Review of Legal Aid NSW outreach legal services

Stage 1 report:
Statistical overview of services, 2010–2012

LAW AND JUSTICE FOUNDATION OF NEW SOUTH WALES

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Law and Justice Foundation of NSW
July 2013

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Shortened forms

ABS	Australian Bureau of Statistics
ALS	Aboriginal Legal Service
AVL	audio visual link
CLSD	Cooperative Legal Service Delivery
EIU	Early Intervention Unit
FRC	Family Relationship Centre
MHAS	Mental Health Advocacy Service
NAPLAS	National Partnership Agreement on Legal Assistance Services
NPA	National Partnership Agreement
NPAH	National Partnership Agreement on Homelessness
NSW	New South Wales
PLS	Prisoners Legal Service
ROCP	Regional Outreach Clinic Program
VAS	Veterans' Advocacy Service

Executive Summary

The Law and Justice Foundation of New South Wales (NSW) was asked by Legal Aid NSW to:

1. provide an overview of existing outreach services at Legal Aid NSW (Stage 1), and
2. draw upon the experiences of outreach service providers and partner agencies to inform a planning, monitoring and evaluation framework for outreach legal services more broadly and the ongoing development of best practice for this form of service delivery (Stage 2).

Outreach legal services are face-to-face legal advice and minor assistance services delivered by or on behalf of Legal Aid NSW, in locations other than Legal Aid NSW offices.

This is a report on Stage 1 of the project. The data collected here is being reported in advance of the second stage of this project to inform the development of a planning, monitoring and evaluation framework. In particular, the data is presented so that Legal Aid NSW can consider the types of questions this information answers now and how it may be used to inform decision making in the future.

Research questions

This first stage of the review addresses the following three broad questions:

1. What outreach services (clinics) are currently provided by Legal Aid NSW and where are these clinics located? (host agencies, geographic distribution)
2. How much assistance (advice and minor assistance by area of law) has been provided by Legal Aid NSW through outreach since 2010 and where?
3. Who has been assisted through outreach services compared to in-office[1] services?

Major findings

The outreach services

- In January 2013, there were 158 active outreach clinics, including 12 run by private solicitors and community legal centre solicitors under Legal Aid NSW's Regional Outreach Clinic Program (ROCP) and two involving both ROCP and Legal Aid NSW solicitors. Nearly 80 per cent of all outreach clinics were located in rural and regional NSW.
- One-third (52) of the outreach clinics were placed in community centres, with a further 16 per cent placed in Aboriginal specific services, largely offices of the Aboriginal Legal Service NSW/ACT (ALSs). One in four outreach clinics were placed in courts or tribunals.
- Noting that these figures are based on a snapshot of services as at January 2013, Legal Aid NSW met its target of 150 outreach services, outlined in the Legal Aid NSW Plan for the 2011–2012 financial year.
- Around 40 per cent of all outreach clinics (excluding prisons) operated monthly, with 30 per cent operating twice a month and 30 per cent weekly. Services were provided most frequently in community and Indigenous specific locations.

[1] Services provided from Legal Aid NSW offices, face-to-face, by AVL or by telephone.

The assistance provided

An ***assistance*** is a discrete advice or a minor assistance undertaken by a solicitor on a single legal matter for a client. The following figures are drawn from CASES, Legal Aid NSW's administrative database. ROCP assistances are not included here as they are recorded on a different database (ATLAS).

- There has been an 84 per cent increase in the numbers of outreach advice and minor assistance services provided by Legal Aid NSW, from nearly 11,350 in 2010 to nearly 21,000 outreach assistances in 2012. In total, there were 12,251 advices and 8,642 minor assistances delivered through outreach in 2012. While these figures reflect calendar years, the number of advices exceeded the target figures of 11,000 advices for the 2011–2012 financial year.
- Over one in five advice and minor assistances provided by Legal Aid NSW in 2012 were provided through outreach. Contributing to this figure has been a considerable increase in the amount of minor assistance provided, with minor assistance making up more than 27 per cent of all outreach assistance provided in 2012.
- Regions with the most active outreach services (in terms of numbers of assistances provided in 2012) were Richmond-Tweed (1,923 assistances), Illawarra (1,419) and Coffs Harbour-Grafton (1,134). The Murray region had the least number of outreach assistances (53) followed by Central West (294) and the Hunter Valley (excluding Newcastle) (319).
- Assistances with family law issues made up 45 per cent of all outreach assistances, with 42 per cent of assistances provided for civil law matters and 13 per cent for criminal law matters.
- Of the family law outreach assistances, 60 per cent were provided in courts and tribunals, with a further 12 per cent in Family Relationship Centres (FRCs) and nearly 20 per cent in community services. By contrast, two-thirds of civil law outreach assistances were provided in community services, nearly 15 per cent at courts and seven per cent at ALSs. The vast majority of criminal law outreach was provided in custodial settings.
- Just over two-thirds (67%) of matters delivered by Legal Aid NSW through outreach in 2012 involved a single assistance, that is, only one advice or minor assistance provided to a client per legal matter in outreach. In close to 30 per cent of outreach matters, clients received two advices and/or minor assistances, and in four per cent of matters, clients received three or more assistances. The average number of assistances per matter was similar for outreach and in-office matters.

  Data on referrals to Legal Aid NSW is limited by the amount of missing data, particularly for outreach matters (19% missing). Noting this limitation, in nearly 60 per cent of matters, those assisted through Legal Aid NSW offices indicated that they already knew about Legal Aid NSW and appear to have self-referred, compared to around 40 per cent of matters dealt with through outreach.

Client groups assisted through outreach

- In 2012, roughly equal proportions of outreach assistances were provided to women (51%) and men (49%). By contrast, a slightly a higher proportion of in-office assistance was provided to men (52.6%) compared to women (47.4%). This could in part reflect the fact that less criminal law advice and minor assistance is provided through outreach.
- The number of outreach assistances delivered to women has substantially increased from 37 per cent in 2010 to just over 50 per cent in 2012.

- Generally speaking, similar proportions of people of different ages were assisted through Legal Aid NSW offices and in outreach. The most notable difference was that in-office more assistance (13%) was provided to people under the age of 18 compared to through outreach (8%). This may reflect the fact that 94.2 per cent of assistances to people under the age of 18 were for criminal matters and that most criminal advice and assistance was provided Legal Aid NSW offices.
- In 2012, 13 per cent of all outreach assistances delivered by Legal Aid NSW were to Aboriginal clients (compared to 6.3% of in-office services). More than one-third (35.6%) of all advice and minor assistance services provided to Aboriginal people in NSW were provided through outreach (excluding ROCP). In the same period, 20 per cent of ROCP services were to Aboriginal clients.
- Excluding outreach to prisons (where clients are ineligible for Centrelink payments), 58 per cent of outreach assistances were provided to people on Centrelink benefits (compared to 49% of in-office assistances).
- High rates (per head of population) of outreach assistance were provided to clients residing in the Far West and Orana, Riverina, Coffs Harbour-Grafton and Richmond-Tweed regions, in particular to clients living in: Wilcannia, Walgett, Menindee, Lightening Ridge, Urana, Brewarrina, Myall Park and Yenda.
- No outreach assistance was provided to clients living in specific postcode areas within the New England and North West region close to the Queensland border, locations in the Central West region, around Boorowa and locations along the Victorian border, including Urana, Cobram, Bombala and Holbrook.

Data issues

The Legal Aid NSW data system (CASES) provides very valuable and quite detailed information enabling trend analyses over time and the capacity to explore modes of service delivery (outreach and in-office services) by area of law, location and client group. However, data reported here suggests that the value and utility of the CASES data for the monitoring and evaluation of Legal Aid NSW's outreach services would be further improved by:

- consistency in the way that data are defined in different data collection systems (e.g., CASES, ATLAS and the outreach database, and particularly how outreach services are defined and counted for ROCP and Legal Aid outreach)
- reducing the amount of 'missing' data (e.g. in referrals and employment status)
- further consideration of how to improve the classification and collection of data regarding mode of delivery (telephone, face-to-face, audio visual link (AVL)) and how this may be reported separately to type of assistance (e.g. advice, minor assistance and duty work)
- further consideration of what additional data may be valuable to help identify whether Legal Aid NSW is meeting its service targets (e.g. information on disability).

Introduction

The role of Legal Aid NSW is to help people to understand and protect their legal rights, through advice, advocacy, representation and education, with services focused on disadvantaged people and communities (Legal Aid NSW 2013a). A focus area outlined in the *Legal Aid NSW Plan 2011–2013*, under its priority of 'improving access to justice ' is 'to expand advice and minor assistance services, especially in regional and remote areas' (Legal Aid NSW 2011). Outreach services are a key part of this strategy (Legal Aid NSW 2013a, p8).

Outreach legal services are used by Legal Aid NSW to:

- provide legal assistance for relevant issues in target locations/communities where such services are not available or readily accessible
- deliver legal assistance in a format which is appropriate to the needs of the target clients
- link clients to ongoing legal assistance as required (grants of aid)
- assist target clients to address and resolve their legal problems.

For the purpose of this review, ***outreach*** refers to all face to face legal advice and minor assistance delivered by or on behalf of Legal Aid NSW, in locations other than Legal Aid NSW offices.

Some outreach may also be provided as a combination of face-to-face and telephone services, or by AVL/webcam technology. However, assistances provided by telephone or by AVL from a Legal Aid NSW office are ***not*** counted as outreach on the Legal Aid NSW administrative data system (CASES), and therefore not counted as outreach in this report.[2] Also excluded are 'duty' services provided at courts, casework/representation, outreach assistances provided at a Legal Aid NSW office by another section of Legal Aid NSW and community legal education. Services that are not 'outreach' are described in this report as 'in-office services'.

This review

The Law and Justice Foundation of NSW (the Foundation) was asked by Legal Aid NSW to review its outreach legal services with a view to:

- providing an overview of Legal Aid NSW outreach services, and
- drawing upon the experiences of outreach service providers and partner agencies to inform:
  - a planning, monitoring and evaluation framework for outreach legal services
  - the ongoing development of best practice for this form of service delivery.

The review is reported in two stages. This report forms Stage 1 and provides an overview of existing services by:

- describing the range of outreach legal services provided by Legal Aid NSW
- quantifying the assistance provided through outreach clinics for the years 2010–2012 and the types of clients assisted.

[2] Some outreach services will provide assistance by telephone in conjunction with periodic face-to-face services. Assistance by AVL/webcam is included in the outreach data if the assistance is provided from a location other than a Legal Aid NSW office.

Stage 2 will draw together this data, with interviews and information from outreach managers and solicitors, to address the following questions.

1. What lessons can be learned from the experiences of existing periodic face to face outreach services particularly focused in a case study region, the Mid North Coast?
2. What are the challenges and barriers to running outreach services?
3. What are the opportunities and options for Legal Aid NSW to monitor and assess whether outreach legal services:
   - are established/structured in a way which is consistent with Legal Aid NSW's best practice principles (i.e. planned, collaborative, holistic, consistent, sustainable, evaluated; see Appendix 1)
   - reach target clients
   - assist clients to resolve their legal issues
   - improve client access to grants of legal aid
   - are responsive to emerging legal needs
   - fill a gap in services?
4. What data recording/collection issues need to be addressed to facilitate the ongoing monitoring and evaluation of Legal Aid NSW's outreach legal services?

Outreach by Legal Aid NSW

Legal Aid NSW is the largest legal aid agency in Australia, with a Central Sydney Office and 20 regional offices statewide. Solicitors in each of the three broad practice areas — crime, family and civil law — work from head office and the regional offices.

Each practice area also has specialist services such as the Prisoners Legal Service (Crime), the Children's Legal Service (Crime), the Child Support Unit (Family), the Early Intervention Unit (Family) and the Veterans' Advocacy Service (Civil) and projects such as the Homeless Outreach Project (Civil). Outreach services are run by each practice area, and within these, by different regional offices and specialist services.

In addition to outreach services run within the practice areas, outreach projects are run within the Grants and Community Partnerships Division. These include the Regional Outreach Clinic Program (ROCP) and initiatives under the Cooperative Legal Service Delivery (CLSD) model. Aboriginal Field Officers located in Campbelltown, Coffs Harbour and Walgett are coordinated by the Aboriginal Services Unit. The main types of outreach legal services run by Legal Aid NSW are described below.

Regional office outreach services

Regional offices are based in greater Sydney as well as Dubbo, Lismore, Coffs Harbour, Gosford, Wollongong, Newcastle, Nowra, Orange, Tamworth and Wagga Wagga and may run outreach services to the more remote locations within their area of responsibility. These services tend to provide support in either civil or family law issues, in response to needs identified by the relevant Legal Aid NSW office.

Civil law outreach program

The civil law outreach program commenced in March 2011, with a focus on vulnerable clients and areas of high need, particularly in regional and remote locations. Clinics have been established in a number of Aboriginal communities, after initial planning indicated high need and few available services in these areas. These clinics are often provided in collaboration with local Aboriginal organisations such as the ALS NSW/ACT. More recently the civil law outreach program has been collaborating with health service providers such as the Aboriginal Medical Service in Western Sydney, focusing on more integrated models of service delivery with medical services. Most outreach is provided by solicitors based at the Legal Aid NSW Sydney office, but some services are provided by solicitors based in regional offices. The civil law outreach program is funded under the National Partnership Agreement on Legal Assistance Services (NPALAS).

Civil law, Homeless Outreach Legal Service

The Homeless Outreach Legal Service is a specialist service of Legal Aid NSW, operated by the Civil Law Division. The service runs advice clinics in a number of metropolitan and regional areas, in places familiar to and frequented by homeless people, such as homelessness and accommodation services, soup kitchens, neighbourhood and community centres. Permanent homeless outreach solicitor positions, funded by the Public Purpose Fund, are based in Nowra, Coffs Harbour and Parramatta. Other homeless outreach solicitor positions are funded under the National Partnership Agreement on Homelessness (NPAH), due to expire in June 2014.[3]

Family Law Early Intervention Unit

The Family Law Early Intervention Unit (EIU) is a specialist service of Legal Aid NSW that commenced in 2011. It provides free family law services in courts, family relationship centres and community organisations in a number of metropolitan and regional locations around NSW. An important feature of the Family Law EIU is that it operates separately to the Legal Aid NSW family litigation practice. This enables people who cannot be assisted by this practice due to conflict of interest to receive assistance from the Family Law EIU. The Family Law EIU is based in Parramatta but some EIU outreach solicitors work from regional offices. The Family Law EIU is funded under the NPALAS.

Prisoners Legal Service

In addition to duty work and representation, the Prisoners Legal Service (PLS) provides advice and assistance in criminal matters (such as bail, appeals, parole and prison issues), family law and civil law. PLS lawyers visit most gaols around NSW weekly, fortnightly or monthly. In country areas where there is no Legal Aid NSW office, the prison advice clinic may be provided by a private practitioner funded by Legal Aid NSW.

Regional Outreach Clinic Program

Under the Regional Outreach Clinic Program (ROCP), legal service providers (private or community lawyers in regional areas) are funded by Legal Aid NSW to provide regular legal advice and minor assistance clinics in communities in which there is high socioeconomic disadvantage and a relative lack of access to free legal services. ROCP solicitors can provide advice and minor assistance in family, civil and criminal law. ROCP is funded under the NPALAS.

3 The NPAH has been in operation since July 2009 and is due to expire on 30 June 2013. A one-year transitional partnership agreement has been agreed for the 2013–2014 financial year, while a new long-term agreement is negotiated (Australian Government 2013).

Child Support Service

In addition to representation, the Child Support Service provides advice and minor assistance by telephone and face-to-face, in Legal Aid NSW offices and through outreach. Outreach assistance is provided by appointment, booked through a statewide phone number with the service. Generally, Child Support Services solicitors from Sydney travel to regional locations.

Other statewide specialist services

Other statewide specialist legal services provided by Legal Aid NSW are the Veterans Advocacy Service (VAS) and the Mental Health Advocacy Service (MHAS). In addition to representation, the VAS services provide advice and assistance by telephone as well as through outreach visits to regional areas. The MHAS attends every hospital in NSW that has involuntary patients. Most of the assistance provided by the MHAS in hospitals is representation.

Aboriginal Field Officers

Legal Aid NSW employs three Aboriginal Field Officers to improve access for Aboriginal people to civil and family legal services. The Aboriginal Field Officers are based at Coffs Harbour ALS, Walgett ALS and Legal Aid NSW Campbelltown office (with a brief to coordinate services in the South Coast to Nowra). The Aboriginal Field Officers provide a different model of outreach, linking Aboriginal people to civil and family legal assistance in their regions. The role of field officers will be explored in more detail in Stage 2 of the research. This program is funded under the NPALAS.

Other outreach

Other forms of outreach advice and minor assistance include specific disaster recovery outreach services which are set up as required, in response to natural disasters such as floods and bushfires. Legal Aid NSW, often co-located at the scene with other government and non-government services, provides assistance with matters relevant to the event such as insurance, housing issues, accessing credit and employment.

Outreach advice may also be provided as part of Legal Aid NSW's community legal education work. A recent example of this is the advice and assistance provided as part of the community legal education campaign around access to Work and Development Orders to pay off fines.

Outreach coordination and governance

Legal Aid NSW has developed a governance framework for outreach services that includes a set of best practice guidelines and an outreach checklist (see Appendix 1). These are informed by extensive practice experience, as well as a systematic literature review undertaken by the Foundation and reported in *Outreach legal services to people with complex needs: what works?* (Forell & Gray 2009).

To help coordinate outreach services across divisions, regions, specialist services and special projects, Legal Aid NSW established an Outreach Network in 2011, chaired by the Director of Family Law and supported by a senior project officer in the Executive Unit of Legal Aid NSW. The network has an intranet site with details of all the outreach clinics, including ROCP clinics. Staff establishing a new outreach service are asked to send a submission to their director detailing the perceived need and listing the other services available in the relevant area. A similar notification process is in place for when an outreach service is cancelled. The submission template is provided in Appendix 1.

Specific service delivery targets outlined by Legal Aid NSW for outreach legal services in the 2011–2012 and 2012–2013 financial years are detailed in Table 1.

Table 1: Legal Aid NSW service delivery targets related to outreach, 2011–2012 and 2012–2013

	2011–2012 Targets	*2012–2013 Targets*
Outreach advice services	11,000	11,800
Locations with regular outreach legal services	150	164
Locations with regular outreach for Aboriginal communities	14	22

Source: Legal Aid NSW 2013a, p.6

Different models of outreach

As described above, different outreach services within Legal Aid NSW have been established by different practice areas or divisions and have different funding streams and service delivery priorities (target communities/service models). For this reason, there is no single 'type' of outreach service being provided by Legal Aid NSW. In addition to geographic location and the provider (e.g. Legal Aid NSW division, office or ROCP), outreach services vary on a range of dimensions including:

- areas of law covered
- type of host agency or host location
- frequency and hours per month
- target client groups.

Legal Aid NSW outreach services will be further described against these dimensions in the results section of this report. However, services may also vary considerably on more subtle dimensions such as:

- how services are delivered (e.g. face-to-face only, or face to face and telephone, as a shared clinic with other legal services, integrated with non-legal services)
- the organisation and administration of the service (e.g. appointment or drop-in services, how clients are booked in)
- the level of involvement with the host agency (e.g. referrals in and out of service, level of coordinated support provided to clients)
- how clients find out about the outreach service (e.g. referrals and service promotion).

These variations will be explored in more detail in Stage 2 of the research.

Stage 1 Methodology

Research questions

This first stage of the review addresses the following three broad questions:

1. What outreach services (clinics) are currently provided by Legal Aid NSW and where are these services located? (i.e. host agencies, geographic distribution)
2. How much and what type of assistance has been provided by Legal Aid NSW through outreach since 2010, and where has this assistance been provided?
3. Who has been assisted through outreach services as compared to in-office services?

Data sources

Data used to answer these questions has been drawn from the following sources.

The Outreach Database

The outreach database, maintained by the Outreach Project Manager, contains details of each outreach Legal Aid NSW and ROCP outreach clinic, its geographical location, host agency, target client group, frequency, hours and days of operation, areas of law covered and the Legal Aid NSW provider (e.g. Civil Law Division, a regional office).

This is a 'live' database which forms the basis of information made available through the Legal Aid NSW intranet and internet. The currency of the database depends upon each section or office keeping the Outreach Project Manager updated with changes to services. The data reported here reflects the status of Legal Aid NSW outreach services recorded as being active as at the end of January 2013.

CASES

All advice and assistance provided by Legal Aid NSW solicitors is recorded on an administrative data system called CASES. The Foundation was provided with de-identified unit record data on all advice and minor assistance provided by Legal Aid NSW, in-office and through outreach, from 1 January 2010–31 December 2012. Key variables used from this dataset were matter number; location (geographic); location (host agency type); type of assistance (advice or minor assistance); date and year of assistance; outreach flag; law type (civil, family, crime); referred to and referred from (recorded from July 2011 and reported for 2012 only); as well as the following client demographics: postcode, age, gender, Indigenous status, country of birth, employment status and benefits status/type.

CASES data were analysed using IBM SPSS Statistics 19 (SPSS) and Excel.

CASES also contains a 'Homeless flag', reflecting where clients have indicated on the advice form that they are 'homeless or in temporary accommodation'. This new field of data was not included in the original data request due to concerns about how widely it was being used. However, summary data on clients' homelessness status has been drawn from CASES more recently and included in this report.

Measuring service delivery – what is counted in CASES?

A ***matter*** is a single legal problem that a client presents to Legal Aid NSW with. For each matter, a client may be provided with one or more assistances. Two broad categories of assistance are included: advice (advice specific to the client's legal issue) and minor assistance (such as the solicitor drafting a letter, negotiating with other parties or providing a warm referral). Thus, for any one matter a client may be, for instance, provided with an advice, have a letter drafted and receive a warm referral to another service. This would be counted as three assistances—one advice and two minor assistances—for that matter. It is each of these actions provided by the solicitor — the assistances — which are the unit of measure used by Legal Aid NSW in its official reporting, and which are also used in this report. The only exception is that referrals to and from Legal Aid NSW are recorded per matter, and not per assistance.

It is important to note that each separate assistance is not necessarily a discrete client appointment or consultation. A client may be provided with more than one assistance in a single consultation, or may be provided with multiple assistances for the same matter in consecutive appointments.

ROCP data

Only summary data concerning ROCP outreach is also included in this report. One reason for this is that Legal Aid NSW has recently completed a separate review on the ROCP. The second reason is that, because ROCP outreach is provided by private and community legal centre practitioners, ROCP services are recorded differently and on a different data system to CASES.

ROCP activity is largely recorded as work on Legal Aid NSW's grants management system, ATLAS. The unit of work counted (an advice service) tends to equate more directly to a session of assistance rather than an individual action (advice or minor assistance) as is recorded in CASES. An advice service for ROCP may involve the provision of advice and/or minor assistance. Further, the range of details recorded on ATLAS differs from those recorded on CASES. Because of these differences, data from these two sources cannot be easily combined. To supplement the information recorded on ATLAS, ROCP solicitors also collect some additional information about their clients on the Legal Aid NSW Advice Form (not entered into CASES). Where appropriate, this is also referred to in this report.

Results

This section addresses the three main research questions:

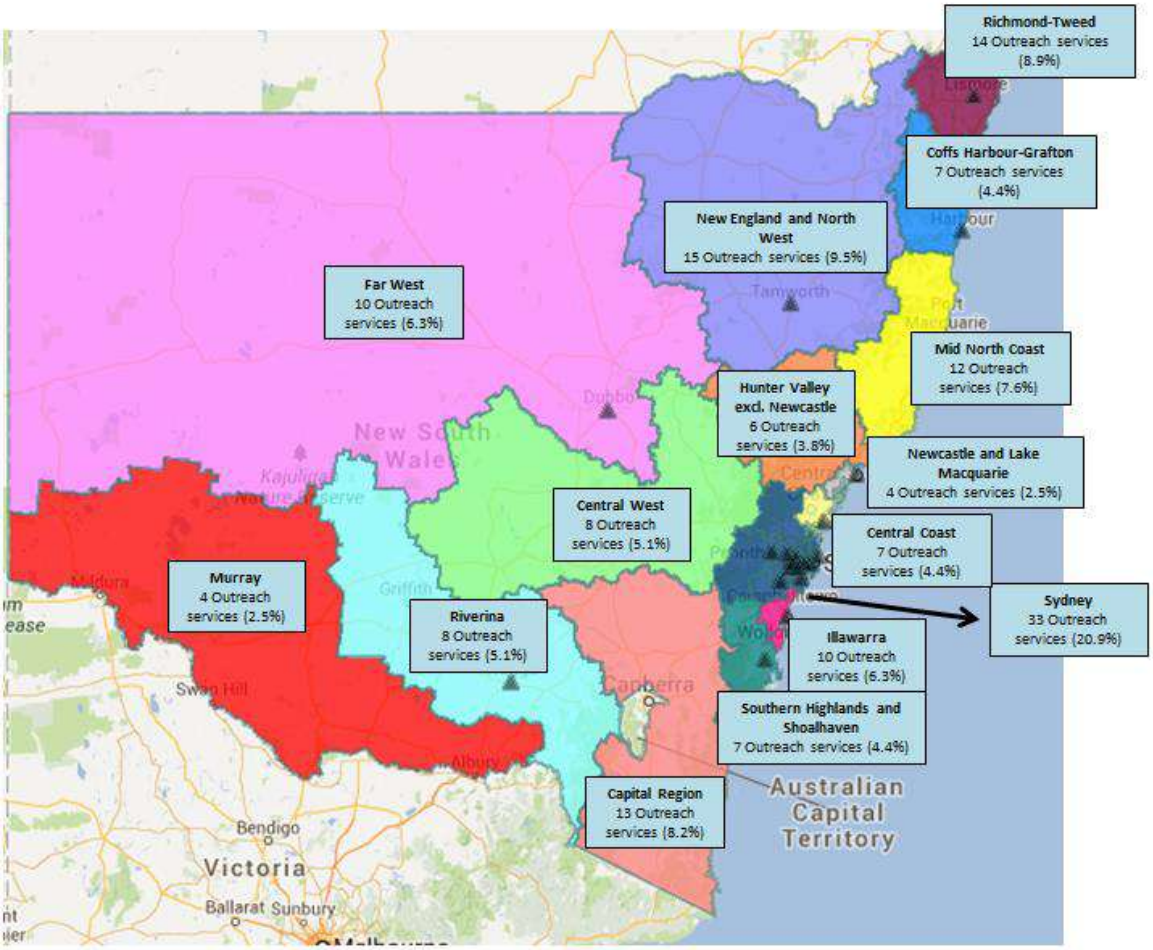
- What outreach services (clinics) are currently provided by Legal Aid NSW and where are these services located?
- How much and what type of assistance has been provided by Legal Aid NSW through outreach since 2010?
- Who has been assisted through outreach services as compared to in-office services?

Information on referrals to and from Legal Aid NSW is also reported.

Outreach clinics provided by Legal Aid NSW

This first section describes the outreach clinics operated by Legal Aid NSW, based on the information from an internal database with details of each clinic (the 'outreach database').

Map 1: Number of active Legal Aid NSW outreach clinics by region[a], January 2013



Source: Legal Aid NSW Outreach database, January 2013.

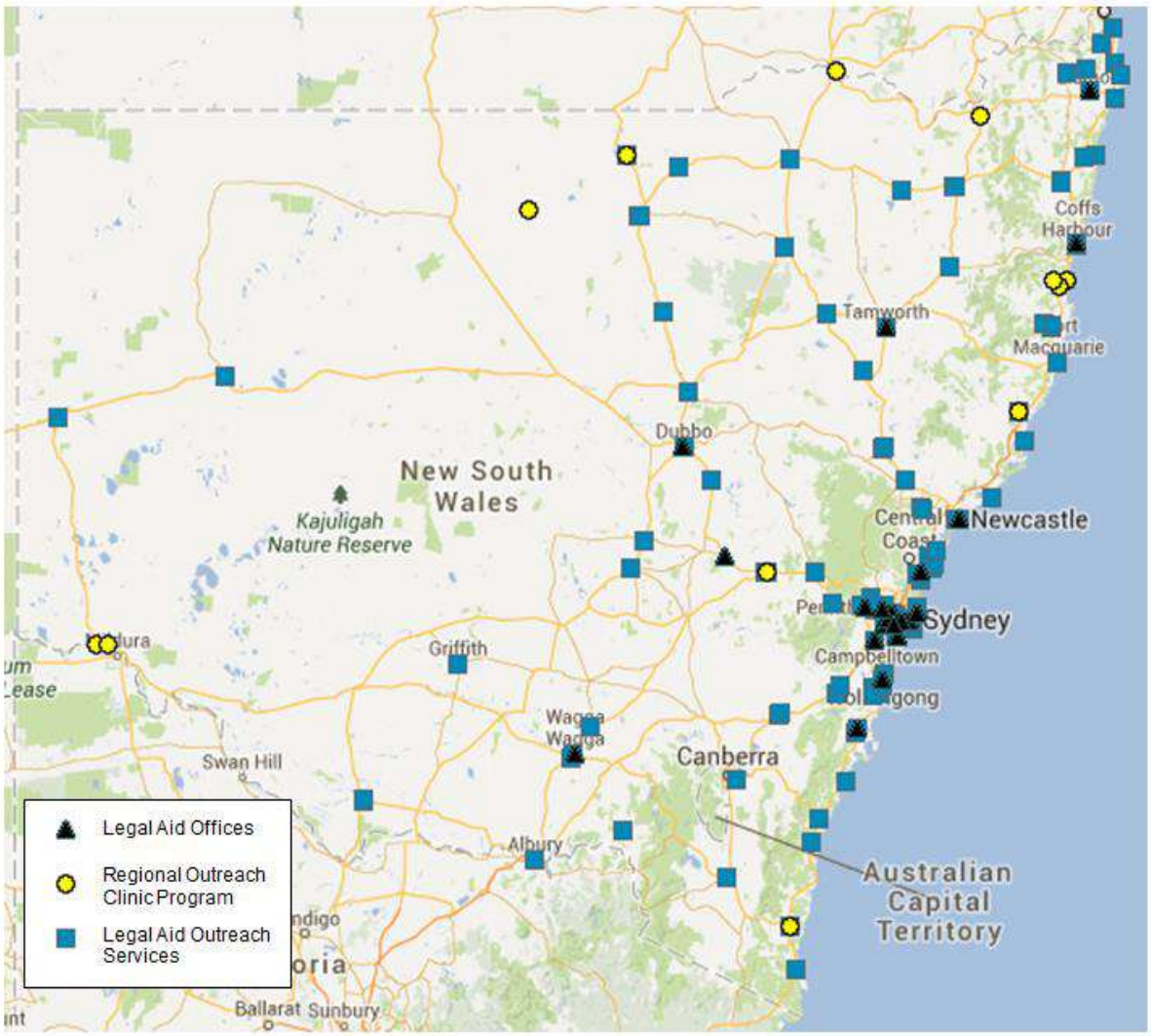
[a] Regions are defined using the ABS Australian Standard Geographical Standard (ASGS) Statistical Area Level 4.

Bearing in mind that duty lawyer services are not included in the count of clinics in this section, at the end of January 2013 there were 158 active outreach clinics: [4]

- 145 operated by Legal Aid NSW solicitors
- 12 operated by private and Community Legal Centre solicitors under Legal Aid NSW's ROCP
- two involving both ROCP and Legal Aid NSW solicitors.

These figures exceed the target of 150 services outlined in the *Legal Aid NSW Plan for 2011–2012*, regarding numbers of locations with regular outreach services. The target for the 2012–2013 financial year is 164 services.

Map 2: Locations of Legal Aid NSW offices, Legal Aid NSW outreach clinics and ROCP outreach clinics, January 2013*



Source: Legal Aid NSW Outreach database, January 2013

* If more than one service is located in the same town, only one icon is provided for that town on the map.

[4] This figure excludes all duty lawyer services provided at courts, including the expanded duty services provided at the Parramatta, Sydney and Newcastle family law courts by the Family Law Early Intervention Service.

Map 2 depicts the distribution of outreach services in rural and regional NSW together with the location of Legal Aid NSW offices. Just over one in five outreach clinics were in metropolitan Sydney (20.9%), with nearly 80 per cent in rural and regional NSW (79.1%). As indicated in Map 1, the highest numbers of outreach services were located in the northern part of the State, particularly New England and North West, Richmond- Tweed and the Mid North Coast. In the southern part of the state there were fewer outreach services: 13 were located in the Capital Region, ten in the Illawarra and seven in the Southern Highlands and Shoalhaven. Ten outreach services were located in the Far West and Orana, with relatively few outreach services located in the far south of the state (four in the Murray region).

Types of host agencies

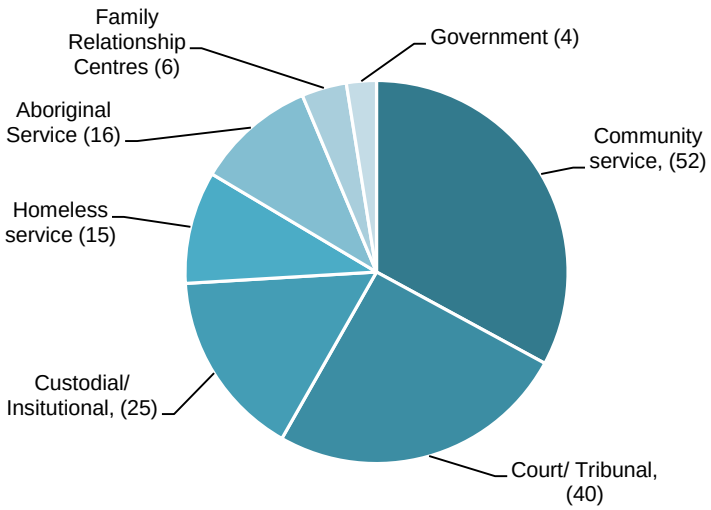
Outreach clinics are based at a wide range of different type of 'host agency' locations– from soup kitchens for homeless people to local courts on particular list days. Host locations are ideally selected as a place that is trusted, accessible to, and already used by the target client group that the service is trying to reach:

> *Outreach access to hard-to-reach client groups is achieved through collaboration with trusted external service providers already working with those groups. (Legal Aid NSW 2012)*

As will be discussed in the Stage 2 report of the research, choice of location may also be affected by the availability of other services in a town (particularly in more remote locations), the type of legal issues dealt with by the clinic, and the type of Legal Aid NSW service provider (e.g. which Division, office or ROCP).

As at January 2013, nearly one-third of outreach clinics were located in community services or centres, such as neighbourhood centres, youth or women's services (see Figure 1). One-quarter of all outreach services were in local courts, while around one in six outreach services were to prisons or juvenile justice centres (16%).

Figure 1: Host agency types for Legal Aid NSW outreach services (including ROCP), January 2013



Source: Legal Aid NSW Outreach database, January 2013.

Note: N =158 host agencies.

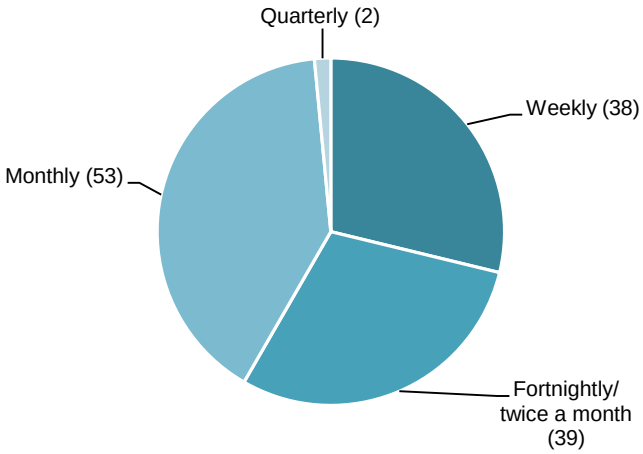
Ten per cent were located in Aboriginal services, predominantly ALSs, and a further nine per cent were located in homelessness specific services. With 16 services in Aboriginal organisations, Legal Aid NSW has met its target for the 2011–2012 financial year of providing regular outreach to Aboriginal communities in 14 locations. The target for 2012–2013 is 22 services.

Table A1 in Appendix 2 provides information on the types of host agencies used for outreach services in each region of NSW.

Frequency of outreach clinic visits

The overall frequency of outreach clinic visits varied from twice a week to quarterly. Excluding outreach to prisons[5], 40 per cent of outreach services were provided monthly, 30 per cent were provided fortnightly or twice a month and nearly 30 per cent were provided weekly (see Figure 2). Clinics tend to be between two and four hours in duration.

Figure 2: Frequency of Legal Aid NSW outreach services (excluding prisons), January 2013



Source: Legal Aid NSW Outreach database, January 2013.

Note: One twice-weekly service included in 'weekly'. N=132 outreach clinics.

Outreach to Aboriginal, community and homeless services was more likely to be provided weekly or fortnightly, while services to courts and government services were more likely to be provided monthly (see Table A2, in Appendix 2). The frequency of a service will reflect a range of factors including the Legal Aid NSW provider (which Division, office or ROCP), the area of law dealt with and the location of the outreach service.[6]

[5] The frequency of outreach services to prisons was not recorded on the database for all but two prisons, one of which received monthly visits and one which received quarterly visits. Frequency was not recorded for one outreach to an Aboriginal organisation.

[6] Frequency by provider and area of law were not provided as a number of outreach services cover multiple areas of law and involve more than one division within Legal Aid NSW.

Assistance provided through outreach clinics

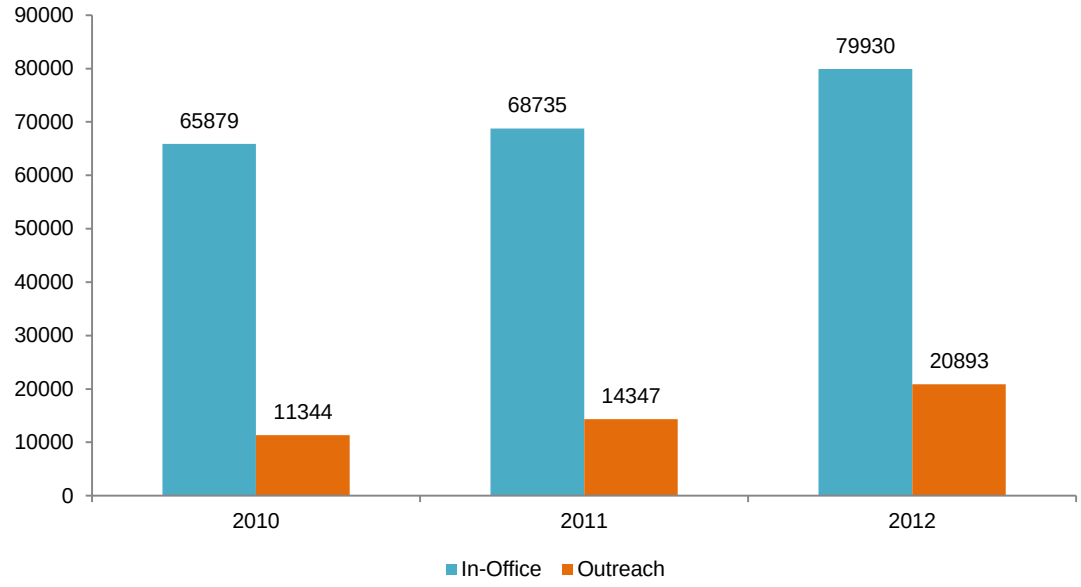
The section above counted outreach clinics run by Legal Aid NSW — in this section we use CASES data to count the assistances provided by Legal Aid NSW at outreach clinics staffed by Legal Aid NSW solicitors. Advice and minor assistance provided by ROCP solicitors are not included in the overall figures as ROCP activity is recorded on a different data system (ATLAS) which uses different counting rules to CASES. ROCP data reported in the text below are separately identified.

The unit of measure counted in this section is an ***assistance*** (also described here as 'an advice or a minor assistance service'). An assistance is a discrete advice or a minor assistance[7] undertaken by a solicitor on a single legal matter for a client. A client may receive more than one assistance for each legal matter. In addition to assistance provided through outreach, in-office[8] advice and minor assistances are provided as a point of comparison.

Assistance provided, 2010–2012

There has been an 84.2 per cent increase in the yearly numbers of advice and minor assistance services delivered by Legal Aid NSW through outreach, from almost 11,350 assistances in 2010 to nearly 21,000 assistances in 2012 (see Figure 3).

Figure 3: Number of assistances delivered, outreach and in-office, 2010–2012



Source: Legal Aid NSW CASES data, 1 January 2010–31 December 2012

Notably, during the same period, there has also been a clear increase in the numbers of 'in-office' advice and minor assistance services delivered by Legal Aid NSW. The proportion of all advice and minor assistance services delivered through outreach has increased from about one in seven (14.7%) assistances in 2010 to one in five (20.8%) in 2012. In 2012, an additional 682 outreach 'advice services'[9] were provided through the ROCP, an increase from 364 in 2011.

[7] See Methodology for description.

[8] These include face-to-face, telephone or AVL advice and minor assistance services provided from Legal Aid NSW offices.

[9] An advice service as recorded on ATLAS can involve advice or minor assistance (see Methodology for description).

Advice compared to minor assistance

Legal advice has been, and remains, the more prevalent form of assistance compared to minor assistance, for both outreach and in-office services. However, the gap between the two narrowed considerably between 2010 and 2012 (see Table 2). In 2010, minor assistance made up 13.1 per cent of all assistances. In 2012, nearly one-third (31.5%) of assistances were minor assistance.[10]

Table 2: Type of assistance delivered in outreach and in-office, 2010–2012

Type of assistance		*2010*	*2011*	*2012*
Advice	In-office	56,910	54,383	56,849
	Outreach	10,212	10,348	12,251
	Total advices	67,122	64,731	69,100
	% advice as outreach	15.2%	16.0%	17.7%
Minor assistance	In-office	8,969	14,352	23,081
	Outreach	1,132	3,999	8,642
	Total minor assistances	10,101	18,351	31,723
	% minor assistance as outreach	11.2%	21.8%	27.2%

Source: Legal Aid NSW CASES data, 1 January 2010–31 December 2012

In 2010 and in 2012 nearly 57,000 advices per year were provided from Legal Aid NSW offices, though this figure dipped to just under 54,400 advices in 2011. The number of advices provided through outreach remained fairly stable through 2010 and 2011, with an increase of almost 2,000 assistances in 2012.

Overall, there has been a slight increase in the proportion of advice delivered through outreach over the three year period, from 15.2% in 2010 to 17.7% in 2012. In total, there were 12,251 advices delivered through outreach in 2012.

Table 2 shows that, while starting from a lower base, the overall number of minor assistances provided by Legal Aid NSW has increased dramatically, with the overall number increasing from 10,101 in 2010 to 31,723 in 2012.

Of particular note, there has been an eight-fold increase in the amount of minor assistance delivered through outreach, from 1,123 assistances in 2010 to 8,642 assistances in 2012. In 2012, well over one-quarter (27.2%) of all minor assistance provided by Legal Aid NSW was provided through outreach, compared to 11.2% in 2010. In total, there were 8,642 minor assistances delivered through outreach in 2012.

[10] Expressed differently, in 2010, there were about nine advices provided to any one minor assistance in outreach. By 2012, the ratio for outreach services was 1.4 advices to one minor assistance in outreach.

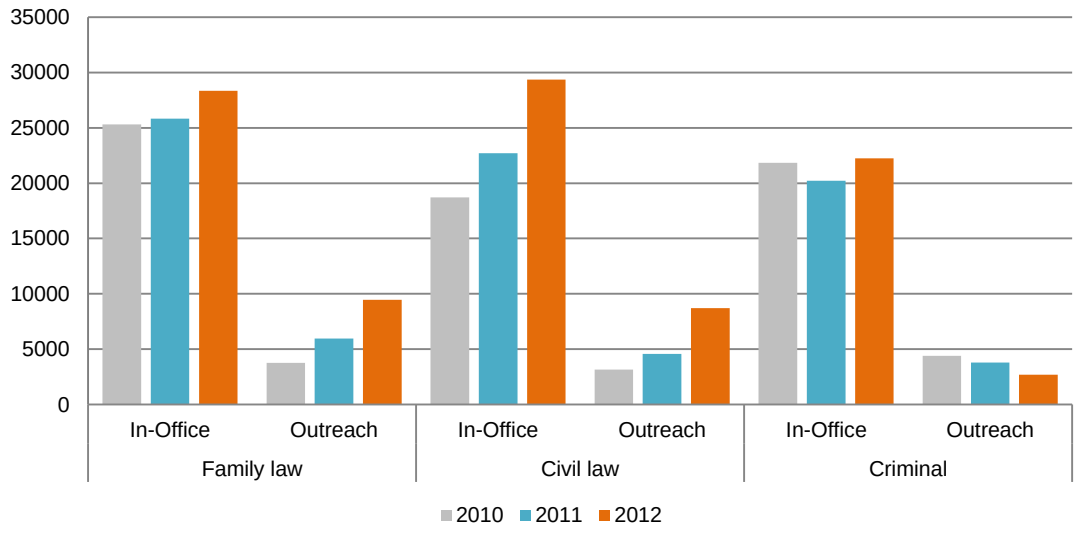
Assistance by area of law

Trends in outreach and in-office assistance, 2010–2012

'Area of law' reported here relates to whether the legal assistance provided to the client was in the area of criminal, family or civil law. Broadly speaking the solicitor providing the service will primarily work in the Division of Legal Aid NSW providing services in the area of law (i.e. criminal, family, civil), either at head office or at a suburban or regional office. However, outreach solicitors can provide some advice and minor assistance (if only a referral) for areas of law which are not in their primary area of work.

While there was an increase in the overall number of outreach and in-office advice and minor assistance services provided by Legal Aid NSW between 2010 and 2012, these increases were not evenly distributed across the different areas of law.

Figure 4: Number of assistances, outreach and in-office by broad area of law, 2010–2012



Source: Legal Aid NSW, CASES data, 1 January 2010–31 December 2012

Note: Outreach N=46,583 assistances. Area of law was missing for one outreach assistance. In-office N=214,542 assistances. Area of law was missing for two in-office assistances.

Figure 4 indicates that the number of outreach assistances for family law matters increased by just over 150 per cent between 2010 and 2012. For the same period, in-office family law assistances increased by 12 per cent. The number of outreach assistances provided for civil law issues increased almost 175 per cent between 2010 and 2012. In-office civil law assistances increased by 57 per cent over the same period.

Finally, taking account of the fact that advice and minor assistance form a relatively small part of Legal Aid NSW's criminal law practice (compared to duty work and casework), there have been fewer outreach advice and minor assistances for criminal law provided in 2012 than in previous years. The number of in-office criminal law assistances has remained relatively stable over the same period.

Trends in outreach assistance by area of law, 2010–2012

In 2010, advice and minor assistance outreach for family law problems accounted for one-third (33.1%) of the total outreach assistances provided by Legal Aid NSW. By 2012, family law outreach had increased to 45.3 per cent of all outreach assistances provided.[11]

Outreach assistances for civil law problems increased by almost 12 percentage points, from 30.0 per cent of the total outreach services delivered in 2010 to 41.7 per cent in 2012.

Criminal law outreach declined from almost 40 per cent of the total outreach delivered by Legal Aid NSW in 2010 to only 12.9 per cent in 2012. It should also be noted that in rural and regional locations where there is a prison, but no Legal Aid NSW office, advice services in prisons (predominately focusing on criminal law issues) were usually undertaken by a local private practitioner. As such, these services would be recorded on ATLAS rather than CASES, and therefore not included in the figures above.

In addition to the assistances above, in 2012, 375 (54.9 %) outreach advice services provided through the ROCP were for civil matters, 253 (37.1 %) for family and 54 (7.9 %) for crime.

Assistance by region

Trends in outreach assistance by region, 2010–2012

The increase in the overall number of advice and minor assistance services provided through outreach by Legal Aid NSW between to 2010 and 2012 is not evenly distributed across the different regions of NSW (see Table 3).

The most notable increases in outreach assistances were in regions outside of Sydney. While noting that some of these regions were starting from a very low base in 2010, the Central Coast, Murray, Southern Highlands and Shoalhaven, and Far West and Orana all revealed a minimum three-fold increase in the number of outreach services delivered between 2010 and 2012. Similarly, the City and Inner South, Sutherland and Parramatta regions also displayed a substantial increase in the volume of advice and minor assistance outreach delivered between 2010 and 2012.

[11] This figure includes advice and minor assistances provided through the full time EIU duty lawyer services at Family Law Courts. 'Duty' assistances for all areas of law are excluded from this data set. See Figure A1 in Appendix 2 for more detail about the number of outreach assistances by area of law, from 2010−2012.

Table 3: Number of outreach assistances, by region and year, 2010−2012

Region[a]	*2010*	*2011*	*2012*
Capital region	460	627	682
Central Coast	84	298	574
Central West	162	299	294
Coffs Harbour-Grafton	695	799	1,134
Far West and Orana	204	141	809
Hunter Valley excl. Newcastle	206	219	319
Illawarra	743	980	1,419
Mid North Coast	620	583	875
Murray	9	24	53
New England and North West	198	176	316
Newcastle and Lake Macquarie	268	443	836
Richmond-Tweed	1,140	1,289	1,923
Riverina	725	827	936
Southern Highlands and Shoalhaven	174	454	915
Total non-Sydney	**5,688**	**7,159**	**11,085**
Total Sydney	**5,397**	**6,684**	**9,715**
Total NSW	**11,085**	**13,843**	**20,800**

Source: Legal Aid NSW CASES data, 1 January 2010–31 December 2012.

Note: Location was not recorded for 259 assistances in 2010, 198 in 2011 and 56 in 2012. Outreach services delivered interstate, for example disaster recovery, are excluded from the table (306 in 2011, and 37 in 2012).

[a] Regions are defined using the ABS Australian Standard Geographical Standard (ASGS) Statistical Area Level 4.

Focusing only on 2012 figures, 46.7 per cent of outreach assistances were provided in the Sydney Region, while more than half (53.3%) of all outreach assistances were provided in regions outside Sydney. By contrast 63.5 per cent of all in-office assistances were provided in Sydney compared to just over one third (36.5%) provided outside Sydney (Table 4).[12]

Table 4: Proportion of assistance by location (Sydney and rest of NSW), outreach and in-office 2012

Location	*In-office N=78,785*	*Outreach N=20,800*
Sydney	63.5%	46.7%
Rest of NSW	36.5%	53.3%
Total	100.0%	100.0%

Source: Legal Aid NSW CASES data, 1 January 2010–31 December 2012

Note: Location was not recorded for 1,145 (1.4%) in-office services and 56 (0.3%) outreach services. 37 outreach services delivered interstate (disaster recovery) are excluded from the table.

[12] These figures can be compared to the location of outreach clinics (Maps 1 and 2), where we noted that only 21 per cent of outreach services were located in Sydney. However, it must be noted that the full-time EIU duty lawyer services at the family law courts were not included as 'outreach clinics' in our analysis of the outreach database by location. If assistances provided at the Parramatta, Sydney and Newcastle family law courts were similarly removed from the analysis of assistances, then just over 40 per cent of all outreach assistances were provided in Sydney.

Proportion of outreach by region, 2012

Overall, Table 5 indicates that, statewide, one in five advices or minor assistance services provided in 2012 were provided through outreach (20.9%). However, this picture also varies substantially when comparing regions. In Sydney, 16 per cent of assistances were provided through outreach, while outside of Sydney, 28 per cent of assistances were delivered through outreach.

The regions outside Sydney with the highest proportion of services delivered through outreach were those (except for the Murray region) that do not have a Legal Aid NSW office: the Mid North Coast (80.2%), Capital region (64.3%) and Hunter Valley (50.6%). The Murray region is notable for being the only rural region without a Legal Aid NSW office that has a comparatively lower proportion of services provided through outreach. It is also the region with the lowest number of outreach clinics (see Map 1), the lowest number of outreach assistances (see Table 3) and the lowest number of assistances provided overall (Table 5). It should be noted that two of the four outreach clinics in this region are ROCP clinics and that 51 additional advice services were provided through these ROCP clinics in 2012 (see Appendix 3).

Table 5: Proportion of assistance by region, outreach and in-office, 2012

Region[a]	*% In-office*	*% Outreach*	*Total*
Capital region	35.7	64.3	1,060
Central Coast*	85.3	14.7	3,910
Central West*	81.3	18.7	1,574
Coffs Harbour-Grafton*	76.3	23.7	4,775
Far West and Orana*	65.4	34.6	2,335
Hunter Valley excl. Newcastle	49.4	50.6	630
Illawarra*	74.1	25.9	5,488
Mid North Coast	19.8	80.2	1,091
Murray	72.3	27.7	191
New England and North West*	79.5	20.5	1,538
Newcastle and Lake Macquarie*	83.1	16.9	4,953
Richmond-Tweed	53.4	46.6	4,130
Riverina*	82.1	17.9	5,221
Southern Highlands and Shoalhaven*	69.2	30.8	2,975
Total non-Sydney	**72.2**	**27.8**	**39,871**
Total Sydney	**83.7**	**16.3**	**59,714**
Total NSW	**79.1**	**20.9**	**99,585**

Source: Legal Aid NSW, CASES data, 1 January–31 December 2012

Note: Location was not recorded for 1,145 (1.4%) in-office services and 56 (0.3%) outreach services. 37 outreach services delivered interstate (disaster recovery) are excluded from the table.

* Regions which have a Legal Aid NSW office.

[a] Regions are defined using the ABS Australian Standard Geographical Structure (ASGS) Statistical Area Level 4.

The regions outside Sydney with the lowest proportion of advice and minor assistance services delivered through outreach were the Central Coast (14.7%), Newcastle and Lake Macquarie (16.9%), Riverina (17.9%) and the Central West (18.7%).

Assistance by host agency type

Trends in outreach assistance by host agency, 2010–2012

Table 6: Number of outreach assistances by host agency, 2010–2012

Host agency	*2010*	*2011*	*2012*
Community service	**2,722**	**4,143**	**7,555**
Community Service (General)	1,845	2,822	5,128
Community Service (Homeless)	507	849	1,738
Family service	289	345	341
Migrant/Multicultural Service	8	44	199
Aboriginal Community Service	32	52	75
Library	25	10	36
RSL	16	21	22
Youth Service	0	0	16
Court/tribunals^	**2,084**	**3,728**	**7,273**
Administrative Appeals Tribunal	107	91	143
Administrative Decisions Tribunal	13	23	25
Federal Magistrates/Family Law Courts	129	1,237	2,815
Local Court	1,739	2,208	3,915*
Social Security Appeals Tribunal	0	0	2
Supreme Court#	42	22	46
Veterans' Review Board	54	147	327
Custodial/Institutional	**5,317**	**4,198**	**2,907**
Police Stations**	14	459	686
Prison	3,799	2,459	1,198
Juvenile Justice Centres	1,504	1,280	1,023
Family Relationship Centre	**650**	**1,015**	**1,116**
Government (Centrelink)	**66**	**104**	**75**
Aboriginal Legal Service	**237**	**390**	**826**
Disaster Recovery	**0**	**306**	**237**
Mental Health Magistrate/Health Service^	**106**	**78**	**95**
Other service	**162**	**385**	**809**
Total	**11,344**	**14,347**	**20,893**

Source: Legal Aid NSW, CASES data, 1 January 2010 – 31 December 2012

Note: N=20,893 outreach assistances.

* Including two at the Children's Court.

\# These are assistances provided through the Mortgage Hardship Service duty advice clinic.

^ Much of the work undertaken by at these locations by Legal Aid NSW is duty work and therefore not counted here.

** Legal Aid NSW does not provide a specific outreach service to police stations. Almost all of these assistances (97%) are minor assistances provided by different offices and services. This figure is likely to include minor assistances by telephone before the 'telephone minor assistance' category became available in CASES, and may also indicate low use of this option while the broader option also applies. Telephone minor assistances undertaken by the Children's Legal Service have already been excluded from these data.

In 2012, Legal Aid NSW delivered approximately three times the number of outreach assistances to community locations than it did in 2010 (see Table 7). A similar pattern was also found for outreach assistances delivered at courts, particularly Family Law Courts and Local Courts. Although Legal Aid NSW delivered a smaller proportion of outreach services at ALS NSW/ACT offices (4.0%) and the

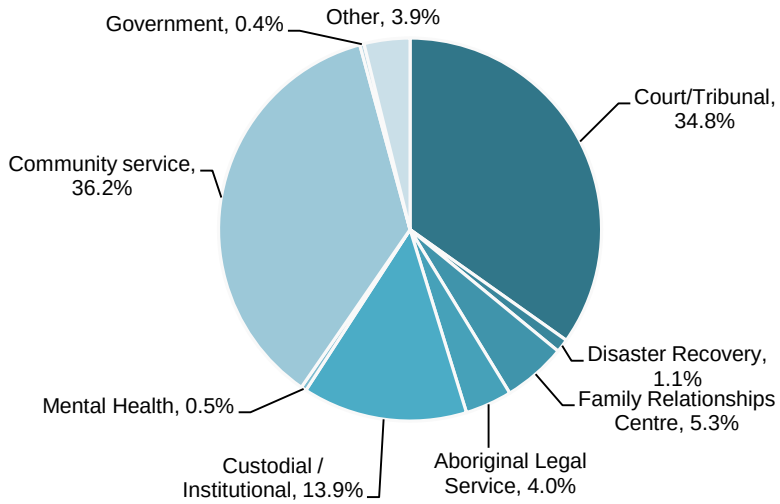
Veterans' Review Board (1.6%), Table 6 shows a substantial increase in the number of advice and minor assistance outreach services provided at each of these locations between 2010 and 2012. Changes in host agency locations over the past three years may partially reflect the timing and focus of different funding streams for outreach services. For instance, the increase in the volume of outreach provided at Family Relationship Centres (FRCs) and Family Law Courts coincides with funding for the provision of legal assistance in FRCs in 2010, followed by the roll-out of family and civil law services funded under the NPALAS from mid-2011.

Host agency locations, 2012

Figure 5 indicates that, across NSW, in 2012:

- more than one in three (36.2%) outreach assistances delivered by Legal Aid NSW were provided at a community service (including homeless services, 8.3%)
- more than a third (34.8%) of outreach assistances were provided at courts and tribunals (including assistances provided through the full time Family Law EIU duty lawyer services provided at family law courts)
- nearly 14 per cent of outreach assistances were provided in custodial settings (prisons or juvenile justice centres).

Figure 5: Proportion of outreach assistances by host agency type, 2012



Source: Legal Aid NSW CASES data, 1 January 2010–31 December 2012

Note: N=20,893 outreach assistances.

Host agency by region, 2012

In the Sydney region, over two-fifths of outreach assistances were provided in courts or tribunals (41.2%), with 28 per cent provided in community services (27.9%) and 20 per cent in custodial settings (20.3%). In contrast, in areas outside Sydney, nearly 45 per cent of outreach assistances were provided at community services (43.7%), 30 per cent in courts or tribunals (29.5%) and only 8 per cent in custodial settings[13] (see Table 7). Additional information on host agency by region is available in Table A5 in Appendix 2.

[13] Advice services to prisons in rural areas without a Legal Aid NSW office are commonly provided by private practitioners and therefore not recorded on CASES and included in these data.

Table 7: Proportion of outreach assistance by host agency type and location (Sydney and rest of NSW), 2012

Host agency type	*Sydney N= 9,715*	*Rest of NSW N= 10,403*
Court/tribunal	41.2%	29.5%
Disaster Recovery	0.0%	1.8%
Family Relationship Centre	4.4%	6.2%
Aboriginal Legal Service	3.6%	4.3%
Custodial/ Institutional	20.3%	8.0%
Mental Health	0.1%	0.8%
Community service	27.9%	43.7%
Government	0.0%	0.7%
Other	2.4%	5.1%
Total	**100.0%**	**100.0%**

Source: Legal Aid NSW, CASES data, 1 January 2010–31 December 2012

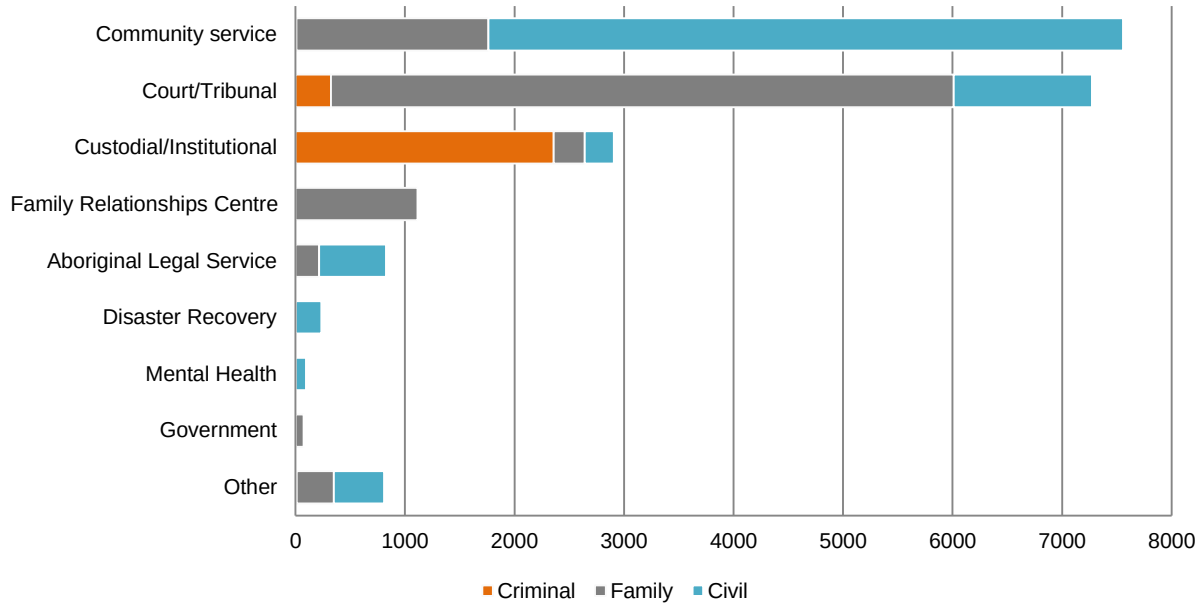
Note: N=20,800 outreach assistances. For 93 assistances the assistance was either provided interstate or the region was missing.

Host agency by area of law, 2012

The profile of assistance (by area of law) provided at different host agencies varied between agency types. Figure 6 indicates:

- more than three-quarters (76.7%) of all outreach assistances provided at community host agencies were for civil law matters, while 23.2 per cent were for family law matters
- more than three-quarters (78.2%) of outreach assistances provided at courts or tribunals were for family law matters, with 17.4 per cent provided for civil matters and 4.4 per cent for crime
- more than four- fifths (81.1%) of all outreach assistances provided in custodial settings were for criminal law matters, while 9.7 per cent were for family law matters and 9.2 per cent for civil law matters
- nearly three-quarters (73.8%) of all outreach assistances provided at ALSs were for civil law matters, with the remainder provided for family law matters (areas of law not covered by the ALS at this time)
- as may be expected, nearly all of the outreach assistances provided at FRCs were for family law matters (99.9%).

Figure 6: Number of assistances by host agency and area of law, 2012



Source: Legal Aid NSW CASES data, 1 January 2010–31 December 2012
Note: N=20,983 outreach assistances.

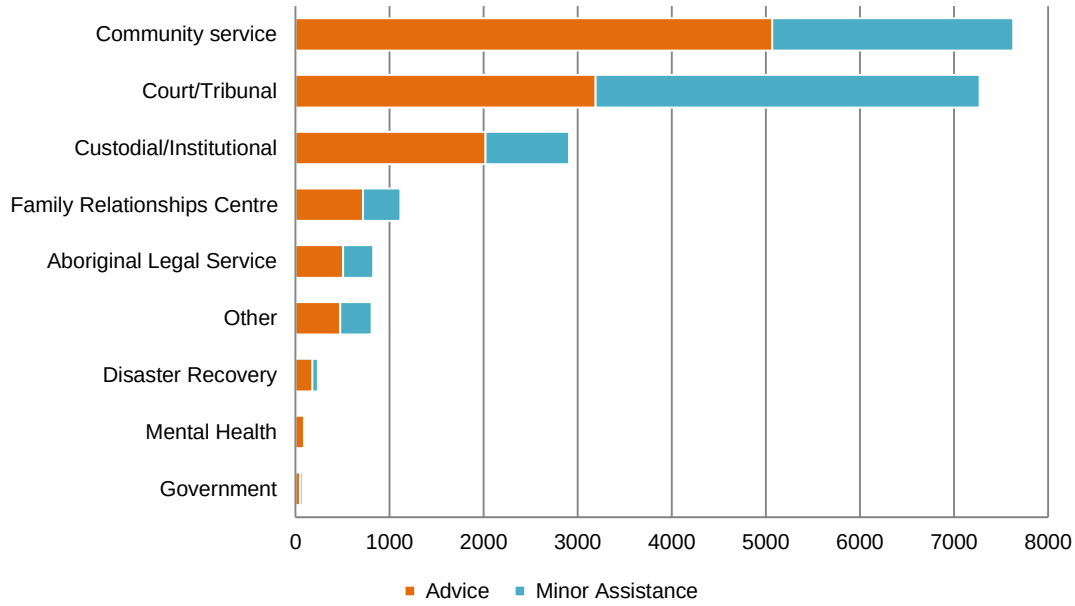
The types host agencies in which each of criminal, family and civil law assistance was most commonly provided in 2012 were as follows:

- the overwhelming majority of criminal law outreach assistances were provided in custodial settings (87.3% of all criminal law assistance) or at courts (12.0%).
- 60 per cent of family law outreach assistances were provided in courts and tribunals, with almost 20 per cent of assistances at community services, and a further 12 per cent in FRCs.
- two-thirds (66.4%) of civil law outreach assistances were provided at community services, almost 15% were provided in courts and tribunals, and 7% at ALSs (see Table A3 in Appendix 2 for further information).

Host agency by type of assistance, 2012

As indicated in Figure 7, two-thirds (66.4%) of all outreach assistances provided at a community service in 2012 were advices. By comparison, a greater proportion of outreach assistances delivered at courts and tribunals were minor assistances (56.1% compared to 43.9% advice). Approximately 70 per cent of the outreach assistances delivered by Legal Aid NSW at custodial institutions, such as prisons, juvenile justice centres and police stations, were advices (69.5%).

Figure 7: Number of assistances, by host agency and type of assistance, 2012



Source: Legal Aid NSW CASES data, 1 January 2010 – 31 December 2012

Note: N=20,983 outreach assistances.

Number of assistances per matter

For each matter, Legal Aid NSW solicitors may provide clients with more than one advice and/or minor assistance, either on the same day or a number of days. The number of assistances undertaken by the solicitor for any one matter may give an indication as to the level of assistance provided or complexity of the issue. In 2012, for outreach:[14]

- just over two-thirds (66.9%) of matters involved a single assistance, that is, one advice or minor assistance provided to a client per legal matter in outreach (c.f. 69.8% in-office)
- in almost thirty per cent (28.9%) of matters, clients received two assistances in, and
- in four per cent (4.1%) of matters, clients received three or more assistances for the one legal matter (e.g. an advice and two or more minor assistances).

As indicated in Table 8, the numbers of assistances received per matter in outreach (1.43) and in-office matters (1.40) was virtually identical. It should be noted that by separating out outreach and in-office matters, matters in which clients receive assistance at both an outreach location and at a Legal Aid NSW office may not be identified.

[14] These figures only relates to assistances provided within the 2012 calendar year. If an assistance was provided on the same legal matter in 2011 or in 2013, these additional assistances are not included.

Table 8: Number of assistances per matter, outreach and in-office, 2012

Number of assistances per legal matter	*In-office*	*Outreach*
1 advice or minor assistance per matter	55,810 (69.8%)	13,985 (66.9%)
2 advice or minor assistances	22,517 (28.2%)	6,042 (28.9%)
3 advice or minor assistances	1,603 (2.0%)	886 (4.1%)
Average assistances per matter	1.40	1.43

Source: Legal Aid NSW CASES data, 1 January–31 December 2012
Note: N=20,893 outreach assistances and 79,930 in-office assistances.

Advice compared to minor assistance, 2012

Overall, for a single matter there are more likely to be multiple minor assistances than multiple advices. Table 9 shows the number of services provided per matter at both outreach and in-office locations broken down the type of assistance provided. Again, by separating matters into outreach, in-office, advice and minor assistance, only multiple assistances per matter *within* each of these four discrete categories are evident.

Table 9 indicates that nearly all clients, whether assisted through outreach or in-office, received a single advice. However, for around one in four (24.5%) outreach matters, and one in five (21%) in-office matters, clients received more than one minor assistance per matter.[15]

Table 9: Number of assistances per matter by type of assistance, outreach and in-office, 2012

Number of assistances per legal matter	*Advice*		*Minor Assistance*	
	In-office (N=56,849)	*Outreach (N=12,251)*	*In-office (N=23,081)*	*Outreach (N= 8,642)*
1 assistance per matter	98.6%	95.6%	79.0%	75.4%
2 assistances per matter	1.4%	4.0%	17.7%	19.7%
3+ assistances per matter	0.1%	0.4%	3.3%	4.8%

Source: Legal Aid NSW CASES data, 1 January–31 December 2012

We also investigated whether the number of assistances provided per matter varied by area of law and demographics in outreach and in-office services. As we only found minimal differences, the details of those analyses are not reported here.

Referrals to and from Legal Aid NSW

From July 2011, Legal Aid NSW began to collect data on where a client was referred from (i.e. what services refer clients to Legal Aid NSW) and where a client is referred to (i.e. where Legal Aid NSW refer clients for further assistance). It should be noted that in this section we count matters rather than assistances, because one referral source and one referral destination can be recorded in CASES for each matter. Further, because only one referral source and one referral destination can be recorded per matter, the number of referrals recorded may be less than the number of referrals actually made.

[15] We also examined how commonly clients received more than one advice or minor assistance on the same day for the same matter. In just two per cent (2.2%) of outreach matters, clients received more than one advice for the same legal matter on the same day (0.7% for in-office matters). However, in 12.3 per cent of outreach matters clients received more than one minor assistance service in the same day for the same legal matter (10.5% for in-office matters).

Referrals to Legal Aid NSW

In 2012, the source of referral to Legal Aid NSW was 'not stated' (i.e. missing) in nearly one in five (19.1%) outreach matters and 7.5 per cent of in-office matters (see Table 10). The high proportion of missing data, particularly in outreach, undermines most of the comparisons that are made below. This is because, for all these missing matters, we do not know where these clients were referred from or if they already knew about Legal Aid NSW. As the percentage missing is greater than most of the differences identified below, we do not report percentages in the text.

Table 10: Legal matters by source of referral, outreach and in-office, 2012

Source of referral	*In-office*		*Outreach*	
	N	*%*	*N*	*%*
Already knew about Legal Aid NSW	33,396	64.2%	5,152	42.5%
Aboriginal Legal Service	475	0.9%	379	3.1%
Another Legal Aid office	671	1.3%	192	1.6%
Community Legal Centre	534	1.0%	163	1.3%
LawAccess NSW	636	1.2%	144	1.2%
Private Practitioner	197	0.4%	96	0.8%
Court/tribunal	1,034	2.0%	1,532	12.6%
Community Organisation	1,520	2.9%	1,742	14.4%
Police	5,625	10.8%	726	6.0%
Prison	1,300	2.5%	521	4.3%
Family/Friends	2,972	5.7%	542	4.5%
Doctor/Health Professional	195	0.4%	75	0.6%
Family Relationship Centre	271	0.5%	233	1.9%
Dispute Resolution/Mediation	159	0.3%	90	0.7%
Women's Domestic Violence Court Advocacy	108	0.2%	55	0.5%
Government Department	1,090	2.1%	181	1.5%
Internet	1,227	2.4%	150	1.2%
Publication	191	0.4%	75	0.6%
Telephone Book	334	0.6%	49	0.4%
Union	1	0.0%	0	0.0%
Library	18	0.0%	6	0.0%
Not Applicable	93	0.2%	13	0.1%
Total matters where 'referral to' recorded	**52,047**	**100.0%**	**12,116**	**100.0%**
Not stated (missing)	**4,249**	**7.5**	**2,858**	**19.1**

Source: Legal Aid NSW, CASES data, 1 January–31 December 2012

Notes: Outreach matters N=14,974 and in-office matters N=56,296. Only one referral source can be recorded per matter.
Due to the high number of missing cases, significance tests are not reported for these results.

Table 10 indicates that a higher proportion of clients who are reached through outreach compared to in-office appeared to be referred to Legal Aid NSW by a community organisation, a court or tribunal, the ALS or a FRC. Clients assisted at Legal Aid NSW offices appeared more likely to be referred from the police, the Internet, by a friend or family member, or a government department, than clients assisted through outreach.

While confidence in this data is lessened by the high percentage of missing data, it is nevertheless interesting that in fewer outreach matters (two-fifths) than in-office matters (two-thirds), clients appear to have 'already known about Legal Aid NSW'. This could suggest outreach services successfully reached a higher proportion of people who were not aware of Legal Aid NSW services. This is important as previous research has identified a relationship between a lack of awareness of legal services and a lesser propensity to take action to resolve legal problems (Iriana, Pleasence & Coumarelos 2013; Pleasence, Coumarelos and Wei 2013; see also Pleasence 2006). The flipside to this is that once clients are aware of services they may be more likely to seek help if they have another legal problem.

Referrals from Legal Aid NSW

If a client requires assistance beyond that which a Legal Aid NSW solicitor can provide, the solicitor may refer the client to another legal or non-legal service.

Table 11: Legal matter by referral destination, outreach and in-office, 2012

Referral destination	*In-office*		*Outreach*	
	N	***%***	***N***	***%***
Legal Aid NSW	7,852	13.9	1,448	9.7
Aboriginal Legal Service	80	0.1	29	0.2
Community Legal Centre	615	1.1	159	1.1
Law Society/Private Practitioner	6,436	11.4	1,600	10.7
LawAccess NSW	209	0.4	53	0.4
Pro bono	120	0.2	8	0.1
Court/tribunal	3,722	6.6	563	3.8
Dispute resolution/mediation	1,655	2.9	283	1.9
Community organisation	945	1.7	441	2.9
Doctor/health professional	173	0.3	31	0.2
Family Relationship Centre	910	1.6	232	1.5
Financial counsellor	66	0.1	14	0.1
Women's' Domestic Violence Court Advocacy	81	0.1	21	0.1
Government department	1,765	3.1	366	2.4
Ombudsman	355	0.6	55	0.4
Police	321	0.6	88	0.6
Library	21	0.0	9	0.1
No referral necessary	29,447	52.3	9,260	61.8
Nowhere to refer clients	1,521	2.7	314	2.1
Not stated	2	0.0	0	0.0
Total	**56,296**	**100.0**	**14,974**	**100.0**

Source: Legal Aid NSW CASES data, 1 January–31 December 2012

Note: Outreach N=14,974 and in-office N=56,296. Only one referral destination can be recorded per matter. Shaded cells indicate that there is a significant difference between the numbers of matters recorded between in-office and outreach ($p<0.05$).

Overall, similar referral destination patterns were evident for most of the matters dealt with in Legal Aid NSW offices and in outreach services (see Table 11). One significant difference, however, was that in more than two-fifths (61.8%) of outreach matters, clients were recorded as not requiring a referral to further assistance ('no referral necessary'), whereas for the matters dealt with at Legal Aid NSW offices this was the case for just over half of all matters dealt with (52.3%). Also, for a higher proportion of in-office matters than outreach matters, clients were referred to other parts of Legal Aid

NSW (13.9% compared to 9.7%) or to courts or tribunals (6.6% compared to 3.8%). In relatively few matters solicitors indicated that there was 'nowhere to refer' clients. The rate was similar for both in-office (2.7%) and outreach matters (2.1%).

Clients assisted through outreach, 2012

The aim of outreach is to reach clients who would otherwise not have access to legal assistance services. Research indicates that disadvantaged clients face particular barriers to accessing legal assistance services including the physical location of services, together with lack of awareness that a problem has a legal dimension, may have a potential legal solution and that legal services may be available to assist (Coumarelos et al. 2012; Pleasence, Balmer & Reimers 2010). One indicator of 'successful' outreach may be that outreach services are indeed reaching disadvantaged people or groups who may not otherwise have ready access to these services (Forell & Gray 2009).

In this section, we examine the assistance provided in terms of the demographic group receiving the assistance. Legal Aid NSW collects a range of demographic information from clients, including their gender, date of birth, Indigenous status, country of birth, homelessness status, language spoken at home, receipt of government benefit, employment status and residential postcode. The quality of data for the purposes of monitoring or evaluation varies across these indicators, with higher proportions of missing data in some categories (e.g. employment status) than others. The data reported below focuses on those categories with the most complete data.

It should be noted that the unit of measure here is 'assistances' and not clients or matters. This data therefore provides an overview picture of how much assistance was provided to different groups of clients, rather than the number of clients assisted or matters dealt with.

Gender and age

In 2012, just over half (51%) of all outreach assistances were provided to women and 49% to men. By comparison, for in-office assistances, slightly more men (52.6%) than women (47.4%) were provided with advice and minor assistance (see Table 12).

The number of outreach assistances delivered to women has substantially increased from 37 per cent in 2010 to just over fifty per cent in 2012. These figures may reflect the roll out of the Family Law EIU, together with the decline in advice and minor assistance delivered through outreach to prisons.

Generally speaking, similar proportions of clients of different ages were assisted through Legal Aid NSW offices and through outreach. The most notable difference was that more assistances were provided to people under the age of 18 in-office (13.6%) compared to outreach (8.4%). This may reflect the fact that 94.2 per cent of assistances to people under the age of 18 were for criminal matters (94.9% in-office, 90% outreach), and that most criminal law assistances were provided through Legal Aid NSW offices.

Table 12: Assistances, by client age and gender, in-office and outreach, 2012

Demographic		In-office	Outreach
Gender	Female	37,399 (47.4%)	10,522 (51.0%)
	Male	41,483 (52.6%)	10,097 (49.0%)
Age	17 years and under	10,710 (13.6%)	1,722 (8.4%)
	18 to 24 years	7,744 (9.8%)	1,945 (9.5%)
	25 to 34 years	16,102 (20.4%)	4,319 (21.0%)
	35 to 44 years	17,922 (22.8%)	5,254 (25.5%)
	45 to 54 years	13,296 (16.9%)	3,699 (18.0%)
	55 to 64 years	7,451 (9.5%)	2,228 (10.8%)
	65 years and over	5,520 (7.0%)	1,402 (6.8%)

Source: Legal Aid NSW CASES data, 1 January–31 December 2012

Note: Gender was missing or not recorded for 1,048 in-office assistances and 274 outreach assistances (1.3% for each). Age was missing for 1,185 (1.5%) in-office assistances and 324 or 1.6% outreach assistances. These have all been excluded from the above table.

Aboriginal status

In 2012, 13.3 per cent of outreach services delivered by Legal Aid NSW were to Aboriginal clients. By comparison, 6.3 per cent of all the advice and minor assistance provided at Legal Aid NSW offices were to Aboriginal clients (Table 13). Given that in the 2011 census only 2.5 per cent of the NSW population were Indigenous (ABS, 2012a), this indicates that a relatively high level of assistance by Legal Aid NSW was provided to Aboriginal people, particularly through outreach.

Table 13: Assistance by Aboriginal status, outreach and in-office, 2012

Aboriginal status	In-office	Outreach
Aboriginal	5,050 (6.3%)	2,789 (13.3%)
Non-Aboriginal	73,895 (92.4%)	17,869 (85.8%)
Total	**79,930 (100%)**	**20,893 (100%)**

Source: Legal Aid NSW CASES data, 1 January−31 December 2012

Note: Aboriginal status was missing or not recorded for 985 in-office assistances (1.2%) and 235 outreach assistances (1.1%).

Overall, more than one-third (35.6%) of all advice and minor assistance services provided by Legal Aid NSW solicitors to Aboriginal clients in NSW were provided through outreach (compared to 19.5 per cent of all advice and minor assistance to non-Aboriginal clients being provided through outreach). This figure is in addition to advice services provided through the ROCP to Indigenous clients. In 2012, 134 or 19.6% of all 682 advice services provided through the ROCP program were to Aboriginal clients. Additional data collected by ROCP solicitors indicated that 21% of all ROCP clients in 2012 were Aboriginal people.

Aboriginal status by area of law

Table 14 shows the proportion of assistance provided to Aboriginal clients though outreach and in-office services, by area of law. This table indicates that one in five civil law outreach assistances were provided to Aboriginal clients (20.2%). This percentage was considerably higher than the proportion of in-office civil law assistances provided to Aboriginal people (7.1%).

Table 14: Proportion of assistances by Aboriginal status and broad area of law, in-office and outreach, 2012

Aboriginal status	Civil law		Family law		Criminal law	
	In-office (N=29,359)	Outreach (N=8,720)	In-office (N=28,337)	Outreach (N=9,471)	In-office (N=22,234)	Outreach (N=2,702)
Aboriginal	7.1%	20.2%	6.8%	7.9%	4.7%	10.3%
Non-Aboriginal	89.6%	77.1%	93.2%	92.1%	95.3%	89.7%

Source: Legal Aid NSW, CASES data, 1 January−31 December 2012

Note: Aboriginal status was missing or not recorded for 235 civil law outreach assistances (2.7%) and 985 civil law in-office assistances (3.4%).

Similar proportions of family law assistances were provided through outreach (7.9%) and in-office services (6.8%) to Aboriginal people, while a higher proportion of criminal law outreach advice and minor assistances were provided to Aboriginal people (10.3%) compared to in-office criminal law assistances (4.7%).

Aboriginal status by host agency

As indicated in Table 15, the proportion of assistance provided to Aboriginal clients at each of the different host agency types, varied from location to location. Nearly two-thirds of all assistances provided at ALSs were to Aboriginal clients. It is interesting to note that one-third of the assistances provided at the ALS were to non-Aboriginal clients. Aboriginal clients were less represented amongst the outreach assistance provided at FRCs (5.5%), though assistance remains higher than the proportion of Aboriginal people in the population (2.5%).

Table 15: Outreach assistance by host agency type and Aboriginal status, 2012

Host agency type	Aboriginal	Non- Aboriginal	Total	% assistance to Aboriginal clients at each location
Court/tribunal	676	6,585	7,273	9.3%
Disaster Recovery	3	234	237	1.3%
Family Relationship Centre	61	1,055	1,116	5.5%
Aboriginal Legal Service	537	284	826	65.0%
Custodial/Institutional	377	2,529	2,907	13.0%
Mental Health	9	84	95	9.5%
Community service	899	6,483	7,555	11.9%
Government	9	66	75	12.0%
Other	218	549	809	27.0%
Total	**2,789**	**1,7869**	**208,93**	**13.4%**

Source: Legal Aid NSW CASES data, 1 January–31 December 2012

Note: Aboriginal status was missing or not recorded for 173 assistances provided at community services (2.3%), two mental health services (2.1%) and 42 'other' locations (5.2%). All other missing data was one per cent or less per location.

We also examined the types of host locations in which Aboriginal clients were more commonly assisted and found that:

- nearly one-third (32.2%) of outreach assistances provided to Aboriginal clients were provided at community services
- almost one-quarter (24.2%) of outreach assistances were provided at courts or tribunals
- nearly one-fifth (19.3%) of outreach assistances provided to Aboriginal clients were at ALSs (see Table A4 in Appendix 2).

Centrelink benefit status

Unlike casework (representation), advice and minor assistance services provided by Legal Aid NSW are not means tested. For this reason, it is valuable to assess whether these services remain focused on assisting those who cannot otherwise afford legal assistance. The proportion of clients in receipt of certain Centrelink benefits can provide one indication of this.

The proportion of outreach services delivered by Legal Aid NSW to clients on Centrelink benefits has increased from almost 46 per cent in 2010 to more than 53 per cent in 2012.

In 2012, just over half of the assistances provided through outreach were to clients receiving some form of government benefit (53.4%). When prison inmates are removed (because they are ineligible for Centrelink benefits), this figure increases to 57.9 per cent of outreach assistance being provided to clients on Centrelink benefits. Notably, both of these figures were higher than the proportion of in-office assistance provided to clients in receipt of Centrelink benefits (49.0%).

In 2012, assistance was provided to outreach clients in receipt of the following full or part Centrelink payments:

- Parenting payments (26.8%)
- Newstart (25.4%)
- Aged Pension (6.9%)
- Disability Support Pension (DSP)(23.6%)
- Carer Payment (4.6%)
- Abstudy/Austudy/Youth Allowance (2.6%)
- Other (10.0%).

Data collected for the ROCP program indicates that 70 per cent of advice services provided through the ROCP in 2011 and 2012 were to clients on Centrelink benefits, including 19 per cent of advice services to clients on DSP (data provided by Legal Aid NSW). The receipt of a DSP is one indicator of disability but, due to tight eligibility criteria (Australian Government, Department of Human Services, 2013) this figure would greatly under represent the proportion of people with a disability assisted by Legal Aid NSW.

Centrelink benefits by area of law

Table 16 shows the proportion of assistances provided to clients on benefits or otherwise, though outreach and in-office services by area of law. This table indicates that nearly two-thirds (64.4%) of all civil law outreach assistances were provided to clients on Centrelink benefits, while around half (52.6%) of in-office civil law assistances were provided to this client group.

Table 16: Proportion of assistances by benefit status and broad area of law, in-office and outreach, 2012

Broad area of law	*Civil law*		*Family law*		*Criminal law*	
	In-office (N=29359)	*Outreach (N=8720)*	*In-office (N=28337)*	*Outreach (N=9471)*	*In-office (N=22234)*	*Outreach (N=2702)*
Centrelink benefit	52.6%	64.4%	61.5%	53.5%	28.4%	17.2%
No Centrelink benefit	44.1%	32.9%	38.5%	46.5%	71.6%	82.8%

Source: Legal Aid NSW, CASES data, 1 January−31 December 2012

Note: Benefit status missing or not recorded for 235 civil law outreach assistances (2.7%) and 985 civil law in-office assistances (3.4%).

Family law assistances show the reverse pattern, with a greater percentage of people on Centrelink benefits assisted in-office (61.5%) compared to through outreach (53.5%). Around one in six (17.2%) criminal law outreach advice and minor assistance services were provided to people on benefits compared to nearly 30 per cent of in-office criminal law assistances (28.4%).

Centrelink benefits by host agency

A higher proportion of outreach assistances were provided to clients on Centrelink benefits at government locations, such as Centrelink offices (81.3%), community services (68.0%) and ALSs (59.4%) (Table 17). A lower proportion of assistance was provided at prisons (as most inmates were ineligible to receive Centrelink benefits, 12.7%), at disaster recovery outreach (43.4%) and in outreach to FRCs (46.3%).

Table 17: Outreach assistance, by host agency type and benefit status, 2012

Host agency type	*No Centrelink benefit*	*Centrelink benefit*	*% Centrelink benefit*
Court/tribunal	3,441	3,820	52.5%
Disaster Recovery	134	103	43.4%
Family Relationship Centre	599	517	46.3%
Aboriginal Legal Service	330	491	59.4%
Custodial/Institutional#	2,538	368	12.7%
Mental Health	50	43	45.3%
Community service*	2,119	5,263	69.7%
Government	14	61	81.3%
Other*	283	484	59.8%
Total	**9,508**	**11,150**	**53.4%**

Source: Legal Aid NSW CASES data, 1 January–31 December 2012

* Benefit status was not recorded for 42 assistances at 'other' locations (5.2%) and 173 (2.3%) assistances provided at 'community services'. All other missing data was one per cent or less per location.

Clients in custody are not eligible to receive Centrelink benefits.

Employment status

Information was also collected on the employment status of Legal Aid NSW clients (Table 18). However, a high proportion of data on employment status was missing (not stated or not recorded), with 29.6 per cent missing for outreach assistances and 25.6 per cent for in-office assistances. Although the proportion of data missing is similar in outreach and in-office, there is no way to tell whether there are any systematic differences between the two groups, such as more unemployed people 'missing' in one category or the other (outreach or in-office). For this reason it is not possible to assess whether there is a real difference in the number of assistances provided by employment status through outreach and in-office services, or to assess whether more unemployed clients were reached at some outreach locations compared to others (as was done for benefits status). With data that was more complete data this variable would provide a more useful measure.

Table 18: Assistance by employment status, outreach and in-office, 2012

Employment status	In-office	Outreach
Employed	15,621 (19.5%)	3,989 (19.1%)
Not employed	40,655 (50.9%)	11,547 (55.3%)
Not stated (missing)	23,654 (29.6%)	5,357 (25.6%)
Total	**79,930 (100%)**	**20,893 (100%)**

Source: Legal Aid NSW CASES data, 1 January–31 December 2012

Homeless status

In July 2011, a question was added to the advice form to ask clients 'are you homeless or in temporary accommodation?'. As indicated on Table 19, one per cent of clients assisted through in-office services, and two per cent of clients assisted through outreach, reported that they were homeless or in temporary accommodation. It is difficult to know the degree to which there may be under reporting of homelessness overall, or particularly among either outreach or in-office clients. One factor which may contribute to under reporting is varying concepts and understanding among clients completing the form of what 'homelessness' refers to. The formal definition of homelessness (ABS 2012b) is far broader than a common conceptualisation of homelessness as 'rough sleeping'.

Table 19: Assistance by homeless flag, outreach and in-office, 2012

Homeless flag	In-office	Outreach
Homeless	777 (1.0%)	413 (1.9%)
Not homeless	77,792 (97.8%)	21,534 (97.1%)
Not applicable	984 (1.2%)	235 (1.1%)
Total	**79,562 (100.0%)**	**22,182 (100.0%)**

Source: Legal Aid NSW CASES data, 1 January–31 December 2012

Note: The totals reported here are different to other tables as the data was taken from CASES in June 2013, five months after the main dataset reported here was downloaded from CASES. The figures differ as CASES is a live database and new matters have been added to the system since the original download. There were also some matters removed from the original data set when the data was 'cleaned' for analysis.

Country of birth

One out of five (19.7%) outreach assistances in 2012 were provided to clients who were born outside Australia. By comparison, one quarter of in-office (25.1%) assistances were to clients born outside Australia.

After the 80.3 per cent of outreach assistances provided to Australian-born clients, the next most common countries of birth were New Zealand (1.9%), the United Kingdom (1.7%), Vietnam (1.4%), China (1.1%) and Lebanon (1.0%). Data was missing for 3.6 per cent of assistances. In total, outreach assistance was provided to people born in more than 140 overseas countries. Overall, more than 80 per cent of outreach assistances were provided to clients born in English-speaking countries (including Australia), with less than one in five assistances to clients born in non-English speaking countries.

The proportion of outreach assistances to clients born outside Australia has increased slightly since 2010 (from 20.9% to 22.6%). This figure is likely to increase further in the coming years with the roll out of outreach services to Migrant Resource Centres during 2013 (Legal Aid NSW, 2013c).

One important factor concerning the country of birth of clients assisted by outreach is the geographic distribution of the population of people born outside Australia relative to the location of outreach services. Census figures indicate that, in 2011, 40.1 per cent of the population in Sydney were born outside Australia, while only 16.2% of the population outside of Sydney were born outside Australia (ABS 2012a).

With these figures in mind, we found that 32.0 per cent of outreach assistances provided in Sydney were to clients born outside Australia, compared to 14.4 per cent for clients born outside Australia in non- Sydney outreach locations (Table 20). A similar pattern is evident for in-office services (36.8% of clients were born outside Australia in Sydney compared to 14.0% outside of Sydney).

Table 20: Assistances by birth location and location of assistance, outreach and in-office, 2012

Birth location	*In-office*		*Outreach*	
	Sydney	***Rest of NSW***	***Sydney***	***Rest of NSW***
Born in Australia	31,591 (63.2%)	24,744 (86.0%)	6,603 (68.0%)	9,485 (85.6%)
Born outside Australia	18,408 (36.8%)	4,042 (14.0%)	3,112 (32.0%)	1,600 (14.4%)

Source: Legal Aid NSW, CASES data, 1 January−31 December 2012

Note: Country of birth was missing or not recorded in 3191 (4%) in-office assistances and 757 (3.6%) outreach assistances.

Given that most outreach assistances were provided to clients born in Australia, and those born overseas come from more than 140 countries, these figures have not been broken down any further in this report.

Residential postcode of clients

Outreach assistances by client residential postcode

To illustrate the reach of outreach legal services, the rate of assistance delivered by Legal Aid NSW through outreach is shown on Map 3. The location of outreach clinics are marked with blue squares and the location of ROCP clinics, with yellow dots. However, assistance provided through ROCP is ***not*** represented on this map because data on ROCP client postcode is not collected. It is important to bear in mind that these maps show assistances, not individual matters or clients. If one person in a sparsely populated area has been provided with multiple assistances for a matter, this will be accentuated on the map.

Map 3 shows that the higher rates of outreach assistance per head of population were provided to clients residing in the Far West and Orana, Riverina, Coffs Harbour-Grafton and Richmond-Tweed regions. At postcode level, the highest rates of outreach assistance were provided to clients living in remote locations such as: Wilcannia, Walgett, Menindee, Lightning Ridge, Urana, Brewarrina, Myall Park and Yenda. Each of these areas displays a rate of outreach assistance that is greater than 25 assistances per 1,000 residents.[16] The average rate of outreach assistance for all of NSW was 3 assistances per 1,000 residents.

[16] When comparing postcodes it is important to note that the map is showing rates of outreach assistances per 1000 people, not the number of clients assisted.

Map 3 also shows the areas where there are very low rates of outreach, or indeed no outreach assistance provided at all, to clients residing in those postcodes. Areas outside of Sydney where no resident was provided with assistance through outreach in 2012 include:

- areas within the New England and North West region close to the Queensland border
- locations in the Central West region, around Boorowa
- locations in the Capital region, the Riverina and the Murray regions, lying along the Victorian border, including Urana, Cobram, Bombala and Holbrook (an area that covers the Kosciuszko National Park).

In-office assistances by client residential postcode

By comparison, Map 4 shows the rate of assistance per head of population provided through Legal Aid NSW offices (either by telephone or in-person), by the clients' postcodes. Naturally, the highest rates of assistances were clustered in areas adjacent to Legal Aid NSW offices. Interestingly, Map 4 also shows that some areas that do not have access to a nearby Legal Aid NSW office, such as areas in the North West and Far West of the state, were still using in-office services, in part through telephone contact. In this context, we note the reach of statewide telephone advice and minor assistance provided by specialist services such as the Youth Hotline, Child Support Service and Veteran's Advocacy Service.

Total Legal Aid NSW assistances by client residential postcode

Map 5 combines the data displayed on the previous two maps and shows the total rate of assistance per head of population provided by Legal Aid NSW through outreach and in-office services, by client residential postcode. Overall, Map 5 provides an indication of the total provision of advice and minor assistance by Legal Aid NSW in the 2012 calendar year, with the exception of assistance provided through the ROCP.

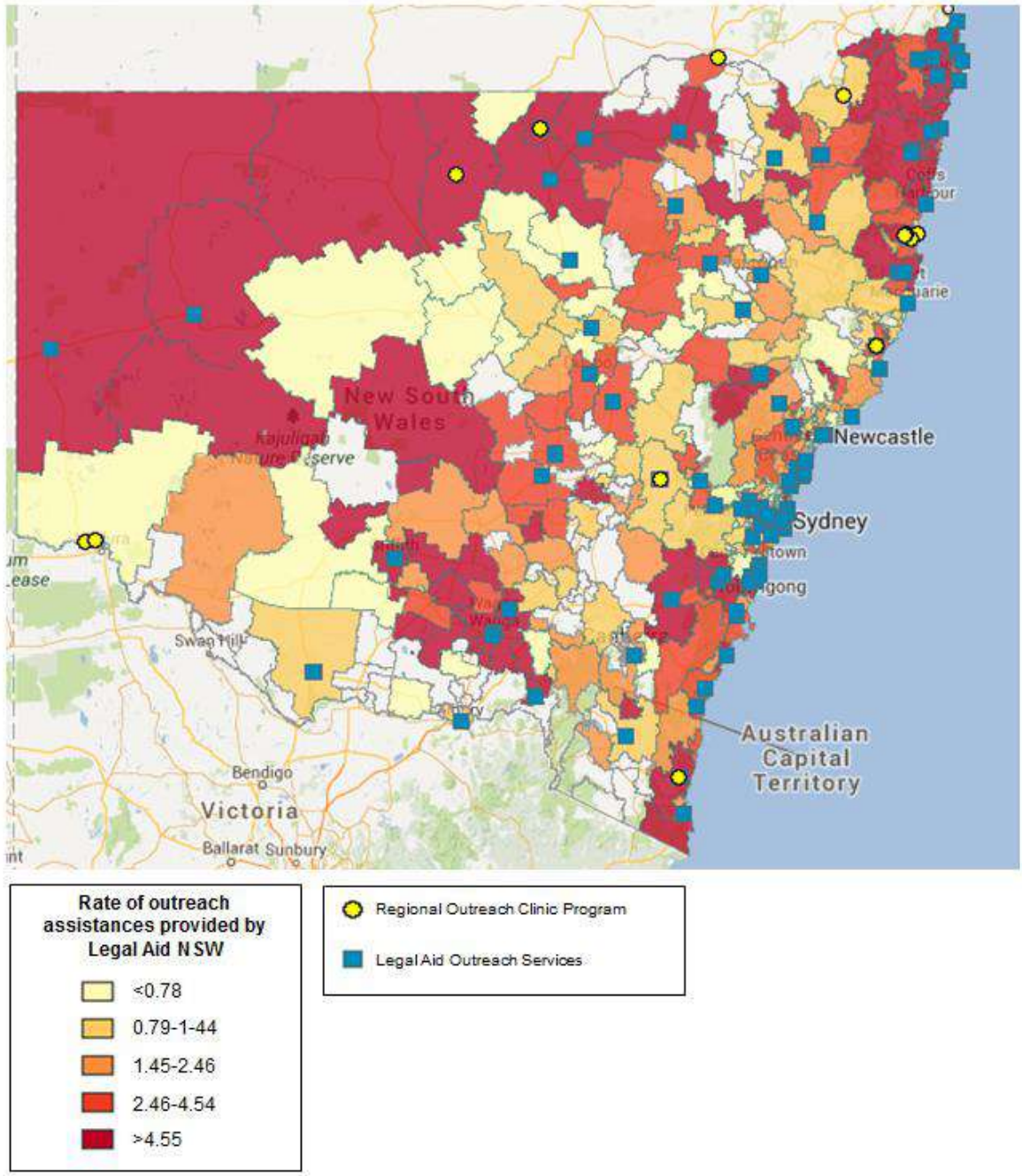
The areas displaying the highest rates of overall assistance include:

- areas within the Richmond-Tweed region, particularly around Lismore, Nimbin, Mullumbimby, Byron Bay and Ocean Shores
- the Coffs Harbour-Grafton region
- parts of the Riverina region, mainly around Wagga Wagga, Lockhart, Junee, Yenda and Tumbarumba
- areas within the Far West and Orana region, including Wilcannia, Bourke, Walgett, Brewarrina, Dubbo, Narromine, Gilgandra and Wellington.

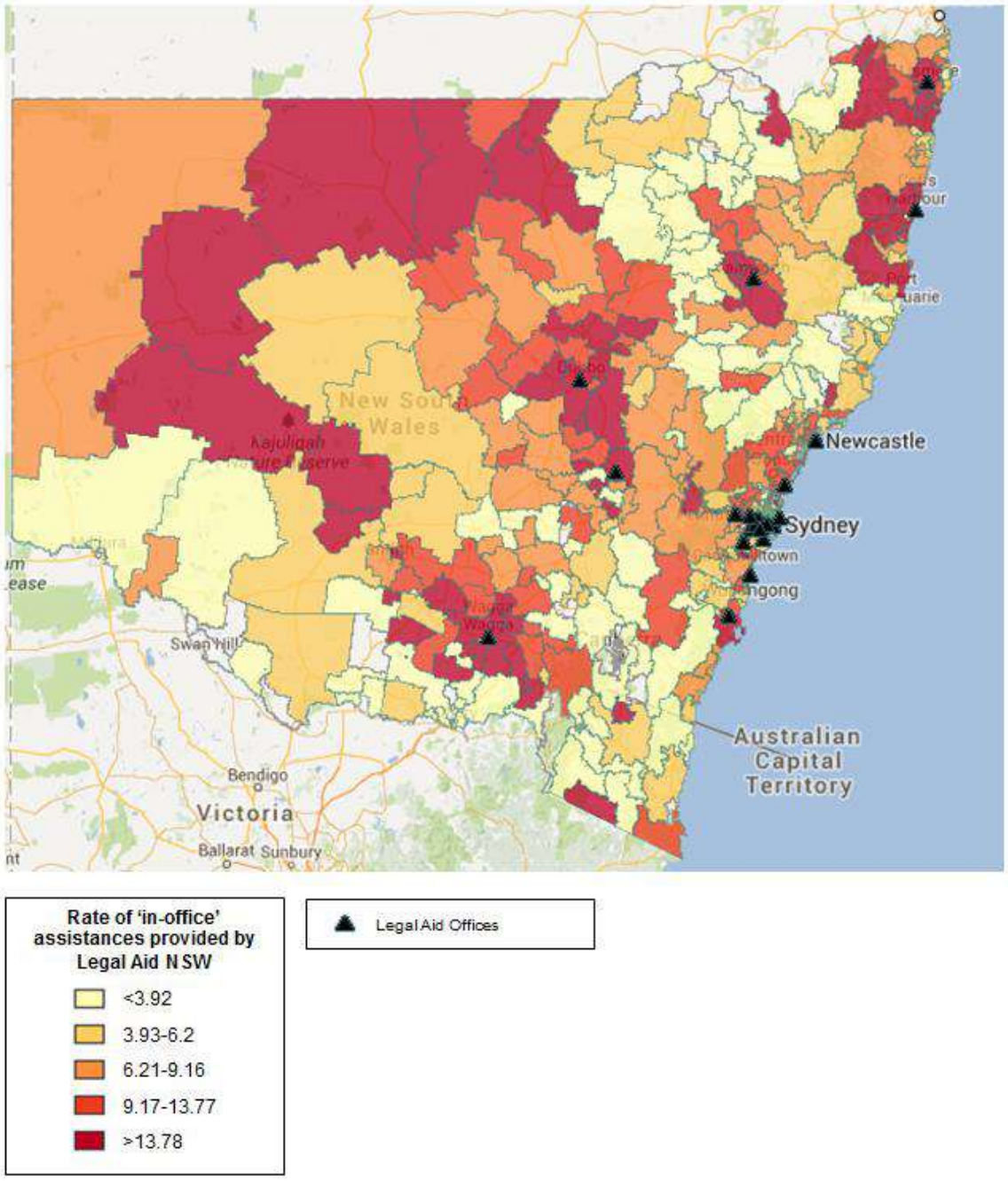
The areas displaying the lowest rates of overall assistance include:

- northern parts within the New England and North West region, particularly along the Queensland border, including areas north of Moree and Warialda (with one ROCP clinic)
- parts of the Murray region, along the Victorian border (with two ROCP clinics)
- northern parts of the Capital region, particularly to the north of the Australian Capital Territory, including, Yass, Boorowa, Crookwell and Jugiong.

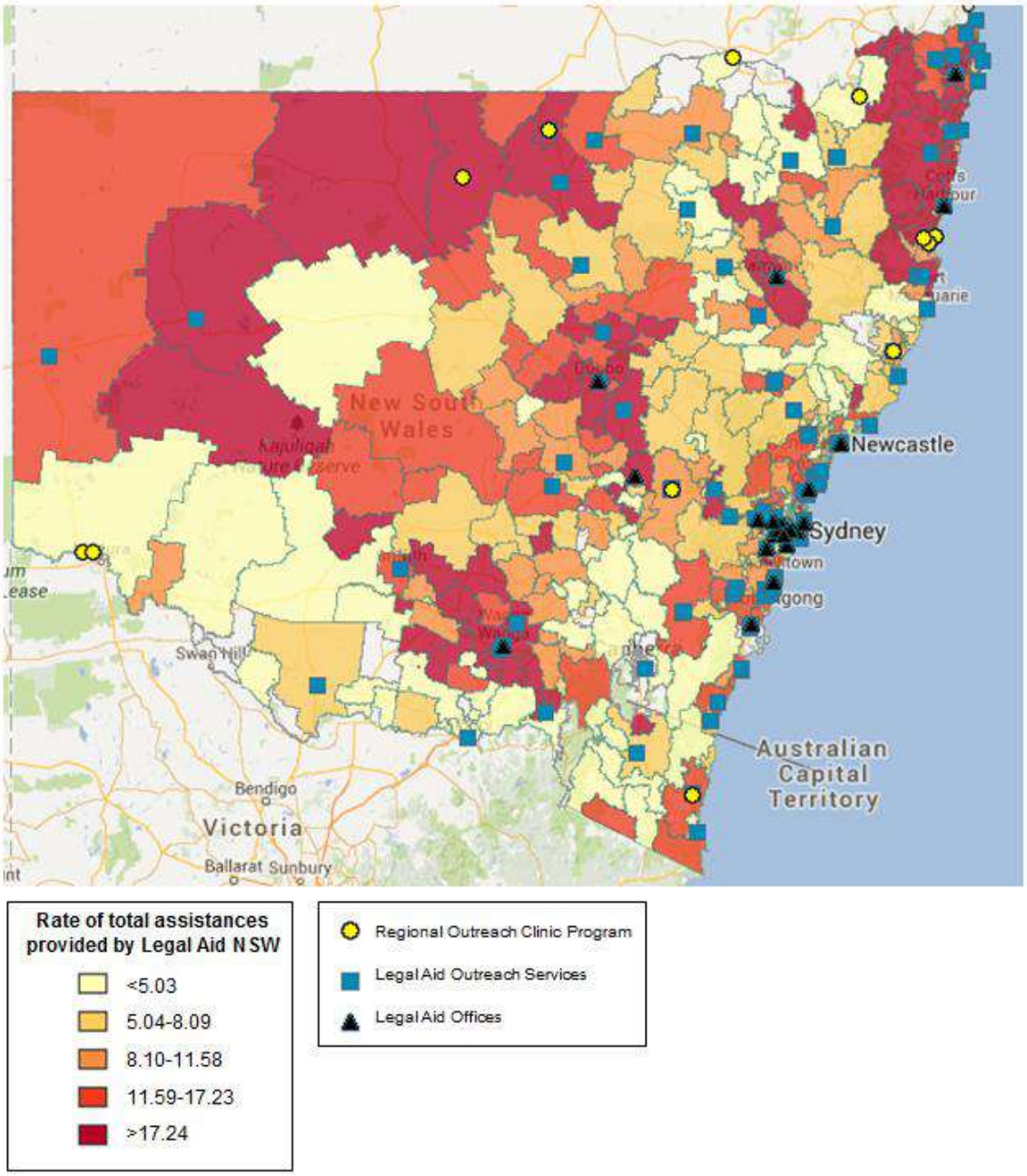
Map 3: Rate of outreach assistances provided by Legal Aid NSW, by client postcode (per 1,000 head of population), 2012 (ROCP assistances not included)



Map 4: Rate of 'in-office' assistances provided by Legal Aid NSW by client postcode (per 1,000 head of population), 2012



Map 5: Rate of total assistances provided by Legal Aid NSW, by client postcode (per 1,000 head of population), 2012 (ROCP assistances not included)



Outreach assistance to Aboriginal clients by residential postcode

As Legal Aid NSW has a particular focus on providing legal assistance to Aboriginal people, the rate of assistance provided to Aboriginal clients (by the residential postcode of Aboriginal clients) was compared with the Aboriginal population by postcode (Maps 6 to 8). Again, it is important to note that these maps show assistances, not individual matters or clients. If one person in a sparsely populated area has been assisted on multiple occasions, this will be accentuated on the map.

Map 6 shows that higher rates of outreach assistance were provided to Aboriginal clients residing in the Far West and Orana, Coffs Harbour-Grafton and Richmond-Tweed areas. The areas with the highest rates of assistance per head of Aboriginal population included: Grenfell, Menindee, Myall Park, Wilcannia, Glenroy, Coraki and Walgett (with each of these areas displaying rates of outreach assistance higher than 100 assistances per 1,000 Indigenous residents). The average rate of outreach assistance for Aboriginal clients across all of NSW was 15 assistances per 1,000 Aboriginal residents.

Map 6 also reveals that some areas in NSW where Aboriginal clients reside but no or low rates of outreach assistance were delivered by Legal Aid NSW in 2012. In particular, Legal Aid NSW did not deliver outreach assistance to Aboriginal clients residing in areas to the south of the state along the Victorian border, including Deniliquin, Albury, Cooma and Queanbeyan. Areas to the north of the Australian Capital Territory, around Cowra, and also areas around Tamworth, Scone and Warialda displayed very low rates, or indeed no outreach assistance to Aboriginal clients in 2012.[17]

In-office assistance to Aboriginal clients by residential postcode

Map 7 again shows that the highest rates of in-office assistances are found to be clustered in the areas adjacent to Legal Aid NSW offices. In particular, higher rates of assistance tended to be found in areas around the location of Aboriginal Field Officers in Coffs Harbour-Grafton (looking after the Mid North Coast region), Walgett (looking after the Far North West region) and Campbelltown (looking after MacArthur and Aboriginal services down the South Coast to Nowra).

Taken together, Maps 6 and 7 reveal that while some areas of NSW had low rates of outreach assistance delivered to Aboriginal clients, such as the area around Tamworth, Aboriginal clients in this area are well serviced by the local Legal Aid NSW office (Tamworth). Map 7 also indicates that there is a level of service provision to some remote locations through 'in-office' services, even when there is no office in that region. For example a high rate of 'in-office' service provision to Aboriginal people was noted in the Far West, where there is no Legal Aid NSW office. There could be several explanations for this. For instance, more detailed analysis of the data showed that approximately 20 per cent of the in-office services to clients residing in this area were provided by telephone. It also indicates that some Aboriginal clients, who ordinarily reside in the Far West region, were receiving assistance at suburban Sydney offices.[18] Another contributing factor may be inaccurate recording, such as 'telephone advice' being recorded under the more general category of 'advice'.

[17] These areas all have an Indigenous population higher than the NSW average of 2.5 per cent.

[18] Examples were noted of a small number of clients from this region receiving multiple assistances at a suburban office of Legal Aid NSW. If one client from a sparsely populated area receives multiple assistances, the *rate* of assistance per head of population increases notably.

Total Legal Aid NSW assistances to Aboriginal clients by residential postcode

Map 8 provides an indication of the total provision of advice and minor assistance (outreach and in-office services) by Legal Aid NSW to Aboriginal clients in the 2012 calendar year, with the exception of assistance provided through the ROCP.

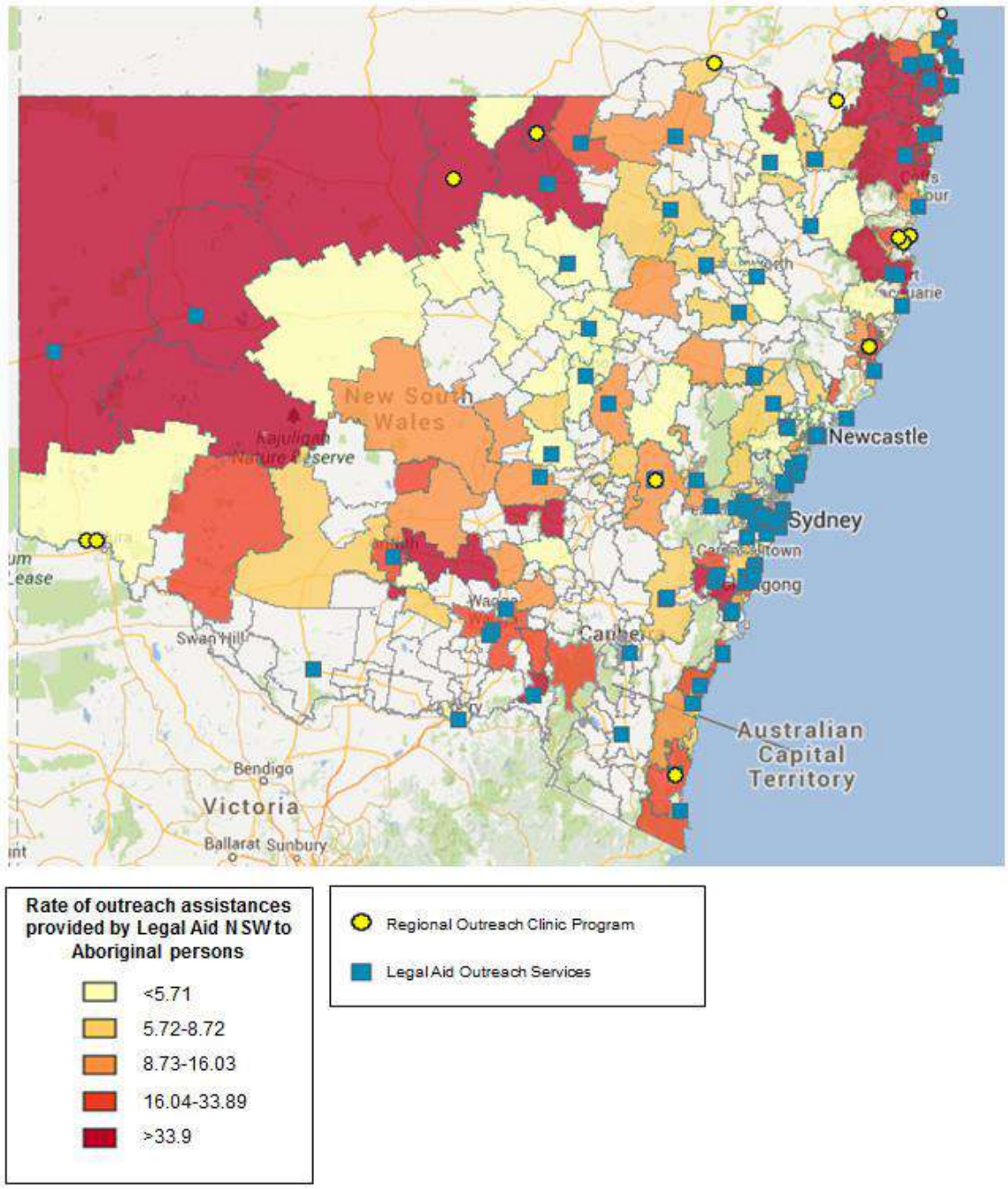
The areas displaying the highest rates of overall assistance to Aboriginal clients include:

- areas within the Richmond-Tweed region, particularly around Lismore, Casino and along the Clarence River
- the Coffs Harbour-Grafton region
- areas within the Far West and Orana region, including Wilcannia, Menindee, Bourke, Walgett and Brewarrina
- pockets of the Riverina region, mainly around Wagga Wagga, including Junee, Tumut, Temora and Tumbarumba.

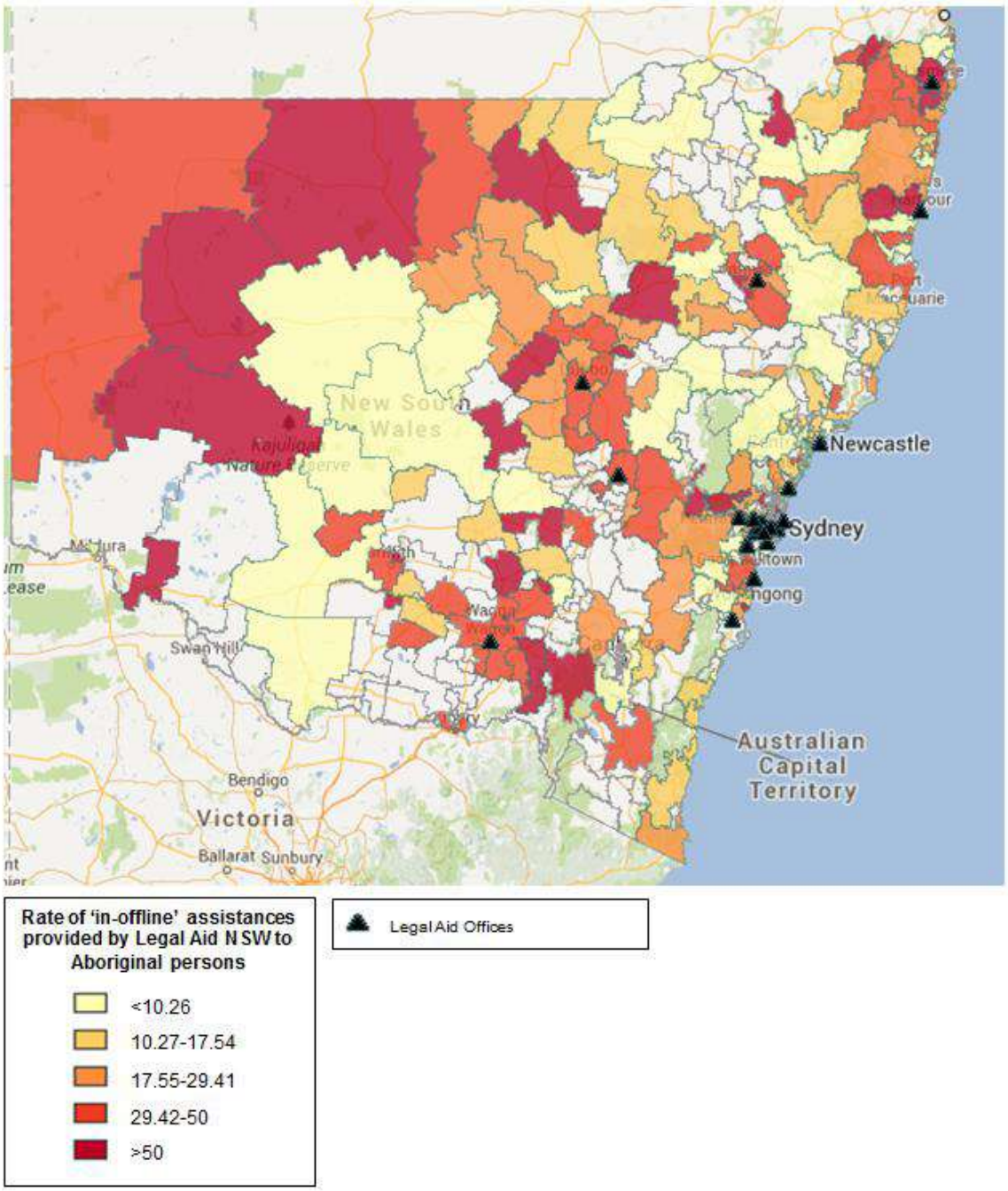
The areas displaying the lowest rates of overall assistance to Aboriginal clients (excluding ROCP) include:

- parts of the Murray region, particularly along the Victorian border (where there were two ROCP clinics, Dareton and Wentworth)
- northern parts within the New England and North West region, particularly along the Queensland border, including areas north of Moree and the towns of Warialda and Bingara (where there was one ROCP clinic in Tenterfield)
- northern parts of the Capital region, particularly to the north of the Australian Capital Territory, including, Boorowa, Crookwell, Canowindra, Eugowra, Manildra and Gundagai
- western parts of the Mid North Coast region, including Scone, Bulahdelah, Laurieton and Gloucester.

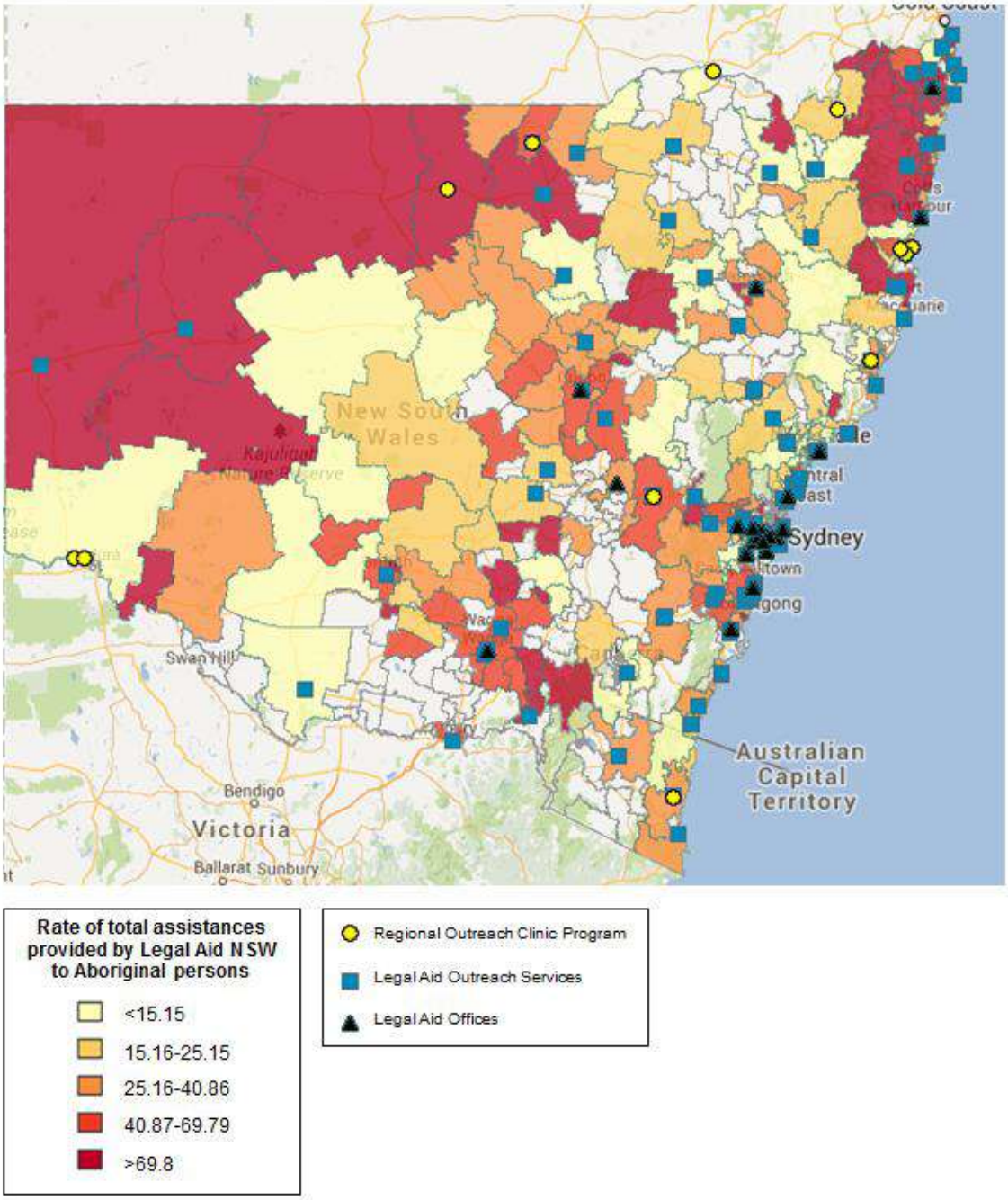
Map 7: Rate of outreach assistances provided by Legal Aid NSW to Aboriginal persons, by client postcode (per 1,000 head of Indigenous population), 2012 (ROCP assistances not included)



Map 8: Rate of 'in-office' assistances provided by Legal Aid NSW to Aboriginal clients, by client postcode (per 1,000 head of Indigenous population), 2012



Map 9: Rate of total assistances provided by Legal Aid NSW to Aboriginal persons, by client postcode (per 1,000 head of Indigenous population), 2012 (ROCP assistances not included)



Data issues

The data reported above has provided insights into:

- the number and distribution of outreach clinics in NSW
- the assistance provided through these clinics and how this compares to in-office assistance provided by Legal Aid NSW
- where assistance has been provided and in what areas of law
- the groups of people assisted through outreach, and where assistance was provided to those groups and in what areas of law.

As with all research or evaluation, the strength of the conclusions that can be drawn from the data presented depends in large part on the availability, completeness and quality of the data available. The impact of the availability and completeness of data were particular evident in the exploration of assistance to different demographic groups, with the choice of information presented as much reflecting the quality of the data available, as the range of client groups identified as a priority or target group by Legal Aid NSW, at an organisational level and/or at a program level.

Client gender, postcode and Aboriginal status are three demographic indicators for which CASES data is available very complete, with little missing data. With complete data we were able to note, for example, that assistance was provided to Aboriginal people at a higher per capita rate through outreach, suggesting that outreach services are furthering the objective of Legal Aid NSW to increase access to legal assistance for Aboriginal communities. Further, the analysis of Aboriginal status by host agency type indicated *where* assistances were being provided to Aboriginal clients. This type of information is particularly valuable for service planning.

Similar analyses were undertaken for clients on Centrelink benefits and could be undertaken using other demographic information subject to the availability, completeness and quality of the data collected about those characteristics. In the analyses undertaken for this report, higher proportions of missing data were noted in some fields (e.g. employment, language spoken at home, referrals to Legal Aid NSW) making this data less useful for evaluation purposes. If clients do not provide relevant information for whatever reason, it obviously cannot be recorded in the data system.

Recognising the need for more information about identified target client groups, in mid-2011, Legal Aid NSW added a number of new questions to the advice form.[19] 'Are you homeless or in temporary accommodation?' was one of these questions.

Another question added to the advice form asked clients if they had 'special needs due to a disability' and to describe the disability. Disability is a characteristic that empirical legal needs research has consistently identified as being strongly associated with heightened legal needs and disadvantage (Coumarelos et al. 2012; Coumarelos & Wei 2009; Coumarelos, Pleasence & Wei 2013; Currie 2007; O'Grady et al. 2004; Pleasence 2006; Pleasence et al. 2004a). However, due to definitional challenges around 'disability' and the impact this has on the collection of consistent and comparable data, this information is used to inform the assistance provided by the solicitor on the day, and is not aggregated and reported (advice from Legal Aid NSW, June 2013).

[19] A form completed by clients receiving advice or minor assistance, and the solicitor assisting them.

Like many administrative data systems, CASES is complex, and has been built up over time and in response to the varying demands made of it — demands that reflect different usage (e.g. supervision, accountability, management reporting) and varying reporting criteria and styles (e.g. from different funding sources). The quality of information held in administrative systems can be compromised by data classifications that become cumbersome (e.g. country of birth) or data categories that are not mutually exclusive (e.g. telephone advice and advice, telephone minor assistance and minor assistance).

Further consideration of how to improve the definition, quality and completeness of data will increase the value and utility of the information for planning and evaluation. Any changes to data collection and recording must of course be cognisant of the burden placed on solicitors in gathering and recording information, and the resourcing required to support the increased use of data in this way (data systems and systems support, as well as data analysis and reporting).

The issue of how best to use this type of data for evaluation will be discussed in Stage 2 of the research. However, data reported here suggests that the value and utility of the CASES data for the monitoring and evaluation of Legal Aid NSW's outreach services would be further improved by:

- separately identifying host agency types by geographic location in CASES (already underway by Legal Aid NSW)
- consistency in the way that data are defined in different data collection systems (e.g. CASES, ATLAS and the outreach database, and particularly how outreach services are defined and counted for ROCP and Legal Aid outreach)
- more complete data collection to reduce 'missing' data, for instance regarding referrals and employment status
- further consideration of how to improve the classification and collection of data regarding mode of delivery (telephone, face-to-face, AVL) and how this may be reported separately to type of assistance (e.g. advice, minor assistance and duty work)
- further consideration of what additional data may be valuable to help identify whether Legal Aid NSW is meeting its service targets (e.g. information on disability).

One further issue which has also arisen in the reporting of the data relates to how the corporate understanding of 'outreach' (as a strategy to expand access legal assistance, particularly to places or communities that face barriers to accessing in-office services) relates to the activities which are recorded and reported as 'outreach'.

To provide an example, in this report we excluded the Family Law EIU Duty Lawyer Services at the Sydney, Parramatta and Newcastle Family Law Courts as 'outreach clinics' on the basis that duty services are generally not considered to be outreach clinics. However, advice and minor assistance provided through the full-time enhanced duty services at the family law courts services (over and above 'duty' work which is excluded) are counted as outreach assistances – as they are advice and assistances provided at a site other than a Legal Aid NSW Office.

While a decision may quite reasonably be made to count expanded duty lawyer services (services which include advice and minor assistance as well as duty work) as outreach, this does affect the overall profile of 'outreach' and needs to be factored into understanding of the data presented. For instance, because the expanded duty services such as the Family Law EIU Duty Lawyer Scheme are *full-time* (compared to periodic clinics elsewhere) the inclusion of these assistances elevate the number of assistances provided for family law matters in the Sydney region (because the two main courts with enhanced duty services are Sydney and Parramatta) and in courts or tribunals.

Discussion

Improving access to legal assistance services for socially and economically disadvantaged people is a priority for public legal assistance services in Australia, including Legal Aid NSW (Legal Aid NSW 2013a; COAG 2010). However, there are particular challenges to providing these services to very disadvantaged clients. People facing significant disadvantage are more likely than others to have multiple and interrelated legal and non-legal issues (Buck, Balmer & Pleasence 2005; Coumarelos et al. 2012; Currie 2007; McDonald & Wei 2013; Pleasence 2006; Pleasence et al. 2004b). The Legal Australia-Wide Survey found that across Australia certain groups of disadvantaged people, including Indigenous people in remote areas (Iriana et al. 2013), older people, people with low education, unemployed people and people with a non-English main language are less likely than others to take action for their legal issues at all, let alone approach legal services for assistance (Coumarelos et al. 2012). Finally, when assistance is sought, certain groups of disadvantaged people, particularly those with low legal capability, have been found to face particular challenges in working to address their legal problems (see Balmer et al. 2010; Coumarelos et al. 2012; Forell & Gray 2009; Forell et al. 2005; Grunseit et al. 2008; Karras et al. 2006; Pleasence 2006; Scott & Sage 2001).

The provision of legal advice and minor assistance through outreach is a key strategy used by Legal Aid NSW to address its priority of improving access to justice, particularly for socially and economically disadvantaged people, including those in regional and remote areas (Legal Aid NSW 2013a).

Using data drawn from the outreach database and CASES, this report has provided an overview of:

- the number and location of outreach clinics currently provided by Legal Aid NSW, including the type of host location in which they are based
- the extent and profile of advice and minor assistance provided by Legal Aid NSW through outreach in 2012, and how this has changed since 2010
- assistance provided from a Legal Aid NSW office, face-to-face or by telephone/AVL (in-office), to provide context and a point of comparison to the outreach figures
- the client groups assisted through outreach (again, compared to in-office).

A summary of findings is detailed in the Executive Summary and is not repeated here.

As this report has indicated, the Legal Aid NSW data system (CASES) provides very valuable and quite detailed information about the range of outreach services provided. It also provides important context, allowing trend analyses over time as well the capacity to compare outreach services to services that are provided through Legal Aid NSW offices, and potentially, using different modes of service delivery.

However, there are some limitations to the data reported, such as missing data and categories which are unclear, not mutually exclusive or incomplete. Some issues that arise relate to data definition, some to data collection and some to data recording. There is also scope to improve consistency in the way data is defined across different programs and data recording systems. These issues will be discussed further in the report on Stage 2 of the research, particularly as they relate to suggested options for monitoring or evaluation. In Stage 2, it may be that additional pieces of potentially relevant information are identified that may be usefully recorded in CASES or the outreach database in future.

Stage 2 of the research

One key component of Stage 2 will be to critically examine how the data sets reported here may be used, together with other information, to inform the ongoing planning, monitoring and evaluation of outreach legal services.

This will involve further consideration of what information or data Legal Aid NSW may need to better inform planning and decision making about outreach services, including what questions can be answered with the existing data, what additional information or data would be required to answer other possible questions, and associated issues relating to the quality and completeness of data capture and recording.

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Appendix 1: Legal Aid NSW Documents

Best Practice Principles for Legal Aid NSW Outreach Services

Best practice Legal Aid NSW outreach services are:

- **Planned** in response to evidence of need
- **Collaborative** across Legal Aid practice areas, and with external legal and community partners
- **Holistic**, recognising that clients often have complex and interrelated legal and non legal issues and face significant barriers in accessing legal assistance
- **Consistent** in delivery
- **Sustainable**, leaving follow up and referral options behind for when we are not on the ground
- **Evaluated** to ensure the outreach is achieving its aims and complying with best practice

Planned
Legal Aid NSW outreach services are planned in response to evidence of need, utilising legal need and other relevant research and data. The planning of outreach involves discussion and consultation with internal (in particular, relevant Legal Aid regional offices) and external stakeholders appropriate to the proposed location and client target group.

Collaborative
Legal Aid NSW outreach services operate as part of a larger system of legal service delivery, and are most effective when legal assistance and community partners work together to provide services. Legal Aid internal collaboration is enhanced through use of the outreach network page on the Legal Aid NSW intranet. Outreach access to hard-to-reach client groups is achieved through collaboration with trusted external service providers already working with those groups. Legal Aid NSW always engages with local legal assistance agencies in a geographic area, or specialist area of law, prior to providing outreach.

Holistic
Legal Aid NSW solicitors providing outreach services have a broad general knowledge across practice areas of the key civil, family and crime issues affecting the outreach target group, and can provide basic information outside of their usual area of practice as well as effective and well-targeted referrals for legal *and* non-legal issues.

Consistent
Once Legal Aid NSW commits to the operation of an outreach service, the service is provided consistently on the day, time and location as advertised, preferably using the same legal officer. A decision to cease or change an outreach service is only taken after review and consultation with internal and external partners.

Sustainable
Legal Aid NSW recognises that people experience legal problems between our outreach visits. We are therefore committed to engaging with key local agencies and providing them with practical and reliable referral and follow up options for clients when we are not on the ground.

Evaluated
Outreach services are monitored and reviewed as part of the regular planning cycle of Legal Aid NSW services. Factors include whether the outreach is meeting its original objectives, is an appropriate use of resources and is complying with the best practice principles?

Last updated: August 2012

Outreach Services Checklist

This checklist is informed by the *Best Practice Principles for Legal Aid NSW Outreach Services*, research on effective outreach[20] and practical experience.

Planning and collaboration

1. Have you done a needs analysis in collaboration with relevant organisations (including an audit of current services)?
2. What is the aim and target audience for the service?
3. Have you consulted with the closest Legal Aid office and relevant practice areas e.g. EIU, ROCP, civil law, Aboriginal Field Officers?
4. Have you checked *Find a legal aid service* and consulted with the outreach network outreach@legalaid.nsw.gov.au?
5. Have you consulted other legal agencies eg CLC, ALS, CLSD, panel lawyers?
6. How are you collaborating with other services?

Host agency and location

7. Is the host agency trusted and used by the target client group?
8. Have you clarified the role of the host agency? Eg taking appointments, promotion, referring clients? Is there an MOU with the host agency? [Link to sample MOU.]
9. What strategies are you using to sustain an ongoing relationship with the host agency21?
10. Is the location easily accessible to clients by public transport, including clients with disabilities and living in remote areas?
11. Does the location have a private space for clients and advisers to discuss confidential issues?
12. Have you completed the Risk Assessment Checklist? (Link to checklist]
13. Have you assessed the safety of staff in relation to travel? [developing a policy]

Referral pathways

14. Have you established a relationship with the host agency, referring agencies and problem noticers? (Problem noticers are people who are able to identify when a client has a legal problem)
15. Have you established referral arrangements with the host agency, referring agencies and problem noticers?
16. Have you provided training to referring agencies? [Link to referral tools]
17. What strategies do you have in place to refer clients if you can't assist with their legal issue?

Marketing the service

18. How are you going to market the service? [Link to marketing checklist]
19. Have you notified referrals@legalaid.nsw.gov.au about the new outreach service?

Client relationships and service consistency

20. How are you building familiarity and trust with target clients?
21. Have you allowed enough time to listen to and explain things to clients?
22. How will you stay in contact with transient clients22?
23. How will you remind clients to attend their appointments23?
24. Is the same solicitor attending the clinic regularly, to provide continuity of service?
25. What handover strategies are in place if the solicitor is unable to continue attending the clinic?

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[20] *Outreach legal services to people with complex needs: what works*? Suzie Forell and Abigail Gray, Law and Justice Foundation NSW, 2009

[21] Strategies may include shared planning days, regular meetings, informal communication e.g. in common tea room, training for the host agency by the outreach staff and vice versa.

[22] Strategies for staying in touch with clients may include providing contact information and taking several contact numbers or addresses contacting the client at the first meeting.

[23] Strategies may include texting clients, using field officers, timing appointments with clients' other appointments at the host agency.

Staffing and training

26. What support and training is in place for staff providing the outreach?
27. Have outreach staff received training in cultural awareness, appropriate referral, safety procedures, record keeping and administration, and file management?
28. Does the legal adviser have sufficient expertise in relevant areas of law and referral options?
29. Does the legal adviser have some level of knowledge across civil, family and criminal law
30. Do outreach staff have the skills to work with the target group?

Technology

31. What IT equipment and software will be required? If non-standard equipment is required attach a request submission which outlines the business requirement for that equipment in accordance with the Policy on Allocation of IT equipment.
32. Is access to the internet available from the outreach location?
33. Do staff have access to precedents and client files?

Data, record keeping and evaluation

34. Do you have appropriate record keeping procedures?
35. Have you added the outreach location to CASES?
36. Have you captured administrative records eg MOU, submission in TRIM?
37. Are you collecting information to allow you to measure if the service is achieving its aim?
38. Are you regularly reviewing the outreach service?

Submission to establish/cancel an outreach service

SUBMISSION to Establish/cancel an outreach service

Please complete and submit to your Director for approval prior to establishing or cancelling an outreach service. See the Outreach Best Practice Principles and Checklist for guidelines on planning and establishing an outreach service.

Name of service: (eg Walgett Family Law Advice Service)

Host agency:

Section providing the service:

Partner services:

Location:

Hours and frequency:

Areas of law covered:

- Why do we need this outreach service? [Why is it being cancelled]
  Provide details of other legal services in the area. [Who will provide legal services if it is being cancelled]
- Who have you consulted with about the new service/ cancelling the service? eg Legal Aid offices, practice areas, CLC, ALS, CLSD, Grants, Panel lawyers
- What are the referral pathways for areas of law that you don't cover?
- Do you have an MOU with the host agency?
- Have you assessed occupational health and safety risks using tools such as the Risk Assessment Guidelines and the Remote and Isolated Outreach Policy?
- Have you identified IT equipment and software needs?
- How will you promote the service/let people know that it has been cancelled?

Prepared by:

Title:

Date:

Approved / Not Approved

Date:

☐ Copy provided to the Executive Support Unit, referrals@legalaid.nsw.gov.au

☐ Added to Legal Aid Services Database

Appendix 2: Additional tables

Table A1: Number of active Legal Aid NSW outreach services, by Legal Aid NSW Region and host agency type, January 2013

Row labels	Aboriginal Service	Community service	Court/ Tribunal	Custodial/ Institutional	FRC	Govern-ment	Homeless service	Grand Total
Capital region		2	5	2	1		3	13
Central Coast		3	1	1		1	1	7
Central West		2	2	3		1		8
Coffs Harbour-Grafton	1	2	1	1	1		1	7
Far West and Orana	2	2	5	1				10
Hunter Valley excl. Newcastle		4	1	1		1		7
Illawarra	1	4	3		1		1	10
Mid North Coast		9		1		1		11
Murray		2					2	4
New England and North West	1	2	10	2				15
Newcastle and Lake Macquarie	1	2					1	4
Richmond-Tweed	1	2	8		1		2	14
Riverina	1	3		2	1		1	8
Southern Highlands and Shoalhaven	1	2		2			2	7
All Sydney	7	11	4	9	1	0	1	33
Total	**16**	**52**	**40**	**25**	**6**	**4**	**15**	**158**

Source: Legal Aid NSW Outreach database, January 2013

*Includes 1 library

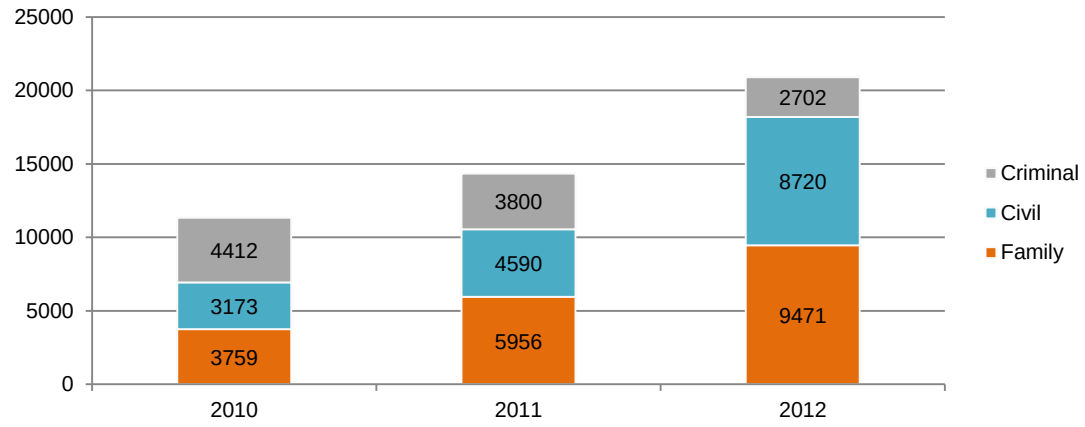
Table A2: Frequency of Legal Aid NSW outreach services (except prisons) by host location type, January 2013

	Weekly	Fortnightly/ twice a month	Monthly	Quarterly	Grand Total
Aboriginal Service	8	5	2	0	15
Community service	17	17	16	2	52
Court/tribunal	4	12	24	0	40
FRC	3	3	0	0	6
Government	0	0	4	0	4
Homeless service	6	2	7	0	15
Total	**38**	**39**	**53**	**2**	**132**

Source: Legal Aid NSW, Outreach database, January 2013

Note: Prisons are excluded as frequency was only recorded on the database for 2 of the 25 prison outreach services, one of which had monthly visits and one which had quarterly visits. Frequency was also missing for one Aboriginal service.

Figure A1: Number of outreach assistances by broad area of law, 2010–2012



Source: Legal Aid NSW CASES data, 1 January 2010–31 December 2012
Outreach N=46,583 assistances. Area of law was missing for one outreach assistance.

Table A3: Host location types by criminal, family and civil law assistances provided, 2012

	Criminal N=2702	*Family N=9471*	*Civil N=8720*
Court/tribunal	12.0%	60.1%	14.5%
Disaster Recovery	0.0%	0.0%	2.7%
Family Relationship Centre	0.0%	11.8%	0.0%
Aboriginal Legal Service	0.0%	2.3%	7.0%
Custodial/Institutional	87.3%	3.0%	3.1%
Mental Health	0.0%	0.0%	1.1%
Community service	0.3%	18.5%	66.4%
Government	0.0%	0.8%	0.0%
Other	0.4%	3.6%	5.3%
Total	**100.0%**	**100.0%**	**100.0%**

Source: Legal Aid NSW CASES data, 1 January 2010–31 December 2012. N=20,893

Table A4: Outreach assistance to Aboriginal and non-Aboriginal clients, by host agency type, 2012

Host agency type	*Where assistances provided to Aboriginal clients (N=2,789)*	*Where assistance provided to non-Aboriginal clients (N=17,869)*
Court/tribunal	24.2%	36.9%
Disaster Recovery	0.1%	1.3%
Family Relationship Centre	2.2%	5.9%
Aboriginal Legal Service	19.3%	1.6%
Custodial/Institutional	13.5%	14.2%
Mental Health Service	0.3%	0.5%
Community service	32.2%	36.3%
Government	0.3%	0.4%
Other	7.8%	3.1%
Total	**100.0%**	**100.0%**

Source: Legal Aid NSW, CASES data, 1 January−31 December 2012.
Note: Percentages may not equal 100% due to rounding calculations.

Table A5: Host location types used for outreach in each region, 2012

Region		Court/ Tribunal	Disaster Recovery	Family Relationships Centre	Legal	Custodial/ Institutional	Mental Health	Community service	Govern-ment	Other	Total
Capital region	(N=682)	54.7%	0.0%	0.0%	0.6%	6.9%	0.0%	33.9%	0.0%	4.0%	100.0%
Central Coast	(N=574)	36.1%	0.0%	0.0%	0.0%	21.1%	0.3%	38.0%	0.0%	4.5%	100.0%
Central West	(N=294)	44.6%	0.0%	0.0%	0.0%	18.7%	0.0%	18.4%	3.7%	14.6%	100.0%
Coffs Harbour-Grafton	(N=1134)	7.1%	0.0%	21.3%	0.1%	1.8%	1.6%	66.9%	0.0%	1.3%	100.0%
Far West and Orana	(N=809)	24.1%	0.0%	0.0%	20.8%	8.9%	0.0%	30.5%	0.0%	15.7%	100.0%
Hunter Valley exc Newcastle	(N=319)	42.3%	0.0%	0.0%	0.0%	21.3%	0.0%	25.1%	8.8%	2.5%	100.0%
Illawarra	(N=1419)	23.0%	0.0%	10.1%	1.1%	1.6%	0.1%	59.3%	0.0%	4.9%	100.0%
Mid North Coast	(N=875)	2.4%	0.0%	0.0%	0.5%	3.5%	0.0%	80.0%	4.1%	9.5%	100.0%
Murray	(N=53)	7.5%	17.0%	0.0%	0.0%	34.0%	0.0%	37.7%	0.0%	3.8%	100.0%
New England and North West	(N=316)	33.5%	0.0%	0.0%	14.9%	5.7%	18.0%	21.8%	0.0%	6.0%	100.0%
Newcastle and Lake Macquarie	(N=836)	54.7%	0.0%	0.0%	9.2%	2.4%	0.0%	33.3%	0.0%	0.5%	100.0%
Richmond-Tweed	(N=1923)	50.2%	0.0%	0.0%	1.9%	1.5%	0.4%	40.1%	0.0%	5.8%	100.0%
Riverina	(N=936)	1.3%	20.9%	31.9%	2.1%	14.9%	0.0%	26.5%	0.0%	2.4%	100.0%
Southern Highlands and Shoalhaven	(N=915)	27.8%	0.0%	0.0%	11.3%	24.4%	0.0%	35.7%	0.0%	0.9%	100.0%
Non-Sydney	**(N=11085)**	**29.5%**	**1.8%**	**6.2%**	**4.3%**	**8.0%**	**0.8%**	**43.7%**	**0.7%**	**5.1%**	**100.0%**
Sydney	(N=9715)	41.2%	0.0%	4.4%	3.6%	20.3%	0.1%	27.9%	0.0%	2.4%	100.0%
Total NSW	**(N=20800)**	**35.0%**	**1.0%**	**5.4%**	**4.0%**	**13.8%**	**0.5%**	**36.3%**	**0.4%**	**3.8%**	**100.0%**

Source: Legal Aid NSW CASES data, 1 January−31 December 2012*

Note: 93 assistances are missing, due being provided interstate or in an unspecified location

Appendix 3: ROCP quantitative data

Matter type

Table 1: ROCP advice services 2011–2012 by law

Year	All ROCP Advice Services	Civil	Family	Crime
2011	364	88 (24%)	231 (64%)	45 (12%)
2012	682	375 (55%)	253 (37%)	54 (8%)
Total	1,046	463 (44%)	484 (46%)	99 (10%)

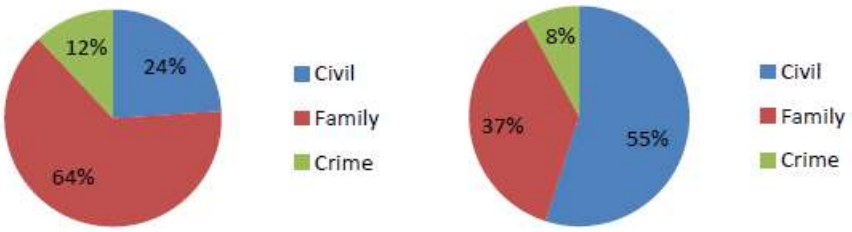


Figure 2. ROCP Advice Services 2011, 2012

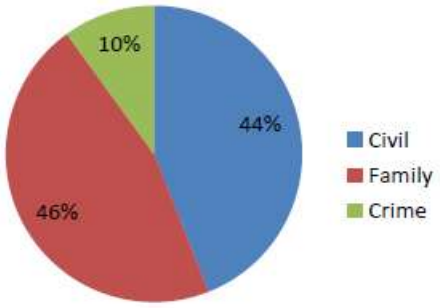


Figure 3. Combined 2011 and 2012 ROCP Advice Services

Client characteristics

Table 2: ROCP advice services 2011–2012 by client

Year	All ROCP Advice Services	Advice services to Aboriginal clients	Advice services to people on Centrelink benefits	Advice services to people on DSP
2011	364	73 (20%)	317 (87%)	89 (24%)
2012	682	134 (20%)	418 (62%)	106 (16%)
Total	1,046	207 (20%)	735 (70%)	195 (19%)

Source: Cipants, J 2013, *Review of the Legal Aid NSW Regional Outreach Clinic Program (ROCP)*, Legal Aid NSW, p.29.