Rights Service
- Justice Connect
- Public Interest Advocacy Centre
- Refugee Advice and Casework Service
- Seniors Rights Service
- Shopfront Youth Legal Service
- Tenants' Union of NSW
- Welfare Rights Centre
- Wesley Community Legal Service
- Wirringa Baiya Aboriginal Women's Legal Centre
- Women's Legal Service NSW
- Youth Law Australia (formerly National Children's and Youth Law Centre).

The catchment regions are based on the Australian Bureau of Statistics (ABS) State Suburbs. Where suburbs were covered by more than one CLC, the data was split evenly to avoid double counting. These regions may not necessarily align precisely with the communication of individual CLC 'catchments' for local audiences but represent agreed catchment areas for this funding process. It is possible that future iterations of the funding process may use alternative geographic 'catchments', such as to better align with collaborative planning purposes. Thus, it is anticipated that future work will be required to refine regions and to continue to develop the evidence base.

The data

The data in this report is largely based on ABS data from the 2016 Census of Population and Housing. The ABS Census data contains comparable evidence on key socio-demographic indicators, such as the priority groups. The LJF's use of ABS data is informed by and builds on knowledge and findings from our previous research.

While evidence on legal need is useful and relevant to service planning for legal assistance services, the information in this report should not be used in isolation, as in practice planning will benefit from drawing on evidence from a range of information sources.[18] For instance, other data sources not included in this report may have particular local relevance (for example local council data), and alternative data sources may be more relevant to providing evidence of legal need for specialist services targeting specific groups or legal issues.

As the demographics of communities are subject to change, so too will the legal needs of priority groups who live in the community.[19] The Cameron Review notes that it is important for legal assistance services to regularly review profiles and legal needs to ensure the services they provide are both appropriate and relevant and directed to where they are most needed.[20]

[18] Cameron (2017: 48); Coumarelos et al. (2015:9); Mirrlees-Black & Randell (2017:9)

[19] Cameron (2017: 49).

[20] Cameron (2017: 49).

Numbers and rates

The tables and text in this report use both numbers and rates. To avoid misinterpretations, it is important to be clear about the purpose of each.

Numbers

For planning purposes, the absolute **number** of residents and visitors to a particular area is likely to be most useful for determining the amount of likely demand for services. However, although the absolute number of potential clients in some areas (particularly remote ones) may be small, the lack of alternative accessible options for assistance may increase the relative priority of providing services to these communities.

Rates

Rates indicate the percentage or proportion of a particular population (the denominator) that has a particular characteristic. Careful consideration should be given to the choice of denominator, which could, for instance be the total population, the adult population or a particular group within the population. Rates will tend to be smaller in more mixed communities where no one group predominates, such as in inner city areas. Areas with high rates on indicators of need or disadvantage may present their own intrinsic problems such as weak community networks and accessibility issues. Reference should always be made to absolute numbers as areas with low rates may have high numbers and vice versa.

Section 1: as this section is focusing on statewide distribution of the priority groups, the proportions presented in these tables are of the relevant NSW population. This gives a picture of the relative distribution across the various catchments and may be useful for statewide perspectives and planning, such as for specialist services.

Section 2: as this section is focused on providing information on each individual catchment for CLCs, the proportions presented in this section are based on the relevant catchment populations. This information may be of particular use to generalist CLCs and local collaborative planning.

Disclaimer

The Census relies on questions being answered, and then answered correctly. Updates to Census data only occur every five years. The data in this resource has not been adjusted for any population increases since the 2016 Census. The data provided should therefore be considered minimum counts. Additionally, Census data is randomly adjusted by the ABS to avoid the release of confidential data. Therefore, the combined area specific data provided in the tables throughout this resource may differ slightly from the total NSW figures.

While due care has been taken in preparing the evidence in this resource, the LJF is not responsible for the use, interpretation or application of the material or its suitability for any particular purpose other than to support the implementation of the Cameron Review of NSW Community Legal Centre Services.

Within the timeframe allowed in developing this report, it was not possible to source all of the data that might support this work in a form that allowed for allocation across the regions. While satisfactory for the 2018 Cameron Review Implementation phase, this resource should therefore be treated as a work in progress.

Section 1: Information on priority groups

The NPA requires legal assistance service providers to focus their services on people experiencing financial disadvantage,[21] and also requires legal assistance service providers to "plan and target their services to people who fall within one or more of the priority client groups".[22] These priority groups have also been identified as having high legal need and/or low capability,[23] as well as people with multiple disadvantage.[24]

The priority groups in the NPA are included in this report as well as information on the general population. Table 1 shows the profile of the priority groups across NSW. Due to overlap between priority groups (for example, an older person may also identify as Aboriginal and Torres Strait Islander and also be financially disadvantaged), the percentages will not add to 100 per cent.

Table 1: Profile of priority groups in NSW

Group	Number	% of NSW
Total population	7,480,230	100.0%
NLAS(CLC) (15+)	907,205	12.1%
Financially disadvantaged (15+)		
Personal income <$26,000/year	2,255,700	30.2%
Personal income <$52,000/year	3,643,750	48.7%
Household income <$26,000/year	1,067,240	18.0%
Household income <$52,000/year	2,689,125	45.2%
Children & young people (0-24)	2,324,425	31.1%
Disengaged youth (15-24)	31,700	0.4%
Aboriginal & Torres Strait Islander people (<15)	74,270	1.0%
Aboriginal & Torres Strait Islander people (15+)	141,900	1.9%
NLAS(ATSI) (15+)	68,770	0.9%
Older people (60+)	1,637,680	21.9%
Older people (65+)	1,217,640	16.3%
Number of AVOs issued (2017)	33,724	-
People residing in rural or remote areas	1,889,986	25.0%
CALD people (15+)	1,584,605	21.2%
NLAS(CALD) (15+)	734,495	9.8%
People with a disability (<15)	34,225	0.5%
People with a disability (15-64)	147,095	2.0%
Low education (15-64)	990,805	13.2%
Single parents (15+)	310,905	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of NSW; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data. These priority groups may vary slightly from the NPA priority groups.

[21] NPA [18], [B2].

[22] NPA [B3].

[23] Coumarelos et al. (2015: 13).

[24] Coumarelos et al. (2015: 13).

This report also includes a summary of the available research on how to make services more appropriate and accessible.

The experience of legal problems

The best available measure of the extent of legal problems at state/territory level is the Legal Australia-Wide (LAW) Survey.[25] The LAW Survey also identifies the personal characteristics that increase the risk of experiencing a legal problem. Each year about half of Australian residents aged 15 and over will experience a legal problem. Some people, due to their personal circumstances, are at increased risk of experiencing a problem.[26]

The table below shows the percentage of each priority group that experienced at least one legal problem in a year in NSW. These figures are from the LAW Survey and are for groups that in some cases vary from the NPA priority groups.

Table 2: Percentage of people experiencing legal problems in NSW

	15+ population	Financially disadvantaged - personal income (15+)	People with low education (15+)	Unemployed people (15+)	Single parents (15+)	Children and youth (15-24)	People 65 and over	People with a disability (15+)	Indigenous Australians (15+)	Culturally and linguistically diverse (CALD) people (15+)	Outer regional/remote 15+
Percentage of people experiencing legal problems in NSW (Law Survey 2012)	50	46	44	64	72	53	28	62	55	42	47

The experience of multiple disadvantage

It is important to note that there is considerable overlap between many of the priority groups due to the experience of multiple disadvantage. For example, of the group who are financially disadvantaged, 32% are from a culturally and linguistically diverse (CALD) background and 19% have a lower educational attainment.[27] It is more likely that people experiencing multiple disadvantage are also experiencing multiple legal problems, and that these people take longer to seek assistance.[28]

To most efficiently and effectively assist those with the highest legal need, consideration should be given to services being **targeted** to reach those with the highest legal need and lowest capability, **joined-up** with other services to address complex life problems, **timely** to minimise the impact of problems and maximise the utility of services, and **appropriate** to the needs and capabilities of users.[29]

[25] Coumarelos et al. (2012).

[26] Coumarelos et al. (2012).

[27] See Table A2 in Appendix 2 for the overlap figures between the priority groups.

[28] McDonald & Wei (2013); Wei & McDonald (2014).

[29] Coumarelos et al. (2015: 4).

Need for Legal Assistance Services (NLAS): CLC indicator

To inform the assessment of the relative extent of legal need that may be met by the provision of services by organisations such as community legal centres, the LJF has developed a new indicator,[30] which is in addition to the existing NLAS indicators. The original set of indicators was created to support collaborative planning by all parts of the legal assistance sector rather than to inform funding decisions for one part of the sector alone. The requirement from the Cameron Review for CLCs to be funded by reference to an evidence base for an application-based funding model prompted the LJF to create an indicator particularly relevant for this purpose.

The NLAS(CLC) indicator provides a count of people likely to need legal assistance from a community legal centre if they were to experience a legal problem and uses educational attainment and income as a proxy for legal capability. It can be used to compare potential demand across geographic areas. NLAS(CLC) differs from the existing NLAS indicators, such as NLAS(Capability), as it includes those aged over 65 while continuing to count people aged 15 years and over),[31] uses a higher financial qualifying criteria (more appropriate for CLCs) and uses household income rather than personal income (and therefore excludes individuals who may be living in more financially advantaged households). The indicator:

- sets a financial qualifying criteria which is equivalent to a single person household income of $52,000 per year
- references household rather than personal income, and therefore excludes low income individuals living in higher income households
- covers people aged 15 and over, including people aged 65 and over
- adjusts level of educational attainment by age cohort to take account of historical trends in schooling
- incorporates a correction for a potential under-count in more disadvantaged areas, arising out of a differential response to Census questions[32]

Table 3 on the following page shows the NLAS(CLC) population of each catchment region and for NSW.[33]

NLAS(CLC) is **defined** as people aged 15 years and over who:
- are living in a household with an income equivalent to a single person income of less than $52,000 per year
- highest year of school completion ranges from Year 12 (ages 15-39), Year 11 (ages 40-49), Year 10 (ages 50-64), Year 9 (ages 65-74), to Year 8 (ages 75+).
- are not currently a full time or part time student
- highest non-school qualification is either a Certificate I or II.

[30] Mirrlees-Black (Forthcoming).

[31] Note that for all NLAS indicators the number and proportion are understated in that they do not include people aged 14 years and under as the relevant measures of income are consistently available.

[32] This adjustment is justified by the higher proportion of missing data on the income and education questions in the more disadvantaged SEIFA deciles. The correction is made by assuming that people with missing data have the same profile within a geographic area as those with valid responses. This profile, which is derived from data on the attributes of private households at their place of enumeration, is then applied to the total resident population count of the same area. This procedure necessarily also assumes that residents not living in private households have the same NLAS(CLC) profile as those enumerated in a private household on Census night.

[33] The numbers in all tables in this report have been rounded to the nearest 5.

Table 3: NLAS(CLC) population, by catchment region (number and proportion of NSW)

Catchment	Total Population	NLAS(CLC)	
	N	N	% of NSW
Central Coast	333,425	46,855	5.2%
Elizabeth Evatt	195,975	23,890	2.6%
Far West	20,270	5,050	0.6%
Hume Riverina	186,900	29,900	3.3%
Hunter	653,605	100,895	11.1%
Illawarra	293,515	40,240	4.4%
Inner City	710,065	22,320	2.5%
Kingsford	174,400	10,075	1.1%
Macarthur	351,680	45,840	5.1%
Marrickville	934,880	89,895	9.9%
Mid North Coast	157,730	29,580	3.3%
North & North West	179,600	33,525	3.7%
Northern Rivers	290,135	47,330	5.2%
Redfern	231,945	12,335	1.4%
Shoalcoast	173,845	29,800	3.3%
South West Sydney	550,600	102,620	11.3%
Western NSW	138,470	27,255	3.0%
Western Sydney	1,543,705	160,485	17.7%
No Generalist – Central region	13,830	2,225	0.2%
No Generalist – Northern region	106,025	17,605	1.9%
No Generalist – Southern region	65,930	6,455	0.7%
No Generalist – Western region	161,215	31,470	3.5%
NSW	7,480,230	907,205	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figure for NSW.

General population

Strategies to make services more appropriate and accessible[34]

Access to justice for the general community can be facilitated by:
- simplifying the gateways into mainstream legal services
- more systematic use of non-legal professionals as legal problem noticers
- better legal diagnosis, triage and referral
- community legal education and information (CLEI), including digital CLEI.

Technology
- 82% of people in NSW reported having an internet connection from their household in 2016.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for the general population see Section 5 in the CPR-SP.

The general population includes the total population, whether they are included in a priority group or not. As highlighted in the section above which discusses the experience of legal problems, 50% of the general population of NSW aged 15 and over will experience a legal problem within any one year.[35] The information in this section is separated into six groups to reflect age and gender categories:

- Women aged:
  - under 15
  - 15 to 64
  - 65 and over
- Men aged:
  - under 15
  - 15 to 64
  - 65 and over

Table 4 on the following page shows the population of these groups, as well as the proportion these groups make up of total population of their catchment region.

[34] Coumarelos et al. (2015: 17) & ABS (2016a).

[35] Coumarelos et al. (2012).

Table 4: Population by gender and age group, by catchment region (number and proportion of NSW)

Catchment regions	Population	Female						Male					
		Under 15		15-64		65+		Under 15		15-64		65+	
	N	N	% of NSW	N	% of NSW	N	% of NSW	N	% of NSW	N	% of NSW	N	% of NSW
Central Coast	333,425	29,735	4.4%	103,725	4.2%	38,370	5.9%	31,695	4.5%	98,535	4.1%	31,355	5.6%
Elizabeth Evatt	195,975	18,260	2.7%	61,740	2.5%	19,655	3.0%	19,435	2.7%	60,190	2.5%	16,675	3.0%
Far West	20,270	1,705	0.3%	6,265	0.3%	2,305	0.4%	1,740	0.2%	6,310	0.3%	1,950	0.3%
Hume Riverina	186,900	17,570	2.6%	58,235	2.4%	19,200	2.9%	18,180	2.6%	56,665	2.4%	17,020	3.0%
Hunter	653,605	58,665	8.7%	206,370	8.4%	66,790	10.2%	62,225	8.7%	202,500	8.4%	57,210	10.2%
Illawarra	293,515	26,170	3.9%	94,415	3.8%	28,440	4.3%	27,585	3.9%	92,895	3.9%	24,005	4.3%
Inner City	710,065	59,215	8.8%	244,935	9.9%	60,965	9.3%	62,635	8.8%	233,165	9.7%	49,190	8.7%
Kingsford	174,400	13,045	1.9%	62,590	2.5%	12,770	2.0%	13,660	1.9%	62,030	2.6%	10,315	1.8%
Macarthur	351,680	36,400	5.4%	115,755	4.7%	26,935	4.1%	38,470	5.4%	110,655	4.6%	23,500	4.2%
Marrickville	934,880	77,965	11.6%	322,495	13.1%	75,175	11.5%	82,765	11.6%	313,940	13.0%	62,630	11.1%
Mid North Coast	157,730	12,840	1.9%	46,020	1.9%	22,045	3.4%	13,525	1.9%	43,175	1.8%	19,920	3.5%
North & North West	179,600	17,355	2.6%	55,340	2.2%	18,605	2.8%	17,900	2.5%	53,895	2.2%	16,435	2.9%
Northern Rivers	290,135	23,885	3.5%	89,560	3.6%	35,390	5.4%	25,365	3.6%	84,290	3.5%	31,575	5.6%
Redfern	231,945	12,475	1.9%	90,935	3.7%	11,750	1.8%	12,875	1.8%	93,385	3.9%	10,510	1.9%
Shoalcoast	173,845	13,325	2.0%	50,545	2.1%	24,315	3.7%	14,240	2.0%	48,655	2.0%	22,880	4.1%
South West Sydney	550,600	56,465	8.4%	185,210	7.5%	36,665	5.6%	59,585	8.4%	180,670	7.5%	31,995	5.7%
Western NSW	138,470	13,915	2.1%	42,130	1.7%	13,695	2.1%	14,445	2.0%	41,680	1.7%	12,585	2.2%
Western Sydney	1,543,705	152,840	22.7%	518,465	21.0%	105,305	16.1%	161,330	22.7%	516,210	21.4%	89,600	15.9%
No Generalist – Central region	13,830	1,280	0.2%	4,095	0.2%	1,310	0.2%	1,445	0.2%	4,120	0.2%	1,485	0.3%
No Generalist – Northern region	106,025	9,350	1.4%	32,530	1.3%	12,615	1.9%	9,610	1.3%	30,565	1.3%	11,340	2.0%
No Generalist – Southern region	65,930	6,080	0.9%	22,115	0.9%	4,500	0.7%	6,560	0.9%	22,240	0.9%	4,325	0.8%
No Generalist – Western region	161,215	15,285	2.3%	48,075	2.0%	16,835	2.6%	16,190	2.3%	49,265	2.0%	15,580	2.8%
NSW	7,480,230	674,385	100.0%	2,465,325	100.0%	654,515	100.0%	711,955	100.0%	2,410,930	100.0%	563,130	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

People who are financially disadvantaged

NPA Priority client group B2

Strategies to make services more appropriate and accessible[36]

Service delivery
- Appropriate triage processes to assess capability
- Co-ordinated responses between legal and non-legal services

Pathways and problem noticers (may vary according to the reason for financial disadvantage)
- Government services, such as Centrelink, the Department of Veterans' Affairs and the Department of Housing
- Welfare services
- Health services
- Hospitals

Technology
Proportion of people reporting having an internet connection from their household in 2016:
- 80% of people aged 15 and over with a personal income less than $26,000 per year
- 82% of people aged 15 and over with a personal income less than $52,000 per year
- 75% of people living in a household with an income that was equivalent to a single person income of less than $26,000 per year
- 83% of people living in a household with an income that was equivalent to a single person income of less than $52,000 per year

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for financially disadvantaged people see Section 18 in the CPR-SP.

The NPA requires legal assistance service providers to focus their services on people experiencing financial disadvantage.[37] The Cameron Review recognised the NPA definition of financial disadvantage.[38] It should be noted however that financial disadvantage can be defined or expressed in different ways and the qualifying amount for services may depend on the service type and the organisation. For this report, level of income is being used as the main indicator of financial disadvantage and more than one income level is reported here in recognition of the differences in qualifying income levels used by services.

Across NSW:

- 37% of people aged over 15 years have a personal income less than $26,000 per year
- 60% of people aged over 15 years have a personal income less than $52,000 per year
- 18% of people are living in a household with an income equivalent to a single person income of less than $26,000 per year
- 45% of people are living in a household with an income equivalent to a single person income of less than $52,000 per year.[39]

[36] Coumarelos et al. (2015: 72-3) & ABS (2016a).

[37] NPA [18].

[38] Cameron (2017: 33).

[39] ABS (2016a).

Low personal income identifies those people with limited access to personal financial resources. Household income is included here in recognition that using personal income potentially over-counts people with a low personal income living in better off households, such as stay-at-home spouses. On the other hand, anyone without a personal income may lack access to financial resources whatever their household income, such as those seeking to escape family violence.

Table 5 on the following page shows the number of people with low personal and household incomes less than $26,000 and $52,000 per year, by catchment region. This table also shows the distribution of this priority group across the state.

Table 5: People with a low personal or household income by catchment region (number and proportion of NSW)

Regions	Population	Personal income <$26K		Personal income <$52K		Household income <$26K		Household income <$52K	
	N	N	% of NSW	N	% of NSW	N	% of NSW	N	% of NSW
Central Coast	333,425	107,235	4.8%	176,700	4.8%	50,820	4.8%	135,915	5.1%
Elizabeth Evatt	195,975	57,920	2.6%	95,985	2.6%	27,345	2.6%	71,095	2.6%
Far West	20,270	6,945	0.3%	10,575	0.3%	4,355	0.4%	8,600	0.3%
Hume Riverina	186,900	54,970	2.4%	95,755	2.6%	29,260	2.7%	74,000	2.8%
Hunter	653,605	210,230	9.3%	340,000	9.3%	103,530	9.7%	260,165	9.7%
Illawarra	293,515	98,180	4.4%	153,495	4.2%	46,350	4.3%	114,770	4.3%
Inner City	710,065	153,310	6.8%	256,325	7.0%	51,070	4.8%	145,090	5.4%
Kingsford	174,400	47,270	2.1%	74,055	2.0%	22,380	2.1%	49,360	1.8%
Macarthur	351,680	99,580	4.4%	168,610	4.6%	43,590	4.1%	124,430	4.6%
Marrickville	934,880	280,755	12.4%	450,725	12.4%	126,540	11.9%	322,535	12.0%
Mid North Coast	157,730	58,245	2.6%	92,395	2.5%	34,095	3.2%	77,550	2.9%
North & North West	179,600	55,820	2.5%	93,510	2.6%	31,370	2.9%	73,675	2.7%
Northern Rivers	290,135	100,755	4.5%	165,515	4.5%	56,335	5.3%	135,875	5.1%
Redfern	231,945	56,685	2.5%	91,090	2.5%	29,365	2.8%	60,930	2.3%
Shoalcoast	173,845	62,685	2.8%	100,875	2.8%	36,155	3.4%	83,185	3.1%
South West Sydney	550,600	197,340	8.7%	297,290	8.2%	102,750	9.6%	238,650	8.9%
Western NSW	138,470	41,475	1.8%	68,535	1.9%	23,885	2.2%	53,385	2.0%
Western Sydney	1,543,705	457,310	20.3%	728,750	20.0%	191,940	18.0%	522,850	19.4%
No Generalist – Central region	13,830	4,315	0.2%	6,970	0.2%	2,365	0.2%	5,475	0.2%
No Generalist – Northern region	106,025	36,760	1.6%	60,385	1.7%	20,750	1.9%	49,760	1.9%
No Generalist – Southern region	65,930	14,870	0.7%	26,620	0.7%	6,115	0.6%	17,535	0.7%
No Generalist – Western region	161,215	47,495	2.1%	81,995	2.3%	27,045	2.5%	64,580	2.4%
NSW	7,480,230	2,255,700	100.0%	3,643,730	100.0%	1,067,240	100.0%	2,689,125	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Children and young people (0 to 24 years)

NPA Priority client group B3(a)

Strategies to make services more appropriate and accessible[40]

Service delivery
- Youth-specific services
- Non-legal forms of support to access appropriate legal assistance services
- Warm referral is important
- Young people at risk may be facing family law and domestic/family violence issues

Pathways and problem noticers
- Family (parents) and friends
- Schools, including teachers
- Youth workers
- Homelessness services, youth refuges, youth services (for marginalised youth)
- Health services, including maternal child health nurses
- Health services, including alcohol and other drug services

Technology
- 87% of people aged 24 and under reported accessing the internet from their household in 2016.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for children and young people see Section 8 in the CPR-SP.

As at 2016, there were 2,324,425 people aged 24 years or under in NSW.[41] This group represents 31 per cent of the NSW population.[42] While children of all ages may require legal services (such as representation in family law or in care and protection matters), the data in this section is separated into four groups to reflect the general range in the developmental aspects of children and young people:

- children aged 0-9
- children aged 10-17, as the age of criminal responsibility is 10 years of age in NSW and all children are juveniles for the purposes of criminal law until they turn 18
- young people aged 18-24, who are generally regarded as having full legal capacity
- disengaged youth, who are aged between 15-24 years of age, are not currently studying or employed and may therefore be at a greater risk of long-term employment insecurity and have lower levels of capability.[43]

Table 6 on the following page shows the numbers of people in the four groups identified above by catchment region. This table also shows the proportion that children and young people make up of NSW.

[40] Coumarelos et al. (2015: 32-3) & ABS (2016a).

[41] ABS (2016a).

[42] ABS (2016a).

[43] ABS (2010).

Table 6: People aged between 0-24 years and disengaged youth, by catchment region (number and proportion of NSW)

Regions	Population	0-9		10-17		18-24		Disengaged youth	
	N	N	% of NSW	N	% of NSW	N	% of NSW	N	% of NSW
Central Coast	333,425	40,805	4.3%	33,005	4.7%	26,435	3.9%	1,920	6.1%
Elizabeth Evatt	195,975	25,055	2.7%	20,425	2.9%	15,785	2.4%	835	2.6%
Far West	20,270	2,370	0.3%	1,735	0.2%	1,550	0.2%	125	0.4%
Hume Riverina	186,900	24,000	2.5%	18,875	2.7%	16,260	2.4%	890	2.8%
Hunter	653,605	81,635	8.7%	62,910	8.9%	56,660	8.4%	4,160	13.1%
Illawarra	293,515	35,980	3.8%	28,735	4.0%	28,900	4.3%	1,500	4.7%
Inner City	710,065	83,395	8.8%	61,005	8.6%	55,345	8.2%	1,070	3.4%
Kingsford	174,400	18,910	2.0%	12,335	1.7%	23,045	3.4%	380	1.2%
Macarthur	351,680	50,505	5.4%	38,830	5.5%	31,185	4.6%	1,780	5.6%
Marrickville	934,880	111,790	11.9%	78,325	11.0%	89,260	13.3%	2,870	9.1%
Mid North Coast	157,730	17,110	1.8%	15,130	2.1%	9,610	1.4%	765	2.4%
North & North West	179,600	23,640	2.5%	18,595	2.6%	14,895	2.2%	955	3.0%
Northern Rivers	290,135	32,175	3.4%	27,850	3.9%	18,485	2.8%	1,255	4.0%
Redfern	231,945	19,225	2.0%	9,605	1.4%	31,695	4.7%	500	1.6%
Shoalcoast	173,845	17,885	1.9%	15,320	2.2%	10,455	1.6%	770	2.4%
South West Sydney	550,600	78,005	8.3%	61,065	8.6%	55,950	8.3%	2,825	8.9%
Western NSW	138,470	19,540	2.1%	13,930	2.0%	10,660	1.6%	845	2.7%
Western Sydney	1,543,705	217,320	23.0%	155,790	22.0%	148,040	22.0%	6,160	19.4%
No Generalist – Central region	13,830	1,760	0.2%	1,490	0.2%	780	0.1%	25	0.1%
No Generalist – Northern region	106,025	12,430	1.3%	10,445	1.5%	7,075	1.1%	600	1.9%
No Generalist – Southern region	65,930	8,520	0.9%	6,780	1.0%	5,280	0.8%	205	0.7%
No Generalist – Western region	161,215	20,605	2.2%	17,005	2.4%	11,795	1.8%	585	1.9%
NSW	7,480,230	943,320	100.0%	709,720	100.0%	671,385	100.0%	31,700	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Aboriginal and Torres Strait Islander people

NPA Priority client group B3(b)

Strategies to make services more appropriate and accessible[44]

Service delivery:
- Culturally appropriate CLEI
- Cultural appropriateness of mainstream legal assistance is important, e.g. via Indigenous staff, Aboriginal Field Officers, cross-cultural education, etc.
- Indigenous interpreters
- Improve joining up and coordination between Indigenous communities and mainstream legal services, Indigenous (legal and non-legal) services
- Employment of Aboriginal Field Officers

Pathways and problem noticers
- Service provision by Indigenous legal services
- Non-Indigenous legal services employing Indigenous solicitors
- Aboriginal Field Officers
- Build relationships/partnerships between community elders and services (legal and non-legal)

Technology
- 75% of Aboriginal and/or Torres Strait Islander people reported having an internet connection from their household in 2016

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for Aboriginal and Torres Strait Islander people see Section 9 in the CPR-SP.

People self-identifying as Aboriginal and Torres Strait Islander make up 2.9% of the population of NSW.[45] This priority group has substantial overlap with other priority groups.[46] For example, the 2016 ABS Census data shows that 48% of Aboriginal and Torres Strait Islander people aged over 15 in NSW had a low income, 35% had a lower educational attainment, 8% were unemployed, 12% were single parents, 9% had a disability and 19% lived in outer regional or remote areas.

Table 7 on the following page shows the numbers of Aboriginal and Torres Strait Islander people aged under 15, and 15 and over by catchment region, as well as data on the LJF's NLAS(ATSI) indicator[47] which identifies people who may require culturally specific services because they are both low income (personal income less than $26,000) and identify as Aboriginal and/or Torres Strait Islander. This table also shows the proportion that Aboriginal and Torres Strait Islander people and the NLAS(ATSI) population makeup of the NSW population.

[44] Coumarelos et al. (2015: 37) & ABS (2016a).

[45] ABS (2016a).

[46] See Table A2 in Appendix 2.

[47] Mirrlees-Black & Randell (2017: 4).

Table 7: Aboriginal and Torres Strait Islander people, by catchment region (number and proportion of NSW)

Regions	Population	Aboriginal & Torres Strait Islander people <15		Aboriginal & Torres Strait Islander people 15+		NLAS(ATSI)	
	N	N	% of NSW	N	% of NSW	N	% of NSW
Central Coast	333,425	4,435	6.0%	8,195	5.8%	3,950	5.7%
Elizabeth Evatt	195,975	3,010	4.1%	5,410	3.8%	2,490	3.6%
Far West	20,270	730	1.0%	1,540	1.1%	820	1.2%
Hume Riverina	186,900	2,795	3.8%	4,580	3.2%	2,310	3.4%
Hunter	653,605	10,830	14.6%	19,965	14.1%	9,730	14.1%
Illawarra	293,515	2,900	3.9%	5,480	3.9%	2,695	3.9%
Inner City	710,065	730	1.0%	2,145	1.5%	760	1.1%
Kingsford	174,400	650	0.9%	1,950	1.4%	745	1.1%
Macarthur	351,680	4,165	5.6%	7,175	5.1%	3,225	4.7%
Marrickville	934,880	2,010	2.7%	5,155	3.6%	1,950	2.8%
Mid North Coast	157,730	3,645	4.9%	6,280	4.4%	3,390	4.9%
North & North West	179,600	6,485	8.7%	11,520	8.1%	5,975	8.7%
Northern Rivers	290,135	4,390	5.9%	8,485	6.0%	4,320	6.3%
Redfern	231,945	640	0.9%	2,360	1.7%	1,095	1.6%
Shoalcoast	173,845	3,130	4.2%	5,675	4.0%	3,030	4.4%
South West Sydney	550,600	2,000	2.7%	3,925	2.8%	1,865	2.7%
Western NSW	138,470	6,970	9.4%	13,405	9.4%	6,825	9.9%
Western Sydney	1,543,705	8,495	11.4%	16,535	11.7%	7,115	10.3%
No Generalist – Central region	13,830	185	0.3%	355	0.3%	155	0.2%
No Generalist – Northern region	106,025	1,985	2.7%	3,680	2.6%	1,995	2.9%
No Generalist – Southern region	65,930	655	0.9%	1,350	1.0%	530	0.8%
No Generalist – Western region	161,215	3,095	4.2%	5,910	4.2%	2,945	4.3%
NSW	7,480,230	74,270	100.0%	141,900	100.0%	68,770	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Older people (aged over 65 years)

NPA Priority client group B3(c)

Strategies to make services more appropriate and accessible[48]

Service delivery
- Capability to self-help declines further as older people continue to age
- Prefer face-to-face and telephone advice
- Consider access to public transport and/or parking, and mobility issues
- Multidisciplinary strategies (e.g. lawyer-social worker partnerships)
- Multidisciplinary strategies may assist in cases of elder abuse (e.g. by family member), which may facilitate engagement until the client is ready for legal assistance.

Pathways and problem noticers
- Family, including adult children
- General practitioners, hospitals and other health services
- Aged care services
- Veterans' services
- Migrant resource centres (for older CALD people)

Technology
- 66% of people aged 65 and over reported having an internet connection from their household in 2016.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for older people see Section 7 in the CPR-SP.

In NSW at the time of 2016 ABS Census, 16.3% of people were aged 65 years and over,[49] but this proportion varied across regions. In recognition that services may define older persons at different age brackets, Table 8 below provides information on people aged 60 and over, and 65 and over by catchment.[50]

Table 8: Older people aged 60+ and 65+, by catchment region (number and proportion of NSW)

Regions	Population	60+		65+	
	N	N	% of NSW	N	% of NSW
Central Coast	333,425	90,440	5.5%	69,730	5.7%
Elizabeth Evatt	195,975	49,355	3.0%	36,420	3.0%
Far West	20,270	5,690	0.3%	4,260	0.3%
Hume Riverina	186,900	48,235	2.9%	36,220	3.0%
Hunter	653,605	164,315	10.0%	123,995	10.2%
Illawarra	293,515	69,490	4.2%	52,435	4.3%
Inner City	710,065	144,740	8.8%	110,125	9.0%
Kingsford	174,400	30,605	1.9%	23,080	1.9%

[48] Coumarelos et al. (2015: 27) & ABS (2016a).

[49] ABS (2016a).

[50] The Aboriginal and Torres Strait Islander older person population may be defined elsewhere as aged 50 years and over (e.g. AIHW 2018).

Regions	Population	60+		65+	
	N	N	% of NSW	N	% of NSW
Macarthur	351,680	70,170	4.3%	50,460	4.1%
Marrickville	934,880	184,765	11.3%	137,810	11.3%
Mid North Coast	157,730	54,170	3.3%	42,050	3.5%
North & North West	179,600	46,590	2.8%	35,080	2.9%
Northern Rivers	290,135	89,690	5.5%	67,035	5.5%
Redfern	231,945	31,600	1.9%	22,280	1.8%
Shoalcoast	173,845	61,995	3.8%	47,185	3.9%
South West Sydney	550,600	96,515	5.9%	68,660	5.6%
Western NSW	138,470	34,815	2.1%	26,270	2.2%
Western Sydney	1,543,705	270,545	16.5%	194,855	16.0%
No Generalist – Central region	13,830	3,895	0.2%	2,875	0.2%
No Generalist – Northern region	106,025	32,095	2.0%	23,855	2.0%
No Generalist – Southern region	65,930	12,625	0.8%	8,845	0.7%
No Generalist – Western region	161,215	43,135	2.6%	32,375	2.7%
NSW	7,480,230	1,637,680	100.0%	1,217,640	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

People experiencing, or at risk of, family violence

NPA Priority client group B3(d)

Strategies to make services more appropriate and accessible[51]

Service delivery
- Web-based information, advice and CLE for problem noticers, such as community workers, may assist them to provide referral to legal services
- Consider supporting workers in places that can be accessed by people who are being monitored by their abuser (e.g. schools and GPs)
- Joined-up or collaborative service provision to address multiple legal and non-legal needs

Pathways and problem noticers
- Friends and family
- Antenatal clinics, maternal child and family health services
- Hospitals, GPs, mental health facilities
- Centrelink
- Schools
- Police officers, court-based family violence services
- Refuge staff
- Family lawyers, family courts, family relationship centres

Technology
- Use of internet for help-seeking may be restricted.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for people experiencing or at risk of family violence see Section 11 in the CPR-SP.

Due to underreporting, it is difficult to determine the true extent of family violence. In Australia, the most recent large-scale survey measuring the prevalence of family violence is the ABS's Personal Safety Survey conducted in 2016. This survey found that in NSW 2.2% of women and 1.4% of men reported having experienced violence by a (current or previous) partner in the previous 12 months.[52] The NSW Bureau of Crime Statistics and Research (BOCSAR) also has data available from its website which shows, for example, incidents of domestic violence related assaults from recorded crime statistics.[53]

Table 9 below shows the number of total Apprehended Violence Orders issued in 2017 by catchment based on court location data. Some courts may be covered by more than one catchment region due to their location. Where this has occurred, the data has been included in more than one catchment. The numbers in the column will not add to the total for NSW.

[51] Coumarelos et al. (2015: 45) & ABS (2016a).

[52] ABS (2017a).

[53] See http://www.bocsar.nsw.gov.au/Pages/bocsar_pages/Domestic-Violence.aspx

Table 9: Number of Apprehended Violence Orders issued in 2017, by catchment

Catchment	Number of AVOs* issued - 2017
Central Coast	1,955
Elizabeth Evatt	1,022
Far West	245
Hume Riverina	1,559
Hunter	3,421
Illawarra	1,196
Inner City	2,711
Kingsford	-
Macarthur	1,773
Marrickville	3,759
Mid North Coast	1,017
North & North West	1,535
Northern Rivers	1,716
Redfern	1,844
Shoalcoast	847
South West Sydney	2,815
Western NSW	1,593
Western Sydney	4,635
No Generalist – Central region	-
No Generalist – Northern region	796
No Generalist – Southern region	384
No Generalist – Western Region	1,449
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NSW	33,724

Source: NSW Bureau of Crime Statistics and Research (BOCSAR)
Note: The data was provided by court location. Some courts are covered by more than one catchment area. Where this has occurred, the data has been included in more than one catchment. Therefore, the numbers in the column cannot be added to the total for NSW.
* Apprehended Violence Orders (AVOs) are legal orders which aim to protect individuals from violence, threats and harassment. There are two types of AVOs: domestic and personal AVOs (ADVOs and APVOs respectively). ADVOs are made by the court to protect individuals from violence, threats and harassment from a spouse, de facto partner, ex-partner, family member, carer or person living in the same household. APVOs are orders made by the court to protect individuals from violence, threats and harassment from anyone who they are not in a domestic or family relationship with.

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People experiencing, or at risk of, homelessness

NPA Priority client group B3(e)

Strategies to make services more appropriate and accessible[54]

Service delivery
- Information, support and referral training for support workers
- Outreach or co-location of legal services in places where homeless people go
- Legal staff skilled in supporting people with complex needs
- Joined-up legal and non-legal service delivery
- Longer appointment times and intensive assistance

Pathways and problem noticers
- Homeless services for rough sleepers
- Family and domestic violence related services
- Community, health, welfare and family support services
- Youth services
- Tenancy services and advocacy groups
- Services for recently released prisoners

Technology
- Access to the internet may be limited.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for people experiencing or at risk of homelessness see Section 12 in the CPR-SP.

The data in Table 10 is a composite variable, defined by the ABS, using Census data based on where a person was located on the night of the Census. The ABS definition of homelessness is based on the lack of suitable accommodation alternatives, the adequacy of a dwelling, the security of tenure in the dwelling, and the control of and access to space for social relations. Due to the method of collection, homelessness data is available at select geographical areas, but not by suburb. Therefore, the data in Table 10 is provided by **NSW Statistical Area 4 (SA4 Region)**, not catchment. Maps showing the SA4 Regions relative to the catchments are in Appendix 3.

[54] Coumarelos et al. (2015: 48-9) & ABS (2018a).

Table 10: Number and proportion of homeless people in NSW, by SA4 region.

SA4 Region	Total Population	Homeless people	Homeless people (%)
Capital Region	231,745	655	1.7%
Central Coast	324,740	1,030	2.7%
Central West	205,465	455	1.2%
Coffs Harbour - Grafton	140,185	615	1.6%
Far West and Orana	116,305	495	1.3%
Hunter Valley exc Newcastle	262,410	540	1.4%
Illawarra	292,070	1,015	2.7%
Mid North Coast	213,340	685	1.8%
Murray	116,200	230	0.6%
New England and North West	182,860	775	2.1%
Newcastle and Lake Macquarie	356,000	1,210	3.2%
Richmond - Tweed	245,275	1,265	3.4%
Riverina	156,610	390	1.0%
Southern Highlands and Shoalhaven	145,585	370	1.0%
Sydney – Baulkham Hills and Hawkesbury	228,335	385	1.0%
Sydney – Blacktown	342,185	1,555	4.1%
Sydney – City and Inner South	359,100	6,190	16.4%
Sydney – Eastern Suburbs	272,170	1,480	3.9%
Sydney – Inner South West	577,690	3,710	9.8%
Sydney – Inner West	295,130	2,575	6.8%
Sydney – North Sydney and Hornsby	410,355	1,035	2.8%
Sydney – Northern Beaches	251,315	600	1.6%
Sydney – Outer South West	262,175	1,045	2.8%
Sydney – Outer West and Blue Mountains	307,375	1,220	3.2%
Sydney – Parramatta	457,205	4,345	11.5%
Sydney – Ryde	185,635	485	1.3%
Sydney – South West	407,925	3,075	8.2%
Sydney – Sutherland	215,955	270	0.7%
NSW	7,480,230	37,690	100.0%

Source: ABS Census of Population and Housing: Estimating homelessness 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW.

People in custody and prisoners

NPA Priority client group B3(f)

Strategies to make services more appropriate and accessible[55]

Service delivery
- CLEI resources in prisons or for inmates (e.g. Legal Information Portal in NSW correctional centres)
- May have access to lawyers for criminal matters, but less access for civil and family matters
- Civil and family law outreach services to provide help for these issues
- Telephone-based advice services

Pathways and problem noticers
- Telephone-based advice services
- Corrective service staff or programs (e.g. custodial, welfare and education) will vary by centre
- Post-release support – parole and post-release welfare and support services

Technology
- Low access

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for people in custody and prisoners see Section 13 in the CPR-SP.

At 30 June 2017, the number of adult prisoners in NSW prisons was 13,149[56]. Table 11 shows correctional centres in NSW by catchment region. Some of the key findings from the ABS regarding the prison population in NSW include:[57]

- Males comprised 92% (12,145 prisoners) and females 8% (1,004) of the prisoner population.
- Overseas born prisoners accounted for 21% (2,765 prisoners) of the prisoner population.
- Aboriginal and Torres Strait Islander prisoners comprised 24% (3,197) of the prisoner population.
- Just over half (52% or 6,804) of prisoners had previously been imprisoned under sentence.
- Unsentenced prisoners comprised 32% (4,269) of the prisoner population.

Table 11: Details of location of correctional centres by catchment

Catchment	Correctional Centre(s) within catchment
Central Coast	Kariong Correctional Centre (Gosford)
Central West	Brewarrina (Yetta Dhinnakkal)
	Macquarie Correctional Centre (Wellington)
	Wellington Correctional Centre
Elizabeth Evatt	Bathurst Correctional Complex
	Kirkconnell Correctional Centre
	Lithgow Correctional Centre

[55] Coumarelos et al. (2015: 51-2).

[56] ABS (2017b).

[57] ABS (2017b).

Catchment	Correctional Centre(s) within catchment
	Oberon Correctional Centre
Far West	Broken Hill Correctional Centre
	Ivanhoe (Warakirri) Centre
Hume Riverina	Mannus Correctional Centre
Hunter	Cessnock Correctional Complex
	Shortland Correctional Centre
	St Heliers Correctional Centre
Illawarra	Illawarra Reintegration Centre
Kingsford	Long Bay Correctional Complex
Macarthur	Berrima Correctional Centre
	Goulburn Correctional Complex
	High Risk Management Correctional Centre (part of Goulburn Correctional Complex)
Marrickville	Mary Wade Correctional Centre
Mid North Coast	Mid North Coast Correctional Centre
North & North West	Glen Innes Correctional Centre
	Tamworth Correctional Centre
Northern Rivers	Grafton Intake and Transient Centre
Shoalcoast	South Coast Correctional Centre
Western Sydney	Amber Laurel Correctional Centre
	Compulsory Drug Treatment Correctional Centre
	Dawn de Loas Correctional Centre Area 1 & 2 (part of the Silverwater Complex)
	Dillwynia Women's Correction Centre (part of John Morony)
	Emu Plains Correctional Centre
	John Morony Correctional Complex
	Mary Wade Correctional Centre
	Metropolitan Remand and Reception Centre (part of the Silverwater Complex)
	Outer Metropolitan Multi-Purpose Correctional Centre (part of John Morony)
	Parklea Correctional Centre
	Silverwater Women's Correctional Centre (part of the Silverwater Complex)
No generalist – Central region	–
No generalist – Northern region	–
No generalist – Southern region	Cooma Correctional Centre
No generalist – Western region	Junee Correctional Centre

Source: Corrective Services, 2018.
Note: Where correctional centres are covered by more than one catchment region they have been listed twice.

People residing in rural or remote areas

NPA Priority client group B3(g)

Strategies to make services more appropriate and accessible[58]

Service delivery
- Legal assistance services via video-conferencing
- Highly visible, well-connected legal outreach services (with local legal and non-legal services)
- Statewide telephone and CLEI services may need to consider how to maintain uptake of their services in rural and remote areas.

Pathways and problem noticers
- Local coordination (e.g. through the Cooperative Legal Services Delivery (CLSD) model)
- Outreach legal services

Technology
- 75% of people living in regional areas of NSW and 60% of people living in remote or very remote areas of NSW reported having an internet connection from their household in 2016.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for people residing in rural or remote areas see Section 14 in the CPR-SP.

In NSW, 25 per cent of the population (1,889,985) resided in regional, remote or very remote areas in 2016.[59] The ABS' Australian Standard Geographical Classification defines five levels of remoteness: Major Cities of Australia, Inner Regional Australia, Outer Regional Australia, Remote Australia, Very Remote Australia.[60] For the purposes of this report, people residing in rural or remote areas includes those living in the ABS classifications of Inner Regional Australia, Outer Regional Australia, Remote Australia, Very Remote Australia. Table 12 therefore shows the number of people residing in rural or remote areas by catchment, as well as the proportion this group makes up of the NSW population.

[58] Coumarelos et al. (2015: 56-7) & ABS (2016a).

[59] ABS (2016a).

[60] ABS (2018b).

Table 12: People residing in rural or remote areas by catchment (number and proportion of NSW)

Catchment	Population	People residing in rural or remote areas	
	N	N	% of NSW
Central Coast	333,425	8,835	0.5%
Elizabeth Evatt	195,975	125,500	6.6%
Far West	20,270	20,270	1.1%
Hume Riverina	186,900	186,900	9.9%
Hunter	653,605	195,940	10.4%
Illawarra	293,515	23,670	1.3%
Inner City	710,065	350	0.0%
Kingsford	174,400	0	0.0%
Macarthur	351,680	121,525	6.4%
Marrickville	934,880	2,945	0.2%
Mid North Coast	157,730	157,730	8.3%
North & North West	179,600	179,600	9.5%
Northern Rivers	290,135	210,855	11.2%
Redfern	231,945	0	0.0%
Shoalcoast	173,845	173,845	9.2%
South West Sydney	550,600	1,575	0.1%
Western NSW	138,470	138,470	7.3%
Western Sydney	1,543,705	33,155	1.8%
No Generalist – Central region	13,830	13,830	0.7%
No Generalist – Northern region	106,025	106,025	5.6%
No Generalist – Southern region	65,930	28,335	1.5%
No Generalist – Western region	161,215	160,910	8.5%
NSW	7,480,230	1,889,985	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

People who are culturally and linguistically diverse

NPA Priority client group B3(h)

Strategies to make services more appropriate and accessible[61]

Service delivery
- Legal information and education programs (CLE) tailored to specific communities to increase their awareness of legal issues, link them to legal services and build their trust in legal services
- CLEI to problem noticers
- Partnerships between legal and migrant services
- Culturally appropriate legal assistance services (e.g. additional time may be required, awareness of language barriers)
- Face-to-face legal services may be more appropriate (e.g. visual formats for explanations)
- CLE locally provided, face-to-face, in community settings (e.g. migrant resource centres)

Pathways and problem noticers
- Migrant resource centres
- Multicultural services (e.g. individual community networks and services)
- Organisations funded under the Humanitarian Settlement Services (HSS) and the Settlement Grants Program (SGP)
- Note the geographic clustering of some CALD groups

Technology
- 88% of people who speak a language other than English at home reported having an internet connection from their household in 2016.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for people who are culturally and linguistically diverse see Section 15 in the CPR-SP.

People from culturally and linguistically diverse (CALD) backgrounds make up 25% of the general population of NSW.[62] Table 13 shows the CALD population by catchment region. This includes people aged 15 years and over who speak a language other than English at home, excluding an Australian Indigenous language. This table also shows information by catchment on the LJF's NLAS(CALD) indicator which identifies people who may require culturally specific services because they both have a low income (personal income less than $26,000) and are from CALD backgrounds.[63]

Table 13: CALD people, by catchment region (number and proportion of NSW)

Regions	Population	CALD 15+		NLAS(CALD)	
	N	N	% of NSW	N	% of NSW
Central Coast	333,425	15,860	1.0%	7,480	1.0%
Elizabeth Evatt	195,975	7,935	0.5%	3,620	0.5%
Far West	20,270	375	0.0%	165	0.0%
Hume Riverina	186,900	7,395	0.5%	3,075	0.4%

[61] Coumarelos et al. (2015: 61) & ABS (2016a).

[62] ABS (2016a).

[63] Mirrlees-Black & Randell (2017).

Regions	Population	CALD 15+		NLAS(CALD)	
	N	N	% of NSW	N	% of NSW
Hunter	653,605	27,145	1.7%	13,005	1.8%
Illawarra	293,515	36,740	2.3%	20,205	2.8%
Inner City	710,065	139,160	8.8%	51,725	7.0%
Kingsford	174,400	51,705	3.3%	24,865	3.4%
Macarthur	351,680	50,250	3.2%	21,950	3.0%
Marrickville	934,880	349,140	22.0%	164,490	22.4%
Mid North Coast	157,730	3,430	0.2%	1,515	0.2%
North & North West	179,600	5,270	0.3%	2,075	0.3%
Northern Rivers	290,135	8,745	0.6%	4,100	0.6%
Redfern	231,945	66,465	4.2%	31,320	4.3%
Shoalcoast	173,845	5,515	0.3%	2,840	0.4%
South West Sydney	550,600	267,290	16.9%	141,180	19.2%
Western NSW	138,470	3,595	0.2%	1,420	0.2%
Western Sydney	1,543,705	516,800	32.6%	229,650	31.3%
No Generalist – Central region	13,830	210	0.0%	105	0.0%
No Generalist – Northern region	106,025	4,880	0.3%	2,330	0.3%
No Generalist – Southern region	65,930	6,290	0.4%	2,320	0.3%
No Generalist – Western region	161,215	8,210	0.5%	3,510	0.5%
NSW	7,480,230	1,584,605	100.0%	734,495	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

The information in Table 14 shows the top 5 non-English languages spoken at home by catchment.

Table 14: Top 5 non-English languages spoken at home

Regions	Top 5 non-English languages spoken at home
Central Coast	Spanish (0.5%), Mandarin (0.5%), Italian (0.3%), German (0.3%), Cantonese (0.2%)
Elizabeth Evatt	German (0.3%), Mandarin (0.3%), Spanish (0.3%), Italian (0.3%), Cantonese (0.2%)
Far West	Italian (0.2%), Filipino (0.2%), Tagalog (0.2%), German (0.1%), Malayalam (0.1%)
Hume Riverina	Mandarin (0.3%), Nepali (0.3%) Malayalam (0.3%), Arabic (0.2%), Tagalog (0.2%)
Hunter	Mandarin (0.5%), Italian (0.3%), Macedonian (0.3%), Cantonese (0.2%), German (0.2%)
Illawarra	Macedonian (2.1%), Italian (1.5%), Mandarin (1.1%), Arabic (1.1%), Spanish (0.8%)
Inner City	Mandarin (4.3%), Cantonese (2.5%), Italian (1.2%), Spanish (1.1%), Korean (1.1%)

Regions	Top 5 non-English languages spoken at home
Kingsford	Mandarin (6.9%), Greek (3.4%), Cantonese (2.8%), Indonesian (1.9%), Spanish (1.8%)
Macarthur	Arabic (1.8%), Bengali (1.2%), Hindi (1.2%), Spanish (1.1%), Samoan (1.0%)
Marrickville	Mandarin (7.2%), Arabic (4.9%), Greek (4.5%), Cantonese (4.4%), Italian (2.3%)
Mid North Coast	German (0.2%), Mandarin (0.2%), Spanish (0.1%), Italian (0.1%), French (0.1%)
North & North West	Mandarin (0.4%), Tagalog (0.3%), Arabic (0.2%), German (0.2%), Cantonese (0.1%)
Northern Rivers	German (0.4%), Italian (0.3%), French (0.2%), Spanish (0.2%), Japanese (0.2%)
Redfern	Mandarin (7.5%), Cantonese (2.4%), Thai (1.8%), Spanish (1.7%), Indonesian (1.7%)
Shoalcoast	German (0.3%), Italian (0.3%), Spanish (0.2%), Greek (0.2%), Croatian (0.2%)
South West Sydney	Arabic (11.9%), Vietnamese (10.9%), Assyrian Neo-Aramaic (3.0%), Cantonese (2.8%), Mandarin (2.2%)
Western NSW	Mandarin (0.2%), Nepali (0.2%), Tagalog (0.2%), Malayalam (0.2%), Cantonese (0.1%)
Western Sydney	Mandarin (5.5%), Arabic (4.3%), Cantonese (3.3%), Hindi (2.4%), Korean (2.0%)
No Generalist – Central region	German (0.3%), Italian (0.1%), Spanish (0.1%), French (0.1%), Afrikaans (0.1%)
No Generalist – Northern region	Punjabi (1.2%), German (0.4%), Spanish (0.3%), Mandarin (0.2%), Italian (0.2%)
No Generalist – Southern region	Macedonian (1.4%), Italian (1.0%), Punjabi (0.7%), Mandarin (0.4%), Serbian (0.4%)
No Generalist – Western region	Italian (1.6%), Punjabi (0.6%), Mandarin (0.3%), Arabic (0.2%), Samoan (0.2%)
NSW	Mandarin (3.2%), Arabic (2.6%), Cantonese (1.9%), Vietnamese (1.3%), Greek (1.1%)

Source: ABS Census of Population and Housing, 2016.
Note: The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

People with a disability or mental illness

NPA Priority client group B3(i)

Strategies to make services more appropriate and accessible[64]

Service delivery
- Advice from disability support and advocacy organisations
- Health-justice partnerships (integration of legal services into health settings)
- Outreach or integrated services
- Particular attention to timing of legal assistance given may have complex issues and may lack stability at some points in time

Pathways and problem noticers
- Disability support and advocacy organisations
- GPs, community health services, hospitals
- Guardianship services
- Mental health services, community health services
- Alcohol and drug treatment and support services

Technology
- 61% of people who require assistance with core activities from the ABS Census 2016 reported having an internet connection from their household in 2016.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for people with a disability or mental illness see Section 16 in the CPR-SP.

In NSW, according to the ABS Census 5% of the total population say they require assistance in their day to day lives with core activities, such as self-care, mobility or communication because of a disability, long-term health condition (lasting six months or more) or old age.[65] This data is reported here as it is available by suburb and can therefore be allocated to a catchment region. However, alternative sources suggest a higher prevalence of disability in the NSW population (although these are available at the state level only and could not be used for catchment allocation in this report). These include:

- ABS National Survey of Disability, Ageing and Carers finding that 18.3 per cent (1,372,400) of the NSW population reported having a disability in 2015.[66] [67]
- LJF LAW Survey finding that 20.2 per cent of NSW respondents aged 15+ reported having a disability in 2008.[68] [69]

Table 15 shows the number of people who say they require assistance with core activities, aged under 15 and aged 15 to 64 by catchment region according to the ABS Census. The proportion

[64] Coumarelos et al. (2015: 66) & ABS (2016a).

[65] ABS (2016a) (N=401,228).

[66] ABS (2015) (N=1,372,400). This is the total number for people of all ages.

[67] In this survey, a person has disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

[68] Coumarelos et al. (2012; 305).

[69] In this survey a person has a disability if during the previous 12 months they had experienced any long-term illness or disability that had lasted, or was expected to last, at least six months.

of people requiring assistance increases with age, rising to 47% of people aged 85 years and over.[70] Services targeted to those with a disability should therefore also take into account the number of older people. Older people are represented by a separate priority group.

Table 15: People with a disability, by catchment region (number and proportion of NSW)

Region	Total Population	Under 15		15-64	
	N	N	% of NSW	N	% of NSW
Central Coast	333,425	2,155	6.3%	7,745	5.3%
Elizabeth Evatt	195,975	1,150	3.4%	4,195	2.9%
Far West	20,270	100	0.3%	565	0.4%
Hume Riverina	186,900	980	2.9%	3,705	2.5%
Hunter	653,605	4,305	12.6%	16,215	11.0%
Illawarra	293,515	1,400	4.1%	6,830	4.6%
Inner City	710,065	1,510	4.4%	5,475	3.7%
Kingsford	174,400	425	1.2%	1,950	1.3%
Macarthur	351,680	2,580	7.5%	7,725	5.2%
Marrickville	934,880	2,860	8.4%	13,935	9.5%
Mid North Coast	157,730	995	2.9%	4,690	3.2%
North & North West	179,600	880	2.6%	3,740	2.5%
Northern Rivers	290,135	1,425	4.2%	7,410	5.0%
Redfern	231,945	330	1.0%	2,730	1.9%
Shoalcoast	173,845	845	2.5%	4,690	3.2%
South West Sydney	550,600	2,590	7.6%	16,395	11.1%
Western NSW	138,470	705	2.1%	2,990	2.0%
Western Sydney	1,543,705	6,960	20.3%	27,615	18.8%
No Generalist – Central region	13,830	45	0.1%	255	0.2%
No Generalist – Northern region	106,025	565	1.6%	2,855	1.9%
No Generalist – Southern region	65,930	295	0.9%	1,100	0.7%
No Generalist – Western region	161,215	670	2.0%	3,210	2.2%
NSW	7,480,230	34,225	100.0%	147,095	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

The most recent large-scale survey measuring the health status and health risk factors in Australia is the ABS's 2014–15 National Health Survey. This survey showed that 11% of people in NSW aged 18 and over reported suffering from a high or very high psychological distress level in 2014–15.[71]

[70] ABS (2018b).

[71] ABS (2016b).

Table 16 shows mental health hospital and community activity[72] by *local health district* in NSW between July 2016 to June 2017. This activity can vary across NSW Local Health Districts, which also vary in size.[73]

Table 16: Mental Health – hospital and community activity by Local Health District

Local health district/network/ hospital	In-patient activity[1]	Out-patient activity[2]
Sydney Children's Hospitals Network	286	35,763
St Vincent Hospitals Network	1,446	45,197
Sydney Local Health District	5,004	275,245
South Western Sydney Local Health District	5,013	450,591
South Eastern Sydney Local Health District	3,246	738,808
Illawarra Shoalhaven Local Health District	2,783	186,521
Western Sydney Local Health District	4,878	234,435
Nepean Blue Mountain Local Health District	2,435	94,443
Northern Sydney Local Health District	5,155	631,310
Central Coast Local Health District	1,987	304,951
Hunter New England Local Health District	5,525	458,028
Northern NSW Local Health District	1,625	354,076
Mid North Coast Local Health District	1,555	173,915
Southern NSW Local Health District	1,457	12,994
Murrumbidgee Local Health District	1,094	150,175
Western NSW Local Health District	1,731	218,525
Far West Local Health District	263	47,888
Total	45,483	4,412,865

Source: NSW Health Annual Report 2016–17 p. 237.
Notes: This table includes indicators only for services directly funded through the Mental Health program. National reports on mental health also include data from a small number of services funded by other funding programs (e.g. Primary Care, Rehabilitation and Aged Care).
1 In-patient activity refers to activity both when a patient is admitted and separates on the same date from the hospital and when a patient is admitted and separated on different dates.
2 Includes all care provided by specialist mental health services for people who are not inpatients of mental health units at the time of care.

[72] This information is reporting frequency of activity not number of patients.

[73] NSW Ministry of Health (2017: 192).

People with low education levels

NPA Priority client group B3(j)

Strategies to make services more appropriate and accessible[74]

Service delivery
- Broad legal and non-legal support to address all needs
- Targeted, timely and joined-up services as may have complex needs associated with multiple disadvantage
- Services appropriate to their levels of capability
- Referral training and support to problem noticers

Pathways and problem noticers
- Strategies to increase their awareness of legal services, and supported referral, as they are less likely to seek help and may have low capability
- People whom these clients have more regular contact with
- Health or welfare professionals

Technology
- 83% of people with a lower educational attainment reported having an internet connection from their household in 2016.
- Not as suited to the provision of online legal information due to lower capability

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for people with low education levels see Section 17 in the CPR-SP.

In the 2016 ABS Census there was an increase in the proportion of Australians (all ages) saying they stayed at school after Year 11 and/or achieved a post school qualification. Because of this, for the purposes of this resource, the low education priority group reflects the historical delivery of education in Australia. That is, people with low education have been defined as people aged 15 to 64 who have:

- Highest year of school completion ranges from:
  - Year 12 (ages 15-39)
  - Year 11 (ages 40-49)
  - Year 10 (ages 50-64)
- Not currently a full time or part time student
- Highest non-school qualification is either a Certificate I or II.

People aged 65 years are not included as leaving school early was more common in the past and their inclusion skews the count to older people. Older people are represented by a separate priority group.

Table 17 on the following page shows the number of people with a lower level of education by catchment region.

[74] Coumarelos et al. (2015: 69) & ABS (2016a).

Table 17: People with a lower level of educational attainment, by catchment region (number and proportion of NSW)

Catchment	Total Population	People with low education (15-64)	
	N	N	% of NSW
Central Coast	333,425	50,090	5.1%
Elizabeth Evatt	195,975	25,080	2.5%
Far West	20,270	4,415	0.4%
Hume Riverina	186,900	28,165	2.8%
Hunter	653,605	104,775	10.6%
Illawarra	293,515	40,865	4.1%
Inner City	710,065	41,225	4.2%
Kingsford	174,400	12,900	1.3%
Macarthur	351,680	58,490	5.9%
Marrickville	934,880	99,545	10.0%
Mid North Coast	157,730	23,415	2.4%
North & North West	179,600	29,860	3.0%
Northern Rivers	290,135	40,440	4.1%
Redfern	231,945	18,610	1.9%
Shoalcoast	173,845	24,580	2.5%
South West Sydney	550,600	102,355	10.3%
Western NSW	138,470	24,045	2.4%
Western Sydney	1,543,705	196,985	19.9%
No Generalist – Central region	13,830	1,950	0.2%
No Generalist – Northern region	106,025	15,655	1.6%
No Generalist – Southern region	65,930	8,925	0.9%
No Generalist – Western region	161,215	27,600	2.8%
NSW	7,480,230	990,805	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Single parents

NPA Priority client group B3(k)

Strategies to make services more appropriate and accessible[75]

Service delivery
- Comprehensive legal diagnosis and triage (e.g. via legal check-up tools)
- Joining-up legal and non-legal services to address 'cluster of issues' that may surround family breakdown (e.g. debt, financial issues, family violence)
- Family breakdown may lower emotional capability to resolved legal issues

Pathways and problem noticers
- Family and friends
- Antenatal clinics, maternal child and family health services
- Hospitals, GPs
- Centrelink
- Schools
- Family relationship centres and other family breakdown assistance services
- Police officers, family violence services, refuge staff

Technology
- 85% of single parents reported having an internet connection from their household in 2016.

For information on legal **problems**, **response** to legal problems and **barriers** for accessing and using legal help for single parents see Section 10 in the CPR-SP.

Across NSW, single parents make up 4% of the population.[76] Table 18 shows the population of single parents by catchment. Single parents in this resource are defined as people aged 15 years and over who are classified as lone parent. This means households with one male or female parent and a dependent child. All children under 15 are classified as dependent, and children who are aged between 15 to 24 are dependent when they are in education.

[75] Coumarelos et al. (2015: 40-1) & ABS (2016a).

[76] ABS (2016a).

Table 18: Single parents, by catchment region (number and proportion of NSW)

Catchment	Total Population	Single parents (15+)	
	N	N	% of NSW
Central Coast	333,425	17,045	5.5%
Elizabeth Evatt	195,975	8,550	2.8%
Far West	20,270	1,175	0.4%
Hume Riverina	186,900	7,620	2.5%
Hunter	653,605	30,880	9.9%
Illawarra	293,515	13,560	4.4%
Inner City	710,065	20,305	6.5%
Kingsford	174,400	5,795	1.9%
Macarthur	351,680	16,425	5.3%
Marrickville	934,880	35,810	11.5%
Mid North Coast	157,730	7,750	2.5%
North & North West	179,600	8,100	2.6%
Northern Rivers	290,135	14,235	4.6%
Redfern	231,945	5,840	1.9%
Shoalcoast	173,845	7,615	2.4%
South West Sydney	550,600	28,180	9.1%
Western NSW	138,470	6,500	2.1%
Western Sydney	1,543,705	60,840	19.6%
No Generalist – Central region	13,830	415	0.1%
No Generalist – Northern region	106,025	5,390	1.7%
No Generalist – Southern region	65,930	2,415	0.8%
No Generalist – Western region	161,215	6,045	1.9%
NSW	7,480,230	310,905	100.0%

Source: ABS Census of Population and Housing, 2016.
Note: Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Section 2: Information by catchment

Information in this section is provided by catchment region. Each section includes a map on the region with selected town/suburb names, information about the available services (by location), as well as data on the priority groups (where available) to provide a profile of the catchment region. Some specialist services have been included in the catchment regions in this Section as the LJF was informed they have a physical presence from which services may be delivered. Those specialist services which the LJF were informed do not have a physical presence have not been included in this Section. However, as noted in the Introduction section of this resource, it should be recognised that specialist services are likely to be available to residents in all catchments, whether they have a physical presence there or not, delivering services through other methods.

Some of the data on priority groups from Section 1 (including people experiencing, or at risk of, homelessness and people in custody and prisoners) may not be included in the data in Section 2 due to methods of data collection, data availability and geographic level readiness. Section 1 provides this information where possible.

For further information about the catchment regions please refer to the introduction of this report. Figures 1 and 2 show the catchment regions across NSW and Sydney.

Figure 1: Catchment regions, NSW

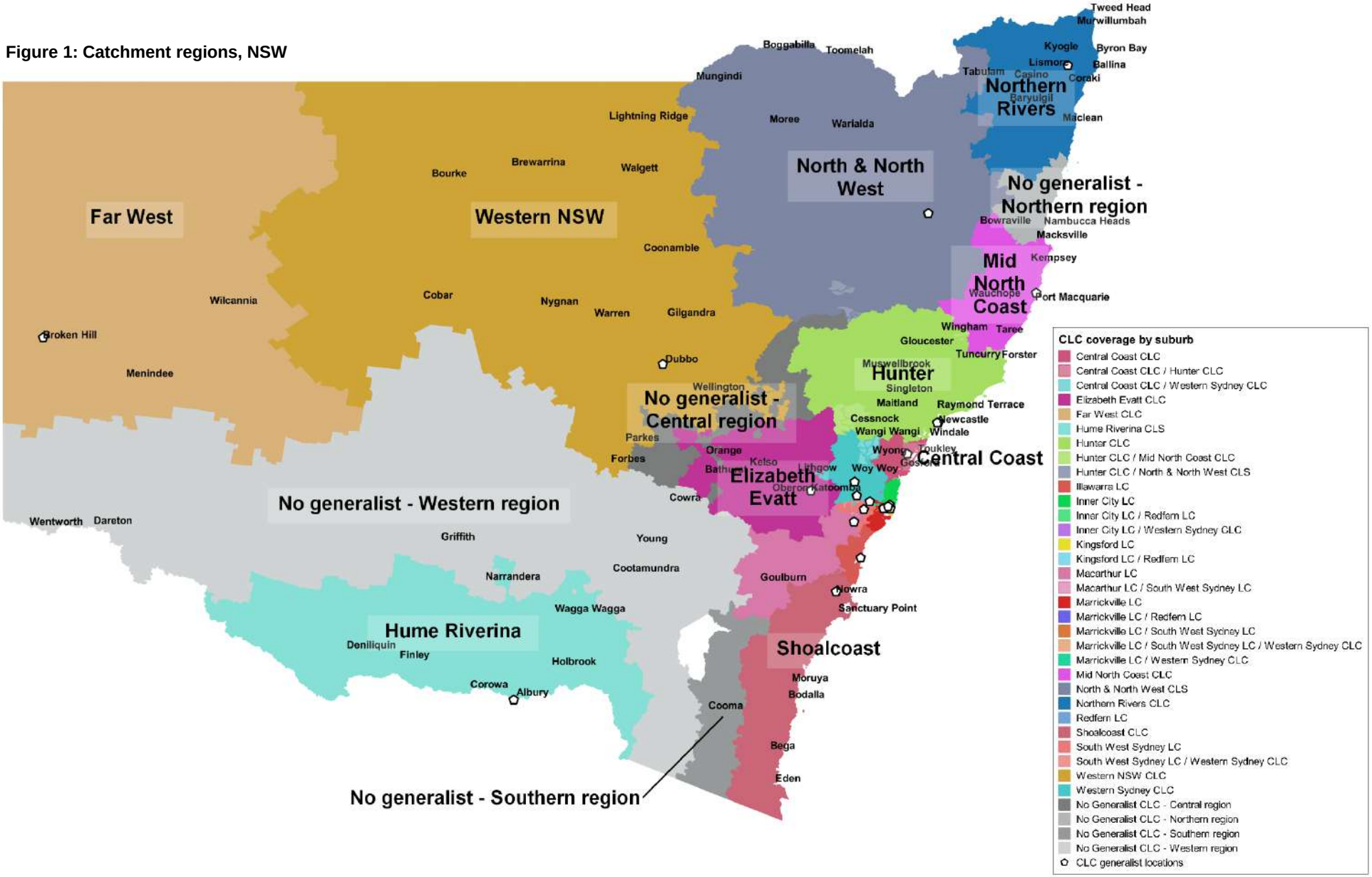
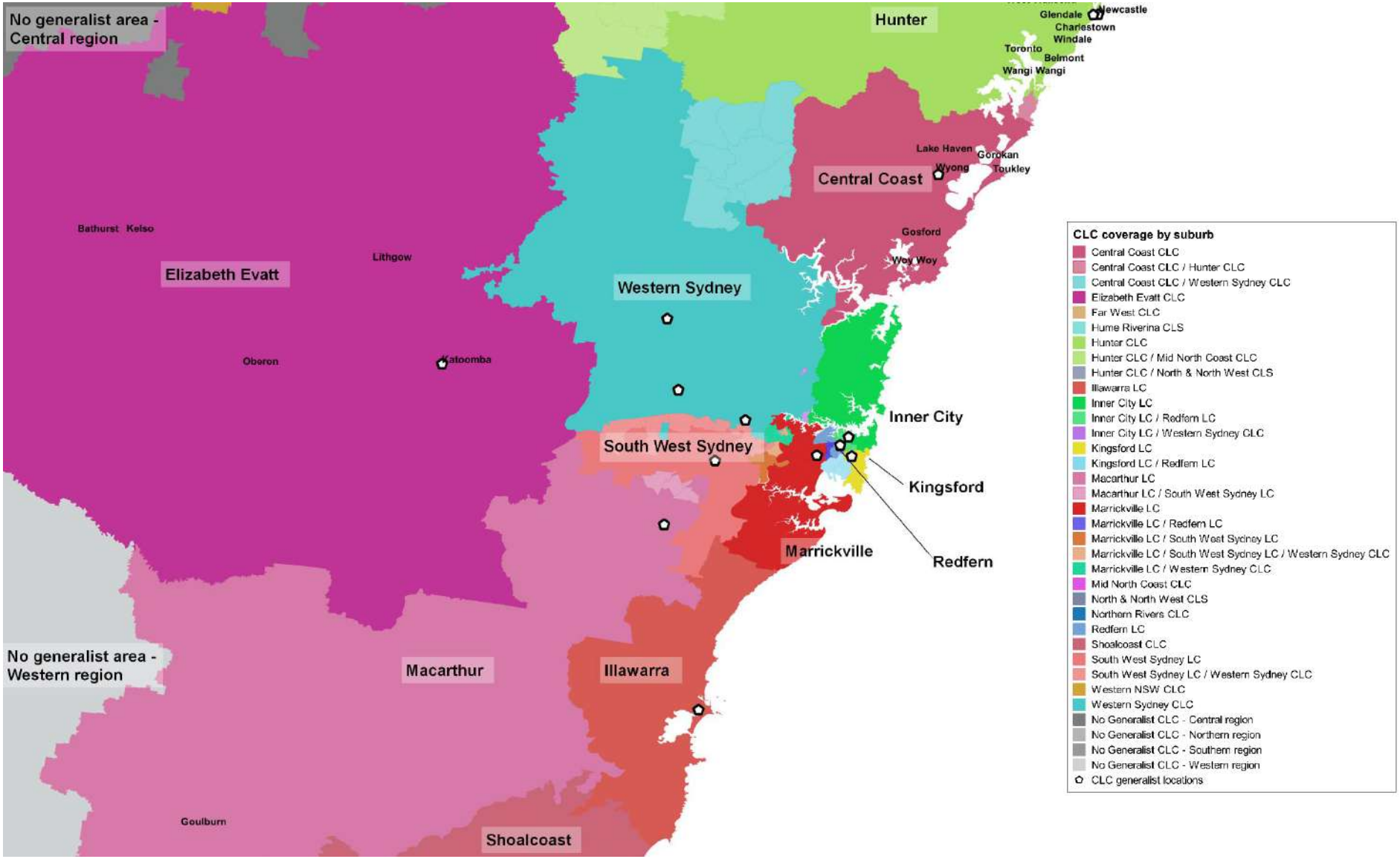


Figure 2: Catchment regions, Greater Sydney



Central Coast

Legal services in the region[77]

Offices/branches

- Central Coast CLC
- Gosford Legal Aid NSW office

Outreach services

- Legal Aid conducts outreach at Ettalong, Gosford, San Remo, The Entrance, Tuggerah, Umina Beach, Woy Woy and Wyong.
- Central Coast CLC conducts outreach at Broadmeadow, Gosford, Toukley, Umina, Woy Woy and Wyong.

Specialist services

- The Community Restorative Centre Court Support Scheme Advice service operates at Gosford and Wyong.
- Central Coast Tenants' Advice and Advocacy Service provides telephone and face-to-face advice, advocacy, and community legal education to tenants in the region.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in the Greater Sydney region.

Profile of Central Coast compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	333,425	100.0%	
NLAS(CLC) (15+)	46,855	14.1%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	107,235	32.2%	30.2%
Personal income <$52,000/year	176,700	53.0%	48.7%

[77] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Household income <$26,000/year	50,820	15.2%	14.3%
Household income <$52,000/year	135,915	40.8%	35.9%
Children & young people (0-24)	100,155	30.0%	31.1%
Disengaged youth (15-24)	1,920	0.6%	0.4%
Aboriginal & Torres Strait Islander people (<15)	4,435	1.3%	1.0%
Aboriginal & Torres Strait Islander people (15+)	8,195	2.5%	1.9%
NLAS(ATSI) (15+)	3,950	1.2%	0.9%
Older people (60+)	90,440	27.1%	21.9%
Older people (65+)	69,730	20.9%	16.3%
Number of AVOs issued (2017)	1,955	-	-
People residing in rural or remote areas	8,835	2.7%	25.0%
CALD people (15+)	15,860	4.8%	21.2%
NLAS(CALD) (15+)	7,480	2.2%	9.8%
People with a disability (<15)	2,155	0.6%	0.5%
People with a disability (15-64)	7,745	2.3%	2.0%
Low education (15-64)	50,090	15.0%	13.2%
Single parents (15+)	17,045	5.1%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

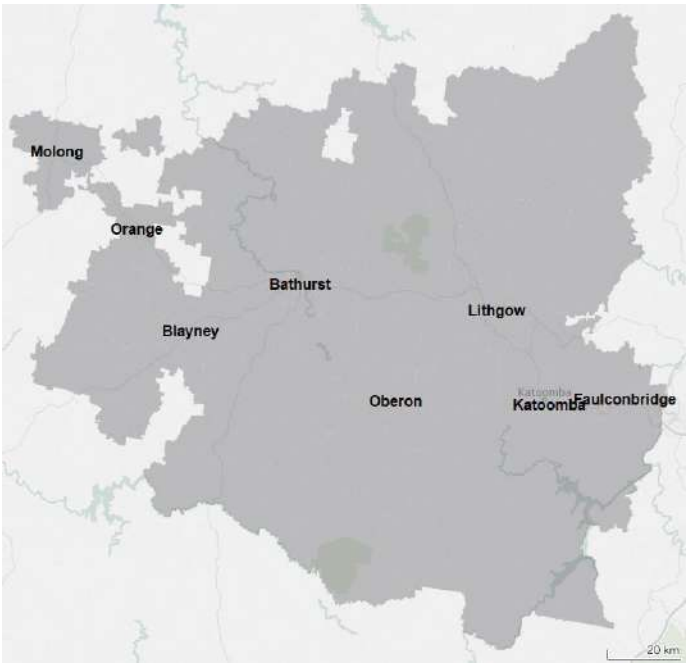
Summary of profile of Central Coast catchment region

The NLAS(CLC) population of this catchment is 46,855 which makes up 14.1% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged 15 and over who are likely to need assistance from a CLC if they experienced a legal problem
- People aged 15 and over who are financially disadvantaged
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People with a disability (aged up to 64 years)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

Elizabeth Evatt



Legal services in the region[78]

Offices/branches

- Elizabeth Evatt CLC
- Aboriginal Legal Service (ALS) Bathurst
- Orange Legal Aid NSW office

Outreach services

- Legal Aid conducts outreach at Bathurst, Katoomba, Kelso and Lithgow.
- Elizabeth Evatt CLC conducts outreach at Bathurst, Katoomba, Lithgow and Orange.

Specialist services

- The Legal Aid NSW Prisoners Legal Service provides services at Bathurst Correctional Centre and Lithgow Correctional Centre.
- Blue Mountains Tenants' Advice and Advocacy Service provides services to tenants living in the Blue Mountains area of this region, and duty advocacy at Katoomba NCAT.
- South Western (NSW) Tenants Advice Service provides services to tenants in Bathurst and Orange areas in this region.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in part of this region.
- Western Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal Tenants in part of this region.
- Family Relationship Centre Bathurst offers an outreach service at Elizabeth Evatt Community Legal Centre.

[78] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Profile of Elizabeth Evatt compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	195,975	100.0%	
NLAS(CLC) (15+)	23,890	12.2%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	57,920	29.6%	30.2%
Personal income <$52,000/year	95,985	49.0%	48.7%
Household income <$26,000/year	27,345	14.0%	14.3%
Household income <$52,000/year	71,095	36.3%	35.9%
Children & young people (0-24)	61,355	31.3%	31.1%
Disengaged youth (15-24)	835	0.4%	0.4%
Aboriginal & Torres Strait Islander people (<15)	3,010	1.5%	1.0%
Aboriginal & Torres Strait Islander people (15+)	5,410	2.8%	1.9%
NLAS(ATSI) (15+)	2,490	1.3%	0.9%
Older people (60+)	49,355	25.2%	21.9%
Older people (65+)	36,420	18.6%	16.3%
Number of AVOs issued (2017)	1,022	-	-
People residing in rural or remote areas	125,500	64.0%	25.0%
CALD (15+)	7,935	4.0%	21.2%
NLAS(CALD) (15+)	3,620	1.8%	9.8%
People with a disability (<15)	1,150	0.6%	0.5%
People with a disability (15-64)	4,195	2.1%	2.0%
Low education (15-64)	25,080	12.8%	13.2%
Single parents (15+)	8,550	4.4%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Elizabeth Evatt catchment region

The NLAS(CLC) population of this catchment is 23,890 which makes up 12.2% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:

- People aged 15 and over who are likely to need assistance from a CLC if they experienced a legal problem
- People aged 15 and over with personal or household incomes below $52,000 per year
- Children and young people (aged up to 24 years)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural or remote areas
- People with a disability (aged up to 64 years)
- Single parents (aged 15 and over)

Far West

Legal services in the region[79]

Offices/branches

- Far West CLC
- ALS Broken Hill
- Warra-Warra Family Violence Prevention Legal Service

Outreach services

- Legal Aid conducts outreach at Broken Hill and Wilcannia.
- Far West CLC conducts outreach at Broken Hill Correctional Centre, Menindee and Wilcannia.

Specialist services

- New England and Western Tenants Advice and Advocacy Service provides services to tenants living in the Far West region of NSW.
- Western Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal Tenants in this region.

Profile of Far West compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	20,270	100.0%	
NLAS(CLC) (15+)	5,050	24.9%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	6,945	34.3%	30.2%
Personal income <$52,000/year	10,575	52.2%	48.7%
Household income <$26,000/year	4,355	21.5%	14.3%
Household income <$52,000/year	8,600	42.4%	35.9%
Children & young people (0-24)	5,670	28.0%	31.1%
Disengaged youth (15-24)	125	0.6%	0.4%
Aboriginal & Torres Strait Islander people (<15)	730	3.6%	1.0%
Aboriginal & Torres Strait Islander people (15+)	1,540	7.6%	1.9%
NLAS(ATSI) (15+)	820	4.0%	0.9%
Older people (60+)	5,690	28.1%	21.9%
Older people (65+)	4,260	21.0%	16.3%
Number of AVOs issued (2017)	245	-	-
People residing in rural or remote areas	20,270	100.0%	25.0%
CALD people (15+)	375	1.8%	21.2%
NLAS(CALD) (15+)	165	0.8%	9.8%

[79] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
People with a disability (<15)	100	0.5%	0.5%
People with a disability (15-64)	565	2.8%	2.0%
Low education (15-64)	4,415	21.8%	13.2%
Single parents (15+)	1,175	5.8%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

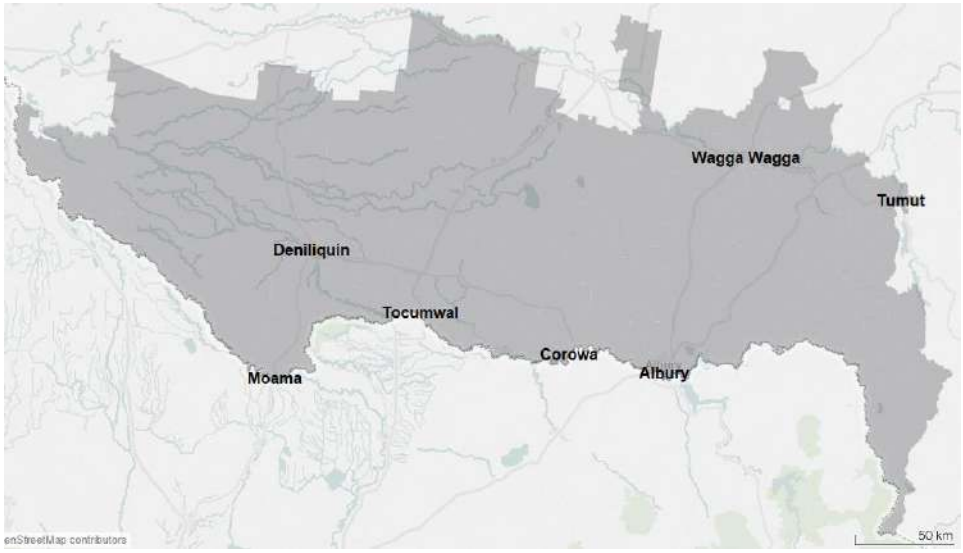
Summary of profile of Far West catchment region

The NLAS(CLC) population of this catchment is 5,050 which makes up 24.9% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:

- People aged 15 and over who are likely to need assistance from a CLC if they experienced a legal problem
- People aged 15 and over who are financially disadvantaged
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural or remote areas
- People with a disability (aged up to 64 years)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

Hume Riverina



Legal services in the region[80]

Offices/branches

- Hume Riverina CLS
- ALS Wagga Wagga
- Riverina Murray Legal Aid NSW offices (Wagga Wagga & Albury)

Outreach services

- Legal Aid conducts outreach at Corowa, Deniliquin, Finley, Mannus Correctional Centre, Tumut and Wagga Wagga.
- Hume Riverina CLS conducts outreach at Albury, Benalla, Corowa, Deniliquin, Finley, Glenroy, Henty, Holbrook, Lavington, Wangaratta and Wodonga.

Specialist services

- South Western (NSW) Tenants Advice Service provides services to tenants in Albury and Wagga Wagga areas in this region.
- Murra Mia Tenant Advocacy Service (Southern NSW Aboriginal TAAS) provides services to Aboriginal Tenants in this region.

Profile of Hume Riverina compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	186,900	100.0%	
NLAS(CLC) (15+)	29,900	16.0%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	54,970	29.4%	30.2%
Personal income <$52,000/year	95,755	51.2%	48.7%
Household income <$26,000/year	29,260	15.7%	14.3%
Household income <$52,000/year	74,000	39.6%	35.9%

[80] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Children & young people (0-24)	59,160	31.7%	31.1%
Disengaged youth (15-24)	890	0.5%	0.4%
Aboriginal & Torres Strait Islander people (<15)	2,795	1.5%	1.0%
Aboriginal & Torres Strait Islander people (15+)	4,580	2.5%	1.9%
NLAS(ATSI) (15+)	2,310	1.2%	0.9%
Older people (60+)	48,235	25.8%	21.9%
Older people (65+)	36,220	19.4%	16.3%
Number of AVOs issued (2017)	1,559	-	-
People residing in rural or remote areas	186,900	100.0%	25.0%
CALD people (15+)	7,395	4.0%	21.2%
NLAS(CALD) (15+)	3,075	1.6%	9.8%
People with a disability (<15)	980	0.5%	0.5%
People with a disability (15-64)	3,705	2.0%	2.0%
Low education (15-64)	28,165	15.1%	13.2%
Single parents (15+)	7,620	4.1%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

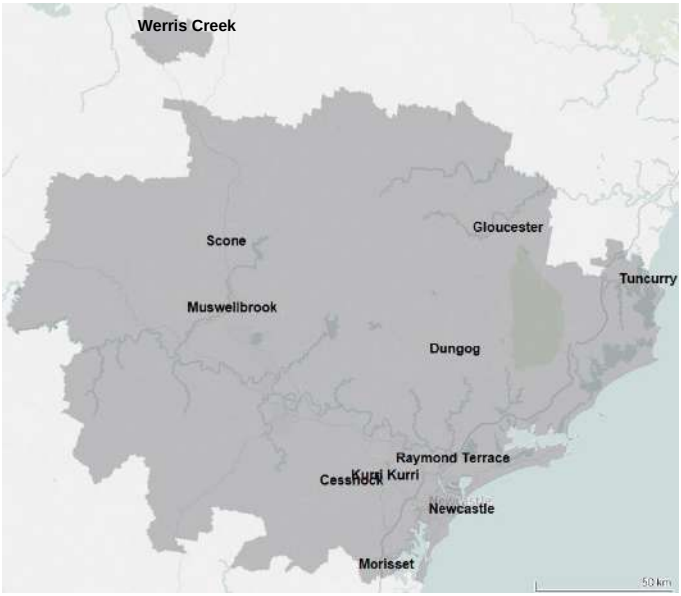
Summary of profile of Hume Riverina catchment region

The NLAS(CLC) population of this catchment is 29,900 which makes up 16.0% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:

- People aged 15 and over who likely to need assistance from a CLC if they experienced a legal problem
- People aged 15 and over who are financially disadvantaged (except those with a personal income of less than $26,000 per year)
- Children and young people (aged up to 24 years)
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural or remote areas
- People with a lower level of educational attainment (aged 15-64)

Hunter



Legal services in the region[81]

Offices/branches

- Hunter CLC
- University of Newcastle LC
- ALS Newcastle
- Legal Aid NSW Newcastle
- Salvos Legal Newcastle.

Outreach services

- Legal Aid conducts outreach at Belmont, Cessnock, Forster, Gloucester, Hamilton, Muswellbrook, Nelson Bay, Newcastle, Rutherford, Singleton, Toronto and Windale.
- Hunter CLC conducts outreach at Cessnock, Muswellbrook, Nelson Bay, Newcastle and Toronto.
- University of Newcastle LC conducts outreach at Newcastle.

Specialist services

- The Legal Aid NSW Prisoners Legal Service provides services at St Heliers Correctional Centre.
- Public Interest Advocacy Centre provides Homeless Persons' Legal Service in Newcastle.
- Intellectual Disability Rights Service provides an advice service in Newcastle.
- Hunter Tenants' Advice and Advocacy Service provides services to tenants in the Greater Hunter region.
- Northern NSW Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal tenants in this region and has an outreach service in Newcastle.

Profile of Hunter compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	653,605	100.0%	
NLAS(CLC) (15+)	100,895	15.4%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	210,230	32.2%	30.2%
Personal income <$52,000/year	340,000	52.0%	48.7%
Household income <$26,000/year	103,530	15.8%	14.3%
Household income <$52,000/year	260,165	39.8%	35.9%
Children & young people (0-24)	201,220	30.8%	31.1%
Disengaged youth (15-24)	4,160	0.6%	0.4%
Aboriginal & Torres Strait Islander people (<15)	10,830	1.7%	1.0%

[81] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Aboriginal & Torres Strait Islander people (15+)	19,965	3.1%	1.9%
NLAS(ATSI) (15+)	9,730	1.5%	0.9%
Older people (60+)	164,315	25.1%	21.9%
Older people (65+)	123,995	19.0%	16.3%
Number of AVOs issued (2017)	3,421	-	-
People residing in rural or remote areas	195,940	30.0%	25.0%
CALD people (15+)	27,145	4.2%	21.2%
NLAS(CALD) (15+)	13,005	2.0%	9.8%
People with a disability (<15)	4,305	0.7%	0.5%
People with a disability (15-64)	16,215	2.5%	2.0%
Low education (15-64)	104,775	16.0%	13.2%
Single parents (15+)	30,880	4.7%	4.2%

Source: ABS Census of Population and Housing, 2016, BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Hunter catchment region

The NLAS(CLC) population of this catchment is 100,895 which makes up 15.4% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:

- People aged 15 and over who are likely to need assistance from a CLC if they experienced a legal problem
- People aged 15 and over who are financially disadvantaged
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural or remote areas
- People with a disability (aged up to 64 years)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

Illawarra

Legal services in the region[82]

Offices/branches

- Illawarra LC
- ALS Wollongong
- Wollongong Legal Aid NSW office

Outreach services

- Legal Aid conducts outreach at Albion Park, Bellambi, Dapto, Port Kembla, Warilla and Wollongong.
- Illawarra Legal Centre conducts outreach at Berkeley, Corrimal, Dapto, Oak Flats, Port Kembla, Warilla and Wollongong.

Specialist services

- Illawarra and South Coast Tenants Service (program of Illawarra Legal Centre) provides services to tenants in the region.
- Murra Mia Tenant Advocacy Service (Southern NSW Aboriginal TAAS) provides services to Aboriginal Tenants in this region.
- Illawarra Legal Centre auspices a Welfare Rights service for clients in the region.
- Illawarra Legal Centre provides a Children's Court Assistance Service at Port Kembla.
- Illawarra Legal Centre provides a financial counselling and advocacy service.
- Intellectual Disability Rights Service provides an advice service in Wollongong.

Profile of Illawarra compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	293,515	100.0%	
NLAS(CLC) (15+)	40,240	13.7%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	98,180	33.5%	30.2%
Personal income <$52,000/year	153,495	52.3%	48.7%
Household income <$26,000/year	46,350	15.8%	14.3%
Household income <$52,000/year	114,770	39.1%	35.9%
Children & young people (0-24)	93,620	31.9%	31.1%
Disengaged youth (15-24)	1,500	0.5%	0.4%
Aboriginal & Torres Strait Islander people (<15)	2,900	1.0%	1.0%
Aboriginal & Torres Strait Islander people (15+)	5,480	1.9%	1.9%
NLAS(ATSI) (15+)	2,695	0.9%	0.9%
Older people (60+)	69,490	23.7%	21.9%
Older people (65+)	52,435	17.9%	16.3%

[82] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Number of AVOs issued (2017)	1,196	-	-
People residing in rural or remote areas	23,670	8.1%	25.0%
CALD (15+)	36,740	12.5%	21.2%
NLAS(CALD) (15+)	20,205	6.9%	9.8%
People with a disability (<15)	1,400	0.5%	0.5%
People with a disability (15-64)	6,830	2.3%	2.0%
Low education (15-64)	40,865	13.9%	13.2%
Single parents (15+)	13,560	4.6%	4.2%

Source: ABS Census of Population and Housing, 2016, BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Illawarra catchment region

The NLAS(CLC) population of this catchment is 40,240 which makes up 13.7% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged 15 and over who are likely to need assistance from a CLC if they experienced a legal problem
- People aged 15 and over who are financially disadvantaged
- Children and young people (aged up to 24 years)
- Disengaged youth (aged 15-24)
- Older people (aged 60 and over and 65 and over)
- People with a disability (aged 15-64)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

Inner City

Legal services in the region[83]

Offices/branches

- Inner City LC
- ALS head office
- Legal Aid NSW Central Sydney (head office)

Outreach services

- Legal Aid conducts outreach at Dee Why, Manly and North Sydney.
- Inner City Legal Centre conducts outreach at Surry Hills and Sydney
- Redfern Legal Centre conducts outreach at Millers Point and Sydney (Downing Centre).

Specialist services

- Arts Law Centre of Australia is based in Woolloomooloo.
- Community Restorative Centre Court Support Scheme advice services are provided at Manly Court and the Downing Centre.
- Eastern Area Tenants Service and Inner Sydney Tenants' Advice and Advocacy Service provides services to tenants in the region.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in the Greater Sydney region.
- Justice Connect provides a service at St Vincent's Hospital in Darlinghurst for patients experiencing or at risk of elder abuse.
- Justice Connect provides services for self-represented litigants in some types of case at the Federal Court Building in Sydney CBD.
- Legal Aid NSW provides an employment law advice clinic at the Fair Work Commission.
- Public Interest Advocacy Centre provides Homeless Persons' Legal Service at Bondi Beach, Potts Point, Surry Hills, Sydney and Woolloomooloo.
- Redfern LC provides the Sydney Women's Domestic Violence Court Advocacy Service at Waverley Court.
- Refugee Advice and Casework service provides a Law School Advice Service at the University of Technology Sydney.
- Shopfront Youth Legal Centre provides advice in this region.
- Wirringa Baiya provides advice services at Waverley Court and the Downing Centre.

[83] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Profile of Inner City compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	710,065	100.0%	
NLAS(CLC) (15+)	22,320	3.1%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	153,310	21.6%	30.2%
Personal income <$52,000/year	256,325	36.1%	48.7%
Household income <$26,000/year	51,070	7.2%	14.3%
Household income <$52,000/year	145,090	20.4%	35.9%
Children & young people (0-24)	199,665	28.1%	31.1%
Disengaged youth (15-24)	1,070	0.2%	0.4%
Aboriginal & Torres Strait Islander people (<15)	730	0.1%	1.0%
Aboriginal & Torres Strait Islander people (15+)	2,145	0.3%	1.9%
NLAS(ATSI) (15+)	760	0.1%	0.9%
Older people (60+)	144,740	20.4%	21.9%
Older people (65+)	110,125	15.5%	16.3%
Number of AVOs issued (2017)	2,711	-	-
People residing in rural or remote areas	352	>0.1%	25.0%
CALD people (15+)	139,160	19.6%	21.2%
NLAS(CALD) (15+)	51,725	7.3%	9.8%
People with a disability (<15)	1,510	0.2%	0.5%
People with a disability (15-64)	5,475	0.8%	2.0%
Low education (15-64)	41,225	5.8%	13.2%
Single parents (15+)	20,305	2.9%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Inner City catchment region

The NLAS(CLC) population of this catchment is 22,320 which makes up 3.1% of the population of the catchment.

Compared to NSW, this catchment region does not have any priority groups represented at a relatively higher proportion.

Kingsford

Legal services in the region[84]

Offices/branches

- Kingsford LC

Outreach services

- Legal Aid NSW conducts outreach at Daceyville, Eastlakes and Long Bay Metropolitan Special Programs Centre.
- Kingsford LC conducts outreach at Eastlakes, Malabar and La Perouse.

Specialist services

- The Legal Aid NSW Prisoners Legal Service provides services at Long Bay Metropolitan Special Program Centre.
- Eastern Area Tenants Service and Inner Sydney Tenants' Advice and Advocacy Service provides services to tenants in the region.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in the Greater Sydney region.
- Wirringa Baiya Aboriginal Women's Legal Centre provides a service at La Perouse Aboriginal Community Health Centre.

Profile of Kingsford compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	174,400	100.0%	
NLAS(CLC) (15+)	10,075	5.8%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	47,270	27.1%	30.2%
Personal income <$52,000/year	74,055	42.5%	48.7%
Household income <$26,000/year	22,380	12.8%	14.3%
Household income <$52,000/year	49,360	28.3%	35.9%
Children & young people (0-24)	54,295	31.1%	31.1%
Disengaged youth (15-24)	380	0.2%	0.4%
Aboriginal & Torres Strait Islander people (<15)	650	0.4%	1.0%
Aboriginal & Torres Strait Islander people (15+)	1,950	1.1%	1.9%
NLAS(ATSI) (15+)	745	0.4%	0.9%
Older people (60+)	30,605	17.5%	21.9%
Older people (65+)	23,080	13.2%	16.3%
Number of AVOs issued (2017)	-	-	-
People residing in rural or remote areas	0	0.0%	25.0%

[84] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
CALD people (15+)	51,705	29.6%	21.2%
NLAS(CALD) (15+)	24,865	14.3%	9.8%
People with a disability (<15)	425	0.2%	0.5%
People with a disability (15-64)	1,950	1.1%	2.0%
Low education (15-64)	12,900	7.4%	13.2%
Single parents (15+)	5,795	3.3%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Kingsford catchment region

The NLAS(CLC) population of this catchment is 10,075 which makes up 5.8% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:

- CALD people (aged 15 and over)
- CALD people aged 15 and over with a low personal income (less than $26,000 per year)

Macarthur

Legal services in the region[85]

Offices/branches

- Macarthur LC
- Campbelltown Legal Aid NSW Office

Outreach services

- Legal Aid NSW conducts outreach at Airds, Bowral, Campbelltown, Goulburn, Moss Vale and Reiby Juvenile Justice Centre.
- Macarthur Legal Centre conducts outreach at Airds, Ambarvale, Balaclava, Campbelltown, Camden, Claymore, Couridjah, Goulburn, Macquarie Fields, Narellan and Tahmoor.

Specialist services

- The Legal Aid NSW Prisoners Legal Service provides services at Goulburn Correctional Centre.
- Macarthur LC provides a Care Partners Service (early intervention, care and protection)
- Macarthur LC provides a Children's Court Assistance Scheme
- Macarthur LC provides a Macarthur Women's Domestic Violence Court Advocacy Service
- South West Sydney Tenants Advice and Advocacy Service provides services to tenants in the region.
- South Western (NSW) Tenants Advice Service provides services to tenants in the Goulburn area in this region.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in parts of this region
- Murra Mia Tenant Advocacy Service (Southern NSW Aboriginal TAAS) provides services to Aboriginal Tenants in this region.
- Women's Legal Service provides an Indigenous Women's Legal Program at Campbelltown.
- Wirringa Baiya Aboriginal Women's Legal Centre provides a service at La Perouse Aboriginal Community Health Centre.

[85] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Profile of Macarthur compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	351,680	100.0%	
NLAS(CLC) (15+)	45,840	13.0%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	99,580	28.3%	30.2%
Personal income <$52,000/year	168,610	47.9%	48.7%
Household income <$26,000/year	43,590	12.4%	14.3%
Household income <$52,000/year	124,430	35.4%	35.9%
Children & young people (0-24)	120,565	34.3%	31.1%
Disengaged youth (15-24)	1,780	0.5%	0.4%
Aboriginal & Torres Strait Islander people (<15)	4,165	1.2%	1.0%
Aboriginal & Torres Strait Islander people (15+)	7,175	2.0%	1.9%
NLAS(ATSI) (15+)	3,225	0.9%	0.9%
Older people (60+)	70,170	20.0%	21.9%
Older people (65+)	50,460	14.3%	16.3%
Number of AVOs issued (2017)	1,773	-	-
People residing in rural or remote areas	121,525	34.6%	25.0%
CALD people (15+)	50,250	14.3%	21.2%
NLAS(CALD) (15+)	21,950	6.2%	9.8%
People with a disability (<15)	2,580	0.7%	0.5%
People with a disability (15-64)	7,725	2.2%	2.0%
Low education (15-64)	58,490	16.6%	13.2%
Single parents (15+)	16,425	4.7%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Macarthur catchment region

The NLAS(CLC) population of this catchment is 45,840 which makes up 13.0% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:

- People aged 15 and over likely to need assistance from a CLC if they experienced a legal problem
- Children and young people (aged up to 24 years)
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- People residing in rural or remote areas
- People with a disability (aged up to 64 years)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

Marrickville

Legal services in the region[86]

Offices/branches

- Marrickville LC
- Sutherland Legal Aid NSW office
- Burwood Legal Aid NSW office

Outreach services

- Legal Aid NSW conducts outreach at Ashfield, Burwood, Campsie, Lakemba and Sutherland.
- Marrickville LC conducts outreach at Bankstown, Belmore, Lakemba and Rockdale.
- Redfern LC conducts outreach at Camperdown at Sydney University and at Royal Prince Alfred hospital.
- South West Sydney LC conducts outreach at Bankstown and Burwood.
- Salvos Legal provide advice services at Campsie and Lakemba.

Specialist services

- Redfern LC provides a Women's Domestic Violence Court Advocacy Service at Newtown Court.
- Western Sydney CLC provides a Women's Domestic Violence Court Advocacy Service at Burwood Court
- Public Interest Advocacy Centre (PIAC) provides Homeless Persons' Legal Service at Newtown.
- Community Restorative Centre Court Support Scheme is provided at Burwood Court, Bankstown Court, Kogarah Court, Newtown Court and Sutherland Court.
- Refugee Advice and Casework service provides an advice service in Newtown.
- Inner West Tenants' Advice and Advocacy Service provides services to tenants in the region.
- Southern Sydney Tenants Advice and Advocacy Service provides services to tenants in the region.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in parts of this region
- Wirringa Baiya Aboriginal Women's Legal Centre provides a service at Newtown Court.

[86] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Profile of Marrickville compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	934,880	100.0%	
NLAS(CLC) (15+)	89,895	9.6%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	280,755	30.0%	30.2%
Personal income <$52,000/year	450,725	48.2%	48.7%
Household income <$26,000/year	126,540	13.5%	14.3%
Household income <$52,000/year	322,535	34.5%	35.9%
Children & young people (0-24)	279,375	29.9%	31.1%
Disengaged youth (15-24)	2,870	0.3%	0.4%
Aboriginal & Torres Strait Islander people (<15)	2,010	0.2%	1.0%
Aboriginal & Torres Strait Islander people (15+)	5,155	0.6%	1.9%
NLAS(ATSI) (15+)	1,950	0.2%	0.9%
Older people (60+)	184,765	19.8%	21.9%
Older people (65+)	137,810	14.7%	16.3%
Number of AVOs issued (2017)	3,759	-	-
People residing in rural or remote areas	2,945	0.3%%	25.0%
CALD people (15+)	349,140	37.3%	21.2%
NLAS(CALD) (15+)	164,490	17.6%	9.8%
People with a disability (<15)	2,860	0.3%	0.5%
People with a disability (15-64)	13,935	1.5%	2.0%
Low education (15-64)	99,545	10.6%	13.2%
Single parents (15+)	35,810	3.8%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Marrickville catchment region

The NLAS(CLC) population of this catchment is 89,895 which makes up 9.6% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:

- CALD people (aged 15 and over)
- CALD people aged 15 and over with a low personal income (less than $26,000 per year).

Mid North Coast

Note: Howes Valley, Putty and Garland Valley were identified as shared suburbs with Hunter CLC. See further information in the Introduction to this report.

Legal services in the region[87]

Offices/branches

- Mid North CLC
- Port Macquarie Legal Aid NSW office
- ALS Kempsey
- Many Rivers Family Violence Prevention Legal Service

Outreach services

- Legal Aid NSW conducts outreach at Kempsey, Laurieton, Mid North Coast Correctional Centre, Port Macquarie, South West Rocks and Taree.
- Mid North Coast CLC conducts outreach at Bellbrook, Kempsey, Laurieton, Mid North Coast Correctional Centre, South Kempsey, South West Rocks, Taree, West Kempsey and Wingham.

Specialist services

- Mid Coast Tenants Advice Service provides services to tenants in the region.
- Northern NSW Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal Tenants in this region.

Profile of Mid North Coast compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	157,730	100.0%	
NLAS(CLC) (15+)	29,580	18.8%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	58,245	36.9%	30.2%
Personal income <$52,000/year	92,395	58.6%	48.7%
Household income <$26,000/year	34,095	21.6%	14.3%
Household income <$52,000/year	77,550	49.2%	35.9%
Children & young people (0-24)	41,995	26.6%	31.1%
Disengaged youth (15-24)	765	0.5%	0.4%
Aboriginal & Torres Strait Islander people (<15)	3,645	2.3%	1.0%
Aboriginal & Torres Strait Islander people (15+)	6,280	4.0%	1.9%
NLAS(ATSI) (15+)	3,390	2.1%	0.9%
Older people (60+)	54,170	34.3%	21.9%
Older people (65+)	42,050	26.7%	16.3%

[87] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Number of AVOs issued (2017)	1,017	-	-
People residing in rural or remote areas	157,730	100.0%	25.0%
CALD people (15+)	3,430	2.2%	21.2%
NLAS(CALD) (15+)	1,515	1.0%	9.8%
People with a disability (<15)	995	0.6%	0.5%
People with a disability (15-64)	4,690	3.0%	2.0%
Low education (15-64)	23,415	14.8%	13.2%
Single parents (15+)	7,750	4.9%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Mid North Coast catchment region

The NLAS(CLC) population of this catchment is 29,580 which makes up 18.8% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged 15 and over who are likely to need assistance from a CLC if they experienced a legal problem
- People aged 15 and over who are financially disadvantaged
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- People residing in rural and remote areas
- Older people (aged 60 and over and 65 and over)
- People with a disability (aged up to 64 years)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

North and North West

Legal services in the region[88]

Offices/branches

- North and North West CLS
- Tamworth Legal Aid NSW office
- ALS Armidale
- ALS Moree
- ALS Tamworth
- Thiyama-li Family Violence Service Inc. NSW.

Outreach services

- Legal Aid conducts outreach at Armidale, Boggabilla, Glen Innes, Gunnedah, Guyra, Inverell, Moree, Narrabri, Tamworth, Tamworth Correctional Centre and Toomelah.
- North & North West CLC conducts outreach at Armidale, Glen Innes, Glen Innes Correctional Centre, Gunnedah, Guyra, Inverell, Moree, Narrabri, Quirindi, Tamworth, Tenterfield, Walcha, Wee Waa and Werris Creek.

Specialist services

- The Legal Aid NSW Prisoners Legal Service provides services at Glen Innes Correctional Centre.
- New England and Western Tenants Advice and Advocacy Service provides services to tenants in the region.
- Northern NSW Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal Tenants in this region.

Profile of North and North West compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	179,600	100.0%	
NLAS(CLC) (15+)	33,525	18.7%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	55,820	31.1%	30.2%
Personal income <$52,000/year	93,510	52.1%	48.7%
Household income <$26,000/year	31,370	17.5%	14.3%
Household income <$52,000/year	73,675	41.0%	35.9%
Children & young people (0-24)	57,285	31.9%	31.1%
Disengaged youth (15-24)	955	0.5%	0.4%

[88] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Aboriginal & Torres Strait Islander people (<15)	6,485	3.6%	1.0%
Aboriginal & Torres Strait Islander people (15+)	11,520	6.4%	1.9%
NLAS(ATSI) (15+)	5,975	3.3%	0.9%
Older people (60+)	46,590	25.9%	21.9%
Older people (65+)	35,080	19.5%	16.3%
Number of AVOs issued (2017)	1,535	-	-
People residing in rural or remote areas	179,600	100.0%	25.0%
CALD people (15+)	5,270	2.9%	21.2%
NLAS(CALD) (15+)	2,075	1.2%	9.8%
People with a disability (<15)	880	0.5%	0.5%
People with a disability (15-64)	3,740	2.1%	2.0%
Low education (15-64)	29,860	16.6%	13.2%
Single parents (15+)	8,100	4.5%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

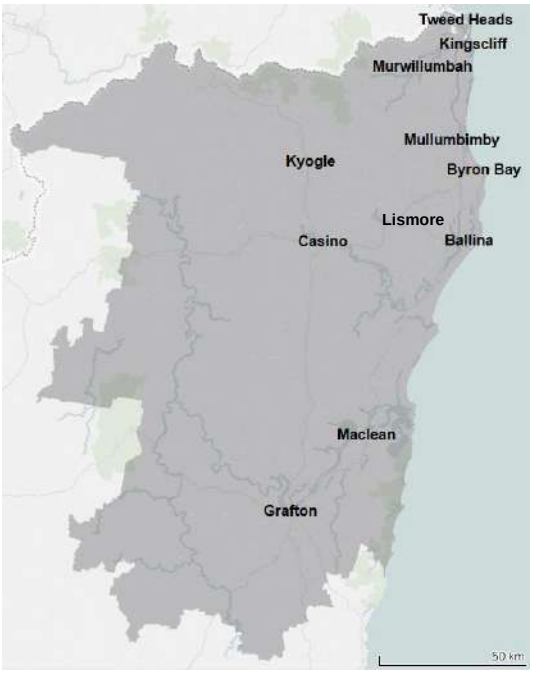
Summary of profile of North and North West catchment region

The NLAS(CLC) population of this catchment is 33,525 which makes up 18.7% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged over 15 who are likely to need assistance from a CLC if they experienced a legal problem
- People aged over 15 who are financially disadvantaged
- Children and young people (aged up to 24 years)
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural and remote areas
- People with a disability (aged 15- 64 years)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged over 15)

Northern Rivers



Legal services in the region[89]

Offices/branches

- Northern Rivers CLC
- Lismore Legal Aid NSW office
- ALS Grafton
- ALS Lismore

Outreach services

- Legal Aid conducts outreach at Ballina, Baryugil, Box Ridge, Byron Bay, Coraki, Grafton, Lismore, Maclean, Mullumbimby, Tabulam, Tweed Heads and Yamba.
- Northern Rivers CLC conducts outreach at Casino, Murwillumbah, Pottsville and Tweed Heads.

Specialist services

- The Legal Aid NSW Prisoners Legal Service provides services at Grafton Correctional Centre.
- Northern Rivers Tenants Advice and Advocacy Service provides services to tenants in the region.
- Northern NSW Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal Tenants in this region.
- Northern Rivers CLC provides the Northern Rivers Women's Domestic Violence Services (including Domestic Violence Court Advocacy Service and Tweed and Richmond local coordination points).

Profile of Northern Rivers compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	290,135	100.0%	
NLAS(CLC) (15+)	47,330	16.3%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	100,755	34.7%	30.2%
Personal income <$52,000/year	165,515	57.0%	48.7%
Household income <$26,000/year	56,335	19.4%	14.3%
Household income <$52,000/year	135,875	46.8%	35.9%
Children & young people (0-24)	78,655	27.1%	31.1%
Disengaged youth (15-24)	1,255	0.4%	0.4%
Aboriginal & Torres Strait Islander people (<15)	4,390	1.5%	1.0%
Aboriginal & Torres Strait Islander people (15+)	8,485	2.9%	1.9%

[89] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
NLAS(ATSI) (15+)	4,320	1.5%	0.9%
Older people (60+)	89,690	30.9%	21.9%
Older people (65+)	67,035	23.1%	16.3%
Number of AVOs issued (2017)	1,716	-	-
People residing in rural or remote areas	210,855	72.7%	25.0%
CALD people (15+)	8,745	3.0%	21.2%
NLAS(CALD) (15+)	4,100	1.4%	9.8%
People with a disability (<15)	1,425	0.5%	0.5%
People with a disability (15-64)	7,410	2.6%	2.0%
Low education (15-64)	40,440	13.9%	13.2%
Single parents (15+)	14,235	4.9%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Northern Rivers catchment region

The NLAS(CLC) population of this catchment is 47,330 which makes up 16.3% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged over 15 who are likely to need assistance from a CLC if they experienced a legal problem
- People aged over 15 who are financially disadvantaged
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural and remote areas
- People with a disability (aged 15- 64)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

Redfern

Legal services in the region[90]

Offices/branches

- Redfern LC
- Inner City LC
- Central Sydney Legal Aid NSW office
- ALS Head Office
- ALS Redfern
- Salvos Legal Sydney Head Office

Outreach services

- Legal Aid conducts outreach at Daceyville, Eastlakes, Lilyfield, Redfern, Surry Hills, Sydney and Waterloo.
- Redfern LC conducts outreach at Glebe, Millers Point, Redfern, University of Sydney and Royal Prince Alfred hospital.
- Inner City LC conducts outreach at Chippendale, Surry Hills and Sydney.
- Kingsford LC conducts outreach at Eastlakes.
- Marrickville LC conducts outreach at Leichhardt

Specialist services

- The Community Restorative Centre Court Support Scheme Advice service operates at Balmain, Newtown and the Downing Centre.
- Legal Aid NSW provides advice clinics at the New South Wales Civil and Administrative Tribunal.
- Legal Aid NSW provides an employment law advice clinic at the Fair Work Commission.
- Public Interest Advocacy Centre (PIAC) provides Homeless Persons' Legal Service at Chippendale, Haymarket, Newtown, Potts Point, Surry Hills, Sydney and Woolloomooloo.
- Redfern LC provides the Sydney Women's Domestic Violence Court Advocacy Service at the Downing Centre and Newtown Court.
- Refugee Advice and Casework service provides an advice service at Newtown and a Law School Advice Service at the University of Technology Sydney.
- Shopfront Youth Legal Centre provides advice in this region.
- Wirringa Baiya Aboriginal Women's Legal Centre provides services at Newtown Court, Family Law Court, Downing Centre, Waterloo and WEAVE Women and Children's Centre.
- Inner Sydney Tenants' Advice and Advocacy Service (program of Redfern Legal Centre) and Eastern Area Tenants Service provide services to tenants in the region.

[90] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in the Greater Sydney region.

Profile of Redfern compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	231,945	100.0%	
NLAS(CLC) (15+)	12,335	5.3%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	56,685	24.4%	30.2%
Personal income <$52,000/year	91,090	39.3%	48.7%
Household income <$26,000/year	29,365	12.7%	14.3%
Household income <$52,000/year	60,930	26.3%	35.9%
Children & young people (0-24)	60,515	26.1%	31.1%
Disengaged youth (15-24)	500	0.2%	0.4%
Aboriginal & Torres Strait Islander people (<15)	640	0.3%	1.0%
Aboriginal & Torres Strait Islander people (15+)	2,360	1.0%	1.9%
NLAS(ATSI) (15+)	1,095	0.5%	0.9%
Older people (60+)	31,600	13.6%	21.9%
Older people (65+)	22,280	9.6%	16.3%
Number of AVOs issued (2017)	1,844	-	-
People residing in rural or remote areas	0	0.0%	25.0%
CALD people (15+)	66,465	28.7%	21.2%
NLAS(CALD) (15+)	31,320	13.5%	9.8%
People with a disability (<15)	330	0.1%	0.5%
People with a disability (15-64)	2,730	1.2%	2.0%
Low education (15-64)	18,610	8.0%	13.2%
Single parents (15+)	5,840	2.5%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Redfern catchment region
The NLAS(CLC) population of this catchment is 12,335 which makes up 5.3% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:
- CALD people (aged 15 and over)
- CALD people aged 15 and over with a low personal income (less than $26,000 per year)

Shoalcoast

Legal services in the region[91]

Offices/branches

- Shoalcoast CLC
- Nowra Sydney Legal Aid NSW office
- ALS Nowra
- ALS Moruya

Outreach services

- Legal Aid conducts outreach at Batemans Bay, Bega, Bodalla, Eden, Mogo, Moruya, Narooma, Nowra, South Coast Correctional Centre, Ulladulla and Wallaga Lake.
- Shoalcoast CLC conducts outreach at Batemans Bay, Eden, Merimbula, Moruya, Narooma, Nowra, Ulladulla and Wreck Bay.

Specialist services

- South East NSW Women's Legal Service provides services at Braidwood and Bega.
- Illawarra and South Coast Tenants Service (program of Illawarra Legal Centre) provides services to tenants in the region.
- Murra Mia Tenant Advocacy Service (Southern NSW Aboriginal TAAS) provides services to Aboriginal Tenants in this region.
- Illawarra LC provides a Welfare Rights Service in Nowra.
- Shoalcoast CLC provides a Court Support Service at Nowra.

Profile of Shoalcoast compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	173,845	100.0%	
NLAS(CLC) (15+)	29,800	17.1%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	62,685	36.1%	30.2%
Personal income <$52,000/year	100,875	58.0%	48.7%
Household income <$26,000/year	36,155	20.8%	14.3%
Household income <$52,000/year	83,185	47.8%	35.9%
Children & young people (0-24)	43,785	25.2%	31.1%
Disengaged youth (15-24)	770	0.4%	0.4%
Aboriginal & Torres Strait Islander people (<15)	3,130	1.8%	1.0%
Aboriginal & Torres Strait Islander people (15+)	5,675	3.3%	1.9%
NLAS(ATSI) (15+)	3,030	1.7%	0.9%
Older people (60+)	61,995	35.7%	21.9%

[91] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Older people (65+)	47,185	27.1%	16.3%
Number of AVOs issued (2017)	847	-	-
People residing in rural or remote areas	173,845	100.0%	25.0%
CALD (15+)	5,515	3.2%	21.2%
NLAS(CALD) (15+)	2,840	1.6%	9.8%
People with a disability (<15)	845	0.5%	0.5%
People with a disability (15-64)	4,690	2.7%	2.0%
Low education (15-64)	24,580	14.1%	13.2%
Single parents (15+)	7,615	4.4%	4.2%

Source: ABS Census of Population and Housing, 2016, BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

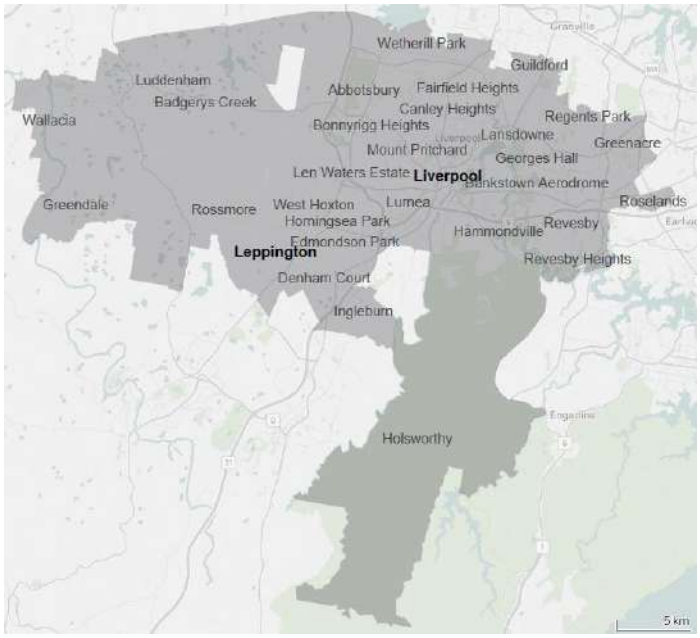
Summary of profile of Shoalcoast catchment region

The NLAS(CLC) population of this catchment is 29,800 which makes up 17.1% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged over 15 who are likely to need assistance from a CLC if they experienced a legal problem
- People aged over 15 who are financially disadvantaged
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural and remote areas
- People with a disability (aged 15-64)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

South West Sydney



Legal services in the region[92]

Offices/branches

- South West Sydney LC
- Bankstown Legal Aid NSW office
- Fairfield Legal Aid NSW office
- Liverpool Legal Aid NSW office

Outreach services

- Legal Aid conducts outreach at Cabramatta, Fairfield, Liverpool and Miller.
- South West Sydney LC conducts outreach at Bankstown, Bankstown Court and Miller.
- Marrickville LC conducts outreach at Bankstown and Liverpool.

Specialist services

- Community Restorative Centre Court Support Scheme advice service is provided at Bankstown.
- Women's Legal Service NSW provides a service at Liverpool Women's Health Centre.
- South West Sydney LC provides Women's Domestic Violence Court Advocacy Services at Bankstown, Fairfield and Liverpool Local Courts.
- South West Sydney LC provides Staying Home Leaving Violence services at Liverpool and Fairfield.
- South West Sydney LC provides the Bankstown Domestic Violence Service.
- HIV/AIDS Legal Centre provides an advice service at Villawood Immigration Detention Centre.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in the Greater Sydney region.
- Southern Sydney Tenants Advice and Advocacy Service and South West Sydney Tenants Advice and Advocacy Service provide services to tenants in the region.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in the Greater Sydney region.

[92] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Profile of South West Sydney compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	550,600	100.0%	
NLAS(CLC) (15+)	102,620	18.6%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	197,340	35.8%	30.2%
Personal income <$52,000/year	297,290	54.0%	48.7%
Household income <$26,000/year	102,750	18.7%	14.3%
Household income <$52,000/year	238,650	43.3%	35.9%
Children & young people (0-24)	195,075	35.4%	31.1%
Disengaged youth (15-24)	2,825	0.5%	0.4%
Aboriginal & Torres Strait Islander people (<15)	2,000	0.4%	1.0%
Aboriginal & Torres Strait Islander people (15+)	3,925	0.7%	1.9%
NLAS(ATSI) (15+)	1,865	0.3%	0.9%
Older people (60+)	96,515	17.5%	21.9%
Older people (65+)	68,660	12.5%	16.3%
Number of AVOs issued (2017)	2,815	-	-
People residing in rural or remote areas	1,575	0.3%	25.0%
CALD people (15+)	267,290	48.5%	21.2%
NLAS(CALD) (15+)	141,180	25.6%	9.8%
People with a disability (<15)	2,590	0.5%	0.5%
People with a disability (15-64)	16,395	3.0%	2.0%
Low education (15-64)	102,355	18.6%	13.2%
Single parents (15+)	28,180	5.1%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of South West Sydney catchment region

The NLAS(CLC) population of this catchment is 102,620 which makes up 18.6% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged over 15 who are likely to need assistance from a CLC if they experienced a legal problem
- People aged over 15 who are financially disadvantaged
- Children and young people (aged up to 24 years)
- Disengaged youth (aged 15-24)
- CALD people (aged 15 and over)
- CALD people aged 15 and over with a low personal income (less than $26,000 per year)
- People with a disability (aged 15-64)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

Western NSW

Legal services in the region[93]

Offices/branches

- Western NSW CLC
- Dubbo Legal Aid NSW office
- Bourke Legal Aid NSW satellite office
- Walgett Legal Aid NSW satellite office
- Aboriginal Legal Service Bourke
- Aboriginal Legal Service Dubbo
- Aboriginal Legal Service Walgett
- Thiyama-li Family Violence Service Inc. NSW (Bourke and Walgett)
- Binaal Billa Family Violence Prevention Legal Service (Forbes).

Outreach services

- Legal Aid conducts outreach at Bourke, Brewarrina, Collarenebri, Coonamble, Dubbo, East Dubbo, Forbes, Lightning Ridge, Parkes, Walgett and Wellington.
- Western NSW CLC conducts outreach at Bourke, Brewarrina, Cobar, Coonabarabran, Coonamble, Lightning Ridge, Mudgee, Nyngan, Walgett, Wellington, Wellington Correctional Centre and Yetta Dhinnakkal Correctional Centre.

Specialist services

- The Legal Aid NSW Prisoners Legal Service provides services at Wellington Correctional Centre.
- New England and Western Tenants Advice and Advocacy Service provides services to tenants living in the region.
- Western Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal Tenants in this region.
- Western NSW CLC provides a Care and Protection Generalist service.
- Western NSW CLC provides a Specialist Domestic Violence Unit.

Profile of Western NSW compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	138,470	100.0%	
NLAS(CLC) (15+)	27,255	19.7%	12.1%
Financially disadvantaged (15+)			

[93] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Personal income <$26,000/year	41,475	30.0%	30.2%
Personal income <$52,000/year	68,535	49.5%	48.7%
Household income <$26,000/year	23,885	17.2%	14.3%
Household income <$52,000/year	53,385	38.6%	35.9%
Children & young people (0-24)	44,165	31.9%	31.1%
Disengaged youth (15-24)	845	0.6%	0.4%
Aboriginal & Torres Strait Islander people (<15)	6,970	5.0%	1.0%
Aboriginal & Torres Strait Islander people (15+)	13,405	9.7%	1.9%
NLAS(ATSI) (15+)	6,825	4.9%	0.9%
Older people (60+)	34,815	25.1%	21.9%
Older people (65+)	26,270	19.0%	16.3%
Number of AVOs issued (2017)	1,593	-	-
People residing in rural or remote areas	138,470	100.0%	25.0%
CALD people (15+)	3,595	2.6%	21.2%
NLAS(CALD) (15+)	1,420	1.0%	9.8%
People with a disability (<15)	705	0.5%	0.5%
People with a disability (15-64)	2,990	2.2%	2.0%
Low education (15-64)	24,045	17.4%	13.2%
Single parents (15+)	6,500	4.7%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of Western NSW catchment region

The NLAS(CLC) population of this catchment is 27,255 which makes up 19.7% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged over 15 who are likely to need assistance from a CLC if they experienced a legal problem
- People aged over 15 who are financially disadvantaged (except those with a personal income less than $26,000 per year)
- Children and young people (aged up to 24 years)
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural and remote areas
- People with a disability (aged 15- 64)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

Western Sydney

Legal services in the region[94]

Offices/branches

- Western Sydney CLC Parramatta office
- Western Sydney CLC Rooty Hill office
- Western Sydney CLC Windsor office
- Blacktown Legal Aid NSW office
- Parramatta Legal Aid NSW offices (Family & Civil; Crime)
- Penrith Legal Aid NSW office
- ALS Parramatta
- Toongabbie LC

Outreach services

- Legal Aid conducts outreach at Auburn, Blacktown, Emerton, Harris Park, Hornsby, Mount Druitt, Parramatta, Penrith, St Marys and Westmead Children's Hospital.
- Western Sydney CLC conducts outreach at Parramatta, Harris Park, Macquarie Park, Blackett, Doonside, St Marys, Willmot, Dillwynia Correctional Centre, Blacktown, Emu Plains Correctional Centre, Penrith, Riverstone and Windsor.
- Salvos Legal provide advice services at Auburn and Parramatta.

Specialist services

- Community Restorative Centre Court Support Scheme advice service is provided at Blacktown, Hornsby, Mount Druitt and Parramatta.
- Greater Sydney Aboriginal Tenants Service provides services to Aboriginal Tenants in the Greater Sydney region.
- Justice Connect provides services at St Joseph's Hospital in Auburn for patients experiencing or at risk of elder abuse.
- Western Sydney Tenants' Service provides services to tenants living in the region.
- HIV/AIDS Legal Centre provides an advice service at Villawood Immigration Detention Centre.
- Legal Aid NSW Prisoners Legal Service provides services at Dawn De Loas Correctional Centre, Emu Plains Correctional Centre, John Morony Correctional Centre, Metropolitan Remand and Reception Centre, Outer Metropolitan Multi Purpose Correctional Centre, Parklea Correctional Centre and Silverwater Correctional Centre.
- Legal Aid NSW provides an advice service at the Anti-Discrimination Board NSW.
- Public Interest Advocacy Centre (PIAC) provides Homeless Persons' Legal Service in Emerton and Parramatta.
- Refugee Advice and Casework Service provides an advice services in Auburn and Parramatta.

[94] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

- Welfare Rights Centre provides an advice service at Mount Druitt.
- Wirringa Baiya Aboriginal Women's Legal Centre provides services at Emu Plains Correctional Centre and Mount Druitt.
- Women's Legal Service provides:
  - an Indigenous Women's Legal Program at Blackett, Cranebrook and Emerton
  - domestic violence duty solicitor services at Blacktown, Penrith, and Mount Druitt local courts
  - outreach at Blacktown and Penrith Women's Health Centres and Family Relationship Centres
  - services at Emu Plains Correctional Centre and Silverwater Correctional Centre.

Profile of Western Sydney compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	1,543,705	100.0%	
NLAS(CLC) (15+)	160,485	10.4%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	457,310	29.6%	30.2%
Personal income <$52,000/year	728,750	47.2%	48.7%
Household income <$26,000/year	191,940	12.4%	14.3%
Household income <$52,000/year	522,850	33.9%	35.9%
Children & young people (0-24)	521,115	33.8%	31.1%
Disengaged youth (15-24)	6,160	0.4%	0.4%
Aboriginal & Torres Strait Islander people (<15)	8,495	0.6%	1.0%
Aboriginal & Torres Strait Islander people (15+)	16,535	1.1%	1.9%
NLAS(ATSI) (15+)	7,115	0.5%	0.9%
Older people (60+)	270,545	17.5%	21.9%
Older people (65+)	194,855	12.6%	16.3%
Number of AVOs issued (2017)	4,635	-	-
People residing in rural or remote areas	33,155	2.1%	25.0%
CALD people (15+)	516,800	33.5%	21.2%
NLAS(CALD) (15+)	229,650	14.9%	9.8%
People with a disability (<15)	6,960	0.5%	0.5%
People with a disability (15-64)	27,615	1.8%	2.0%
Low education (15-64)	196,985	12.8%	13.2%
Single parents (15+)	60,840	3.9%	4.2%

Source: ABS Census of Population and Housing, 2016, BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

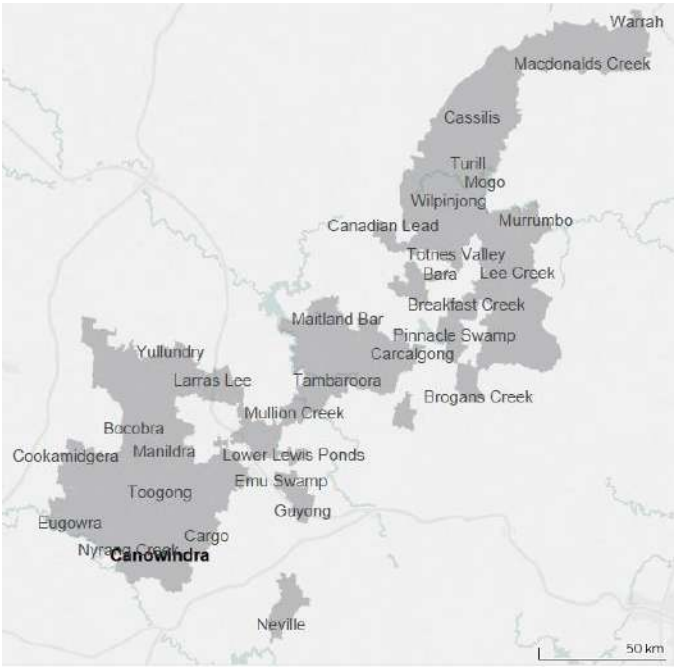
Summary of profile of Western Sydney catchment region

The NLAS(CLC) population of this catchment is 160,485 which makes up 10.4% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- Children and young people (aged up to 24 years)
- CALD people (aged 15 and over)
- CALD people aged 15 and over with a low personal income (<$26,000)

No Generalist – Central region



Legal services in the region[95]

Offices/branches

- No offices or branches in this region.

Outreach services

- No outreach services in this region.

Specialist services

- New England and Western Tenants Advice and Advocacy Service and South West Tenants Advice Service provide services to tenants living in the region.
- Western Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal Tenants in part of this region.

Profile of No Generalist – Central region compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	13,830	100.0%	
NLAS(CLC) (15+)	2,225	16.1%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	4,315	31.2%	30.2%
Personal income <$52,000/year	6,970	50.4%	48.7%
Household income <$26,000/year	2,365	17.1%	14.3%
Household income <$52,000/year	5,475	39.6%	35.9%
Children & young people (0-24)	4,035	29.2%	31.1%
Disengaged youth (15-24)	25	0.2%	0.4%
Aboriginal & Torres Strait Islander people (<15)	185	1.4%	1.0%
Aboriginal & Torres Strait Islander people (15+)	355	2.6%	1.9%
NLAS(ATSI) (15+)	155	1.1%	0.9%
Older people (60+)	3,895	28.2%	21.9%
Older people (65+)	2,875	20.8%	16.3%
Number of AVOs issued (2017)	-	-	-
People residing in rural or remote areas	13,830	100.0%	25.0%
CALD people (15+)	210	1.5%	21.2%
NLAS(CALD) (15+)	105	0.8%	9.8%
People with a disability (<15)	45	0.3%	0.5%

[95] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
People with a disability (15-64)	255	1.8%	2.0%
Low education (15-64)	1,950	14.1%	13.2%
Single parents (15+)	415	3.0%	4.2%

Source: ABS Census of Population and Housing, 2016, BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of No Generalist – Central catchment region

The NLAS(CLC) population of this catchment is 2,225 which makes up 16.1% of the population of the catchment.

Compared to NSW, this catchment region had a relatively higher proportion of:

- People aged over 15 who are likely to need assistance from a CLC if they experienced a legal problem
- People aged over 15 who are financially disadvantaged
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural and remote areas
- People with a lower level of educational attainment (aged 15-64)

No Generalist – Northern region

Legal services in the region[96]

Offices/branches

- Coffs Harbour Legal Aid NSW office
- ALS Coffs Harbour

Outreach services

- Legal Aid conducts outreach at Bowraville, Coffs Harbour, Macksville and Nambucca.

Specialist services

- Mid Coast Tenants Advice Service provides services to tenants in the region.
- Northern NSW Aboriginal Tenants Advice and Advocacy Service provides services to Aboriginal Tenants in this region.

Profile of No Generalist – Northern region compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	106,025	100.0%	
NLAS(CLC) (15+)	17,605	16.6%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	36,760	34.7%	30.2%
Personal income <$52,000/year	60,385	57.0%	48.7%
Household income <$26,000/year	20,750	19.6%	14.3%
Household income <$52,000/year	49,760	46.9%	35.9%
Children & young people (0-24)	30,005	28.3%	31.1%
Disengaged youth (15-24)	600	0.6%	0.4%
Aboriginal & Torres Strait Islander people (<15)	1,985	1.9%	1.0%
Aboriginal & Torres Strait Islander people (15+)	3,680	3.5%	1.9%
NLAS(ATSI) (15+)	1,995	1.9%	0.9%
Older people (60+)	32,095	30.3%	21.9%
Older people (65+)	23,855	22.5%	16.3%
Number of AVOs issued (2017)	796	-	-
People residing in rural or remote areas	106,025	100.0%	25.0%
CALD people (15+)	4,880	4.6%	21.2%
NLAS(CALD) (15+)	2,330	2.2%	9.8%
People with a disability (<15)	565	0.5%	0.5%
People with a disability (15-64)	2,855	2.7%	2.0%

[96] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Low education (15-64)	15,655	14.8%	13.2%
Single parents (15+)	5,390	5.1%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of No Generalist – Northern catchment region

The NLAS(CLC) population of this catchment is 17,605 which makes up 16.6% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged over 15 who are likely to need assistance from a CLC if they experienced a legal problem
- People aged over 15 who are financially disadvantaged
- Disengaged youth (aged 15-24)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural or remote areas
- People with a disability (aged 15-64)
- People with a lower level of educational attainment (aged 15-64)
- Single parents (aged 15 and over)

No Generalist – Southern region

Legal services in the region[97]

Offices/branches

- No offices or branches in this region.

Outreach services

- Shoalcoast CLC conducts outreach at Cooma.
- Legal Aid conducts outreach at Queanbeyan.

Specialist services

- Legal Aid NSW Prisoners Legal Service provides services at Cooma Correctional Centre.
- South East NSW Women's Legal Service provides a service at Cooma.
- Women's Legal Service ACT provides an advice service at Queanbeyan.
- South West (NSW) Tenants Advice Service provides services to tenants in this region.
- Murra Mia Tenant Advocacy Service (Southern NSW Aboriginal TAAS) provides services to Aboriginal Tenants in this region.

Profile of No Generalist – Southern region compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	65,930	100.0%	
NLAS(CLC) (15+)	6,455	9.8%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	14,870	22.6%	30.2%
Personal income <$52,000/year	26,620	40.4%	48.7%
Household income <$26,000/year	6,115	9.3%	14.3%
Household income <$52,000/year	17,535	26.6%	35.9%
Children & young people (0-24)	20,605	31.3%	31.1%
Disengaged youth (15-24)	205	0.3%	0.4%
Aboriginal & Torres Strait Islander people (<15)	655	1.0%	1.0%
Aboriginal & Torres Strait Islander people (15+)	1,350	2.0%	1.9%
NLAS(ATSI) (15+)	530	0.8%	0.9%
Older people (60+)	12,625	19.1%	21.9%
Older people (65+)	8,845	13.4%	16.3%
Number of AVOs issued (2017)	384	-	-
People residing in rural or remote areas	28,335	43.0%	25.0%
CALD people (15+)	6,290	9.5%	21.2%
NLAS(CALD) (15+)	2,320	3.5%	9.8%

[97] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
People with a disability (<15)	295	0.4%	0.5%
People with a disability (15-64)	1,100	1.7%	2.0%
Low education (15-64)	8,925	13.5%	13.2%
Single parents (15+)	2,415	3.7%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

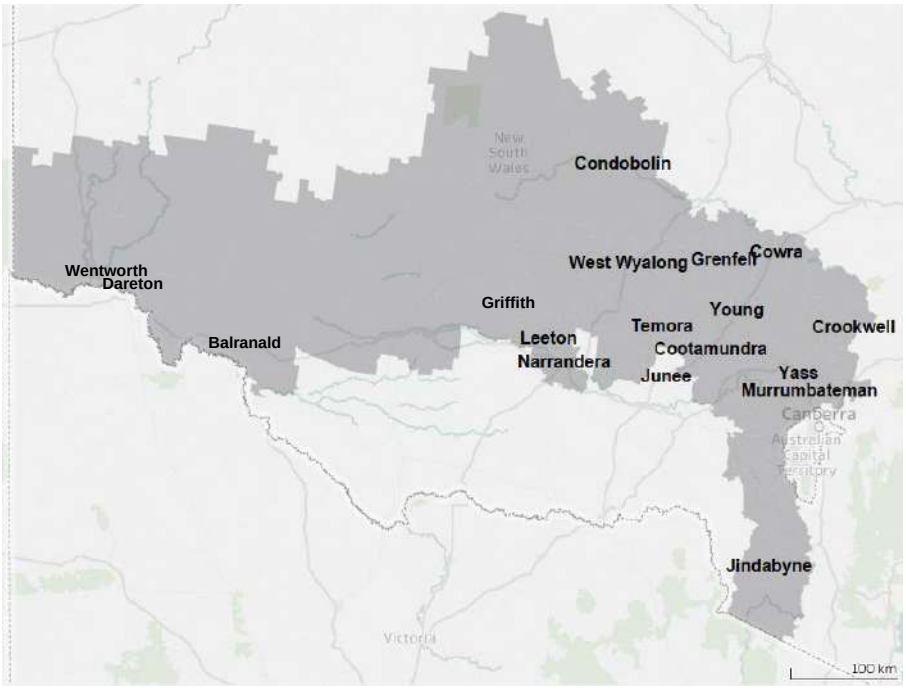
Summary of profile of No Generalist – Southern catchment region

The NLAS(CLC) population of this catchment is 6,455 which makes up 9.8% of the population aged of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- Children and young people (aged up to 24 years)
- Aboriginal and Torres Strait Islander people (aged 15 and over)
- People residing in rural or remote areas
- People with a lower level of educational attainment (aged 15-64)

No Generalist – Western region



Legal services in the region[98]

Offices/branches

- ALS Griffith.

Outreach services

- Legal Aid conducts outreach at Condoblin, Cootamundra, Cowra, Dareton, Griffith, Junee Correctional Centre, Lake Cargelligo, Temora and Yass.
- Murray Mallee CLS (Victorian CLC) conducts outreach at Balranald, Dareton and Wentworth.

Specialist services

- South West (NSW) Tenants Advice Service provides services to tenants in this region.
- Murra Mia Tenant Advocacy Service (Southern NSW Aboriginal TAAS) provides services to Aboriginal Tenants in this region.

Profile of No Generalist – Western region compared to NSW

Group	Number	% of catchment	NSW average (%)
Total population	161,215	100.0%	
NLAS(CLC) (15+)	31,470	19.5%	12.1%
Financially disadvantaged (15+)			
Personal income <$26,000/year	47,495	29.5%	30.2%
Personal income <$52,000/year	81,995	50.9%	48.7%
Household income <$26,000/year	27,045	16.8%	14.3%
Household income <$52,000/year	64,580	40.1%	35.9%
Children & young people (0-24)	49,500	30.7%	31.1%

[98] Information on legal services in the region has been collated from information online as well as data provided by CLCNSW and the CLC Program unit at Legal Aid NSW. Services not included in this data may have been unintentionally omitted. Future versions of this report will aim to include any such services.

Group	Number	% of catchment	NSW average (%)
Disengaged youth (15-24)	585	0.4%	0.4%
Aboriginal & Torres Strait Islander people (<15)	3,095	1.9%	1.0%
Aboriginal & Torres Strait Islander people (15+)	5,910	3.7%	1.9%
NLAS(ATSI) (15+)	2,945	1.8%	0.9%
Older people (60+)	43,135	26.8%	21.9%
Older people (65+)	32,375	20.1%	16.3%
Number of AVOs issued (2017)	1,449	-	-
People residing in rural or remote areas	160,910	99.8%	25.0%
CALD people (15+)	8,210	5.1%	21.2%
NLAS(CALD) (15+)	3,510	2.2%	9.8%
People with a disability (<15)	670	0.4%	0.5%
People with a disability (15-64)	3,210	2.0%	2.0%
Low education (15-64)	27,600	17.1%	13.2%
Single parents (15+)	6,045	3.7%	4.2%

Source: ABS Census of Population and Housing, 2016; BOCSAR.
Note: The rates presented here have been calculated using the total population of the catchment area; different population bases (e.g. 15+) may be used to calculate the rates in other circumstances. Due to the ABS' method of perturbation, numbers in the columns may not add up to the figures for NSW. The numbers are minimum counts dependent on people identifying these characteristics in the census. There is no correction for missing data.

Summary of profile of No Generalist – Western catchment region

The NLAS(CLC) population of this catchment is 31,470 which makes up 19.5% of the population of the catchment.

Compared to NSW, this catchment region has a relatively higher proportion of:

- People aged over 15 who are likely to need assistance from a CLC if they experienced a legal problem
- People aged over 15 who are financially disadvantaged (except those with a personal income of less than $26,000 per year)
- Aboriginal and Torres Strait Islander people (all ages)
- Aboriginal and Torres Strait Islander people aged 15 and over with a low personal income (less than $26,000 per year)
- Older people (aged 60 and over and 65 and over)
- People residing in rural or remote areas
- People with a lower level of educational attainment (aged 15-64)

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Appendix 1: Strategies to make legal assistance services more appropriate and accessible

The LJF's CPR-SP report includes a range of strategies which can assist legal assistance services to be more appropriate and accessible. Table A1 below provides a summary of these strategies. The full report can be found on the LJF's Collaborative Planning Resource page.

Table A1: Summary of strategies to make services more accessible and appropriate from the CPR-SP (Coumarelos et al. 2015).

Group	Service delivery	Pathways and problem noticers	Technology
General population	Appropriate triage processes to assess capability Simplified gateways Use of CLEI as information and as a tool	Non-legal professionals	82% of people in NSW reported having an internet connection from their household in 2016 (ABS 2016a)
People who are financially disadvantaged	Appropriate triage processes to assess capability Co-ordinated responses between legal and non-legal services	Government services, such as Centrelink, the Department of Veterans' Affairs and the Department of Housing Welfare services Health services Hospitals	Between 75%-83% of people who are financially disadvantaged reporting having an internet connection from their household in 2016 (ABS 2016a).
Young people (under 25 years)	Youth-specific services Non-legal forms of support to access appropriate legal assistance services Warm referral is important Young people at risk may be facing family law and domestic/family violence issues.	Family (parents) and friends Schools, including teachers Youth workers Homelessness services, youth refuges, youth services (for marginalised youth) Health services, including maternal child health nurses Health services, including alcohol and other drug services	87% of people aged 24 and under in NSW reported having an internet connection from their household in 2016 (ABS 2016a)
ATSI people	Culturally appropriate CLEI Cultural appropriateness of mainstream legal assistance is important e.g. via Indigenous staff, Aboriginal Field Officers, cross-cultural education, etc. Indigenous interpreters Improve joining up and coordination between Indigenous communities and mainstream legal services, Indigenous (legal and non-legal) services	Service provision by Indigenous legal services Non-Indigenous legal services employing Indigenous solicitors Aboriginal field workers Build relationships/partnerships between community elders and services (legal and non-legal)	75% of ATSI people in NSW reported having an internet connection from their household in 2016 (ABS 2016a)
Older people (aged 65 years or over)	Capability to self-help declines further as older people continue to age Prefer face-to-face and telephone advice Consider access to public transport and/or parking, and mobility issues) Multidisciplinary strategies (e.g. lawyer-social worker partnerships) Multidisciplinary strategies may assist in cases of elder abuse (e.g. by a family member), which may facilitate engagement until the client is ready for legal assistance.	Family, including adult children General practitioners, hospitals and other health services Aged care services Veterans' services Migrant resource centres (for older CALD people)	66% of people aged 65 and over in NSW reported having an internet connection from their household in 2016 (ABS 2016a)

Group	Service delivery	Pathways and problem noticers	Technology
People experiencing or at risk of family violence	Web-based information, advice and CLE for problem noticers may assist them to provide referral to legal services Consider supporting workers in places that can be access by people who are being monitored by their abuser Joined-up or collaborative service provision to address multiple legal and non-legal needs.	Friends and family Antenatal clinics, maternal child and family health services Hospitals, GPs, mental health facilities Centrelink Schools Police officers, court-based family violence services Refuge staff Family lawyers, family courts, family relationship centres	Use of internet for help-seeking may be limited
People experiencing, or at risk of, homelessness	Information, support and referral training for support workers Outreach or co-location of legal services in places where homeless people go Legal staff skilled in supporting people with complex needs Joined-up service delivery Longer appointment times and intensive assistance	Homeless services for rough sleepers Family and domestic violence related services Community, health, welfare and family support services Youth services Tenancy services and advocacy groups Services for recently released prisoners	Access to the internet may be limited.
People in custody and prisoners	CLEI resources in prisons or for inmates (e.g. Legal Information Portal in NSW correctional centres) May have access to lawyers for criminal matters, but less access for civil and family matters Civil and family law outreach services providing help for these issues Telephone-based advice services	Legal services provided by legal aid commissions/CLCs Telephone-based advice services Corrective service staff or programs (e.g. custodial, welfare and education) Post-release support – parole, general and post-release welfare and support services	Low access
People living in remote and regional areas	Legal assistance services via video-conferencing Highly visible, well-connected outreach services Statewide telephone and CLEI services	Local coordination (e.g. CLSD model in NSW) Outreach legal services	75% of people living in regional areas, and 60% of people living in remote or very remote areas in NSW reported having an internet connection from their household in 2016 (ABS 2016a)
People who are culturally and linguistically diverse (CALD)	Legal information and education programs (CLE) tailored to specific communities to increase their awareness of legal issues, link them to legal services and build their trust in legal services CLEI to problem noticers Partnership between legal and migrant services Culturally appropriate legal assistance services (e.g. additional time may be required, awareness of language barriers) Face-to-face legal services (e.g. visual formats for explanations) CLE locally provided, face-to-face, in community settings (e.g. migrant resource centres)	Migrant resource centres Multicultural services (e.g. individual community networks and services) Organisations funded under the Humanitarian Settlement Services and the Settlement Grants Program	88% of people who speak a language other than English in NSW reported having an internet connection from their household in 2016 (ABS 2016a)
People with a disability or mental illness	Health-justice partnerships (integration of legal services into health settings) Outreach or integrated services Particular attention to timing of legal assistance given may have complex issues and lack of stability at some points in time	GPs, community health services, hospitals Guardianship services Mental health services, community health services Alcohol and drug treatment and support services	61% of people who require assistance with core activities in NSW reported having an internet connection from their household in 2016 (ABS 2016a)

Group	Service delivery	Pathways and problem noticers	Technology
People with low education levels	Broad legal and non-legal support to address all needs Targeted, timely and joined-up services as may have complex needs associated with multiple disadvantage Services appropriate to their levels of capability Referral training and support to problem noticers	Strategies to increase their awareness of legal services, and supported referral, as they are less likely to seek help and may have low capability People whom these clients have more regular contact with Health or welfare professionals	83% of people who with a lower educational attainment in NSW reported having an internet connection from their household in 2016 (ABS 2016a) Not as suited to the provision of online legal information due to lower capability
Single parents	Comprehensive legal diagnosis and triage (e.g. via legal check-up tools) Joining-up legal and non-legal services to address 'cluster of issues' that may surround family breakdown (e.g. debt, financial issues, family violence) Family breakdown may lower emotional capability to resolve legal issues.	Family and friends Antenatal clinics, maternal child and family health services Hospitals, GPs Centrelink Schools Family relationship centres and other family breakdown assistance services Police officers, family violence services, refuge staff	85% of single parents in NSW reported having an internet connection from their household in 2016 (ABS 2016a)

Appendix 2: Overlap between priority demographic groups

Table A2: Co-occurrence between priority groups in NSW

Priority group:	% of population	Financially disadvantaged: personal income <$26,000 (15+)	People with low education 15 - 64	Unemployed people 15 +	Single parents 15 +	Children and youth 24 and under	Disengaged youth 15-24	People 65 +	People with a disability under 15	People with a disability 15-64	People with a disability 15 +	ATSI people under 15	ATSI people 15 +	CALD people 15 +	People with poor English proficiency 15 +	Outer regional/remote 15 +
Financially disadvantaged: personal income <$26,000 15+	30.2	100.0	42.7	79.6	36.1	25.7	87.6	54.5	-	72.7	69.2	-	47.6	45.6	71.4	40.2
People with low education 15 - 64	13.2	18.7	100.0	27.2	24.5	-	-	-	-	-	44.9	-	34.9	15.0	27.5	21.7
Unemployed 15+	3.0	8.0	6.2	100.0	5.2	3.2	-	0.3	-	3.6	1.5	-	8.3	5.0	4.4	3.3
Single parents 15+	4.2	5.0	7.7	7.2	100.0	0.4	2.2	4.4	-	8.0	8.3	-	12.3	4.9	8.2	5.1
Children and youth 24 and under	31.1	26.5	-	33.1	3.3	100.0	-	-	100.0	-	-	100	29.1	15.3	6.4	12.6
Disengaged youth 15-24	0.4	1.2	-	-	0.2	-	100.0	-	-	-	0.3	-	2.5	0.4	0.2	0.6
People 65+	16.3	29.4	-	1.8	17.3	-	-	100.0	-	-	60.0	-	8.2	14.7	33.0	26.8
People with a disability under 15	0.5	-	-	-	-	1.5	-	-	100.0	-	-	-	-	0.5	1.5	3.0
People with a disability 15-64	2.0	4.7	6.6	2.3	3.8	-	-	-	-	100.0	-	-	6.7	2.3	5.5	2.9
People with a disability 15 +	4.9	11.3	-	2.4	9.8	-	3.1	18.1	-	-	100.0	-	8.9	6.6	19.8	6.7
Indigenous Australians under 15	1.0	-	-	-	-	3.2	-	-	-	-	-	100.0	-	0.1	2.8	21.9
Indigenous Australians 15 +	1.9	3.0	5.0	5.2	5.6	1.8	11.1	1.0	-	6.5	3.4	-	100.0	0.1	0.1	7.0
CALD people 15 +	21.2	32.0	23.9	35.3	25.0	10.4	19.5	19.2	-	24.8	28.4	-	0.8	100.0	98.8	3.6
People with poor English proficiency 15 +	3.7	8.7	7.6	5.4	7.2	0.8	1.6	7.4	-	10.3	14.7	-	0.2	17.1	100.0	0.5
Outer regional/remote 15 +	5.1	6.8	8.4	5.6	6.3	2.1	7.4	8.4	-	7.4	7.0	-	18.8	0.9	0.7	100.0
Total	**7,480,230**	**2,255,700**	**990,805**	**225,550**	**310,905**	**2,324,425**	**31,705**	**1,217,640**	**34,225**	**147,095**	**367,825**	**74,270**	**141,900**	**1,584,605**	**274,030**	**382,100**

Source: ABS Census of Population and Housing 2016.

Appendix 3: SA4 maps

Figure A1: SA4 Regions (with black outline of boundary and label) relative to catchment regions

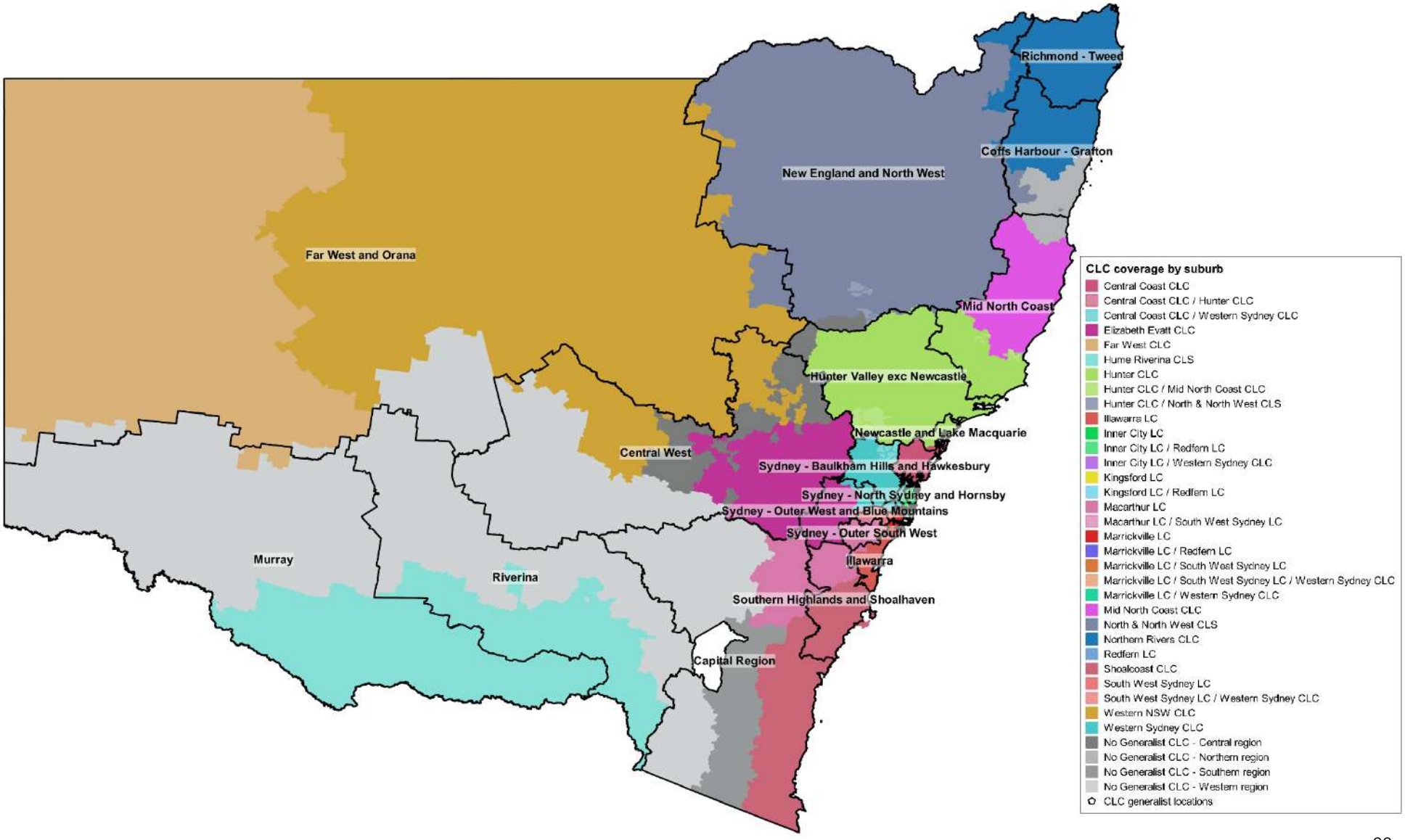

Figure A2: SA4 Regions (with black outline of boundary and label) relative to catchment regions (Greater Sydney and surrounding area)

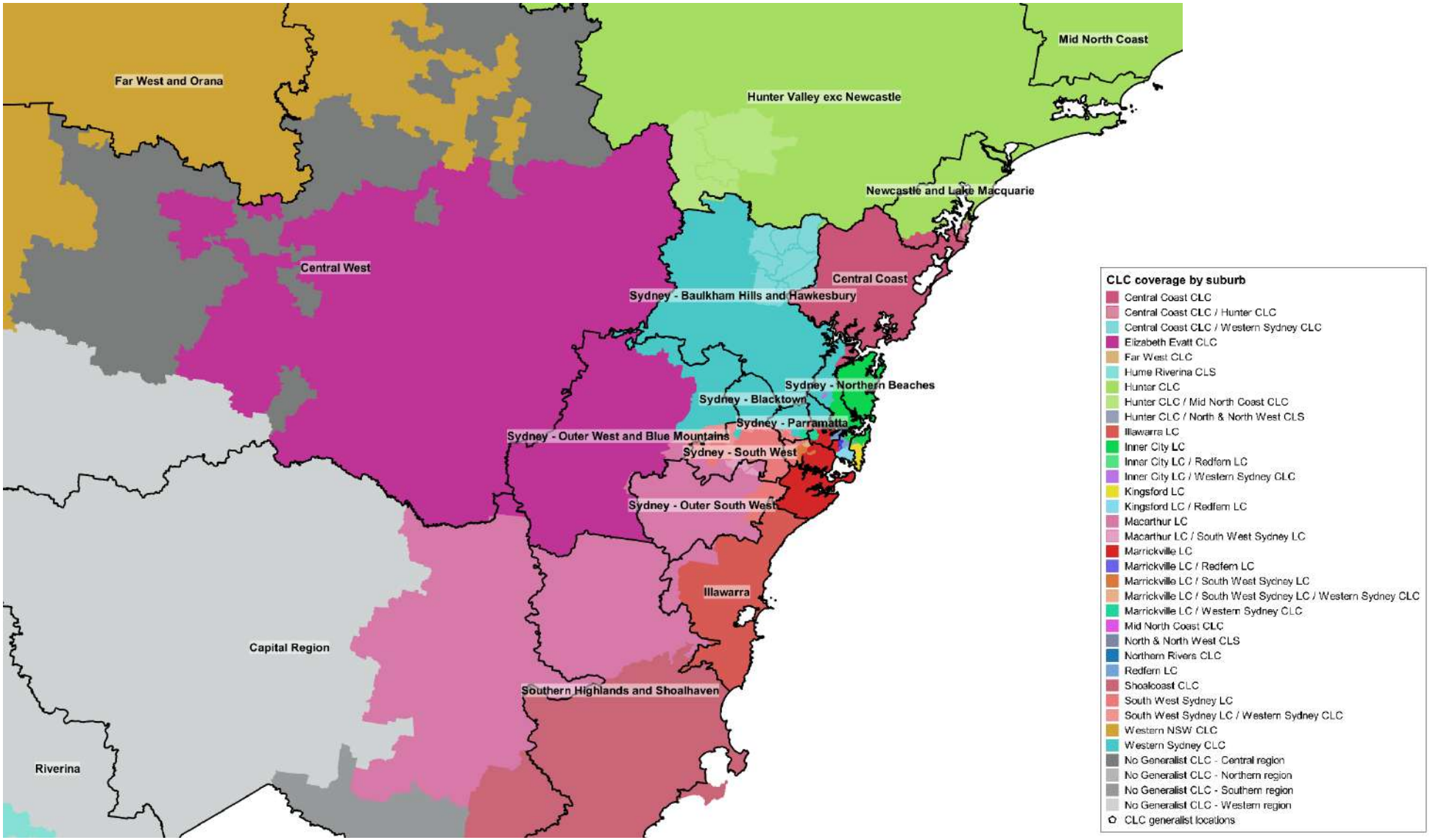
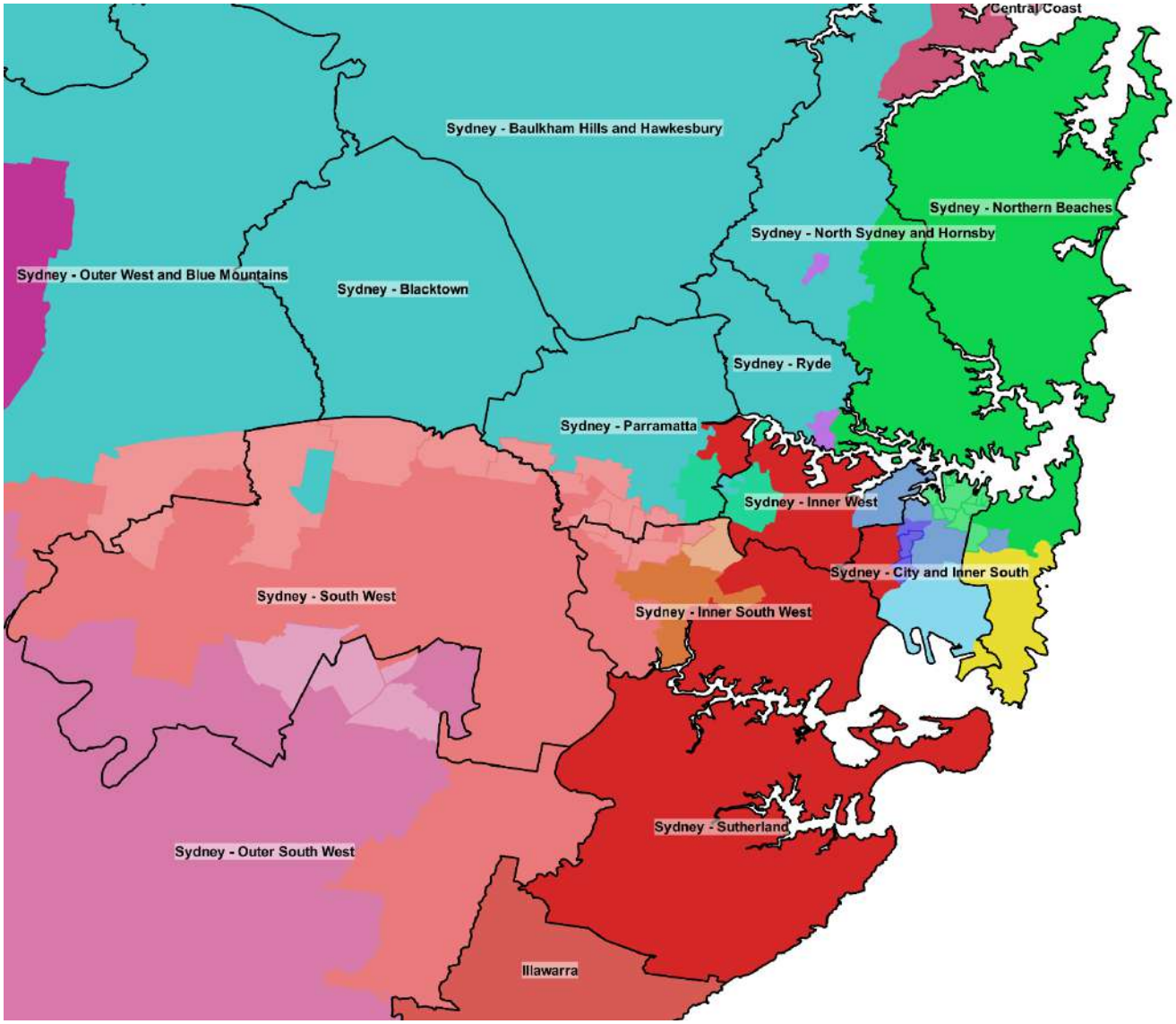
Figure A3: SA4 Regions (with black outline of boundary and label) relative to catchment regions (Inner Sydney)