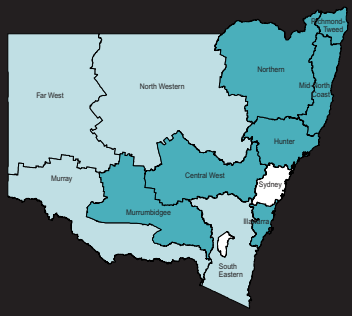
ACCESS TO JUSTICE AND LEGAL NEEDS

A project to identify legal needs, pathways and barriers for disadvantaged people in NSW

STAGE 1: DATA DIGEST

A Compendium of Service Usage Data from NSW Legal Assistance and Dispute Resolution Services, 1999–2002



LAW AND JUSTICE FOUNDATION OF NEW SOUTH WALES

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A Compendium of Service Usage Data from NSW Legal Assistance and Dispute Resolution Services, 1999–2002

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February 2004

LAW AND JUSTICE FOUNDATION OF NEW SOUTH WALES

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National Library of Australia Cataloguing-in-Publication data:

Access to justice and legal needs : a project to identify legal needs, pathways and barriers for disadvantaged people in NSW. Stage 1, Data digest : a compendium of service usage data from NSW Legal Assistance and Dispute Resolution Services, 1999-2002.

New ed.
ISBN 0 909136 86 6.

1. Justice, Administration of - New South Wales. 2. Legal assistance to the poor - New South Wales - Digests. 3. Legal aid - New South Wales - Digests. 4. Equality before the law - New South Wales. 5. Law - Economic aspects - New South Wales. I. Scott, Sue, 1956- .

347.944

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Privacy disclaimer. No data which would allow identification of individual survey participants has been used.

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Preface

The objects of the Law and Justice Foundation are to contribute to the development of a fair and equitable justice system which addresses the legal needs of the community, and to improve access to justice by the community (in particular, by economically and socially disadvantaged people).[1]

To meet these objects, the Foundation has established the Access to Justice and Legal Needs Research Program. The purpose of this program is to identify the particular legal needs of economically and socially disadvantaged people in New South Wales. Using a thorough and credible process, the Foundation intends to develop a statement of these needs, which we hope will inform government, non-government and community agencies as they seek to improve access to justice for disadvantaged people in New South Wales.

Stage 1 of the Program aims to obtain an overall picture of the legal and access to justice needs of the community, with a view to laying the foundation for subsequent research in Stage 2.

An important component of this first stage involved the collection, mapping and analysis of data from key legal assistance services on the nature of queries received, the demographic characteristics of inquirers and the paths they take to resolve their legal issues. The results are presented here in the *Data Digest*.

Preparation of the *Digest* has also highlighted the potential value of developing common data collection protocols. While each agency must collect data to meet their own needs, a standardised approach to data collection and management would assist in establishing a sound knowledge base for policy makers and service providers.

This is the first attempt in NSW to present such information in a single volume, and the Foundation hopes that the *Digest* will be a valuable reference tool for those concerned with identifying and addressing access to justice and legal needs.

Louis Schetzer
Senior Project Manager
Access to Justice and Legal Needs Research Program
Law and Justice Foundation of NSW
February 2004

[1] *Law and Justice Foundation Act 2000* (NSW), s. 5(1).

Acknowledgements

The Law and Justice Foundation of NSW would like to thank the agencies which have so generously provided data for this project. This report would not have been possible without their cooperation. These agencies are:

- Commonwealth Attorney-General's Department
- LawAccess NSW
- Legal Aid NSW
- NSW Local Courts
- NSW Community Legal Centres
- NSW Department for Women
- Legal Information Access Centre, State Library of NSW.

We would also like to thank:

- The Epidemiology and Surveillance Branch, NSW Department of Health, and especially Jill Kaldor, for generously sharing their experiences in presenting statistical data
- The NSW Bureau of Crime Statistics and Research for technical advice about regional analysis
- Associate Professor Terry Beed, School of Business, University of Sydney, for comments on the text.

The Foundation is also grateful to AJ Brown and Ivan Potas for reviewing this report pre-publication.

The authors would like to acknowledge the Access to Justice and Legal Needs Research Program Manager, Louis Schetzer, for his contribution to the project design and data analysis.

The authors would also like to acknowledge the staff of the Law and Justice Foundation who assisted in the formatting and analysis of the data and the editing of this report.

Executive Summary

The *Data Digest* forms part of Stage 1 of the Access to Justice and Legal Needs Research Program, the goal of which is to identify the particular legal and access to justice needs of economically and socially disadvantaged people in New South Wales. The *Digest* contributes to Stage 1 of the broader program by providing a snapshot of expressed legal need in the community. In particular, the *Digest* describes the type of legal matter, the demographic characteristics of those who seek assistance from services and the pathways they take to resolve their problems, over the period 1999 to 2002.

The *Digest* has two sections. The first section presents data from the following legal assistance services in NSW: Legal Aid NSW Information/Advice Service,[2] Legal Aid NSW Duty Solicitor Service, LawAccess NSW, NSW Community Legal Centres and the Chamber Magistrate Service. The second section presents an overview of published demographic data on the service users of dispute resolution agencies in NSW.

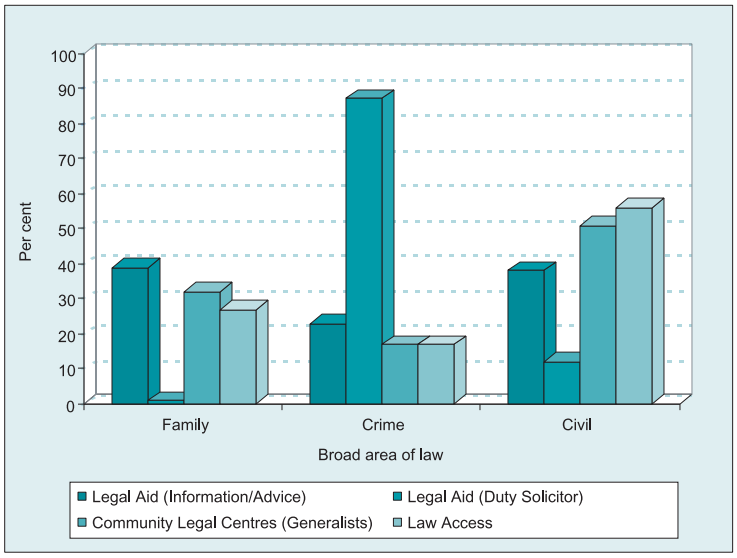
Legal Assistance Services

Data are presented on the type of legal matter, and the demographics and pathways of service users. The 'inquiry' was the unit of measure for all data analyses. Chi-squared tests were used to examine whether the type of legal matter and the profile of service users changed over time, whether the demographic characteristics of service users were related to the type of legal matter, and whether the legal matter was related to how the user found out about the service or where they were subsequently referred.

[2] Where data is only collected for either information or advice inquiries, Legal Aid NSW Information Service or Legal Aid NSW Advice Service is used

The type of legal matter

Figure 1: Percentage of inquiries in Family, Civil and Criminal law, by service



- Inquiries about Family and Civil Law accounted for over three quarters of all inquiries to the Legal Aid NSW Information/Advice Service, LawAccess NSW, and NSW Community Legal Centres (generalist).
- In contrast, 87 per cent of inquiries to the Legal Aid NSW Duty Solicitor Service related to Criminal Law. This difference reflects the different service environments. The Duty Solicitor Service deals with users of Local Courts whereas the other services deal with inquiries from across the community.
- Housing, credit/debt, and employment were among the five most frequent types of Civil Law inquiry for the Legal Aid NSW Information/Advice Service, LawAccess NSW and NSW Community Legal Centres (Generalist). Government/legal system, consumers and wills/estates were in the five most frequent areas of Civil Law inquiry in two of these three services (see Table 1).

Table 1: Top five categories of Civil Law inquiries, by service

Legal Aid NSW Info/Advice 2000–2002	*% of total*	*LawAccess NSW 2002*	*% of total*	*NSW Community Legal Centres (Generalist) 1999–2002*	*% of total*
Government/Legal system	7.4	Housing	7.8	Housing	11.0
Credit/Debt	5.0	Wills/Estates	6.4	Government/Legal system	10.3
Housing	3.2	Credit/Debt	7.1	Credit/Debt	6.7
Employment	2.7	Employment	5.8	Employment	6.4
Wills/Estates	2.7	Consumers	5.6	Consumers	4.1

Note: The Legal Aid NSW Duty Solicitor Service was not included as the proportion of Civil Law inquiries was too small for analysis.

Demographics of service users

GENDER

- The overall proportion of inquiries from women to NSW Community Legal Centres (64%) and the Legal Aid NSW Information/Advice Service (54%) was higher than the proportion of women in the NSW population (51%). This is in contrast to the Legal Aid NSW Duty Solicitor Service, which had a high proportion of inquiries from men (78%).
- Changes in the use of services over time by men and women varied between services. The proportion of inquiries from women to the Legal Aid NSW Information/Advice Service *declined*; the proportion of inquiries from women to the Legal Aid NSW Duty Solicitor Service *increased*; and the proportion of inquiries from women to Community Legal Centres *did not change* significantly.

Table 2 shows for men and women separately the top 5 specific areas of law (ranked in order of frequency) for the Legal Aid NSW Information/Advice Service and NSW Community Legal Centres, with areas in common shaded. Although both men and women had a high proportion of family law inquiries, women were significantly more likely than men to inquire about family law.

Table 2: Top 5 specific areas of law by gender and service

Gender	*Legal Aid NSW Information/Advice*	%	*NSW Community Legal Centres*	%
Male	General crime	27.9	Government/Legal system	28.9
	Family	24.8	Family	16.1
	Government/Legal system	10.1	Housing	10.2
	Traffic offences	5.4	Credit/Debt	6.9
	Credit/Debt	5.0	General crime	6.6
Female	Family	50.6	Family	34.5
	General crime	9.1	Government/Legal system	17.9
	Government/Legal system	5.3	Housing	9.1
	Credit/Debt	5.0	Domestic violence	7.5
	Housing	3.6	Credit/Debt	5.0

Note: Specific areas of law in common for both services are shaded.

AGE

- A consistent pattern of inquiries from different age groups emerged across services, with 25 to 44 year olds having a high proportion of inquiries in comparison to their share of the NSW population in all services. The proportion of inquiries tapered off for the younger and older age groups.
- The type of legal matter and age of clients were related in all services, with similar patterns across services. Compared with the sample as a whole, inquiries from the younger age groups were more likely to be about Criminal Law, inquiries from the middle age groups were more likely to be about Family Law and inquiries from the older age groups were more likely to be about Civil Law (see Table 3).

Table 3: Broad area of law about which each age group was more likely to inquire, by service[a]

Age (years)	*Legal Aid NSW Advice 2000–2002*	*LawAccess NSW 2002*	*NSW Community Legal Centres[b] 1999–2002*
0 to 14	Crime	Crime	Crime
15 to 17	Crime	Crime	
18 to 24	Crime	Crime	Crime
25 to 34	Family		Crime
35 to 44	Family	Family	Family
45 to 54	Family		Family
55 to 64	Civil	Civil	Civil
65 to 74	Civil	Civil	Civil
75 and over	Civil	Civil	

a The Legal Aid NSW Duty Solicitor Service was not included in the analysis of age by legal matter due to the high proportion of inquiries about Criminal Law (87%).

b CLC age groups are slightly different to the other services. See Table 22 for more details.

COUNTRY OF BIRTH

- The proportion of inquiries from service users who were born in non-English speaking countries varied across services. Relative to their proportion of the NSW population (18%), there was a greater use of Community Legal Centres (28%) and the Legal Aid NSW Advice Service (27%) by people born in non-English speaking countries. The Legal Aid NSW Duty Solicitor Service had a slightly lower than expected proportion of inquiries from service users born in non-English speaking countries (16%), given their share of the NSW population.
- For service users born in non-English speaking countries, those born in North Africa/Middle East, South/Central America and the Pacific Islands made the greatest number of inquiries relative to their proportion of the NSW population to all three services (see Table 4). Of the English speaking countries, service users born in New Zealand made more inquiries than would be expected given their share of the population in all three services.

Table 4: Highest 3 proportion of inquiries from service users born in non-English speaking countries relative to share of the population, by service

Legal Aid NSW Advice	*Legal Aid NSW Duty Solicitor*	*NSW Community Legal Centres*
North Africa/Middle East	Pacific Islands	South/Central America
South/Central America	North Africa/Middle East	North Africa/Middle East
Pacific Islands	South/Central America	Pacific Islands

- The relationship between country of birth and area of law was analysed for two services—the Legal Aid NSW Advice Service and NSW Community Legal Centres. People born in non-English speaking countries were more likely to inquire about Civil Law than people born in English speaking countries for both services. Inquiries about the government/legal system area of Civil Law were particularly high across all non-English speaking countries of birth. A large proportion of these were about immigration/refugee matters for both services.
- Service users born in English speaking countries were more likely to inquire about Criminal Law than service users born in non-English speaking countries in both services.
- With regard to Family Law, compared with service users born in English speaking countries, service users born in non-English speaking countries were more likely to make inquiries about Family Law to the Legal Aid NSW Advice Service and less likely to make inquiries about Family Law to NSW Community Legal Centres.

INDIGENOUS AUSTRALIAN STATUS

- The proportion of inquiries from Indigenous Australians to the Legal Aid NSW Duty Solicitor Service (4%) and NSW Community Legal Centres (5%) was about twice as high as expected, given their share of the NSW population (1.9%). The proportion of inquiries from Indigenous Australians to the Legal Aid NSW Advice Service (2%) was only slightly higher than expected on a population basis (1.9%).
- The proportion of inquiries to NSW Community Legal Centres by Indigenous Australians *increased* steadily between 1999 and 2002, but inquiries to the Legal Aid NSW Advice and Duty Solicitor Services *did not change* significantly.
- For both the Legal Aid NSW Advice Service and NSW Community Legal Centres, the following specific areas of law were among the five most frequently inquired about by Indigenous Australians: family, general crime, government/legal system and credit/debt (see Table 5).

Table 5: Five most frequent specific areas of law inquired about by Indigenous Australians, by service

Legal Aid NSW Advice 2000–2002	*%*	*NSW Community Legal Centres 1999–2002*	*%*
General crime	36.1	Family	36.7
Family	30.9	General crime	11.8
Government/Legal system	8.4	Domestic violence	11.4
Credit/Debt	2.7	Government/Legal system	9.6
Personal injury	2.6	Credit/Debt	6.2

There were significant differences in the specific areas of law that Indigenous Australians inquired about compared with non-Indigenous Australians:

- A greater proportion of inquiries from Indigenous Australians to the Legal Aid NSW Advice Service concerned general crime, consumers, health/human rights and personal injury.
- A greater proportion of inquiries from Indigenous Australians to NSW Community Legal Centres concerned family law, general crime, domestic violence, health/human rights and personal injury.

SOURCE OF INCOME

- The majority of inquiries to the Legal Aid NSW Advice Service (67%), the Legal Aid NSW Duty Solicitor Service (92%) and NSW Community Legal Centres (68%) were from service users on no income or on government benefits.

REGION OF RESIDENCE

Postcodes were mapped to Australian Bureau of Statistics regions. See Appendix 3 for more details.

- Five Sydney regions (Inner Sydney, Central Western, Blacktown, Fairfield-Liverpool, Outer South Western), and 5 non-Sydney regions (Richmond-Tweed, Illawarra, Mid-North Coast, Northern, Far West) had higher proportions of inquiries than would be expected on a population basis for three of the five services.
- The proportion of inquiries to services from Sydney and from rural/regional service users differed between services (see Table 6).

Table 6: Rates of inquiries per 1000 population, by region of residence of inquirer and service

Service	*Annual rate per 1000*	
	Sydney	*Non-Sydney*
Legal Aid NSW Information/Advice	16.8	16.6
Legal Aid NSW Duty Solicitor	14.4	9.4
LawAccess NSW	7.8	8.7
NSW Community Legal Centres	14.5	9.6
Chamber Magistrate	14.9	37.4

- The percentage of inquiries about Family Law from rural/regional areas of NSW tended to be higher than the average percentage of Family Law inquiries across all regions in NSW. The regions of Sydney that had a higher than average percentage of inquiries about Family Law were in the outer suburbs.
- Civil Law inquiries predominated in metropolitan Sydney.
- Inquiries about Criminal Law were more widely dispersed, with rural/regional NSW being slightly more likely to experience a higher than average percentage of inquiries. Inquiries to LawAccess NSW about Criminal Law related matters were particularly high for rural/regional NSW.

Pathways

SOURCE OF INQUIRY

- Data for how service users found out about services were only available for the Legal Aid NSW Advice Service. Service users found out about the Service in a range of ways, with the top four sources being friend/family (35%), police (17%), telephone book (12%) and government (10%).

REFERRAL DESTINATION

Data on referral destination were available for the Legal Aid NSW Information Service, LawAccess NSW and NSW Community Legal Centres.

- A high proportion of inquiries was not referred in all three services—70 per cent for the Legal Aid NSW Information Service; 40 per cent for LawAccess NSW and 65 per cent for NSW Community Legal Centres. These percentages include referrals to other sections of the same agency, for example to other sections of Legal Aid.
- Of those inquiries that were referred, there was a high proportion of referrals to legal organisations (Community Legal Centres, courts, Legal Aid and private solicitors) across the three services, although the comparative ranking varied (see Table 7).

Table 7: Top four referral destinations, by service

Legal Aid NSW Information	*% of total*	*LawAccess NSW*	*% of total*	*NSW Community Legal Centres*	*% of total*
Community legal centre	25.7	Legal Aid NSW	26.5	Private solicitor	23.4
Private solicitor	19.5	Court	16.2	Court	15.9
Court	18.4	Private solicitor	15.6	Community organisation	14.6
Government	11.7	Dispute resolution	12.5	Community legal centre	13.8

- Referral destination varied according to the type of legal matter, with some patterns emerging across services—Family Law inquiries were more likely to be referred to private solicitors; Criminal Law inquiries were more likely to be referred to courts, and Civil Law inquiries were more likely to be referred to government and dispute resolution services.

Dispute resolution agencies

The examination of Annual Reports of dispute resolution agencies in NSW revealed many gaps in the availability of relevant data. As a result, a reliable demographic profile of the service users of these agencies could not be compiled. Nonetheless, the compilation of these data in the *Digest* provides a useful starting point for a more detailed analysis of this nature.

Access to Justice and Legal Needs Research Program: Terms of Reference

The research presented in this report forms part of Stage 1 of the Access to Justice and Legal Needs Research Program. The aim, objectives and components of this Program are outlined below.

Program Aim

To identify the particular legal and access to justice needs of economically and socially disadvantaged people in New South Wales.

Objectives

The program will examine the ability of disadvantaged people to:

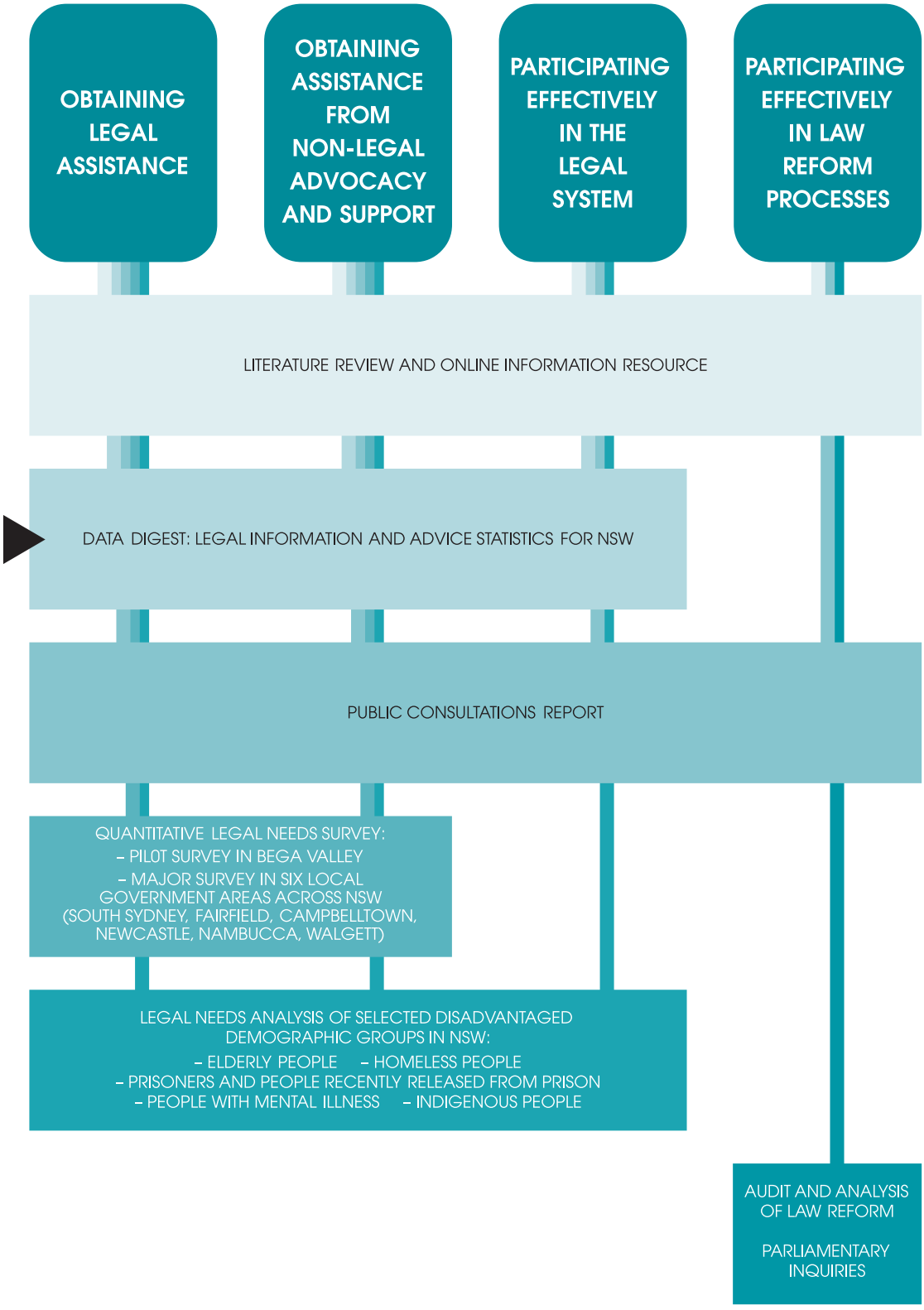
- **obtain legal assistance** (including legal information, basic legal advice, initial legal assistance and legal representation)
- **participate effectively in the legal system** (including access to courts, tribunals, and formal alternative dispute resolution mechanisms)
- **obtain assistance from non-legal advocacy and support** (including non-legal early intervention and preventative mechanisms, non-legal forms of redress, and community based justice)
- **participate effectively in law reform processes**.

This will involve both qualitative and quantitative investigations into:

- legal issues encountered by disadvantaged people
- services and processes to deal with these problems
- barriers that obstruct access
- useful services and processes not provided by the legal system.

Program Components

Figure 2: Access to Justice and Legal Needs Research Program



Introduction

The *Data Digest* contributes to Stage 1 of the Access to Justice and Legal Needs Research Program by providing a snapshot of expressed legal need in the community. In particular the *Digest*, using data collected by a range of NSW services that provide assistance with legal problems, describes:

- the type of legal matter about which inquiries are made
- the demographic characteristics of those who seek assistance
- the pathways that service users take to resolve their problems.

These data will contribute to Stage 2 of the Program which will examine the access to justice and legal needs of particular disadvantaged groups and regions in NSW.

The *Digest* is based on data from key not-for-profit legal assistance agencies in NSW. The *Digest* also includes an overview of published demographic and service usage data of dispute resolution agencies in NSW.

While providing a snapshot of expressed legal need in the general community, the research particularly focused on the expressed needs of socially and economically disadvantaged groups in New South Wales. These include people from culturally and linguistically diverse backgrounds, Indigenous people, young people, elderly people, people on low incomes, and people in rural, regional and remote areas. Where possible, data have been presented which illuminate the use of the services by members of these groups.

While the *Digest* cannot claim to represent a definitive or comprehensive picture of legal need in NSW, the Foundation believes that compiling these data is a valuable exercise. Information about service users who present with legal problems is a useful tool for assessing expressed legal need. By bringing together data from a range of services, it is possible to identify similarities and differences in the pattern of inquiries across services. This assists in building a picture of who is accessing the legal system, what their expressed needs are and the pathways they follow.

To facilitate comparison across a range of key indicators, raw data from the agencies were transformed, classified and mapped to common sets of categories. The compilation of data presented in the *Digest* is the first attempt in NSW to capture such information in the one volume.[3] This report, by making use of readily available data, should provide a valuable reference for those concerned with identifying and addressing access to justice and legal need in the community.

The *Digest* also highlights the potential value of developing common data collection protocols. While acknowledging that each agency needs to collect data to meet their own needs, moving towards a collaborative and common approach to data collection and management would assist with providing a sound knowledge base for policy makers and service providers.

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[3] Cunningham, Mary and Ted Wright 1996, *The Prototype Access to Justice Monitor,* Justice Research Centre, Law Foundation of NSW. This prototype is a collection of quantitative measures for Queensland legal services in areas such as court delays, legal costs and available services.

Structure and scope

The *Digest* is divided into two sections, the first reporting on legal assistance services and the second on dispute resolution agencies.

Section 1: Legal assistance services

This section presents data from the following not-for-profit legal assistance services in NSW: Legal Aid NSW Information/Advice Service, Legal Aid NSW Duty Solicitor Service, LawAccess NSW, NSW Community Legal Centres and the Chamber Magistrate Service. These services were chosen on the basis that they are high volume providers of information, advice and minor assistance to a wide range of users about diverse legal issues.

There are a range of services that provide legal assistance which are not covered by the *Digest*, such as Indigenous legal services and services specialising in particular areas of law. These were not included due to resource limitations or lack of availability of data. Future editions will endeavour to include additional services.

Data from two additional services—the Legal Information Access Centre (LIAC) and the Women's Information and Referral Service (NSW Department for Women)—are, however, included in Appendix 2. LIAC plays an important role in providing legal information across New South Wales through the public library network. As their data were based on surveys for the State Library LIAC only, and also included a high proportion of student inquiries (approximately 50%), LIAC data are included in an appendix rather than in the main body of the report. Data on legally related inquiries to the Women's Information and Referral Service have been included to illustrate the potential use of data from specialist services to examine the legal needs of particular disadvantaged groups.

Section 1 is divided into three chapters. A description of the services and data analysis methods is provided at the beginning of this section.

Section 2: Dispute resolution agencies

This section provides an overview of the role of, and the demographic data published by, key dispute resolution agencies providing services to people in New South Wales. These include government agencies such as the Anti-Discrimination Board, tribunals such as the Administrative Appeals Tribunal and self-regulated industry bodies such as the Credit Union Dispute Resolution Centre. A list and description of the agencies included in the *Digest* is provided at the beginning of Section 2.

Dispute resolution agencies have been included in the *Digest* because they provide an important access point for identifying and resolving legal disputes, especially for those in the community who may not be able to afford private legal assistance or traditional court-based litigation.

The focus is on data that assist with identifying service users. Due to time and resource constraints, only data published in the Annual Reports of these agencies have been reported.

Scope of the analysis

The 'inquiry' was the unit of measure for all data analyses. The nature of an inquiry can vary significantly, ranging from the provision of brief information over the telephone to providing ongoing assistance to a client with court-related matters.

The *Digest* looks particularly at patterns of use rather than volume. Information for the previous three to four calendar years has been included where available to ascertain trends over time.

The *Digest* focuses on the people who use the services rather than how the services respond to these people. For this reason, information about service delivery characteristics covering, for example, the quality of services, the level of satisfaction of service users, or the length of time taken to answer inquiries, has not been included. These are important issues but they are not within the scope of this report.

This is a picture of expressed need, rather than of underlying demand (i.e. the data are gathered from people who actually contact a service to seek help with their problem). It does not measure unexpressed need (i.e. people who have a problem but do not contact a service). For example, a relatively small proportion of inquiries from Indigenous Australians about credit and debt issues may reflect a low incidence of inquiries to services from Indigenous Australians about those issues, rather than a low incidence of credit and debt issues among the broader Indigenous community.

The *Digest* is intended as a reference tool, providing in one volume, usage and trend data from a number of services. Explanation of data trends is beyond the scope of the *Digest*. The Foundation will be drawing on the data in this report to carry out further analysis in Stage 2 of the Access to Justice and Legal Need Research Program. It is the hope of the Foundation that others may also find the *Digest* a useful starting point for critical analysis of this kind.

Limitations of the data

The following limitations apply to the data in this report.

Gaps in data collection

The data have been collected by the agencies for their internal administrative purposes, and not with research of this nature in mind. It is not surprising, therefore, that for the purposes of this research, there are a number of gaps in the data collected. Most notably, the collection of demographic data varied across services. There were also imperfections in collection procedures and inconsistencies in the application of protocols leading to a high percentage of missing data in a number of cases.

Format of data

Data were received in a variety of forms, ranging from relatively raw data to heavily pre-processed cross-tabulations to published data. This limited both the extent to which the quality of the data could be checked and the level of analysis that could be undertaken.

Consistency across services

In the interests of standardising data from all sources, we have attempted to map variables to common sets of categories. The integrity of our process rests on the integrity of the collection and classification processes of each service. There are, however, wide variations in how the services collected and classified data. At the most obvious level, some inquiries were described as 'civil' or 'criminal' or 'family' with no further detail. Thus, even at the major law classification level, we are dependent on what a service regards as belonging to each broad category of law.

Double counting

Even if all services used the same definitions for data collection, and made no mistakes in collection procedures, it is not possible to aggregate the data meaningfully to provide accurate indicators of total expressed legal need in the community. This is due to the effect of an unknown incidence of 'double counting'. One person may approach a service a number of times or contact a range of services to seek help. Without a major redesign of collection protocols, there is no way of tagging the inquiries of any one person seeking assistance so as to distinguish him or her from other once-off inquirers.

SECTION 1

Legal Assistance Services

Introduction

Section 1 is divided into three chapters. Each chapter has an overview section that summarises the main findings and notes any common patterns across services, followed by the descriptive and chi-square results for each service.

- Chapter 1 describes the pattern of inquiries to each service across broad and specific areas of law, and across years.
- Chapter 2 presents the results for each demographic variable for each service. There is an overview section for each demographic variable.
- Chapter 3 presents the results pertaining to source of inquiry and referral destination.

The legal assistance services included in Section 1 are shown in Table 8, with more detail in Appendix 1.

Table 8: Legal assistance services included in Section 1

Role	*Data*	*Calendar Years*
Legal Aid NSW Assists socially and economically disadvantaged people to understand and protect their legal rights. Services include free legal advice and minor assistance in all areas of law, grants of legal aid, alternative dispute resolution, a domestic violence court assistance program and community legal education programs.	*Information/Advice Service*: Telephone and in person information, advice or minor assistance. Note that when data is only collected for either information or advice inquiries, Legal Aid NSW Information Service or Legal Aid NSW Advice Service is used. *Duty Solicitor Service*: Advice or representation for clients on their first appearance in the Local Court.	2000–2002
LawAccess NSW A free service providing a single point of access to legal and related assistance services in New South Wales. LawAccess NSW provides legal information, advice and referral services via a central call centre and the Internet. The service is available to anyone who has a legal problem in NSW. Priority for legal advice is given to customers with urgent inquiries, with disabilities, from non-English speaking backgrounds or from rural and regional areas.	All information and advice inquiries.	2002
NSW Community Legal Centres Independent, non-profit organisations providing access to legal information and services, particularly for disadvantaged sectors of the community. Services include legal information, advice, casework, representation, community legal education, advice to government on policy issues, law reform and referral.	*Information/Advice*: Once-off information or advice about legal and non-legal issues. May include counselling, advocacy or drafting of simple correspondence. *Case*: Ongoing assistance, including acting on behalf of a client. Only NSW generalist and specialist community legal centres funded by the Commonwealth Government are included.	1999–2002
Chamber Magistrate Service Provides information about legal options and court proceedings, but does not represent people appearing before the Court. Anybody is able to use the service. Available at all Local Courts across NSW. Some outreach services are provided.	Inquiries to Chamber Magistrates.	1999–2001

Methodology: Legal Assistance Services

This section outlines the analysis of data from legal assistance services.

For each service, data were collected on all inquiries for the following calendar years:

- Legal Aid NSW Information/Advice Service 2000–2002
- Legal Aid NSW Duty Solicitor Service 2000–2002
- LawAccess NSW 2002
- NSW Community Legal Centres 1999–2002
- Chamber Magistrate Service 1999–2001.

The inquiry was the unit of measure for all data analyses. For each inquiry, available information was collected on the type of legal matter, the source of referral to the service, the destination of any referral resulting from the inquiry and the demographic characteristics of the person making the inquiry.

The demographic data collected comprised gender, age, country of birth, Indigenous Australian status, source of income and region of residence. The data available for each service are detailed in Appendix 1.

To allow comparison across services, data for each variable were mapped to common categories wherever possible. The type of legal matter was categorised according to the broad areas of Family, Criminal and Civil Law, and according to more specific areas of law within these broad categories.

Given that the focus of the *Digest* is on the type of legal matter and service user, there was no analysis of the type of assistance provided by each service (e.g. provision of information, advice, minor assistance or representation).[4]

The data analyses involved both descriptive and inferential statistics.

Percentages

Percentages are used to describe the inquiries to each service in terms of broad and specific areas of law, trends over time, and the demographic characteristics of the service users. The use of percentages rather than frequencies allows easy comparison across services of the type of legal matter and the profile of service users. The total number of inquiries to each service over the period of interest is provided in Appendix 1.

[4] There is also considerable variation in how agencies define the type of assistance provided. For a discussion of variations in service definitions, see Scott, S. and C. Sage, *Gateways to the Law: an Exploratory Study of how Non-profit Agencies Assist Clients with Legal Problems*, Law and Justice Foundation of NSW, Sydney, 2000, pp. 24–27.

Indices of concentration

To examine whether the demographic profile of service users was similar to the demographic profile of the NSW population, indices of concentration (ICs) were calculated for each demographic variable for each service.[5] The IC indicates the concentration of inquiry activity for a particular demographic group (e.g. females) relative to their proportion of the NSW population.[6] An IC of 100 indicates that the proportion of inquiries by a particular group is identical to the proportion of this group in the population. An IC over 100 indicates that the proportion of inquiries from this group is higher than would be expected given their proportion in the population, and an IC under 100 indicates a lower proportion of inquiries than would be expected. The method for calculating the IC is provided in Appendix 4.

Rate of inquiries per 1000 population

To provide an indication of the relative number of inquiries from different regions of residence, the rate of inquiries per 1000 population was also calculated for each region. The regions of residence were categorised according to the Australian Standard Geographical Classification (ASGC)[7] where Statistical Divisions were used to define regions outside Sydney and Statistical Subdivisions were used to define regions within Sydney.

Chi-square tests

Chi-square tests were performed to highlight changes over time and differences in the nature of inquiries between demographic groups. The chi-square test is a non-parametric test that examines whether there is a significant relationship between two or more categorical variables with data in terms of frequencies. A brief description of the chi-square test is provided in Appendix 4. Results based on the chi-square test are indicated in the text.

For each service, wherever data were available, two-way chi-square tests were performed between the following variables:

- broad area of law and year
- specific area of law and year
- each demographic variable (i.e. gender, age, country of birth, Indigenous Australian status, source of income, and region of residence) and year[8]
- each demographic variable and broad area of law
- each demographic variable and specific area of law
- source of inquiry and year
- source of inquiry and broad area of law

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[5] Indices of concentration were calculated for all demographic variables except for source of income.

[6] Australian Bureau of Statistics, 2001 Census Basic Community Profile and Snapshot: New South Wales, 2001, <http://www.abs.gov.au/ausstats/>.

[7] Australian Bureau of Statistics, *National Localities Index, Australia: Localities & Streets Indexes and Explanatory Notes for ASGC 2002*, Catalogue No. 1252.0, <http://www.ausstats.abs.gov.au/>.

[8] That is a separate chi-square test was performed between gender and year; age and year; country of birth and year; etc.

- referral destination[9] and year
- referral destination[9] and broad area of law
- referral destination[9] and specific area of law.

It is important to note that given that the broad area of Family Law could not be meaningfully broken down into more specific areas of law, in the chi-square tests 'Family Law' was included as both a category of broad area of law and as a category of specific area of law.

All of the significant chi-square tests reported in the text are statistically significant at the 0.01 level.[10] Where a chi-square test found no statistically significant relationship between two variables, this is noted in the text.

Missing values

As already noted, the *total number of inquiries* to each service is presented in Appendix 1. Some of the inquiries to each service had missing information on one or more of the variables of interest. For example, information about demographic characteristics of inquirers is not available for information inquiries to the NSW Legal Aid Information/ Advice Service and NSW Community Legal Centres. Each table/figure of results presents *the number of inquiries that had valid data* for the variables. The number and percentage of inquiries with missing values are presented in the note to each table/figure.

Where a variable had missing values in under 10 per cent of inquiries, the chi-square test was based on all inquiries with valid data for that variable. The treatment of variables that had a higher proportion of missing values is described in Appendix 4.

Organisation of the results

The results are presented separately for each service. It is not possible to aggregate the data from different services meaningfully due to the effect of an unknown incidence of 'double counting'. That is, one person may approach a service a number of times or contact a range of services to seek help.

[9] 'Not referred' was included as a category of referral destination in the chi-square test.

[10] Given the *Digest* is written for a lay audience, the chi-square scores, associated degrees of freedom and significance levels are not reported in the text.

Chapter 1: The Type of Legal Matter

This chapter examines the types of legal matters for which users contacted services. Trends over time are noted where data availability permitted.

Services include the Legal Aid NSW Information/ Advice Service, Legal Aid NSW Duty Solicitor Service, LawAccess NSW, NSW Community Legal Centres (Generalist)[11] and Chamber Magistrates.

It should be noted that the proportion of inquiries in particular areas of the law may be influenced by a number of factors. These include whether a service places a priority on providing assistance in particular areas of law or to a particular service group, differences in the awareness of the service, or differences in the needs of service users. For example, a high level of inquiries about domestic violence may be connected to any or all of the following factors: a focus on domestic violence by the service, targeting of a group which has a higher than average rate of domestic violence, a high level of awareness of the service by victims of domestic violence or a high level of domestic violence in the community. Differences in classification schemes will also affect the results. For example, seeking help about how to file an apprehended violence order may be classified as a court process or domestic violence.

FOR MORE INFORMATION

Australian Bureau of Statistics, *Usage of Legal Services, New South Wales, October 1990,* Catalogue No. 4510.1, ABS, Sydney, 1990.

Australian Institute of Criminology, <http://www.aic.gov.au>.

Family Law Council, *The Statistical Snapshot of Family Law 2000–01*, 2003, <http://law.gov.au/flc>.

NSW Bureau of Crime Statistics and Research, <http://www.lawlink.nsw.gov.au/bocsar1.nsf/pages/index>.

Rush Social Research and John Walker Consulting Services, *Legal Assistance Needs Phase II: Summary Report*, Family Law and Legal Assistance Division, Legal Aid Branch, Commonwealth Attorney-General's Department, Barton ACT, 1999.

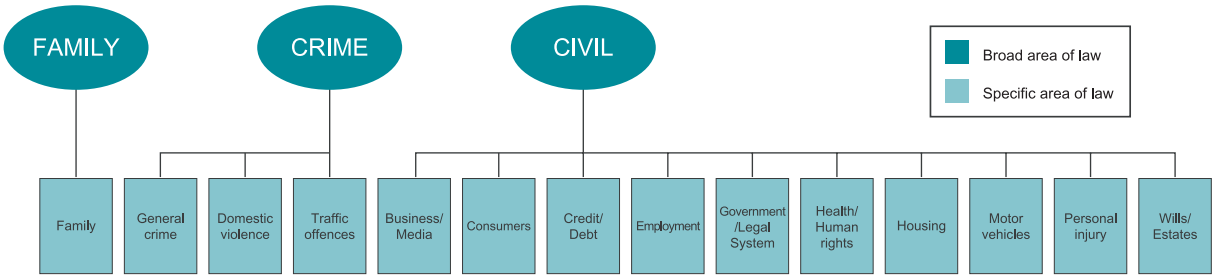
Most services collect some form of data about the type of legal matter experienced by service users. There is, however, a wide variation in how services categorise legal matters. Some services, for example, only collect at the broad level of crime, family and civil, while others break down inquiries to a high level of detail, with more than 1000 possible headings.

[11] Specialist Community Legal Centres have not been included in this chapter as they do not cover a wide range of areas of law.

Classification of Legal Matters

Legal matters were classified into two tiers using a classification system developed by the Law and Justice Foundation of NSW.[12] The major areas of law—Family, Crime and Civil—have been divided into 14 specific categories: 1 for Family,[13] 3 for Crime and 10 for Civil, as illustrated in Figure 3.

Figure 3: Tiered system for describing legal matters



The matters that make up the specific area of law are presented in Table 9. Housing inquiries, for example, include the following categories: animals, conveyancing, fences, housing, property law, neighbours, noise, nuisance, retirement village, strata title, and tenancy.

Table 9: Law and Justice Foundation classification for legal matter[14]

Area of law		*Types of legal matters included in specific area of law*		
Broad	***Specific***			
Family	**Family**	Adoption Child protection Child support	De facto relationships Divorce Family law	Property Residence/Contact
Crime	**General crime**	Arrest Assault Bail Child abuse Coronial inquests	Crime Drugs Firearms Fraud Police	Prisoners Sentencing Sexual assault Theft Victims
	Domestic violence	Apprehended violence orders	Domestic violence	
	Traffic offences	Traffic offences		
Civil	**Business/Media**	Business Contracts	Intellectual property Defamation	Media Law Slander
	Credit/Debt	Bankruptcy	Credit/Debt	
	Consumers	Complaints about lawyers Superannuation Banking	Consumer protection Consumers Contracts	Insurance
	Employment	Contracts Employment	Unfair termination	Workers compensation
	Government/Legal system	Administrative law Courts Education Environment Fines	Freedom of information Government Immigration Legal services Local government	Pensions/Allowances Refugees Taxation Veterans
	Health/Human rights	Discrimination Guardianship/Incapacity	Health Human rights	Mental health
	Housing	Animals Conveyancing Fences Housing	Neighbours Noise Nuisance Property law	Retirement village Strata title Tenancy
	Motor vehicles	Traffic accident – personal injury	Traffic accident – property damage	
	Personal injury	Accidents	Negligence/Liability	Personal injury
	Wills/Estates	Family provision Power of attorney	Probate	Wills

[12] These are based on a modified version of the Legal Information Access Centre Subject Headings, <http://info.lawaccess.nsw.gov.au/lawaccess/lawaccess.nsf/pages/jsms_liacsubject>.

[13] Family Law inquiries were not divided further due to the likelihood that family law inquiries will involve multiple issues, e.g. divorce and property.

[14] A modified form of the *Australian Standard Offence Classification* was used to categorise the Legal Aid NSW Duty Solicitor Service data because of the high proportion of criminal matters.

Overview

The pattern of inquiries across the broad areas of law—Family, Criminal and Civil—differed across services, although some similarities did emerge. Figure 4 shows the breakdown for each service.

- More than half of the inquiries to NSW Community Legal Centres (Generalist) (51%) and Law Access NSW (56%) were in the area of Civil Law. For those services, Family Law inquiries were the next most frequent, being almost twice as frequent as inquiries about Criminal Law.
- More than three quarters of inquiries to the Legal Aid NSW Information /Advice Service were evenly divided between Civil and Family Law, with the remaining quarter relating to Criminal Law.
- The majority of inquiries to the Legal Aid NSW Duty Solicitor Service related to Criminal Law (87%). The difference between the two Legal Aid services reflects the different service environments. The Duty Solicitor Service deals with users of the Local Courts whereas the Information/Advice Service deals with inquiries from across the community.
- Data for inquiries to the Chamber Magistrate Service were in pre-defined categories—family, domestic violence and other. It is therefore difficult to compare the data with other services. Family Law accounted for 19 per cent of inquiries.
- As shown in Table 10, a pattern emerged for Civil Law inquiries to the Legal Aid NSW Information/Advice Service, LawAccess NSW and NSW Community Legal Centres (Generalist). Housing, credit/debt, and employment were among the five most frequent types of Civil Law inquiry in all three services, and government/legal system, consumers and wills/estates were in the five most frequent areas in two of the three services analysed.

Table 10: Top five categories of Civil Law inquiries, by service

Legal Aid NSW Info/Advice 2000–2002	*% of total*	*LawAccess NSW 2002*	*% of total*	*NSW Community Legal Centres (Generalist) 1999–2002*	*% of total*
Government/Legal system	7.4	Housing	7.8	Housing	11.0
Credit/Debt	5.0	Wills/Estates	6.4	Government/Legal system	10.3
Housing	3.2	Credit/Debt	7.1	Credit/Debt	6.7
Employment	2.7	Employment	5.8	Employment	6.4
Wills/Estates	2.7	Consumers	5.6	Consumers	4.1

Note: The Legal Aid NSW Duty Solicitor Service was not included as the proportion of Civil Law inquiries was too small for analysis.

- Criminal Law inquiries were classified as general, domestic violence and traffic offences.[15] Table 11 shows the percentage of total inquiries for these three areas of law for each service with available data.

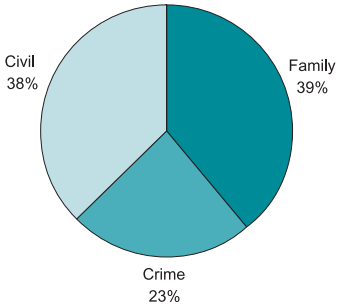
Table 11: Criminal Law inquiries, by service

Legal Aid NSW Info/Advice 2000–2002	*% of total*	*Legal Aid NSW Duty Solicitor 2000–2002*	*% of total*	*LawAccess NSW 2002*	*% of total*	*NSW Community Legal Centres (Generalist) 1999–2002*	*% of total*
General crime	17.6	General crime	68.3	General crime	9.8	General crime	7.2
Domestic violence	2.4	Domestic violence	6.3	Domestic violence	3.1	Domestic violence	7.6
Traffic offences	3.5	Traffic offences	12.3	Traffic offences	3.9	Traffic offences	2.4

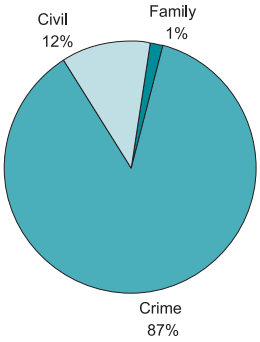
[15] Because of the high proportion of Criminal Law inquiries to the Legal Aid Duty Solicitor Service, general crime has been further broken down using a different coding system. See the analysis for the Duty Solicitor Service for more details.

Figure 4: Percentage of inquiries in Family, Civil and Criminal Law, by service[16]

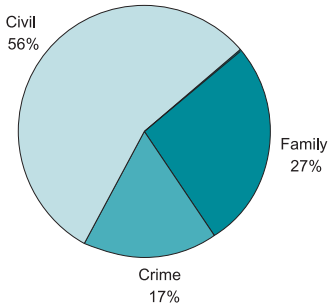
Legal Aid NSW Information/Advice 2000-02



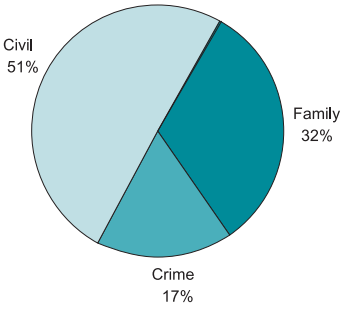
Legal Aid NSW Duty Solicitor 2000-02



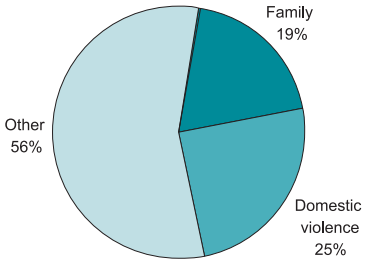
LawAccess NSW 2002



NSW Community Legal Centres (Generalist) 1999-2002



Chamber Magistrate Service 1999-2001



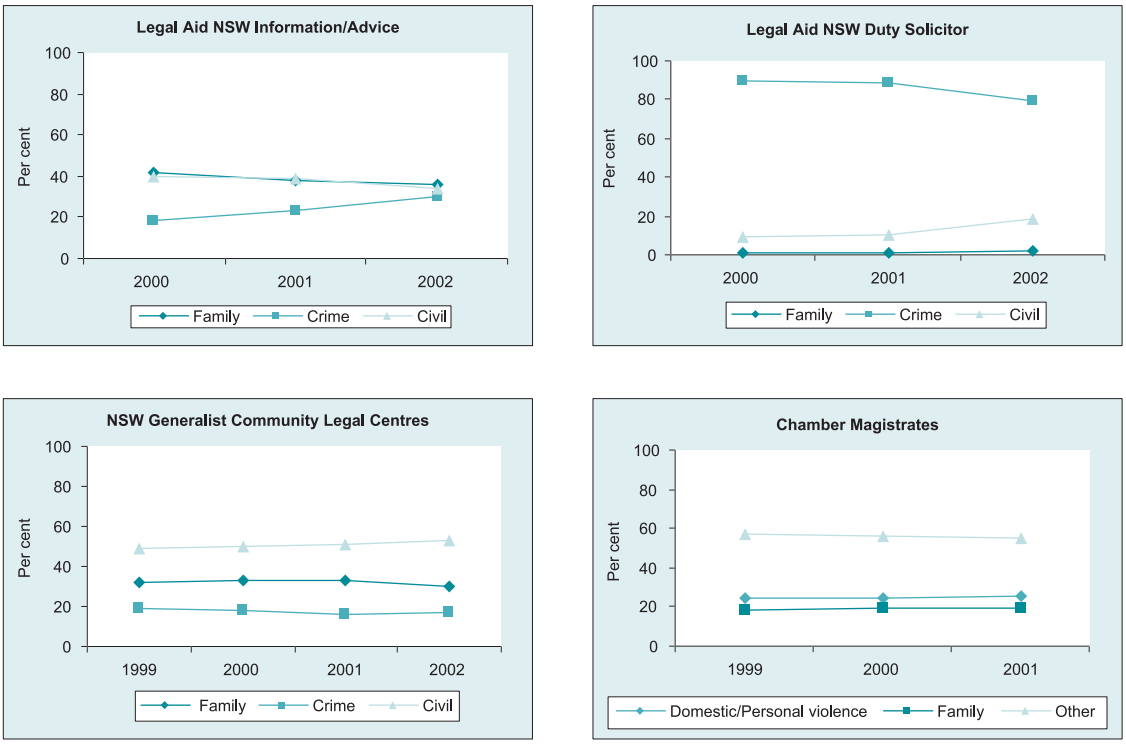
[16] Data provided for the Chamber Magistrate Service were divided into three categories—family, domestic/personal violence, other—and could not be further broken down.

Trends in legal matters: Overview

Figure 5 provides an overview of changes in the type of legal matter inquired about by service users of the four services over the years of measurement.[17] Trends in the legal matter inquired about depended on the service.

- The percentage of Family Law inquiries to the Legal Aid NSW Information/Advice Service and to NSW Community Legal Centres (Generalist) *decreased*. There was *no significant change* for the Duty Solicitor Service. The percentage of Family Law inquiries to Chamber Magistrates *increased*.
- The percentage of inquiries about Criminal Law *decreased* for the NSW Duty Solicitor Service and NSW Community Legal Centres (Generalist), and *increased* for the Legal Aid NSW Information/Advice Service. The percentage of domestic violence inquiries to Chamber Magistrates *increased*.
- The percentage of Civil Law inquiries to the Legal Aid NSW Duty Solicitor Service and NSW Community Legal Centres (Generalist) *increased*, and *decreased* for the Legal Aid NSW Information/Advice Service.

Figure 5: Percentage of inquiries in Family, Civil and Criminal Law by year and service



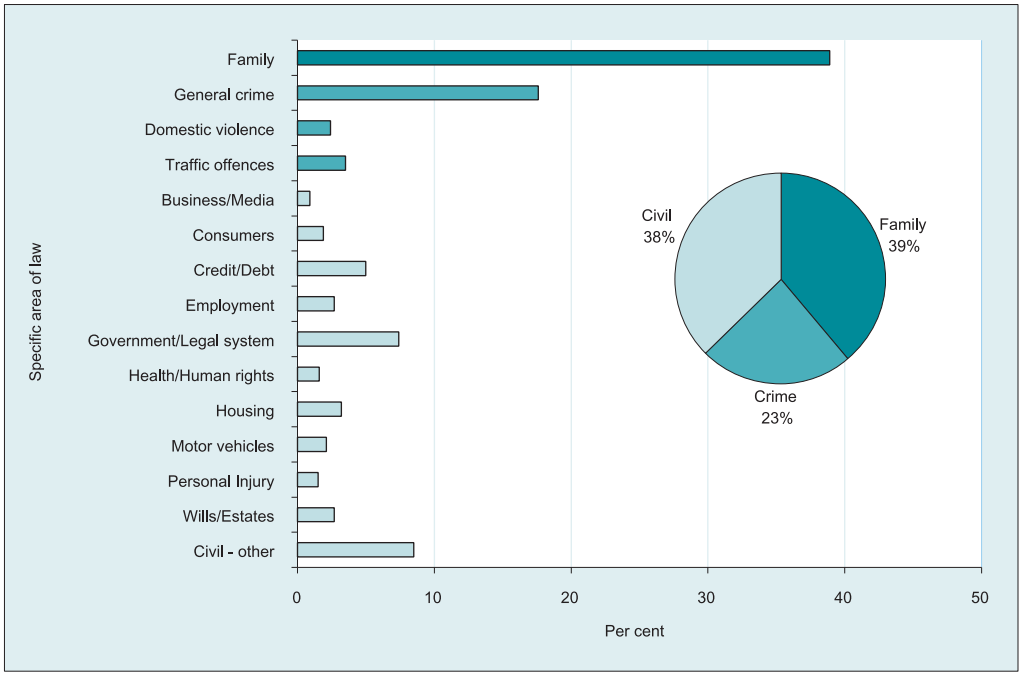
[17] LawAccess NSW data were only available for the year 2002

Legal Aid NSW Information/Advice Service

Table 12: Percentage of inquiries by area of law and year
Legal Aid NSW Information/Advice Service, 2000–2002

Area of law		*2000*	*2001*	*2002*	*All*
Broad	***Specific***	*%*	*%*	*%*	*%*
Family	**Total Family**	**41.8**	**38.2**	**35.9**	**38.9**
Crime	General crime	13.6	17.1	23.7	17.6
	Domestic violence	2.4	2.4	2.2	2.4
	Traffic offences	2.7	3.7	4.5	3.5
	Total Crime	**18.7**	**23.2**	**30.4**	**23.5**
Civil	Business/Media	1.0	0.8	0.7	0.9
	Consumers	2.0	2.1	1.6	1.9
	Credit/Debt	5.6	5.8	3.2	5.0
	Employment	3.1	2.8	2.2	2.7
	Government/Legal system	5.8	8.2	8.8	7.4
	Health/Human rights	1.3	1.7	1.9	1.6
	Housing	3.6	3.4	2.5	3.2
	Motor vehicles	2.7	2.1	1.3	2.1
	Personal injury	1.6	1.5	1.2	1.5
	Wills/Estates	3.2	2.7	1.9	2.7
	Other	9.6	7.4	8.4	8.5
	Total Civil	**39.5**	**38.6**	**33.7**	**37.6**
Total (%)		100	100	100	100
Total (No.)		*83 777*	*77 468*	*60 713*	*221 958*

Figure 6: Percentage of inquiries by area of law
Legal Aid NSW Information/Advice Service, 2000–2002



Notes: LawAccess NSW replaced the Legal Aid Helpline in October 2001.
Phone counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

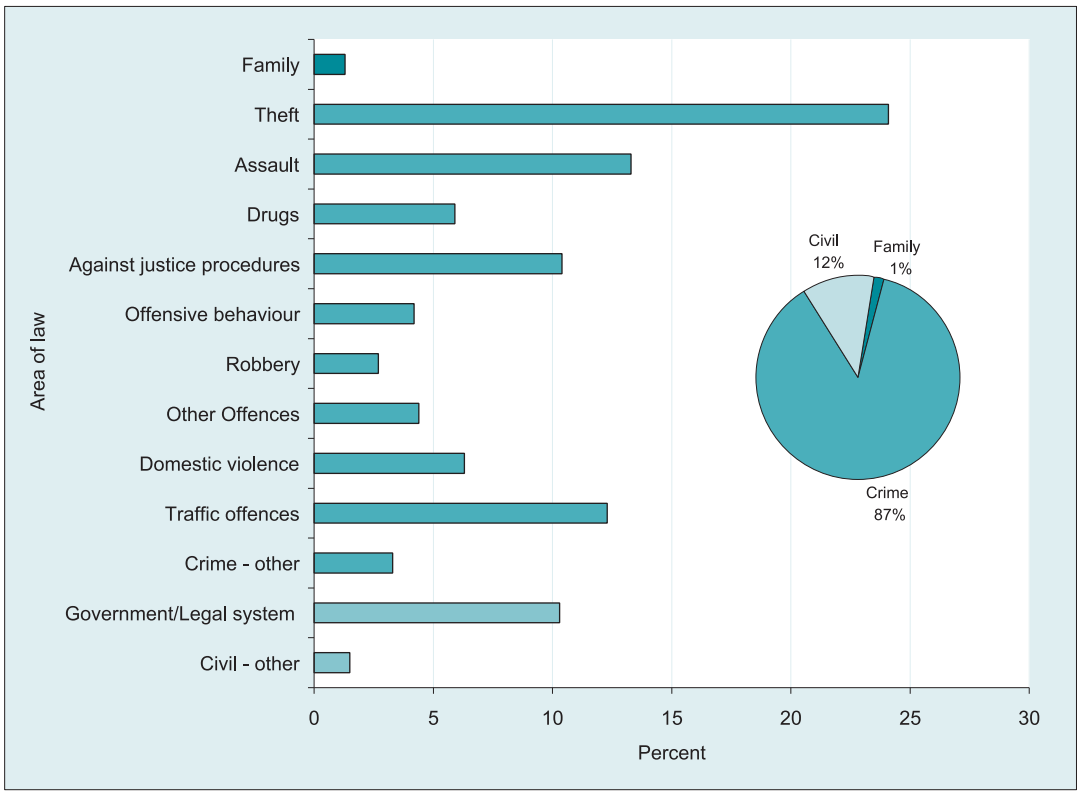
- Family Law accounted for the highest proportion of inquiries (39%), closely followed by Civil Law (38%). Approximately one quarter of inquiries related to Criminal Law (24%).
- In terms of types of Criminal Law, general crime accounted for the highest proportion of all inquiries (18%), followed by traffic offences (4%) and domestic violence (2%).
- In terms of types of Civil Law, government/legal system matters accounted for the highest proportion of all inquiries (7%), followed by credit/debt (5%), housing (3%), employment (3%) and wills/estates (3%).
- Based on the chi-square examining broad area of law by year, the proportion of Criminal Law inquiries *increased* from 19 per cent in 2000 to 30 per cent in 2002, whereas the proportion of Civil and Family inquiries *decreased*.
- Based on the chi-square examining specific area of law by year, the proportion of inquiries *increased* in general crime, traffic offences, government/legal system, and health/human rights. The proportion of inquiries *decreased* in business/media, consumers, employment, housing, motor vehicles, personal injury, and wills/estates. In the remaining 3 categories—domestic violence, credit/debt and other (civil)—the proportion in 2002 was less than the proportion in 2000.

Legal Aid NSW Duty Solicitor Service

Table 13: Percentage of inquiries by area of law[a] and year
Legal Aid NSW Duty Solicitor Service, 2000–2002

Area of law		*2000*	*2001*	*2002*	*All*
Broad	***Specific***	*%*	*%*	*%*	*%*
Family	**Total Family**	**1.2**	**1.2**	**1.6**	**1.3**
Crime	Theft	26.2	24.8	18.8	24.1
	Assault	13.1	13.9	12.6	13.3
	Drugs	6.3	6.0	4.7	5.9
	Against justice procedures	10.5	10.8	9.8	10.4
	Offensive behaviour and malicious damage to property	4.2	4.3	4.2	4.2
	Robbery	2.9	2.5	2.4	2.7
	Other offences	4.0	4.1	5.6	4.4
	Domestic violence	6.1	6.2	6.8	6.3
	Traffic offences	12.1	12.5	12.3	12.3
	Crime – other	4.1	2.9	2.5	3.3
	Total Crime	**89.5**	**88.2**	**79.7**	**86.9**
Civil	Government/Legal system	8.0	9.2	16.6	10.3
	Civil – other	1.3	1.4	2.1	1.5
	Total Civil	**9.3**	**10.6**	**18.7**	**11.8**
Total (%)		100	100	100	100
Total (No.)		*103 620*	*88 888*	*51 814*	*244 182*

Figure 7: Percentage of inquiries by area of law
Legal Aid NSW Duty Solicitor Service, 2000–2002



a Due to the high percentage of crime related inquiries the Australian National Classification of Offences Code (ABS, 1985, Catalogue No. 1234.0) has been used to classify the types of legal inquiries.

Note: Phone counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

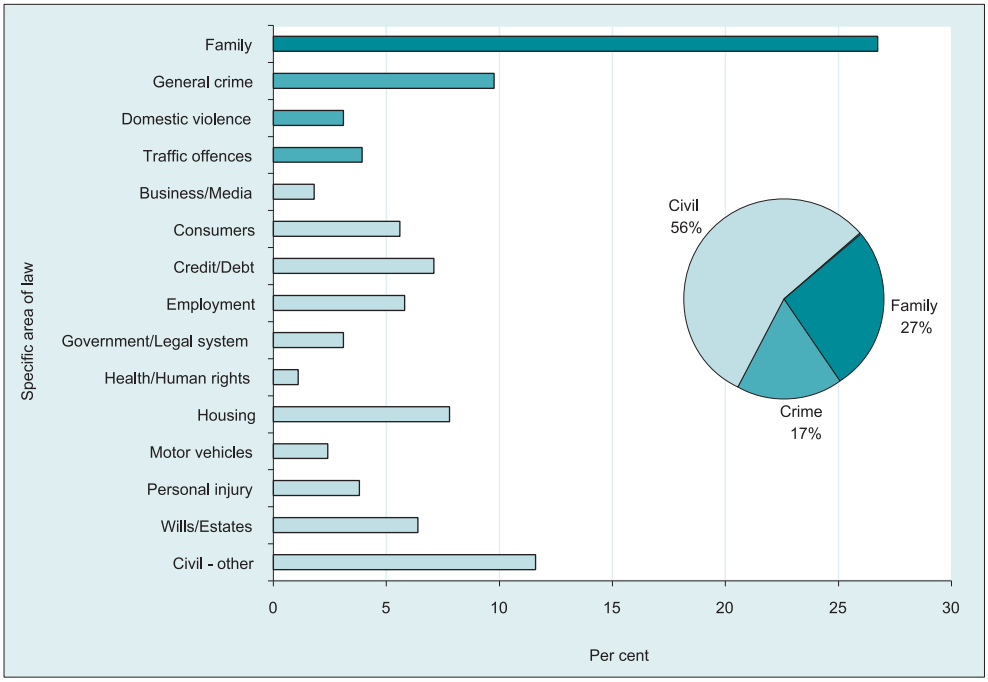
- The vast majority of matters dealt with related to Criminal Law (87%). This reflects the fact that the Duty Solicitor Service operates in Local Courts in NSW. The top five categories, in decreasing order of volume, were theft, assault, traffic offences, against justice procedures and government/legal system. Ninety-seven per cent of inquiries about government/legal system were about the legal system rather than government (e.g. going to court, legal procedure).
- Based on the chi-square examining broad area of law by year, the proportion of Criminal Law matters handled by the Duty Solicitor Service *decreased* from 90 per cent in 2000 to 80 per cent in 2002. This was compensated for by an *increase* in Civil Law matters from 9 per cent in 2000 to 19 per cent in 2002. The proportion of Family Law inquiries was *higher* in 2002 than in 2000.
- Based on the chi-square examining specific area of law by year, the proportion of inquiries dealing with domestic violence, other offences and government/legal system *increased* each year. The proportion of inquiries dealing with drugs, robbery and theft *decreased* each year. The proportion of inquiries concerning assault and against justice procedures was *lower* in 2002 than in 2000. There was little difference in offensive behaviour and malicious damage to property and traffic offences over the 3 years.

LawAccess NSW

Table 14: Percentage of inquiries by area of law
LawAccess NSW, 2002

Area of law		
Broad	***Specific***	***%***
Family	**Total Family**	**26.7**
Crime	General crime	9.8
	Domestic violence	3.1
	Traffic offences	3.9
	Total Crime	**16.8**
Civil	Business/Media	1.8
	Consumers	5.6
	Credit/Debt	7.1
	Employment	5.8
	Government/Legal system	3.1
	Health/Human rights	1.1
	Housing	7.8
	Motor vehicles	2.4
	Personal injury	3.8
	Wills/Estates	6.4
	Other	11.6
	Total Civil	**56.5**
Total (%)		100
Total (No.)		*61 046*

Figure 8: Percentage of inquiries by area of law
LawAccess NSW, 2002



Source: LawAccess NSW (unpublished data).

Comment

- Civil Law accounted for the highest proportion of inquiries (56%), followed by Family Law (27%) and Criminal Law (17%).
- In terms of types of Criminal Law, approximately 1 in 5 inquiries related to domestic violence and 1 in 4 related to traffic offences.
- In terms of types of Civil Law, housing accounted for the highest proportion of all inquiries (8%), followed by credit/debt (7%), wills/estates (6%), consumers (6%) and employment (6%).

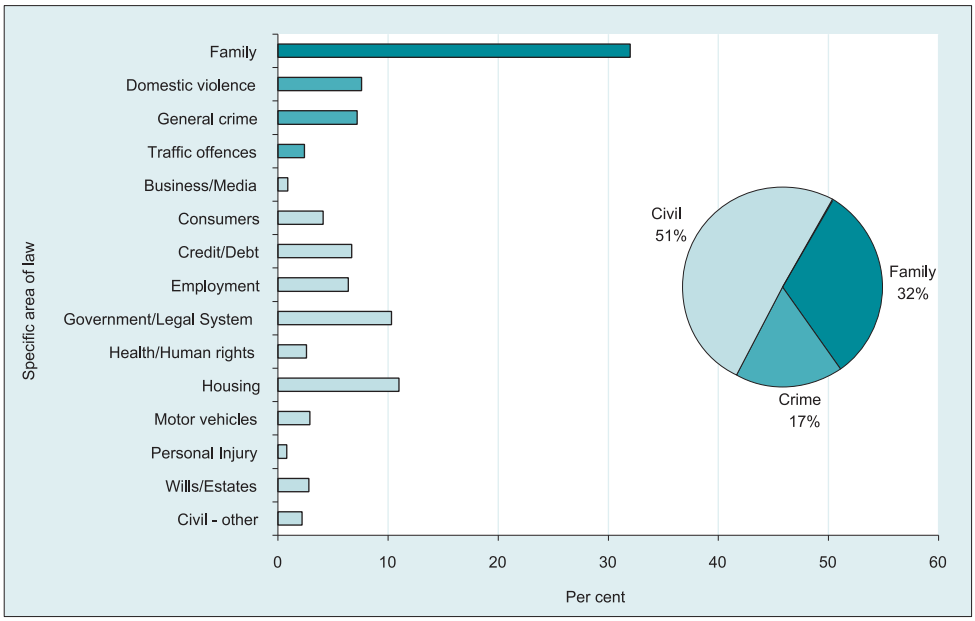
NSW Community Legal Centres (Generalist)

Note: Only inquiries from NSW Community Legal Centres (Generalist) were analysed as these are more indicative of the range of legal matters experienced by the community than specialist community legal centres that specialise in particular areas of the law such as credit/debt.

Table 15: Percentage of inquiries by area of law and year
NSW Community Legal Centres (Generalist), 1999–2000

Area of law		*1999*	*2000*	*2001*	*2002*	*All*
Broad	*Specific*	*%*	*%*	*%*	*%*	*%*
Family	**Total Family**	**31.7**	**32.8**	**33.1**	**30.4**	**32.0**
	General crime	8.0	7.4	6.5	6.8	7.2
	Domestic violence	8.7	7.9	6.6	7.4	7.6
	Traffic offences	2.5	2.2	2.4	2.5	2.4
Crime	**Total Crime**	**19.2**	**17.6**	**15.5**	**16.8**	**17.2**
	Business/Media	1.0	0.9	0.9	0.9	0.9
	Consumers	4.2	4.2	3.8	4.4	4.1
	Credit/Debt	7.6	6.1	6.4	7.0	6.7
	Employment	4.9	5.8	7.1	7.5	6.4
	Government/Legal system	8.7	10.0	11.3	10.9	10.3
	Health/Human rights	2.5	2.6	2.5	2.7	2.6
	Housing	10.8	11.7	11.0	10.6	11.0
	Motor vehicles	3.3	3.0	2.7	2.6	2.9
	Personal injury	0.9	0.8	0.8	0.9	0.8
	Wills/Estates	2.6	2.8	2.8	2.9	2.8
	Civil-other	2.6	1.8	1.9	2.5	2.2
Civil	**Total Civil**	**49.1**	**49.6**	**51.3**	**52.8**	**50.8**
Total (%)		100	100	100	100	100
Total (No.)		*53 161*	*57 647*	*61 785*	*62 452*	*235 045*

Figure 9: Percentage of inquiries by area of law
NSW Community Legal Centres (Generalist), 1999–2002



Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- The most frequent type of inquiry was Civil Law (51%), followed by Family Law (32%) and Criminal Law (17%).
- Domestic violence accounted for about 45 per cent of the Criminal Law inquiries.
- The most frequent of the inquiries concerning Civil Law were about housing (11% of all inquiries), government/legal system (10%), credit/debt (7%), employment (6%) and consumers (4%). At a more detailed level, inquiries about Civil Law concerned the following:
  - 74 per cent of housing inquiries were related to tenancy, and 21 per cent to neighbours and fencing.
  - 62 per cent of government/legal system inquiries were about the legal system, 15 per cent about government, and 10 per cent about pensions and allowances.
  - 51 per cent of employment inquiries were about employment (general) and 32 per cent about unfair termination.

Based on the chi-square examining broad area of law by year:

- The proportion of all inquiries concerning Family Law *decreased* overall, from 32 per cent in 1999 to 30 per cent in 2002.
- The proportion of all inquiries about Criminal Law also *decreased* overall, from 19 per cent in 1999 to 17 per cent in 2002.
- The proportion of all inquiries about Civil Law *increased* steadily over the four-year period from 49 to 53 per cent.

Based on the chi-square examining specific area of law by year:

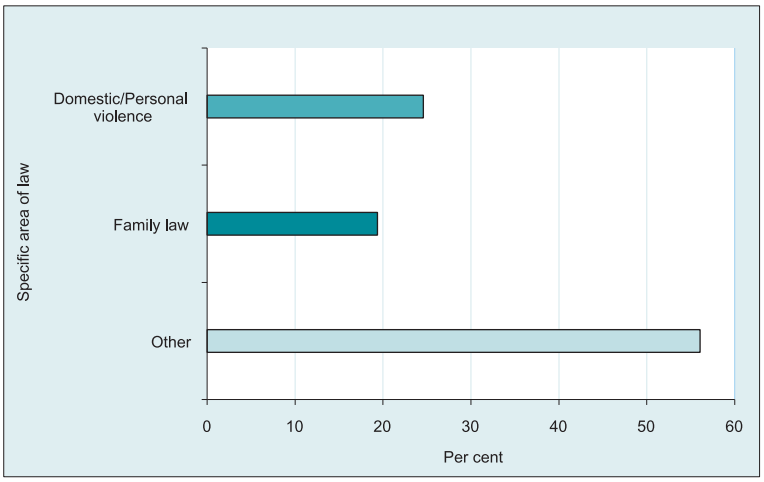
- The largest consistent percentage increases within Civil Law were employment and government/legal system. The only area of Civil Law to undergo a consistent decline in the proportion of inquiries was motor vehicles. The remaining categories showed a mixture of increases and decreases over the four-year period.

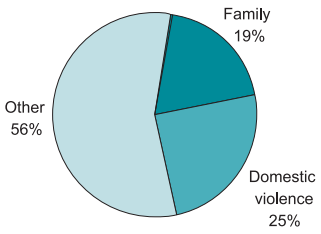
Chamber Magistrate Service

Table 16: Percentage of inquiries by broad area of law and year Chamber Magistrate Service, NSW, 1999–2001

Area of law	*1999 %*	*2000 %*	*2001 %*	*All %*
Family	18.9	19.6	19.6	19.4
Domestic/personal violence	24.1	24.6	25.1	24.6
Other	57.1	55.8	55.3	56.1
Total (%)	100	100	100	100
Total (No.)	*148 974*	*146 851*	*151 255*	*447 080*

Figure 10: Percentage of inquiries by broad area of law Chamber Magistrate Service, NSW, 1999–2001





Note: Data were provided already categorised into these areas of law.

Source: Chamber Magistrates (unpublished data).

Comment

- Twenty-five per cent of inquiries to the Chamber Magistrate Service were about domestic or personal violence.
- A further 19 per cent were about issues regarding Family Law.
- The majority of inquiries were classified as other (56%).
- Based on the chi-square examining broad area of law by year, the proportion of inquiries concerning domestic or personal violence and family law *increased* between 1999 and 2001, with a corresponding *decrease* in the proportion of inquiries classified as other.

Chapter 2: Demographic Characteristics of Service Users

This chapter describes demographic characteristics of those who make inquiries (service users). The characteristics include gender, age, Indigenous Australian status, country of birth, source of income and region of residence.

It should be noted that the demographic data collected by each service varied considerably. A matrix of the availability of demographic variables for each service is included in Appendix 1. There is also a high rate of missing data for a number of the variables. In some cases these missing values have been adjusted for, as discussed in Appendix 4.

Where possible, the demographic profile of service users was compared with that of the NSW population using the index of concentration (IC). More information about the index of concentration is provided in the introduction to Section 1 under 'Methodology' and in Appendix 4.

It needs to be noted that variations in the use of services by different demographic groups could be influenced by a number of factors:

- whether the service targets a particular group
- awareness and knowledge of the service by the group
- the accessibility of the service to the group, for example, appropriate geographic location, availability of interpreting services
- the type and number of legal matters experienced by a particular group
- the quality of the information recorded about the demographic characteristics of a particular group.

Thus, a relatively low proportion of inquiries to a service from young people may be due to a low incidence of legal problems among young people, or a low rate of usage of the service by young people. In turn, low use of a service may reflect lack of awareness of the service, lack of accessibility, or the fact that young people are not a priority group for the service.

Gender

This section compares the proportion of inquiries from men and women and the distribution of inquiries by area of law for men and women.

Services with relevant data are the Legal Aid NSW Information/Advice Service, the Legal Aid NSW Duty Solicitor Service and the NSW Community Legal Centres (Generalist and Specialist). See also data from the Women's Information and Referral Service in Appendix 2.

FOR MORE INFORMATION

Commonwealth Office of the Status of Women, Department of the Prime Minister and Cabinet, *Window on Women: Women's Data Warehouse,* 2003, <http://www.windowonwomen.gov.au/>.

NSW Bureau of Crime Statistics and Research, *Publications and Statistics by Subject—Women,* 1995–1999, <http://www.lawlink.nsw.gov.au/bocsar1.nsf/pages/pub_utoz#women>.

NSW Bureau of Crime Statistics and Research, *Apprehended Violence Orders Statistics for NSW,* 1996–2002, <http://www.lawlink.nsw.gov.au/bocsar1.nsf/pages/pub_atoc#avo>.

Overview

Use of services

Table 17: Percentage of inquiries by gender and service

Gender	Legal Aid NSW Information/Advice 2000–2002		Legal Aid NSW Duty Solicitor 2000–2002		NSW Community Legal Centres 1999–2002		NSW Population 2001
	%	IC	%	IC	%	IC	%
Male	45.6	92	78.3	158	35.6	72	49.4
Female	54.4	107	21.7	42	64.4	127	50.6
Total (%)	100		100		100		100
Total (No.)	*366 633*		*244 299*		*362 435*		*6 371 745*

Note: Shaded areas indicate that the IC is greater than 100.

- For NSW Community Legal Centres and the Legal Aid NSW Information/Advice Service, the ICs for females were higher than 100, indicating that the proportion of inquiries from women was higher than the proportion of women in the NSW population. This is in contrast to the Legal Aid NSW Duty Solicitor Service, which had a disproportionately high proportion of inquiries from men as indicated by the IC of 158 for males (see Table 17).
- Based on the chi-square examining the percentage of inquiries from men and women by year, the trends over time varied between services. The proportion of inquiries from women to the Legal Aid NSW Information/Advice Service *declined*; the proportion of inquiries from women to the Legal Aid NSW Duty Solicitor Service *increased*; and the proportion of inquiries to Community Legal Centres *did not change* significantly.

Legal matter

Note: The Legal Aid NSW Duty Solicitor Service was not included in the analysis of legal matter due to the high proportion of inquiries about Criminal Law (87%).

Table 18: Top 5 specific areas of law by gender and service

Gender	Legal Aid NSW Information/Advice	%	NSW Community Legal Centres	%
Male	General crime	27.9	Government/Legal system	28.9
	Family	24.8	Family	16.1
	Government/Legal system	10.1	Housing	10.2
	Traffic offences	5.4	Credit/Debt	6.9
	Credit/Debt	5.0	General crime	6.6
Female	Family	50.6	Family	34.5
	General crime	9.1	Government/Legal system	17.9
	Government/Legal system	5.3	Housing	9.1
	Credit/Debt	5.0	Domestic violence	7.5
	Housing	3.6	Credit/Debt	5.0

Note: Specific areas of law in common for both services are shaded.
Source: Legal Aid NSW, Community Legal Centres (unpublished data).

- Table 18 shows for men and women separately the top 5 specific areas of law (ranked in order of frequency) for the Legal Aid NSW Information/Advice Service and NSW Community Legal Centres, with areas in common shaded. Although both men and women had a high proportion of family law inquiries for both services, women were significantly more likely than men to inquire about family law.

Proportion of inquiries, Legal Aid NSW Information/Advice Service

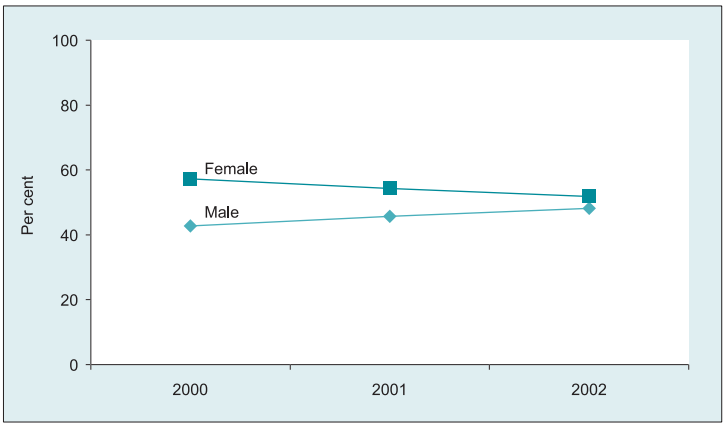
Table 19: Percentage of inquiries by gender and year
Legal Aid NSW Information/Advice Service, 2000–2002

Gender	*2000*	*2001*	*2002*	*All*		*NSW Pop'n*
	%	*%*	*%*	*%*	*IC*	*%*
Male	42.7	45.7	48.2	45.6	92	49.4
Female	57.3	54.3	51.8	54.4	107	50.6
Total (%)	100	100	100	100		100
Total (No.)	*111 543*	*136 708*	*118 382*	*366 633*		*6 371 745*

Notes: Shaded areas indicate that the IC is greater than 100.
Information about gender was missing for an additional 393 (0.1%) inquiries.

Source: Legal Aid NSW (unpublished data).

Figure 11: Percentage of inquiries by gender and year
Legal Aid NSW Information/Advice Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- The overall IC for women was 107, indicating that women had a slightly higher proportion of inquiries in comparison to their share of the population. Men, with an index of 92, had a slightly lower proportion than their share of the population.
- Based on the chi-square examining gender by year, the overall proportion of inquiries from women using the Information/Advice Service *declined* each year, reaching an index of concentration of 102 in 2002. In other words, the proportion of inquiries from men and women almost matched their respective proportions in the population in 2002.

Proportion of inquiries, Legal Aid NSW Duty Solicitor Service

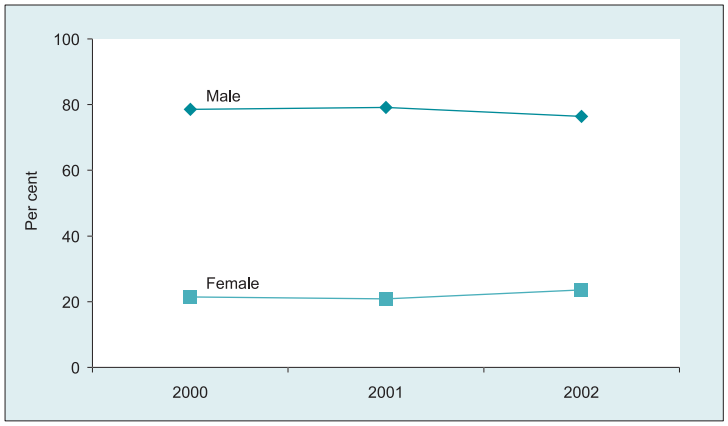
Table 20: Percentage of inquiries by gender and year
Legal Aid NSW Duty Solicitor Service, 2000–2002

Gender	*2000*	*2001*	*2002*	*All*		*NSW Pop'n*
	%	*%*	*%*	*%*	*IC*	*%*
Male	78.5	79.1	76.4	78.3	158	49.4
Female	21.5	20.9	23.6	21.7	42	50.6
Total (%)	100	100	100	100		100
Total (No.)	*103 608*	*88 882*	*51 809*	*244 299*		*6 371 745*

Notes: Shaded areas indicate that the IC is greater than 100.
Information about gender was missing for an additional 23 (< 0.01%) inquiries.

Source: Legal Aid NSW (unpublished data).

Figure 12: Percentage of inquiries by gender and year
Legal Aid NSW Duty Solicitor Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- The majority of inquiries to the Duty Solicitor Service were from men (78%). The IC was 158, indicating that men were much more likely to use the Duty Solicitor Service than would be expected from their proportion of the population. This is in keeping with the higher proportions of men using the courts.[18] By contrast, women, with an index of 42, had a relatively low use of the Service.
- Based on the chi-square examining gender by year, there was an overall *increase* in the proportion of inquiries from women to the Duty Solicitor Service, from 22 per cent to 24 per cent between 2000 and 2002.

[18] See, for example, New South Wales Bureau of Crime Statistics and Research, *New South Wales Criminal Courts Statistics 2002*, <http://www.lawlink.nsw.gov.au/bocsar1.nsf/files/CCS02.pdf/$FILE/CCS02.pdf>

Proportion of inquiries, NSW Community Legal Centres

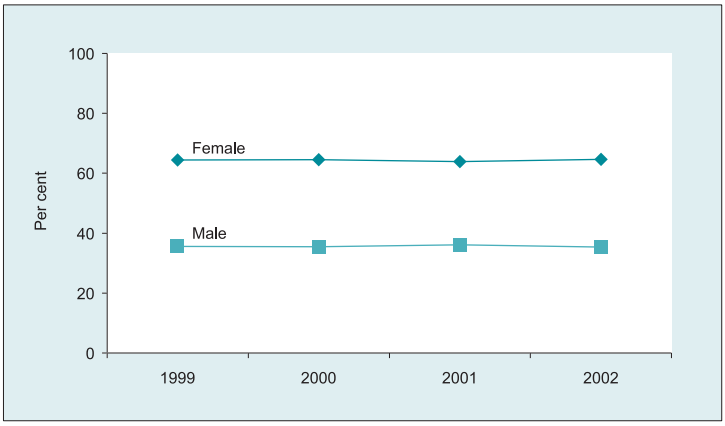
Table 21: Percentage of inquiries by gender and year
NSW Community Legal Centres, 1999–2002

Gender	*1999*	*2000*	*2001*	*2002*	*All*		*NSW Pop'n*
	%	*%*	*%*	*%*	*%*	*IC*	*%*
Male	35.6	35.5	36.1	35.3	35.6	72	49.4
Female	64.4	64.5	63.9	64.7	64.4	127	50.6
Total (%)	100	100	100	100	100		100
Total (No.)	*84 436*	*88 270*	*93 780*	*95 949*	*362 435*		*6 371 745*

Notes: Shaded areas indicate that the IC is greater than 100.
Information about gender was missing for an additional 18184 (5%) inquiries.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Figure 13: Percentage of inquiries by gender and year
NSW Community Legal Centres, 1999–2002



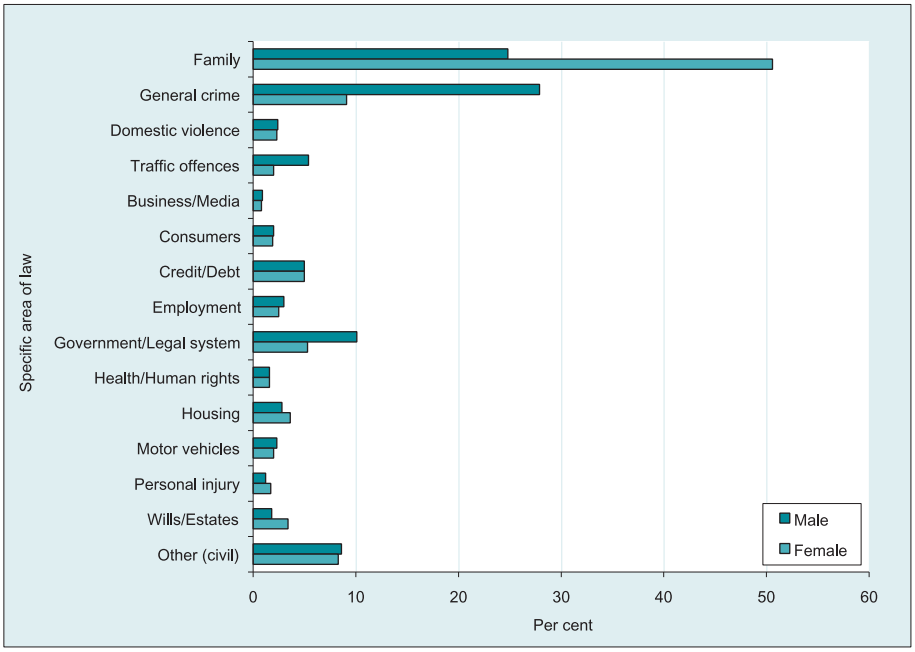
Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- There was a higher proportion of inquiries from women (64%) than from men (36%). The ICs were 127 and 72 respectively, indicating a greater use by women than would be expected given their share of the population.
- Based on the chi-square examining gender by year, the relative proportion of inquiries from men and women to NSW Community Legal Centres *did not change* significantly between 1999 and 2002.

Legal matter, Legal Aid NSW Information/Advice Service

Figure 14: Percentage of inquiries by gender and specific area of law
Legal Aid NSW Information/Advice Service, 2000–2002



Note: N = 221671. Information about gender was missing for an additional 393 (0.1 %) inquiries. See Table 5-1 in Appendix 5 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

Figure 14 shows the percentages of specific area of law of inquiries from men together with the corresponding percentage of inquiries from women.

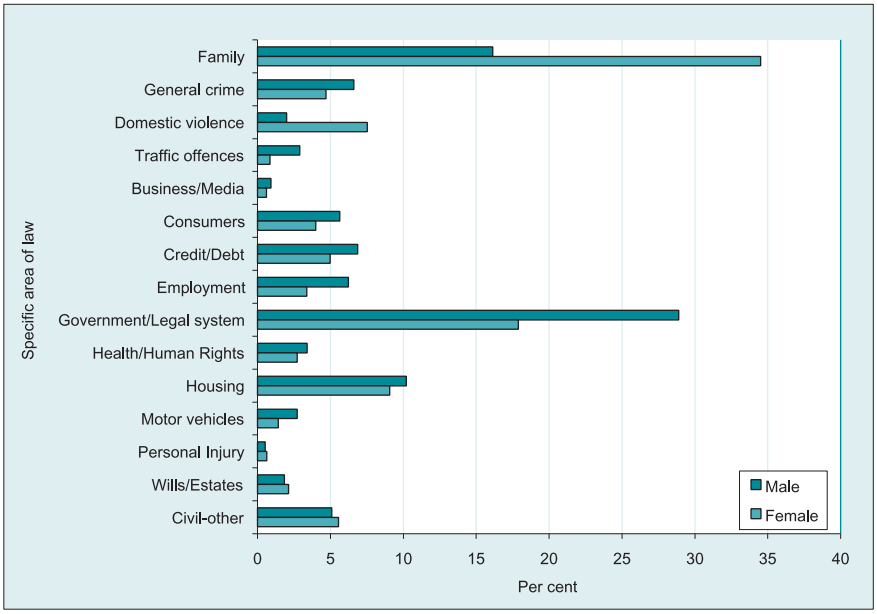
- The highest proportion of inquiries from men were about general crime (almost 3 in 10 inquiries), followed by family, government/legal system, traffic offences and credit/debt (excluding civil–other). Overall, these top five areas accounted for 73 per cent of inquiries from men.
- The highest proportion of inquiries from women were about family (half the inquiries), followed by general crime, credit/debt, government/legal system and housing (excluding civil–other). Overall, these accounted for 74 per cent of inquiries from women.

Based on the chi-square examining specific areas of law for men and women:

- Women were more likely than men to inquire about family law, housing, personal injury and wills/estates. Men, on the other hand, were more likely to inquire about general crime, traffic offences, business/media, employment, government/legal system and motor vehicles.
- There was no significant gender difference in the proportion of inquiries about domestic violence. Legal Aid NSW receives inquiries from both alleged perpetrators and victims of domestic violence.

Legal matter, NSW Community Legal Centres

Figure 15: Percentage of inquiries by gender and specific area of law
NSW Community Legal Centres, 1999–2002



Notes: N = 361396. Information about gender was missing for an additional 19422 (5%) inquiries.
See Table 5-2 in Appendix 5 for more details.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- The highest proportion of inquiries from men related to government/legal system matters (almost 3 in 10), followed by family, housing, credit/debt, and general crime. Overall, these top five areas accounted for almost two thirds of inquiries from men.
- The highest proportion of inquiries from women related to family (1 in 3), followed by government/legal system, housing, domestic violence and credit/debt (civil–other not included). Overall, these top five areas of law accounted for almost three quarters of inquiries from women.

Based on the chi-square test examining specific areas of law for men and women:

- Inquiries about family and domestic violence were more likely to come from women than from men. Many Community Legal Centres adopt a policy of not providing assistance to an alleged perpetrator in domestic violence matters.
- Inquiries about general crime, traffic offences and all areas of Civil Law, except for personal injury and wills/estates were significantly more likely to come from men than from women. More detailed classification of crime showed that for all areas except sexual assault and victims, inquiries from men outnumbered inquiries from women.

Age

This section includes an analysis of the age of service users and the nature of their legal inquiries.

Services with relevant data are the Legal Aid NSW Advice Service, the Legal Aid NSW Duty Solicitor Service, Law Access NSW and NSW Community Legal Centres.

For Legal Aid NSW and LawAccess NSW, age was mapped to the Law and Justice Foundation categories. NSW Community Legal Centre age data were provided in a slightly different grouping. (See Table 22).

Table 22: Law and Justice Foundation and NSW Community Legal Centre categories for age

Law and Justice Foundation categories	*NSW Community Legal Centre categories*
0 to 14	
15 to 17	0 to 17
18 to 24	18 to 20
25 to 34	21 to 30
35 to 44	31 to 40
45 to 54	41 to 50
55 to 64	51 to 65
65 to 74	66 and over
75 and over	

FOR MORE INFORMATION

Australian Bureau of Statistics, *New South Wales' Young People*, Catalogue No. 4123.1, ABS, Canberra, 1998.

Australian Bureau of Statistics, *Older People, New South Wales*, Catalogue No. 4108.1, ABS, Canberra, 2000.

Australian Institute of Health and Welfare, *Older Australians at a Glance*, Australian Institute of Health and Welfare, Canberra, 1999.

O'Connor, Ian and Clare Tilbury, *Legal Aid Needs of Youth*, Legal Aid Branch, Commonwealth Attorney-General's Department, Canberra, 1986.

Bareja, Michael and Kate Charlton, *Statistics on Juvenile Detention in Australia: 1981-2002*, Australian Institute of Criminology Technical and Background Paper Series No. 5, 2003, <http://www.aic.gov.au/publications/tbp/tbp005.pdf>.

Overview

Use of services

Table 23: Percentage of inquiries by age group and service

Age (years)	Legal Aid Advice 2000–2002		Legal Aid Duty 2000–2002		LawAccess NSW 2002		NSW Community Legal Centres[a] 1999–2002		NSW Pop'n 2001
	%	IC	%	IC	%	IC	%	IC	%
0 to 14	1.6	8	2.0	10	0.4	1	1.5	6	20.6
15 to 17	4.5	107	4.0	95					4.2
18 to 24	13.6	148	27.5	219	9.0	97	2.3	56	9.2
25 to 44[b]	52.7	177	55.1	185	57.0	191	46.6	161	29.8
45 to 54	14.1	104	7.5	56	16.8	124	24.7	172	13.5
55 to 64	6.8	72	2.6	28	11.6	123	16.5	107	9.4
65 and over	6.7	51	1.3	10	5.2	39	8.4	68	13.2
Total (%)	100		100		100		100		100
Total (No.)	*138 258*		*244 087*		*11 105*		*380 619*		*6 371 745*

a CLC age groups were defined slightly differently as outlined in Table 22.

b The age groups 25 to 34 and 35 to 44 have been combined as they showed a similar pattern across all services.

Note: Shaded areas indicate that that IC is greater than 100.

- A consistent pattern of inquiries from different age groups emerged across services, with 25 to 44 year olds having a high proportion of inquiries in all services. The proportion of inquiries tapered off for the younger and older age groups (see Table 23).
- It is worth noting the high level of use of the Legal Aid NSW Advice Service by 15 to 17 year olds in comparison to their use of the other services. This could be linked to the existence of the Legal Aid NSW Hotline for Under 18s, which targets this group.
- No clear patterns were discernable in relation to changes in the use of services by different age groups over the years for which data are available.

Legal matter

Note: The Legal Aid NSW Duty Solicitor Service was not included in the analysis of age by legal matter due to the high proportion of inquiries about Criminal Law (87%).

Table 24: Broad area of law about which each age group was more likely to inquire, by service

Age (years)	Legal Aid NSW Advice 2000–2002	LawAccess NSW 2002	NSW Community Legal Centres[a] 1999–2002
0 to 14	Crime	Crime	Crime
15 to 17	Crime	Crime	
18 to 24	Crime	Crime	Crime
25 to 34	Family		Crime
35 to 44	Family	Family	Family
45 to 54	Family		Family
55 to 64	Civil	Civil	Civil
65 to 74	Civil	Civil	Civil
75 and over	Civil	Civil	

a CLC age groups are slightly different to the other services. See Table 22 for more details.

- The type of legal matter and age of clients were related in all services, with similar patterns emerging across services. Compared with the sample as a whole, inquiries from the younger age groups were more likely to be about Criminal Law, inquiries from the middle age groups were more likely to be about Family Law and inquiries from the older age groups were more likely to be about Civil Law.

Proportion of inquiries, Legal Aid NSW Advice Service

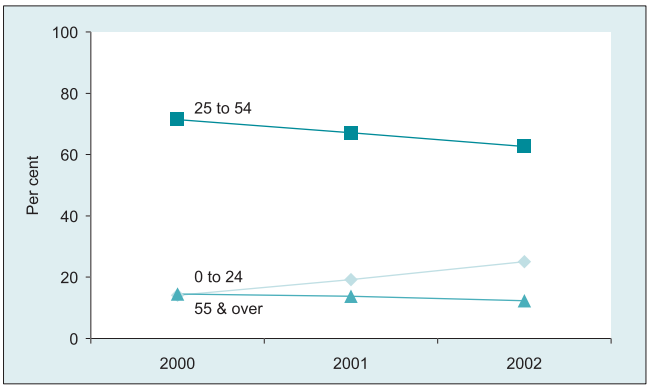
Table 25: Percentage of inquiries by age group and year
Legal Aid NSW Advice Service, 2000–2002

Age (years)	2000 %	2001 %	2002 %	All %	All IC	NSW Pop'n %
0 to 14	1.0	1.5	2.3	1.6	8	20.6
15 to 17	1.6	3.9	7.7	4.5	107	4.2
18 to 24	11.5	13.8	15.1	13.6	148	9.2
25 to 34	26.7	25.8	25.6	26.0	179	14.5
35 to 44	28.9	27.1	24.4	26.7	175	15.3
45 to 54	15.8	14.2	12.6	14.1	104	13.5
55 to 64	7.4	6.9	6.3	6.8	72	9.4
65 to 74	4.1	3.7	3.2	3.7	52	7.1
75 and over	3.0	3.2	2.8	3.0	49	6.1
Total (%)	100	100	100	100		100
Total (No.)	*42 977*	*46 302*	*48 979*	*138 258*		

Notes: Shaded areas indicate that the IC is greater than 100.
Information about age was missing for an additional 975 (0.7%) inquiries for the Advice Service. Age was not collected for 227793 inquiries to the Information Service.

Source: Legal Aid NSW (unpublished data).

Figure 16: Percentage of inquiries by age group and year
Legal Aid NSW Advice Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- 15 to 54 year olds generated more inquiries than would be expected given their share of the population. This is reflected in the ICs for these groups, which peak at 179 for 25 to 34 year olds and then gradually decline.
- The proportion of inquiries made by 15 to 17 year olds was slightly higher than would be expected given this group's share of the population (IC of 107). These inquiries included data from the Legal Aid NSW Hotline for Under 18s, which was set up in 1998 to provide free Criminal Law advice to children and young people throughout New South Wales.
- Over 54 year olds had a lower proportion of inquiries than would be expected given their share of the population, with the share of inquiries declining for the older age groups.
- There was also a low proportion of inquiries for under 15 year olds. This result is not surprising, given that practitioners report that few people under 12 seek legal assistance.
- Based on the chi-square examining age by year, there was a steady *increase* in the proportion of inquiries made by 15 to 24 year olds between 2000 and 2002, and a *decrease* in the proportion of inquiries from all other age groups.

Proportion of inquiries, Legal Aid NSW Duty Solicitor Service

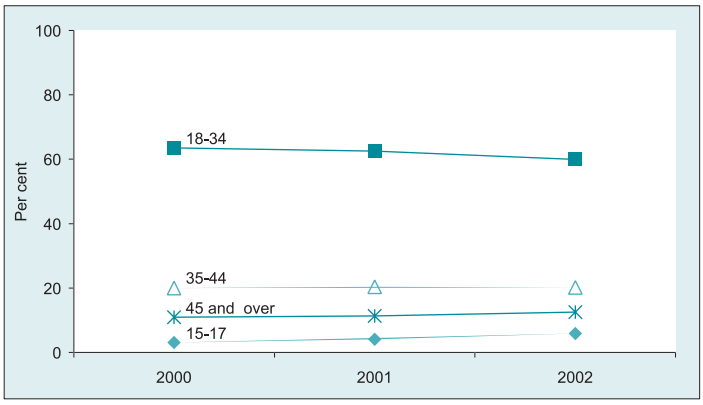
Table 26: Percentage of inquiries by age group and year
Legal Aid NSW Duty Solicitor Service, 2000–2002

Age (years)	*2000 %*	*2001 %*	*2002 %*	*All % *	*IC*	*NSW pop'n %*
0 to 14	2.6	1.6	1.6	2.0	10	20.6
15 to 17	3.1	4.1	5.9	4.0	95	4.2
18 to 24	27.9	27.7	26.4	27.5	219	9.2
25 to 34	35.6	34.8	33.5	34.9	241	14.5
35 to 44	20	20.4	20.2	20.2	132	15.3
45 to 54	7.2	7.6	7.8	7.5	56	13.5
55 to 64	2.5	2.5	3.0	2.6	28	9.4
65 to 74	0.8	0.8	1.1	0.9	13	7.1
75 and over	0.4	0.4	0.6	0.4	7	6.1
Total (%)	100	100	100	100		100
Total (No.)	*103 528*	*88 803*	*51 756*	*244 087*		

Notes: Shaded areas indicate that the IC is greater than 100.
Information about age was missing for an additional 235 (0.1%) inquiries.

Source: Legal Aid NSW (unpublished data).

Figure 17: Percentage of inquiries by age group and year
Legal Aid NSW Duty Solicitor, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- 18 to 44 year olds generated more inquiries than would be expected given their share of the population. This is reflected in the ICs for these groups, which peak at 241 for 25 to 34 year olds. Given that the majority of inquiries to the Duty Solicitor Service concerned Criminal Law, this finding is consistent with relatively more young adults appearing before criminal courts.[19]
- Over 44 year olds had a lower proportion of inquiries than would be expected given their share of the population. The proportion of inquiries from older age groups steadily declined, reaching an index of concentration of only 7 for over 75 year olds. There was also a low proportion of inquiries for under 18 year olds, with a particularly low rate for under 15 year olds (IC of 10).[20]
- Based on the chi-square examining age by year, there was a steady *increase* in the proportion of legal matters dealt with for 15 to 17 year olds and over 45 year olds. There was a *decrease* in the proportion of matters for 18 to 34 year olds. The proportion of inquiries from 35 to 44 year olds remained *steady*.

[19] See, for example, New South Wales Bureau of Crime Statistics and Research, *New South Wales Criminal Courts Statistics 2002*, <http://www.lawlink.nsw.gov.au/bocsar1.nsf/files/CCS02.pdf/$FILE/CCS02.pdf>.

[20] Legal Aid NSW has a separate Children's Legal Service which represents children and young people under 18 in criminal and child welfare cases before the Children's Court.

Proportion of inquiries, LawAccess NSW

Table 27: Percentage of inquiries by age group
LawAccess NSW, 2002

Age[a] *(years)*	*%*	*IC*	*NSW pop'n %*
Under 17	0.4	1	25.0
18 to 24	9.0	97	9.2
25 to 34	32.8	226	14.5
35 to 44	24.2	158	15.3
45 to 54	16.8	124	13.5
55 to 64	11.6	123	9.4
65 and over	5.2	39	13.2
Total (%)	100		100
Total (No.)	*11 105*		

a The age groups 0 to 14 and 15 to 17 have been combined due to the small proportion of inquiries for these groups. Similarly for 65-74 and 75 and over.

Note: Shaded areas indicate that the IC is greater than 100.
Information about age was missing for an additional 49995 (82%) inquiries.

Source: LawAccess NSW (unpublished data).

Comment

- Birth date information was only available for 18 per cent of all inquiries. Despite possible problems with the validity of the results, these data have been included as the results are similar to the patterns found in the other services for which age is available.
- 25 to 64 year olds had a higher proportion of inquiries than would be expected given their share of the population. This is reflected in the high ICs for these groups, peaking at 226 for 25 to 34 year olds.
- In contrast, over 64 year olds, with an IC of 39, had a lower proportion of inquiries than would be expected.
- Young people (under 17 year olds) had a very low use of the service, with an IC of 1.

Proportion of inquiries, NSW Community Legal Centres

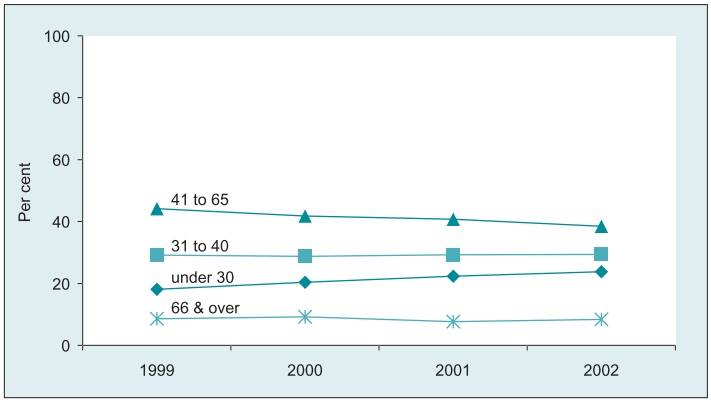
Table 28: Percentage of inquiries by age group and year
NSW Community Legal Centres, 1999–2002

Age (years)	*1999* *%*	*2000* *%*	*2001* *%*	*2002* *%*	*All* *%*	*IC*	*NSW Pop'n* *%*
0 to 17	1.0	1.4	1.4	2.1	1.5	6	25.0
18 to 20	1.7	2.3	2.4	2.8	2.3	56	4.1
21 to 30	15.4	16.6	18.5	18.9	17.4	126	13.8
31 to 40	29.1	28.8	29.2	29.4	29.2	193	15.1
41 to 50	26.0	25.0	24.5	23.4	24.7	172	14.3
51 to 65	18.1	16.7	16.3	15.1	16.5	107	15.4
66 & over	8.6	9.2	7.7	8.4	8.4	68	12.3
Total (%)	100	100	100	100	100		100
Total (No.)	*89 934*	*91 923*	*96 912*	*101 853*	*380 619*		

Notes: Shaded areas indicate that the IC is greater than 100.
Age groups are those provided by the National Information Scheme. They do not correspond to the groupings used for other services.
Information about age was missing for 209340 (55%) inquiries (age was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Figure 18: Percentage of inquiries by age group and year
NSW Community Legal Centres, 1999–2002



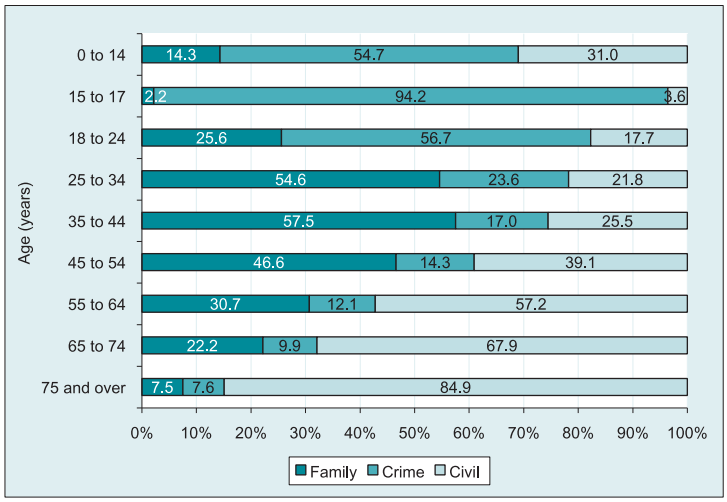
Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- The high proportion of inquiries without information about age (55%) should be noted.
- The proportion of inquiries from 21 to 65 year olds was high relative to this group's share of the NSW population. Of these inquirers, approximately two out of three were between 31 and 50 years old. This is reflected in the high ICs for these groups, peaking at 193 for 31 to 40 year olds.
- The proportion of inquiries for under 18 (IC of 6), 18 to 20 (IC of 56) and over 65 year olds (IC of 68) was low relative to their proportion of the NSW population. The low rate of inquiries for under 18 year olds is not surprising given that practitioners report that few people under 12 seek legal assistance on their own. It was not possible to further break down inquiries from under 18 year olds.
- Based on the chi-square examining age by year, the proportion of inquiries for under 31 year olds *increased slightly*; for 31 to 40 year olds *decreased* in 2000, and then *increased* in 2001 and 2002; for 41 to 65 year olds *decreased* from 1999 to 2002; and for over 65 year olds *fluctuated* over time.

Legal matter, Legal Aid NSW Advice Service

Figure 19: Percentage of inquiries by age group and broad area of law
Legal Aid NSW Advice Service, 2000–2002



Notes: N = 122651. Information about age was missing for an additional 865 (0.7%) inquiries for the Advice Service.
Age was not collected for 227793 inquiries to the Information Service.
See Table 5-3 in Appendix 5 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

Based on the chi-square examining broad area of law by age:

- Under 25 year olds were significantly more likely to inquire about Criminal Law. Inquiries about Criminal Law were particularly high for 15 to 17 year olds. More than 9 in 10 inquiries from this particular group were in the area of Criminal Law. As noted earlier, these inquiries include data from the Legal Aid NSW Hotline for Under 18s, which provides free Criminal Law advice to children and young people throughout New South Wales.
- 25 to 54 year olds were significantly more likely to inquire about Family Law and less likely to inquire about Criminal Law. These age groups accounted for 84 per cent of inquiries about Family Law.
- Service users over 55 years old were significantly more likely to inquire about Civil Law, with inquiry rates for Civil Law increasing in the older age groups.

Based on the chi-square, Table 29 shows the specific legal matters that each age group inquired about at a rate higher than sample rate.

Table 29: Specific area of law about which each age group was more likely to inquire
Legal Aid NSW Advice Service, 2000–2002

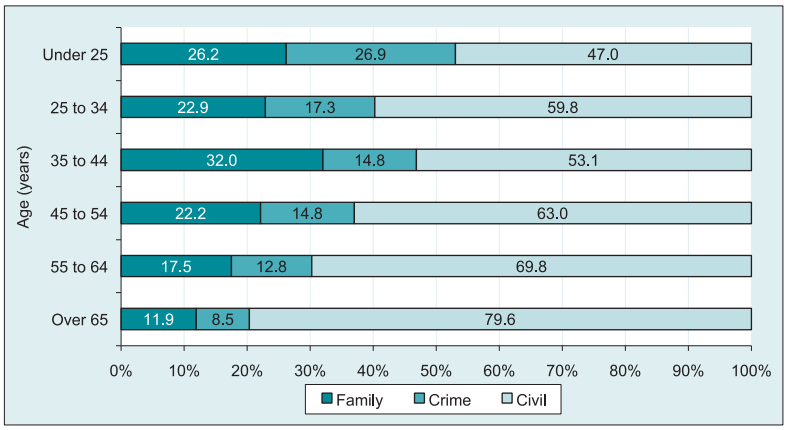
Age (years)	*Specific area of law*
0 to 14	General crime, Wills/Estates
15 to 17	General crime
18 to 24	General crime, Traffic offences
25 to 34	Family, Traffic offences
35 to 44	Family, Business/Media
45 to 54	Family, all Civil except for Government/Legal system
55 to 64	All Civil
65 to 74	All Civil except Employment
75 and over	Consumers, Government/Legal system,[a] Health/Human rights, Housing, Personal injury, Wills/Estates.

a 60 per cent of inquiries about government/legal system were about veterans' matters. We note that Legal Aid NSW has a Veterans' Advocacy Service.

Source: Legal Aid NSW (unpublished data).

Legal matter, LawAccess NSW

Figure 20: Percentage of inquiries by age group and broad area of law
LawAccess NSW, 2002



Notes: N = 11093. Information about age was missing for an additional 50007 (81.8%) inquiries.
The age groups 0 to 14, 15 to 17 and 18 to 24 were combined due to the small proportion of inquiries. Similarly for 65 to 74 and over 74 year olds.
See Table 5-4 in Appendix 5 for more details.

Source: LawAccess NSW (unpublished data).

Comment

- Birth date information was only available for 18 per cent of all inquiries. Despite possible problems with the validity of the results, these data have been included as the results are similar to the patterns found in the other services.

For all age groups, the majority of inquiries were about Civil Law. However, based on the chi-square examining broad area of law by age, some age groups were even more likely than other age groups to inquire about Civil Law. Specifically, compared with all inquiries:

- Inquiries from the 55 and over age groups were more likely to be about Civil Law and less likely to be about Criminal or Family Law.
- Inquiries from under 25 year olds were less likely to be about Civil Law and more likely to be about Criminal Law.
- Inquiries from 35 to 44 year olds were less likely to be about Civil Law and more likely to be about Family Law.

Based on the chi-square, Table 30 shows the specific legal matters that each age group inquired about at a rate higher than the sample rate.

Table 30: Specific area of law about which each age group was more likely to inquire
LawAccess NSW, 2002

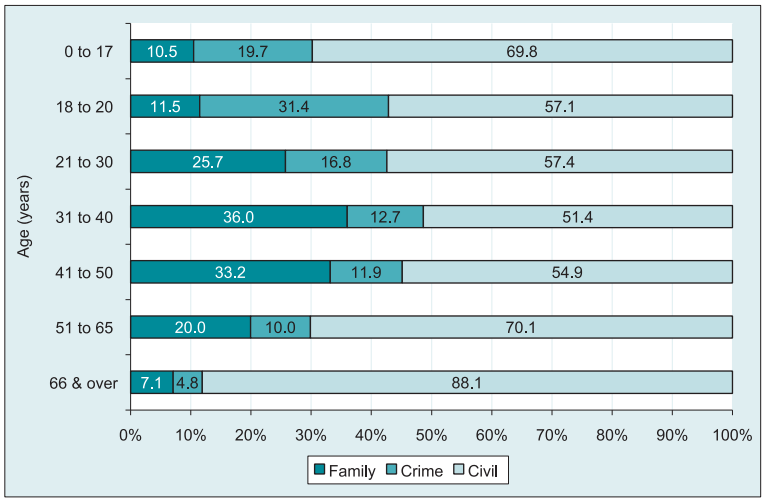
Age (years)	*Specific area of law*
Under 25	General crime, Traffic offences, Motor vehicles
25 to 34	Traffic offences, Credit/Debt, Motor vehicles
35 to 44	Family law
45 to 54	Personal injury, Wills/Estates
55 to 64	Government/Legal system, Health, Housing, Wills/Estates
65 and over	Government/Legal system, Housing, Wills/Estates

Note: N = 11093. Information about age was missing for an additional 50007 (82%) inquiries.

Source: LawAccess NSW (unpublished data).

Legal matter, NSW Community Legal Centres

Figure 21: Percentage of inquiries by age group and broad area of law
NSW Community Legal Centres, 1999–2002



Notes: N = 379481. Information about age was missing for 208715 (55%) inquiries (age was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.
See Table 5-5 in Appendix 5 for more details.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- The high proportion of inquiries without information about age (55%) should be noted.

For all age groups, the majority of inquiries were about Civil Law. However, based on the chi-square examining broad area of law by age, some age groups were even more likely than other age groups to inquire about Civil Law. Specifically, compared with all inquiries:

- Inquiries from the over 50 year old age groups were more likely to be about Civil Law and less likely to be about Criminal or Family Law.
- Inquiries from the under 20 year old age groups were more likely to be about Criminal Law and less likely to be about Family Law.
- Inquiries from 21 to 30 year olds were less likely to be about Civil Law and more likely to be about Criminal Law.
- Inquiries from the 31 to 50 year old age groups were less likely to be about Civil and Criminal Law and more likely to be about Family Law.

Based on the chi-square, Table 31 shows the specific legal matters that each age group inquired about at a rate higher than the sample rate.

Table 31: Specific area of law about which each age group was more likely to inquire
NSW Community Legal Centres, 1999–2002

Age (years)	*Specific area of law*
0 to 17	General crime, Consumers, Credit/Debt, Government/ Legal system, Health/Human rights
18 to 20	General crime, Traffic offences, Government/Legal system, Health/Human rights
21 to 30	General crime, Domestic violence, Traffic offences, Employment, Government/Legal system, Housing,[a] Motor vehicles
31 to 40	Family, Domestic violence
41 to 50	Family, Domestic violence, Consumers, Credit/Debt
51 to 65	Business/Media, Consumers, Credit/Debt, Employment, Government/Legal system, Health/Human rights, Housing,[a] Personal injury, Wills/Estates
66 and over	Consumers, Housing,[a] Personal injury, Wills/Estates

a In the younger age groups, housing inquiries related predominantly to tenancy (93%), but in the older age groups, only 10 per cent were about tenancy, with the remainder concerning neighbours, noise, strata and fences.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Country of birth

This section covers the country of birth of service users and the nature of the legal matters about which they inquire.

Services with available data are the Legal Aid NSW Advice Service, Legal Aid NSW Duty Solicitor Service, and NSW Community Legal Centres.

Country of birth was mapped to Law and Justice Foundation categories (see Table 32). These categories are based on geographic regions used by the Australian Bureau of Statistics,[21] modified so that English-speaking countries (Australia, New Zealand, United Kingdom/Ireland and North America) are presented separately to non-English speaking countries. Some of the Australian Bureau of Statistics categories have been conflated, e.g. North-west, Southern and Eastern Europe are combined into Europe; and some have been further divided, e.g. Oceania has been divided into Australia, New Zealand and the Pacific Islands.

Table 32: Law and Justice Foundation groupings for country of birth of inquirers

English speaking	Australia New Zealand United Kingdom/Ireland North America
Non-English speaking	Pacific Islands Asia Middle East/North Africa Africa (excluding North Africa) South/Central America Europe

FOR MORE INFORMATION

Duignan, Jonathon and Staden, Frances, *Free and Independent Immigration Advice: an Analysis of Data Collected by the Immigration Advice and Rights Centre July 1990–November 1992*, Australian Government Publishing Service, Canberra, 1995.

Law and Justice Foundation of NSW, *Immigration Advice and Rights Centre Website Evaluation and Needs Analysis*, 2002, <http://www.lawfoundation.net.au/resources/iarc/report_final.html>.

NSW Bureau of Crime Statistics and Research, *Publications and Statistics by Subject—Ethnicity*, <http://www.lawlink.nsw.gov.au/bocsar1.nsf/pages/pub_dtoh#ethnicity>.

[21] Australian Bureau of Statistics, *Australian Standard Classification Of Cultural and Ethnic Groups*, Catalogue No. 1249.0, <http://www.ausstats.abs.gov.au/>.

Overview

Use of services

Table 33: Percentage of inquiries by country of birth and service

Country of birth		Legal Aid Advice 2000–2002		Legal Aid Duty Solicitor 2000–2002		NSW Community Legal Centres 1999–2002		NSW pop'n 2001
		Inquiries %	IC	Inquiries %	IC	Inquiries %	IC	%
English speaking	Australia	67.0	89	78.4	104	63.8	84	75.2
	New Zealand	2.6	173	3.5	233	2.3	153	1.5
	United Kingdom/Ireland	3.3	67	2.2	44	5.0	102	4.9
	North America	0.5	100	0.3	60	0.8	160	0.5
	Total English speaking	**73.4**	**89**	**84.4**	**103**	**71.9**	**87**	**82.1**
Non-English speaking[a]	Pacific Islands	2.2	200	2.2	200	2.0	181	1.1
	Asia	10.1	134	5.7	76	10.6	141	7.5
	Sub-Saharan Africa	1.0	125	0.5	62	1.3	162	0.8
	North Africa/Middle East	5.2	247	2.9	138	4.2	200	2.1
	South/Central America	1.7	242	0.8	114	2.7	385	0.7
	Europe	6.4	112	3.5	61	7.3	128	5.7
	Total non-English speaking	**26.6**	**149**	**15.6**	**87**	**28.1**	**156**	**17.9**
Total (%)		100		100		100		100
Total (No.)		*85 921*		*230 542*		*379 471*		

a Includes South Africa

Note: Shaded areas indicate that the IC is greater than 100.

- The proportion of inquiries from service users who were born in non-English speaking countries varied across services. Relative to their proportion of the population, there was a greater use of Community Legal Centres and the Legal Aid NSW Advice Service by people born in non-English speaking countries (IC of 156 and 149 respectively). The proportion of inquiries to the Legal Aid NSW Duty Solicitor Service from service users born in non-English speaking countries was lower than expected, given their share of the NSW population (IC of 87).

Table 34: Top 3 ICs for inquiries from service users born in non-English speaking countries, by service

Legal Aid NSW Advice	IC	Legal Aid NSW Duty Solicitor	IC	NSW Community Legal Centres	IC
North Africa/Middle East	247	Pacific Islands	200	South/Central America	385
South/Central America	242	North Africa/Middle East	138	North Africa/Middle East	200
Pacific Islands	200	South/Central America	114	Pacific Islands	181

- For service users born in non-English speaking countries, those born in North Africa/Middle East, South/Central America and the Pacific Islands made the greatest number of inquiries relative to their proportion of the NSW population to all three services (see Table 34).
- Of the English speaking countries, service users born in New Zealand made more inquiries to all three services than would be expected given their share of the population. The proportion of inquiries from service users born in the other English speaking countries varied for each service.

Legal matter

Data from two services—the Legal Aid NSW Information/Advice Service and NSW Community Legal Centres—were analysed in terms of the types of legal matters about which different groups made inquiries. Data from the Legal Aid NSW Duty Solicitor Service were not included due to the high proportion of inquiries about Criminal Law (87%).

The chi-square examining broad area of law by country of birth revealed that, in comparison to their total proportion of inquiries:

- Service users born in non-English speaking countries were more likely to inquire about Civil Law.
- Service users born in English speaking countries were more likely to inquire about Criminal Law than service users born in non-English speaking countries.
- Inquiries about Family Law from service users born in non-English speaking countries varied between the two services. Compared with service users born in English speaking countries, those born in non-English speaking countries were more likely to make inquiries about Family Law to the Legal Aid NSW Advice Service and less likely to make inquiries about Family Law to NSW Community Legal Centres.

The chi-square examining specific area of law by country of birth revealed that, in comparison to their total proportion of inquiries:

- Inquiries about the government/legal system area of Civil Law were consistently higher than expected for service users born in non-English speaking countries of birth. A large proportion of these were about immigration/refugee matters for both services (62% and 79% respectively).

Proportion of inquiries, Legal Aid NSW Advice Service

Table 35: Percentage of inquiries by country of birth and year
Legal Aid NSW Advice Service, 2000–2002

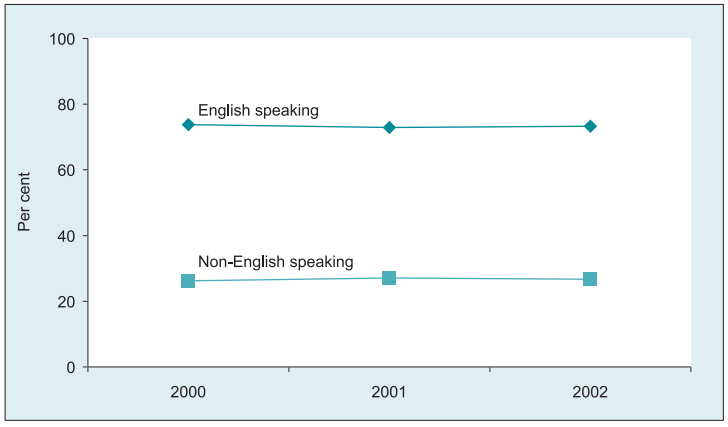
Country of birth		*2000*	*2001*	*2002*	*All*		*NSW Pop'n*
		%	*%*	*%*	*%*	*IC*	*%*
English speaking	Australia	67.3	66.5	67.1	67.0	89	75.2
	New Zealand	2.6	2.6	2.6	2.6	173	1.5
	United Kingdom/Ireland	3.4	3.3	3.1	3.3	67	4.9
	North America	0.5	0.4	0.5	0.5	100	0.5
	Total English speaking	73.8	72.9	73.3	73.3	89	82.1
Non-English speaking[a]	Pacific Islands	1.9	2.2	2.5	2.2	200	1.1
	Asia	9.7	10.2	10.3	10.1	134	7.5
	Sub-Saharan Africa	1.0	1.1	1.0	1.0	125	0.8
	North Africa/Middle East	5.1	5.4	5.0	5.2	247	2.1
	South/Central America	1.7	1.7	1.8	1.7	242	0.7
	Europe	6.8	6.5	6.1	6.4	112	5.7
	Total non-English speaking	26.2	27.1	26.7	26.7	149	17.9
Total (%)		100	100	100	100		100
Total (No.)		*27 191*	*28 532*	*30 198*	*85 921*		

a Includes South Africa.

Notes: Shaded areas indicate that the IC is greater than 100.
Information about country of birth was missing for an additional 53335 (38.3%) inquiries for the Advice Service. The data have been adjusted to take this into account as outlined in Appendix 4. Country of birth was not collected for 227770 inquiries to the Information Service.

Source: Legal Aid NSW (unpublished data).

Figure 22: Percentage of inquiries by country of birth and year
Legal Aid NSW Advice Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- There was a high proportion of inquiries without information about country of birth (38%).
- There was a greater number of inquiries from people born in non-English speaking countries than would be expected given their share of the population (IC of 149).
- In terms of inquiries from those born in non-English speaking regions, North Africa/Middle East had the highest IC (247), followed by South/Central America (242) and the Pacific Islands (200).
- Among service users born in English speaking countries, only those born in New Zealand generated a greater proportion of inquiries than would be expected given their share of the population (IC of 173).
- Based on the chi-square examining country of birth by year, there was *no significant change* in the overall proportion of inquiries from service users born in English speaking and non-English speaking countries from 2000 to 2002.

Proportion of inquiries, Legal Aid NSW Duty Solicitor Service

Table 36: Percentage of inquiries by country of birth and year
Legal Aid NSW Duty Solicitor Service, 2000–2002

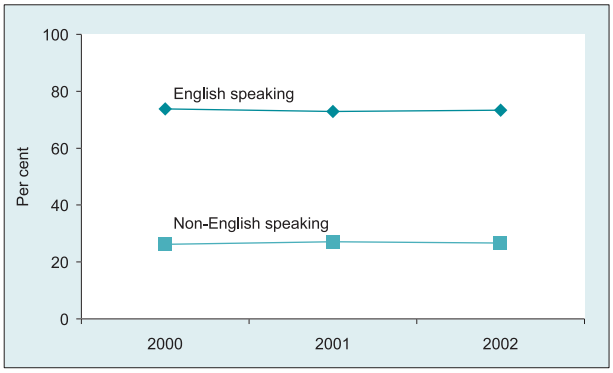
Country of birth		*2000*	*2001*	*2002*	*All*		*NSW pop'n*
		%	*%*	*%*	*%*	*IC*	*%*
English speaking	Australia	78.4	78.6	78.3	78.4	104	75.2
	New Zealand	3.5	3.5	3.6	3.5	233	1.5
	United Kingdom/Ireland	2.1	2.2	2.2	2.2	44	4.9
	North America	0.3	0.3	0.3	0.3	60	0.5
	Total English speaking	84.2	84.5	84.4	84.4	103	82.1
Non-English speaking[a]	Pacific Islands	2.3	2.1	2.1	2.2	200	1.1
	Asia	6.1	5.6	5.3	5.7	76	7.5
	Sub-Saharan Africa	0.5	0.5	0.7	0.5	62	0.8
	North Africa/Middle East	2.8	2.9	3.0	2.9	138	2.1
	South/Central America	0.8	0.7	0.8	0.8	114	0.7
	Europe	3.4	3.6	3.8	3.5	61	5.7
	Total non-English speaking	15.8	15.5	15.6	15.6	87	17.9
Total (%)		100	100	100	100		100
Total (No.)		*98 765*	*84 024*	*47 753*	*230 542*		

a Includes South Africa.

Notes: Shaded areas indicate that the IC is greater than 100.
Information about country of birth was missing for an additional 12903 (5.3%) inquiries.

Source: Legal Aid NSW (unpublished data).

Figure 23: Percentage of inquiries by country of birth and year
Legal Aid NSW Duty Solicitor, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- Overall, there were fewer inquiries from people born in non-English speaking countries than would be expected given their share of the population (IC of 87).
- This was not the case for all service users born in non-English speaking countries—inquiries from service users born in the Pacific Islands had an IC of 200, followed by North Africa/Middle East (138) and South/Central America (114).
- Of those born in English speaking countries, service users born in New Zealand, with an IC of 233, were twice as likely to make inquiries as would be expected given their share of the population. Australian born service users made about the number of inquiries that would be expected given their share of the population (104).
- Based on the chi-square examining country of birth by year, there was *no significant variation* in the proportion of inquiries made by service users born in a non-English speaking country between 2000 and 2002.

Proportion of inquiries, NSW Community Legal Centres

Table 37: Percentage of inquiries by country of birth and year
NSW Community Legal Centres, 1999–2002

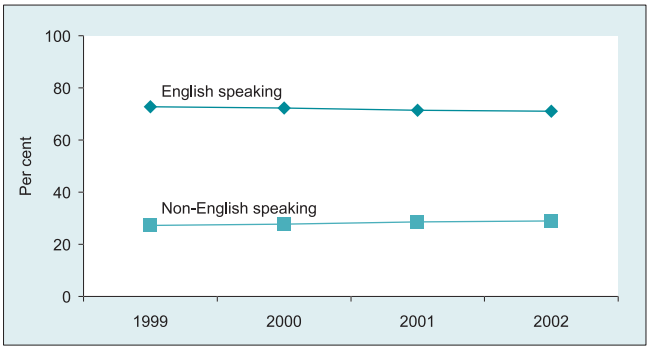
Country of birth		1999 %	2000 %	2001 %	2002 %	All %	All IC	NSW Pop'n %
English speaking	Australia	65.0	63.9	63.2	63.0	63.8	84	75.2
	New Zealand	2.2	2.3	2.3	2.4	23	153	1.5
	United Kingdom/Ireland	4.8	6.0	5.1	4.7	5.0	102	4.9
	North America	0.7	0.8	0.8	0.9	0.8	160	0.5
	Total English speaking	**72.7**	**73**	**71.4**	**71.0**	**71.9**	**87**	**82.1**
Non-English speaking[a]	Pacific Islands	2.1	1.9	2.0	2.0	2.0	181	1.1
	Asia	10.0	10.2	11.0	11.1	10.6	141	7.5
	Africa (excl. North Africa)	1.2	1.2	1.3	1.4	1.3	162	0.8
	North Africa/Middle East	4.0	4.4	4.2	4.4	4.2	200	2.1
	South/Central America	2.7	2.6	2.7	2.8	2.7	385	0.7
	Europe	7.1	7.4	7.3	7.3	7.3	128	5.7
	Total non-English speaking	**27.3**	**27.0**	**28.6**	**29.0**	**28.1**	**156**	**17.9**
Total (%)		100	100	100	100	100		100
Total (No.)		*89 809*	*91 666*	*96 541*	*101 455*	*379 471*		

a Includes South Africa.

Notes: Shaded areas indicate that the IC is greater than 100.
Information about country of birth was missing for 163173 (43%) inquiries (country of birth was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Figure 24: Percentage of inquiries by country of birth and year
NSW Community Legal Centres, 1999–2002



Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

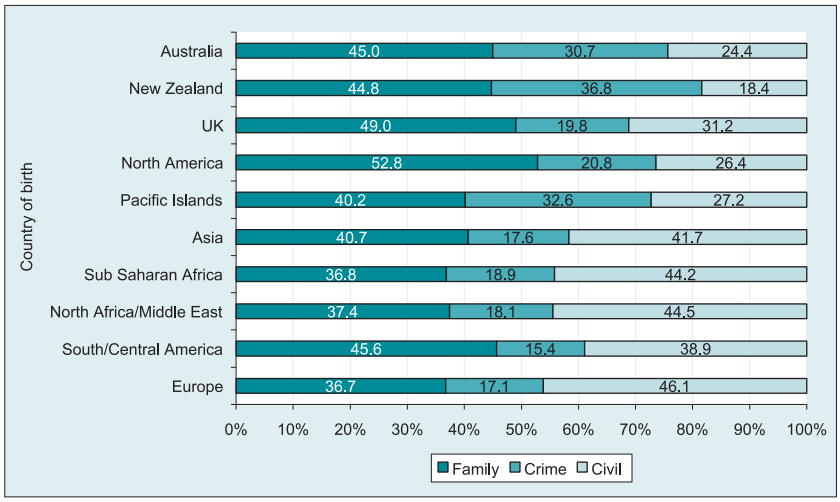
- There was a high proportion of inquiries without information about country of birth (43%).
- Overall, service users born in a non-English speaking country, with an IC of 156, made more inquiries to NSW Community Legal Centres than would be expected given their share of the population. This was the case for all non-English speaking countries, with service users born in South/Central America having the highest IC (385), followed by North Africa/Middle East (200) and the Pacific Islands (181).
- Among service users who were born in an English speaking country, only those born in Australia made fewer inquiries than would be expected given their share of the population (IC of 84).

Based on the chi-square examining country of birth by year:

- There was an overall *increase* in the proportion of inquiries from service users born in non-English speaking countries from 27 per cent to 29 per cent. However, this increase was not evident for all non-English speaking countries—there was a *decrease* in inquiries from those born in the Pacific Islands.
- There was a corresponding *decrease* from 73 per cent to 71 per cent in the proportion of inquiries from service users born in English speaking countries between 1999 and 2002.

Legal matter, Legal Aid NSW Advice Service

Figure 25: Percentage of inquiries by country of birth and broad area of law
Legal Aid NSW Advice Service, 2000–2002



Notes: N = 77043. Information about country of birth was missing for an additional 46519 (38%) inquiries for the Advice Service. The data have been adjusted to take this into account as outlined in Appendix 4.
Country of birth was not collected for 227770 inquiries to the Information Service.
See Table 5-6 in Appendix 5 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

- There was a high proportion of inquiries without information about country of birth (38%).

Based on the chi-square examining country of birth by broad area of law:

- Service users born in a non-English speaking country were more likely than their counterparts to inquire about Civil Law than. In contrast, service users born in an English speaking country were more likely than their counterparts to inquire about Criminal and Family Law.

Based on the chi-square, Table 38 shows the specific legal matters that each country group inquired about at a rate higher than the sample rate.

Table 38: Specific area of law[a] about which each birth country group was more likely to inquire
Legal Aid NSW Advice Service, 2000–2002

Country of birth	*Specific area of law*
Australia	Family, General crime, Health/Human rights, Wills/Estates
New Zealand	General crime, Traffic offences
United Kingdom/Ireland	Family, Housing, Personal injury
North America	Family
Pacific Islands	Traffic offences
Asia	Consumers, Employment, Government/Legal system,[b] Motor vehicles
Sub-Saharan Africa	Government/Legal system[b]
North Africa/Middle East	Consumers, Government/Legal system,[b] Motor vehicles, Personal injury
South/Central America	Consumers, Employment, Government/Legal system,[b] Motor vehicles
Europe	Business/Media, Consumers, Credit/Debt, Employment, Government/ Legal system,[b] Housing, Motor vehicles, Personal injury

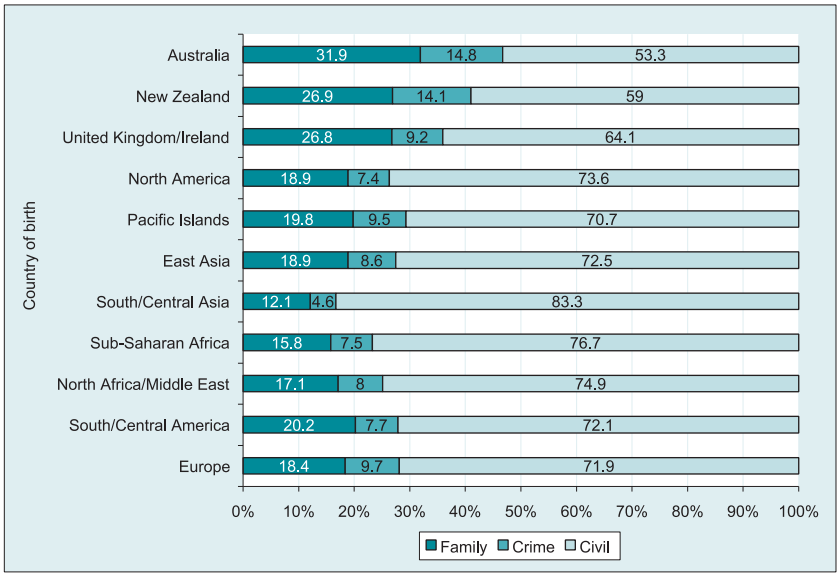
a Civil-other not included.

b 62 per cent of government/legal system inquiries from non-English speaking service users related to immigration or refugee matters; 20 per cent to administrative law and 14 per cent to pensions and allowances.

Source: Legal Aid NSW (unpublished data).

Legal matter, NSW Community Legal Centres

Figure 26: Percentage of inquiries by country of birth and broad area of law
NSW Community Legal Centres, 1999–2002



Notes: N = 380619. Information about country of birth was missing for 162112 (43%) inquiries (country of birth was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.
See Table 5-7 in Appendix 5 for more details.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- There was a high proportion of inquiries without information about country of birth (43%).
- For all country groups, the majority of inquiries were about Civil Law. However, based on the chi-square examining broad area of law by country of birth, people born in a non-English speaking country were even more likely than their counterparts to inquire about Civil Law. Conversely, people born in an English speaking country were more likely than their counterparts to inquire about Criminal and Family Law.
- Based on the chi-square, Table 39 shows the specific legal matters that each country group inquired about at a rate higher than the sample rate.

Table 39: Specific area of law about which each birth country group was more likely to inquire
NSW Community Legal Centres, 1999–2002

Country of birth	*Specific area of law*
Australia	Family, General crime, Domestic violence, Business/Media, Consumers, Credit/Debt, Health/Human rights, Wills/Estates
New Zealand	General crime, Employment, Housing
United Kingdom/Ireland	Government/Legal system,[a] Housing, Wills/Estates
North America	Government/Legal system,[a] Housing
Pacific Islands	Government/Legal system[a]
Asia	Government/Legal system,[a] Motor vehicles
Sub-Saharan Africa	Government/Legal system[a]
North Africa/Middle East	Government/Legal system,[a] Motor vehicles
South/Central America	Government/Legal system,[a] Motor vehicles
Europe	Consumers, Government/Legal system,[a] Motor vehicles,Personal injury, Wills/Estates

a 79 per cent of government/legal system inquiries from non-English speaking service users related to immigration or refugee matters and 17 per cent related to pensions and allowances.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Indigenous Australians

This section presents information about the proportion of inquiries to the different legal assistance services from Indigenous Australians, and the nature of their legal problems.

Services with available data are Legal Aid NSW Advice Service, Legal Aid NSW Duty Solicitor Service and NSW Community Legal Centres.

The report does not include data from the Aboriginal and Torres Strait Islander Legal Service or Wirringa Baiya Women's Legal Centre.

FOR MORE INFORMATION

Aboriginal Justice Advisory Council, <http://www.lawlink.nsw.gov.au/ajac.nsf/pages/index>.

Aboriginal Justice Advisory Council, *Driving Offences and Aboriginal People: Stage 1: Offence Targeting Project*, 2003, <http://www.lawlink.nsw.gov.au/ajac.nsf/51bf77d7793e43184a2565e80028058 4/5456562c82f0e90aca256d190012c3ed/$FILE/Aboriginal+people+%26+driving+Licence+offences.PDF>.

Aboriginal and Torres Strait Islander Commission, *Annual Report*, <http://www.atsic.gov.au/About_ATSIC/annual_report/>.

Australian Bureau of Statistics, *Indigenous Social Survey*, ABS, Canberra, [expected release date April 2004].

Australian Institute of Criminology, *Trends in the Imprisonment of Indigenous People in Australia*, AIC, Canberra, 2000.

Goodstone, Alexis and Dr. Patricia Ranald, *Discrimination ..... Have You Got All Day?* Public Interest Advocacy Centre, Sydney, 2001.

Human Rights and Equal Opportunity Commission, *A Statistical Overview of Aboriginal and Torres Strait Islander People in Australia*, 2004, <http://www.humanrights.gov.au/social_justice/statistics/>.

NSW Bureau of Crime Statistics and Research, *Publications and Statistics by Subject—Aboriginality*, <http://www.lawlink.nsw.gov.au/bocsar1.nsf/pages/pub_atoc#aboriginality>.

Overview

Use of services

Table 40: Percentage of inquiries by Indigenous Australian status and service

Indigenous Australian	Legal Aid NSW Advice 2000–2002		Legal Aid Duty Solicitor 2000–2002		NSW Community Legal Centres 1999–2002		NSW Pop'n 2001
	%	IC	%	IC	%	IC	%
Yes	2.0	105	4.0	210	4.8	252	1.9
No	98.0	99	96.0	97	95.2	97	98.1
Total (%)	100		100		100		100
Total (No.)	*139 245*		*244 322*		*380 587*		

Notes: Shaded areas indicate that the IC is greater than 100.

- The proportion of inquiries from Indigenous Australians to the Legal Aid NSW Duty Solicitor Service (IC 210) and NSW Community Legal Centres (IC 252) was about twice as high as expected, given their share of the NSW population. The proportion of inquiries from Indigenous Australians to the Legal Aid NSW Advice Service (IC 105) was only slightly higher than expected on a population basis.
- Based on the chi-square examining Indigenous status by year, inquiries to NSW Community Legal Centres by Indigenous Australians *increased* steadily between 1999 and 2002, but inquiries to the Legal Aid NSW Advice and Duty Solicitor Services *did not change* significantly.

Legal matter

Services include the Legal Aid NSW Advice Service and NSW Community Legal Centres. The Legal Aid NSW Duty Solicitor Service was not included due to the high proportion of inquiries about Criminal Law (87%).

Table 41: Five most frequent specific areas of law inquired about by Indigenous Australians, by service

Legal Aid NSW Advice 2000–2002		NSW Community Legal Centres 1999–2002	
Specific area of law	%	Specific area of law	%
General crime	36.1	Family	36.7
Family	30.9	General crime	11.8
Government/Legal system	8.4	Domestic violence	11.4
Credit/Debt	2.7	Government/Legal system	9.6
Personal injury	2.6	Credit/Debt	6.2

- For both services, the following specific areas of law were among the five most frequently inquired about: family, general crime, government/legal system and credit/debt (see Table 41). The fifth most frequent type of inquiry was domestic violence for NSW Community Legal Centres and personal injury for the Legal Aid NSW Information/Advice Service.

Based on the chi-square, there were significant differences in the specific area of law that Indigenous Australians inquired about compared with non-Indigenous Australians in both services:

- A greater proportion of inquiries from Indigenous Australians to the Legal Aid NSW Advice Service concerned general crime, consumers, health/human rights and personal injury.
- A greater proportion of inquiries from Indigenous Australians to NSW Community Legal Centres concerned family law, general crime, domestic violence, health/human rights and personal injury.

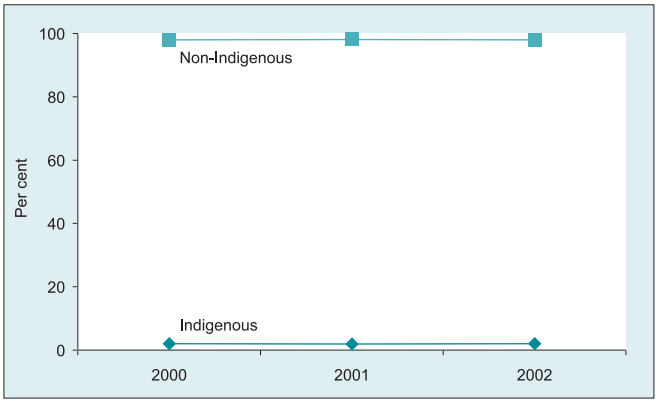
Proportion of inquiries, Legal Aid NSW Advice Service

Table 42: Percentage of inquiries by Indigenous Australian status and year
Legal Aid NSW Advice Service, 2000–2002

Indigenous Australian	*2000* *%*	*2001* *%*	*2002* *%*	*All* *%*	*IC*	*NSW Pop'n* *%*
Yes	2.1	1.9	2.1	2.0	105	1.9
No	97.9	98.1	97.9	98.0	99	98.1
Total (%)	100	100	100	100		100
Total (No.)	*43 324*	*46 602*	*49 319*	*139 245*		

Note: Shaded areas indicate that the IC is greater than 100.
Source: Legal Aid NSW (unpublished data).

Figure 27: Percentage of inquiries by Indigenous Australian status and year
Legal Aid NSW Advice Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- For the period 2000 to 2002, Indigenous Australians generated slightly more inquiries than would be expected given their share of the population (IC of 105).
- Based on the chi-square examining Indigenous status by year, the proportion of inquiries from Indigenous and non-Indigenous Australians *did not vary* significantly over this period (see Figure 27).

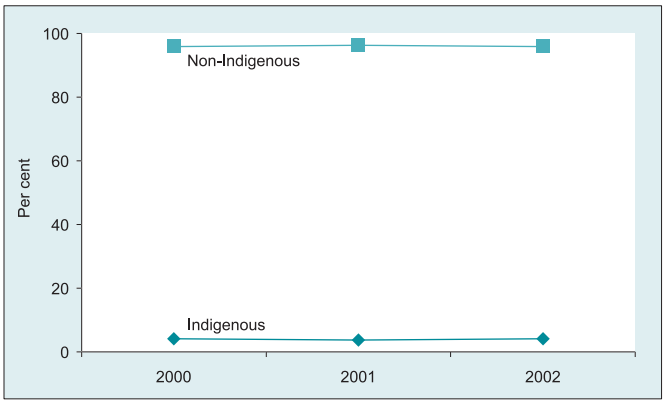
Proportion of inquiries, Legal Aid NSW Duty Solicitor Service

Table 43: Percentage of inquiries by Indigenous Australian status and year
Legal Aid NSW Duty Solicitor Service, 2000–2002

Indigenous Australian	*2000 %*	*2001 %*	*2002 %*	*All %*	*All IC*	*NSW Pop'n %*
Yes	4.1	3.7	4.1	4.0	211	1.9
No	95.9	96.3	95.9	96.0	97	98.1
Total (%)	100	100	100	100		100
Total (No.)	*103 620*	*88 888*	*51 814*	*244 322*		

Note: Shaded areas indicate that the IC is greater than 100.
Source: Legal Aid NSW (unpublished data).

Figure 28: Percentage of inquiries by Indigenous Australian status and year
Legal Aid Duty Solicitor Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- Indigenous Australians generated over 2 times the number of inquiries to the Duty Solicitor Service than would be expected given their share of the population (IC of 211).
- Based on the chi-square examining Indigenous status by year, the proportion of inquiries from Indigenous Australians *did not change* overall between 2000 and 2002. The proportion of inquiries *declined* in 2001, and then *increased* in 2002 to the same level as in 2000.

Proportion of inquiries, NSW Community Legal Centres

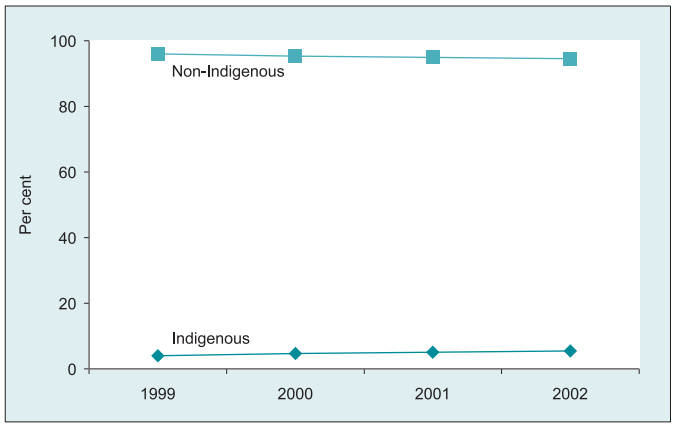
Table 44: Percentage of inquiries by Indigenous Australian status and year
NSW Community Legal Centres, 1999–2002

Indigenous Australian	*1999* *%*	*2000* *%*	*2001* *%*	*2002* *%*	*All* *%*	*IC*	*NSW Pop'n* *%*
Yes	4.0	4.6	5.1	5.5	4.8	252	1.9
No	96.0	95.4	94.9	94.5	95.2	97	98.1
Total (%)	100	100	100	100	100		100
Total (No.)	*89 901*	*91 923*	*96 911*	*101 852*	*380 587*		

Notes: Shaded areas indicate that the IC is greater than 100.
Information about Indigenous Australian status was missing for 178876 (47%) inquiries (Indigenous status was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Figure 29: Percentage of inquiries by Indigenous Australian status and year
NSW Community Legal Centres, 1999–2002



Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

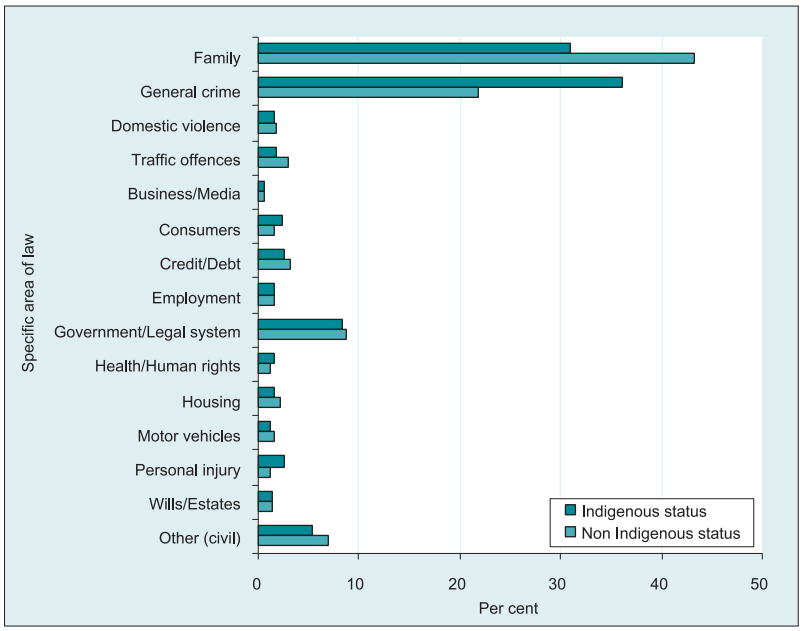
Comment

Information about Indigenous Australian status was missing for a large proportion of the data (47%).

- The IC of 252 indicates that Indigenous Australian users of Community Legal Centres generated two and a half times more inquiries than would be expected given their share of the population.
- Based on the chi-square examining Indigenous status by year, there was a significant *increase* in the proportion of inquiries to Community Legal Centres from Indigenous Australians between 1999 and 2002, from 4 per cent to 6 per cent.

Legal matter, Legal Aid NSW Advice Service

Figure 30: Percentage of inquiries by Indigenous Australian status and specific area of law
Legal Aid NSW Advice Service, 2000–2002



Notes: N = 123562. Information about Indigenous status was missing for an additional 15683 (11%) inquiries for the Advice Service. Indigenous status was not collected for 227781 inquiries to the Information Service. See Table 5-8 in Appendix 5 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

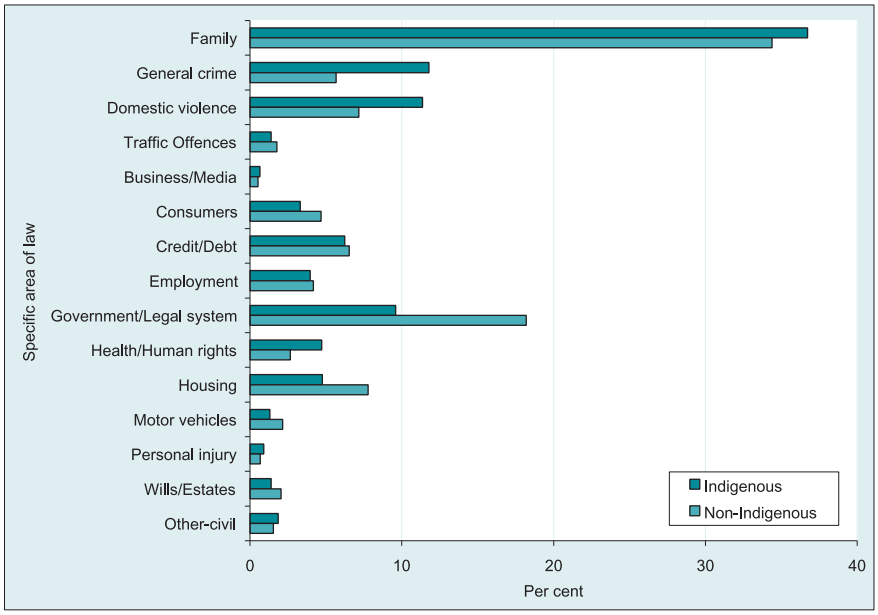
- The 5 most frequent areas of inquiry for Indigenous Australians were general crime (36%), family (31%), government/legal system (8%), credit/debt (3%) and personal injury (3%).

The chi-square examining Indigenous Australian status by specific area of law indicated that, compared with non-Indigenous Australians:

- Indigenous Australians were significantly more likely to inquire about general crime, consumers, health/human rights, and personal injury, and less likely to inquire about family, traffic offences and housing.

Legal matter, NSW Community Legal Centres

Figure 31: Percentage of inquiries by Indigenous Australian status and specific area of law
NSW Community Legal Centres, 1999–2002



Notes: N = 201385. Information about Indigenous status was missing for 179234 (47%) inquiries (Indigenous status was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.
See Table 5-9 in Appendix 5 for more details.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- There was a high proportion of inquiries with no information about Indigenous status (47%).
- The first 5 most common areas of inquiry for Indigenous Australian service users were family (37%), general crime (12%), domestic violence (11%), government/legal system (10%) and credit/debt (6%).

The chi-square for NSW Community Legal Centres examining Indigenous Australian status by specific area of law indicated that, compared with non-Indigenous Australians:

- Indigenous Australians were significantly more likely to inquire about family law, general crime, domestic violence, health/human rights (includes discrimination) and personal injury, and less likely to inquire about traffic offences and a number of areas of Civil Law: consumers, government/legal system, housing,[22] motor vehicles and wills/estates.

[22] One possible reason for the lower percentage of housing enquiries from Indigenous Australians, as compared to housing enquiries from non-Indigenous Australians, could be that specialist Indigenous Tenants Advice Services exist outside of the community legal centre sector. The data from these services are therefore not included in the National Information Scheme data. By comparison, many of the 14 general (non-Indigenous) tenancy services are auspiced by local community legal centres and their data are included in the National Information Scheme data.

Source of income

This section provides data on the source of income of service users, including whether they receive an income, whether they are on government benefits and whether they are in paid employment.

Services with available data are the Legal Aid NSW Advice Service, Legal Aid NSW Duty Solicitor Service and NSW Community Legal Centres.

The categories used by these organisations were mapped to Law and Justice Foundation categories as outlined in Table 45.

FOR MORE INFORMATION

Harding, Ann, Rachel Lloyd and Harry Greenwell, *Financial Disadvantage in Australia 1999–2000*, The Smith Family/ NATSEM, Sydney, 2001.

Table 45: Source of income categories

Law and Justice Foundation	*Legal Aid NSW*	*NSW Community Legal Centres*
No income	No income	No income
Government benefits	Allowances	Community Development Employment Program
	Pensions	Other government benefits
	Veterans	Student allowance
	Social Security	–
Paid employment	Earned income	Employed full time
Full time	–	Employed part time
Part time	–	Self-employed
Self-employed/Temporary	–	Employed temporarily

As noted in the method section, it was not possible to calculate ICs for source of income due to differences between the categories used by the services and the NSW Census.

Overview

Use of services

Table 46: Percentage of inquiries by source of income and service

Source of income	*Legal Aid NSW Advice 2000–2002 %*	*Legal Aid NSW Duty Solicitor 2000–2002 %*	*NSW Community Legal Centres 1999–2002 %*
No income/government benefits			
No income	1.0	31.8	9.3
Government benefits	65.8	60.0	57.7
Total no income/government benefits	**66.8**	**91.8**	**67.7**
Paid employment [a]	**33.2**	**8.2**	**33.0**
Total (%)	100	100	100
Total (No.)	*123 562*	*242 431*	*380 620*

a Paid employment can be broken down into part time, self-employed/temporary and full time for Community Legal Centres. Differences in the proportion of inquiries for these categories are discussed in the Community Legal Centres analysis.

- The majority of inquiries to all three services were from people on no income or on government benefits (see Table 46).

Legal matter

Data were available for the Legal Aid NSW Advice Service and NSW Community Legal Centres. The Legal Aid NSW Duty Solicitor Service was not included due to the high proportion of inquiries about Criminal Law (87%).

Table 47: Specific area of law about which each income group was more likely to inquire

Source of income	*Legal Aid NSW Advice 2000–2002*	*NSW Community Legal Centres 1999–2002*
No income	Government/Legal system	General crime, Employment, Government/ Legal system, Health/Human rights
Government benefits	General crime, Traffic offences, Employment, Government/Legal system	Family, General crime, Domestic violence, Credit/Debt, Personal injury, Wills/Estates
Paid employment [a]	Family, Health/Human rights, Housing, Personal injury, Wills/Estates	Family, Traffic offences, Business/ Media, Consumers, Credit/Debt, Employment, Housing, Motor vehicles

a Paid employment can be broken down into part time, self-employed/temporary and full time for Community Legal Centres.

Note: Areas of law in common for both services are shaded.

- Based on the chi-square examining source of income by specific area of law, Table 47 shows the areas of law that each income group inquired about at a rate higher than the rate for the sample. Areas of law that particular income groups inquired about at relatively higher rates for both services are shaded.

Proportion of inquiries, Legal Aid NSW Advice Service

Table 48: Percentage of inquiries by source of income and year Legal Aid NSW Advice Service, 2000–2002

Source of income	*2000 %*	*2001 %*	*2002 %*	*All %*
No income/government benefits				
No income	1.0	1.2	0.9	1.0
Government benefits[a]	64.7	65.7	67.1	65.8
Total no. income/gov. benefits	**65.7**	**66.9**	**68.0**	**66.8**
Paid employment[b]	**34.3**	**33.1**	**32.0**	**33.2**
Total (%)	100	100	100	100
Total (No.)	*42 104*	*40 959*	*40 499*	*123 562*

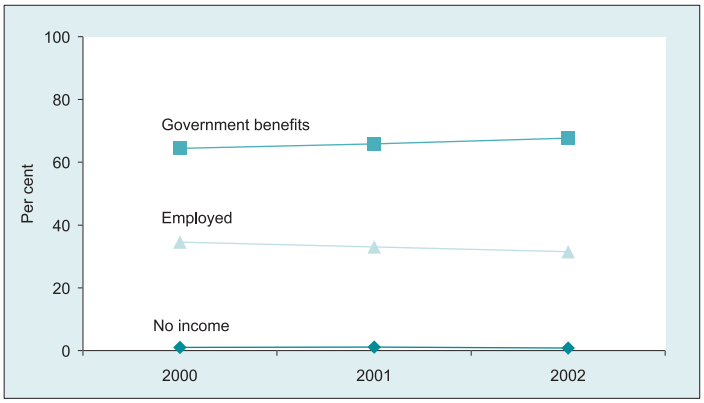
a Those on government benefits can earn a small amount of income.

b It was not possible to divide paid employment into types of employment such as part time or full time.

Note: Information about source of income was missing for 39046 (32%) inquiries. The data have been adjusted to take this into account as outlined in Appendix 4.

Source: Legal Aid NSW (unpublished data).

Figure 32: Percentage of inquiries by source of income and year Legal Aid NSW Advice Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- There was a high proportion of inquiries without information about income (32%).
- Almost two thirds of inquiries were from service users who were receiving some form of government benefit.
- Based on the chi-square examining source of income by year, there was an *increase* in the proportion of inquiries from service users who were on government benefits from 2000 to 2002, and a *decrease* in the proportion of inquiries from those in paid employment. The proportion of inquiries from service users on no income *fluctuated* over the period in question (see Figure 32).

Proportion of inquiries, Legal Aid NSW Duty Solicitor Service

Table 49: Percentage of inquiries by source of income and year Legal Aid NSW Duty Solicitor Service, 2000–2002

Source of income	*2000 %*	*2001 %*	*2002 %*	*All %*
No income/Government benefits				
No income	32.4	32.1	30.0	31.8
Government benefits[a]	59.2	60.1	61.4	60.0
Total no income/gov. benefits	**91.6**	**92.2**	**91.4**	**91.8**
Paid employment[b]	**8.4**	**7.8**	**8.6**	**8.2**
Total (%)	100	100	100	100
Total (No.)	*102 931*	*88 198*	*51 302*	*242 431*

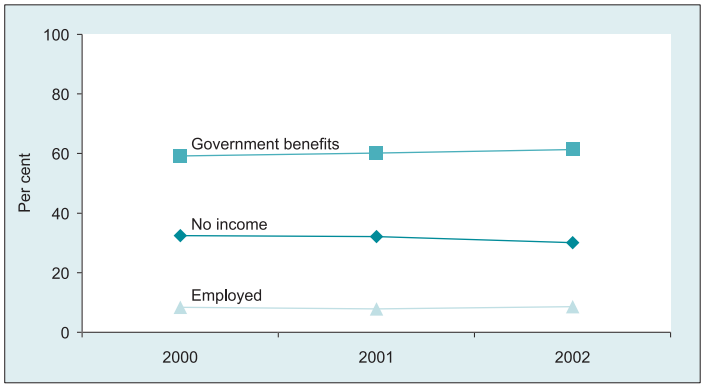
a Those on government benefits can earn a small amount of income.

b Paid employment could not be further broken down into types of employment such as part time or full time.

Note: Information about source of income was mising for an additional 1955 (0.8%) inquiries.

Source: Legal Aid NSW (unpublished data).

Figure 33: Percentage of inquiries by source of income and year Legal Aid NSW Duty Solicitor Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Comment

- The vast majority of inquiries (9 in 10) were from service users who either received no income or were on some form of government benefit. Only 8 per cent of inquiries were from service users in paid employment, compared with 58 per cent of the NSW population.[23]
- The chi-square examining source of income by year indicates that there was an *increase* in the proportion of inquiries from service users who were on government benefits from 2000 to 2002, and a *decrease* in the proportion of inquiries from service users on no income. The proportion of inquiries from service users who were in paid employment *fluctuated* over the period in question (see Figure 33).

[23] These two figures are not directly comparable, due to differences in definitions.

Proportion of inquiries, NSW Community Legal Centres

Table 50: Percentage of inquiries by source of income and year
NSW Community Legal Centres 1999–2002

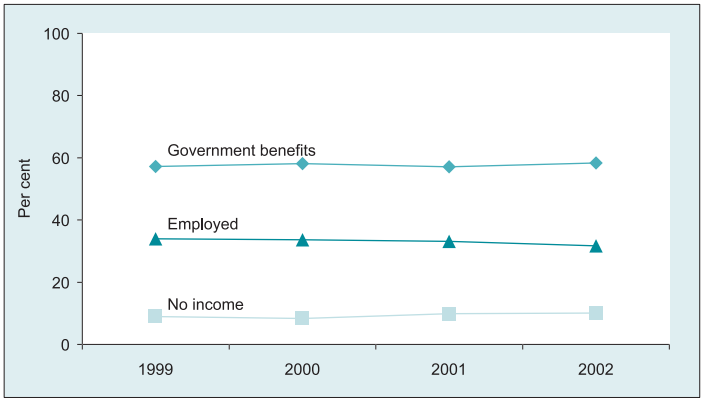
Source of income	*1999 %*	*2000 %*	*2001 %*	*2002 %*	*All %*
No income/government benefits					
No income	8.9	8.3	9.9	10.1	9.3
Government benefits[a]	57.2	58.1	57.1	58.3	57.7
Total no income/government benefits	**66.1**	**66.4**	**67.0**	**68.4**	**67.7**
Paid employment					
Part time	11.2	11.0	11.4	11.3	11.2
Self-employed/ Temporary	3.5	3.2	3.3	2.9	3.2
Full time	19.2	19.4	18.4	17.5	18.6
Total paid employment	**33.9**	**33.6**	**33.1**	**31.7**	**33.0**
Total (%)	100	100	100	100	100
Total (No.)	*89 933*	*91 924*	*96 911*	*101 852*	*380 620*

a Those on government benefits can earn a small amount of income.

Note: Information about source of income was missing for 186504 (49%) inquiries (source of income was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Figure 34: Percentage of inquiries by source of income and year
NSW Community Legal Centres, 1999–2002



Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- The high proportion of inquiries without information about income (49%) should be noted.
- 68 per cent of inquiries were from service users who either had no income or received some form of government benefit.
- 33 per cent of inquiries were from people who were in some form of paid employment. This percentage is lower than the percentage of the NSW population in employment (58%).[24]
- Almost two thirds of inquiries from persons in paid employment were from persons in full time employment.

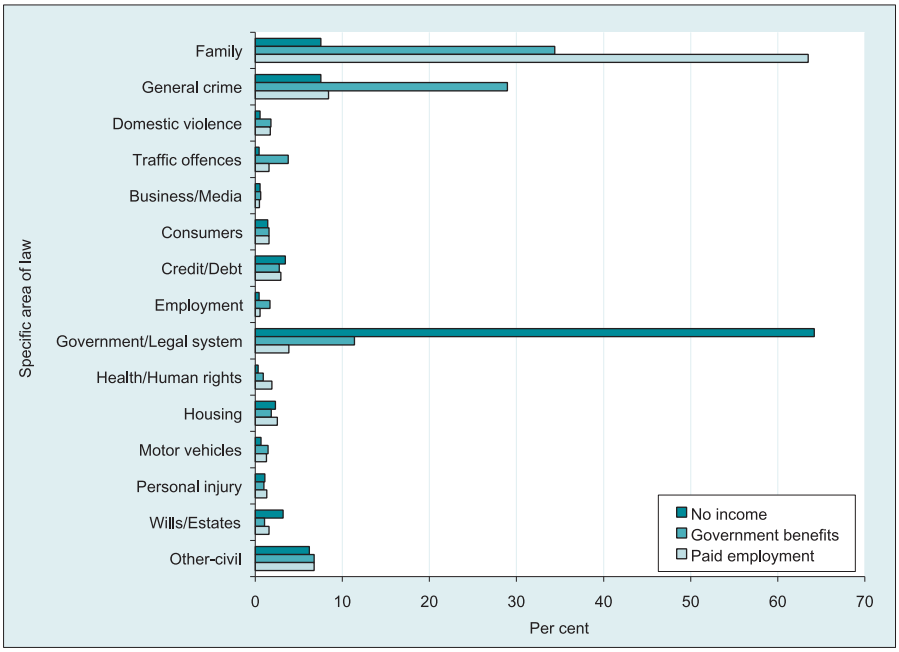
Based on the chi-square between source of income and year:

- The proportion of inquiries from service users on no income *increased* overall, comprising a *decrease* in 2000, followed by *increases* in 2001 and 2002.
- For those in full time employment, the opposite trend occurred. Their proportion of inquiries *decreased* overall, with a *rise* in 2000 followed by *decreases* in 2001 and 2002.
- The proportion of inquiries from service users who were in part time employment, self-employed, or received some form of government benefit *fluctuated* between 1999 and 2002.

[24] These two figures are not directly comparable, due to differences in definitions.

Legal matter, Legal Aid NSW Advice Service

Figure 35: Percentage of inquiries by source of income and specific area of law
Legal Aid NSW Advice Service, 2000–2002



Notes: N = 123561. Information about source of income was missing for 38304 (31%) inquiries. The data have been adjusted to take this into account as outlined in Appendix 4.
See Table 5-10 in Appendix 5 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

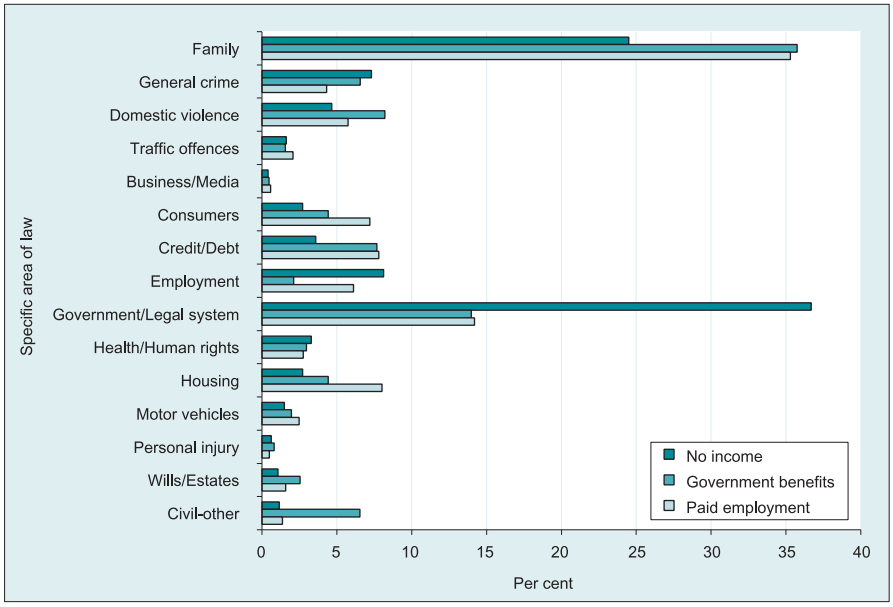
- There was a high proportion of inquiries without information about income (31%).
- A high proportion of inquiries for all income groups related to family, general crime and government benefits. There were, however, differences in the specific legal issues about which different income groups inquired.

Based on the chi-square examining specific area of law by source of income, when compared with the sample as a whole:

- Service users classified as having no income were more likely to inquire about government/legal system and wills/estates. The government/legal system category includes inquiries about immigration, pensions and allowances and legal process.
- Service users on government benefits were more likely to inquire about general crime, traffic offences, employment and government/legal system.
- Service users who were employed were more likely to make inquiries about family matters and a range of Civil Law issues—health/human rights, housing, personal injury and wills/estates.

Legal matter, NSW Community Legal Centres

Figure 36: Percentage of inquiries by source of income and specific area of law
NSW Community Legal Centres, 1999–2002



Notes: N = 194645. Information about source of income was missing for an additional 187012 (49%) inquiries (source of ncome was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.
See Table 5-11 in Appendix 5 for more details.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

- There was a high proportion of inquiries without information about income (49%).
- Family law and government/legal system were common areas of inquiry for all groups.

Based on the chi-square examining specific area of law by source of income, when compared with the sample as a whole:

- Service users on no income were more likely to inquire about general crime, employment, government/legal system and health/human rights.
- Service users on government benefits were more likely to inquire about family, general crime, domestic violence, credit/debt, personal injury and wills/estates.
- Service users in employment were more likely to inquire about family, traffic offences, and a range of Civil Law issues—business/media, consumers, credit/debt, employment, housing and motor vehicles. In particular:
  - Service users in part-time employment were more likely to inquire about family, traffic offences, employment and motor vehicles.
  - Service users who were self-employed were more likely to inquire about traffic offences, business/media, consumers, credit/debt and housing.
  - Service users who were employed full-time were more likely to inquire about traffic offences, consumers, credit/debt, employment, housing and motor vehicles.

Region of residence

This section looks at the distribution of inquiries across New South Wales.

Services with relevant data are the Legal Aid NSW Information/Advice Service, the Legal Aid NSW Duty Solicitor Service, LawAccess NSW, NSW Community Legal Centres and the Chamber Magistrate Service.

The residential postcodes of inquirers were grouped into regions according to the Australian Standard Geographical Classification (ASGC).[25] Statistical Divisions were used to define regions outside Sydney and Statistical Subdivisions were used to define regions within the Sydney Statistical Division as shown in Figure 37. Inquiries from outside New South Wales were excluded, as were inquiries with non-residential postcodes. See Appendix 3 for more details.

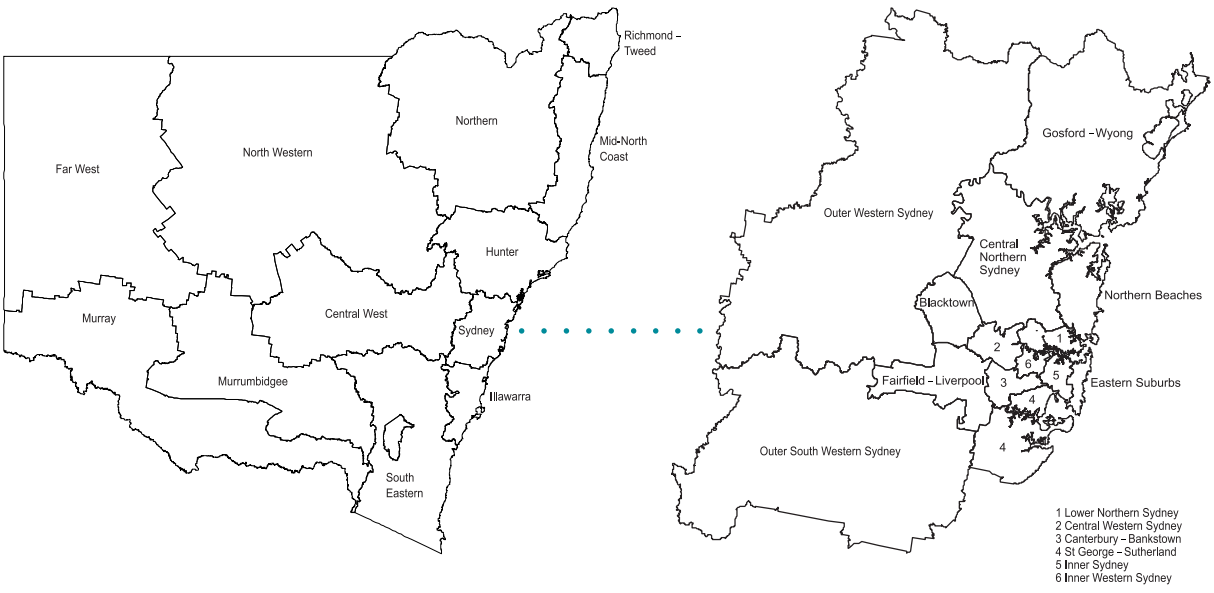
FOR MORE INFORMATION

Australian Bureau of Statistics, *Regional Statistics NSW*, Catalogue No. 1362.1, ABS, 2002.

Australian Bureau of Statistics, *Sydney – a Social Atlas: 2001 Census of Population and Housing*, Catalogue No. 2030.1, ABS, 2002.

NSW Bureau of Crime Statistics and Research, *New South Wales Recorded Crime Statistics by Area, 1999–2002*, 2003, <http://www.lawlink.nsw.gov.au/bocsar1.nsf/pages/lga_home>.

Figure 37: Australian Bureau of Statistics regions



The number of inquiries for each region was adjusted to reflect differences in population size based on the 2001 Census.[26] Results are presented as rates per 1000 population per annum and as indices of concentration (ICs) (ratio of percentage of inquiries to percentage of population within region).

[25] Australian Bureau of Statistics, *National Localities Index, Australia: Localities & Streets Indexes and Explanatory Notes for ASGC*, Catalogue No. 1252.0, 2002, <http://www.ausstats.abs.gov.au/>.

[26] Australian Bureau of Statistics, *2001 Census Basic Community Profile and Snapshot: New South Wales*, 2001, <http://www.ausstats.abs.gov.au/>.

Overview

Use of services

Variations in regional use patterns may be susceptible to a number of factors including the availability of services, knowledge of services or socioeconomic indicators. Further research into the use of services examining the links between regional use, availability of services and other factors would be a valuable exercise.[27]

Table 51: Regions with a high[a] index of concentration of inquiries for at least 3 services

Statistical Division		*Legal Aid NSW Information/ Advice 2000–2002 IC*	*Legal Aid NSW Duty Solicitor 2000–2002 IC*	*Law Access NSW 2002 IC*	*NSW Community Legal Centres 1999–2002 IC*	*Chamber Magistrate 1999–2001 IC*
Sydney	Inner Sydney	103	180	116	260	118
	Central Western	134	225	118	130	
	Blacktown		206	102	134	102
	Fairfield-Liverpool	185	148		103	
	Outer South Western	172	140		145	
Richmond-Tweed		117		136	119	146
Illawarra		128			118	128
Mid-North Coast		136		120		156
Northern				141	139	220
Far West				104	335	138

a 'High' is defined as 'greater than 100'

- As shown in Table 51, 5 Sydney regions and 5 non-Sydney regions had ICs greater than 100 for at least 3 of the 5 services, indicating higher proportions of inquiries than would be expected given their share of the population. Except for Inner Sydney, the Sydney regions were in the western area of Sydney.

Table 52: IC of inquiries for Sydney and non-Sydney regions, by service

Service	*Sydney IC*	*Non-Sydney IC*
Legal Aid NSW Information/Advice	100	99
Legal Aid NSW Duty Solicitor	115	75
LawAccess NSW	96	107
Community Legal Centres	114	76
Chamber Magistrate	64	161

- The proportion of inquiries to services from Sydney and from rural/regional service users differed between services. Table 52 shows the indices of concentration for each service for Sydney and non-Sydney regions.

[27] See, for example, Stimson, R., S. Baum and K. O'Connor, 'The social and economic performance of Australia's large regional cities and towns: implications for rural and regional policy', *Australian Geographical Studies*, July 41 (2), 2003, pp. 131–147. This article provides a framework for analysing regional cities and towns in Australia in terms of opportunity and vulnerability based on a range of socioeconomic factors.

Legal matter

Services with available data include the Legal Aid NSW Information/Advice Service, LawAccess NSW and NSW Community Legal Centres. The Legal Aid NSW Duty Solicitor Service was not included due to the high proportion of inquiries about Criminal Law (87%) and the Chamber Magistrate Service was not included due to insufficient detail about legal matter.

Table 53 presents, by broad area of law and service, regions with percentages of inquiries that were higher than the corresponding percentage for NSW overall.

Table 53: Regions with above average percentages of inquiries by broad area of law and service[a]

Statistical Division		*Family*			*Crime*			*Civil*		
		Legal Aid	*Law Access*	*CLC*	*Legal Aid*	*Law Access*	*CLC*	*Legal Aid*	*Law Access*	*CLC*
Sydney	Inner Sydney				■	■	■	■	■	■
	Eastern Suburbs				■			■	■	■
	St George-Sutherland							■	■	■
	Canterbury-Bankstown							■	■	■
	Fairfield-Liverpool			■	■			■	■	
	Outer South Western Sydney	■	■	■	■		■			
	Inner Western Sydney							■	■	■
	Central Western Sydney				■			■	■	■
	Outer Western Sydney	■	■	■	■		■			
	Blacktown	■		■	■	■			■	
	Lower Northern Sydney							■	■	■
	Central Northern Sydney	■						■	■	■
	Northern Beaches	■							■	■
	Gosford-Wyong	■	■	■						
Hunter		■	■	■		■	■			
Illawarra		■	■	■				■		
Richmond-Tweed		■	■			■		■		■
Mid-North Coast		■	■	■			■	■		
Northern		■	■	■						
North Western		■	■	■		■	■			
Central West			■	■	■	■	■			
South Eastern			■	■		■		■		
Murrumbidgee			■	■	■	■				
Murray		■	■	■	■	■	■			
Far West			■	■		■	■	■		

a Legal Aid NSW Information/Advice Service 2000–2002, LawAccess NSW 2002, Community Legal Centres 1999–2002.

Note: Shaded areas indicate higher than the NSW average for the given service and broad area of law.

In terms of the types of legal matters inquired about by service users, patterns can be discerned across the 3 services for which data were available.

- Family Law inquiries were generally higher than the average for NSW in rural/regional areas for each service. Outer regions of Sydney also tended to have higher percentages of Family Law inquiries than NSW overall.
- Civil Law inquiries predominated in metropolitan Sydney.
- Inquiries about Criminal Law were more widely dispersed, with rural/regional NSW being slightly more likely to experience a higher than average percentage of inquiries. Inquiries to LawAccess NSW about Criminal Law related matters were particularly high for rural/regional NSW.

Proportion of inquiries, Legal Aid NSW Information/Advice Service

The data set includes inquiries from the following Legal Aid NSW offices and outreach advice clinics:

- Sydney region: Sydney, Bankstown, Blacktown, Burwood, Campbelltown, Fairfield, Gosford, Liverpool, Manly, Parramatta, Penrith, Sutherland.
- Non-Sydney region: Coffs Harbour, Dubbo, Lismore, Newcastle, Orange, Tamworth, Wagga Wagga, Wollongong.

It also includes data from the following NSW wide telephone assistance services: Legal Aid Helpline (until October 2001), Mental Health Advocacy Service, Prisoners Legal Service, Veterans Advocacy Service, Child Support Service and the Legal Aid HotLine for Under 18s.

Table 54: Percentages, indices of concentration and rates of inquiries per 1000 population by region of residence of inquirer and year
Legal Aid NSW Information/Advice Service, 2000–2002

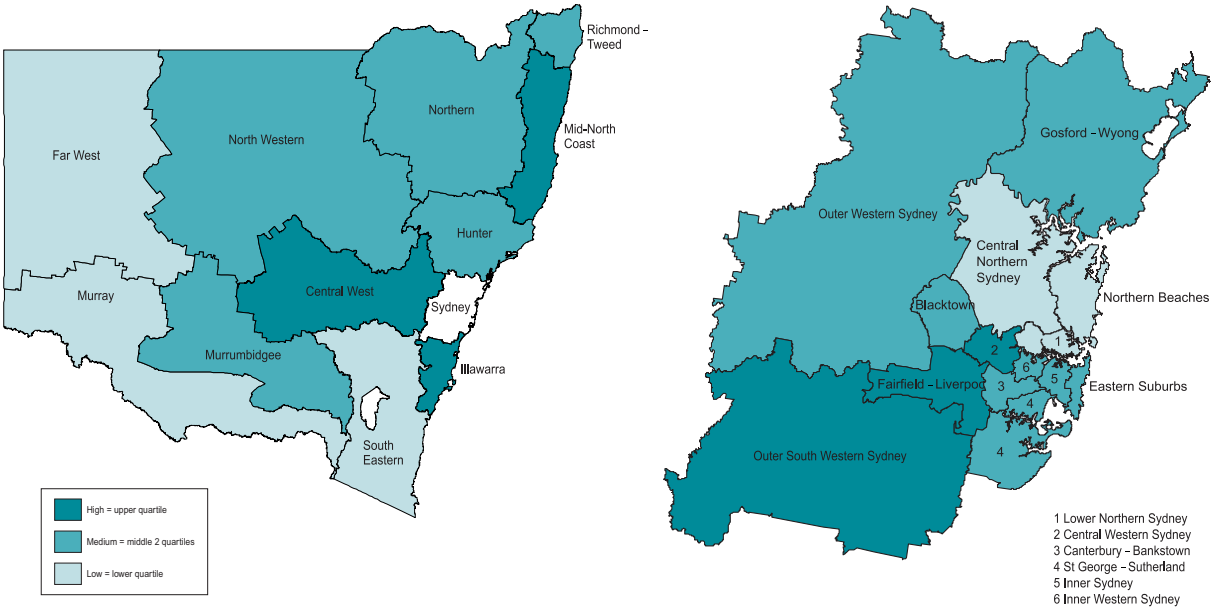
Statistical Division		*2000*	*2001*	*2002*	*All*		*NSW pop'n*	*Rate per 1000 per annum*
		%	*%*	*%*	*%*	*IC*	*%*	
Sydney	Inner Sydney	5.5	4.9	4.8	5.0	103	4.9	17.3
	Eastern Suburbs	3.4	3.1	2.8	3.1	85	3.7	14.2
	St George-Sutherland	5.1	7.2	10.8	7.7	118	6.5	19.8
	Canterbury-Bankstown	4.8	4.1	4.6	4.4	95	4.7	15.9
	Fairfield-Liverpool	6.8	11.0	11.1	9.7	185	5.3	30.9
	Outer South Western Sydney	5.3	6.7	6.3	6.1	172	3.6	28.8
	Inner Western Sydney	2.1	1.8	2.0	1.9	79	2.5	13.2
	Central Western Sydney	5.8	5.6	6.7	6.0	134	4.5	22.4
	Outer Western Sydney	3.9	3.6	3.8	3.7	78	4.8	13.0
	Blacktown	3.9	3.5	4.2	3.9	96	4.0	16.1
	Lower Northern Sydney	2.7	2.4	2.5	2.5	58	4.4	9.7
	Central Northern Sydney	2.6	2.5	2.5	2.5	42	6.1	7.0
	Northern Beaches	2.3	1.8	1.9	2.0	58	3.4	9.7
	Gosford-Wyong	4.8	4.3	3.5	4.2	94	4.5	15.7
Total Sydney		**59.0**	**62.5**	**67.5**	**63.0**	**100**	**62.8**	**16.8**
Hunter		9.2	8.6	7.5	8.4	95	8.9	16.0
Illawarra		7.1	8.2	7.7	7.7	128	6.0	21.4
Richmond-Tweed		4.6	3.8	3.3	3.9	117	3.4	19.5
Mid-North Coast		6.4	5.8	5.4	5.9	136	4.3	22.7
Northern		2.0	1.5	1.4	1.6	59	2.7	9.9
North Western		1.5	1.3	1.1	1.3	72	1.8	12.0
Central West		3.8	3.4	2.4	3.2	120	2.7	20.2
South Eastern		2.4	1.8	1.0	1.7	55	3.1	9.3
Murrumbidgee		2.5	2.0	1.8	2.1	90	2.3	15.1
Murray		1.2	1.0	0.7	1.0	57	1.7	9.5
Far West		0.3	0.2	0.1	0.2	51	0.4	8.5
Total Non-Sydney		**41.0**	**37.5**	**32.5**	**37.0**	**99**	**37.3**	**16.6**
Total NSW (%)		100	100	100	100	100	100	16.7
Total NSW (No.)		*99 728*	*119 186*	*100 900*[a]	*319 814*			

a LawAccess NSW replaced the Legal Aid Helpline in October 2001.

Notes: Shaded areas indicate that the IC is greater than 100.
Postcode was not recorded in 5 per cent of inquiries. 2 per cent of inquiries were from interstate, and 2 per cent were classified as Business (see Appendix 3 for further information). These have been excluded from the analysis.

Source: Legal Aid NSW (unpublished data).

Figure 38: Rate of inquiries per 1000 population by region of residence
Legal Aid NSW Information/Advice Service, 2000–2002

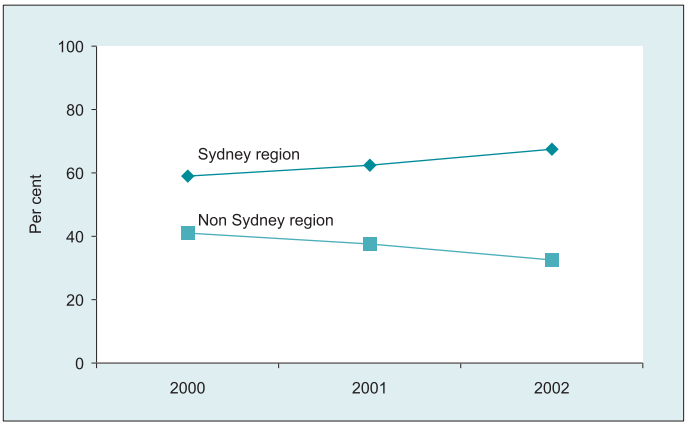


Note: Figure 38 graphically presents all 25 regions in terms of whether they had 'high', 'medium' or 'low' rates of inquiries per 1000 population to the Legal Aid Information/Advice Service. The six regions with the top 25 per cent of inquiries (that is, those in the upper quartile) were defined as having high rates, the six regions with the lowest 25 per cent of inquiries (that is, those in the lower quartile) were defined as having low rates, and the remaining thirteen regions (those in the middle two quartiles) were defined as having medium rates.

Comment

- Three of the regions in the upper quartile were in the western suburbs of Sydney—Fairfield-Liverpool, Central Western Sydney and Outer South Western Sydney. The remaining regions were rural/regional—Illawarra, Mid-North Coast and Central West.
- In the lower quartile, three of the regions were in the northern area of the Sydney Statistical Division—Central Northern Sydney, Lower Northern Sydney and Northern Beaches—and three were in rural/regional areas—Murray, South Eastern and Far West.
- There was no difference between Sydney and non-Sydney regions in usage of the Information/Advice Service. The inquiry rate per 1000 population per annum was essentially the same: 16.8 in Sydney and 16.6 in the rest of NSW.

Figure 39: Proportion of inquiries from Sydney and non-Sydney regions by year
Legal Aid NSW Information/Advice Service, 2000–2002



Source: Legal Aid NSW (unpublished data)

Based on the chi-square examining region of residence of inquirers by year:

- The overall percentage of inquiries in the Sydney region *increased* annually from 2000 to 2002, with a corresponding annual *decrease* in the percentage of inquiries in non-Sydney regions.

Proportion of inquiries, Legal Aid NSW Duty Solicitor Service

Duty Solicitor Services are located in over 160 local courts across NSW.[28]

Table 55: Percentages, indices of concentration and rates of inquiries per 1000 population by region of residence of inquirer and year
Legal Aid NSW Duty Solicitor Service, 2000–2002

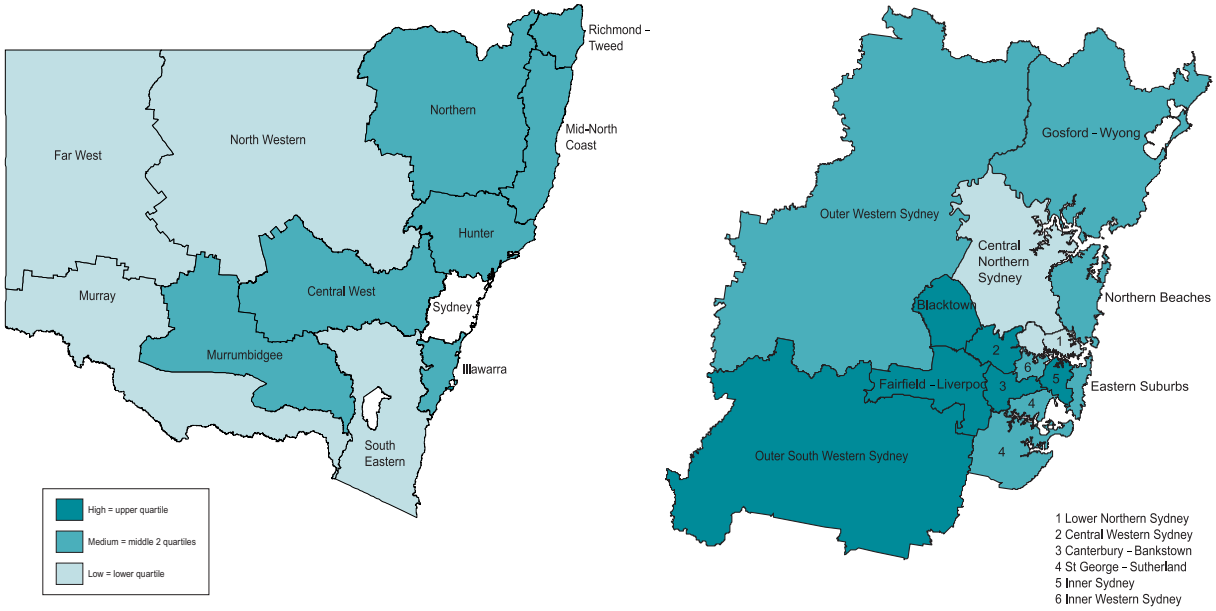
Statistical Division		*2000*	*2001*	*2002*	*All*		*NSW Pop'n*	*Rate per 1000 per annum*
		%	*%*	*%*	*%*	*IC*	*%*	
Sydney	Inner Sydney	8.7	8.7	9.1	8.8	180	4.9	22.6
	Eastern Suburbs	3.2	3.2	3.5	3.2	89	3.7	11.1
	St George-Sutherland	3.6	4.4	5.9	4.4	67	6.5	8.5
	Canterbury-Bankstown	6.1	5.9	5.9	6.0	129	4.7	16.2
	Fairfield-Liverpool	8.2	8.3	6.3	7.8	148	5.3	18.6
	Outer South Western Sydney	5.5	4.9	4.2	5.0	140	3.6	17.6
	Inner Western Sydney	1.7	1.7	1.9	1.7	70	2.5	8.7
	Central Western Sydney	10.0	10.1	10.2	10.1	225	4.5	28.2
	Outer Western Sydney	6.3	5.8	4.7	5.8	120	4.8	15.0
	Blacktown	9.4	8.1	6.4	8.3	206	4.0	25.9
	Lower Northern Sydney	1.9	1.9	2.2	2.0	45	4.4	5.6
	Central Northern Sydney	2.0	2.2	2.5	2.2	36	6.1	4.5
	Northern Beaches	1.8	1.9	2.0	1.8	54	3.4	6.7
	Gosford-Wyong	4.8	4.9	4.8	4.8	108	4.5	13.6
Total Sydney		**73.0**	**72.1**	**69.6**	**72.0**	**115**	**62.8**	**14.4**
Hunter		7.6	8.6	9.4	8.3	94	8.9	11.8
Illawarra		5.6	6.2	6.1	5.9	99	6.0	12.4
Richmond-Tweed		3.3	3.3	3.6	3.3	99	3.4	12.5
Mid-North Coast		2.9	2.7	3.2	2.9	67	4.3	8.4
Northern		1.5	1.4	1.5	1.5	54	2.7	6.8
North Western		0.3	0.4	1.4	0.6	33	1.8	4.2
Central West		2.7	2.6	1.7	2.4	91	2.7	11.5
South Eastern		0.8	0.7	0.9	0.8	26	3.1	3.3
Murrumbidgee		1.6	1.5	1.7	1.6	68	2.3	8.5
Murray		0.6	0.5	0.8	0.6	36	1.7	4.5
Far West		0.0	0.0	0.1	0.1	12	0.4	1.5
Total non-Sydney		**27.0**	**27.9**	**30.4**	**28.0**	**75**	**37.3**	**9.4**
Total NSW (%)		100	100	100	100	100	100	12.5
Total NSW (No.)		*101 614*	*87 164*	*50 835*	*239 613*			

Notes: Shaded areas indicate that the IC is greater than 100.
In 0.2 per cent of inquiries, postcode was not recorded. 0.7 per cent were classified as Business (see Appendix 3 for further details) and 1 per cent were from outside NSW. These have been excluded from the analysis.

Source: Legal Aid NSW (unpublished data).

[28] Lawlink NSW, *Location of NSW Local Courts*, <http://www.lawlink.nsw.gov.au/locations/locnsw.nsf/pages/nswmap>.

Figure 40: Rate of inquiries per 1000 population by region
Legal Aid NSW Duty Solicitor, 2000–2002

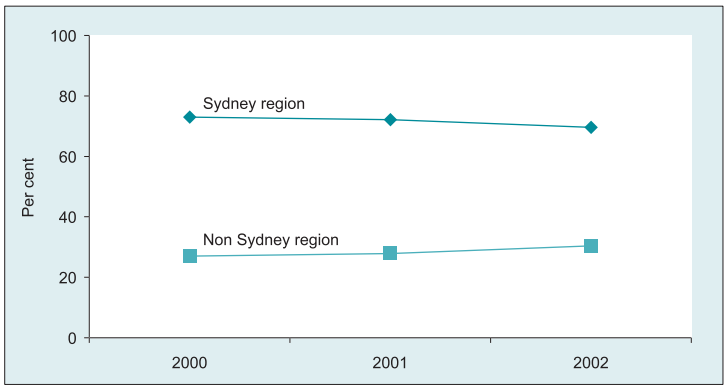


Note: Figure 40 graphically presents all 25 regions in terms of whether they had 'high', 'medium' or 'low' rates of inquiries per 1000 population.

Comment

- On average, the Sydney Statistical Division had a higher proportion of inquiries to the Duty Solicitor Service per 1000 population (14.4) than the rest of NSW (9.4).
- All regions in the top quarter were in the Sydney Statistical Division—Inner Sydney, Central Western Sydney, Fairfield-Liverpool, Blacktown, Outer South Western Sydney and Canterbury-Bankstown.
- Four of the six regions in the lower quarter were regional/rural—Far West, South Eastern, North Western and Murray. The remaining two were Sydney regions—Central Northern Sydney and Lower Northern Sydney.

Figure 41: Proportion of inquiries from Sydney and non-Sydney regions by year
Legal Aid NSW Duty Solicitor Service, 2000–2002



Source: Legal Aid NSW (unpublished data).

Based on the chi-square examining region of residence of inquirers by year:

- The percentage of inquiries in the Sydney region *declined* annually from 2000 to 2002, with a corresponding annual *increase* in the percentage of inquiries in non-Sydney regions.

Proportion of inquiries, LawAccess NSW

The data set covers information and advice inquiries from across NSW.

Table 56: Percentages, indices of concentration and rates of inquiries per 1000 population by region of residence of inquirer
LawAccess NSW, 2002

Statistical Division		*Inquiries*		*Rate per 1000 per annum*
		%	*IC*	
Sydney	Inner Sydney	5.7	116	9.4
	Eastern Suburbs	3.7	100	8.3
	St George-Sutherland	6.0	93	7.5
	Canterbury-Bankstown	3.7	80	6.5
	Fairfield-Liverpool	4.8	90	7.3
	Outer South Western Sydney	2.7	76	6.2
	Inner Western Sydney	2.4	96	7.8
	Central Western Sydney	5.3	118	9.6
	Outer Western Sydney	4.8	100	8.0
	Blacktown	4.1	102	8.3
	Lower Northern Sydney	4.5	102	8.3
	Central Northern Sydney	4.3	70	5.7
	Northern Beaches	2.8	83	6.7
	Gosford-Wyong	5.4	122	9.9
Total Sydney		**60.2**	**96**	**7.8**
Hunter		10.7	121	9.8
Illawarra		5.6	94	7.6
Richmond-Tweed		4.5	136	11.0
Mid-North Coast		5.2	120	9.7
Northern		2.4	88	7.1
North Western		2.6	141	11.4
Central West		2.2	82	6.6
South Eastern		3.4	107	8.7
Murrumbidgee		1.7	75	6.1
Murray		1.1	63	5.1
Far West		0.4	104	8.5
Total non-Sydney		**39.8**	**107**	**8.7**
Total NSW (%)		100		8.1
Total NSW (No.)		*51 638*		

Notes: Shaded areas indicate that the IC is greater than 100.
Postcode was not recorded in 5 per cent of inquiries. 7 per cent of inquiries were classified as Business (see Appendix 3 for details), and 4 per cent were from interstate. These have been excluded from the analysis.

Source: Law Access NSW (unpublished data).

Figure 42: Rate of inquiries per 1000 population by region
LawAccess NSW 2002

Note: Figure 42 graphically presents all 25 regions in terms of whether they had 'high', 'medium' or 'low' rates of inquiries per 1000 population.

Comment

- On average, rural/regional NSW had a slightly higher proportion of inquiries to LawAccess NSW per 1000 population (8.7) than did Sydney (7.8).
- The upper quarter consisted of regions on the coast north of Sydney, Central Western Sydney and North Western NSW.
- The lower quarter consisted of three regions in the western and southern parts of the State (Murray, Murrumbidgee and Central West), and three Sydney regions (Central Northern Sydney, Canterbury-Bankstown and Outer South Western Sydney).

Proportion of inquiries, NSW Community Legal Centres

The data set covers the following generalist NSW Community Legal Centres in NSW: [29]

- Sydney: Blue Mountains, Central Coast, Kingsford, Hawkesbury/Nepean, Inner City, Macarthur, Macquarie, Marrickville, Mt Druitt, Redfern, South West Sydney.
- Non-Sydney: Albury Wodonga, Far West, Hunter, Illawarra, North and North West, Northern Rivers, Shoalcoast, Western NSW.

It also covers the following specialist Community Legal Centres providing services across NSW: Aged-Care Rights Service, Consumer Credit Legal Centre, Environmental Defenders Office, Disability Rights Service, HIV/Aids Legal Centre, Immigration Advice and Rights Centre, Public Interest Advocacy Centre, National Children's and Youth Law Centre, Tenants' Union of NSW, Welfare Rights Centre, Women's Legal Resources Centre.

Table 57: Percentages, indices of concentration and rates of inquiries per 1000 population by region of residence of inquirer and year
NSW Community Legal Centres, 1999–2002

Statistical Division		*1999*	*2000*	*2001*	*2002*	*All*		*NSW pop'n*	*Annual rate per 1000*
		%	*%*	*%*	*%*	*%*	*IC*	*%*	
Sydney	Inner Sydney	12.9	12.7	12.4	12.8	12.7	260	4.9	32.9
	Eastern Suburbs	6.5	6.0	5.5	5.2	5.8	159	3.7	20.1
	St George-Sutherland	3.6	3.8	3.7	4.1	3.8	59	6.5	7.4
	Canterbury-Bankstown	3.5	4.0	4.0	4.3	4.0	85	4.7	10.8
	Fairfield-Liverpool	4.7	5.7	5.5	5.8	5.4	103	5.3	13.0
	Outer South Western Sydney	3.7	4.6	5.8	6.4	5.2	145	3.6	18.4
	Inner Western Sydney	2.8	3.0	3.0	3.3	3.0	122	2.5	15.4
	Central Western Sydney	5.5	5.5	5.8	6.6	5.8	130	4.5	16.4
	Outer Western Sydney	11.1	10.0	9.4	8.5	9.7	201	4.8	25.4
	Blacktown	5.6	5.1	5.3	5.5	5.4	134	4.0	16.9
	Lower Northern Sydney	3.1	3.3	3.2	3.3	3.3	74	4.4	9.3
	Central Northern Sydney	3.0	2.9	3.3	3.5	3.2	53	6.1	6.7
	Northern Beaches	1.5	1.4	1.4	1.5	1.4	41	3.4	5.2
	Gosford-Wyong	3.6	2.9	2.9	2.9	3.1	69	4.5	8.7
Total Sydney		**71.1**	**70.8**	**71.1**	**73.8**	**71.8**	**114**	**62.8**	**14.5**
Hunter		5.8	4.7	4.2	4.4	4.7	53	8.8	6.8
Illawarra		6.3	7.6	7.4	6.9	7.1	118	6.0	14.9
Richmond-Tweed		4.9	4.7	4.4	2.2	4.0	119	3.3	15.1
Mid-North Coast		2.3	2.0	1.8	1.5	1.9	44	4.3	5.5
Northern		2.8	2.4	2.3	2.3	2.4	90	2.7	11.4
North Western		2.6	2.3	2.8	2.4	2.5	139	1.8	17.6
Central West		1.4	1.6	1.5	1.5	1.5	56	2.7	7.1
South Eastern		1.0	0.8	0.8	1.1	0.9	29	3.1	3.7
Murrumbidgee		0.8	0.8	0.7	1.3	0.9	39	2.3	4.9
Murray[a]		0.8	1.0	0.9	1.2	1.0	58	1.7	7.4
Far West		0.3	1.2	1.9	1.6	1.3	335	0.4	42.4
Total non-Sydney		**28.9**	**29.2**	**28.9**	**26.2**	**28.2**	**76**	**37.2**	**9.6**
Total NSW (%)		100	100	100	100	100	100	100	12.7
Total NSW (No.)		*75 241*	*79 625*	*82 799*	*84 574*	*322 239*			

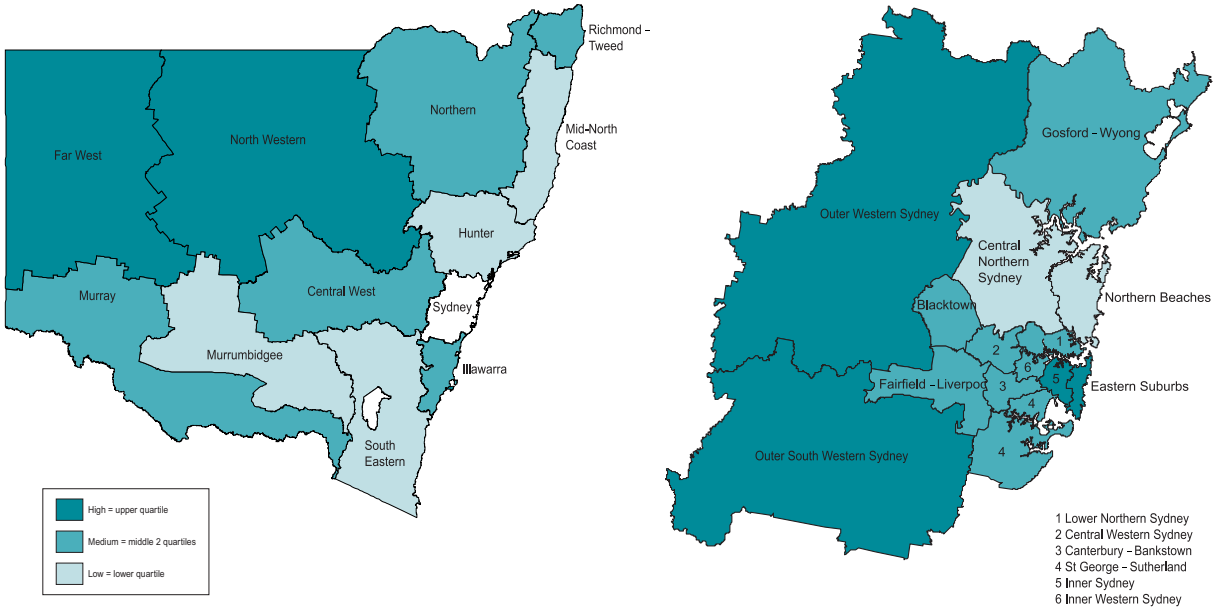
a Murray is also covered by the Murray Mallee Community Legal Service based in Victoria.

Notes: Shaded areas indicate that the IC is greater than 100.
Postcode was not recorded in 0.1 per cent of inquiries. 3 per cent of inquiries were from interstate and 2 per cent were classified as Business (see Appendix 3 for further information). These have been excluded from the analysis.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

[29] See Combined Community Legal Centres Group, *Directory of New South Wales Community Legal Centres*, Surry Hills, 2002, for details of generalist and specialist community legal centres.

Figure 43: Rate of inquiries per 1000 population by region
NSW Community Legal Centres, 1999–2002

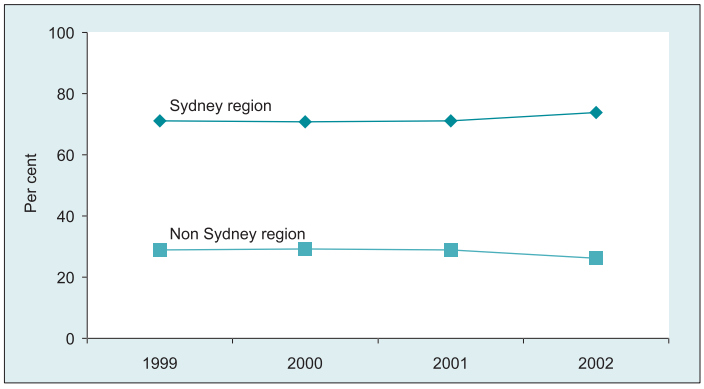


Note: Figure 43 graphically presents all 25 regions in terms of whether they had 'high', 'medium' or 'low' rates of inquiries per 1000 population.

Comment

- On average, the Sydney region had a higher rate of inquiries to NSW Community Legal Centres per 1000 population per annum (14.5) than did the rest of NSW (9.6).

Figure 44: Proportion of inquiries from Sydney and non-Sydney regions by year
NSW Community Legal Centres, 1999–2002



Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Based on the chi-square examining region of residence of inquirers by year:

- The percentage of inquiries in Sydney *increased* overall. This comprised a *decrease* in 2000 followed by *increases* through 2001 and 2002.
- The opposite trend occurred in the non-Sydney regions, with an overall *decrease* in the proportion of inquiries. This consisted of an *increase* in 2000 followed by *decreases* through 2001 and 2002. It is worth noting that the Far West region had the highest rate of inquiries per 1000 population for 2000 to 2002 even though it did not rank in the top 5 for 1999. The Broken Hill Community Legal Centre was established in the Far West region in June 2000.

Proportion of inquiries, Chamber Magistrate Service

Chamber Magistrates are located in over 160 Local Courts across New South Wales.[30]

Table 58: Percentages, ICs and rates of inquiries per 1000 population by region of residence of inquirer and year
Chamber Magistrate Service, 1999–2001

Statistical Division		*1999*	*2000*	*2001*	*All*		*NSW Pop'n*	*Rate per 1000 per annum*
		%	*%*	*%*	*%*	*IC*	*%*	
Sydney	Inner Sydney	6.2	5.7	5.4	5.8	118	4.9	27.5
	Eastern Suburbs	1.3	1.4	1.9	1.5	42	3.7	9.8
	St George-Sutherland	3.1	3.4	3.9	3.4	53	6.5	12.4
	Canterbury-Bankstown	1.7	2.4	2.2	2.1	45	4.7	10.5
	Fairfield-Liverpool	3.8	4.0	3.9	3.9	74	5.3	17.3
	Outer South Western Sydney	3.5	2.6	2.5	2.9	81	3.6	18.8
	Inner Western Sydney	1.8	1.4	1.8	1.7	68	2.5	15.8
	Central Western Sydney	3.6	3.2	2.4	3.1	68	4.5	15.8
	Outer Western Sydney	4.1	3.6	3.3	3.6	75	4.8	17.5
	Blacktown	3.3	4.4	4.6	4.1	102	4.0	23.8
	Lower Northern Sydney	0.3	0.5	0.7	0.5	12	4.4	2.7
	Central Northern Sydney	1.5	1.7	1.8	1.6	27	6.1	6.3
	Northern Beaches	1.6	1.5	1.5	1.5	45	3.4	10.4
	Gosford-Wyong	3.5	4.5	5.1	4.4	98	4.5	22.7
Total Sydney		**39.3**	**40.1**	**41.1**	**40.2**	**64**	**62.8**	**14.9**
Hunter		13.2	13.0	13.1	13.1	148	8.8	34.5
Illawarra		8.1	7.6	7.3	7.7	128	6.0	29.8
Richmond-Tweed		5.0	5.1	4.6	4.9	146	3.3	34.0
Mid-North Coast		6.8	7.2	6.3	6.8	156	4.3	36.4
Northern		4.3	3.9	3.7	3.9	145	2.7	33.9
North Western		4.0	3.6	4.4	4.0	220	1.8	51.2
Central West		5.5	5.9	5.6	5.7	213	2.7	49.6
South Eastern		5.2	5.3	5.1	5.2	166	3.1	38.7
Murrumbidgee		5.3	5.3	5.4	5.3	231	2.3	53.7
Murray		2.8	2.7	2.6	2.7	159	1.7	36.9
Far West		0.5	0.5	0.6	0.5	138	0.4	32.2
Total non-Sydney		**60.7**	**59.9**	**58.9**	**59.8**	**161**	**37.2**	**37.4**
Total NSW (%)		100	100	100	100		100	23.3
Total (No.)		*147 412*	*146 557*	*151 212*	*445 181*			

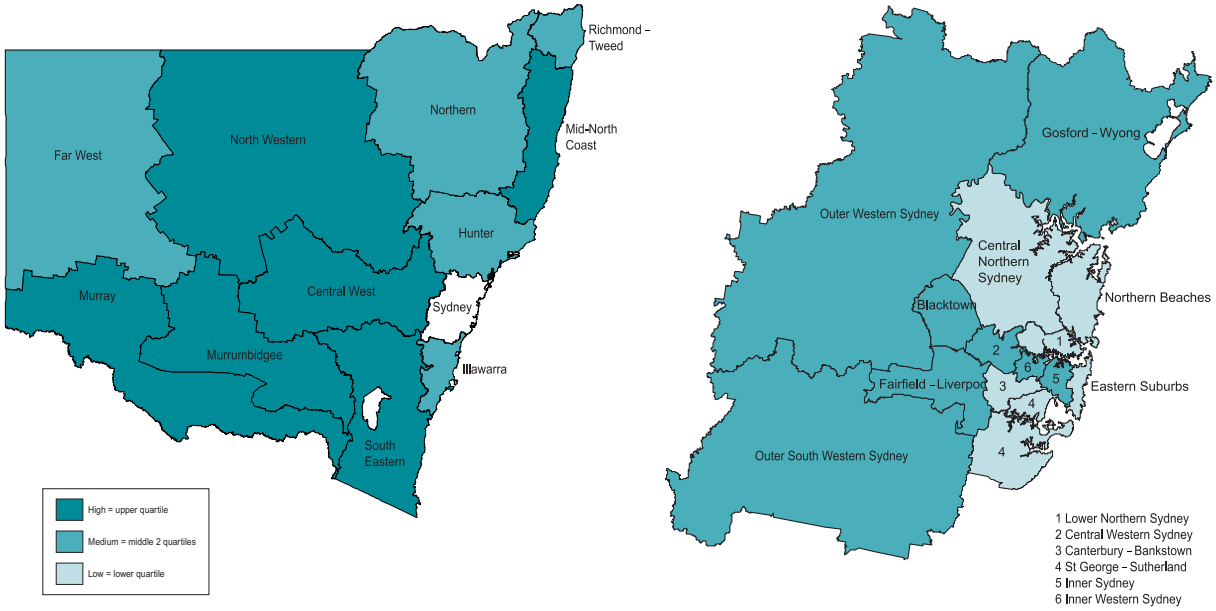
a Chamber Magistrate regions were converted into ABS statistical subdivisions and divisions. This could only be done approximately. See Appendix 1 for more details.

Notes: Shaded areas indicate that the IC is greater than 100.
0.1 per cent of inquiries were from Children's Courts. These have been excluded from the analysis.

Source: NSW Local Courts (unpublished data).

[30] LawLink NSW, *Location of NSW Local Courts*, <http://www.lawlink.nsw.gov.au/locations/locnsw.nsf/pages/nswmap/>

Figure 45: Rate of inquiries per 1000 population by region
Chamber Magistrate Service, 1999–2001

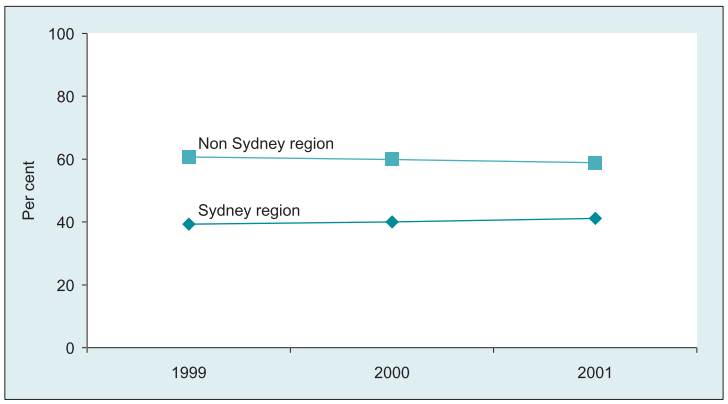


Note: Figure 45 graphically presents all 25 regions in terms of whether they had 'high', 'medium' or 'low' rates of inquiries per 1000 population to the Chamber Magistrate Service.

Comment

- Rural/regional NSW had a higher average rate of inquiries to the Chamber Magistrate Service per 1000 population per annum (37.4) than did the Sydney region (14.9).
- The regions with the highest usage of Chamber Magistrate services were all rural/regional areas—and those with the lowest usage rates were all Sydney metropolitan regions.

Figure 46: Proportion of inquiries from Sydney and non-Sydney regions by year
Chamber Magistrate Service, 1999–2001



Source: NSW Local Courts (unpublished data).

Based on the chi-square examining region of residence of inquirers by year:

- The proportion of inquiries in Sydney regions *increased* overall from 1999 to 2001, with a corresponding *decline* in the overall proportion of inquiries in non-Sydney regions.

Legal matter, Legal Aid NSW Information/Advice Service

Table 59: Percentage of inquiries by region of residence and broad area of law
Legal Aid NSW Information/Advice Service, 2000–2002

Statistical Division		*Family %*	*Crime %*	*Civil %*	*Total %*
Sydney	Inner Sydney	28.5	26.8	44.7	100
	Eastern Suburbs	31.2	26.1	42.7	100
	St George-Sutherland	39.2	22.2	38.6	100
	Canterbury-Bankstown	36.1	20.4	43.4	100
	Fairfield-Liverpool	38.2	23.7	38.1	100
	Outer South Western Sydney	41.9	30.1	28.0	100
	Inner Western Sydney	33.0	19.2	47.8	100
	Central Western Sydney	27.6	34.5	37.9	100
	Outer Western Sydney	43.9	28.5	27.6	100
	Blacktown	41.9	33.6	24.5	100
	Lower Northern Sydney	35.0	18.4	46.6	100
	Central Northern Sydney	41.9	19.2	38.9	100
	Northern Beaches	51.8	18.0	30.1	100
	Gosford-Wyong	44.5	22.2	33.2	100
Hunter		50.0	18.0	32.0	100
Illawarra		40.4	20.5	39.1	100
Richmond-Tweed		42.7	20.2	37.2	100
Mid-North Coast		43.1	13.3	43.6	100
Northern		42.6	22.0	35.5	100
North Western		42.2	23.3	34.5	100
Central West		39.2	27.7	33.1	100
South Eastern		39.7	20.7	39.6	100
Murrumbidgee		36.9	34.7	28.3	100
Murray		48.1	23.8	28.0	100
Far West		38.9	21.3	39.8	100
NSW average		**40.1**	**23.5**	**36.4**	100

Notes: Shaded areas indicate higher than the NSW average for the given broad area of law.
N = 201707. Postcode was not recorded in 5 per cent of inquiries. Of the remainder, 2 per cent were from interstate and 2 per cent were classified as Business (see Appendix 3 for further information). These have all been excluded from the analysis.
Phone/counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

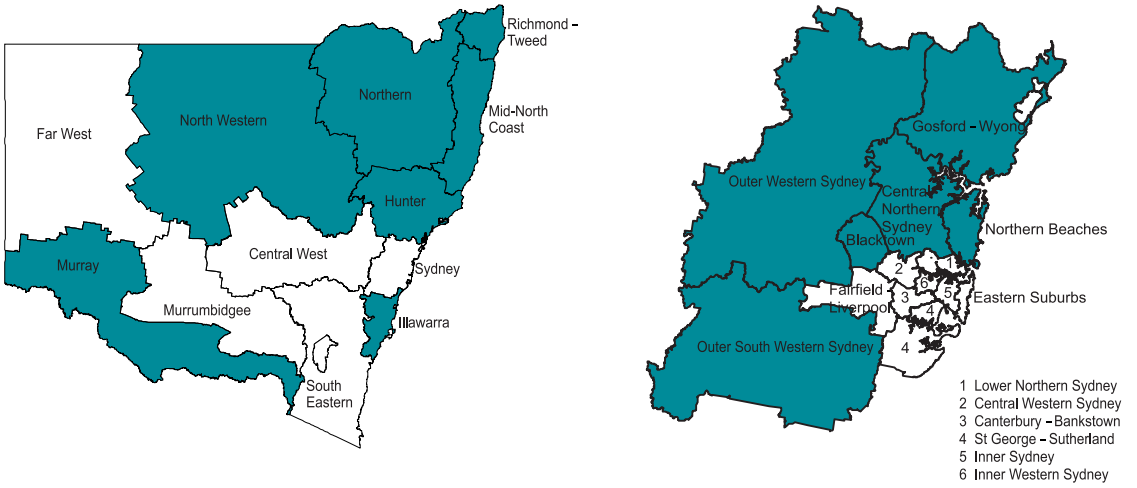
Based on the chi-square examining region of residence of inquirers by broad area of law:

- The percentage of inquiries concerning Family Law was significantly higher than the corresponding percentage for NSW in 7 of the 11 non-Sydney regions. In comparison, only 6 of the 14 Sydney regions had a higher than average percentage of Family Law inquiries—Outer South Western Sydney, Outer Western Sydney, Blacktown, Central Northern Sydney, the Northern Beaches and Gosford-Wyong. These Sydney regions were mostly in outer Sydney.
- For Civil Law, almost the opposite occurred—9 of the 14 Sydney regions had higher than average percentages of inquiries compared with only 5 of the 11 non-Sydney regions.
- The distribution of inquiries about Criminal Law across Sydney regions was more even—6 regions had percentages that were significantly above average, 7 had percentages that were below average and 1 recorded a percentage that was almost equal to the NSW average (Fairfield-Liverpool). Rural/regional areas had lower than average percentages of Criminal Law inquiries in 7 regions and above average percentages in 3 regions. One region (North Western) recorded a percentage that was almost equal to the NSW average.

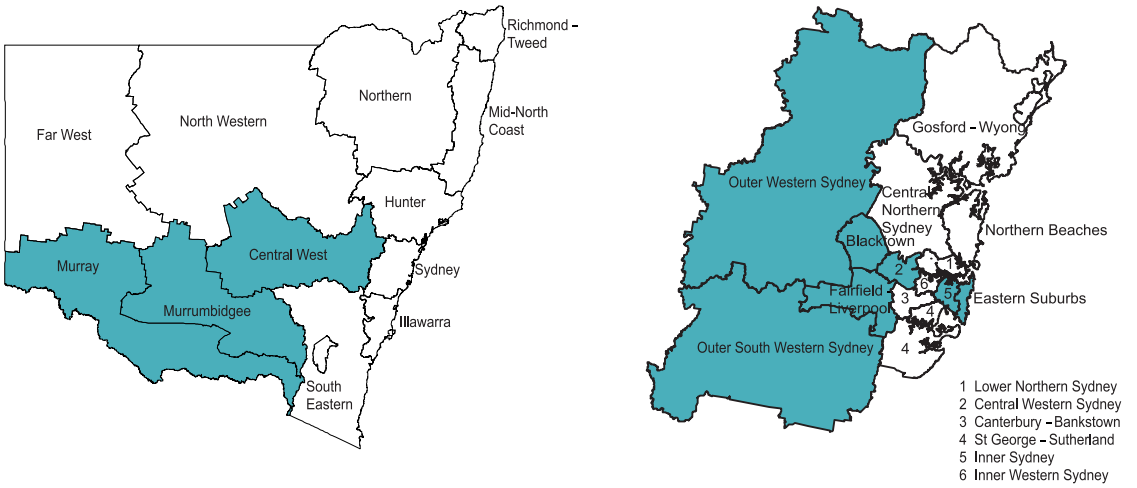
Figure 47 shows, for each broad area of law, the regions with an above average percentage of inquiries (i.e. higher than the corresponding percentage for NSW overall).

Figure 47: Regions with an above average percentage of inquiries for each broad area of law
NSW Legal Aid Information/Advice Service, 2000–2002

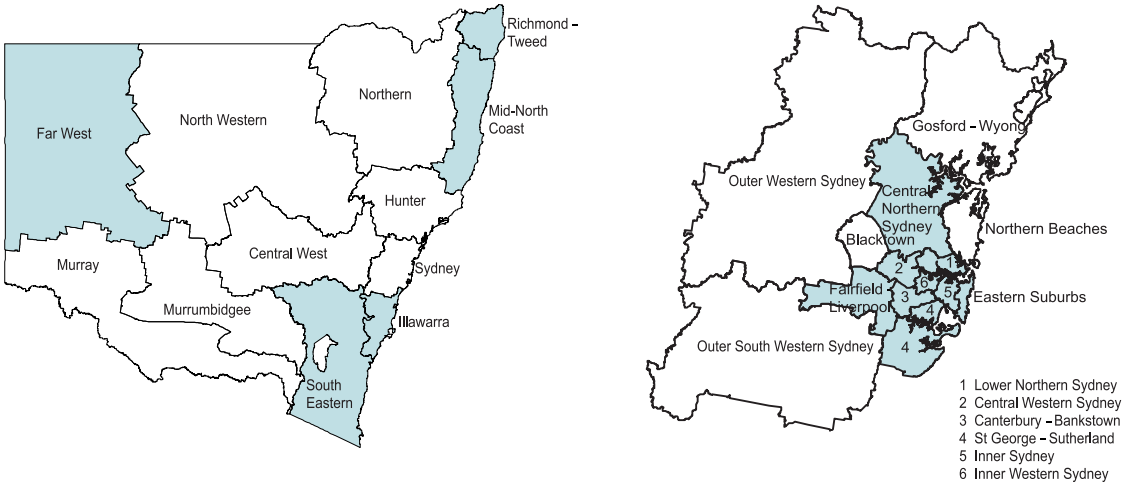
FAMILY



CRIME



CIVIL



Based on the chi-square, Table 60 shows the specific legal matters that inquirers from each region of residence inquired about at a rate higher than the rate for the sample.

Table 60: Specific area of law about which residents of different regions were more likely to inquire Legal Aid NSW Information/Advice Service, 2000–2002

Statistical Division		*Specific area of law*
Sydney	Inner Sydney	General crime, Business/Media, Employment, Government/Legal system, Health/Human rights, Housing, Motor vehicles, Personal injury
	Eastern Suburbs	General crime, Employment, Government/Legal system, Health/Human rights, Housing, Motor vehicles, Personal injury
	St George-Sutherland	Domestic violence, Consumers, Employment, Government/Legal system, Housing, Wills/Estates
	Canterbury-Bankstown	Consumers, Government/Legal system, Motor vehicles, Personal injury
	Fairfield-Liverpool	General crime, Government/Legal system, Motor vehicles
	Outer South Western Sydney	Family, General crime, Traffic offences
	Inner Western Sydney	Consumers, Credit/Debt, Employment, Government/Legal system, Health/Human rights, Housing, Motor vehicles
	Central Western Sydney	General crime, Government/Legal system
	Outer Western Sydney	General crime, Family, Traffic offences
	Blacktown	General crime, Family, Domestic Violence, Traffic offences
	Lower Northern Sydney	Traffic offences, Consumers, Credit/Debt, Employment, Government/Legal system, Health/Human rights, Housing
	Central Northern Sydney	Family, Consumers, Government/Legal system
	Northern Beaches	Family, Employment, Traffic offences
	Gosford-Wyong	Family, Domestic violence, Credit/Debt, Housing, Wills/Estates
Hunter		Family, Health/Human rights, Wills/Estates
Illawarra		Housing
Richmond-Tweed		Family, Domestic violence, Traffic offences, Credit/Debt, Housing, Motor Vehicles, Wills/Estates
Mid-North Coast		Family, Business/Media, Consumers, Credit/Debt, Employment, Health/Human rights, Housing, Personal injury, Wills/Estates
Northern		Family, Domestic violence, Business/Media, Credit/Debt
North Western		Domestic violence, Credit/Debt, Wills/Estates
Central West		General crime, Domestic violence, Credit/Debt, Employment, Wills/Estates
South Eastern		Business/Media, Credit/Debt, Employment, Housing, Wills/Estates
Murrumbidgee		General crime, Domestic violence
Murray		Family, Domestic violence
Far West		Business/Media, Personal injury

Note: Phone counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Legal matter, LawAccess NSW

Table 61: Percentage of inquiries by region of residence and broad area of law
LawAccess NSW, 2002

Statistical Division		Family %	Crime %	Civil %	Total %
Sydney	Inner Sydney	17.3	18.4	64.3	100
	Eastern Suburbs	18.1	16.7	65.2	100
	St George-Sutherland	24.4	15.9	59.7	100
	Canterbury-Bankstown	23.0	14.1	62.8	100
	Fairfield-Liverpool	22.2	15.9	61.9	100
	Outer South Western Sydney	30.4	15.1	54.4	100
	Inner Western Sydney	20.4	16.5	63.1	100
	Central Western Sydney	22.3	16.7	61.0	100
	Outer Western Sydney	29.0	16.4	54.5	100
	Blacktown	25.8	17.6	56.6	100
	Lower Northern Sydney	18.7	14.5	66.8	100
	Central Northern Sydney	22.6	14.4	63.0	100
	Northern Beaches	22.3	15.6	62.2	100
	Gosford-Wyong	31.4	15.5	53.1	100
Hunter		33.8	19.0	47.2	100
Illawarra		34.6	16.3	49.1	100
Richmond-Tweed		35.4	18.4	46.1	100
Mid-North Coast		35.0	17.0	48.0	100
Northern		33.8	15.8	50.3	100
North Western		34.1	18.8	47.1	100
Central West		34.1	18.4	47.5	100
South Eastern		34.3	20.9	44.8	100
Murrumbidgee		34.1	23.7	42.2	100
Murray		39.1	21.5	39.4	100
Far West		32.8	20.6	46.6	100
NSW average		**27.8**	**17.0**	**55.1**	**100**

Notes: Shaded areas indicate higher than the NSW average for the given broad area of law.
N = 51596. Postcode was not recorded in 5 per cent of inquiries. 7 per cent of inquiries were from Business (see Appendix 3 for details) and 4 per cent were from interstate. These have been excluded from the analysis.

Source: LawAccess NSW (unpublished data).

Comment

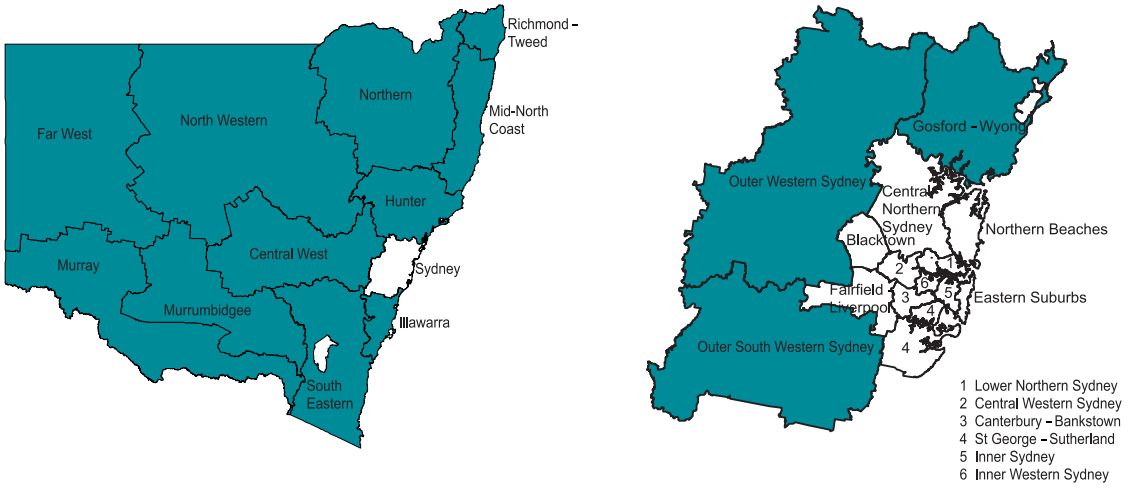
As is shown in Table 61, the majority of inquiries made to LawAccess NSW concerned Civil Law, followed by Family Law and Criminal Law for all regions of NSW. There were, however, significant differences between metropolitan and non-metropolitan regions in terms of the type of legal matters about which residents were more likely to inquire. Based on the chi-square examining region of residence of inquirers by broad area of law:

- In Family Law, the percentage of inquiries in each non-Sydney region was higher than the State average of 28 per cent. With 3 exceptions, Sydney regions experienced a lower than average proportion of inquiries about Family Law. The 3 exceptions (Outer Western Sydney, Outer South Western Sydney and Gosford-Wyong), were all located in the outskirts of the Sydney area.
- The percentage of Criminal Law inquiries in each non-Sydney region was greater than or equal to the State average of 17 per cent, except for the Northern and Illawarra regions (16%). In contrast, only two Sydney regions exceeded the average for NSW—Inner Sydney (18%) and Blacktown (18%).
- The pattern for Civil Law contrasts with the patterns for Family and Criminal Law—there were average or above average percentages of inquiries in most Sydney regions and below average percentages in all non-Sydney regions. There were 2 exceptions in Sydney—Outer South Western and Outer Western—both of which are on the outskirts of Sydney.

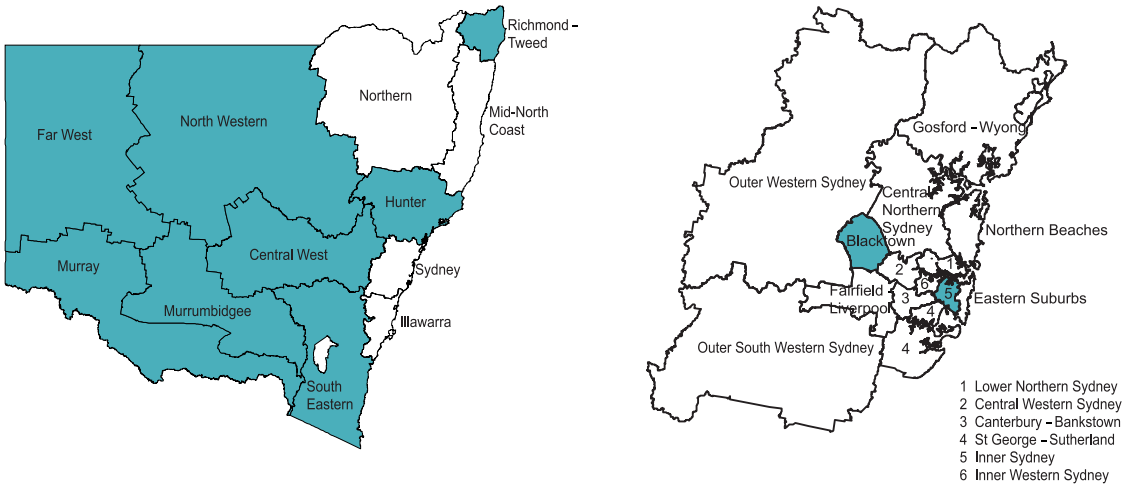
Figure 48 shows which of the 25 regions had an above average percentage of inquiries for each broad area of law (i.e. higher than the corresponding percentage for NSW overall).

Figure 48: Regions with an above average percentage of inquiries for each broad area of law
LawAccess NSW, 2002

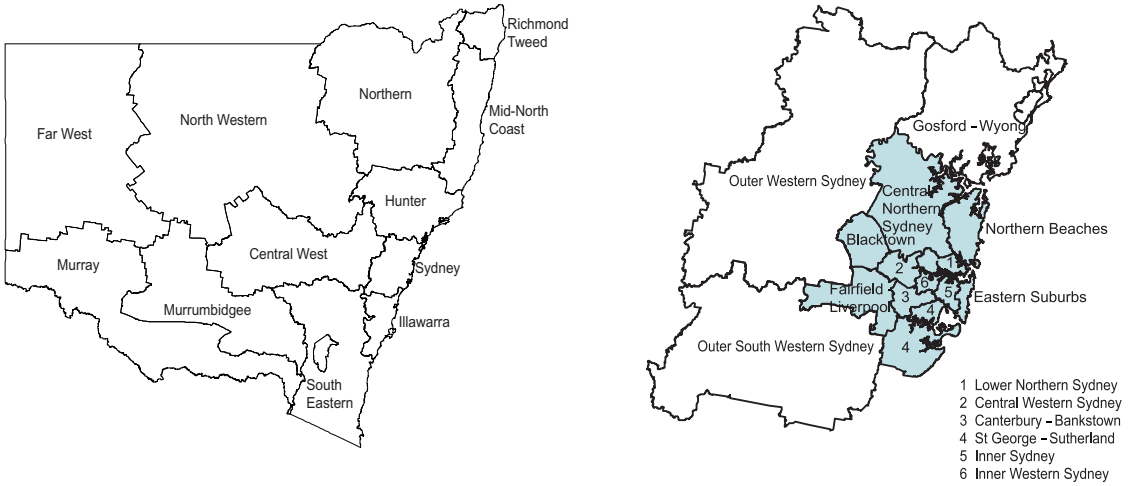
FAMILY



CRIME



CIVIL



Based on the chi-square examining specific area of law by region of residence, Table 62 shows the specific legal matters that inquirers from each region of residence inquired about at a rate higher than the rate for the sample.

Table 62: Specific area of law about which residents of different regions were more likely to inquire LawAccess NSW, 2002

Region of residence		*Specific area of law*
Sydney	Inner Sydney	General crime, Government/Legal system, Business, Employment, Housing
	Eastern Suburbs	Traffic offences, Employment, Housing, Business, Consumers
	St George-Sutherland	Wills/Estates, Housing, Consumers
	Canterbury-Bankstown	Wills/Estates, Employment, Government/Legal system, Business
	Fairfield-Liverpool	Employment, Personal injury, Motor vehicles, Consumers
	Outer South Western Sydney	Motor vehicles
	Inner Western Sydney	Housing, Consumers
	Central Western Sydney	Health, Personal injury, Motor vehicles
	Outer Western Sydney	Consumers, Credit/Debt
	Blacktown	General crime, Credit/Debt
	Lower Northern Sydney	Housing, Wills/Estates, Media, Business
	Central Northern Sydney	Housing, Wills/Estates, Consumers, Traffic offences
	Northern Beaches	Government/Legal system, Housing, Wills/Estates
	Gosford-Wyong	Family
Hunter		Family, Domestic violence, Human rights, Traffic offences
Illawarra		Family
Richmond-Tweed		Family, Domestic violence
Mid-North Coast		Family, Domestic violence
Northern		Family, Credit/Debt, Government/Legal system, Business/Media
North Western		Family, Domestic violence, Credit/Debt
Central West		Family
South Eastern		Family, General crime, Traffic offences
Murrumbidgee		Family, General crime
Murray		Family
Far West		General crime

Source: LawAccess NSW (unpublished data).

Legal matter, NSW Community Legal Centres

Table 63: Percentage of inquiries by broad area of law and region of residence
NSW Community Legal Centres, 1999–2002

Statistical Division		Family %	Crime %	Civil %	Total %
Sydney	Inner Sydney	13.4	15.8	70.9	100
	Eastern Suburbs	16.5	11.9	71.6	100
	St George-Sutherland	24.1	7.7	68.2	100
	Canterbury-Bankstown	24.9	9.1	66.0	100
	Fairfield-Liverpool	34.5	9.4	56.1	100
	Outer South Western Sydney	41.3	13.6	45.1	100
	Inner Western Sydney	14.9	7.1	78.0	100
	Central Western Sydney	27.0	10.8	62.2	100
	Outer Western Sydney	39.9	18.8	41.3	100
	Blacktown	37.2	10.9	51.9	100
	Lower Northern Sydney	19.5	7.3	73.2	100
	Central Northern Sydney	27.7	7.3	65.0	100
	Northern Beaches	14.9	5.5	79.5	100
	Gosford-Wyong	36.2	10.4	53.4	100
Hunter		30.0	22.0	48.1	100
Illawarra		39.9	11.4	48.7	100
Richmond-Tweed		24.2	9.8	66.0	100
Mid-North Coast		29.5	14.7	55.8	100
Northern		36.9	12.3	50.8	100
North Western		42.9	17.1	40.0	100
Central West		38.5	25.0	36.6	100
South Eastern		32.8	10.1	57.1	100
Murrumbidgee		47.8	11.7	40.5	100
Murray[a]		47.1	15.3	37.6	100
Far West		31.4	21.6	47.0	100
NSW average		**29.2**	**12.9**	**57.8**	**100**

a Murray is also covered by the Murray Mallee Community Legal Service based in Victoria.

Notes: Shaded areas indicate higher than the NSW average for the given broad area of law.
N = 321362. Postcode was not recorded in 0.1 per cent of inquiries. 3 per cent of inquiries were from interstate and 2 per cent were classified as Business (see Appendix 3 for further information). These have been excluded from the analysis.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

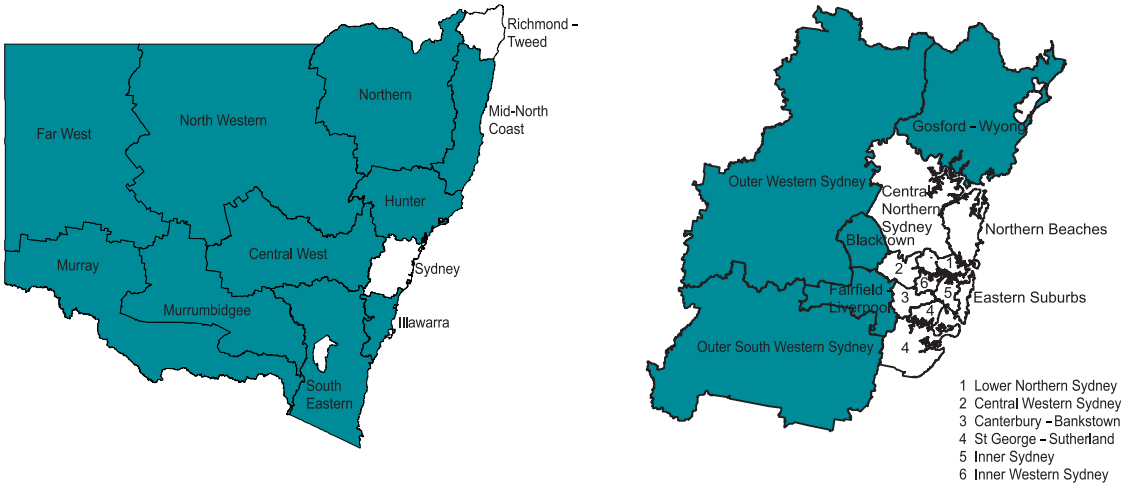
As is shown in Table 63, the majority of inquiries made to NSW Community Legal Centres concerned Civil Law (58%), followed by Family Law (29%) and Criminal Law (13%). There were, however, differences between regions in the broad area of law about which inquiries were more likely to be made. Based on the chi-square examining region of residence of inquirers by broad area of law:

- In 10 of the 11 non-Sydney regions, the percentage of inquiries concerning Family Law was significantly higher than the corresponding average percentage for NSW (29%). This compares with only 5 of the 14 Sydney regions. The Sydney areas with higher than average percentages of Family Law inquiries were all located in Sydney's outer western regions—Outer South Western Sydney, Outer Western Sydney, Blacktown, Fairfield-Liverpool and Gosford-Wyong.
- For Civil Law, the opposite pattern was observed. Nine of the 14 Sydney regions had higher than average percentages of Civil Law inquiries compared with 1 of the 11 non-Sydney regions.
- More non-Sydney than Sydney regions had percentages of Criminal Law inquiries that were higher than the NSW average. Six rural/regional areas had higher than average percentages of Criminal Law inquiries—Hunter, Mid-North Coast, North Western, Central West, Murray and Far West. In contrast, only 3 Sydney regions—Inner Sydney, Outer South Western Sydney and Outer Western Sydney—had significantly higher percentages of inquiries about Criminal Law than the average percentage for NSW.

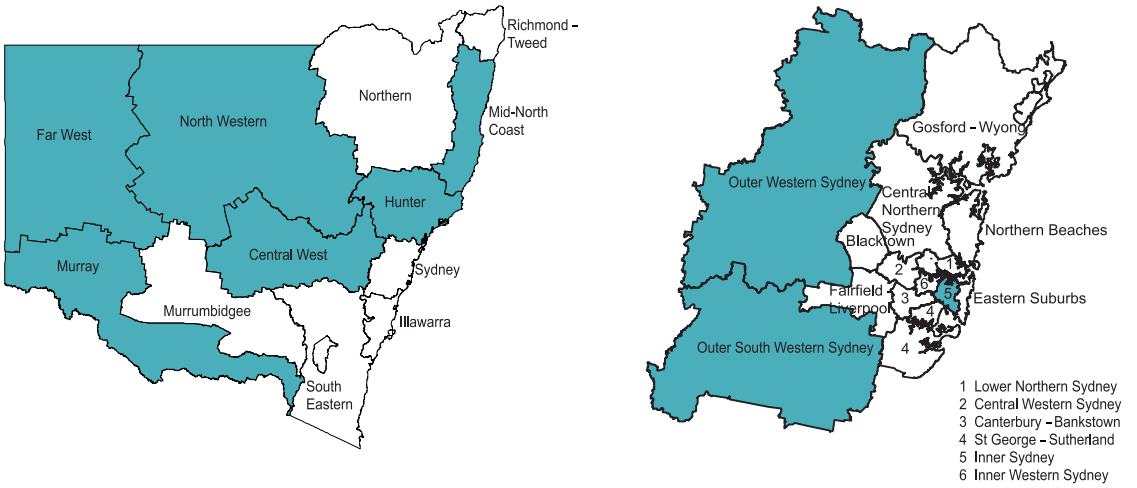
Figure 49 shows, for each broad area of law, which of the 25 regions had an above average percentage of inquiries (i.e. higher than the corresponding percentage for NSW overall).

Figure 49: Regions with an above average percentage of inquiries for each broad area of law
NSW Community Legal Centres, 1999–2002

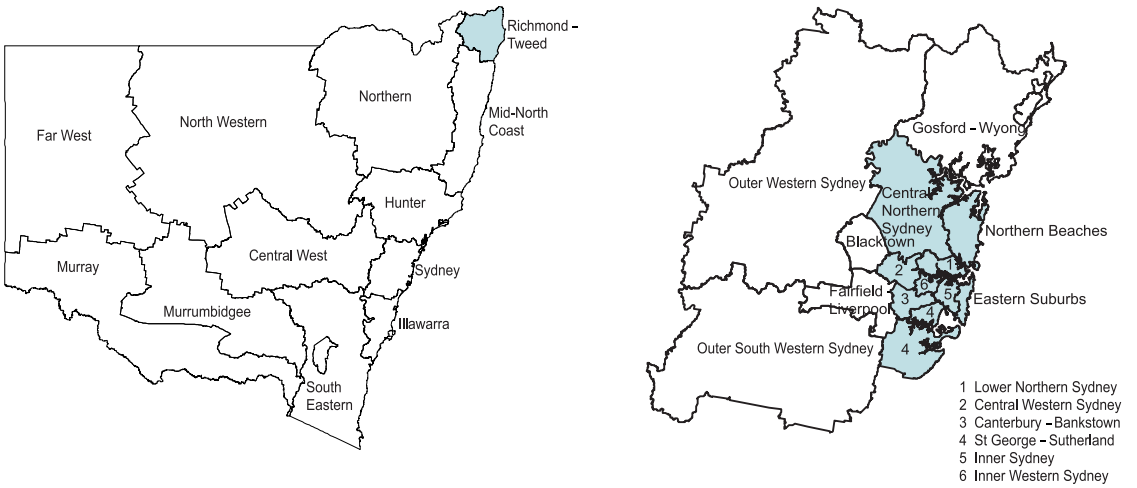
FAMILY



CRIME



CIVIL



Based on the chi-square, Table 64 shows the specific legal matters that inquirers from each region of residence inquired about at a rate higher than the rate for the sample.

Table 64: Specific area of law about which residents of different regions were more likely to inquire NSW Community Legal Centres, 2000–2002

Statistical Division		*Specific area of law*
Sydney	Inner Sydney	General crime, Domestic violence, Traffic offences, Business/Media, Consumers, Government/Legal system, Health/Human rights, Motor vehicles, Wills/Estates
	Eastern Suburbs	General crime, Traffic offences, Business/Media, Consumers, Employment, Government/Legal system, Health/Human rights, Motor vehicles, Personal injury, Wills/Estates
	St George-Sutherland	Consumers, Employment, Government/Legal system
	Canterbury-Bankstown	Employment, Government/Legal system, Motor vehicles
	Fairfield-Liverpool	Family, Traffic offences, Employment, Government/Legal system, Motor vehicles
	Outer South Western Sydney	Family, Domestic violence, Traffic offences, Credit/Debt, Employment
	Inner Western Sydney	Government/Legal system
	Central Western Sydney	Employment, Government/Legal system, Motor vehicles
	Outer Western Sydney	Family, General crime, Domestic violence, Traffic offences, Credit/Debt
	Blacktown	Family, Consumers, Employment, Motor vehicles, Wills/Estates
	Lower Northern Sydney	Employment, Government/Legal system, Health/Human rights
	Central Northern Sydney	Employment
	Northern Beaches	Employment, Government/Legal system, Health/Human rights
	Gosford-Wyong	Family, Consumers, Health/Human rights, Personal injury
Hunter		General crime, Domestic violence, Business/Media, Consumers, Health/Human rights, Wills/Estates
Illawarra		Family, Traffic offences, Consumers, Credit/Debt, Health/Human rights, Wills/Estates
Richmond-Tweed		Government/Legal system
Mid-North Coast		Domestic violence, Business/Media, Government/Legal system, Health/Human rights
Northern		Family, General crime, Business/Media, Consumers, Credit/Debt, Health/Human rights, Personal injury, Wills/Estates
North Western		Family, General crime, Domestic violence, Credit/Debt, Employment, Wills/Estates
Central West		Family, Domestic violence
South Eastern		Family, Consumers, Government/Legal system
Murrumbidgee		Family, Health/Human rights
Murray		Family, General crime, Traffic offences, Business/Media, Credit/Debt
Far West		Family, General crime, Traffic offences, Business/Media, Consumers, Credit/Debt, Health/Human rights, Wills/Estates

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Chapter 3: Pathways of Service Users

This section includes analyses of the source of inquiry and referral destination.

Services with relevant data are the Legal Aid NSW Information/Advice Service, Law Access NSW and NSW Community Legal Centres.

For both source of inquiry and referral destination, service categories were mapped to Law and Justice Foundation categories, as described in Table 65.

Table 65: Law and Justice Foundation categories for source of inquiry and referral destination

Level 1	*Level 2*
Self help	Already knew about
	Friend/Family
Published	Media
	Telephone book
	Publication
	Internet
Government	MP/Local counsellor
	Government-local
	Government
Other non-legal	Health professional
	Community organisation
	Library
	Union / Association
	Employer
	School
	Private organisation
Complaint handling/ Law enforcement	Dispute resolution service
	Complaint handling body
	Police
Legal	LawAccess NSW
	Legal Aid NSW Helpline
	Community Legal Centre
	Legal Aid NSW
	Solicitor/Barrister
	Court
Other	Not referred

FOR MORE INFORMATION

Australian Bureau of Statistics, *2001 Census Basic Community Profile and Snapshot: New South Wales, B16 Internet Use by Sex,* 2001, <http://www.abs.gov.au>.

Law and Justice Foundation of NSW, *Immigration Advice and Rights Centre Website Evaluation and Needs Analysis,* 2002, <http://www.lawfoundation.net.au/resources/iarc/report_final.html>.

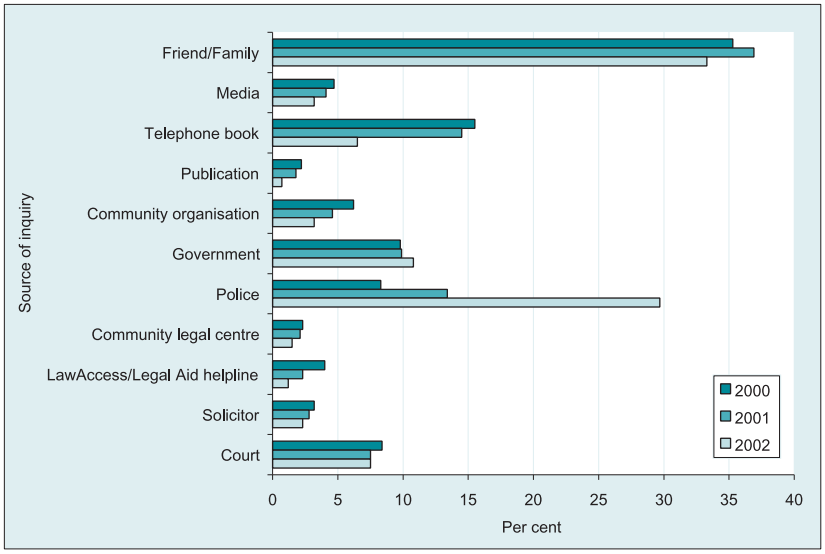
Marzio, W. D. and Cultural Partners Australia, *Access To Information About Government Services Among Culturally And Linguistically Diverse Audiences*, Study No. 00/10/2817, Victorian Department of Premier and Cabinet, Melbourne, 2001, <http://www.voma.vic.gov.au/domino/web_notes/voma/vomasite.nsf/Frameset/VOMA?OpenDocument>.

Source of Inquiry: Overview

The Legal Aid NSW Advice Service is the only service reported in this section.[31]

Legal Aid NSW Advice Service

Figure 50: Source of inquiry by year
Legal Aid NSW Advice Service, 2000–2002



Notes: N = 48887. Source of inquiry was not collected for 227770 inquiries to the Information Service.
In 65 per cent of inquiries, the source of inquiry was recorded as 'other'. These have been excluded from the analysis.
See Table 5-12 in Appendix 5 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

- In 65 per cent of inquiries, the source of inquiry was recorded as 'other'. These have been excluded from the analysis. Of the remaining inquiries:
  - The four most frequent sources of inquiry were non-legal—friend/family (35%), police (17%), telephone book (12%) and government (10%).
  - The proportion of referrals from legal services to Legal Aid NSW was comparatively small—courts (8%), solicitors (3%), LawAccess/Legal Aid NSW helpline (3%) and Community Legal Centres (2%).

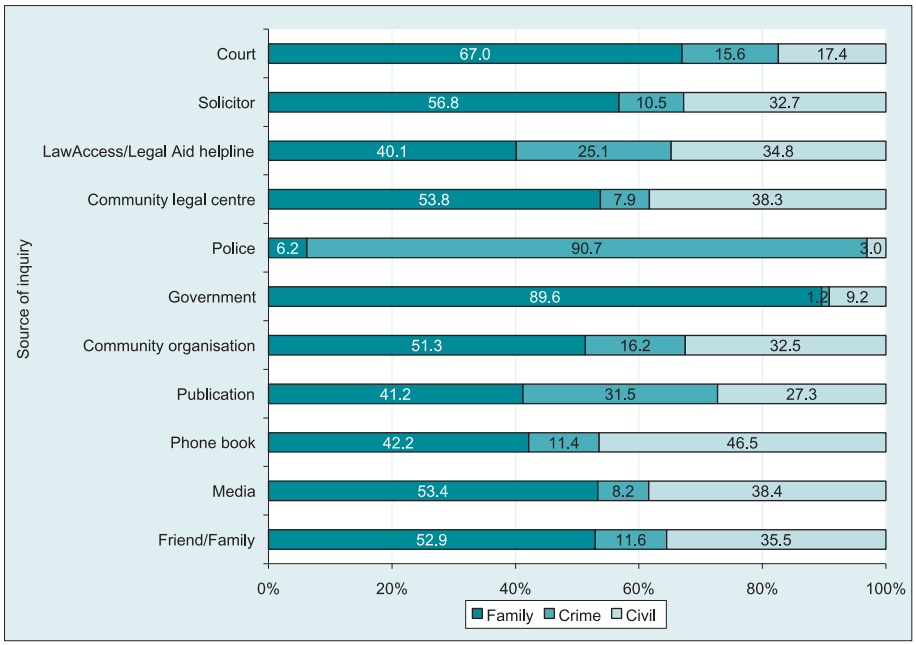
Based on the chi-square examining source of inquiry by year between 2000 and 2002:

- The proportion of service users who found out about the Service from the police and government *increased*.
- The proportion of service users who found out about the Service from the media, telephone book, publications, Legal Aid NSW/LawAccess helpline, solicitors, community organisations and community legal centres *decreased*.
- The proportion of service users who found out about the Service through friend/family *increased* from 2000 to 2001, and *decreased* from 2001 to 2002.
- The proportion of referrals from courts *decreased* from 2000 to 2001, and then remained *steady* between 2001 and 2002.

[31] Although LawAccess NSW collected data on how service users found out about their service, these data have not been included in the *Digest*. They have been excluded because of the high proportion of referrals from Legal Aid NSW and the Law Society, which reflects the fact that LawAccess was established in 2001 as the amalgamation of the Legal Aid NSW and Law Society of NSW helplines.

Legal matter, Legal Aid NSW Advice Service

Figure 51: Source of inquiry by broad area of law
Legal Aid NSW Advice Service, 2000–2002



Notes: N = 48886. Source of inquiry was not collected for 227770 inquiries to the Information Service.
In 65% of inquiries, the source of inquiry was recorded as 'other'. These have been excluded from the analysis.
See Table 5-13 in Appendix 5 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

- In 65 per cent of inquiries, the source of inquiry was recorded as 'other'. These have been excluded from the analysis.

How service users found out about the Legal Aid NSW Advice Service depended on the type of legal matter. Based on the chi-square examining broad area of law by source of inquiry, when compared with service users overall:

- Service users inquiring about Family Law were more likely to find out about the Service through government departments, courts, solicitors, media and friend/family.
- Service users inquiring about Criminal Law were more likely to find out about the Service from police.
- Service users inquiring about Civil Law were more likely to find out about the Service through the telephone book, media, community legal centres, friend/family and the LawAccess/Legal Aid helpline.

Referral Destination: Overview

Data on referral destination were available for the Legal Aid NSW Information Service, LawAccess NSW and NSW Community Legal Centres.

Referral destination

- A high proportion of inquiries was not referred in all three services—70% for the Legal Aid NSW Information Service; 40% for LawAccess NSW and 65% for NSW Community Legal Centres. These percentages include referrals to other sections of the same agency, for example to other sections of Legal Aid.
- Of those inquiries that were referred, there was a high proportion of referrals to legal organisations (community legal centres, courts, Legal Aid NSW and private solicitors) across the three services, although the comparative ranking varied, as demonstrated by Table 66.

Table 66: Top four referral destinations by service

Legal Aid NSW Information	*%*	*LawAccess NSW*	*%*	*NSW Community Legal Centres*	*%*
Community legal centre	25.7	Legal Aid NSW	26.5	Private solicitor	23.4
Private solicitor	19.5	Court	16.2	Court	15.9
Court	18.4	Private solicitor	15.6	Community organisation	14.6
Government	11.7	Dispute resolution	12.5	Community legal centre	13.8

Legal matter

- Referral destination varied according to the type of legal matter, with some patterns emerging across services. Family Law inquiries were least likely to be referred for all three services. Based on the chi-square examining broad area of law by referral destination, Table 67 shows the referral destinations that were more likely for each broad area of law. Although there were differences between services, the following patterns did emerge—Family Law inquiries were more likely to be referred to private solicitors; Criminal Law inquiries were more likely to be referred to courts, and Civil Law inquiries were more likely to be referred to government and dispute resolution services.

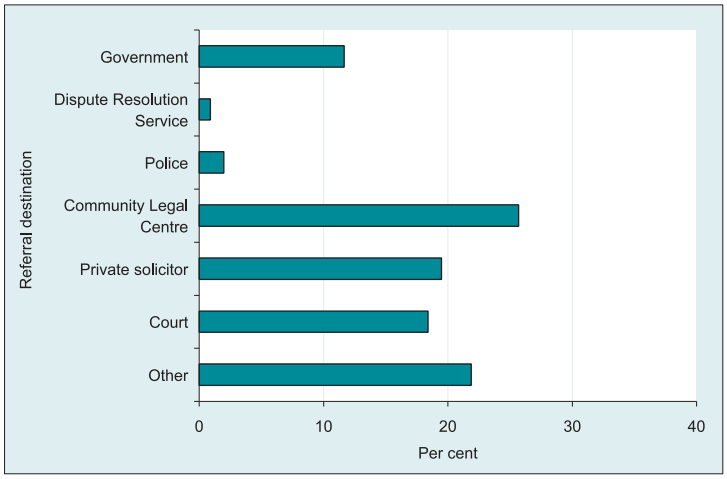
Table 67: Referral destination to which service users were more likely to be referred, by broad area of law and service

Service	*Family*	*Crime*	*Civil*
Legal Aid NSW Information	Private solicitors	Courts, Police	Government, Community legal centres, Dispute resolution
LawAccess NSW	Legal Aid NSW, Private solicitors, Courts, Government	Courts, Police, Legal Aid NSW, Private solicitors	Private solicitors, Dispute resolution, Government, Legal Aid NSW, Courts
NSW Community Legal Centres	Legal Aid NSW, Private solicitors, Courts, Dispute resolution	Courts, Legal Aid NSW, Private solicitors, Community legal centres	Community Legal Centres Government, Dispute resolution, Community organisations

Note: Referral destinations in common for all three services are shaded.

Legal Aid NSW Information Service

Figure 52: Referral destination by year
Legal Aid NSW Information Service, 2000–2002



Notes: N = 65667. Information about referral destination was missing for an additional 2382 (4%) inquiries.
This figure ONLY shows those inquiries that were referred. For all inquiries, see Table 5-14 in Appendix 5.

Source: Legal Aid NSW (unpublished data).

Comment

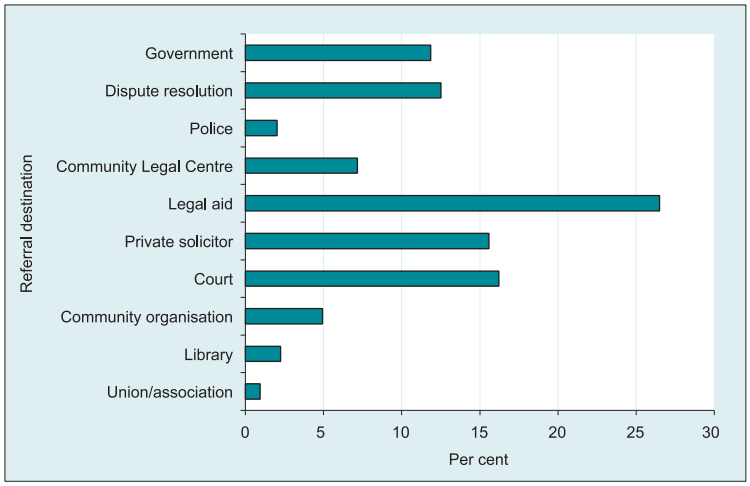
- The majority of inquiries were not referred (70%). This percentage includes the 58 per cent of inquiries which were referred to other sections of Legal Aid NSW.
- Figure 52 shows referral destinations for inquiries that were referred. The most common referral destinations were to other legal services—community legal centres (26%), private solicitors (20%) and courts (18%)—followed by referrals to government services (12%).

Based on the chi-square examining referral destination by year (see Table 5-14 in Appendix 5 for more details):

- There was an *increase* in the proportion of inquiries that were not referred or were referred to other sections of Legal Aid NSW from 2000 to 2002. We note that LawAccess NSW replaced the Legal Aid NSW Helpline in October 2001.
- There was a *decrease* in the proportion of referrals to community legal centres, courts, and solicitors, from 2000 to 2002.
- The proportion of referrals to government *decreased* from 2000 to 2001, and *increased* from 2001 to 2002, while the opposite occurred to the proportion of referrals to police.
- The proportion of referrals to dispute resolution services remained relatively steady.

LawAccess NSW

Figure 53: Referral destination
LawAccess NSW, 2002



Notes: N = 36371. Information about referral destination was missing for an additional 73 (0.2%) inquiries.
This figure ONLY shows those inquiries that were referred. For all inquiries, see Table 5-15 in Appendix 5.

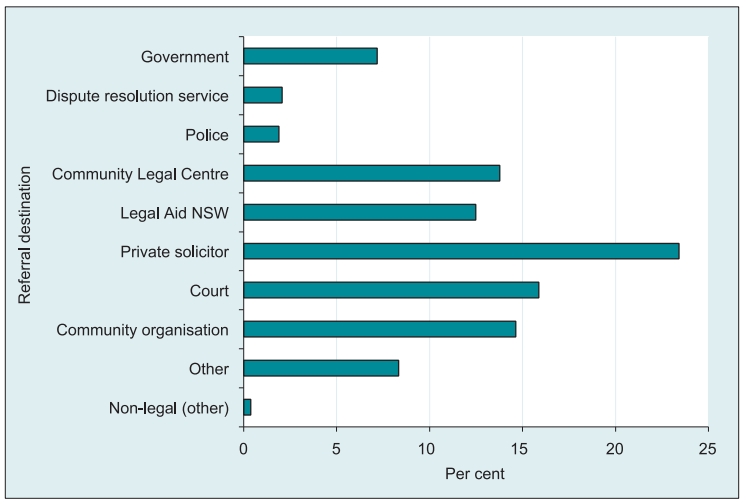
Source: LawAccess NSW (unpublished data).

Comment

- Forty per cent of inquiries were not referred or were referred 'in-house' to a LawAccess NSW legal officer.
- Figure 53 shows that, of those inquiries that were referred, the most frequent referral destinations were: Legal Aid NSW (27%), courts (16%), solicitors (16%), dispute resolution services (13%), and government organisations (12%). Sixty per cent of referrals to dispute resolution services were to the Office of the Legal Services Commissioner.

NSW Community Legal Centres

Figure 54: Referral destination by year
NSW Community Legal Centres, 1999–2001



Notes: N = 114046. This figure ONLY shows those inquiries that were referred. For all inquiries, see Table 5-16 in Appendix 5.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

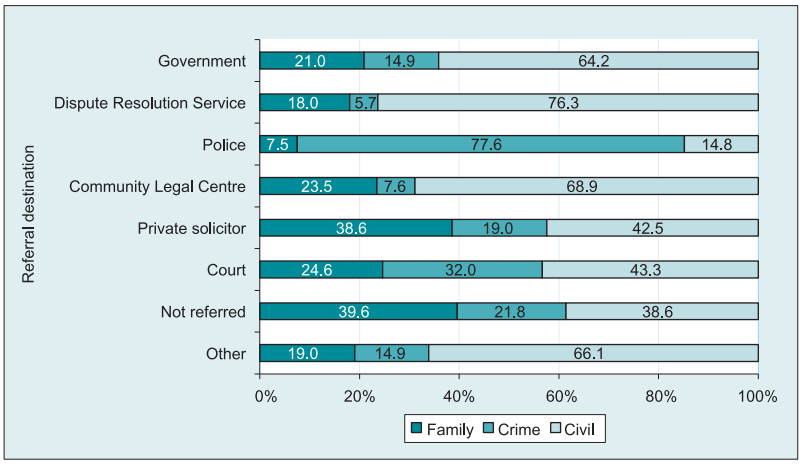
- The majority of inquiries were not referred (65%).
- Figure 54 shows that, of the inquiries that were referred, the most common referral destinations were a mixture of legal and non-legal organisations: private solicitors (23%), courts (16%), community organisations (15%), other community legal centres (14%), Legal Aid NSW (13%) and government departments (7%).

Based on the chi-square examining referral destination by year (see Table 5-16 in Appendix 5 for more details):

- The proportion of inquiries that were referred *increased* from 1999 to 2001.
- The proportion of referrals to government, solicitors and courts *increased* from 1999 to 2001.
- The proportion of referrals to dispute resolution services, Legal Aid NSW and Community Legal Centres *decreased* in 2000 and *increased* in 2001.
- The proportion of referrals to community organisations *increased* in 2000 and *decreased* in 2001.
- The proportion of referrals to police *increased* in 2000 and remained *steady* in 2001.

Legal matter, Legal Aid NSW Information Service

Figure 55: Referral destination by broad area of law
Legal Aid NSW Information Service, 2000–2002



Notes: N = 91986. Information about referral destination was missing for an additional 7923 (8%) inquiries for the Information Service. Information about referral destination was not collected for 139256 inquiries to the Advice Service.

See Table 5-17 in Appendix 5 for more details.

Source: Legal Aid NSW (unpublished data).

Comment

Based on the chi-square examining broad area of law by referral destination, when compared with all inquiries:

- Civil and Criminal Law inquiries were more likely than Family Law inquiries to be referred.
- Family Law inquiries were more likely to be referred to private solicitors; Criminal Law inquiries were more likely to be referred to courts or police; and Civil Law inquiries were more likely to be referred to government, other services, community legal centres and dispute resolution services.

Based on the chi-square, Table 68 shows the referral destinations that were more likely for each specific area of law than for the sample as a whole.

Table 68: Referral destination to which users were more likely to be referred, by specific area of law
Legal Aid NSW Information Service, 2000–2002

Specific area of law	*Referral destination* [a]
Family	Solicitor, Not referred
General crime	Police
Domestic violence	Court, Police, Solicitor
Traffic offences	Court, Police, Solicitor
Business/Media	Solicitors
Consumers	Dispute resolution, Government
Credit/Debt	Community legal centre, Court
Employment	Community legal centre, Government
Government/Legal system	Not referred, Government
Health/Human rights	Not referred, Government
Housing	Community legal centre, Court, Dispute resolution, Solicitor, Government
Motor vehicles	Community legal centre, Court
Personal injury	Solicitor, Government
Wills/Estates	Solicitor, Government, Not referred

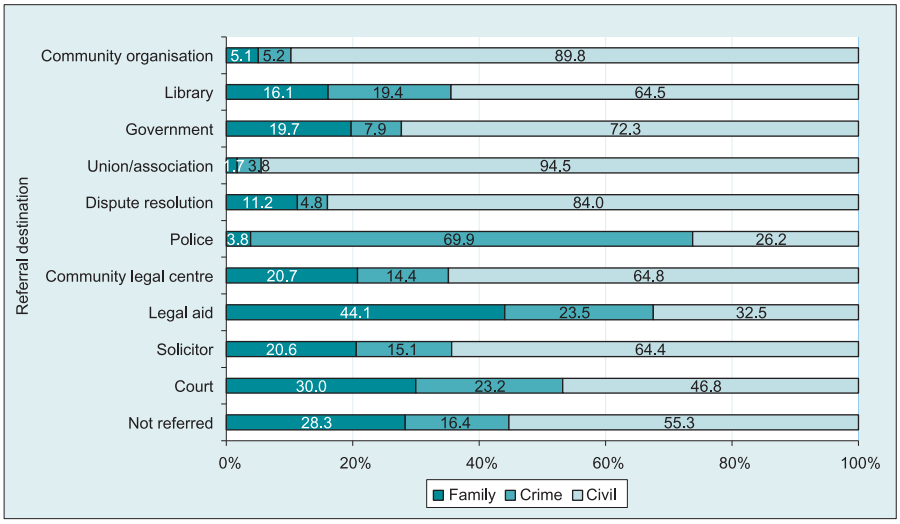
a Does not include 'other'.

Note: N = 91986. Information about referral destination was missing for an additional 7923 (8%) inquiries for the Information Service. Information about referral destination was not collected for 139256 inquiries to the Advice Service

Source: Legal Aid NSW (unpublished data).

Legal matter, LawAccess NSW

Figure 56: Referral destination by broad area of law
LawAccess NSW, 2002



Notes: N = 60894. Information about referral destination was missing for an additional 183 (0.3%) inquiries.
See Table 5-18 in Appendix 5 for more detail.

Source: LawAccess NSW (unpublished data).

Comment

Based on the chi-square examining broad area of law by referral destination, when compared with all inquiries:

- Civil and Criminal Law inquiries were more likely than Family Law inquiries to be referred.
- Family Law matters were more likely to be referred to Legal Aid NSW and courts, and Criminal Law inquiries were more likely to be referred to police, Legal Aid NSW and courts. Referrals about Civil Law matters were more widely dispersed—with a higher than expected proportion of referrals to community organisations, libraries, government, unions, dispute resolution services, community legal centres and private solicitors.

Based on the chi-square, Table 69 shows the referral destinations that were more likely for each specific area of law than for the sample as a whole.

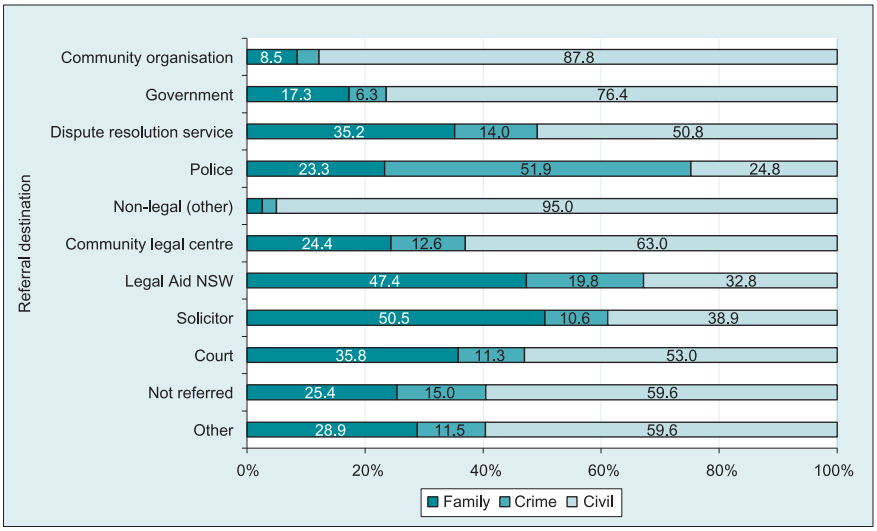
Table 69: Referral destination to which users were more likely to be referred by specific area of law
LawAccess NSW, 2002

Specific area of law	*Referral destination*
Family	Legal Aid, Court, Not referred
General crime	Police, Legal Aid
Domestic violence	Police, Community legal centre, Court
Traffic offences	Library, Police, Legal Aid, Court
Business/Media	Government, Solicitor, Not referred, Community legal centre
Consumers	Government, Complaint handling bodies,
Credit/Debt	Community organisation, Community legal centre
Employment	Community organisation, Union/Association, Government, Complaint handling, Community legal centre, Solicitor
Government/Legal system	Government, NSW Community Legal Centre, Not referred
Health/Human rights	Legal Aid NSW, Court, Government, Community legal centre
Housing	Community organisation, Union/Association, Dispute resolution, Government
Motor vehicles	Union/Association, Court, Not referred
Personal injury	Solicitor, Complaint handling
Wills/Estates	Library, Union/Association, Solicitor, Court, Not referred

Source: LawAccess NSW (unpublished data).

Legal matter, NSW Community Legal Centres

Figure 57: Referral destination by broad area of law
NSW Community Legal Centres, 1999–2001



Notes: N = 325526. Information about referral destination was missing for an additional 980 (0.3%) inquiries.
See Table 5-19 in Appendix 5 for more detail.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Comment

Referral destination differed according to the legal matter. Based on the chi-square examining broad area of law by referral destination, when compared with all inquiries:

- Civil and Criminal Law inquiries were more likely than Family Law inquiries to be referred.
- Family Law inquiries were more likely to be referred to solicitors, Legal Aid NSW, courts and dispute resolution services; Criminal Law inquiries were more likely to be referred to the police and Legal Aid NSW; and Civil Law inquiries were more likely to be referred to community legal centres and non-legal organisations, for example government and community organisations. Legal Aid NSW received a comparatively low proportion of referrals for Civil Law inquiries.

Based on the chi-square, Table 70 shows the referral destinations that were more likely for each specific area of law than for the sample as a whole.

Table 70: Referral destination to which users were more likely to be referred, by specific area of law
NSW Community Legal Centres, 1999–2001

Specific area of law	*Referral destination*
Family	Dispute resolution, Legal Aid, Solicitor, Court
General crime	Police, Community legal centre, Legal Aid
Domestic violence	Dispute resolution, Police, Court
Traffic offences	Community legal centre, Legal Aid
Business/Media	Government, Solicitor, Community legal centre
Consumers	Government, Dispute resolution, Non-legal (other)[a], Community legal centre
Credit/Debt	Community organisation, Community legal centre, Not referred
Employment	Government, Non-legal (other), Community legal centre, Not referred
Government/Legal system	Government, Not referred
Health/Human rights	Government, Dispute resolution, Non-legal (other), Community legal centre, Not referred
Housing	Community organisation, Government, Dispute resolution
Legal system	Police, Community legal centre, Legal Aid NSW, Courts
Motor vehicles	Non-legal (other), Community legal centre, Not referred
Personal injury	Solicitor
Wills/Estates	Solicitor

a Includes private organisations such as insurance companies.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

SECTION 2

Dispute Resolution Agencies

Introduction

This section provides an overview of the role of dispute resolution agencies within the legal system. It describes 24 of these agencies operating in New South Wales and reports on their published collection of demographic and usage data, as well as the purpose, scope, methodology and limitations of the statistical analysis undertaken in this study. More detail on usage statistics of agencies is available in Appendix 6.

Role of dispute resolution agencies

A diverse range of organisations can be described under the broad heading dispute resolution agencies. They can include public and private organisations, and organisations which cover either State or Commonwealth jurisdictions. They include government departments, industry bodies, Ombudsman's organisations, Commissions and Tribunals.

The diversity in the structures, jurisdictions, and processes of these agencies, together with the various areas of law over which they have coverage, is significant, and indicates their potential use in a wide variety of legal disputes. For instance, government departments can receive complaints in relation to alleged breaches of legislation under their jurisdiction; for example, under the *Industrial Relations Act 1996,* the NSW Office of Industrial Relations can take action for a breach of an award or enterprise agreement and recover unpaid entitlements. Community Justice Centres have a different role in that they provide mediation and conflict resolution services. Ombudsman's bodies deal with complaints concerning government services or authorities. The powers of Tribunals are set out in their defining legislation and may include the power to make decisions and review decisions made by others, as well as having a role in education and policy or legal reform. Industry bodies deal with complaints regarding the provision of services within a particular industry, for example, the Telecommunications Industry Ombudsman is a free and independent alternative dispute resolution scheme for small business and residential consumers who have a complaint about their telephone or Internet service.

Despite the differences in their relevant jurisdictions, and the diversity of their structures, these agencies have many similar functions and features, including the capacity to answer inquiries and to receive, investigate and resolve complaints. They usually have distinct procedures for resolving disputes and complaints. In most cases, their processes are accessible by telephone (at least in the first phase).

One of the key roles of these bodies is to provide an alternative to the dispute resolution process provided by the court system. They provide a way for people to take their dispute or complaint forward without the substantial costs associated with going to court. In addition, they provide a relatively streamlined and straightforward process for the resolution of disputes, which often allows for negotiation between the parties, within an agreed framework and usually mediated by a third party. The importance of these organisations is therefore not only in the accessible low cost framework they provide for conflict resolution, but also in the support they provide to individuals against larger, more powerful disputants.

Because these processes for complaint handling and dispute resolution are generally more accessible than court-based procedures, and cover a wide variety of legal issues, dispute resolution agencies are an important mechanism for improving access to justice for socially and economically disadvantaged people. Indeed, some of these agencies have established specific programs to address the needs of particular groups to further enhance their accessibility.

In his address to the Law and Justice Foundation of NSW *Access to Justice and Legal Needs Workshop* in July 2002, Justice Ronald Sackville stated:

> Since 1990, a number of important industry-based consumer dispute resolution schemes have been established. These deal each year with many thousands of consumer complaints, for the most part expeditiously, without complainants being at risk of adverse costs orders……These schemes help bridge the divide between the public and private spheres and, if properly monitored and administered, offer the prospect of genuinely effective means of resolving disputes outside the court system.[32]

One way of determining the extent to which dispute resolution agencies provide an accessible and effective alternative to court-based dispute resolution for disadvantaged groups is by examining the profile of persons accessing these services. Currently there is little research in NSW on the profile of users of dispute resolution agencies. The National Alternative Dispute Resolution Service has carried out research into the collection of data by alternative dispute resolution agencies. However, this research does not appear to cover data on the demographics of service users.[33]

The purpose of the present study, therefore, is to assess the availability of demographic data on the users of dispute resolution agencies, as a first step in understanding how accessible these bodies are to disadvantaged groups. More specifically, the aim of this study is to examine the demographic data published by these agencies in annual reports and reviews, and if possible, to use these data to begin to build a demographic profile of the service users of these agencies.

[32] Sackville, R, 'Access to Justice: Assumptions and Reality Checks', in *Access to Justice Roundtable - Proceedings of a Workshop July 2002,* Law and Justice Foundation of NSW, Sydney, 2003, p. 30.

[33] National Alternative Dispute Resolution Advisory Council, *ADR Statistics: Published Statistics on Alternative Dispute Resolution in Australia,* 2002, <http://www.nadrac.gov.au/www/disputeresolutionHome.nsf/>.

Description of agencies

The agencies are organised into three categories—government, tribunals and self-regulated industry. Within these categories they are divided into State and Commonwealth agencies. While it is possible to classify dispute resolution agencies in a number of different ways, we divided them according to the way in which they were established, and by their processes for dispute resolution.

Organisations listed under government were established by the government through legislation and, in most cases, adopt processes which are essentially inquisitorial, or have a strong emphasis on mediation and conciliation. Those classified as tribunals were established by the government and adopt a primarily quasi-judicial process in resolving complaints and disputes. Those listed under self-regulated industry were established by organisations within that particular industry and are not generally governed by legislation.

Government — Commonwealth

Australian Consumer and Competition Commission

http://www.accc.gov.au/

Established: 1995 (merger of the Trade Practices Commission and the Prices Surveillance Authority)

Legislation: *Trade Practices Act 1974, Prices Surveillance Act 1983* (plus additional responsibilities under other legislation)

Jurisdiction: National. Covers anti-competitive and unfair market practices, mergers or acquisitions of companies, product safety/liability, and third party access to facilities of national significance.

Commonwealth Ombudsman

http://www.comb.gov.au/

Established: 1977

Legislation: *Ombudsman Act 1976, Freedom of Information Act 1982, Complaints (Australian Federal Police) Act 1981, the Telecommunications (Interception) Act 1979, Ombudsman Act 1989 (ACT) and Freedom of Information Act 1989 (ACT)*

Jurisdiction: Commonwealth and ACT. Considers and investigates complaints from people who believe they have been treated unfairly or unreasonably by a Commonwealth Government department or agency, including the Australian Taxation Office, the Australian Federal Police and the Australian Defence Force. The Commonwealth Ombudsman is also the ACT Ombudsman.

Human Rights and Equal Opportunity Commission

http://www.hreoc.gov.au/

Established: 1986

Legislation: *Human Rights and Equal Opportunity Commission Act 1986, Race Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992*

Jurisdiction: National. Matters which can be investigated by the Commission include discrimination on the grounds of race, colour or ethnic origin, racial vilification, sex, sexual harassment, marital status, pregnancy, or disability.

Private Health Insurance Ombudsman

http://www.phio.org.au/home.php

Established: 1995

Legislation: *National Health Act 1953*

Jurisdiction: National. Resolves problems about private health insurance and acts as the umpire in dispute resolution at all levels within the private health industry. Complaints can be made by fund members, doctors, some dentists, hospitals, day hospital facilities, and health funds.

Telecommunications Industry Ombudsman

http://www.tio.com.au/

Established: 1993

Legislation: *Telecommunications (Consumer Protection and Service Standards) Act 1999*

Jurisdiction: National. Provides a dispute resolution service for residential and small business consumers who have been unable to resolve a complaint with their telephone or Internet service provider.

Government — State

Anti-Discrimination Board

http://www.lawlink.nsw.gov.au/adb.nsf/pages/index

Established: 1977

Legislation: *Anti-Discrimination Act 1977*

Jurisdiction: NSW. Promotes anti-discrimination and equal opportunity principles in NSW, handles complaints about discrimination, conducts education regarding rights and responsibilities and puts forward recommendations for changes to policies and the law.

Community Justice Centres

http://www.lawlink.nsw.gov.au/cjc.nsf/pages/index

Established: 1980

Legislation: *Community Justice Centres Act 1983*

Jurisdiction: NSW. Provide mediation and conflict management services to help people resolve their own disputes.

Health Care Complaints Commission

http://www.hccc.nsw.gov.au

Established: 1994

Legislation: *Health Care Complaints Act 1993*

Jurisdiction: NSW. Resolves, reviews and investigates complaints about health care.

NSW Ombudsman

http://www.nswombudsman.nsw.gov.au/

Established: 1975

Legislation: *Ombudsman Act 1974*

Jurisdiction: NSW. Investigates and reports on complaints about the conduct of a NSW agency or their employee. NSW agencies include government departments and statutory authorities, for example, police, local councils, schools and universities and some non-government agencies, for example, area health services, non-government schools, child care centres and agencies providing community services.

Office of Industrial Relations

http://www.dir.nsw.gov.au/

Established: 2003 (formerly Department of Industrial Relations)

Legislation: *Industrial Relations Act 1996*

Jurisdiction: NSW. The Act enables awards and enterprise agreements to be made and sets out the obligations of employers including the requirements to keep time and wage records, issue pay slips and display awards and enterprise agreements. The Act also allows the Office to take action for a breach of an award or enterprise agreement and recover unpaid entitlements.

Office of the Legal Services Commissioner

http://www.lawlink.nsw.gov.au/olsc1.nsf/pages/index

Established: 1994

Legislation: *Legal Profession Act 1987*

Jurisdiction: NSW. The Office oversees the investigation of complaints and resolves disputes in relation to the conduct of solicitors, barristers and licensed conveyancers.

Tribunals — Commonwealth

Administrative Appeals Tribunal

http://www.aat.gov.au/

Established: 1976

Legislation: *Administrative Appeals Tribunal Act 1975*

Jurisdiction: National. Provides independent review of a wide range of administrative decisions made by the Commonwealth Government and some non-government bodies. It covers areas such as taxation, customs, freedom of information, social security, veteran's entitlements and Commonwealth employees' compensation and superannuation.

Migration Review Tribunal

http://www.mrt.gov.au/

Established: 1999 (formerly the Immigration Review Tribunal est. 1989)

Legislation: *Migration Act 1958*

Jurisdiction: National. Reviews visa criteria, sponsor arrangements, the points system and decisions made by the Minister for Immigration regarding the refusal of visas and business nomination decisions.

Refugee Review Tribunal

http://www.rrt.gov.au

Established: 1993

Legislation: *Migration Act 1958*

Jurisdiction: National. Reviews decisions made by the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) to refuse or cancel protection visas to non-citizens in Australia.

Social Security Appeals Tribunal

http://www.ssat.gov.au/

Established: 1975

Legislation: *Social Security (Administration) Act 1999*

Jurisdiction: National. Hears appeals against decisions made by the Department of Family and Community Services, Centrelink, Department of Veterans Affairs and the Department of Education, Training and Youth Affairs.

Superannuation Complaints Tribunal

http://203.147.241.209/main.htm

Established: 1994

Legislation: *Superannuation Act 1993*

Jurisdiction: National. Deals with superannuation related complaints.

Tribunals — State

Administrative Decisions Tribunal

http://www.lawlink.nsw.gov.au/adt.nsf/pages/index

Established: 1998

Legislation: *Administrative Decisions Tribunal Act 1997*

Jurisdiction: NSW. Makes original decisions and reviews decisions made by other bodies. It is made up of five divisions: General, Community Services, Retail Leases, Legal Services and the Revenue.

Consumer Trader and Tenancy Tribunal

http://www.fairtrading.nsw.gov.au/secondarymenus/cttt.html

Established: 2002 (formerly the Residential Tribunal and the Fair Trading Tribunal)

Legislation: *Consumer, Trader and Tenancy Tribunal Act 2001*

Jurisdiction: NSW. Specialist dispute resolution forum for consumer trader and tenancy matters. The Tribunal consists of nine divisions: Tenancy, General, Home Building, Building Conciliation Service, Motor Vehicles, Residential Parks, Strata and Community Schemes, Commercial and Retirement Villages.

Self-regulated industry — Commonwealth

Banking and Financial Services Ombudsman

http://www.abio.org.au/ABIOWeb/abiowebsite.nsf

Established: 2003 (formerly Australian Banking Industry Ombudsman, est. 1989)

Jurisdiction: National. An independent dispute resolution service which considers disputes between individuals or small businesses and financial services providers.

Credit Union Dispute Resolution Centre

http://www.cudrc.com.au

Established: 1996

Jurisdiction: National. Assists participating credit unions and their members resolve complaints in a fair, timely and cost-effective manner.

Financial Industry Complaints Service Ltd

http://www.fics.asn.au/

Established: 1999 (formerly the Life Insurance Complaints Service est. 1991)

Jurisdiction: National inquiry and complaint resolution service in relation to life insurance, financial planning, stockbroking and managed investment issues.

Insurance Brokers Disputes Ltd

http://www.ibdltd.com.au/

Established: 2002 (formerly the Insurance Brokers Dispute Facility est. 1996)

Jurisdiction: National. Handles complaints and helps resolve problems between insurance brokers and financial services providers (other than insurance companies) and their clients.

Insurance Enquiries and Complaints Ltd

http://www.iecltd.com.au

Established: 1993

Jurisdiction: National. Resolves disputes between insurers and their insurance companies or claimants who have a dispute with another person's insurance company in relation to motor vehicle property damage (i.e. third party claim).

Self-regulated industry — State

Energy & Water Ombudsman NSW

http://www.ewon.com.au

Established: 1998

Jurisdiction: NSW. Provides an independent way of resolving complaints for customers of electricity and gas providers, and member water providers.

Methodology

The study reviewed publicly available statistical information presented in the annual reports and reviews of the 24 dispute resolution agencies examined.[34] These particular agencies were chosen for three reasons: they cover NSW residents, they are listed in the National Alternative Dispute Resolution Advisory Council paper on alternative dispute resolution statistics,[35] and they collect some form of usage or demographic data.

Agencies with State and/or Commonwealth jurisdictions were included and have been categorised into three types: government, tribunals and self-regulated industry.

Published data on all complaints and inquiries were collected over a three-year period. Some agencies report on calendar years and others on financial years. The three calendar years of interest were 2000, 2001 and 2002. The three corresponding financial years of interest were 1999/2000, 2000/2001 and 2001/2002. Because many agencies did not have the relevant data over all three years of interest, frequencies and percentages are presented as yearly averages based on the available years.

For each agency, we attempted to collect publicly available information on the following demographic characteristics of the person making the inquiry or lodging the complaint:

- gender
- age
- country of origin
- preferred language
- Indigenous Australian status
- disability
- employment status
- occupation
- region of residence.

Available information on the source of the inquiry to the agency and the destination of any referral resulting from the complaint were also collected.

For each agency, we also collected the available data on the volume of complaints and/or inquiries lodged each year. This information is reported in Appendix 6.

[34] Some dispute resolution agencies collect demographic data via surveys. See, for example, Elix, J and T Sourden, *Review of the Financial Industry Complaints Service 2002 — What are the issues?* Community Solutions, La Trobe University, University of Western Sydney, 2002. The results of such surveys have only been included if they were published in an Annual Report.

[35] National Alternative Dispute Resolution Advisory Council, *ADR Statistics,* 2002. Note that we have not included Commonwealth funded family mediation services due to the high proportion of matters that they deal with that relate to court processes.

Limitations of the data

A number of issues were identified regarding the quality of the usage and demographic data published by the agencies including:

- the definitions of the services provided varied
- the agencies had a diverse range of collection and reporting styles
- the data were not reported in a consistent form (sometimes in numbers, sometimes in percentages)
- the data were not consistently reported over the three years (e.g. the same information was not always published each year)
- because the data often depended on voluntary reporting of personal information by service users, there was a high proportion of missing data in many instances.

Given the issues with data quality, particularly the large numbers of missing data, it was not possible to provide a reliable profile of the service users of dispute resolution agencies. Thus, the present study is best conceived of as a preliminary, exploratory study providing suggestive rather than conclusive information on the demographic characteristics of service users of dispute resolution agencies. Nonetheless, we consolidated the publicly available data as a starting point for developing such a profile.

Consistent and collaborative collection of demographic data by dispute resolution agencies would provide a valuable basis for measuring the use of services by disadvantaged users.

Demographic characteristics of service users

The following tables present a summary of the publicly available demographic data of the 24 agencies examined. For each demographic variable, the percentages presented are based on all complaints with 'valid' or 'specified' information for that variable. These are listed in each table. Given the high proportion of missing values, the total number of complaints (per year) and the percentage of all complaints that had 'specified' information for each demographic variable are also listed. NSW population figures are based on the 2001 census.[36]

Although the tables consolidate publicly available data, due to the large proportion of missing data, they present only indicative rather than conclusive information about the demographic characteristics of service users. While most agencies published information on volume and performance indicators, only approximately one third published some form of demographic information about their service users in their annual report. Of the 24 agencies, 7 published information on gender, making gender the most commonly published piece of demographic information, followed by source of inquiry (5 agencies), age (4 agencies) and region (4 agencies) (see Table 72).

Gender

Table 71: Percentage of complaints by gender and service

Agency	*Years*	*Gender specified*			*Gender missing*		*Total Complaints*
		Men %	*Women %*	*Annual No.*	*Annual No.*	*% of total annual complaints*	*Annual No.*
Health Care Complaints Commission[a]	2001/2002	42.1	57.9	2 402	260	9.8	2 662
Energy & Water Ombudsman NSW	1999/2000 to 2001/2002	51	49	4 300	0	-	4 300
Human Rights and Equal Opportunity Commission[b]	2000/2001 to 2001/2002	49.4	50.6	1 229	38	3.0	1 267
Anti-Discrimination Board[c]	1999/2000 to 2001/2002	47.5	52.5	1 491	40	2.6	1 531
Community Justice Centres[d]	1999/2000 to 2001/2002	45.4	54.6	5 570	18 910	77.2	24 480
Insurance Brokers Dispute Facility	2000 to 2002	64.4	35.6	95	75[e]	44.1	170
Superannuation Complaints Tribunal	1999/2000 to 2001/2002	64.7	35.3	1 826	0	-	1 826

a The other 1.3% consist of 'joint complainants'.

b The other 3% include couple or familiy, on others behalf, organisations and community/other group.

c The other 2% consist of the category 'other'. Numbers include both complaints and inquiries.

d Information is collected in relation to the first point of contact. 16.8% of annual complaints are recorded as either couple or organisation/community.

e A large proportion of complaints with gender missing were categorised as small business.

Sources: HCCC, EWON, HREOC, ADB, CJC, IBDF and SCT Annual Reports.

Comment

- There was a wide variation in the proportion of complaints by men and women to individual agencies, in some cases being greater and in some cases being less than their share of the NSW population (men 49%; women 51%).

[36] Australian Bureau of Statistics, *2001 Census Basic Community Profile and Snapshot: New South Wales,* 2001 <http://www.abs.gov.au/ausstats/>

Table 72: Summary of demographic data published by dispute resolution agencies in Annual Reports 2000–2002

Agency	*Age*	*Disability*	*Gender*	*Ethnicity*	*Language*	*Indigenous*	*Employment*	*Region*	*Source of inquiry*	*Referred to*	*Occupation*
Administrative Appeals Tribunal											
Administrative Decisions Tribunal											
Anti-Discrimination Board			✓	✓		✓					
Australian Consumer and Competition Commission											
Banking and Financial Services Ombudsman								✓[a]			
Commonwealth Ombudsman											
Community Justice Centres[b]	✓		✓	✓[c]	✓		✓	✓[d]	✓		✓
Consumer, Trader and Tenancy Tribunal											
Credit Union Dispute Resolution Centre											
Energy & Water Ombudsman NSW			✓					✓[e]			
Financial Industry Complaints Service									✓		
Health Care Complaints Commission	✓	✓	✓			✓			✓	✓	
Human Rights and Equal Opportunity Commission			✓	✓		✓					
Insurance Brokers Disputes Ltd	✓[g]		✓					✓[h]	✓	✓[i]	
Insurance Enquiries and Complaints Ltd											
Migration Review Tribunal											
NSW Ombudsman											
Office of Industrial Relations											
Office of the Legal Services Commissioner									✓		
Private Health Insurance Ombudsman											
Refugee Review Tribunal											
Social Security Appeals Tribunal											
Superannuation Complaints Tribunal	✓		✓								
Telecommunications Industry Ombudsman											
Total	**4**	**1**	**7**	**3**	**1**	**3**	**1**	**4**	**5**	**2**	1

a This information is reported in graphical form with no numbers or percentages listed, it is therefore not included in the demographic section of the report.

b Information is collected in relation to "party A" who is the first point of contact.

c Country of birth.

d Local court area (Not reported in the demographic section of report).

e Urban/rural.

f Listed by complaint or body referred to but not both.

g Inconsistent reporting over the three years. There are only 3 categories: 0–20, 30–50 and 70+.

h Metropolitan/country.

i Industry bodies only.

Age

Table 73: Percentage of complaints by age
Health Care Complaints Commission, 2001/2002

Age (years)	*Age specified %*	*Annual No.*	*% of total annual complaints*
0–15	0.3	1	
16–24	3.3	13	
25–34	14.3	57	
35–44	24.8	99	
45–59	30.5	122	
60+	27.0	108	
Total age specified	100	400	15.0
Age missing		2 262	85.0
Total complaints		*2 662*	*100*

Source: HCCC Annual Report, 2001/2002.

Table 74: Percentage of complaints by age
Insurance Brokers Dispute Facility, 2001 to 2002

Age (years)	*Age specified %*	*Annual No.*	*% of total annual complaints*
0–20	0.3	0.5	
20–30	9.7	17	
30–50	62.0	108.5	
50–70	26.6	46.5	
70+	1.4	2.5	
Total age specified	100	175	100
Age missing		-	-
Total complaints		*175*	*100*

Source: IBDF Annual Reports, 2001, 2002.

Table 75: Mean age of complainants
Superannuation Complaints Tribunal, 1999/2000 to 2001/2002

Mean age	*Annual No.*	*% of total annual complaints*
47.7		
Total age specified	1 217	66.6
Age missing	609	33.4
Total complaints	*1 826*	*100*

Note: 29.7% of the complainants were 55+. No other information was provided in the Annual Reports.

Source: SCT Annual Reports, 1999/2000 to 2001/2002.

Table 76: Percentage of complaints by age
Community Justice Centres, NSW, 2001/2002

Age (years)	*Age specified %*	*Annual No.*	*% of total annual complaints*
0–19	3.7	265	
20–29	12.0	862	
30–39	29.1	2 086	
40–49	27.3	1 952	
50–59	14.3	1 021	
60–69	8.7	626	
70+	4.9	349	
Total age specified	100	7 161	31.8
Age missing[a]		15 349	68.2
Total complaints		*22 510*	*100*

a Other and unknown categories are treated as missing data.

Note: Information is collected in relation to the first party to contact the CJC.

Source: CJC Annual Report, 2001/2002.

Comment

- No meaningful pattern about the age distribution of complainants is discernible from the available data. However, it appears that the majority of complaints were from people aged 30 and above (up to 90% for Insurance Brokers Dispute Facility), which was much higher than their proportion of the NSW population (57%).

Ethnicity

The Human Rights and Equal Opportunity Commission and the Anti-Discrimination Board collected data on the ethnic background of the complainant (see Table 77). Community Justice Centres collected data on the country of birth of the first party to contact them (see Table 78) and the preferred language of the first party of contact (see Table 79 and Table 80).[37]

Table 77: Percentage of complaints by language background[a] and agency

Agency	*Years*	*Language background specified*			*Language background missing*		*Annual complaints*
		NESB %	*ESB %*	*Annual No.*	*Annual No.*	*% of total annual complaints*	*Annual No.*
Anti-Discrimination Board	1999/2000 to 2001/2002	41.3	58.7	491	1 531	75.7	2 022
Human Rights and Equal Opportunity Commission	2000/2001 to 2001/2002	35.3	64.7	1 194	73	5.8[b]	1 267

a Data are based on the ethnic background of the complainant. A more precise definition for ethnic background was not available from the Annual Reports.

b The other 5.8 per cent for were categorised as 'Indigenous Australian status'.

Sources: ADB and HREOC Annual Reports.

Table 78: Percentage of complaints by country of birth
Community Justice Centres, NSW, 1999/2000 to 2001/2002

Country of birth	*Country of birth specified %*	*Annual No.*	*% of total annual complaints*
English[a]	91.1		
Non-English[b]	8.9		
Total country of birth specified	100	5 788	23.6
Country of birth missing		18 692	76.4
Total complaints		*24 480*	*100*

a English country of birth includes Australia, England and New Zealand.

b Non-English country of birth includes Italy, Greece, Philippines, Lebanon, China, Germany, Macedonia, Vietnam and Fiji.

Note: Data are based on the country of birth of the first party to contact the CJC.

Source: CJC Annual Reports, 1999/2000 to 2001/2002.

Table 79: Percentage of complaints by preferred language
Community Justice Centres, NSW, 1999/2000 to 2001/2002

Preferred language	*Language specified %*	*Annual No.*	*% of total annual complaints*
English		94.5	6 363
Other		5.5	369
Total language specified	100	6 732	27.5
Language missing		17 748	72.5
Total complaints		*24 480*	*100*

a Data are based on the preferred language of the first party to contact the CJC.

Source: CJC Annual Reports, 1999/2000 to 2001/2002.

Table 80: Language spoken by service users whose preferred language is not English
Community Justice Centres, NSW, 1999/2000 to 2001/2002

Language	*%*	*Language*	*%*
Arabic	10.0	Cantonese	4.7
Greek	9.6	Croatian	4.4
Spanish	6.9	Mandarin	4.1
Italian	8.3	Serbian	3.9
Polish	6.0	Maltese	3.0
Macedonian	6.2	Other	27.6
Vietnamese	5.3		
Total (%)			100
Total (No)			*369*

Note: Language specified for 6732 (27.5%) of approaches. (See also Table 79).

Source: CJC Annual Reports, 1999/2000 to 2001/2002.

Comment

- The 2001 census provides data on language spoken at home. Although this category is not directly comparable with the definitions of preferred language used by Community Justice Centres, it is worth noting that 75 per cent of the NSW population recorded English as the language spoken at home, in comparison to the 95 per cent of Community Justice Centre service users whose preferred language was English.

[37] The Consumer, Trader and Tenancy Tribunal and the Health Care Complaints Commission publish numbers on the use of interpreter services. These have not been reported here as they shed no light on the country of origin or preferred language of the service user.

Indigenous Australian status

Table 81: Percentage of complaints by Indigenous Australian status and agency

Agency	*Years specified*	*Indigenous status missing*			*Indigenous status complaints*		*Total*
		Indigenous %	*Non-Indigenous %*	*Annual No.*	*Annual No.*	*% of total annual complaints*	*Annual No.*
Anti-Discrimination Board	1999/2000 to 2001/2002	16.3[a]	83.7	586	945	61.7	1 531
Health Care Complaints Commission	2001/2002	2.1	97.9	663	2 010	75.2	2 673
Human Rights and Equal Opportunity Commission	2000/2001 to 2001/2002	5.8	94.2	1 267	-	-	1 267

a In 2001/2002, 59 (49.6%) complaints were from Indigenous women, 57 (47.9%) complaints from Indigenous men and 3 (2.5%) complaints from Indigenous organisations. In the previous year Indigenous women made 47 (61%) complaints.

Sources: ADB, HCCC and HREOC Annual Reports, 1999/2000 to 2001/2002.

Comment

- Based on the available data, each of the services received a higher proportion of inquiries from Indigenous Australians than expected given their proportion of the NSW population (1.9%).

Disability

Table 82: Percentage of complaints by disability status[a]
Health Care Complaints Commission, NSW, 2001/2002

Disability status	*Disability specified %*	*Annual No.*	*% of total annual complaints*
Disability	23	156	
Non-Disability	77	522	
Total disability specified	100	678	25.5
Disability missing		1 984	74.5
Total complaints		*2 662*	*100*

a No definition of disability was provided in the Annual Report

Source: HCCC Annual Report, 2001/2002.

Employment Status

Table 83: Percentage of complaints by employment status
Community Justice Centres, NSW, 1999/2000 to 2001/2002

Employment status	*Employment status specified %*	*Annual No.*	*% of total annual complaints*
Full-time	43.3	2 886	
Benefits	16.7	1 097	
Home duties	13.7	911	
Part-time	11.0	734	
Retired	11.7	789	
Student	3.7	245	
Total employment specified	100	6 662	27.2
Employment status missing[a]		17 818	72.8
Total complaints		*24 480*	*100*

a 'Other' and 'unknown' categories are treated as missing data.

Note: Information is collected in relation to the first point of contact.

Source: CJC Annual Reports, 1999/2000 to 2001/2002.

Comment

- Fifty-four per cent of complaints were from inquirers in full or part-time employment. This compares with 58 per cent of the NSW population in employment.[38]

Occupation

Table 84: Percentage of complaints by occupation
Community Justice Centres, NSW, 1999/2000 to 2001/2002

Occupation status	*Occupation specified %*	*Annual No.*	*% of total annual complaints*
Clerical/sales/service	38.3	2 560	
Machine operator/labourer	21.0	1 403	
Managerial/professional	17.0	1 134	
Never worked	8.1	543	
Skilled tradesperson	6.5	434	
Para-professional	5.2	346	
Student	3.8	256	
Total occupation specified	100	6 843	28.0
Occupation missing		17 637	72.0
Total		*24 480*	*100*

Note: Information is collected in relation to the first point of contact. 'Other' and 'unknown' categories are treated as missing data.

Source: CJC Annual Reports, 1999/2000 to 2001/2002.

Region of residence

Table 85: Percentage of complaints by region and agency

Agency	*Years*	*Region specified complaints*			*Region missing*		*Total complaints*
		Metro/ Urban %	*Rural/ Regional/ Remote %*	*Annual No.*	*Annual No.*	*% of total annual complaints*	*Annual No.*
Insurance Brokers Dispute Facility (NSW)	2000 to 2002	63.0	37.0	54	0	-	54
Energy & Water Ombudsman NSW	2001/2002	64	36	4 908	0	-	4 908

Sources: IBDF, EWO Annual Reports.

Comment

- Around 64 per cent of complainants were living in metropolitan/urban areas. This is slightly higher than the proportion of the NSW metropolitan/urban population (63%).[39]

[38] These two figures are not directly comparable, due to differences in definitions.

Pathways

Very few of the 24 dispute resolution agencies examined published information on how service users found out about them (source of inquiry), or where users were referred if their problem could not be resolved (referral destination). Thus, as was the case with demographic characteristics of service users, it is difficult to build a reliable picture of source of inquiry and referral destination for these users. Nonetheless, the publicly available information on source of inquiry and referral destination are consolidated below.

Five agencies published information on source of inquiry and two agencies published information on referral destination. Table 86 provides a summary of the major sources of inquiry and referral destinations for each agency.

Table 86: Top three sources of inquiry and referral destinations by agency

Agency	*Years*	*Top 3 sources of inquiry*	*%*	*Top 3 referral destinations*	*%*
NSW Health Care Complaints Commission	1999/2000 to 2001/2002	Consumer	52.3	Registration board	40.8
		Registration board	19.9	Area Health Services	38.2
		Family/friend	12.2	Director General	6.1
Financial Industry ComplaintsService	2000 to 2001	Media (incl. telephone book)	32.8		
		Professional bodies	26.7		
		Insurance company	24.9		
Insurance Brokers Dispute Facility	2000 to 2002	Broker	65.7	Insurance Enquiries & Complaints Limited	
		Telephone book	14.5	Australian Securities & Investment Commission	
		Consumer advice	11.0	Financial Industry Complaints Service[a]	
Community Justice Centres	1999/2000 to 2001/2002	Magistrates	20.6		
		Chamber Magistrates	20.1		
		Self	13.9		
Office of the Legal Services Commissioner	1999/2000 to 2001/2002	Client	35.7		
		Previous client	18.6		
		Opposing client	13.2		

a The percentages referring to each destination were not provided.

Sources: HCCC, FICS, IBDF, CJC and OLSC Annual Reports.

Comment

- Most sources of inquiry were specific to the agency. There were, however, several sources which were common for more than one organisation. These were consumer bodies, the telephone book and industry members.
- Referral destinations for the two agencies that reported this information were specific to the area of complaint covered by the agency.

[39] These two figures are not directly comparable, due to differences in definitions.

APPENDICES

Appendix 1: Data Sources, Legal Assistance Services

This section gives a brief description of the legal assistance services covered in Section 1 and data they provided.

Table 1-1: Matrix of data collected by each service

Organisation	*Area of law*	*Age*	*Region*	*Gender*	*Indigenous Australian*	*Country of birth*	*Source of income*	*Disability*	*Source of inquiry*	*Referral destination*
Legal Aid NSW Information/Advice Service	✓	✓	✓	✓	✓ Advice only	✓	✓ Advice only	x	✓ Advice only	✓ Information only
Legal Aid NSW Duty Solicitor Service	✓	✓	✓	✓	✓	✓	✓	x	x	x
LawAccess NSW	✓	✓	✓	✓[a]	x	x	x	x	✓[b]	✓
NSW Community Legal Centres	✓	✓	✓	✓	✓ Advice only	✓ Advice only	✓ Advice only	x	x	✓
Chamber Magistrate Service	✓	x	✓	x	x	x	x	x	x	x

a LawAccess NSW gender data were not used due to an error in the data collection process for the period covered. This has been rectified for data collected after 2002.

b LawAccess NSW source of inquiry data were not used due to the high proportion of service users who found out about the service through the parent bodies of LawAccess—Legal Aid NSW and the NSW Law Society.

Legal Aid NSW

http://www.legalaid.nsw.gov.au/lac.nsf/pages/aboutus

Data

Period covered: 2000 to 2002.

Total number of inquiries: 611348.

Data were provided for information, advice and Duty Solicitor inquiries. Due to the overlap of services and clients, and variations in how the terms are defined, information and advice inquiries were grouped together as the *Information/Advice Service*. Where data is only collected for information or advice inquiries, *Legal Aid NSW Information Service* or *Legal Aid NSW Advice Service* is used. The *Duty Solicitor Service* was analysed separately, as it represents a different set of service users and legal problems. Duty Solicitor Service data were not analysed in relation to the types of legal matters of particular demographic groups, due to the high proportion of inquiries about Criminal Law.

ROLE

To assist socially and economically disadvantaged people understand and protect their legal rights. Services include free legal information, advice and minor assistance in all areas of law, grants of legal aid, a Duty Solicitor Service at Local Courts, alternative dispute resolution, a domestic violence court assistance program and community legal education programs.

Information/Advice Service (367026 inquiries): Free telephone or in person information, advice or minor assistance. May include assistance with correspondence or making a phone call on behalf of a service user. The service is provided from the following locations: Legal Aid NSW Head Office, 19 regional offices, and outreach advice clinics in metropolitan and country centres. Information/Advice data also include telephone assistance from the Legal Aid helpline (until Oct 2001) and 5 specialist services—Mental Health Advocacy Service, Prisoners Legal Service, Veteran's Advocacy Service, Child Support Service and the Legal Aid HotLine for Under 18s. Information/Advice does not include advice provided to a client on a Legal Aid grant. LawAccess NSW data were excluded as this service is reported separately.

Duty Solicitor Service (244322 inquiries): Advice or representation for clients on their first appearance in one of the Local Courts distributed throughout NSW. Advice which does not relate to a court appearance that day is recorded as *Advice* and would be counted as part of the Information/Advice Service.

Legal Aid NSW data relating to *Cases* (case grants and client representation) were not analysed as these were not regarded as an initial point of contact.

The data were received as cross-tabulations of legal matter by a number of requested variables for each calendar year. Table 1-2 shows the variables for which data were provided in each service type.

Table 1-2: Data received from Legal Aid NSW, by sevice type

Variable	*Information*	*Advice*	*Duty*
Gender	✓	✓	✓
Age (grouped)	x	✓	✓
Indigenous Australians	x	✓	✓
Source of income	x	✓	✓
Country of birth	x	✓	✓
Postcode	✓	✓	✓
Source of referral	x	✓	x
Referral destination	✓	x	x

Phone/counter inquiries

Many of the Information/Advice Service inquiries were simply classified as phone/counter inquiries within the major law categories of Family, Criminal and Civil (there were only 140 phone/counter inquiries over the 3 years in the Duty Solicitor Service). These have been excluded from the analysis of legal matter because of the lack of detail and the potential lack of reliability about the classification of legal matter. The overall effect on the distribution of inquiries to the Information/Advice Service across each broad area of law that resulted from the removal of phone/counter inquiries is seen in Table 1-3.

Table 1-3: Distribution of inquiries including and excluding phone/counter inquiries by, broad area of law
Legal Aid NSW Information/Advice Service, 2000–2002

Phone/counter inquiries	*Family %*	*Crime %*	*Civil %*
With	39.6	26.1	34.2
Without	38.9	23.5	37.6

LawAccess NSW

http://www.lawaccess.nsw.gov.au

Data

Period covered: 2002.

Total number of inquiries: 61100.

Data include information and advice inquiries provided via the telephone service. Data were provided as unit records (with personal information excluded) in an Excel spreadsheet. The variables provided were: type of legal matter, gender,[40] age, postcode, source of inquiry[41] and referral destination.

Some calls led to more than one problem. The analysis is of problems rather than calls. There were 60413 calls which resulted in 61100 problems. Because 98.95 per cent of calls (59779) resulted in only one problem, the problems can be assumed to be statistically independent.

ROLE

A free service providing a single point of access to legal and related assistance services in New South Wales. LawAccess NSW provides legal information, advice and referral services via a central call centre and the Internet. The service is available to anyone who has a legal problem in NSW. Priority for legal advice is given to customers with urgent inquiries, with disabilities, from non-English speaking backgrounds and/or from rural and regional areas.

LawAccess NSW was established in September 2001 as a result of the amalgamation of the Legal Aid Commission of NSW 'Legal HelpLine' and Law Society of NSW 'Community Assistance Department'.

LawAccess NSW is funded by the New South Wales government and the Public Purpose Fund of New South Wales.

[40] It was not possible to carry out analysis of gender due to an error in the data collection process for the period covered. This has been rectified for data collected after 2002.

[41] LawAccess NSW source of inquiry data were not used due to the high proportion of service users who found out about the service through the parent bodies of LawAccess—Legal Aid NSW and the NSW Law Society.

NSW Community Legal Centres

http://www.naclc.org.au

Data

Period covered: 1999 to 2002.

Total number of inquiries: 380619.

Data include activity in the following areas: *Information*, *Advice*, and *Case*. These were not provided as separate variables and are reported together.

Only NSW Generalist and Specialist Community Legal Centres funded by the Commonwealth Government were included, as listed in Table 1-4.[42]

ROLE

Community Legal Centres are independent, non-profit organisations that provide access to services for disadvantaged members of the community. Services include legal information, advice, casework, representation, community legal education, advice to government on policy issues, law reform and referral.

Community Legal Centres are funded by the State and Commonwealth governments.

Table 1-4: Specialist and Generalist Community Legal Centres in NSW for which data were provided

Generalist	Albury Wodonga	Hawkesbury/Nepean	Macquarie	Redfern
	Blue Mountains	Hunter	Marrickville	Shoalcoast
	Central Coast	Illawarra	Mt Druitt	South West Sydney
	Far West	Inner City	North and North West	Western NSW
	Kingsford	Macarthur	Northern Rivers	
Specialist	Aged-Care Rights Service		Public Interest Advocacy Centre	
	Consumer Credit Legal Centre		National Children's and Youth Law Centre	
	Environmental Defenders Office		Tenants' Union of NSW	
	Disability Rights Service		Welfare Rights Centre	
	HIV/Aids Legal Centre		Women's Legal Resources Centre	
	Immigration Advice and Rights Centre			

Data were provided as Excel spreadsheets for the following variables cross-tabulated with legal matter for each calendar year: gender, age,[43] country of birth, Indigenous Australian status, source of income, postcode, source of inquiry and referral destination.

A number of the demographic variables had a large proportion of missing values. Information about age, country of birth or Indigenous status is not collected for information inquiries and for some telephone advice inquiries. Collection of information about source of income is optional. As missing values were not randomly distributed across year and broad area of law, a weighting process was used to adjust the missing values to reflect this distribution. See Appendix 4 for details on how this was done.

Data for referral and problem types count each problem type within each service user matter. Thus, the numbers represent the count of all problem types (up to 4, minimum of 1) within all matters which had some activity within the nominated period.

[42] See Combined Community Legal Centres Group, *Directory of New South Wales Community Legal Centres*, Surry Hills, 2002, for details of all community legal centres in NSW.

[43] Age was provided in pre-defined categories and could not be mapped to Law and Justice Foundation categories.

Chamber Magistrate Service

http://www.lawlink.nsw.gov.au/locations/locnsw.nsf/pages/nswmap/

Data

Period covered: 1999 to 2001.

Total number of inquiries: 447080.

The data were provided as a cross-tabulated Excel spreadsheet and included the variables area of law, Local Court and year.

The type of legal matter was only provided at the broad level of family, domestic violence and other. Hence further analysis could not be carried out on the nature of legal matters.

Chamber Magistrate regions were converted into Australian Bureau of Statistics statistical divisions and subdivisions. The process for determining statistical division was to find the postcode of the courthouse, then to determine the statistical division. This could only be done approximately. It was assumed that an inquirer resided in the same statistical division as the location of the courthouse where they made their inquiry. This assumption is likely to be false for a number of inquiries in the Sydney region and for some inquiries to country courthouses located close to statistical division boundaries.

ROLE

The Chamber Magistrate Service provides information to members of the public on basic legal problems and the options available to assist them. The Chamber Magistrate Service is available to provide guidance on Court processes and procedures, and to assist the public in the drafting of legal documents used in cases before the Local Court. The Chamber Magistrate does not represent clients in court and cannot determine cases. Anybody is able to use the service.

Chamber Magistrate Services are provided at over 160 Local Courts across NSW on a face-to-face basis or via the telephone. In addition, a number of Chamber Magistrates offer an outreach service within the community in order to provide assistance to those who may not be able to attend the court. In smaller Courts, the Chamber Magistrate Service is often provided by the Clerk of the Court.

The Chamber Magistrate Service is funded by the NSW Attorney-General's Department.

Appendix 2: Additional Services

Legal Information Access Centre (LIAC)

http://liac.sl.nsw.gov.au

Data

Data were collected via a survey of State Library LIAC clients for the period 1996 to 2002. Over that period, methodologies, including questionnaire content, have been reviewed and changed. Due to sample sizes and response rates, caution must be exercised in analysing trends in the data.

The aim of the survey is to build profiles of current LIAC clients, including their usage of LIAC, as well as to measure client satisfaction with the service provided. The client survey is conducted at different times over the year, to ensure representation of different client groups. During the survey period, a self-completing questionnaire is distributed to all visitors to the Centre, as well as those who contact LIAC by telephone, letter, fax or email.

The sample sizes are: 301 (1996); 206 (1998); 238 (2002). The total number of service users of the State Library LIAC during the period 1996/97 to 2002/03 was 122167.

Data were provided for the following variables: legal matter, gender, age, Indigenous Australian status and language.

Data were provided as tables in a Word document. As a result, data could not be mapped to Law and Justice Foundation categories, nor could variables be cross-tabulated.

Approximately 50 per cent of those answering the survey were using LIAC for study.

ROLE

Trained staff of the Legal Information Access Centre (LIAC) at the State Library of NSW and in public libraries across New South Wales assist the public to access authoritative, up-to-date information and sources of legal assistance relevant to their needs. The State Library LIAC has a comprehensive range of legal information resources and specialist staff. All public libraries in NSW have plain language legal information.

Legal matter

Table 2-1: Percentage of inquiries by area of law[a]
Legal Information Access Centre, NSW, 2002[b]

Area of law		*Inquiries*
Broad	***Specific***	***%***
Family	Total Family	13
Crime	Total Crime	23
Civil	Housing	5
	Workplace/Employment law	10
	Environmental/Planning law	6
	Court/Parliamentary procedure	5
	Business/Commercial	10
	Immigration	4
	Other	33
	Total Civil	73
Total (%)		109 [c]
Total (No.)		*238*

a The area of law has not been mapped to Law and Justice Foundation categories.

b Data were only available for 2002.

c This question allows for multiple responses. A client inquiry may involve more than one subject category, leading to a total of more than 100 per cent.

Source: Legal Information Access Centre (unpublished data).

Gender

Table 2-2: Percentage of inquiries by gender
Legal Information Access Centre, NSW, 1996–2002

Gender	*1996*	*1998*	*2002*	*All*		*NSW pop'n*
	%	*%*	*%*	*%*	*IC*	*%*
Male	49	44	48	47	96	49
Female	51	56	51	53	104	51
Total (%)	100	100	99[a]	100		100
Total (No.)	*301*	*206*	*238*	*745*		

a Information about gender was missing for 1 per cent of the data.

Note: Shaded areas indicate that the IC is greater than 100.

Source: Legal Information Access Centre (unpublished data).

Comment

- There was a slightly higher proportion of women using LIAC, relative to their proportion of the NSW population. The proportion of inquiries from men and women varied between 1996 and 2002.

Age

Table 2-3: Age group by year
Legal Information Access Centre, NSW, 1996–2002

Age (years)	1996 %	1998 %	2002 %	All %	All IC	NSW pop'n %
Under 18	17	3	15	12	48	25
18–24	23	35	24	27	300	9
25–34	19	17	16	17	113	15
35–44	13	17	10	13	87	15
45–54	11	11	16	13	93	14
55 & over	17	17	18	17	77	22
Total (%)	100	100	99[a]	99[a]		
Total (No.)	*301*	*206*	*238*	*745*		

a Information about age was missing for 1 per cent of the data.

Note: Shaded areas indicate that the IC is greater than 100.

Source: Legal Information Access Centre (unpublished data).

Comment

- The proportion of 18 to 34 year olds using LIAC was greater than would be expected given their share of the NSW population. Inquiries were particularly high for 18 to 24 year olds (IC 300). This may be linked to the high proportion of those using LIAC for study purposes (approximately 50%).
- The proportion of service users who were 35 years old or over was lower than would be expected given their share of the NSW population.

Language spoken at home

Table 2-4: Language spoken at home by year
Legal Information Access Centre, NSW, 1996–2002

Language spoken at home	1996 %	1998 %	2002 %	All %	NSW pop'n %
English	85	70	80	78	75[a]
Other	15	30	20	22	25
Total (%)	100	100	100	100	100
Total (No.)	*301*	*206*	*238*	*745*	*6 371 745*

a Speaks English only.

Source: Legal Information Access Centre (unpublished data).

Comment

- The proportion of service users who spoke a language other than English at home was slightly lower than would be expected given their share of the NSW population. This varied between 1996 and 2002, with a higher proportion of service users than would be expected in 1998.

Indigenous Australian status

Table 2-5: Indigenous Australian status by year
Legal Information Access Centre, NSW, 1996–2002

Indigenous Australian	*1996 %*	*1998 %*	*2002 %*	*All %*	*% of NSW pop'n*
Yes	1	0	2	1	1.9
No	99	100	98	99	98.1
Total (%)	100	100	100	100	
Total (No.)	*301*	*206*	*238*	*745*	*6 371 745*

Source: Legal Information Access Centre (unpublished data).

Comment

- The proportion of Indigenous Australian service users was lower than would be expected given their share of the NSW population. This varied between 1996 and 2002, with a slightly higher than expected proportion in 2002.

Women's Information and Referral Service (WIRS)

http://www.women.nsw.gov.au/referral/refhome2.html

Data

The data include inquiries about legal matters from 4/12/00 to 28/6/02. Approximately 25 per cent of calls to WIRS were classified as legal during this period.

The total number of records was 1908.

The variables collected include age, culture, how found, and description of the call. These were provided in an Excel spreadsheet and were mapped to Law and Justice Foundation categories.

Data on the gender of the caller were not collected. It could be assumed that a large proportion of the inquirers were either women or calling on behalf of women.

ROLE

The Women's Information and Referral Service is a service of the NSW Department for Women. It provides a first stop telephone contact point for women seeking up-to-date and accurate referral information about organisations and services for women in New South Wales. The focus is on women with limited access to social and economic resources. Information and referral are provided on a range of issues, including legal issues. Specialist services include an Indigenous Australian information officer and Mandarin, Cantonese and Malay speaking information officers. Anyone may use the service.

Legal matter

Table 2-6: Percentage of inquiries by area of law Women's Information and Referral Service, 4/12/00 to 28/6/02

Area of law		*%*
Broad	***Specific***	
Family	Family law	68.7
Crime	Crime	3.3
	Domestic violence	10.5
Civil	Business/Media	0.2
	Consumers	1.4
	Credit/Debt	3.2
	Employment	2.0
	Government/ Legal system	4.0
	Health/Human rights	1.3
	Housing	3.2
	Motor vehicles	0.8
	Personal injury	0.3
	Wills/Estates	1.1
Total (%)		100
Total (No.)		*1 476*

Note: Information about area of law was missing for an additional 432 (23%) of inquiries.

Source: Womens Information and Referral Service (unpublished data).

Comment

- Family law accounted for 69 per cent of inquiries.
- Family law and domestic violence combined accounted for over three-quarters of inquiries (79.2%).

Age

Table 2-7: Percentage of inquiries by age group Women's Information and Referral Service, NSW 4/12/00 to 28/6/02

Age (years)	*%*	*IC*	*NSW women pop'n %*
Under 15	0.1	0.4	20.6
15 to 17	0.5	11	4.2
18 to 24	5.4	58	9.2
25 to 34	30.8	212	14.5
35 to 44	35.3	230	15.3
45 to 54	18.4	136	13.5
55 to 64	7.5	82	9.1
65 and over	2.0	15	13.2
Total (%)	100		100
Total (No.)	*1 524*		

Notes: Shaded areas indicate that the IC is greater than 100.
Information about age was missing for an additional 384 (20%) of inquiries.

Source: Women's Information and Referral Service (unpublished data).

Comment

- There was a low proportion of inquiries from under 25 year olds, relative to their share of the NSW population. The IC for under 15 year olds was 0.4, rising to 58 for 18 to 24 year olds. The low rate of inquiries from under 15 year olds is not surprising, given that lawyers working with young people anecdotally report that few people under 12 will seek legal assistance on their own.
- There was a high proportion of inquiries from 25 to 54 year olds, given their share of the NSW population, with the IC peaking at 230 for 35 to 44 year olds.
- There was a decreasing proportion of inquiries from over 55 year olds, with the IC falling from 82 for 55 to 64 year olds to 15 for those 65 or over.

Age: Legal matter

Table 2-8: Percentage of inquiries by age group and broad area of law
Women's Information and Referral Service, NSW, 4/12/00 to 28/6/02

Age (years)	*Family*	*Crime*	*Domestic violence*	*Civil*	*Total*
	%	*%*	*%*	*%*	*%*
Under 25	63.8	5.8	7.2	23.2	100
25 to 34	74.1	3.8	10.5	11.6	100
35 to 44	69.6	4.7	12.5	13.2	100
45 to 54	70.2	4.1	9.2	16.5	100
55 to 64	53.1	3.1	20.8	22.9	100
65 and over	37.0	-	7.4	55.6	100

a Numbers were not sufficient to break down Civil Law inquiries to a greater level of detail.

Note: N = 1205. Information about age or area of law was missing for an additional 703 (37%) inquiries.

Source: Women's Information and Referral Service (unpublished data).

Comment

- Family Law matters accounted for the majority of inquiries for all age groups except for over 65 year olds, who made a higher proportion of inquiries about Civil Law (55%).
- Based on the chi-square examining broad area of law by age, 55 to 64 year olds were more likely to generate inquiries about domestic violence.

Country of birth

Table 2-9: Percentage of inquiries by country of birth
Women's Information and Referral Service, NSW, 4/12/00 to 28/6/02

Country of birth		*Inquiries %*	*IC*	*NSW female pop'n %*
Born in Australia	**Total born in Australia**	**77.5**	**102**	**75.4**
Born outside Australia[a]	New Zealand/Pacific Islands	2.0	76	2.6
	North America	0.8	160	0.5
	Asia	5.8	74	7.8
	Europe (includes UK)	10.2	99	10.3
	Middle East	2.0	117	1.7
	Africa	0.6	54	1.1
	South/Central America	1.1	157	0.7
	Total born outside Australia	**22.5**	**91**	**24.6**
Total (%)		100		
Total (No.)		*1 877*		

a It was not possible to separate the countries into English speaking and non-English speaking, as Europe and the United Kingdom were grouped together.

Notes: Shaded areas indicate that the IC is greater than 100.
Information about country of birth was missing for an additional 31 (1.6%) inquiries.

Source: Women's Information and Referral Service (unpublished data).

Comment

- Overall, there were fewer inquiries from service users born outside Australia than would be expected given their share of the population. This was not the case for all country groups—of those born outside Australia, North America (IC of 160), South/Central America (IC of 157) and the Middle East (IC of 117) had a higher proportion of inquiries than would be expected given their share of the population.

Country of birth: Legal matter

Table 2-10: Percentage of inquiries by country of birth and broad area of law
Women's Information and Referral Service, NSW, 4/12/00 to 28/6/02

Country of birth	*Family*	*Crime*	*Domestic violence*	*Civil*	*Total*
	%	*%*	*%*	*%*	*%*
Born in Australia	70.6	4.1	9.3	16.0	100
Born outside Australia	63.9	2.8	14.5	18.8	100
All	69.0	3.8	10.5	16.6	100

Note: N = 1461. Information about country of birth and area of law was missing for an additional 447 (23%) inquiries.

Source: Women's Information and Referral Service (unpublished data).

Comment

There was a high proportion of inquiries with no information about country of birth (23%).

- Both Australian born and non-Australian born service users had a high proportion of inquiries about Family Law issues. However, based on the chi-square examining broad area of law by country of birth, service users who were born outside Australia were more likely than Australian born service users to inquire about domestic violence.

Source of inquiry

Table 2-11: Source of inquiry
Women's Information and Referral Service, NSW, 4/12/00 to 28/6/02

How found	*Inquiries %*
Already knew about	10.1
Friend/Family	6.6
Health professional	.1
Media	.5
Telephone book	68.5
Publication	4.0
Internet	.7
Community organisation	3.3
Local council	.4
Government	4.5
Other	1.3
Total (%)	100
Total (No.)	*1 874*

Note: Information about source of inquiry was missing for an additional 34 (2%) inquiries.

Source: Women's Information and Referral Service NSW (unpublished data).

Comment

- The telephone book was cited as the most frequently used method of finding the Women's Information and Referral Service (69%). It is unclear, however, whether this indicates prior knowledge of the service.

Country of birth: Source of inquiry

Table 2-12: Country of birth by source of inquiry Women's Information and Referral Service, NSW, 4/12/00 to 28/6/02

Source of inquiry	*Australia %*	*Overseas %*	*All %*
Already knew about	9.4	11.2	9.8
Friend / family	6.2	7.9	6.6
Media	.4	.7	.5
Telephone book	72.0	58.1	68.9
Publication	3.5	5.7	4.0
Internet	.6	1.2	.8
Health professional	.1	0.0	.1
Community organisation	2.5	5.7	3.2
Local council	.3	.7	.4
Government	4.0	6.2	4.5
Other	.9	2.6	1.3
Total (%)	99.9	100	100.0
Total (No.)	*1 441*	*420*	*1 861*

Note: Information about how inquirers found out about the service was missing for an additional 47 (3%) inquiries.

Source: Women's Information and Referral Service (unpublished data).

Comment

- Based on the chi-square examining country of birth by source of inquiry, service users who were born outside Australia were more likely than Australian born service users to find out about the service through community organisations, and less likely to find out about the service via the telephone book.

Appendix 3: Region of Residence Classification Scheme

Where postcode data were available, postcodes were mapped to Australian Bureau of Statistics regions. These are based on the Australian Standard Geographical Classification (ASGC).[44] The ASGC has four hierarchical levels:

- State/Territory (S/T)
- Statistical Division (SD)
- Statistical Subdivision (SSD)
- Statistical Local Area (SLA)

We have reported at the level of Statistical Divisions (SD) for non-Sydney regions and Statistical Subdivisions (SSD) for metropolitan Sydney as shown in Figure 3-1 and Figure 3-2. This is in accordance with the practice of the NSW Bureau of Crime Statistics and Research.

As one postcode may belong in more than one subdivision inquiries have been randomly allocated based on the weighting accorded to the postcodes. This information about postcode distribution comes from the *Postal Area To Statistical Local Area 2001 Concordance*.[45]

Population percentages were calculated using 2001 Census data.[46]

A number of postcodes could be identified as those for 'large volume recipients'. These, together with the CBD postcodes (1003, 1010, 1172, 1208, 1300, 2000, 2001, 2004, 2005, 2006, 2013, 2020), were formed into a group called 'Business'. This group has been excluded from analysis. This affected the Inner Sydney Statistical Subdivision in particular. The rest of Inner Sydney was mapped to the Inner Sydney Statistical Subdivision.

Inquiries from outside NSW (including the ACT) have been excluded from the analysis.

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[44] Australian Bureau of Statistics, *National Localities Index, Australia: Localities & Streets Indices and Explanatory Notes for ASGC 2002*, Catalogue No. 1252.0, <http://www.ausstats.abs.gov.au/>.

[45] Australian Bureau of Statistics, *Postal Area to Statistical Local Area Concordance, Australia*, Catalogue No. 1253.0, ABS, 2001

[46] Australian Bureau of Statistics, *2001 Census Basic Community Profile and Snapshot: New South Wales*, ABS, <http://www.abs.gov.au/>.

Figure 3-1: New South Wales Statistical Division boundaries

Figure 3-2: Sydney Statistical Subdivision boundaries

Table 3-1: New South Wales Statistical Divisions

Hunter	***Illawarra***	***Richmond–Tweed***	***Mid-North Coast***
Cessnock	Kiama	Ballina	Bellingen
Dungog	Shellharbour	Byron	Coffs Harbour
Gloucester	Shoalhaven	Kyogle	Copmanhurst
Great Lakes	Wingecarribee	Lismore	Grafton
Lake Macquarie	Wollongong	Richmond Valley	Greater Taree
Maitland		Tweed	Hastings
Merriwa			Kempsey
Murrurundi			Lord Howe Island
Muswellbrook			Maclean
Newcastle			Nambucca
Port Stephens			Pristine Waters
Scone			
Singleton			
Northern	***North Western***	***Central West***	***South Eastern***
Armidale Dumaresq	Bogan	Bathurst	Bega Valley
Barraba	Bourke	Bland	Bombala
Bingara	Brewarrina	Blayney	Boorowa
Glen Innes	Cobar	Cabonne	Cooma-Monaro
Gunnedah	Coolah	Cowra	Crookwell
Guyra	Coonabarabran	Evans	Eurobodalla
Inverell	Coonamble	Forbes	Goulburn
Manilla	Dubbo	Greater Lithgow	Gunning
Moree Plains	Gilgandra	Lachlan	Harden
Narrabri	Mudgee	Oberon	Mulwaree
Nundle	Narromine	Orange	Queanbeyan
Parry	Walgett	Parkes	Snowy River
Quirindi	Warren	Rylstone	Tallaganda
Severn	Wellington	Weddin	Yarrowlumla
Tamworth			Yass
Tenterfield			Young
Uralla			
Walcha			
Yallaroi			
Murrumbidgee	***Murray***	***Far West***	
Carrathool	Albury	Broken Hill	
Coolamon	Balranald	Central Darling	
Cootamundra	Berrigan	Unincorporated Far West	
Griffith	Conargo		
Gundagai	Corowa		
Hay	Culcairn		
Junee	Deniliquin		
Leeton	Holbrook		
Lockhart	Hume		
Murrumbidgee	Jerilderie		
Narrandera	Murray		
Temora	Tumbarumba		
Tumut	Urana		
Wagga Wagga	Wakool		
	Wentworth		
	Windouran		

Table 3-2: Sydney Statistical Subdivisions

Inner Sydney	***Outer South Western Sydney***	***Lower Northern Sydney***
Botany Bay	Camden	Hunters Hill
Leichhardt	Campbelltown	Lane Cove
Marrickville	Wollondilly	Mosman
South Sydney		North Sydney
Sydney		Ryde
		Willoughby
Eastern Suburbs	***Inner Western Sydney***	***Central Northern Sydney***
Randwick	Ashfield	Baulkham Hills
Waverley	Burwood	Hornsby
Woollahra	Concord	Ku-ring-gai
	Drummoyne	
	Strathfield	
St George–Sutherland	***Central Western Sydney***	***Northern Beaches***
Hurstville	Auburn	Manly
Kogarah	Holroyd	Pittwater
Rockdale	Parramatta	Warringah
Sutherland		
Canterbury–Bankstown	***Outer Western Sydney***	***Gosford–Wyong***
Bankstown	Blue Mountains	Gosford
Canterbury	Hawkesbury	Wyong
	Penrith	
Fairfield–Liverpool	***Blacktown***	
Fairfield	Blacktown	
Liverpool		

Appendix 4: Data Analysis Methods

Index of concentration (IC)

For each demographic variable (e.g. gender), an IC was calculated for each demographic group within that variable (e.g. men and women).[47] For each demographic group, the IC was calculated by dividing the proportion of inquiries from that demographic group by the proportion of that group in the NSW population according to the 2001 census,[48] and multiplying the result by 100. The following example illustrates the calculation process.

IC for men and IC for women for inquiries to the NSW Legal Aid Information/Advice Service

Proportion of inquiries from men ÷ Proportion of men in NSW * 100 = Index of concentration for men

45.6 / 49.4 * 100 = 92

Proportion of inquiries from women ÷ Proportion of women in NSW * 100 = Index of concentration for women

54.4 / 50.6 * 100 = 107

The IC for women (107), which is greater than 100, indicates that women accounted for a higher proportion of inquiries than would be expected given their proportion in the NSW population. The corresponding IC for men (92), which is under 100, indicates that men made fewer inquiries than would be expected based on their proportion of the NSW population.

Chi-square test

The chi-square test is a non-parametric test that examines whether there is a significant relationship between two or more categorical variables with data in terms of frequencies. The chi-square test is based on a cross-tabulation of the relevant variables and compares the observed frequencies in each cell of the cross-tabulation with the frequencies expected on the basis of the null hypothesis.[49] All of the chi-square tests in the present report were two-way, that is, conducted between two variables.

The chi-square test determines whether the relationship between the variables is significant. To determine which cells in the cross-tabulation had higher than expected frequencies, the standard residual for each cell was examined. The standard residual is the difference between the observed and expected frequency, adjusted for the scale effect of the frequencies. Cells with a standard residual greater than or equal to two were deemed to be significantly 'higher than expected', and are reported in the text.

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[47] ICs were not calculated for source of income.

[48] Population rates are calculated using data from the 2001 census. (Australian Bureau of Statistics, *2001 Census Basic Community Profile and Snapshot: New South Wales*, ABS, <http://www.abs.gov.au/>).

[49] For a description of the chi-square function and its test procedure, see Siegel, S. and Castellan, N.J., *Nonparametric Statistics for the Behavioral Sciences*, 2nd Ed., McGraw-Hill, NY, 1998.

Adjusting for missing values

For any variable (for a given service) with missing values for more than 10 per cent of inquiries, the following process was undertaken to decide whether to use a weighting process before presenting descriptive statistics (e.g. percentages) and conducting the chi-square tests involving that variable.

The distribution of missing values for the variable in question was compared to the distribution of valid values for the variable across both years and broad areas of law. If the distribution of missing values was similar to the distribution of valid values across both years and broad areas of law,[50] the original frequencies for the variable were used in all analyses. If, however, these distributions differed,[51] adjusted frequencies for the variable were used in all relevant analyses (e.g. percentages and chi-square tests).

The adjusted frequency in each case (e.g. in each cell of the chi-square cross-tabulation) was calculated as follows:

Adjusted frequency = original frequency * total no. of inquiries / no. of inquiries with valid values

Adjusted frequencies were used in the analyses for NSW Community Legal Centres involving age, income, country of birth or Indigenous Australian status, and for Legal Aid NSW involving source of income. In all other cases, original frequencies were used in the analyses. Note that, even in the cases where adjusted frequencies were used, the number of inquiries with valid values is still shown at the bottom of the relevant tables/figures.

[50] To test whether the distribution of missing values for the variable was similar to the distribution of valid values for the variable across years and broad area of law, a preliminary three-way chi-square test was conducted between the variable, year and broad area of law, including inquiries with missing values as one of the categories for the variable. If the chi-square statistic was not significant, it was assumed that the distribution of missing values was similar to the distribution of valid values across years and broad areas of law.

[51] That is, if the preliminary chi-square test was significant.

Appendix 5: Tables — Legal Assistance Services

Table 5-1: Percentage of inquiries by gender and area of law
Legal Aid NSW Information/Advice Service, 2000–2002

Area of law		*Male*	*Female*
Broad	***Specific***	***%***	***%***
Family	**Total Family**	**24.8**	**50.6**
Crime	General crime	27.9	9.1
	Domestic violence	2.4	2.3
	Traffic offences	5.4	2.0
	Total Crime	**35.7**	**13.4**
Civil	Business/Media	0.9	0.8
	Consumers	2.0	1.9
	Credit/Debt	5.0	5.0
	Employment	3.0	2.5
	Government/Legal system	10.1	5.3
	Health/Human rights	1.6	1.6
	Housing	2.8	3.6
	Motor vehicles	2.3	2.0
	Personal injury	1.2	1.7
	Wills/Estates	1.8	3.4
	Other (civil)	8.6	8.3
	Total Civil	**39.5**	**36**
Total (%)		100	100
Total (No.)		*100 308*	*121 363*

Notes: N = 221671. Information about gender was missing for an additional 393 (0.1%) inquiries. Phone/counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Table 5-2: Percentage of inquiries by gender and area of law
NSW Community Legal Centres, 1999–2002

Area of law		*Male*	*Female*
Broad	***Specific***	***%***	***%***
Family	**All Family**	**16.1**	**34.5**
Crime	General crime	6.6	4.7
	Domestic violence	2.0	7.5
	Traffic offences	2.9	0.9
	All Crime	**11.5**	**13.1**
Civil	Business/Media	0.9	0.6
	Consumers	5.6	4.0
	Credit/Debt	6.9	5.0
	Employment	6.2	3.4
	Government/Legal system	28.9	17.9
	Health/Human rights	3.4	2.7
	Housing	10.2	9.1
	Motor vehicles	2.7	1.4
	Personal Injury	0.5	0.6
	Wills/Estates	1.8	2.1
	Civil-other	5.1	5.6
	All Civil	**72.3**	**52.4**
Total (%)		100	100
Total (No.)		*128 712*	*232 684*

Notes: N = 361396. Information about gender was missing for an additional 19422 (5.1%) inquiries.

Source: Commonwealth Attorney-General's Department National information Scheme (unpublished data).

Table 5-3: Percentage of inquiries by age group and broad area of law
Legal Aid NSW Advice Service, 2000–2002

Age (years)	*Family %*	*Crime %*	*Civil %*	*Total %*
0 to 14	14.3	54.7	31.0	100
15 to 17	2.2	94.2	3.6	100
18 to 24	25.6	56.7	17.7	100
25 to 34	54.6	23.6	21.8	100
35 to 44	57.5	17.0	25.5	100
45 to 54	46.6	14.3	39.1	100
55 to 64	30.7	12.1	57.2	100
65 to 74	22.2	9.9	67.9	100
75 and over	7.5	7.6	84.9	100
All	*43.1*	*26.8*	*30.1*	*100*

Notes: N = 122651. Information about age was missing for an additional 865 (0.7%) inquiries for the Advice Service.
Age was not collected for 227770 inquiries to the Information Service.
Phone/counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Table 5-4: Percentage of inquiries by age group and broad area of law
LawAccess NSW 2002

Age (years)	*Family %*	*Crime %*	*Civil %*	*Total %*
Under 25	26.2	26.9	47.0	100
25 to 34	22.9	17.3	59.8	100
35 to 44	32.0	14.8	53.1	100
45 to 54	22.2	14.8	63.0	100
55 to 64	17.5	12.8	69.8	100
65 and over	11.9	8.5	79.6	100

Notes: N = 11093. Information about age was missing for an additional 50007 (81.8%) inquiries.

Source: LawAccess NSW (unpublished data).

Table 5-5: Percentage of inquiries by age group and broad area of law
NSW Community Legal Centres, 1999–2002

Age (years)	*Family %*	*Crime %*	*Civil %*	*Total %*
0 to 17	10.5	19.7	69.8	100
18 to 20	11.5	31.4	57.1	100
21 to 30	25.7	16.8	57.4	100
31 to 40	36.0	12.7	51.4	100
41 to 50	33.2	11.9	54.9	100
51 to 65	20.0	10.0	70.1	100
66 & over	7.1	4.8	88.1	100

Notes: N = 379481. Information about age was missing for 208715 (55%) inquiries (age was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.
Age groups are those provided by the National Information Service. They do not correspond to the groupings used for other services.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Table 5-6: Percentage of inquiries by country of birth and broad area of law
Legal Aid NSW Advice Service, 2000–2002

Country of birth		Family %	Crime %	Civil %	Total %
English speaking	Australia	45.0	30.7	24.4	100
	New Zealand	44.8	36.8	18.4	100
	United Kingdom/Ireland	49.0	19.8	31.2	100
	North America	52.8	20.8	26.4	100
	Total English speaking	**45.2**	**30.4**	**24.5**	**100**
Non-English speaking[a]	Pacific Islands	40.2	32.6	27.2	100
	Asia	40.7	17.6	41.7	100
	Sub-Saharan Africa	36.8	18.9	44.2	100
	North Africa/Middle East	37.4	18.1	44.5	100
	South/Central America	45.6	15.4	38.9	100
	Europe	36.7	17.1	46.1	100
	Total non-English speaking	**39.2**	**18.8**	**42.0**	**100**
All		*43.6*	*27.4*	*29.0*	*100*

a Includes South Africa.

Notes: N = 77043. Infomration about country of birth was missing for an additional 46519 (38%) inquiries for the Advice Service. The data have been adjusted to take this into account as outlined in Appendix 4. Country of birth was not collected for the 227770 inquiries to the Information Service.

Phone/counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Table 5-7: Percentage of inquiries by country of birth and broad area of law
NSW Community Legal Centres, 1999–2002

Country of birth		Family %	Crime %	Civil %	Total %
English speaking	Australia	31.9	14.8	53.3	100
	New Zealand	26.9	14.1	59.0	100
	United Kingdom/Ireland	26.8	9.2	64.1	100
	North America	18.9	7.4	73.6	100
	Total English speaking	**31.2**	**14.3**	**54.4**	**100**
Non-English speaking[a]	Pacific Islands	19.8	9.5	70.7	100
	East Asia	18.9	8.6	72.5	100
	South/Central Asia	12.1	4.6	83.3	100
	Sub-Saharan Africa	15.8	7.5	76.7	100
	North Africa/Middle East	17.1	8.0	74.9	100
	South/Central America	20.2	7.7	72.1	100
	Europe	18.4	9.7	71.9	100
	Total non-English speaking	**17.9**	**8.3**	**73.8**	**100**
All		*27.5*	*12.7*	*59.9*	*100*

a Includes South Africa

Notes: N = 380619. Information about country of birth was missing for 162112 (43%) inquiries (country of birth was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Table 5-8: Percentage of inquiries by Indigenous status and area of law
Legal Aid NSW Advice Service, 2000–2002

Area of law		*Indigenous Australians*	*Non Indigenous Australians*	*All*
Broad	***Specific***	*%*	*%*	*%*
Family	**Total Family**	**30.9**	**43.2**	**42.9**
Crime	General crime	36.1	21.8	22.1
	Domestic violence	1.6	1.7	1.7
	Traffic offences	1.8	3.0	3.0
	Total Crime	**39.6**	**26.5**	**26.8**
Civil	Business/Media	0.6	0.6	0.6
	Consumers	2.4	1.6	1.6
	Credit/Debt	2.7	3.1	3.1
	Employment	1.6	1.6	1.6
	Government/Legal system	8.4	8.8	8.8
	Health/Human rights	1.6	1.1	1.2
	Housing	1.6	2.2	2.2
	Motor vehicles	1.2	1.7	1.7
	Personal injury	2.6	1.1	1.2
	Wills/Estates	1.4	1.4	1.4
	Civil-other	5.3	7.0	6.9
	Total Civil	**29.5**	**30.3**	**30.3**
Total (%)		*100*	*100*	*100*

Notes: N = 123562. Information about Indigenous status was missing for an additional 15683 (11%) inquiries for the Advice Service. Indigenous status was not collected for 227770 inquiries to the Information Service.

Source: Legal Aid NSW (unpublished data).

Table 5-9: Percentage of inquiries by Indigenous status and area of law
NSW Community Legal Centres, 1999–2002

Area of law		*Indigenous Australians*	*Non Indigenous Australians*	*All*
Broad	***Specific***	*%*	*%*	*%*
Family	**Total Family**	**36.7**	**34.4**	**34.5**
Crime	General crime	11.8	5.7	6.0
	Domestic violence	11.4	7.2	7.4
	Traffic offences	1.4	1.8	1.7
	Total Crime	**24.6**	**14.6**	**15.1**
Civil	Business/Media	0.6	0.5	0.5
	Consumers	3.3	4.7	4.6
	Credit/Debt	6.2	6.5	6.5
	Employment	4.0	4.2	4.2
	Government/Legal system	9.6	18.2	17.8
	Health/Human rights	4.7	2.6	2.8
	Housing	4.8	7.8	7.6
	Motor vehicles	1.3	2.1	2.1
	Personal injury	0.9	0.7	0.7
	Wills/Estates	1.4	2.1	2.0
	Civil-other	1.8	1.5	1.6
	Total Civil	**38.7**	**51**	**50.4**
Total (%)		100	100	100
Total (No.)		*10 061*	*191 324*	*201 385*

Note: Information about Indigenous status was missing for 179234 (47%) inquiries (Indigenous status was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Table 5-10: Percentage of inquiries by source of income and area of law
Legal Aid NSW Advice Service, 2000–2002

Area of law		Source of income		
Broad	*Specific*	*No income %*	*Government benefits %*	*Paid employment %*
Family	**Total Family**	**7.6**	**33.6**	**62.4**
Crime	General crime	7.8	29.1	8.5
	Domestic violence	0.6	1.7	1.7
	Traffic offences	0.5	3.8	1.6
	Total Crime	**8.9**	**34.7**	**11.8**
Civil	Business/Media	0.6	0.7	0.5
	Consumers	1.5	1.6	1.6
	Credit/Debt	3.9	3.0	3.3
	Employment	0.6	2.1	0.7
	Government/Legal system	61.9	10.5	3.6
	Health/Human rights	0.3	0.9	1.8
	Housing	2.6	2.0	2.7
	Motor vehicles	0.8	1.7	1.5
	Personal injury	1.2	1.1	1.4
	Wills/Estates	3.6	1.2	1.7
	Other (Civil)	6.6	6.9	6.9
	Total Civil	**83.5**	**31.7**	**25.8**
Total (%)		100	100	100
Total (No.)		*1 264*	*81 332*	*40 965*

Notes: N = 123561. Information about source of income was missing for an additional 38304 (31%) inquiries. The data have been adjusted to take this into account as outlined in Appendix 4.
Phone/counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Table 5-11: Percentage of inquiries by source of income and area of law
NSW Community Legal Centres, 1999–2002

Area of law		Source of income					
Broad	*Specific*	*No income %*	*Government benefits %*	*Employed (PT) %*	*Employed (Self / temp) %*	*Employed (Full time) %*	*All %*
Family	**Total Family**	**24.5**	**35.7**	**42.2**	**26.6**	**32.4**	**34.6**
Crime	General crime	7.3	6.6	4.8	4.1	4.0	5.9
	Domestic violence	4.7	8.2	7.0	3.7	5.3	7.1
	Traffic offences	1.6	1.6	2.0	2.2	2.1	1.7
	Total Crime	**13.6**	**16.3**	**13.9**	**10.0**	**11.4**	**14.7**
Civil	Business/media	0.4	0.5	0.6	1.5	0.4	0.5
	Consumers	2.7	4.4	4.9	14.5	7.4	5.2
	Credit/Debt	3.6	7.7	6.4	13.4	7.8	7.4
	Employment	8.1	2.1	5.3	4.5	6.9	4.0
	Government/Legal system	36.7	14.0	13.0	12.3	15.3	16.1
	Health/Human rights	3.3	3.0	2.5	2.1	3.0	2.9
	Housing	2.7	4.4	5.2	8.4	9.7	5.5
	Motor vehicles	1.5	2.0	2.6	2.2	2.5	2.1
	Personal Injury	0.6	0.8	0.6	0.3	0.5	0.7
	Wills/Estates	1.1	2.5	1.7	1.8	1.5	2.1
	Civil-other	1.2	6.5	1.3	2.3	1.3	4.4
	Total Civil	**61.9**	**47.9**	**43.9**	**63.4**	**56.2**	**50.7**
Total (%)		100	100	100	100	100	100
Total (No.)		*17 361*	*113 380*	*22 463*	*6 022*	*35 419*	*194 645*

Note: Information about source of income was missing for 185974 (49%) inquiries (source of income was not collected for information and some telephone advice inquiries). The data have been adjusted to take this into account as outlined in Appendix 4.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Table 5-12: Source of inquiry by year
Legal Aid NSW Advice Service, 2000–2002

Source of inquiry		*2000 %*	*2001 %*	*2002 %*	*All %*
Non-legal	Friend/Family	35.3	36.9	33.3	35.2
	Media	4.7	4.1	3.2	4.0
	Telephone book	15.5	14.5	6.5	12.2
	Publication	2.2	1.8	0.7	1.6
	Community organisation	6.2	4.6	3.2	4.7
	Government	9.8	9.9	10.8	10.2
	Police	8.3	13.4	29.7	17.1
	Total non-legal	**82.0**	**85.2**	**87.4**	**85.0**
Legal	Community legal centre	2.3	2.1	1.5	2.0
	LawAccess/Legal Aid helpline	4.0	2.3	1.2	2.6
	Solicitor	3.2	2.8	2.3	2.8
	Court	8.4	7.5	7.5	7.8
	Total legal	**17.9**	**14.7**	**12.5**	**15.0**
Total (%)		100	100	100	100
Total (No.)		*16 773*	*15 886*	*16 228*	*48 887*

Notes: Source of inquiry was not collected for an additional 227770 inquiries to the Information Service.
In 65% of inquiries, the source of inquiry was recorded as 'Other'. These have been excluded from the analysis.
LawAccess NSW took over from the Legal Aid NSW helpline in October 2001.

Source: Legal Aid NSW (unpublished data).

Table 5-13: Source of inquiry by broad area of law
Legal Aid NSW Advice Service, 2000–2002

Source of inquiry		*Family %*	*Crime %*	*Civil %*	*Total %*
Non-legal	Friend/Family	52.9	11.6	35.5	100
	Media	53.4	8.2	38.4	100
	Phone book	42.2	11.4	46.5	100
	Publication	41.2	31.5	27.3	100
	Community organisation	51.3	16.2	32.5	100
	Government	89.6	1.2	9.2	100
	Police	6.2	90.7	3.0	100
Legal	Community legal centre	53.8	7.9	38.3	100
	LawAccess/Legal Aid helpline	40.1	25.1	34.8	100
	Solicitor	56.8	10.5	32.7	100
	Court	67.0	15.6	17.4	100
All (%)		48.0	24.9	27.0	100
Total (No.)		*23 477*	*12 197*	*13 212*	*48 887*

Notes: Source of inquiry was not available for an additional 227770 inquiries to the Information Service.
In 65% of inquiries, the source of inquiry was recorded as 'Other'. These have been excluded from the analysis.
Phone/counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Table 5-14: Referral destination by year
Legal Aid NSW Information Service, 2000–2002

Referral destination		*2000 %*	*2001 %*	*2002 %*	*All %*
Not referred[a]	**Total not referred**	**64.3**	**70.4**	**76.7**	**70.3**
Non-legal	Government	4.7	2.7	3.2	3.5
	Dispute resolution	0.3	0.2	0.3	0.3
	Police	0.5	0.8	0.4	0.6
	Total non-legal	**5.5**	**3.7**	**3.9**	**4.4**
Legal	Community legal centre	9.1	7.1	6.8	7.6
	Private solicitor	6.8	6.4	3.8	5.8
	Court	6.2	6.1	3.8	5.5
	Total legal	**22.1**	**19.6**	**14.4**	**18.9**
Other		**8.1**	**6.3**	**5.0**	**6.5**
Total (%)		100	100	100	100
Total (No.)		*68 259*	*89 467*	*63 663*	*221 389*

a 'Not referred' includes referrals to other sections of Legal Aid NSW.

Notes: Information about referral destination was missing for an additional 8030 (4%) inquiries for the Information Service.
Information about referral destination was not collected for 139256 inquiries to the Advice Service.

Source: Legal Aid NSW (unpublished data).

Table 5-15: Referral destination
LawAccess NSW 2002

Referral destination		*Inquiries %*
Not referred	**Total not referred**	**40.3**
Non-legal	Community organisation	3.0
	Library	1.3
	Government	7.1
	Union/association	0.6
	Dispute resolution	7.5
	Police	1.2
	Total non-legal	**20.6**
Legal	Community legal centre	4.3
	Legal Aid NSW	15.8
	Solicitor	9.3
	Court	9.7
	Total legal	**39.1**
Total (%)		100
Total (No.)		*60 948*

Note: Information about referral destination was missing for an additional 122 (0.2%) inquiries.

Source: LawAccess NSW (unpublished data).

Table 5-16: Referral destination by year
NSW Community Legal Centres 1999–2001

Referral destination		*1999 %*	*2000 %*	*2001 %*	*All %*
Not referred	**Total not referred**	**67.7**	**65.3**	**62.2**	**65.0**
Non-legal	Community organisation	4.5	5.6	5.2	5.1
	Government	2.2	2.5	2.8	2.5
	Dispute resolution[a]	0.7	0.6	0.9	0.7
	Police	0.6	0.7	0.7	0.7
	Non-legal (other)[b]	0.2	0.1	0.1	0.1
	Total non-legal	**8.2**	**9.5**	**9.7**	**9.1**
Legal	Community Legal Centre	4.7	4.6	5.1	4.8
	Legal Aid NSW	5.0	3.9	4.2	4.4
	Solicitor	6.8	8.0	9.7	8.2
	Court	4.2	6.0	6.5	5.6
	Total legal	**20.7**	**22.5**	**25.5**	**23**
Other		**3.4**	**2.7**	**2.7**	**2.9**
Total (%)		100	100	100	100
Total (No.)		*104 855*	*107 304*	*113 538*	*325 697*

a Includes complaint handling bodies

b Includes unions, health professionals and private organisations.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Table 5-17: Referral destination by broad area of law
Legal Aid NSW Information Service, 2000–2002

Referral Destination		*Family %*	*Crime %*	*Civil %*	*Total %*
Not referred[a]		39.6	21.8	38.6	100
Non-legal	Government	21.0	14.9	64.2	100
	Dispute resolution	18.0	5.7	76.3	100
	Police	7.5	77.6	14.8	100
Legal	Community Legal Centre	23.5	7.6	68.9	100
	Private solicitor	38.6	19.0	42.5	100
	Court	24.6	32.0	43.3	100
Other		19.0	14.9	66.1	100
All (%)		33.8	20.4	45.8	100
Total (No.)		*31 060*	*18 779*	*42 147*	*91 986*

a 'Not referred' includes referrals to other sections of Legal Aid NSW

Notes: Information about referral destination was missing for an additional 7923 (8%) inquiries for the Information Service.
Information about referral destination was not collected for 139256 inquiries to the Advice Service.
Phone/counter inquiries excluded. See Appendix 1 for more details.

Source: Legal Aid NSW (unpublished data).

Table 5-18: Referral destination by broad area of law
LawAccess NSW, 2002

Referral destination		Family %	Crime %	Civil %	Total %
Not referred		28.3	16.4	55.3	100
Non-legal	Community organisation	5.1	5.2	89.8	100
	Library	16.1	19.4	64.5	100
	Government	19.7	7.9	72.3	100
	Union/Association	1.7	3.8	94.5	100
	Dispute resolution	11.2	4.8	84.0	100
	Police	3.8	69.9	26.2	100
Legal	Community legal centre	20.7	14.4	64.8	100
	Legal Aid NSW	44.1	23.5	32.5	100
	Solicitor	20.6	15.1	64.4	100
	Court	30.0	23.2	46.8	100
All (%)		26.7	16.8	56.5	100
Total (No.)		*16 284*	*10 224*	*34 386*	*60 894*

Note: Information about referral destination was missing for an additional 183 (0.3%) inquiries.

Source: LawAccess NSW 2002 (unpublished data).

Table 5-19: Referral destination by broad area of law
NSW Community Legal Centres, 1999–2001

Referral destination		Family %	Crime %	Civil %	Total %
Not referred		25.4	15.0	59.6	100
Non-legal	Community organisation	8.5	3.7	87.8	100
	Government	17.3	6.3	76.4	100
	Dispute resolution[a]	35.2	14.0	50.8	100
	Police	23.3	51.9	24.8	100
	Non-legal (other)[b]	2.6	2.4	95.0	100
Legal	Other Community Legal Centre	24.4	12.6	63.0	100
	Legal Aid NSW	47.4	19.8	32.8	100
	Solicitor	50.5	10.6	38.9	100
	Court	35.8	11.3	53.0	100
Other		28.9	11.5	59.6	100
All (%)		28.0	13.9	58.1	100
Total (No.)		*91 179*	*45 126*	*189 221*	*325 526*

a Includes complaint handling bodies.

b Includes unions, health professionals and private organisations.

Note: Information about referral destination was missing for an additional 980 (0.3%) inquiries.

Source: Commonwealth Attorney-General's Department National Information Scheme (unpublished data).

Appendix 6: Tables — Dispute Resolution Agencies

This appendix contains the usage data for each of the 24 dispute resolution agencies detailed in Section 2 of the *Digest*. The data covers the three calendar years 2000, 2001 and 2002 and the three financial years 1999/2000, 2000/2001 and 2001/2002. For organisations with a national jurisdiction, NSW statistics have been reported where available.

The data were taken directly from Annual Reports and Reviews. There are a number of differences in how the agencies have reported their data. The agencies collect different data sets and use different categories and terms. In the case of recording approaches made to them by service users, some agencies record both inquiries and complaints and others have more detailed categories such as free call number, disputes, grievances and problems. Tribunals use the terms lodgements and applications. Some agencies distinguish between written and oral approaches and some record administrative calls. Some agencies report their data in percentages, some in volume, some in both, and some in percentages one year and volume the next. Some agencies did not report the same information over all three years.

For these reasons there has been no attempt to map the data to a consistent reporting style.

The agencies appear in the following order, divided into Commonwealth and State agencies for each category:

- Government
- Tribunals
- Self-regulated industry.

Government — Commonwealth

Australian Consumer and Competition Commission

Table 6-1: Volume of approaches by year, Australia
Australian Consumer and Competition Commission, 1999/2000 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Inquiries[a]	46 390	48 660	9 602
Complaints[b]	33 309	46 749	47 518
Total	*79 699*	*95 409*	*57 120*

a Includes inquiries not pursued and inquiries about GST. There was no GST inquiry and complaint category in 2001/2002.

b Complaints include pursued complaints, complaints not pursued and complaints about GST.

Source: ACCC Annual Reports, 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was a decrease of 28 per cent in the number of approaches to the ACCC over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 20 per cent from 1999/2000 to 2000/2001 and a decrease of 40 per cent from 2000/2001 to 2001/2002.

Commonwealth Ombudsman

Table 6-2: Volume of approaches[a] by year, NSW
Commonwealth Ombudsman, 1999/2000 to 2001/2002

Agency approach related to	*1999/2000*	*2000/2001*	*2001/2002*
Commonwealth Ombudsman	4 624	4 703	4 444
Australian Federal Police	12	7	11
ACT Ombudsman	2	1	0
Defence Force Ombudsman	149	132	93
Other approaches	2 521	2 025	2 955
Total	*7 308*	*6 868*	*7 503*

a Includes written and oral complaints.

Source: Commonwealth Ombudsman Annual Reports, 1999/2002.

Usage trends: There was an increase of 3 per cent in the number of complaints from NSW to the Ombudsman over the three financial years from 1999/2000 to 2001/2002. This consisted of a decrease of 6 per cent from 1999/2000 to 2000/2001 and an increase of 9 per cent from 2000/2001 to 2001/2002.

Human Rights and Equal Opportunity Commission

Table 6-3: Volume of approaches by year, NSW
Human Rights and Equal Opportunity Commission, 1999/2000 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Telephone inquiries[a]	-	3 996	3 926
Written inquiries	-	246	271
Complaint lodged	492	501	517
Total	*492*	*4 743*	*4 714*

a Includes telephone, email, TTY, and in person inquiries.

Source: HREOC Annual Reports, 1999/2000, 2000/2001, 2001/2002.

Usage trends: There were a total of 4714 approaches to HREOC from NSW in the financial year 2001/2002, a 1 per cent decrease from the financial year 2000/2001. Between the two financial years mentioned, the number of telephone inquiries decreased while the number of written inquiries and complaints lodged increased.

Private Health Insurance Ombudsman

Table 6-4: Volume of approaches by year, Australia
Private Health Insurance Ombudsman, 2000/2001 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Problems[a]	707	1 628	1 314
Grievances[b]	463	648	1 288
Disputes[c]	705	1 081	580
Total complaints received	*1 875*	*3 357*	*3 182*

a Problem – moderate level of complaint.
b Grievance – moderate level of complaint where mediation is required.
c Dispute – highest level of complaint where significant investigation is required.
Source: PHIO Annual Reports 2000/2001, 2001/2002.

Usage trends: There was an increase of 70 per cent in total approaches to the Ombudsman over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 79 per cent from 1999/2000 to 2000/2001 and a decrease of 5 per cent from 2000/2001 to 2001/2002.

Telecommunications Industry Ombudsman

Table 6-5: Volume of approaches by year, Australia
Telecommunications Industry Ombudsman, 1999/2000 to 2001/2002

	1999/2000	*2000/2001*	*2001/2002*
Contact[a]	67 761	98 853	85 927

a Includes inquiries and complaints.
Source: TIO Annual Reports 2001, 2002.

Usage trends: There was an increase of 27 per cent in the number of approaches to the TIO over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 46 per cent from 1999/2000 to 2000/2001 and a decrease of 13 per cent from 2000/2001 to 2001/2002. According to the Annual Report, the rise was due to two factors: an increased number of enquiry officers which enabled more complaints to be investigated and the fact that One.Tel went into voluntary administration during the last months of 2000/01.

Government — State

Anti-Discrimination Board

Table 6-6: Volume of approaches by year, NSW
Anti-Discrimination Board, 1999/2000 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Inquiry[a]	16 655	15 520	15 072
Complaint[b]	1 381	1 587	1 625
Total	*18 036*	*17 107*	*16 697*

a Includes seeking information, advice, assistance or requesting publications. Can be by phone, letter, TTY, email or face-to-face.
b Completing a complaint form or sending a letter.
Source: ADB Annual Reports 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was a decrease of 7 per cent in the number of approaches to the Anti-Discrimination Board over the three financial years from 1999/2000 to 2001/2002. This consisted of a decrease of 10 per cent in the number of inquiries and an increase of 18 per cent in the number of complaints. The Annual Report suggests that the decrease in inquiries may be due to increased access to the web site and a consequent increase in the complexity of inquiries.

Community Justice Centres

Table 6-7: Volume of complaints[a] by year, NSW
Community Justice Centres, 1999/2000 to 2001/2002

Type of complaint	*1999/2000*	*2000/2001*	*2001/2002*
Behavioural[b]	14 987	15 902	13 773
Specific[c]	9 157	10 883	8 737
Total	*24 144*	*26 785*	*22 510*

a Complaints are only recorded for Party A. There may be more than one complaint per case, for example, the average number of complaints per case in 2001/02 was 3.

b Complaints relating to the disputing behaviour.

c Complaints relating to the nature of the problem.

Source: CJC Annual Reports, 1999/2000, 2000/2001, 2001/2002.

Usage trends: The number of complaints to Community Justice Centres decreased by 7 per cent from 1999/2000 to 2001/2002. This consisted of an increase of 11 per cent from 1999/2000 to 2000/2001 and a decrease of 16 per cent from 2000/2001 to 2001/2002.

NSW Health Care Complaints Commission

Table 6-8: Volume of complaints by year, NSW
Health Care Complaints Commission, 1999/2000 to 2001/2002

Type of complaint	*1999/2000*	*2000/2001*	*2001/2002*
Telephone inquiries[a]	5 340	6 635	5 310
Patient Support Service[b]	3 119	4 056	3 842
Written complaints	2 425	2 888	2 673
Total	*10 884*	*13 579*	*11 825*

a Telephone inquiries do not include administrative calls.

b Patient Support Service assists clients in resolving complaints with private and public health services.

Source: HCCC Annual Report 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was an increase of 9 per cent in the number of approaches to the Commission over the three financial years from 1999/2000 to 2001/2002. This consisted of a decrease of 1 per cent in the number of telephone inquiries, an increase of 23 per cent in the number of inquiries to the Patient Support Service and an increase of 10 per cent in the number of written complaints.

NSW Ombudsman

Table 6-9: Volume of approaches by year, NSW
NSW Ombudsman, 1999/2000 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Written complaints/notifications	9 388	9 820	8 292
Oral complaints/inquiries	24 025	26 564	26 533
Total	*33 413*	*36 384*	*34 825*

Source: NSW Ombudsman Annual Report 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was an increase of 4 per cent in the number of approaches to the NSW Ombudsman over the three financial years from 1999/2000 to 2001/2002. This consisted of a decrease of 12 per cent in the number of written complaints and notifications and an increase of 10 per cent in the number of oral complaints and inquiries.

Office of Industrial Relations, NSW Department of Commerce

Table 6-10: Volume of complaints by year, NSW Department of Industrial Relations,[a] 1999/2000 to 2001/2002

	1999/2000	*2000/2001*	*2001/2002*
Industrial complaints	6 132	5 953	4 300

a These figures apply to the Department of Industrial Relations, which was the name of the Office of Industrial Relations prior to 2003.

Source: NSW Department of Industrial Relations Annual Report 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was a decrease of 30 per cent in the number of industrial complaints to the Department of Industrial Relations over the three financial years from 1999/2000 to 2001/2002. This consisted of a decrease of 3 per cent from 1999/2000 to 2000/2001 and a decrease of 28 per cent from 2000/2001 to 2001/2002. The Annual Report noted that this was due to the adoption of early intervention strategies which resolve grievances prior to the formal complaint registration phase.

Office of the Legal Services Commissioner

Table 6-11: Volume of approaches by year, NSW Office of the Legal Services Commissioner, 1999/2000 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Telephone inquiries	9 089	9 110	9 999
Written complaints	2 901	2 635	2 928
Total	*11 990*	*11 745*	*12 927*

Source: OLSC Annual Reports 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was an increase of 8 per cent in the number of approaches over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 10 per cent in the number of inquiries and an increase of 1 per cent in the number of complaints.

Tribunals — Commonwealth

Administrative Appeals Tribunal

Table 6-12: Volume of lodgements by year, Australia Administrative Appeals Tribunal, 1999/2000 to 2001/2002

	1999/2000	*2000/2001*	*2001/2002*
Total lodgements	8 050	12 863	7 767

Source: AAT Annual Reports 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was a decrease of 4 per cent in the number of lodgements over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 60 per cent from 1999/2000 to 2000/2001 and a decrease of 40 per cent from 2000/2001 to 2001/2002.

Migration Review Tribunal

Table 6-13: Volume of applications by year, Australia and NSW
Migration Review Tribunal, 1999/2000 to 2001/2002

Region of residence of applicant	*1999/2000*	*2000/2001*	*2001/2002*
New applications (Australia)	6 480	7 211	8 531
New applications (NSW)	3 429[a]	4 133	-

a Reported as 3705 on p.15 of 2000/01 Annual Report.

Note: Figures for NSW were not reported in the 2001/2002 Annual Report.

Source: MRT Annual Reports 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was an increase of 32 per cent in the number of new applications over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 11 per cent from 1999/2000 to 2000/2001 and an increase of 18 per cent from 2000/2001 to 2001/2002.

Refugee Review Tribunal

Table 6-14: Volume of applications by year, Australia
Refugee Review Tribunal, 1999/2000 to 2001/2002

	1999/2000	*2000/2001*	*2001/2002*
New applications received	6 093[a]	6 545	4 929

a This number was reported as 6133 on p. 17 of the 2000/2001 Annual Report.

Source: RRT Annual Reports 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was a decrease of 19 per cent in the number of new applications over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 7 per cent from 1999/2000 to 2000/2001 and a decrease of 25 per cent from 2000/2001 to 2001/2002.

Social Security Appeals Tribunal

Table 6-15: Volume of applications by year, Australia
Social Security Appeals Tribunal, 1999/2000 to 2001/2002

	1999/2000	*2000/2001*	*2001/2002*
Applications received	9 231	9 349	9 576

Source: SSAT Annual Reports 2000/2001, 2001/2002.

Usage trends: There was an increase of 4 per cent in the number of applications received over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 1 per cent from 1999/2000 to 2000/2001 and an increase of 2 per cent from 2000/2001 to 2001/2002.

Superannuation Complaints Tribunal

Table 6-16: Volume of approaches by year, Australia and NSW
Superannuation Complaints Tribunal, 1999/2000 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Telephone inquiries (Australia)	10 603	8 733	11 993
Written complaints (Australia)	1 599	1 856	2 023
Written complaints (NSW)	486	637	671

Source: SCT Annual Reports 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was an increase of 38 per cent in the number of written complaints from NSW over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 31 per cent from 1999/2000 to 2000/2001 and an increase of 5 per cent from 2000/2001 to 2001/2002.

Tribunals — State

Administrative Decisions Tribunal

Table 6-17: Volume of applications by year, NSW Administrative Decisions Tribunal, 1999/2000 to 2001/2002

Type of application	*1999/2000*	*2000/2001*	*2001/2002*
General	374	350	293
Community Services	16	60	70
EEO	91	111	108
Retail Leases	152[a]	107	137
Legal Services	35	38	38
Total	*668*	*666*	*646*

a 52 is quoted in the 2000/01 Annual Report.

Source: ADT Annual Reports, 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was a decrease of 3 per cent in the number of applications to the ADT over the three financial years from 1999/2000 to 2001/2002. This consisted of a decrease of 0.3 per cent from 1999/2000 to 2000/2001 and a further decrease of 3 per cent from 2000/2001 to 2001/2002. The 2001/2002 'Revenue' category was not included in these calculations, as it commenced in 2001.

Consumer, Trader and Tenancy Tribunal (CTTT)

Table 6-18: Volume of applications by year, NSW Consumer Trader and Tenancy Tribunal,[a] 1999/2000 to 2001/2002

	1999/2000	*2000/2001*	*2001/2002*
Total applications received	*61 564*	*64 458*	*61 316*

a Previously the Residential Tribunal (RT) and Fair Trading Tribunal (FTT).

Source: RT & FTT Annual Reports 1999/2000, 2000/2001; CTTT Annual Report 2001/2002.

Usage trends: There was a decrease of 0.4 per cent in the number of applications over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 5 per cent from 1999/2000 to 2000/2001 and a decrease of 5 per cent from 2000/2001 to 20001/2002.

Self-regulated industry — Commonwealth

Banking and Financial Services Ombudsman

Table 6-19: Volume of approaches by year, Australia[a]
Australian Banking Industry Ombudsman,[b]
1999/2000 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Inquiries from individuals[c]	54 649	61 729	64 365
Disputes	6 199	7 107	7 992
Total	*60 848*	*68 836*	*72 357*

a NSW disputes made up 32 per cent of the total disputes in 2001/02.
b Changed to the Banking and Financial Services Ombudsman in 2003.
c Inquiries from business excluded.
Source: ABIO Annual Reports, 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was an increase of 19 per cent in the number of approaches over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 18 per cent in the number of inquiries and an increase of 29 per cent in the number of disputes.

Credit Union Dispute Resolution Centre

Table 6-20: Volume of approaches by year, Australia
Credit Union Dispute Resolution Centre, 2001/2002[a]

Type of approach	*2001/2002*
Freecall number	4 348
Inquiries	864
Complaints	343
Disputes	89
Total	*5 644*

a Annual Reports not available for earlier years.
Source: CUDRC Annual Report 2001/2002.

Usage trends: Data were only available for one year.

Financial Industry Complaints Service

Table 6-21: Volume of telephone approaches by year, Australia
Financial Industry Complaints Service, 2000 to 2001

Type of approach	*2000*	*2001*
Telephone inquiries	7 737	7 151
Telephone complaints	3 514	3 481
Total	*11 251*	*10 632*

Source: FICS Annual Review 2001.

Usage trends: There was a decrease of 6 per cent in the number of telephone approaches over the two calendar years from 2000 to 2001. This consisted of a decrease of 8 per cent in the number of telephone inquiries and a decrease of 1 per cent in the number of telephone complaints.

Insurance Brokers Disputes Ltd

Table 6-22: Volume of approaches by year, Australia
Insurance Brokers Disputes Ltd, 2000 to 2002

Type of approach	*2000*	*2001*	*2002*
Toll free calls[a]	3 388	3 288	4 031
Written complaints	161	195	155
Written complaints (NSW)	51	54	57

a Toll free calls include calls about new and existing complaints, verbal advice and broker referrals to other complaints schemes and relevant bodies.

Source: IBDF Annual Reports 2000, 2001, 2002.

Usage trends: There was an increase of 12 per cent in the number of complaints from New South Wales over the three years from 2000 to 2002. This consisted of an increase of 6 per cent from 2000 to 2001 and an increase of 6 per cent from 2001 to 2002.

Insurance Enquiries and Complaints Ltd

Table 6-23: Volume of approaches by year, Australia and NSW
Insurance Enquiries and Complaints Ltd, 1999/2000 to 2001/2002

Type of approach	*1999/2000*	*2000/2001*	*2001/2002*
Inquiries	56 855	68 252	75 487
Disputes (NSW)	991	1 089	1 169

Source: IEC Annual Reviews 2000, 2001, 2002.

Usage trends: There was an increase of 18 per cent in the number of disputes in NSW over the three financial years from 1999/2000 to 2001/2002. This was comprised of an increase of 10 per cent from 1999/2000 to 2000/2001 and an increase of 7 per cent from 2000/2001 to 2001/2002.

Self-regulated industry — State

Energy & Water Ombudsman NSW

Table 6-24: Volume of complaints by year, NSW
Energy & Water Ombudsman NSW, 1999/2000 to 2001/2002

	1999/2000	*2000/2001*	*2001/2002*
Complaints	3 648	4 344	4 908

Source: EWON Annual Reports 1999/2000, 2000/2001, 2001/2002.

Usage trends: There was an increase of 35 per cent in the number of complaints over the three financial years from 1999/2000 to 2001/2002. This consisted of an increase of 19 per cent from 1999/2000 to 2000/2001 and an increase of 13 per cent from 2000/2001 to 2001/2002.

Law and Justice Foundation Publications

Access to Justice Series

Access to Justice and Legal Needs: A Project to Identify Legal Needs, Pathways and Barriers for Disadvantaged People in NSW. Stage 2, Quantitative Legal Needs Survey — Bega Valley (Pilot) (2003)

Access to Justice and Legal Needs: A Project to Identify Legal Needs, Pathways and Barriers for Disadvantaged People in NSW. Stage 1, Public Consultations (2003)

Access to Justice Roundtable: Proceedings of a Workshop, July 2002 (2003)

Gateways to the Law (2001)

Unrepresented Parties and the Equal Opportunity Tribunal (2000)

Future Directions for Pro Bono Legal Services in NSW Supplementary Report: Proposed Models (1999)

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Law and Justice Foundation Research Reports incorporating the Justice Research Centre Monograph Series

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