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Locating demand: updating the Need for Legal Assistance Services indicators

2016 Census data

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Abstract: *In 2015 the Foundation developed the Need for Legal Assistance Services (NLAS) indicators. These provide a census-based measure of the geographic distribution of potential demand for not-for-profit legal assistance services from organisations such as legal aid commissions and community legal centres. Following the release by the Australian Bureau of Statistics of 2016 Census data, the Foundation revised, updated and expanded the NLAS indicators. This paper describes the revisions and the development of the new indicators.*

For further information on the Foundation's 2018 Collaborative Planning Resource visit:

www.lawfoundation.net.au/reports/aboutcpr

NLAS and priority group data for Australia can be accessed via Tableau Public by following this link:

https://public.tableau.com/profile/law.and.justice.foundation.of.nsw#!/

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Measuring demand for services

Not-for-profit legal assistance services generally prioritise resources for the most disadvantaged and vulnerable clients.[1] For countries such as Australia with geographically dispersed populations, the physical location where services are delivered can be crucial to ensuring equitable access to justice. But determining how need for services is distributed geographically is challenging. Counts of services provided are a potential source of information but tend to reflect supply as much as demand and, by definition, do not include unmet need. Legal needs surveys have been instrumental in identifying the extent of unmet legal need but translating this knowledge into effective targeting of limited legal assistance resources is not so straightforward. Depending on sample sizes, estimates for smaller geographic areas are unlikely to be precise enough for comparative purposes. Surveys can tell us the socio-demographic characteristics that increase the risk of experiencing a legal problem – such as disability, mental illness and unemployment – but these do not readily translate into comparative measures of demand across a state or country.

Given the limitations of using services delivered as a count of demand or attempting to predict how many people will experience legal problems in a geographic area from survey data, the Foundation developed the Need for Legal Assistance Services (NLAS) indicators as an alternative measure of potential demand. These use census data to geographically locate those individuals who would probably qualify for services financially and are most likely to require assistance were they to experience a legal problem, due to factors such as their educational attainment, language skills or cultural background. This draws on the concept of legal capability which recognises that some people are less likely to have the personal resources to resolve their own problems than others.[2]

The NLAS indicators were developed as a count of potential demand for services, for which the *number* of people meeting the criteria is the most relevant measure. However, geographic measures of disadvantage are more commonly rates, that is the *proportion* of people meeting the criteria for disadvantage and can therefore be used to identify disadvantaged areas (rather than people). In Australia, the most widely used indicator of area disadvantage is the Australian Bureau of Statistics (ABS) product Socio-Economic Indexes for Areas (SEIFA). Identifying disadvantaged areas is important from a service planning perspective as these areas may suffer from lack of investment in community services and poor access to capable support networks. They also tend to be in the more rural and remote parts of Australia which limits access to services. However, not everyone who lives in a disadvantaged area is necessarily disadvantaged and vice versa. Indices such as SEIFA are therefore limited in the extent to which they can provide a count of people requiring services that are targeted at disadvantaged individuals.

NLAS counts are not intended to provide a precise indication of how many services *will* be required as many external factors will drive that in practice, but instead to give a picture of relative *potential* demand across geographic areas against which – for instance – actual service provision can be compared.

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2015 Collaborative Planning Resource

The Foundation developed the NLAS indicators in support of the 2015 National Partnership Agreement on Legal Assistance Services (NPA) between the Commonwealth of Australia and the states and territories. The NPA required service providers to use data and other information to target resources at those most at need of services.[3] The NLAS indicators were developed to provide comparable information on the distribution of legal need at both a regional level and for smaller geographic areas.[4]

The NLAS indicators were released in the Foundation's 2015 Collaborative Planning Resource (CPR). Data on most of the demographic priority groups for services identified in the NPA was also provided. Demographic data is of course only one source of information to inform service planning and

1 See Mulherin, 2016.

2 The validity of one of the indicators, NLAS(Capability), has been explored by comparing Legal Australia-Wide (LAW) Survey respondents who meet the NLAS(Capability) criteria to those that do not. Failing to take any action in response to experiencing a problem and being less likely to utilise self-help resources are recognised as evidence of low legal capability (see, McDonald & Wei 2016). The new analysis found that NLAS(Capability) respondents were less likely to use self-help materials, more likely to have unresolved problems and, when problems had resolved, were less likely to say they had resolved in their favour. However, there was no significant difference in the percentage of problems for which no action at all was taken (see Mirrlees-Black, 2018). The latter probably reflects the larger proportion of women in the NLAS(Capability) count as women are far more likely to take some action in response to legal problems than men (Coumarelos et al 2012, Table 5.7).

3 See Council of Australian Governments, 2015.

4 See Mirrlees-Black & Randell, 2017

design. Client data,[5] research evidence on appropriate service design for specific client groups,[6] and local knowledge regarding potential demand for services[7,8] will also have an essential part to play in delivering cost effective services.

Since the 2015 CPR was launched the Foundation has received positive feedback on the value of the NLAS indicators for planning purposes and has had the opportunity to observe how the indicators and other data can be integrated into planning activities.[9] The 2015 CPR data mainly drew on the ABS 2011 Census data. With the release of the full set of 2016 Census data in November 2017, the NLAS indicators were updated for inclusion in the 2018 CPR.[10]

2016 Census

In August 2016 the Australian Bureau of Statistics (ABS) conducted its first primarily digital census. Using a specially constructed address register, dwellings were sent unique login codes to access the census form online. Paper forms were supplied in certain areas, such as those with low internet connectivity and high concentrations of older people. They were also available on request. In response to a 'distributed denial of service' attack on the 2016 Census website on Census night, access to the online forms was blocked for almost 43 hours, although 63.3% of the population did eventually complete the form online.[11] There was also negative publicity regarding the privacy of data and the retention of names. An independent assurance panel was therefore convened to review the quality of the 2016 data. It concluded that the data was of comparable quality to previous years with an overall response rate of 94.8% and a reduction in item non-response for those completing it online. There was however evidence of privacy concerns, with an increased reporting of age in preference to date of birth and a reduction in levels of agreement to data retention.[12]

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5 See Mirrlees-Black & Ramsey, 2014.

6 See Coumarelos et al 2015.

7 National Association of Community Legal Centres provides a legal need toolkit for members only at: http://www.naclc.org.au/cb_pages/legal_needs_assessment_framework.php

8 Legal Aid NSW for instance supports local planning through its Cooperative Legal Service Delivery Program. See Legal Aid, 2017.

9 See for instance, Community Legal Centres Queensland Inc 2016, Kalico Consulting 2017 and Victoria Legal Aid 2017.

10 Geographic level data required for the NLAS indicators was released to ABS Table Builder data tool between June and November 2017.

11 2016 Census Overview http://www.abs.gov.au/websitedbs/d3310114.nsf/Home/Assuring%20Census%20Data%20Quality

12 See Harding et al, 2017.

Census changes between 2011 and 2016

Changes to the ABS Census questions and options between 2011 and 2016 were minimal, intended only to facilitate form completion. Changes included: allowing for a neither male/female response; placing the 'no religion' option first on the religion question; replacing a question on dwelling internet connection with one on whether the household accessed the internet from the dwelling; collection of additional information on the place of birth of parents; amending the layout of a question on ancestry; and, additional occupation supplementary questions for online respondents.

Of greater potential impact for planning purposes were amendments to the boundaries of the Australian Statistical Geographic Standard (ASGS) areas, which range from Statistical Area 1 (with populations of 200 to 800) to Statistical Area 4 (equivalent to a region). Changes to ASGS boundaries are required to reflect changes occurring on the ground, such as new housing developments or where areas of expected development did not occur.[13] Although there have been some amalgamations of low population areas, overall the number of statistical areas increased between 2011 and 2016.[14] There were also changes in other geographic boundaries, with, for instance amalgamations and adjustments to Local Government Areas, such as those in New South Wales in 2016.

Between 2011 and 2016 the population of Australia increased by nearly 2 million people (1,894,175) or 8.8%. This was due both to immigration (28.5% of residents were born overseas 2016, compared to 27.0% in 2011) and an aging population (15.7% of residents are now aged 65 and over, compared to 14.0% in 2011). The former has resulted in the culturally and linguistically diverse (CALD) population now making up 20.2% of the 15+ population compared to 17.7% in 2011.[15] The number of residents self-identifying as Aboriginal and/or Torres Strait Islander also increased rising from 2.5% of the population in 2011 to 2.8% in 2016.

Between 2011 and 2016 the population of Australia increased by nearly 2 million people

13 See ABS, 2016.

14 For further information see http://www.lawfoundation.net.au/ljf/site/templates/resources/$file/LJF_2015CPR_comparison_2018CPR.pdf.

15 There are a range of definitions of CALD. These figures are based on a main language, other than English or Indigenous, being spoken at home.

2015 Need for Legal Assistance Service (NLAS) indicators

The NLAS indicators were developed as proxy measures of the minimum number of people likely to need the support of legal assistance services should they experience a legal problem. The 2015 CPR included three indicators:

- NLAS(Capability) provided a measure of residents aged 15 to 64 with a personal income of a level likely to qualify them for the more intensive legal assistance services (<$20,800) who also had a relatively low level of educational attainment.[16]
- NLAS(Indigenous) included people aged 15 and over with a low personal income who were likely to require culturally appropriate services as they had an Aboriginal or Torres Strait Islander background.
- NLAS(CALD) counted people aged 15 and over with a low personal income from a culturally and linguistically diverse background.

2018 Need for Legal Assistance Service (NLAS) indicators

The NLAS indicators were updated using 2016 Census data and relaunched in the 2018 CPR. Although there were no significant changes to the census questions used to derive the NLAS indicators between 2011 and 2016, it was inappropriate to apply exactly the same criteria as used in the 2015 CPR. For all three indicators, account had to be taken of the change in cost of living between the two census dates, and for NLAS(Capability), changes to the responses to the questions on educational attainment also required an amended approach.

Income criteria

The original NLAS definition of low income at $20,800 was the same as the income level used in the construction of the 2011 SEIFA.[17] This amount was also in line with the income levels used by legal aid commissions for a grant of legal aid at the time.

Retaining the same dollar amount as used in the 2011 Census would fail to take account of changes in cost of living over the period between the census dates. According to the Henderson Poverty Line data published by the University of Melbourne, the dollar amount of the poverty line for a single person rose by about 18% between the relevant time periods.[18] Because the census question uses income categories, rather than precise amounts, it wasn't feasible to amend the count by precisely this amount. Instead, the low-level income level was raised from a maximum of $20,800 per year to the next census category of $25,599 per year ($400 to $499 per week) – which is an increase of about 25%. Legal aid commissions have not necessarily amended their means tests to take account of the increase in the cost of living.

Educational attainment criteria

The NLAS(Capability) indicator uses census questions on highest year of school completed, post school qualifications and current student status to assess an individual's level of educational attainment. Between 2011 and 2016 the proportion of Australians aged 15 and over reporting that Year 12 was their highest school year increased from 47.6% to 51.9%. This effect was apparent across all age cohorts – including those that had left school many years previously. It would appear to be explained by recently arrived migrants and the historical trend of staying longer at school.[19] There was also a rise in the proportion of Australians reporting they had a post school qualification: from 48.5% to 53.5%.[20]

The impact of this increase in educational attainment was quite significant for NLAS(Capability): it wiped out the underlying increase in the NLAS(Capability) count that should have occurred due to population growth and the raising of the financial criteria beyond the cost of living increase. While increasing educational attainment may indicate increasing capability to manage legal problems, NLAS(Capability) is only a proxy measure and not intended to be a precise indication of actual levels of capability. For this reason, we amended our approach to reflect how educational attainment has varied across age cohorts, aiming to keep the proportion of the population counted by the NLAS(Capability) indicator roughly stable at 8%.

As with the 2015 CPR version of NLAS(Capability), Australian residents who were in education or training and those with any post school qualifications are excluded from the updated version of the indicator. But for 15 to 39-year-olds this is now the only exclusion: unlike the 2015 version, those completing Year 12 are now eligible for inclusion, if they meet the other criteria. For those aged 40 to 49, however, completing Year 12 excludes them from the count, and for those aged 50 to 64, completing Year 11 or 12 excludes them.[21]

16 A further version of NLAS(Capability) was also developed using household income. However, as there were higher levels of missing data on household income its use was not recommended. More recently a new indicator NLAS(CLC) has been developed using household income which corrects for missing data (see Mirrlees-Black, 2018a).

17 See ABS, 2013.

18 See University of Melbourne, 2011 and 2016.

19 The proportions are the same (56.9%) when the 2011 20 to 60-year-old cohort is compared to the 2016 25 to 65-year-old cohort when recent (since 2011) migrants are excluded.

20 Post school qualifications include "Postgraduate Degree Level", "Graduate Diploma and Graduate Certificate Level", "Bachelor Degree Level", "Advanced Diploma and Diploma Level" and "Certificate Level".

21 Full details of the 2018 CPR NLAS definitions are provided in Table A1.1, Appendix 1.

Regional variations in 2018 NLAS(Capability)

NLAS counts can be calculated for geographic areas of interest, to assess potential demand for services. This number can also be divided by the population count to identify the proportion of the population that meet the criteria for inclusion in the count. Presented here are the relevant counts and percentages at state/territory and regional level.

State/Territory

New South Wales has the largest count of NLAS(Capability) residents at 414,200, followed by Victoria (291,270) and Queensland (280,190) (see Table 1). Tasmania (Tas), however, has the highest percentage of its 15 to 64 population counted by NLAS(Capability) at 12.2%, followed by the Northern Territory (NT) at 11.9%. Australian Capital Territory (ACT) has the lowest percentage (4.3%) followed by Victoria (Vic) at 7.4% (see Map 1).

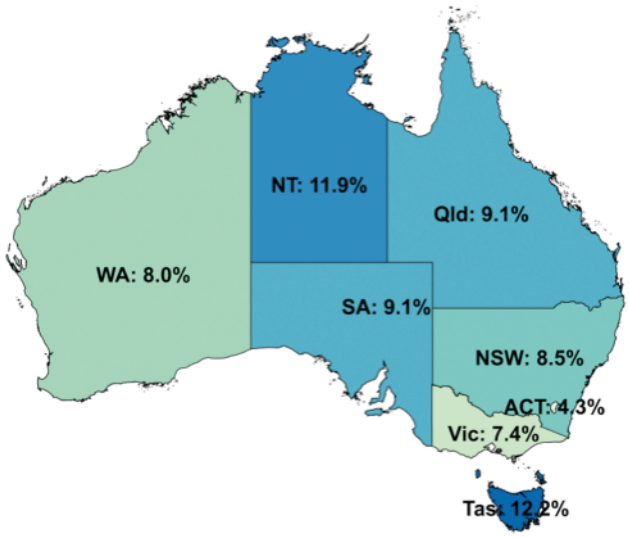
Regional level and below

The number and rate of NLAS(Capability) at regional level (Statistical Area 4) are provided in Table A2.1, Appendix 2. The highest rates are found in:

- Northern Territories – Outback (22.1% of residents aged 15 to 64)
- Queensland – Wide Bay (16.0%)
- Tasmania – West & North West (15.4%)
- Queensland – Outback (15.3%)

The lowest rates are in Sydney–North & Hornsby (2.5%) and Sydney – Eastern Suburbs (2.4%).

MAP 1: NLAS(CAPABILITY) – PERCENTAGE OF STATE'S 15-64 POPULATION



The changing picture of NLAS(Capability)

Although the amendments to the way NLAS(Capability) has been derived maintain the overall proportion of Australians meeting the criteria at 8%, the adjustments have resulted in an increase from 7.6% in the 2015 CPR to 8.4% in the 2018 CPR. As this is also in the context of underlying population growth, overall the number of Australian residents aged 15 to 64 counted as in need of legal assistance should they experience a legal problem has risen by 14.4% from 1,124,950 to 1,286,910 (Table 1).

Differences in the educational profile and income levels of residents of each state and territory have resulted in a shift in the Australia-wide distribution of the NLAS(Capability) population, with some

TABLE 1: NLAS(CAPABILITY) FIGURES BY STATE AND TERRITORY FOR 2011 AND 2016

	2011	*2011 distribution of NLAS(Capability) across states/ territories*	*2016*	*2016 distribution of NLAS(Capability) across states/ territories*
	number	*%*	*number*	*%*
New South Wales (NSW)	359,790	32.0	414,200	32.2
Victoria (Vic)	264,160	23.5	291,270	22.6
Queensland (QLD)	231,090	20.5	280,190	21.8
South Australia (SA)	97,980	8.7	98,330	7.6
Western Australia (WA)	107,010	9.5	132,470	10.3
Tasmania (Tas)	38,140	3.4	39,210	3.0
Northern Territory (NT)	18,510	1.6	19,330	1.5
Australian Capital Territory (ACT)	8,110	0.7	11,670	0.9
Other Territories (OT)	160	<0.1	260	<0.1
Australia	**1,124,950**	**100.0**	**1,286,910**	**100.0**

Source: Based on ABS 2011 Census and 2016 Census

Notes: NLAS(Capability) only includes 15 to 64-year-olds. For definitions of NLSA(Capability) see Table A1.1 (2018 CPR) and Table A1.2 (2015 CPR) Appendix 1.

states/territories seeing quite large increases (such as Australian Capital Territory) and others showing little change (such as South Australia). However, these differences are predominantly an artefact of the change in the way that NLAS(Capability) is now derived, so should not be considered significant from a planning perspective. The distribution of the NLAS(Capability) count across Australia remains broadly the same, with New South Wales accounting for 32% of Australia's NLAS(Capability) population.

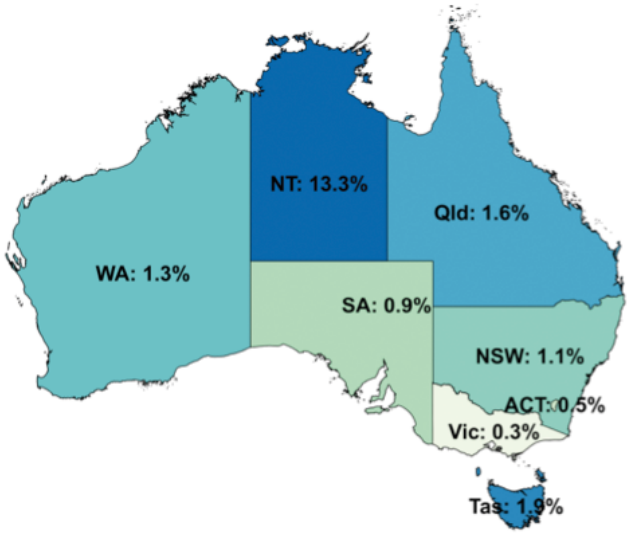
Regional variations in NLAS(ATSI) and NLAS(CALD)

While every client will differ in how their needs are best met, there are some client groups for whom service location and design should take account of their specific cultural and/or language requirements. For this reason, included as NLAS indicators are separate counts of Australians self-identifying as Aboriginal and Torres Strait Islander (ATSI) or Culturally and Linguistically Diverse (CALD) that are likely to require assistance from a not-for-profit provider if they experience a legal problem.

NLAS(ATSI)

The 2015 CPR version of the NLAS(Indigenous) indicator was renamed NLAS(ATSI)[22] for the 2018 CPR. It includes respondents self-identifying as Aboriginal or Torres Strait Islander with a personal income of less than $26,000. Northern Territory has the highest NLAS(ATSI) rate, at 13.3% of the population (Map 2, and Table A.2.7, Appendix 2). New South Wales has the highest count, followed closely by Queensland (see Table A.2.6, Appendix 2).

MAP 2: NLAS(ATSI) – PERCENTAGE OF STATE'S 15+ POPULATION



22 ATSI is an acronym for Aboriginal and Torres Strait Islander.

Regional numbers for NLAS(ATSI) are provided in Table A2.2, Appendix 2. The highest rates are found in:

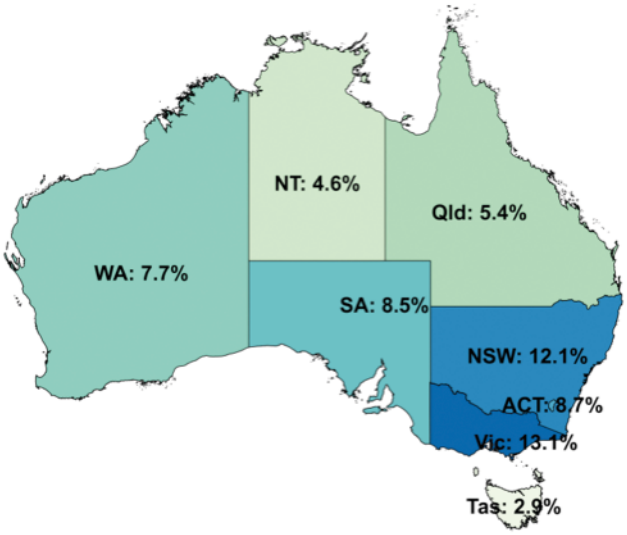
- Northern Territory – Outback (30.2% of residents aged 15 and over)
- Queensland – Outback (15.5%)
- Western Australian – Outback (11.3%)

With the lowest rate in Victoria – Melbourne – Inner East (0.1%).

NLAS(CALD)

According to the 2016 Census, 20.2% of Australians spoke a language other than English at home.[23] The NLAS(CALD) indicator restricts this count to those with an income of less than $26,000 per year, halving the count to 10%. Victoria and New South Wales are the states with the highest proportion counted by the indicator, with 13.1% and 12.1% of their resident 15+ population meeting the criteria respectively (Map 3 and Table A2.7, Appendix 2). New South Wales has the highest count (38.8% of the NLAS(CALD) population), followed by Victoria (33.5%) (see Table A2.6, Appendix 2).

MAP 3: NLAS(CALD) – PERCENTAGE OF STATE'S 15+ POPULATION



Regional numbers and rates for NLAS(CALD) are provided in Table A2.3, Appendix 2. The CALD population generally is geographically concentrated, with more than 85% of living in an Australian capital city, and this is also the case for the NLAS(CALD) population.[24] The highest rates are found in:

- Sydney – South West (32.9% of residents aged 15 and over)
- Sydney – Inner South West (29.9%)
- Sydney – Parramatta (29.1%)

With the lowest rate in Tasmania – West & North West (1.1%).

23 See ABS 2016a.

24 See ABS 2016a.

New NLAS indicators for 2018

With the release of 2016 Census data, the functionality of NLAS was reviewed and two new indicators were released: NLAS(65+) and NLAS($52k). The first enabled people aged 65 and over to be added to the NLAS(Capability) count to cover the full 15+ age range. NLAS($52k) was developed in recognition that some legal assistance providers have a higher level of financial eligibility for some or all of their services.[25]

NLAS(65+)

NLAS(65+) was developed to ensure that Australians aged 65 or over could be included in total NLAS(Capability) count. They had previously been excluded as their inclusion skewed the profile towards potentially a more capable older age group, reflecting lower average income (despite an average lower cost of living) and historical differences in the school leaving age and post school education.

Following an analysis of the school leaving profile of the 65 and over age group, Year 9 (generally 15 years of age) was selected as the maximum completed year of schooling for inclusion in NLAS(65+) for the cohort of 65 to 74-year-olds, and Year 8 (generally 14 years of age) for the 75+ cohort. As it was not straightforward to adjust for lower cost of living the personal income level of up to $26,000 was retained. For this reason and noting that this age group tends to experience different types of legal problems to the working-age cohort (see Coumarelos et al 2012), care should still be taken in combining the count with that of NLAS(Capability).

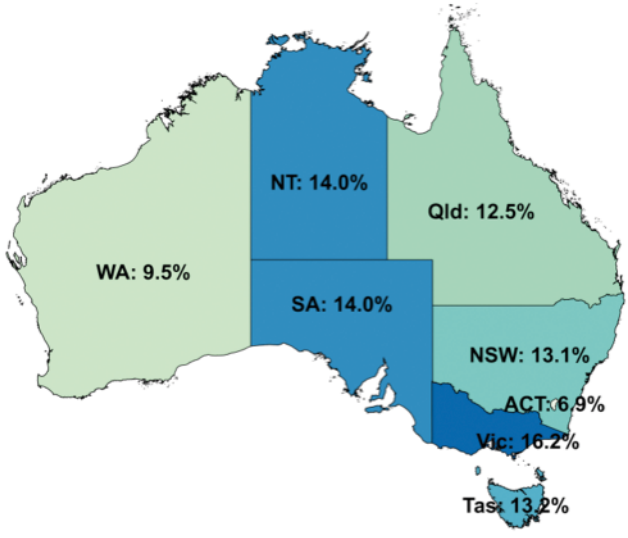
Victoria has the highest percentage of its population meeting the NLAS(65+) criteria at 16.2% (see Table A2.7, Appendix 2), while New South Wales has the highest number at 159,530 which is 32% of the NLAS(65+) population (see Table A2.6, Appendix 2).

NLAS($52k)

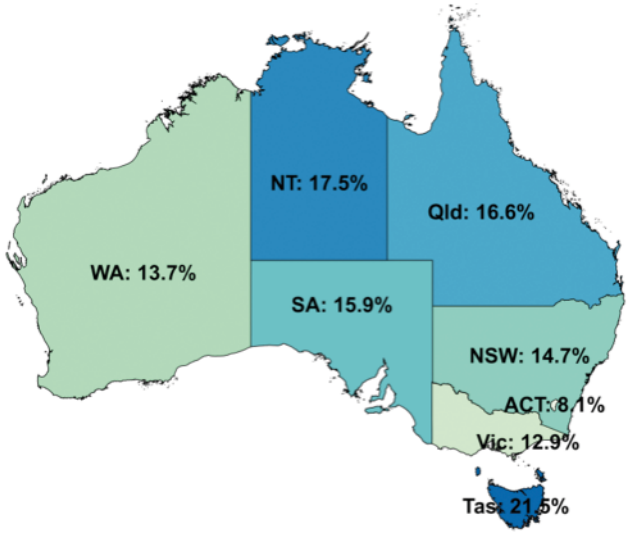
In recognition that some legal assistance services are not restricted to the most disadvantaged a further NLAS indicator was constructed to count the number of residents with a personal income up to the higher amount of $52,000. Clients with an income below $26,000 (as used in NLAS(Capability)) will usually be provided with services for no cost. Between this amount and the higher amount of $52,000 legal assistance providers may require a financial contribution from the client, whereas above this level it is unlikely individuals will qualify for any bespoke support.[26,27]

Overall, 14.7% of Australians are counted in NLAS($52k). New South Wales has the largest count at 718,720 residents meeting the criteria (see Table A2.6, Appendix 2). In Tasmania just over a fifth of residents meet the criteria (21.5%), compared to a twelfth of Australian Capital Territory residents (8.1%) (see Table A2.7, Appendix 2).

MAP 4: NLAS(65+) – PERCENTAGE OF STATE'S 15+ POPULATION



MAP 5: NLAS($52K) – PERCENTAGE OF STATE'S 15-64 POPULATION



25 Subsequently, an additional indicator, NLAS(CLC), was developed in support of the NSW funding exercise for community legal centres (see Mirrlees-Black, 2018a). This data is not currently included in the 2018 CPR.

26 This amount is also the cut off amount for the Bar Association's Legal Assistance Referral Scheme.

27 $52,000 lies between the current median and the mean (average) personal income of Australians, though precise figures vary depending on the source of the data and who is included.

Cautionary note

The Census is without doubt the best available information for reliable comparative population profiles. However, it is not perfect, and it is important to be aware of its limitations. First, although the response rate is very high not everyone participates and not every question gets completed. The non-response rate for the personal income question was 9.0% in 2016, an increase from 7.9% in 2011. If no information on income is provided, then it isn't possible to include any of these residents in the low income count – and similarly if information is missing on educational attainment.

For all the NLAS indicators reported here, respondents have only been counted if they provided a response to the relevant census question(s). However, a new NLAS indicator, NLAS(CLC) has subsequently been developed for the purpose of community legal centre funding applications that does aim to correct for missing data (see Mirrlees-Black, 2018a).

A further issue is the method of perturbation used by the ABS to protect the confidentiality of census respondents. This means a small random number is added or subtracted from the counts provided. The impact of this is insignificant for larger counts but becomes more problematic for small counts. In practice this means that apparent differences in counts at the smallest geographic levels may only reflect this perturbation process.

Day time populations

Not yet included in the NLAS suite of indicators is a count of the daytime population. The ABS recommends the use of working population data, which assigns workers aged 15 and over to a destination zone (DZN) which aggregate to Statistical Area Level 2, and so can be combined with other census data.[28] While certainly of value, this excludes other drivers of daytime population such as attendance at educational or medical, shopping or leisure venues. Mobile phone data is an alternative source of this information, with trials modelling the relationship between night time mobile phone densities (which broadcast geo-location when switched on) and census data and applying these ratios to day time phone densities, but further work is required to verify this approach.[29] In the absence of an NLAS(Daytime) we continue to recommend that service planning takes into account information about the location of venues likely to drive demand for services.

Using NLAS in planning service provision

Experience of legal problems is widespread, so finding people with problems is not difficult. Ensuring those people who would benefit the most have access to services is the greater challenge. Allocating resources to areas of greatest potential demand and physically locating services where need is greatest can assist with that. While the NLAS indicators and other priority group counts are most obviously used to assess potential relative demand for services between geographic areas (be they states, or regions within states) they can also assist in the design of services: that is not just where, but how services are delivered.

For example, in areas with CALD populations, knowing what languages are spoken locally should determine the translation of legal information, and the recruitment of appropriately skilled translators. Mandarin is the second most common language to English in New South Wales among the 15 + population – and thus the most common language to have legal education resources translated into. But in the NLAS(Capability) population, Arabic and Vietnamese feature more highly, which will be of relevance to services who have an interest in targeting those most at need of legal assistance. The older NLAS(65+) population, though, has a different language profile again, with Italian, Greek and Arabic the most prevalent languages after English (Table 2).

TABLE 2: TOP 10 LANGUAGES SPOKEN AT HOME (OTHER THAN ENGLISH), NSW

NSW 15+ Population	*NLAS(Capability)*	*NLAS(65+)*
Mandarin	Arabic	Italian
Arabic	Vietnamese	Greek
Cantonese	Mandarin	Arabic
Vietnamese	Cantonese	Cantonese
Greek	Greek	Macedonian
Italian	Italian	Croatian
Hindi	Assyrian Neo-Aramaic	Vietnamese
Spanish	Turkish	Maltese
Korean	Korean	Mandarin
Tagalog	Macedonian	Spanish

Source: Based on ABS Census, 2016.

28 http://www.abs.gov.au/websitedbs/censushome.nsf/home/factsheetspm?opendocument&navpos=450

29 See Office for National Statistics 2016 and 2017.

Another aspect of service design is the format in which it is delivered, such as by telephone, face-to-face or via the internet. Technological solutions are particularly attractive offering greater reach, 24/7 for relatively moderate cost. Undoubtedly, access to the internet is now widespread with just 6.2% of Australians aged 15 to 64 not having access to the internet from their own home – whether via a fixed or mobile connection. But that figure increases to 16.4% of the NLAS(Capability) population, with even higher proportions in some states and territories (Table 3). Web-based services or communication by email may not, therefore, currently be an appropriate method for communicating with this potential client group.

TABLE 3: INTERNET ACCESS AND NLAS(CAPABILITY), BY STATE

	Residents (15 to 64) with no internet access	*NLAS(Capability) with no internet access*
New South Wales	6.3%	17.0%
Victoria	5.4%	14.0%
Queensland	6.4%	15.8%
South Australia	7.4%	18.2%
Western Australia	5.8%	15.4%
Tasmania	9.4%	20.4%
Northern Territory	13.1%	39.9%
ACT	3.5%	12.7%
Australia	**6.2%**	**16.4%**

Source: Based on ABS Census, 2016.

Accessing the 2018 CPR

To facilitate access to NLAS indicator and priority group data, the Foundation developed a set of Tableau Public dashboards, available on the Tableau Public website.[30] These provide interactive access to the data in map and tabular format at different geographic levels, including ABS statistical areas and Local Government Areas (LGAs). Background information, downloadable data tables and links to the dashboards are provided on the Collaborative Planning Resource pages of the Foundation website.[31] As new data becomes available this is added to both the Foundation website and as additional Tableau dashboards. For instance, data on homelessness was added after this was released by the ABS in March 2018. The Foundation intends to develop the Collaborative Planning Resource further by adding data of relevance to specialist service providers that are targeting specific types of legal problem. The Foundation welcomes suggestions and feedback on the content and presentation of its Collaborative Planning Resource.[32]

30 See https://public.tableau.com

31 See www.lawfoundation.net.au/reports/aboutcpr

32 Suggestions should be emailed to datadigest@lawfoundation.net.au

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Appendix 1: NLAS definitions

TABLE A1.1: 2018 CPR NLAS DEFINITIONS

NLAS Indicator	*Definition*
NLAS(Capability)	The NLAS(Capability) indicator counts people: • aged 15 to 64, • with a low personal income of less than $500 per week or $26,000 per year, • and have a lower level of educational attainment, in that they are not currently in education, have no post school qualification and their highest completed school year was Year 12 (15 to 39-year-olds), or Year 11 (40 to 49-year-olds), or Year 10 (50 to 64-year-olds).
NLAS(ATSI)	The NLAS(ATSI) indicator counts people: • aged 15 and over, • with a low personal income of less than $500 per week or $26,000 per year, • and identify as Aboriginal, Torres Strait Islander or both Aboriginal and Torres Strait Islander.
NLAS(CALD)	The NLAS(CALD) indicator counts people: • aged 15 and over, • with low personal income of: less than $500 per week or $26,000 per year, • and from a culturally and linguistically diverse background other than Indigenous (main language spoken at home is not English or Australian Indigenous).
NLAS(65+)	The NLAS(65+) indicator counts: • people aged 65 and older, • with low personal income, • who have a lower level of educational attainment in that they are not currently in education, have no post school qualification and their highest completed school year was Year 9 (for those aged 65 to 74) or Year 8 (for those aged 75 and over).
NLAS($52K)	The NLAS($52K) indicator identifies people: • aged 15 to 64, • with a moderate personal income of less than $999 per week or $52,000 per year, • who have a lower level of educational attainment in that they are not currently in education, have no post school qualification and their highest completed school year was Year 12 (15 to 39-year-olds), or Year 11 (40 to 49-year-olds), or Year 10 (50 to 64-year-olds).

Note: Full definitions to support replication of the indicators using ABS Census data is available from the Foundation's website: www.lawfoundation.net.au/reports/aboutcpr

TABLE A1.2: 2015 CPR NLAS DEFINITIONS

NLAS Indicator	*Definition*
NLAS(Capability)	The NLAS(Capability) indicator counts people: • aged 15 to 64, • with a low personal income of less than $400 per week or $20,800 per year, • and have a lower level of educational attainment, in that they are not currently in education, have no post school qualification and their highest completed school year was Year 11 or below.
NLAS(Indigenous)	The NLAS(Indigenous) indicator counts people: • aged 15 and over, • with a low personal income of less than $400 per week or $20,800 per year, • and identify as Aboriginal, Torres Strait Islander or both Aboriginal and Torres Strait Islander.
NLAS(CALD)	The NLAS(CALD) indicator counts people: • aged 15 and over, • with a low personal income of less than $400 per week or $20,800 per year, • and from a culturally and linguistically diverse background other than Indigenous (main language spoken at home is not English or Australian Indigenous).

Note: Full definitions to support replication of the indicators using ABS Census data is available from the Foundation's website: www.lawfoundation.net.au/reports/aboutcpr

Appendix 2: Regional tables

TABLE A2.1: NLAS(CAPABILITY), NUMBER AND PROPORTION OF THE 15–64 POPULATION SORTED BY PER CENT OF THE 15–64 REGION POPULATION FROM HIGHEST TO LOWEST BY SA4

	State	*SA4*	*Number*	*% of 15–64 region population*
1	NT	Northern Territory – Outback	13,740	22.1
2	Tas	No Usual Address (Tas)	130	18.2
3	SA	No Usual Address (SA)	370	16.3
4	Qld	Wide Bay	26,870	16.0
5	Qld	No Usual Address (Qld)	1,460	15.6
6	Tas	West and North West	10,300	15.4
7	Qld	Queensland – Outback	8,080	15.3
8	Tas	South East	3,310	14.6
9	NSW	Sydney – South West	38,010	14.0
10	NSW	Far West and Orana	9,550	13.7
11	NSW	No Usual Address (NSW)	1,370	13.7
12	NSW	Mid North Coast	16,110	13.6
13	Qld	Darling Downs – Maranoa	10,060	13.2
14	Tas	Launceston and North East	11,490	13.1
15	ACT	No Usual Address (ACT)	60	13.0
16	NSW	Hunter Valley exc Newcastle	20,790	12.7
17	SA	South Australia – Outback	6,680	12.6
18	SA	Barossa – Yorke – Mid North	8,110	12.3
19	NSW	Coffs Harbour – Grafton	9,960	12.3
20	Qld	Moreton Bay – North	17,690	12.2
21	Qld	Central Queensland	17,530	12.2
22	Vic	North West	10,970	12.1
23	NSW	New England and North West	13,280	12.0
24	WA	Mandurah	6,900	12.0
25	SA	South Australia – South East	13,010	11.9
26	NSW	Central West	14,440	11.5
27	SA	Adelaide – North	31,890	11.5
28	Vic	Shepparton	9,010	11.5
29	WA	No Usual Address (WA)	560	11.5
30	Vic	No Usual Address (Vic)	710	11.5
31	Qld	Logan – Beaudesert	23,470	11.3
32	Qld	Ipswich	23,960	11.3
33	WA	Western Australia – Outback (South)	8,910	11.3
34	NSW	Southern Highlands and Shoalhaven	9,490	11.3
35	WA	Western Australia – Wheat Belt	9,390	11.3
36	Qld	Mackay – Isaac – Whitsunday	12,290	10.8
37	Vic	Latrobe – Gippsland	17,540	10.8
38	NSW	Riverina	10,380	10.7
39	NT	No Usual Address (NT)	210	10.6
40	WA	Bunbury	11,550	10.5
41	NSW	Murray	7,170	10.3
42	NSW	Central Coast	20,320	10.2
43	Qld	Townsville	15,460	10.2
44	NSW	Richmond – Tweed	14,680	10.2
45	NSW	Newcastle and Lake Macquarie	23,080	10.1

	State	SA4	Number	% of 15–64 region population
46	NSW	Sydney – Parramatta	30,820	10.0
47	Vic	Melbourne – North West	23,860	10.0
48	Vic	Ballarat	9,820	10.0
49	Qld	Cairns	15,550	10.0
50	NSW	Sydney – Outer South West	17,230	10.0
51	Vic	Warrnambool and South West	7,440	9.9
52	NSW	Illawarra	18,310	9.8
53	Tas	Hobart	13,930	9.8
54	Qld	Toowoomba	9,070	9.6
55	WA	Western Australia – Outback (North)	6,570	9.4
56	NSW	Capital Region	12,630	9.4
57	NSW	Sydney – Blacktown	21,190	9.3
58	Vic	Bendigo	8,830	9.3
59	Vic	Melbourne – West	45,510	9.2
60	NSW	Sydney – Inner South West	34,930	9.2
61	Vic	Hume	9,520	9.2
62	NSW	Sydney – Outer West and Blue Mountains	17,940	8.9
63	Vic	Melbourne – South East	43,020	8.5
64	Qld	Sunshine Coast	18,050	8.5
65	SA	Adelaide – West	12,870	8.5
66	WA	Perth – North East	14,190	8.3
67	OT	Other Territories	240	8.0
68	Vic	Geelong	13,860	7.9
69	Qld	Brisbane – East	11,210	7.8
70	WA	Perth – South East	26,020	7.8
71	Vic	Mornington Peninsula	13,640	7.6
72	WA	Perth – South West	20,180	7.5
73	Qld	Moreton Bay – South	9,490	7.4
74	SA	Adelaide – South	16,850	7.4
75	Vic	Melbourne – North East	24,050	7.3
76	Qld	Gold Coast	27,070	7.3
77	WA	Perth – North West	24,820	6.9
78	Qld	Brisbane – North	8,740	6.3
79	Vic	Melbourne – Outer East	20,570	6.3
80	Qld	Brisbane – South	13,480	5.7
81	NT	Darwin	5,380	5.4
82	NSW	Sydney – Sutherland	6,740	4.8
83	SA	Adelaide – Central and Hills	8,520	4.5
84	NSW	Sydney – Baulkham Hills and Hawkesbury	6,550	4.4
85	ACT	Australian Capital Territory	11,620	4.3
86	NSW	Sydney – Inner West	8,800	4.2
87	Qld	Brisbane – West	4,460	3.7
88	NSW	Sydney – Ryde	4,560	3.7
89	NSW	Sydney – City and Inner South	9,270	3.6
90	Vic	Melbourne – Inner South	9,480	3.6
91	Vic	Melbourne – Inner East	8,360	3.5
92	NSW	Sydney – Northern Beaches	5,540	3.5
93	Vic	Melbourne – Inner	15,090	3.3

	State	SA4	Number	% of 15–64 region population
94	Qld	Brisbane Inner City	6,140	3.2
95	WA	Perth – Inner	3,370	2.8
96	NSW	Sydney – North Sydney and Hornsby	6,560	2.5
97	NSW	Sydney – Eastern Suburbs	4,480	2.4
98	OT	No Usual Address (OT)	0	0.0
99	AUST.	Migratory – Offshore – Shipping (all states & territories)	30	3.3
		Total	**1,286,908**	**8.4**

Source: Based on ABS Census 2016

Note: 'No usual address' is used to code people who have no fixed address, such as travellers who move across Australia. Numbers may not add to total due to rounding. New South Wales = NSW, Victoria = Vic, Queensland = Qld, South Australia = SA, Western Australia = WA, Tasmania = Tas, Northern Territory = NT, Australian Capital Territory = ACT, Other Territories = OT.

TABLE A2.2: NLAS(ATSI), NUMBER AND PROPORTION OF THE 15+ POPULATION AND THE 15+ ABORIGINAL AND TORRES STRAIT ISLANDER POPULATION, SORTED BY PERCENT OF THE 15+ REGION POPULATION FROM HIGHEST TO LOWEST BY SA4

	State	SA4	Number	% of 15+ region population	% of 15+ ATSI region population
1	NT	Northern Territory – Outback	20,480	30.3	64.2
2	NT	No Usual Address (NT)	430	18.8	63.4
3	Qld	Queensland – Outback	9,450	15.5	53.6
4	WA	Western Australia – Outback (North)	8,340	11.3	54.1
5	WA	No Usual Address (WA)	400	7.2	76.8
6	NSW	Far West and Orana	6,440	7.1	51.0
7	SA	No Usual Address (SA)	180	6.8	80.0
8	SA	South Australia – Outback	3,180	4.8	53.4
9	WA	Western Australia – Outback (South)	4,160	4.4	52.7
10	Qld	Cairns	8,190	4.3	53.1
11	NSW	No Usual Address (NSW)	490	4.2	65.9
12	NSW	New England and North West	6,180	4.2	52.4
13	ACT	No Usual Address (ACT)	20	4.0	74.1
14	Qld	No Usual Address (Qld)	450	3.8	63.0
15	Tas	No Usual Address (Tas)	30	3.6	60.0
16	Qld	Townsville	5,930	3.2	51.5
17	Tas	West and North West	2,670	3.0	50.6
18	Tas	South East	900	2.9	52.2
19	NT	Darwin	2,940	2.7	35.9
20	Vic	No Usual Address (Vic.)	180	2.6	75.6
21	NSW	Mid North Coast	4,680	2.6	55.1
22	NSW	Central West	4,260	2.6	49.9
23	Qld	Central Queensland	4,110	2.4	51.8
24	NSW	Coffs Harbour – Grafton	2,600	2.3	54.6
25	Qld	Darling Downs – Maranoa	2,220	2.2	53.2
26	NSW	Hunter Valley exc Newcastle	4,530	2.2	47.7
27	OT	Other Territories	80	2.2	47.9
28	Qld	Wide Bay	4,950	2.1	58.8
29	NSW	Riverina	2,580	2.1	47.7
30	Qld	Mackay – Isaac – Whitsunday	2,450	1.8	47.4
31	NSW	Southern Highlands and Shoalhaven	2,130	1.7	51.0
32	WA	Western Australia – Wheat Belt	1,910	1.7	52.9
33	NSW	Richmond – Tweed	3,270	1.6	50.8
34	Qld	Ipswich	3,860	1.5	46.9
35	NSW	Newcastle and Lake Macquarie	4,500	1.5	49.0
36	Tas	Hobart	2,720	1.5	47.7
37	Qld	Toowoomba	1,740	1.5	50.2
38	NSW	Central Coast	3,890	1.5	48.1
39	Qld	Moreton Bay – North	2,770	1.5	50.8
40	Tas	Launceston and North East	1,630	1.4	53.7
41	NSW	Murray	1,310	1.4	52.1
42	NSW	Capital Region	2,450	1.4	48.0
43	Qld	Logan – Beaudesert	3,100	1.3	48.5
44	NSW	Sydney – Outer West and Blue Mountains	3,050	1.2	41.6
45	NSW	Sydney – Outer South West	2,500	1.2	44.6
46	NSW	Illawarra	2,730	1.1	49.8

	State	SA4	Number	% of 15+ region population	% of 15+ ATSI region population
47	Vic	Shepparton	1,200	1.1	52.2
48	NSW	Sydney – Blacktown	2,920	1.1	48.3
49	Vic	North West	1,280	1.0	51.9
50	SA	South Australia – South East	1,530	1.0	52.5
51	SA	Barossa – Yorke – Mid North	910	1.0	60.2
52	WA	Bunbury	1,320	0.9	50.8
53	WA	Mandurah	700	0.9	54.2
54	Qld	Brisbane – East	1,540	0.9	45.3
55	WA	Perth – North East	1,720	0.8	40.8
56	SA	Adelaide – North	2,750	0.8	50.1
57	Qld	Brisbane – North	1,290	0.8	43.0
58	WA	Perth – South East	2,900	0.7	47.5
59	Qld	Moreton Bay – South	1,070	0.7	41.8
60	Qld	Sunshine Coast	2,010	0.7	47.7
61	SA	Adelaide – West	1,330	0.7	51.6
62	Vic	Latrobe – Gippsland	1,450	0.6	54.3
63	Vic	Hume	880	0.6	50.8
64	Qld	Gold Coast	2,840	0.6	44.5
65	Vic	Warrnambool and South West	610	0.6	52.5
66	WA	Perth – South West	1,940	0.6	44.1
67	Vic	Bendigo	730	0.6	49.4
68	Vic	Ballarat	730	0.6	53.3
69	NSW	Sydney – City and Inner South	1,430	0.5	43.9
70	ACT	Australian Capital Territory	1,580	0.5	35.5
71	SA	Adelaide – South	1,400	0.5	51.3
72	Qld	Brisbane – South	1,320	0.5	44.4
73	NSW	Sydney – South West	1,430	0.4	47.1
74	Qld	Brisbane Inner City	880	0.4	40.8
75	WA	Perth – North West	1,700	0.4	45.9
76	Qld	Brisbane – West	550	0.4	45.6
77	Vic	Geelong	840	0.4	47.3
78	Vic	Mornington Peninsula	810	0.3	45.0
79	NSW	Sydney – Eastern Suburbs	730	0.3	37.3
80	NSW	Sydney – Sutherland	560	0.3	34.3
81	NSW	Sydney – Baulkham Hills and Hawkesbury	530	0.3	43.1
82	Vic	Melbourne – North East	1,120	0.3	45.3
83	NSW	Sydney – Parramatta	1,000	0.3	40.3
84	WA	Perth – Inner	380	0.3	46.1
85	SA	Adelaide – Central and Hills	630	0.3	46.5
86	Vic	Melbourne – West	1,460	0.3	43.9
87	NSW	Sydney – Inner South West	1,160	0.2	42.8
88	Vic	Melbourne – North West	690	0.2	45.0
89	NSW	Sydney – Inner West	570	0.2	39.8
90	Vic	Melbourne – Outer East	890	0.2	45.5
91	NSW	Sydney – Northern Beaches	360	0.2	36.5
92	Vic	Melbourne – South East	1,050	0.2	47.4
93	Vic	Melbourne – Inner	790	0.2	37.5
94	NSW	Sydney – Ryde	190	0.1	42.0

	State	SA4	Number	% of 15+ region population	% of 15+ ATSI region population
95	NSW	Sydney – North Sydney and Hornsby	320	0.1	36.4
96	Vic	Melbourne – Inner South	310	0.1	39.9
97	Vic	Melbourne – Inner East	240	0.1	45.7
98	OT	No Usual Address (OT)	0	0.0	0.0
99	AUST	Migratory – Offshore – Shipping (all states & territories)	0	0.0	0.0
		Total	**215,530**	**1.1**	**50.3**

Source: Based on ABS Census 2016

Note: 'No usual address' is used to code people who have no fixed address, such as travellers who move across Australia. Numbers may not add to total due to rounding. New South Wales = NSW, Victoria = Vic, Queensland = Qld, South Australia = SA, Western Australia = WA, Tasmania = Tas, Northern Territory = NT, Australian Capital Territory = ACT, Other Territories = OT.

TABLE A2.3: NUMBER AND PROPORTION OF THE 15+ POPULATION AND THE 15+ CALD POPULATION, SORTED BY PER CENT OF 15+ REGION POPULATION FROM HIGHEST TO LOWEST BY SA4

	State	SA4	Number	% of 15+ region population	% of 15+ CALD region population
1	NSW	Sydney – South West	105,550	32.9	52.8
2	NSW	Sydney – Inner South West	138,850	29.9	49.7
3	NSW	Sydney – Parramatta	104,690	29.1	48.0
4	OT	No Usual Address (OT)	10	22.2	50.0
5	Vic	Melbourne – South East	130,690	21.6	49.5
6	Vic	Melbourne – North West	61,700	21.4	53.0
7	Vic	Melbourne – West	120,880	21.1	48.4
8	NSW	Sydney – Ryde	30,890	20.4	43.9
9	NSW	Sydney – Inner West	48,770	19.7	44.7
10	NSW	Sydney – Blacktown	48,300	18.4	42.0
11	Vic	Melbourne – Inner East	54,440	18.1	49.1
12	NSW	Sydney – City and Inner South	49,920	17.5	47.6
13	Vic	Melbourne – North East	67,190	16.8	49.3
14	OT	Other Territories	600	16.1	35.3
15	Qld	Brisbane – South	44,820	16.0	48.6
16	Vic	Melbourne – Inner	82,390	15.7	50.9
17	SA	Adelaide – West	29,720	15.4	54.4
18	WA	Perth – South East	47,640	12.0	46.1
19	SA	Adelaide – Central and Hills	28,010	11.5	51.3
20	NSW	Sydney – Eastern Suburbs	26,010	11.5	43.2
21	NSW	Sydney – Baulkham Hills and Hawkesbury	20,500	11.3	39.1
22	SA	Adelaide – North	37,640	11.1	54.1
23	NSW	Sydney – North Sydney and Hornsby	36,530	11.1	37.7
24	Vic	Melbourne – Inner South	35,790	10.9	44.8
25	Vic	No Usual Address (Vic)	700	10.3	59.1
26	NSW	Sydney – Outer South West	20,500	10.0	44.2
27	WA	Perth – North West	40,170	9.4	45.3
28	WA	Perth – Inner	13,170	9.2	44.2
29	WA	Perth – North East	18,480	9.1	45.0
30	ACT	Australian Capital Territory	28,110	8.7	39.6
31	Vic	Melbourne – Outer East	35,340	8.7	45.6
32	Qld	Brisbane Inner City	18,380	8.5	45.8
33	NSW	Illawarra	20,220	8.4	55.1
34	Qld	Brisbane – West	11,980	8.3	48.0
35	ACT	No Usual Address (ACT)	40	7.9	62.0
36	NSW	No Usual Address (NSW)	910	7.9	54.2
37	Qld	Logan – Beaudesert	18,530	7.5	48.8
38	Qld	Ipswich	18,560	7.4	48.0
39	WA	Perth – South West	23,210	7.2	43.7
40	NT	Darwin	7,240	6.6	33.4
41	Qld	Brisbane – North	10,570	6.2	40.5
42	Qld	Gold Coast	28,110	6.0	48.6
43	NSW	Sydney – Outer West and Blue Mountains	14,340	5.9	43.6
44	NSW	Sydney – Northern Beaches	11,530	5.7	36.3
45	SA	Adelaide – South	16,660	5.7	49.4
46	SA	No Usual Address (SA)	150	5.7	53.2

	State	SA4	Number	% of 15+ region population	% of 15+ CALD region population
47	NSW	Sydney – Sutherland	9,200	5.2	38.4
48	Vic	Geelong	11,730	5.2	52.7
49	Qld	No Usual Address (Qld)	560	4.8	49.2
50	Qld	Cairns	8,980	4.7	44.7
51	Vic	Shepparton	4,810	4.6	51.9
52	WA	No Usual Address (WA)	250	4.5	48.8
53	Tas	Hobart	7,450	4.1	53.5
54	Vic	Mornington Peninsula	9,180	3.9	46.7
55	Tas	No Usual Address (Tas)	30	3.6	60.4
56	Vic	North West	4,250	3.4	51.2
57	NSW	Newcastle and Lake Macquarie	9,770	3.3	48.7
58	Qld	Toowoomba	3,900	3.3	44.9
59	Qld	Moreton Bay – South	4,890	3.3	38.4
60	Qld	Brisbane – East	5,730	3.2	40.1
61	NSW	Riverina	3,890	3.1	40.2
62	Qld	Townsville	5,320	2.9	45.0
63	WA	Mandurah	2,230	2.8	47.1
64	NSW	Central Coast	7,440	2.8	47.4
65	Qld	Moreton Bay – North	5,190	2.7	47.5
66	Tas	Launceston and North East	3,100	2.7	58.6
67	NT	No Usual Address (NT)	60	2.6	43.2
68	NSW	Capital Region	4,550	2.5	41.6
69	WA	Bunbury	3,530	2.5	39.8
70	WA	Western Australia – Outback (South)	2,330	2.5	35.2
71	SA	South Australia – South East	3,770	2.5	46.4
72	Vic	Latrobe – Gippsland	5,370	2.4	50.9
73	NSW	Southern Highlands and Shoalhaven	2,810	2.3	49.3
74	Vic	Hume	3,190	2.3	49.3
75	Vic	Ballarat	2,930	2.3	50.1
76	NSW	Coffs Harbour – Grafton	2,540	2.3	47.4
77	Qld	Sunshine Coast	6,390	2.2	45.2
78	NSW	Murray	1,940	2.1	46.6
79	Qld	Mackay – Isaac – Whitsunday	2,720	2.0	36.6
80	WA	Western Australia – Wheat Belt	2,160	2.0	38.2
81	NSW	Richmond – Tweed	3,780	1.9	47.3
82	Vic	Bendigo	2,340	1.9	45.4
83	SA	South Australia – Outback	1,250	1.9	42.8
84	WA	Western Australia – Outback (North)	1,370	1.9	20.2
85	Qld	Central Queensland	3,220	1.9	37.0
86	Qld	Wide Bay	4,150	1.8	50.5
87	NSW	Central West	2,610	1.6	45.4
88	Qld	Darling Downs – Maranoa	1,500	1.5	39.5
89	NSW	New England and North West	2,120	1.5	39.6
90	NT	Northern Territory – Outback	960	1.4	21.4
91	Qld	Queensland – Outback	860	1.4	31.3
92	NSW	Hunter Valley exc Newcastle	2,940	1.4	45.3
93	NSW	Far West and Orana	1,200	1.3	38.2
94	Tas	South East	400	1.3	49.3

	State	SA4	Number	% of 15+ region population	% of 15+ CALD region population
95	NSW	Mid North Coast	2,150	1.2	47.0
96	Vic	Warrnambool and South West	1,200	1.2	39.3
97	SA	Barossa – Yorke – Mid North	1,050	1.1	48.6
98	Tas	West and North West	1,000	1.1	47.0
99	AUST.	Migratory – Offshore – Shipping (all states & territories)	80	7.1	37.6
		Total	**1,894,784**	**10.0**	**47.2**

Source: Based on ABS Census 2016

Note: 'No usual address' is used to code people who have no fixed address, such as travellers who move across Australia. Numbers may not add to total due to rounding. New South Wales = NSW, Victoria = Vic, Queensland = Qld, South Australia = SA, Western Australia = WA, Tasmania = Tas, Northern Territory = NT, Australian Capital Territory = ACT, Other Territories = OT.

TABLE A2.4: NLAS(65+), NUMBER AND PROPORTION OF THE 65 AND OVER POPULATION, SORTED BY PER CENT OF THE 65+ REGION POPULATION FROM HIGHEST TO LOWEST BY SA4

	State	SA4	Number	% of 65+ region population
1	NSW	Sydney – South West	14,220	29.4
2	Vic	Melbourne – West	19,790	26.0
3	Vic	Melbourne – North West	12,800	25.8
4	Vic	Melbourne – North East	16,050	23.3
5	Qld	Queensland – Outback	1,890	22.6
6	NSW	Sydney – Inner South West	18,360	22.0
7	NT	Northern Territory – Outback	1,190	21.4
8	SA	Adelaide – West	8,420	20.4
9	NSW	Sydney – Blacktown	6,740	19.2
10	Qld	Darling Downs – Maranoa	4,540	18.9
11	NSW	Sydney – Parramatta	9,990	18.9
12	Vic	Melbourne – South East	19,000	18.9
13	Vic	Melbourne – Inner	11,930	18.7
14	NSW	Sydney – Inner West	7,180	18.1
15	Qld	Ipswich	6,960	17.9
16	Vic	North West	5,800	17.9
17	Qld	Central Queensland	5,150	17.8
18	Vic	Shepparton	4,590	17.1
19	Tas	West and North West	3,800	16.8
20	NSW	Sydney – City and Inner South	4,880	16.5
21	Qld	Mackay – Isaac – Whitsunday	3,480	16.4
22	SA	South Australia – Outback	2,260	16.3
23	Qld	Wide Bay	11,240	16.2
24	WA	Western Australia – Outback (North)	590	16.2
25	SA	Barossa – Yorke – Mid North	4,070	16.0
26	SA	Adelaide – North	10,020	15.9
27	NSW	Illawarra	8,280	15.8
28	Qld	Townsville	4,930	15.7
29	OT	Other Territories	110	15.7
30	Qld	Toowoomba	3,910	15.5
31	Vic	Warrnambool and South West	3,920	15.3
32	NSW	Far West and Orana	3,230	15.2
33	Qld	Logan – Beaudesert	5,780	14.8
34	NSW	Riverina	4,120	14.7
35	SA	South Australia – South East	6,180	14.2
36	NSW	Sydney – Outer South West	4,380	14.0
37	Vic	Ballarat	4,210	14.0
38	Tas	Launceston and North East	3,930	13.9
39	NSW	New England and North West	4,780	13.5
40	NSW	Hunter Valley exc Newcastle	6,210	13.4
41	Vic	Latrobe – Gippsland	8,150	13.4
42	NSW	Central West	5,370	13.4
43	Qld	Cairns	4,820	13.2
44	Vic	Geelong	6,710	13.1
45	NSW	Murray	3,220	13.0
46	Vic	Hume	4,670	13.0
47	Vic	Bendigo	3,800	12.9

	State	SA4	Number	% of 65+ region population
48	Qld	Moreton Bay – North	5,700	12.6
49	Qld	Brisbane – South	5,190	12.4
50	Vic	No Usual Address (Vic)	80	12.4
51	WA	Western Australia – Outback (South)	1,900	12.4
52	Qld	Brisbane – North	3,860	12.3
53	Tas	South East	1,000	12.2
54	NSW	Sydney – Outer West and Blue Mountains	5,180	12.1
55	Qld	No Usual Address (Qld)	280	12.0
56	NSW	Newcastle and Lake Macquarie	7,870	11.8
57	SA	No Usual Address (SA)	40	11.5
58	NSW	Mid North Coast	6,760	11.5
59	SA	Adelaide – Central and Hills	6,140	11.5
60	WA	Perth – North East	3,660	11.3
61	NSW	Coffs Harbour – Grafton	3,540	11.3
62	Vic	Melbourne – Outer East	8,890	11.0
63	Qld	Brisbane – East	4,040	11.0
64	Vic	Melbourne – Inner East	6,980	10.9
65	Qld	Moreton Bay – South	2,430	10.9
66	Tas	Hobart	4,270	10.8
67	NSW	Capital Region	4,760	10.6
68	NT	Darwin	1,080	10.3
69	WA	Western Australia – Wheat Belt	2,770	10.2
70	NSW	Richmond – Tweed	5,480	10.2
71	Vic	Melbourne – Inner South	6,600	9.8
72	Tas	No Usual Address (Tas)	10	9.8
73	NSW	Central Coast	6,660	9.7
74	NSW	No Usual Address (NSW)	150	9.7
75	WA	Bunbury	2,920	9.6
76	NT	No Usual Address (NT)	30	9.6
77	WA	Perth – South West	5,340	9.6
78	WA	No Usual Address (WA)	70	9.4
79	Vic	Mornington Peninsula	5,490	9.3
80	NSW	Sydney – Ryde	2,570	9.3
81	WA	Perth – South East	5,860	9.3
82	WA	Perth – North West	6,510	9.2
83	NSW	Southern Highlands and Shoalhaven	3,450	8.9
84	SA	Adelaide – South	5,760	8.8
85	WA	Mandurah	1,850	8.5
86	Qld	Sunshine Coast	5,700	7.9
87	Qld	Brisbane Inner City	1,820	7.6
88	NSW	Sydney – Baulkham Hills and Hawkesbury	2,520	7.6
89	Qld	Gold Coast	7,150	7.6
90	NSW	Sydney – Sutherland	2,640	7.1
91	ACT	Australian Capital Territory	3,430	6.9
92	NSW	Sydney – Eastern Suburbs	2,530	6.6
93	WA	Perth – Inner	1,400	5.6
94	NSW	Sydney – Northern Beaches	2,050	4.8
95	Qld	Brisbane – West	1,200	4.8

	State	SA4	Number	% of 65+ region population
96	NSW	Sydney – North Sydney and Hornsby	2,400	3.8
97	ACT	No Usual Address (ACT)	0	0.0
98	OT	No Usual Address (OT)	0	0.0
99	AUST.	Migratory – Offshore – Shipping (all states & territories)	30	13.0
		Total	**493,579**	**13.4**

Source: Based on ABS Census 2016

Note: 'No usual address' is used to code people who have no fixed address, such as travellers who move across Australia. Numbers may not add to total due to rounding. New South Wales = NSW, Victoria = Vic, Queensland = Qld, South Australia = SA, Western Australia = WA, Tasmania = Tas, Northern Territory = NT, Australian Capital Territory = ACT, Other Territories = OT.

TABLE A2.5: NLAS($52K), NUMBER AND PROPORTION OF THE 15–64 POPULATION, SORTED BY PER CENT OF 15–64 POPULATION FROM HIGHEST TO LOWEST BY SA4

	State	SA4	Number	% of 15–64 region population
1	NT	Northern Territory – Outback	17,310	27.8
2	Tas	West and North West	17,410	26.0
3	Tas	No Usual Address (Tas)	190	26.0
4	Qld	Wide Bay	42,870	25.6
5	Tas	South East	5,480	24.1
6	Qld	Queensland – Outback	12,710	24.1
7	Qld	Darling Downs – Maranoa	18,030	23.6
8	SA	No Usual Address (SA)	530	23.1
9	Tas	Launceston and North East	20,300	23.1
10	NSW	Far West and Orana	16,130	23.1
11	NSW	Sydney – South West	60,910	22.4
12	Qld	No Usual Address (Qld)	2,060	22.0
13	NSW	Mid North Coast	26,070	22.0
14	Qld	Moreton Bay – North	31,660	21.8
15	Qld	Logan – Beaudesert	44,700	21.6
16	NSW	New England and North West	23,670	21.4
17	NSW	Hunter Valley exc Newcastle	34,990	21.3
18	SA	South Australia – South East	23,340	21.3
19	Vic	North West	19,070	21.0
20	NSW	Riverina	20,120	20.8
21	NSW	Coffs Harbour – Grafton	16,740	20.7
22	Qld	Ipswich	43,560	20.6
23	Qld	Central Queensland	29,300	20.3
24	SA	Barossa – Yorke – Mid North	13,300	20.2
25	Vic	Shepparton	15,790	20.1
26	SA	Adelaide – North	55,580	20.1
27	SA	South Australia – Outback	10,570	20.0
28	NSW	Central West	24,890	19.9
29	NSW	No Usual Address (NSW)	1,940	19.4
30	WA	Western Australia – Wheat Belt	15,990	19.2
31	Qld	Mackay – Isaac – Whitsunday	21,630	19.1
32	NSW	Murray	13,040	18.7
33	WA	Mandurah	10,710	18.7
34	NSW	Southern Highlands and Shoalhaven	15,650	18.6
35	Qld	Townsville	28,150	18.5
36	NSW	Sydney – Outer South West	31,990	18.5
37	Qld	Toowoomba	17,350	18.4
38	WA	Western Australia – Outback (South)	14,490	18.4
39	Qld	Cairns	28,710	18.4
40	NSW	Central Coast	36,390	18.3
41	NSW	Richmond – Tweed	26,240	18.2
42	Tas	Hobart	25,680	18.0
43	Vic	Latrobe – Gippsland	29,070	17.8
44	WA	Bunbury	19,570	17.8
45	Vic	Warrnambool and South West	13,250	17.7
46	NSW	Newcastle and Lake Macquarie	39,870	17.4
47	ACT	No Usual Address (ACT)	80	17.0

	State	SA4	Number	% of 15–64 region population
48	NSW	Sydney – Outer West and Blue Mountains	34,640	17.1
49	Vic	No Usual Address (Vic)	1,050	17.0
50	NSW	Sydney – Blacktown	38,650	17.0
51	NSW	Capital Region	22,950	17.0
52	Vic	Ballarat	16,660	16.9
53	Vic	Hume	17,030	16.4
54	Vic	Bendigo	15,630	16.4
55	Vic	Melbourne – North West	38,970	16.3
56	WA	No Usual Address (WA)	780	16.2
57	NSW	Illawarra	30,020	16.0
58	NSW	Sydney – Parramatta	48,960	15.9
59	Vic	Melbourne – West	78,080	15.7
60	NT	No Usual Address (NT)	310	15.7
61	Qld	Sunshine Coast	33,040	15.6
62	OT	Other Territories	470	15.6
63	Vic	Melbourne – South East	76,580	15.2
64	Qld	Brisbane – East	21,640	15.1
65	NSW	Sydney – Inner South West	57,320	15.0
66	WA	Perth – North East	25,190	14.8
67	SA	Adelaide – West	22,280	14.7
68	Qld	Moreton Bay – South	18,710	14.6
69	Qld	Gold Coast	53,980	14.5
70	Vic	Mornington Peninsula	25,440	14.2
71	WA	Perth – South East	46,100	13.9
72	Vic	Geelong	23,950	13.6
73	WA	Western Australia – Outback (North)	9,510	13.6
74	SA	Adelaide – South	30,210	13.2
75	WA	Perth – South West	34,350	12.8
76	Vic	Melbourne – North East	41,630	12.6
77	Qld	Brisbane – North	17,360	12.6
78	OT	No Usual Address (OT)	10	25.0
79	WA	Perth – North West	43,870	12.2
80	Vic	Melbourne – Outer East	37,980	11.6
81	NT	Darwin	10,900	11.0
82	Qld	Brisbane – South	25,150	10.6
83	NSW	Sydney – Sutherland	13,410	9.6
84	NSW	Sydney – Baulkham Hills and Hawkesbury	12,070	8.2
85	ACT	Australian Capital Territory	22,120	8.1
86	SA	Adelaide – Central and Hills	15,140	8.0
87	NSW	Sydney – Inner West	15,510	7.5
88	NSW	Sydney – Northern Beaches	11,220	7.0
89	Qld	Brisbane – West	8,200	6.8
90	NSW	Sydney – City and Inner South	17,120	6.7
91	Qld	Brisbane Inner City	12,580	6.6
92	Vic	Melbourne – Inner South	16,490	6.3
93	NSW	Sydney – Ryde	7,640	6.2
94	Vic	Melbourne – Inner	27,470	6.0
95	Vic	Melbourne – Inner East	13,680	5.8
96	WA	Perth – Inner	5,970	5.0

	State	SA4	Number	% of 15–64 region population
97	NSW	Sydney – Eastern Suburbs	8,720	4.6
98	NSW	Sydney – North Sydney and Hornsby	11,730	4.4
99	AUST.	Migratory – Offshore – Shipping (all states & territories)	80	8.8
		Total	**2,255,632**	**14.7**

Source: Based on ABS Census 2016

Note: 'No usual address' is used to code people who have no fixed address, such as travellers who move across Australia. Numbers may not add to total due to rounding. New South Wales = NSW, Victoria = Vic, Queensland = Qld, South Australia = SA, Western Australia = WA, Tasmania = Tas, Northern Territory = NT, Australian Capital Territory = ACT, Other Territories = OT.

TABLE A2.6: NLAS INDICATORS BY STATE/TERRITORY, NUMBER AND PER CENT OF AUSTRALIA

	NLAS(Capability)		NLAS(ATSI)		NLAS(CALD)		NLAS(65+)		NLAS($52k)	
State	N	%	N	%	N	%	N	%	N	%
NSW	414,200	32.2%	68,770	31.9%	734,490	38.8%	159,530	32.3%	718,720	31.9%
Vic	291,270	22.6%	15,260	7.1%	634,120	33.5%	149,440	30.3%	507,800	22.5%
Qld	280,190	21.8%	60,690	28.2%	204,360	10.8%	90,030	18.2%	511,350	22.7%
SA	98,330	7.6%	11,890	5.5%	118,250	6.2%	42,880	8.7%	170,970	7.6%
WA	132,470	10.3%	25,460	11.8%	154,540	8.2%	32,860	6.7%	226,540	10.0%
Tas	39,210	3.0%	7,940	3.7%	12,000	0.6%	13,010	2.6%	69,080	3.1%
NT	19,330	1.5%	23,850	11.1%	8,280	0.4%	2,290	0.5%	28,520	1.3%
ACT	11,670	0.9%	1,590	0.7%	28,150	1.5%	3,430	0.7%	22,190	1.0%
OT	260	<0.1%	80	<0.1%	600	<0.1%	100	<0.1%	470	<0.1%
All	**1,286,910**	**100.0%**	**215,530**	**100.0%**	**1,894,190**	**100.0%**	**493,580**	**100.0%**	**2,255,630**	**100.0%**

Source: Based on ABS Census 2016
Note: New South Wales = NSW, Victoria = Vic, Queensland = Qld, South Australia = SA, Western Australia = WA, Tasmania = Tas, Northern Territory = NT, Australian Capital Territory = ACT, Other Territories = OT.

TABLE A2.7: NLAS INDICATORS BY STATE/TERRITORY, NUMBER AND RATE/100 OF STATE/TERRITORY POPULATION

	NLAS(Capability)		NLAS(ATSI)		NLAS(CALD)		NLAS(65+)		NLAS($52k)	
State	N	Rate	N	Rate	N	Rate	N	Rate	N	Rate
NSW	414,200	8.5	68,770	1.1	734,490	12.1	159,530	13.1	718,720	14.7
Vic	291,270	7.4	15,260	0.3	634,120	13.1	149,440	16.2	507,800	12.9
Qld	280,190	9.1	60,690	1.6	204,360	5.4	90,030	12.5	511,350	16.6
SA	98,330	9.1	11,890	0.9	118,250	8.5	42,880	14.0	170,970	15.9
WA	132,470	8.0	25,460	1.3	154,540	7.7	32,860	9.5	226,540	13.7
Tas	39,210	12.2	7,940	1.9	12,000	2.9	13,010	13.2	69,080	21.5
NT	19,330	11.9	23,850	13.3	8,280	4.6	2,290	14.0	28,520	17.5
ACT	11,670	4.3	1,590	0.5	28,150	8.7	3,430	6.9	22,190	8.1
OT	260	8.4	80	2.1	600	15.9	100	13.7	470	15.3
All	**1,286,910**	**8.4**	**215,530**	**1.1**	**1,894,190**	**9.9**	**493,580**	**13.4**	**2,255,630**	**14.7**

Source: Based on ABS Census 2016
Note: New South Wales = NSW, Victoria = Vic, Queensland = Qld, South Australia = SA, Western Australia = WA, Tasmania = Tas, Northern Territory = NT, Australian Capital Territory = ACT, Other Territories = OT.

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