

# COMMUNITY LEGAL CENTRES

*National Picture 2018–19*



NOVEMBER 2020



LAW AND JUSTICE  
FOUNDATION

OF NEW  
SOUTH WALES

The Law and Justice Foundation of NSW was engaged by the Commonwealth Attorney-General's Department to prepare this report.

The Law and Justice Foundation of New South Wales is an independent, not-for-profit organisation that seeks to advance the fairness and equity of the justice system, and to improve access to justice, especially for socially and economically disadvantaged people.

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The Foundation acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the Traditional Custodians of the lands in which we conduct our business. We pay our respects to ancestors and Elders, past and present.



# Community Legal Centres National Picture 2018–19

Delphine Bellerose and Geoff Mulherin

Law and Justice Foundation of New South Wales

November 2020



# Contents

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<b>Abbreviations .....</b>	<b>2</b>
<b>Introduction: the CLC National Picture .....</b>	<b>5</b>
Addressing the legal needs of the community: role, nature, strengths and Limitations of service data .....	6
<b>1. Scope and context .....</b>	<b>11</b>
National Partnership Agreement on Legal Assistance Services .....	11
Scope of and general cautions for interpretation.....	11
Legal need of the community.....	13
CLASS reporting of CLC service delivery .....	15
<b>2. Legal assistance service provision in 2018–19: national perspective .....</b>	<b>19</b>
Services to individuals.....	19
Client profile .....	27
Services for the community.....	31
<b>3. Services provided in states and territories in 2018–19 .....</b>	<b>33</b>
Services to individuals.....	33
Client profile .....	40
Services for the community.....	46
<b>Appendices: Jurisdictional profiles.....</b>	<b>48</b>
Appendix A Australian Capital Territory .....	49
Appendix B New South Wales .....	60
Appendix C Northern Territory .....	72
Appendix D Queensland .....	83
Appendix E South Australia .....	95
Appendix F Tasmania .....	106
Appendix G Victoria.....	117
Appendix H Western Australia .....	129
Appendix I NLAS indicators .....	141

# Abbreviations

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ABS	Australian Bureau of Statistics
AGD	Attorney-General's Department
ATSILS	Aboriginal and Torres Strait Islander legal service
CALD	Culturally and Linguistically Diverse
CLASS	Community Legal Assistance Services System
CLC	Community legal centre
CLE	Community legal education
CLSIS	Community Legal Service Information System
CPR	Collaborative Planning Resource
DSM	National Legal Assistance Data Standards Manual
ERP	Estimated Resident Population
FVPLS	Family Violence Prevention Legal Services
IDRS	Intellectual Disability Rights Service
LAC	Legal aid commission
LAW	Legal Australia-Wide
NLAS	Need for Legal Assistance Services
NPA	National Partnership Agreement on Legal Assistance Services
RACS	Refugee Advice and Casework Service
RRR	Rural, regional and remote
SCALES	Southern Communities Advocacy, Legal and Education Service

## **IMPORTANT CONTEXT FOR THIS REPORT – AND ITS LIMITED SCOPE**

The CLC National Picture presents an analysis of service data reported by Community Legal Centres (CLCs) through CLASS for the 2018–19 financial year. While contextual notes have been added throughout the report to provide a better understanding of CLC service delivery, the report remains only an analysis of service data, with an inherent focus on reported service numbers. In this way, the report is limited in scope, and therefore a number of implications must be borne in mind when reading this report:

### **The data does not represent all services delivered by the CLC sector**

CLC service data, as it is reported through CLASS, may not capture all the services provided by CLCs to the community. For example, services not required to be reported under government funding agreements or not funded by governments may not appear in the data or be adequately represented. Further, not all CLCs use CLASS as their case management or reporting system and therefore some CLCs are not included in his analysis.

### **The Foundation recommends against using the numbers of services reported in this report for funding decisions without sound legal need data and other contextual information, including the data limitation caveats raised throughout the report**

The report concerns service delivery data which, in the case of legal assistance, is largely independent of need. Further, there are notable limitations, issues and relevant contextual factors in relation to this data which have been explicitly articulated throughout this report. For example, delivery of services to rural and remote communities involves effort and resources beyond that required in other settings.

### **Nevertheless, the report highlights the value of CLC service delivery**

Notwithstanding these limitations, this report aims to showcase the value of CLC services in meeting the legal needs of the Australian community and especially its most vulnerable members. It also highlights the value of service data. Service data is one important piece of the 'information and data' puzzle for legal assistance services and, in combination with legal need data, can assist governments and service providers in improving access to justice for all Australians.





# Introduction: the CLC National Picture

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The Law and Justice Foundation of NSW was engaged by the Commonwealth Attorney-General's Department (AGD) to independently analyse the service data reported by community legal centres (CLCs) through the Community Legal Assistance Services System (CLASS) for the 2018–19 financial year.<sup>1</sup> The analysis aims to present a picture of the types of legal assistance services provided and the range of clients served across Australia. In doing this the report highlights the complexity of legal assistance service delivery, the different contexts in which CLCs operate (both between the CLCs, and also between CLCs and other legal assistance services), as well as a number of issues with regard to data collection and reporting.

This report is one of a series of three *National Pictures* to be developed to present a 'picture' of service delivery across Australia by three of the main legal assistance service providers – the other two being Aboriginal and Torres Strait Islander legal services (ATSILSs) and legal aid commissions (LACs). It is important to note that while the service providers operate in different contexts with different target groups (and thus often using different service models), the services they provide nevertheless inter-relate, and a more complete picture of legal assistance service provision will be available once all three analyses are complete.

While not comprehensively addressed in this report, the information gained and issues raised as part of the research for this report will, we hope, help facilitate improvements in consistency and accuracy of future data collection and reporting, and will also contribute to the efficacy of service planning tools into the future.

## Acknowledgements

The development of detailed National Pictures such as this report is new, having not previously been attempted on this scale, if at all. The Law and Justice Foundation of New South Wales (Foundation) wishes to acknowledge Community Legal Centres Australia (CLCs Australia) in particular, the national peak body for CLCs, for providing support for this work. We would also like to acknowledge all state and territory CLC associations, and many individual CLCs who contributed to this work for their engagement in and support of the process to develop this National Picture. They are to be commended for their commitment to critically examine their service data processes more generally.

The Foundation also wishes to acknowledge the AGD, and especially staff from the Legal Assistance Branch, for their commitment to improving the quality and availability of data to assist the legal assistance sector, and for their support throughout this project.

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<sup>1</sup> CLASS is the case management and reporting tool used by the majority of, but not all, CLCs in Australia. This is further discussed later in this report.

## Community Legal Centres<sup>2</sup>

Community legal centres are independent, community-based not-for-profit organisations that provide free legal assistance to people and communities, especially those who face economic and social disadvantage and cannot afford a private lawyer. CLCs work in collaboration with LACs, ATSLs and Family Violence Prevention Legal Services (FVPLSs). Given variable funding of legal services across Australia, and the resulting patchwork of available legal services, the role and services provided by CLCs can vary substantially between different locations.

CLCs provide mainly civil and family legal assistance. They prioritise their services towards citizens and groups facing disadvantage and who are unable to afford private legal advice and assistance and/or who are unable to obtain a grant of legal aid. This may be as a result of the potential client not qualifying under the respective LAC available services and eligibility testing or, in rural, regional and remote (RRR) areas in particular, it may also be due to legal aid being unable to represent the client due to conflict issues through the representation of the other party. Providing such an alternative service in the case of situations of conflict is an essential feature of Australia's legal assistance framework, particularly in RRR areas where the availability of other legal service options may be limited.

**Specialist and Generalist Centres.** CLCs are diverse organisations and vary substantially in size and focus from centre to centre across the network. In general terms, however, there are two types of CLC that generally employ different service models. 'Generalist' centres are usually locally focused and seek to provide a generalist range of legal assistance services to the target population in their particular geographic catchment. 'Specialist' centres, however, generally target specific groups or particular areas of law and employ a greater range of outreach and remote service models to reach the target group with services generally state-wide, and occasionally Australia-wide. Some 'hybrid' CLCs exist - generalist services that also have a specialist focus on a particular group/area of law beyond their generalist catchment.

## Addressing the legal needs of the community: role, nature, strengths and limitations of service data

The challenge faced by legal assistance services to address the legal needs of the community involves multiple steps, including:

- identifying the legal needs of the community, and also locating or mapping that need,
- identifying what strategies 'work' most effectively and efficiently to address those legal needs experienced by the community, and
- then targeting, monitoring and evaluating services to continually review and improve outcomes for clients.

It is essential to use a number of data and other information sources (i.e. legal needs data, socio-demographic data, service delivery data, etc) ideally in a thoughtful and nuanced

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<sup>2</sup> Community Legal Centres Australia website. [www.clcs.org.au/about-community-legal-centres](http://www.clcs.org.au/about-community-legal-centres), and Mulherin, G. *Law and Disadvantage*, in Legg, M. (Ed) *Resolving Civil Disputes*, Lexis-Nexis Butterworths, Sydney, 2016, pp 225-252.

combination, to support the planning and delivery of appropriate services to meet this challenge. Legal needs insight in Australia, for example, will be gained through the combination of a range of sources, including legal need surveys, demographic data from the ABS, court data, social service and other official data sources, relevant infrastructure data (such as transport, social housing and similar data), as well as regional and local knowledge gained through community engagement.

Legal service data ('administrative data') is one of the important data sources ideally available to service providers and planners, and this service data is the focus of this report. Principally it provides insight into the targeting and delivery of services – and thus the extent to which legal needs of the community in Australia are being addressed with legal assistance services.

This analysis also builds on the Foundation's almost two decades of work on legal assistance service data, including the creation of the Legal Assistance Service Data Digest (LASDD), a database combining service data from three agencies in NSW, and its online application the Data Digest Online (DDO).<sup>3</sup>

However, all data has limitations. It is beyond the scope of this paper to discuss in detail the strengths and weaknesses of service data. However, for the purposes of this report (being an analysis of service data), it is important to note three key factors:

- Being an analysis of service data, this report is only an analysis of one component of the overall information and data needed by legal assistance service providers and planners.
- In a financially constrained (which means that supply is independent of demand) environment, service data only reveals that portion of the 'need' that receives services but reveals little about the portion of the legal 'need' that does not. People with legal needs that do not contact a service provider are not recorded in the data. Likewise, those people with legal needs that do contact a legal service provider but who do not receive a service for eligibility, capacity or other reasons, are also not generally recorded in the data. In other words, service delivery data only reveals information about that (sometimes small) proportion of the need that actually receives a service, and thus it will generally not be a reliable guide to legal need.
- Given service data is usually collected for 'administrative' purposes, rather than for research or evaluation purposes, there are usually important issues of accuracy, consistency and completeness that impact the data.

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<sup>3</sup> The LASDD dataset includes service data from three service providers in NSW: Law Access, Legal Aid (advice) and CLCs, it was first created in 2004 and expanded and updated annually until 2016. See also for more detail: Catriona Mirrlees-Black & Stephanie Ramsey (2014), *The development of the Legal Assistance Service Data Digest and Data Digest Online*, Law and Justice Foundation of NSW, Sydney.

**Box 1: Legal need vs service data**

It is important to note that service data does not generally provide a comprehensive or representative picture of legal need. Rather, service data simply reflects services delivered, and this is a function of the resources available and the focus of service providers in targeting specific areas of need within a constrained environment.

For example, service data and data from legal needs surveys can provide a very different picture of the experience of legal problems. This was highlighted when comparing the top legal issues from the results of the LAW Survey and from the LASDD data: there were important differences between problem types, both in terms of prevalence and ranking.<sup>4</sup>

Another example of the potential disconnect between service data and legal need is the very high percentage of CLC services provided to women in the Northern Territory (85.6%), as outlined in this analysis. The predominance of services to women does not imply that men in that jurisdiction do not experience legal problems nor do they require legal assistance. Rather, it reflects the CLC landscape and the fact that three of five CLCs in the NT are specialist women's services.

The data analysis to develop this National Picture highlighted a number of issues around completeness, accuracy and consistency of reporting, as well as variations arising simply because of different jurisdictional circumstances. Consequently, there are a number of general and specific cautions that need to be understood when reading and interpreting this report that are elaborated here and throughout the paper. These include:

- i. **Jurisdictional circumstances.** The relevant legal policies and infrastructure in each jurisdiction, as well as the relevant socio-demographic and geographic factors particular to each jurisdiction (or region within a jurisdiction), can have a legitimate impact upon service models employed. For example, the large distances to be travelled to deliver services in some jurisdictions can have a substantial impact on service models and delivery. This needs to be understood when interpreting the data.
- ii. **Community-focused service models.** While differences in focus exist within and between all legal assistance services, CLCs generally employ different service models in response to the different types of community needs they target. Many CLCs are 'generalist' in nature and these are locally focused and seek to provide a generalist range of legal assistance services to the target population in their particular geographic catchment. Notwithstanding a local community focus, the geographic location of the CLC and the size of their area of responsibility can substantially impact the service models adopted. A regional or remote CLC will, for example, often employ a range of

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<sup>4</sup> OECD (2019), Equal Access to Justice for Inclusive Growth: Putting People at the Centre, OECD Publishing, Paris. Needs data was extracted from Coumarelos, C. et al., Legal Australia-Wide Survey: Legal Need in Australia in Access to Justice and Legal Needs, Law and Justice Foundation of New South Wales (2012); and service data was extracted from the Foundation's Legal Assistance Services Data Digest: LawAccess NSW, Legal Aid NSW (Advice) and NSW Community Legal Centres (2015).

long-distance outreach strategies, while inner city CLCs may employ quite different service models. On the other hand, some CLCs target specific priority groups or particular areas of law beyond local catchments, usually providing a state-wide or occasionally an Australia-wide service. Services with such a ‘specialist’ focus will often employ a greater range of outreach and remote service models to reach the target group with services. Importantly, the different service models employed by CLCs with generalist and/or specialist foci must be understood if the data reported is to be understood.

- iii. **Changing landscape of CLCs.** As a network of independent legal services, it is not surprising that the composition of that network will change over time. The period covered by this report has been characterised by the amalgamation of some centres, the closure of some centres through funding reductions and the creation of new centres – sometimes without government funding. Therefore, from year to year, the actual CLCs delivering services and reporting through CLASS may change, and this should be taken into account when interpreting the data.
- iv. **Completeness of data.** The completeness of the available data will obviously have an impact on the usefulness of the data. Work on the National Pictures for the three service providers has revealed a number of issues with completeness – notably due to (a) uncertainty as to whether only services funded by particular funding sources are to be reported, but also, (b) the comprehensiveness of data reported in relation to services provided by private practitioners. CLCs in particular often juggle several different funding sources when delivering their services, and the guidance given to them is not always clear in relation to whether all or some funding source services should be included for data reporting purposes. While some CLCs may have taken different approaches to this, overall these issues do not appear to have had a major impact on the CLC data. Nevertheless, it is an important factor to consider generally when interpreting the data.
- v. **Different reporting practices.** Notwithstanding attempts to improve consistency of data recording in recent years, notably with the introduction of the National Data Standards Manual (DSM), there appear to remain differences in reporting practices in some areas – both between CLC, and between CLCs and other legal assistance providers. These differences may result in different apparent proportions of service types and/or under-reporting of the numbers of services.
- vi. **Likely under-reporting.** Discussions with peak bodies and some individual service providers suggested that there were other likely causes of under-reporting of services. For example, in circumstances when the providers were faced with high levels of demand for legal assistance, their focus was on service delivery, rather than recording data on those services.
- vii. **Capability and sensitivity around data collection.** In a context of constrained resources, data collection may be affected by a lack of training capacity, especially when services face a high turnover of administrative staff or rely on volunteers for data entry work. As a result, the potential lack of awareness of the importance of detailed service data and how it might be used may lead to inconsistent practices and a lack of confidence in handling data. Further, when data is being sought, sensitivities or misunderstandings around the confidentiality and use of data mean that clients might

be reluctant to provide certain information, and thus services may choose not to collect potentially sensitive information if they feel it might restrict their capacity to reach particularly vulnerable clients.

- viii. **Direct comparisons should be avoided.** As a consequence of the jurisdictional and other differences mentioned above, direct comparisons (a) between CLCs, (b) between jurisdictions, (c) with previous years' CLC service data, and (d) with other legal assistance providers' service data should generally be avoided. This is because differences in the data can result from different service models, different reporting practices, other contextual factors, or a combination of all three, and may lead to misinterpretation or incorrect conclusions. However, while data cannot be compared with any underlying assumption that numbers should align with any expected pattern across providers or jurisdictions, it can, however, be useful for CLCs and others to be able to view the data 'side by side' as this can highlight different service delivery approaches and different reporting practices. This in turn can promote possible collaboration and the sharing of lessons learnt, can inform data standardisation considerations, and at the very least can better represent the breadth of legal assistance service provision both in its richness and complexity.

The comments above are not intended to suggest the data in this analysis should not be used. Rather, by highlighting the specific issues, it is hoped that the data in this report will be interpreted appropriately and cautiously as necessary.

#### **Box 2: Focus on service counts**

The focus of this report is on service counts, and it does not include analyses based on client counts or problem counts. The same client can receive multiple services, and each service provided can relate to multiple problems. Analyses based on client counts, or on problem counts, would provide valuable insights on service delivery from different angles. For example, client-based analyses might be useful in certain circumstances for collaborative service planning, and problem-based analyses might be useful in better understanding the nature of the portion of legal need that is being met by legal assistance services. However, it was beyond the scope of this report to consider such a broad approach to service data.

# 1. Scope and context

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## National Partnership Agreement on Legal Assistance Services

Over the period covered by this report, the Australian Government contributed funding for legal assistance services through the National Partnership Agreement on Legal Assistance Services 2015–2020 (NPA). These services are provided by CLCs and LACs.

The objective of the NPA is “a national legal assistance sector that is integrated, efficient and effective, focused on improving access to justice for disadvantaged people and maximising service delivery within available resources”.

The NPA specifies the following service delivery principles:

- legal assistance services are targeted to priority clients with the greatest legal need;
- legal assistance service providers collaborate with each other, governments, the private legal profession and other services, to provide joined-up services to address people’s legal and related problems;
- legal assistance services are appropriate, proportionate and tailored to people’s legal needs and levels of capability;
- legal assistance services help people to identify their legal problems and facilitate the resolution of those problems in a timely manner before they escalate; and
- legal assistance services help empower people to understand and assert their legal rights and responsibilities and to address, or prevent, legal problems.

A period of ongoing reforms to the legal assistance sector saw the creation in 2010 of the first *National Partnership on Legal Assistance Services (2010-2015)*, and then, in 2015, the implementation of a suite of national legal assistance policies including the *National Strategic Framework for Legal Assistance 2015–20*, the *Indigenous Legal Assistance Program 2015–20*, the second *NPA (2015-2020)* and the *National Legal Assistance Data Standards Manual (DSM)*. The 2015–20 NPA established a new priority client framework and new legal assistance service recording and reporting requirements implementing the DSM.

## Scope of and general cautions for interpretation

This report is not intended to provide a picture of just those services strictly funded under the NPA. Rather, the analysis is based on all available CLASS data from CLCs, with all funding categories combined. CLCs receive funding from a variety of sources and the aim of this report is to provide a broader picture of services delivered to people and communities through the CLC network. This is consistent with the approach of the *National Strategic Framework for Legal Assistance (2015-2020)*.

This report summarises legal assistance services provided by CLCs in the 2018–19 financial year as reported in CLASS.

- Section 1 (this section) provides some background information.
- Section 2 is a summary overview of CLC services at the national level.
- Section 3 is a similar analysis of CLC services with a state/territory breakdown, based on service provider's location.
- Section 4 is a series of eight jurisdictional profiles with an overview analysis of CLC services provided by CLCs in each state/territory.

Note that this report is based on service data **as recorded and extracted from CLASS**. The quality of data entered into CLASS by users, its completeness, consistency and accuracy, will have an impact on the reliability of findings and interpretations drawn from the data analysis.

Due to CLASS governance arrangements, the Foundation was provided access to a range of pre-defined reports providing aggregated data and not to actual unit record data. This meant that opportunities for quality assurance processes and potential corrections were extremely limited, as was the range of analyses that could be undertaken for the purpose of this report.

It is also important to note that CLASS reports have generally been designed for specific internal management, external reporting or other purposes, and not specifically for reports such as the present analysis. The CLASS reports utilised sometimes apply different criteria in relation to whether to include, or exclude, certain services for the purpose of each individual report. This means that not all reports are based on the same overall number of services and, as a result, some sections or charts presented in this report may be based on a slightly different number of services. This is indicated at the bottom of each chart. This issue would be rectified with access to unit record data.

## Accuracy and consistency

Implementation of the DSM in 2017 had significant implications in terms of new definitions, new counting rules and the corresponding changes in reporting practices, and such implications will take time to resolve. The transition to new systems of data collection is an iterative and often expensive process and has proved especially challenging for the sector given limited resources. Therefore, it appears that there remain variations in some recording practices across CLCs.

For the same reason, the data is not suitable for accurate trend analysis, and comparisons with previous years' data should be avoided. It is not recommended to combine data reported before and after the implementation of new reporting practices.

## Completeness

It is also important to note that service data reported into CLASS may not represent the full breadth of services provided by CLCs, some of which are funded outside the NPA. Further, the focus of this analysis on *new* services, for reasons of data consistency, also means that a small proportion of CLCs ongoing representation services are not captured and this proportion may vary between jurisdictions.

## Comparability

Finally, this National Picture needs to be seen in the context of work to develop National Pictures for the other legal assistance services (ATSILSs and LACs). This work has highlighted many key service data collection and reporting inconsistencies and challenges that, with commitment and resources over time, should be able to be adequately addressed.



However, direct comparisons of CLCs service data with service data from other service providers should be avoided at this stage.

## Legal need of the community

It is beyond the scope of this report, or of the three National Pictures generally, to include a detailed analysis of the legal needs of people residing in Australia. However, the following brief discussion is provided to help place this analysis of service delivery data in the broad context of the need for legal assistance services provided by CLCs.

As already mentioned, the majority of CLC services are directed towards civil and family law matters. Generalist CLCs in particular often function as a general triage, advice and referral service for a range of legal and related needs for clients. The work of CLCs is therefore best understood in the context of broad legal need experienced across the community, and for specialist services, in the context of particular needs of particular groups facing disadvantage.

There is currently no robust measure or indicator of the extent of legal need, identified by various geographical areas (SA1-4, suburb, post code, LGA), in Australia. In brief:

- Large-scale legal needs surveys could provide this for large geographical areas, but generally cannot provide reliable numbers for smaller geographical areas cost effectively. Large scale legal needs surveys *do*, however, provide the only representative way of identifying the extent and prevalence of legal need in the community, the particular vulnerability of different groups to legal problems, and their responses when faced with legal problems. This is because they provide a more complete picture of legal need, not just that portion which is dealt with by legal assistance services.
- While Census data provides reliable population counts in the smallest geographies, population counts do not themselves identify people more likely to need legal assistance.
- Indicators of socio-economic disadvantage such as Socio-Economic Indexes for Areas (SEIFA) describe the level of disadvantage of an area, but do not provide a count of disadvantaged people, and such indicators use criteria that do not necessarily align with legal need.

The Foundation's *Legal Australia-Wide (LAW) Survey* still provides the best general insight into the legal needs of the community.<sup>5</sup> Combined with the findings of other legal need surveys in other jurisdictions<sup>6</sup> as well as other legal needs research, it highlights the particular vulnerabilities of people facing disadvantage who experience a range of legal problems and lack the capability to effectively resolve them.<sup>7</sup>

**Indicators of legal need.** The insights gained from this Australian and international legal needs research, particularly around the relationships between demographic characteristics

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<sup>5</sup> Coumarelos, C, Macourt, D, People, J, MacDonald, HM, Wei, Z, Iriana, R & Ramsey, S 2012, *Legal Australia-Wide Survey: legal need in Australia*, Law and Justice Foundation of NSW, Sydney.

<sup>6</sup> Over the last 25 years more than 55 large-scale stand-alone national legal needs surveys of individual have been conducted in more than 30 jurisdictions. See OECD/OSJI *Legal Needs Surveys and Access to Justice*, 2018 <https://www.oecd.org/governance/legal-needs-surveys-and-access-to-justice-g2q9a36c-en.htm>

<sup>7</sup> Pleasence, P, Coumarelos, C, Forell, S & McDonald, HM 2014, *Reshaping legal assistance services: building on the evidence base: a discussion paper*, Law and Justice Foundation of NSW, Sydney.

and legal need, allow us to use other readily available and reliable data to better understand the nature and distribution of legal needs. This other data includes a range of official and other administrative data, from census-based data through to state and local government demographic information to local qualitative assessment. In particular, drawing on knowledge of legal need and the best available demographic data, the Law and Justice Foundation has developed a number of indicators of potential legal need – *Need for Legal Assistance Services (NLAS)* indicators – that provide a simple yet sound guide for understanding the legal need context of delivery of CLC services.<sup>8</sup>

## Need for legal assistance services indicators

In 2015 the Law and Justice Foundation of NSW developed the Collaborative Planning Resource (CPR) in support of the NPA (2015-20). The CPR brought together information on service design and population data to support planning and monitoring of legal assistance services. Updated for the 2016 Census, it includes various indicators of the number of people within different priority client groups and geographic areas who are likely to need public legal assistance services if they were to experience a legal problem, due to various combinations of financial and capability factors. The NLAS indicators provide a census-based count of the distribution of relative potential need for not-for-profit legal assistance services. Which indicator is most relevant will depend on the target population for services.

### Box 3: Understanding NLAS indicators

By applying specific socio-demographic criteria to Census data, NLAS indicators provide estimates of the **number of people likely to need legal assistance if they were to experience a legal problem**. In practice of course, the NLAS counts are not an exact measure of demand: legal need fluctuates over time and does not necessarily translate into demand for services. However, NLAS indicators provide a readily available proxy estimate of demand for services that is comparable across all Australian geographic areas.

The distribution of three of the NLAS indicators is shown in Table 1.<sup>9</sup>

- The NLAS(Capability) indicator provides a count of people aged 15 to 64 with a low personal income, of less than \$26,000 per year and who have a lower level of educational attainment. It therefore provides a count of those likely to require and qualify for the most intensive legal services, should they experience a legal problem.
- The NLAS(52K) indicator provides a count of people aged 15 to 64, with a moderate personal income of less than \$52,000 per year and who have a lower level of educational attainment. It therefore provides a count of people who are likely to need

<sup>8</sup> Mirrlees-Black, C & Randell, S 2018, Locating demand: updating the Need for Legal Assistance Services indicators: 2016 Census data, Justice issues paper 28, Law and Justice Foundation of NSW, Sydney.

Mirrlees-Black, C 2019, An indicator of need for community legal centres: introducing NLAS(CLC), Justice issues paper 29, Law and Justice Foundation of NSW, Sydney.

<sup>9</sup> See Appendix I at the end of this report for definitions of NLAS indicators.

support from community-based public legal assistance service providers, such as CLCs, should they experience a legal problem.

- The NLAS(CLC) indicator provides a count of people aged 15 and over with a household income equivalent to a personal income of \$52,000 per year who have a lower level of educational attainment. This indicator was developed to support funding allocations as it can be adjusted for changes in estimated population counts and incorporates a correction for missing census responses.

**Table 1: NLAS(Capability), NLAS(52K) and NLAS(CLC) population counts by jurisdiction**

State/Territory	NLAS(Capability)		NLAS(52K)		NLAS(CLC)	
	Count	% of the 15–64 population	Count	% of the 15–64 population	Count	% of the 15+ population
Australian Capital Territory	11,670	4.3	22,190	8.1	22,080	6.8
New South Wales	414,200	8.5	718,720	14.7	915,810	15.0
Northern Territory	19,330	11.9	28,520	17.5	33,910	18.9
Queensland	280,190	9.1	511,350	16.6	630,610	16.6
South Australia	98,330	9.1	170,970	15.9	235,580	17.0
Tasmania	39,210	12.2	69,080	21.5	94,210	22.4
Victoria	291,270	7.4	507,800	12.9	700,570	14.5
Western Australia	132,470	8.0	226,540	13.7	264,100	13.2
Other territories	260	8.4	470	15.3	750	19.8
<b>Total</b>	<b>1,286,910</b>	<b>8.4</b>	<b>2,255,630</b>	<b>14.7</b>	<b>2,896,360</b>	<b>15.2</b>

Source: ABS 2016 Census.  
Counts rounded to nearest 10.

Other NLAS indicators – NLAS(ATSILS), NLAS(CALD) and NLAS(65+) provide counts for specific population groups. Details are presented in Appendix I.

## CLASS reporting of CLC service delivery

The analysis in this report is based on data extracted from CLASS for the financial year 2018–19.

CLASS is designed as a case management system and reporting database. It was developed between 2016 and 2017 to replace the Community Legal Service Information System (CLSIS) which had been operated by the Commonwealth AGD and was generally used by centres that received Commonwealth funding or had received it at some point in the past.

After the main development phase CLASS was rolled out across much of the CLC sector in 2017 and for many CLCs 2017–18 was the first financial year for which CLASS was employed. While CLCs that previously used CLSIS transitioned to CLASS fairly smoothly within a few weeks during the first quarter of 2017, other centres made the transition in the following months or at a later stage, and thus during 2018–19 (the period of this National Picture) a number of centres were still ‘in transition’ and had perhaps not been in a position to report all services for the entire period. These centres include some new CLCs (i.e. newly

created centres or existing centres that gained membership of a CLC association) and some CLCs that were previously using different software.

Some CLCs that were not previously CLSIS users have not, or not yet, transitioned to CLASS for a variety of reasons (for example, some CLCs are part of a larger organisation that have adopted different practice management software). There are also service providers that do use CLASS (and may have used CLSIS in the past) but are not CLCs, and these were excluded from this analysis.

For the purpose of producing a CLC National Picture based on readily available data, only CLCs using CLASS in 2018–19 are included in this analysis. This means that a number of CLCs are not represented and therefore the report does not give a complete picture of all CLC services provided in Australia in that year.

There were 180 CLCs in 2018–19: that is 180 service provider members of a CLC state/territory association in 2018–19. It is important to note that membership of CLC associations was not limited to centres receiving Commonwealth and/or state funding for the provision of legal assistance services. There were a number of CLCs across the country that were considered to be CLCs by the sector, were members of CLC associations and had achieved (or were progressing to achieve) CLC Australia accreditation but were not in receipt of public funding, or at least not public ‘legal assistance’ funding.

For the purposes of this analysis, of the 180 members, 11 Family Violence Prevention Legal Services (FVPLSs)<sup>10</sup> and two ATSILSs<sup>11</sup> were excluded as their services are outside the scope of this report. Of the remaining 167 CLCs, three centres were set up with access to CLASS but either did not report any service data through CLASS or that data was not available.<sup>12</sup> Finally, 30 CLCs (that never used CLSIS) were not registered in CLASS for that year, which means that this report provides an analysis of service data for a total of 134 CLCs in Australia.<sup>13</sup>

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<sup>10</sup> The fourth main publicly-funded legal assistance service in Australia. However, as these are managed directly through the Commonwealth Department of Prime Minister and Cabinet, have not been a party to the ILAP or the NPA, and will not come under the NLAP, they have been excluded from this work. A separate ‘National Picture’ for FVPLS may be valuable, but is not yet planned.

<sup>11</sup> The ATSILS are included within the ATSILS National Picture.

<sup>12</sup> Seniors Rights Service (NSW) is registered in CLASS but they report service data through a different system, Consumer Law Centre of the ACT was set up with CLASS access in 2018–19 but started to report their services in CLASS in 2019–20, Youth Law Australia uses CLASS but, due to a slightly different funding structure, their data was not available with the level of access to CLASS provided to the Foundation within the timeframe of this analysis.

<sup>13</sup> There are funded peak associations in NSW, QLD, VIC and WA only, and elected Chairs in other states/territories. Only two state associations (QLD and VIC) use CLASS to report referral services, those services were excluded from this analysis for reasons of consistency.

Table 2: Number of reporting providers by jurisdiction

Jurisdiction	Number of CLCs in 2018–19	Number of CLCs reporting through CLASS
Australian Capital Territory	6	4
New South Wales †	38	30
Northern Territory	5	5
Queensland	32	30
South Australia	10	7
Tasmania	8	6
Victoria †	46	31
Western Australia	25	22
<b>Australia *</b>	<b>167</b>	<b>134</b>

† Note that:

- Hume Riverina CLC provides services in both NSW and VIC and appears in CLASS as a CLC in both states.
- Human Rights Law Centre and Justice Connect operate in VIC and NSW and are members of both states' associations: they are included in both states in the table but counted only once in the total, neither report services using CLASS.
- National services are counted in the state they are based.

\* The total number of CLCs for Australia does not equal the sum of numbers in states/territories as the duplication of centres mentioned above has been removed.



## 2. Legal assistance service provision in 2018–19: national perspective

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For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising law and legal service reform and stakeholder engagement. In the DSM,<sup>14</sup> the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two (CLE and Other services) are referred to as services for the community.

### Box 4: Caution when interpreting total service numbers

Note that different reporting practices among the different CLCs, especially around information services and referrals, may impact the numbers reported under each service type. Therefore, caution is advised when interpreting total numbers of services or totals by service type, and comparisons between jurisdictions or between centres are not recommended.

### Services to individuals

A total of 706,057 services to individuals were reported nationally in 2018–19,<sup>15</sup> which represents 96.7% of all services reported by CLCs (the remaining 3.3% are services for the community).

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<sup>14</sup> The DSM as it existed during 2018–19 year.

<sup>15</sup> Note that Hume Riverina CLC provides services in both NSW and Victoria and reports services under both jurisdictions. It appears that the services delivered under common funding categories may be counted in both jurisdictions and, if so, there will be some duplication in the numbers of services extracted from CLASS. While the impact overall is not substantial (less than 0.5% of the total) and does not affect the validity of the overall analysis, it highlights the risk of attaching more precision to service numbers reported than is appropriate.

**Box 5: Limitations of service data**

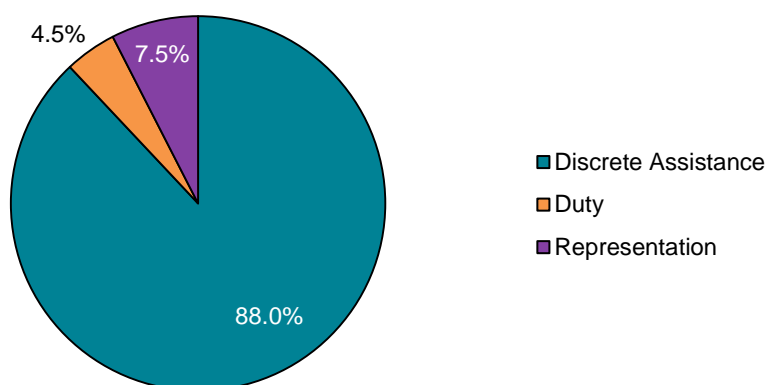
The following analysis cannot be interpreted as a reflection of the true extent and nature of legal need. Rather, service data reflects the services actually delivered, and the targeting, location and nature of these services are the consequence of many factors such as the landscape of the CLC sector (and the mix of generalist or specialist services), targeted funding programs (that might result in a spike in numbers in a specific geographic area, for a target population, or for a particular problem), and more generally the priorities that CLCs may have established while operating in a constrained funding environment.

For this reason, the analysis of service data by broad area of law, service type, problem type or client's characteristics largely reflects the specificity and varying levels of capacity of the CLC sector, rather than providing a general picture of legal need.

**Service category and service type**

As shown in Figure 1, the large majority of services (88.0%) were discrete assistance services. Representation services accounted for 7.5% and duty services for 4.5% of services to individuals.

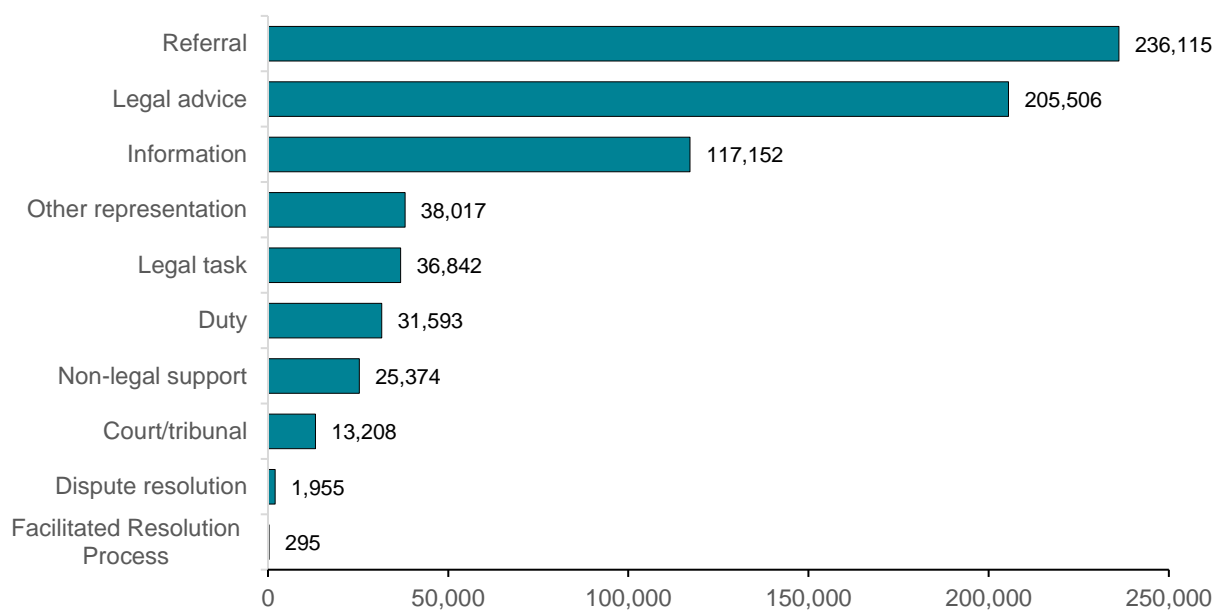
**Figure 1: Services by category, 2018–19**



Base: services to individuals (N=706,057)

The DSM further breaks the legal assistance services to individuals into 10 service types (see Table 3). The most frequent service type was referral, accounting for 236,115 services or 33.4% of services to individuals provided in 2018–19, followed by legal advice (205,506 or 29.1%), and information services (117,152 or 16.6%).



**Figure 2: Service by type, 2018–19**

Base: services to individuals (N=706,057)

Table 3 presents the number and percentage of services by service type.

When looking at service data broken down by service type, it is important to remember that various factors may explain the focus of some CLCs on delivering particular types of services over others:

- The presence and role of other service providers operating in the same area or targeting the same groups of people are examples.
- The funding structure of CLCs is another important factor as funding agreements may sometimes include some prescriptive considerations with regards to service delivery, and specifically include targets for particular types of services. These arrangements, and the broader historical focus of CLCs towards less intensive service types, might explain the somewhat low percentage of representation services within the overall CLC service delivery.

**Box 6: About referral services**

Referrals accounted for a third of services to individuals delivered by CLCs. When interpreting this data, there are a number of considerations to bear in mind with regards to the high numbers of referral services being reported:

- Referrals may be made in addition to other services being provided by the CLC (for example, disadvantaged clients with multiple problems (legal and other) may result in the CLC dealing with a number of legal problems, but referring the client for specialist legal services beyond the range of expertise in the CLC).
- There may be more than one referral for a client for a particular matter.
- Referrals are often to non-legal services, e.g. social workers, financial counsellors.
- Referrals may be more common for less disadvantaged clients, and those who do not belong to priority client groups or the target audience of specialist services.

In view of the NPA outcomes (see Section 1) and the place and role of CLCs within the broader landscape of legal assistance services, a high number of referral services is perhaps not surprising and is to be expected.

Further analysis of referral data would potentially provide very useful insights into the pathways of clients as they navigate the system to address their legal problems. However, such analysis will only be possible if relevant client demographic and service data is collected. It was beyond the scope of this report to further investigate potential development and future uses of referral data.

**Table 3: Services by type, 2018–19**

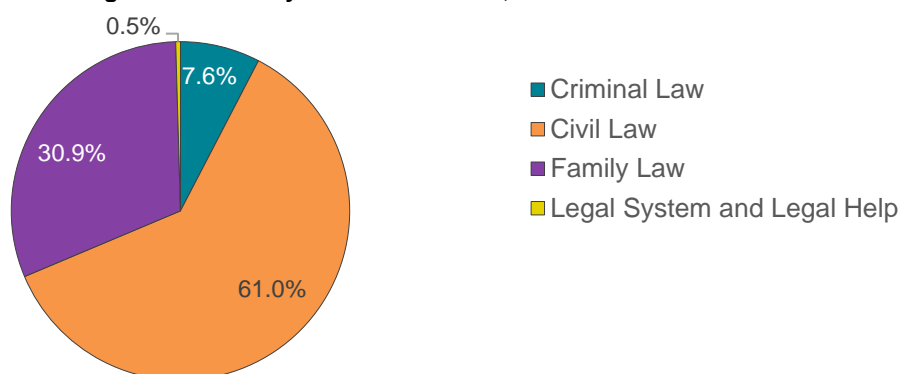
Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	117,152	16.6
	Referral	236,115	33.4
	Legal Advice	205,506	29.1
	Non-Legal Support	36,842	5.2
	Legal Task	25,374	3.6
	Facilitated Resolution Process	295	0.0
	<i>Subtotal</i>	<i>621,284</i>	<i>88.0</i>
Duty	Duty	31,593	4.5
Representation	Dispute Resolution	1,955	0.3
	Court/Tribunal	13,208	1.9
	Other Representation	38,017	5.4
	<i>Subtotal</i>	<i>53,180</i>	<i>7.5</i>
<b>Total</b>		<b>706,057</b>	<b>100</b>

## Broad area of law

Broad area of law is not captured as a distinct data point in CLASS but, rather, is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be counted several times if it was provided in relation to multiple problems that span across more than one area of law.

The majority (61.0%) of services reported were for civil law matters, a further 30.9% were in relation to family law matters.

**Figure 3: Percentage of services by broad area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=740,224) Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

This predominance of civil law matters is reflected across all service types, with the exception of facilitated resolution process services (that make up a very small proportion of the overall services delivered) that are mostly in relation to family law (81.0%). Perhaps unsurprisingly, the percentage of criminal duty and representation services (10.9% and 16.0% respectively) is higher than the criminal law proportions for the other service types.

**Table 4: Services by type and by broad area of law, 2018–19**

		Criminal	Civil	Family
Information	N	5,246	46,630	11,733
	%	8.0	71.2	17.9
Referral	N	15,198	126,842	69,911
	%	7.1	59.6	32.8
Legal advice	N	21,844	168,413	108,273
	%	7.3	56.4	36.2
Non-legal support	N	1,372	28,522	6,829
	%	3.7	77.5	18.6
Legal task	N	3,416	35,024	16,916
	%	6.2	63.2	30.5
Facilitated Resolution Process	N	4	59	268
	%	1.2	17.8	81.0
Duty	N	4,082	25,226	8,105
	%	10.9	67.4	21.7
Representation	N	5,274	21,050	6,635
	%	16.0	63.8	20.1

Base: services where area of law is derived from problem type(s) (N=740,232) Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

## Problem type

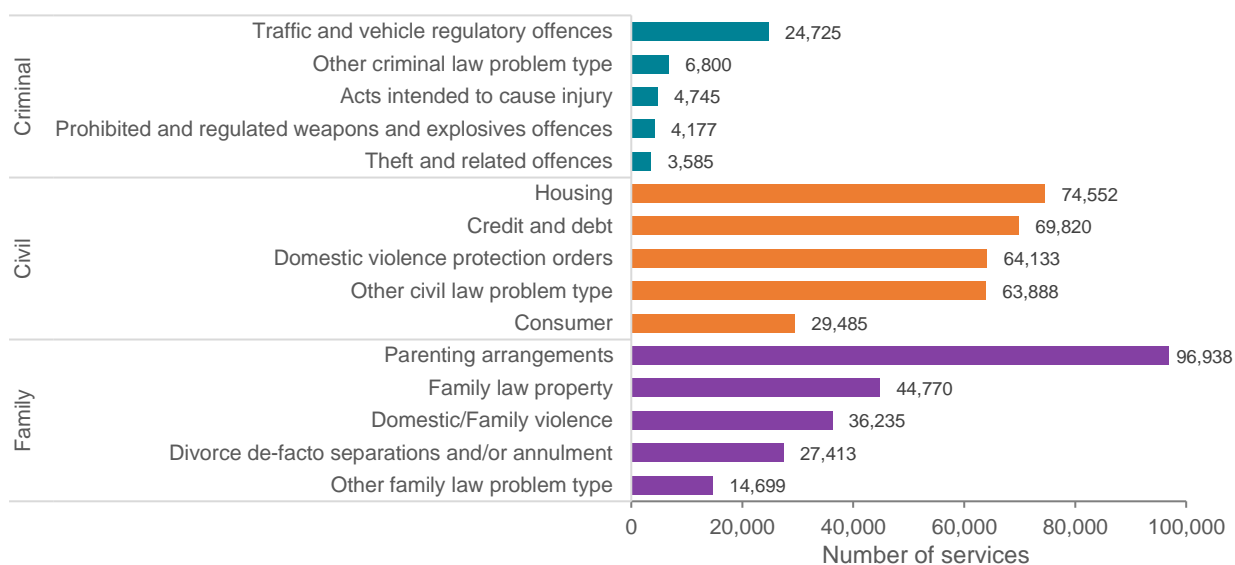
Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 5 shows the number and percentage of services for the 20 most commonly reported problem types. Although informative, the ranking of problem types is indicative only as it is impacted by the fact that not all centres’ data is included in this analysis.

Parenting arrangements was the most commonly reported problem type overall, with 96,938 services provided in relation to that family law issue, which represents 13.1% of services reported in that year. Housing was the most common civil law problem type, followed by credit and debt and domestic violence protection orders. Traffic and vehicle regulatory offences were by far the most common problem type in relation to criminal law.

However, it is important to note that in CLASS problems in relation to family or domestic violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type).<sup>16</sup> It is unclear how much overlap there may be between those two problem types: it may be possible that a matter is reported both as a family violence problem type and as a domestic violence protection order problem type for the same service. If there is no overlap, a combination of data reported under both problem types would see the number of services provided in relation to family violence increase to 100,368, or 13.6%. This would make family violence the most commonly reported problem type, which may more accurately represent the magnitude of this issue and its impact on services.

Also, as mentioned earlier, numbers or percentages of services in relation to a particular problem type will not generally reflect the actual level of need for that problem type. Further, the analysis of service data by problem type can be skewed towards particular problem types as a result of targeted funding programs or the presence of specialist services.

**Figure 4: Services by top five problem types for each area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=740,232) Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

<sup>16</sup> Noting that the latter, *Domestic violence protection orders*, is the only one listed in the DSM (under Civil Law).

**Table 5: Number and percentage of services for the top 20 problem types, 2018–19**

Area of law	Problem type	Services	%
Family	Parenting arrangements	96,938	13.1
Civil	Housing	74,552	10.1
Civil	Credit and debt	69,820	9.4
Civil	Domestic violence protection orders	64,133	8.7
Civil	Other civil law problem type	63,888	8.6
Family	Family law property	44,770	6.0
Family	Domestic/Family violence	36,235	4.9
Civil	Consumer	29,485	4.0
Family	Divorce de-facto separations and/or annulment	27,413	3.7
Civil	Immigration law	26,518	3.6
Criminal	Traffic and vehicle regulatory offences	24,725	3.3
Civil	Employment	23,817	3.2
Civil	Wills and estates	21,605	2.9
Civil	Social Security	20,049	2.7
Family	Other family law problem type	14,699	2.0
Civil	Neighbourhood disputes	11,962	1.6
Civil	Injury compensation	11,778	1.6
Civil	Child protection	9,700	1.3
Family	Child support	6,983	0.9
Criminal	Other criminal law problem type	6,800	0.9

Base: services where area of law is derived from problem type(s) (N=740,232)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

## Remoteness of client's area of residence

As opposed to other information systems that record limited location details such as suburb or postcode, CLASS allows for the client's full residential address to be entered. This means that CLASS can potentially map client's residence to a variety of geographies – such as postcode, Local Government Areas, various levels of ABS Statistical Areas, ABS remoteness structure, etc. – for a more powerful and flexible analysis.

**Box 7: Caution: limitations of data relating to client’s area of residence**

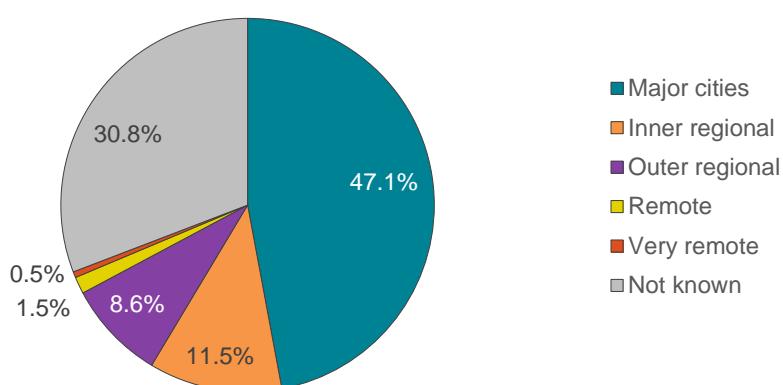
Analysis by client’s area of residence reveals a lot of missing data. This is likely due to the fact that such detailed information is not required to be reported for information and referral services. Another reason is that recorded details may be insufficient to accurately assign a level of remoteness. For example, if only the client’s postcode is recorded and this postcode area spans across several levels of remoteness, the latter will be categorised as ‘not known’.

Note also that for reasons such as homelessness, clients being in custody, or unknown address, client’s area of residence may sometimes have been coded to the CLC office location, the court location or the state/territory capital city. Or, in circumstances where a client temporarily moves to another address for the period of time required to address their legal problem (especially for clients from remote or very remote communities), the temporary address may be recorded for contact purposes rather than their place of usual residence.

For these reasons, numbers and percentages presented below are for preliminary consideration only and should therefore be interpreted with caution.

Figure 5 shows the proportion of services by level of remoteness of the client’s residential area, based on the ABS remoteness structure. Just under half of services (47.1%) were provided to clients residing in major cities while 10.6% of services were provided to clients residing in outer regional, remote or very remote areas. However, these percentages are indicative only due to incomplete data: level of remoteness was not known for 30.8% of services due to incomplete or unknown client’s address details, largely because this information was not required to be reported for information and referral services.

**Figure 5: Services by client’s remoteness of residential area, 2018–19**



Base: services to individuals (N=620,566)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.<sup>17</sup>

<sup>17</sup> One of the limitations of accessing live data through CLASS was the risk that reports run at different times may be affected by retrospective changes to data or to the level of access provided to the Foundation. This particular report

## Client profile

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services).

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client’s demographics*” and accounted for 324,987 services, or 46.0% of all services to individuals provided in 2018–19.

### Box 8: Caution: incomplete data

The following analysis does not take into consideration a significant proportion of services delivered. Client’s demographic data is available for less than half of services to individuals delivered in 2018–19 as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

As previously mentioned, this analysis has a particular focus on services, it does not provide an analysis of the number of clients, that is the individuals, families or organisations receiving the services. The same client may receive a number of different services in a given period, either for the same problem(s) or for different problems, related or otherwise. Therefore, analyses based on services or based on clients would yield slightly different results. They would provide a different angle and both are complementary in piecing together a

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excluded certain funding categories, and resulted in the analysis by level of remoteness being done on 85,000 fewer services (12%). In the interest of completing the report in a timely fashion it was decided to include the chart notwithstanding potential differences. This could be rectified with access to unit record data.

comprehensive picture of legal assistance service delivery by CLCs. While outside the scope of this report, it may be useful to consider additional client-based analysis in the future.

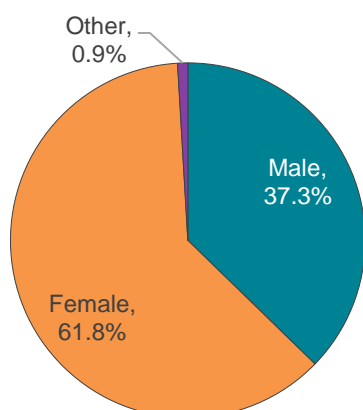
## Client's age and gender

The majority of services (61.8%) were provided to female clients (see Figure 6).

The proportion of services by client age peaks for the 35–49 age group (36.2% of services), followed by the 25–34 age group (23.5%) and the 50–64 age group (19.7%; see Figure 7).

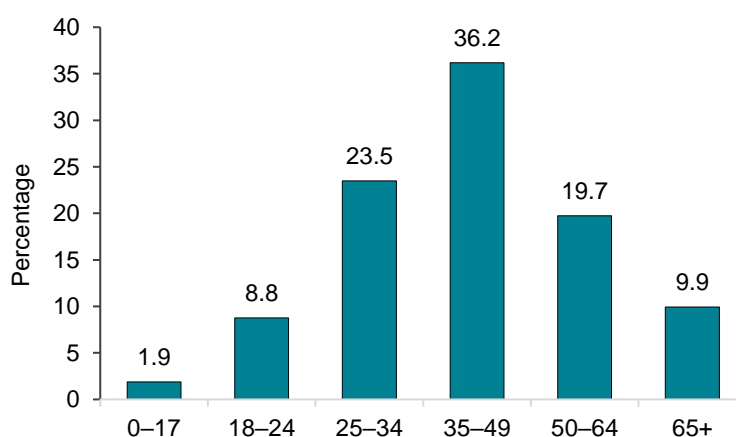
Just over one in ten services (10.6%) were provided to children and young people aged under 25 years and 9.9% were provided to older people aged 65 or over.

**Figure 6: Services by client's gender**



Base: services to individuals with reported demographics, where client's gender is known (N=316,668)

**Figure 7: Services by client's age group**



Base: services to individuals with reported demographics, where client's age is known (N=311,435)

## Priority client groups

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.



### Financial disadvantage

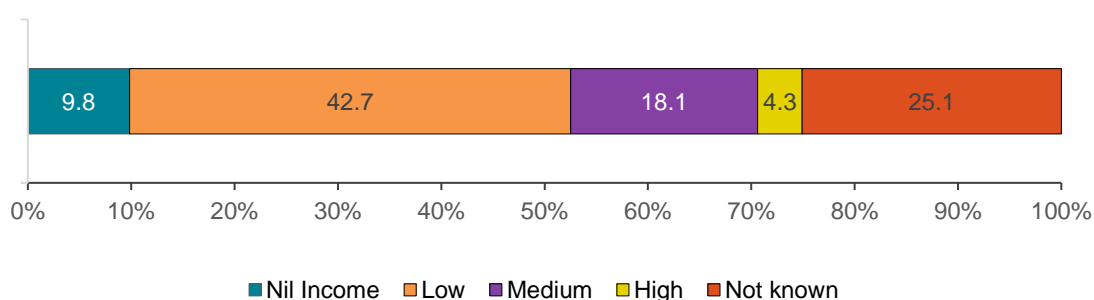
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:<sup>18</sup>

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year)

Income was not reported for a quarter (25.1%) of services. It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

If services to clients whose income was not reported are excluded, a total of 70.1% of services were provided to clients on nil or low income.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=324,987)

**Financial disadvantage status** is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 235,562 services, or 72.5%, were provided to clients experiencing financial disadvantage.

### NPA priority client groups

Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>19</sup>

Nearly a third (31.8%) of services were provided to clients experiencing, or at risk of, family violence. More than a quarter (26.3%) were provided to single parents and more than one in

<sup>18</sup> Note that there is a lack of detail in the DSM around income definition: it does not clearly specify whether gross or net income should be collected and there may be some inconsistencies across the sector with regards to how client's income is reported.

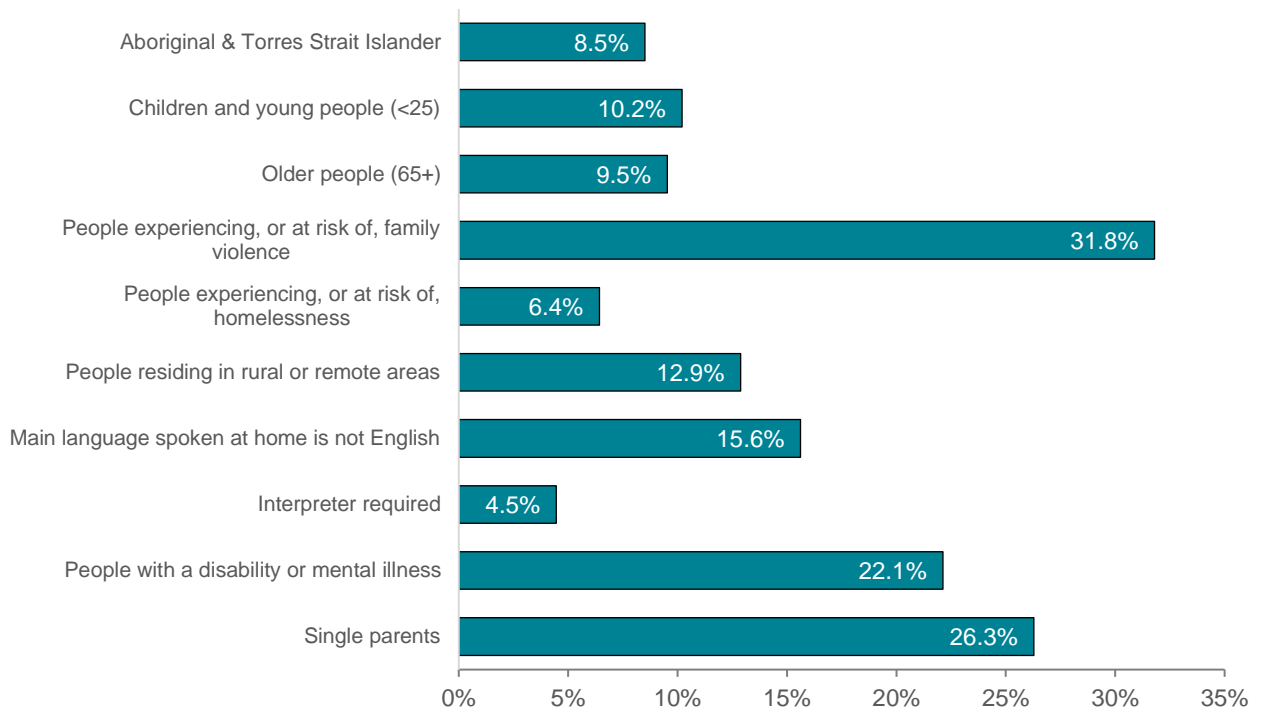
<sup>19</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.

five (22.1%) to clients with a disability or mental illness. About one in ten services were provided to children and young people aged under 25 and a similar number to seniors aged 65 or over.<sup>20</sup>

**Box 9: Caution: incomplete data**

Due to the absence of data from some centres, and specialist services in particular, percentages may be underestimates and are therefore indicative only. For example, the fact that some refugee services are not included in the analysis may mean that the proportion of clients who received legal assistance and required an interpreter is possibly higher than that stated in Figure 9.

**Figure 9: Percentage of services provided to priority clients**



Base: services to individuals with reported demographics (N=324,987)

<sup>20</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.

**Box 10: Limitations of aggregated data**

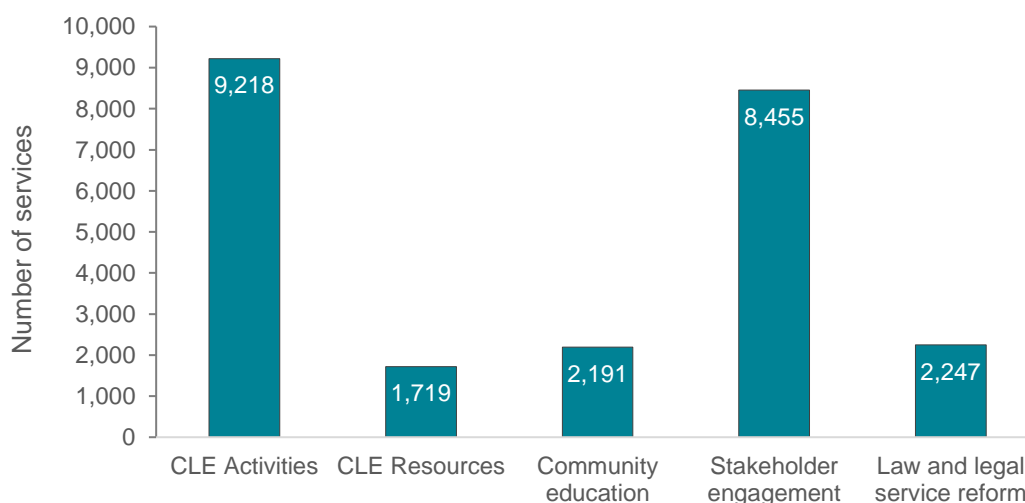
The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

## Services for the community

A total of 23,830 services for the community were reported nationally in 2018–19, representing 3.3% of all services provided by CLCs. Those services are broken down into five service types, as shown in Figure 10. CLE Activities were the most common type of services for the community (9,218), followed by stakeholder engagement services (8,455).

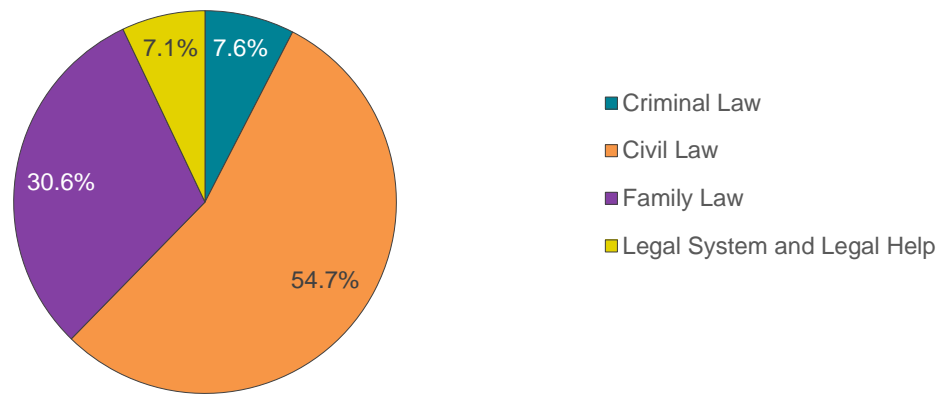
**Figure 10: Services for the community by type, 2018–19**



Base: Services for the community (N=23,830)

The majority (54.7%) of services for the community were in relation to civil law, and a further 30.6% were in relation to family law.

Figure 11: Services for the community by area of law, 2018–19



Base: Services for the community (N=23,830)

Table 6 presents the number of services for the community by type and broad area of law.

Table 6: Services for the community by service type by broad area of law, 2018–19

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil law	4,550	1,064	960	5,003	1,469	13,046
Criminal law	890	178	140	477	120	1,805
Family law	3,121	341	957	2,317	562	7,298
Legal system and legal help	657	136	134	658	96	1,681
Total	9,218	1,719	2,191	8,455	2,247	23,830

## 3. Services provided in states and territories in 2018–19

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Below is an analysis of CLC services by state/territory, based on where service providers (CLCs) are located.

Note: A number of CLCs provide nation-wide services, however those services are reported at centre level in CLASS and therefore will appear in the state/territory where the centre or head office is located regardless of where in Australia the client might be located.

### Box 11: Caution: jurisdictional differences

Direct consultation with national and state/territory peak bodies revealed that differences in the distribution of service types are, to some extent, the result of different reporting practices between jurisdictions and between individual CLCs. It may also reflect different service models and practices implemented by CLCs in each state/territory, responding to the different contexts in which CLCs operate in terms of legislation, geographical/distance and infrastructure circumstances, collaborative operations with other stakeholders, etc.

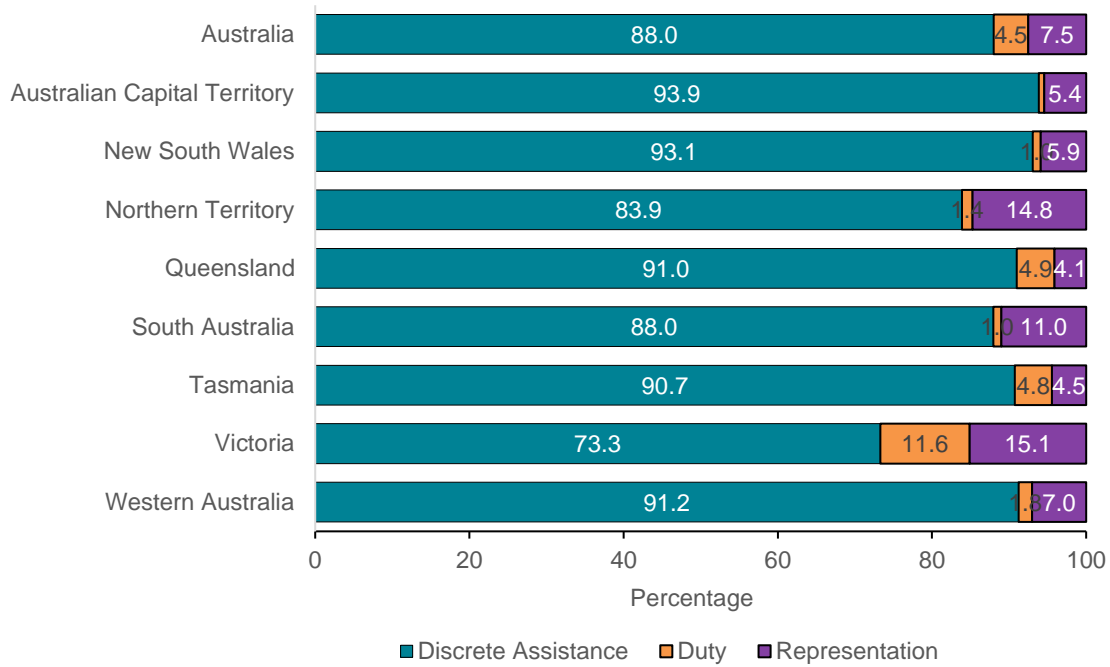
These findings mean that, while such National Picture analysis is useful in providing contextual information and in supporting service planning, strict comparisons between providers, jurisdictions or against an expected 'standard' model are generally inappropriate and should be avoided.

## Services to individuals

### Service category

Discrete assistance services represent the large majority of services provided in all states/territories, ranging from 73.3% in Victoria to 93.9% in the ACT. The percentages of representation services were highest in Victoria (15.1%) and the NT (14.8%), and a higher percentage of duty services was reported in Victoria (11.6%).

Figure 12: Percentage of services by category by state/territory, 2018–19

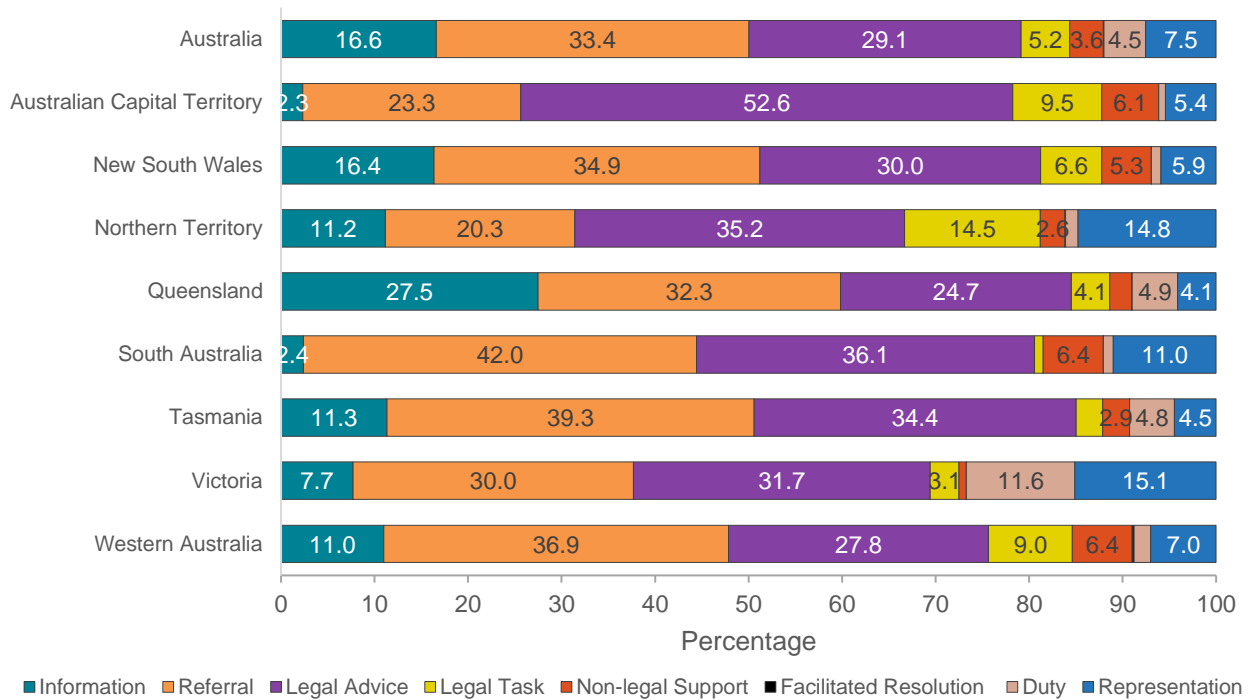


Base: services to individuals (N=706,057)  
 Notes: Percentages are calculated within state/territory.

### Service type

There are also variations within the discrete assistance services category. Referrals were the most commonly reported discrete assistance service type in five jurisdictions (NSW, QLD, SA, TAS and WA). Legal Advice was the most common service type in the ACT, the NT and VIC, and was the second most common service type in the other jurisdictions, with the exception of Queensland where a high proportion of information services (27.5%) was reported. The NT comparatively reported more legal tasks services (14.5%).

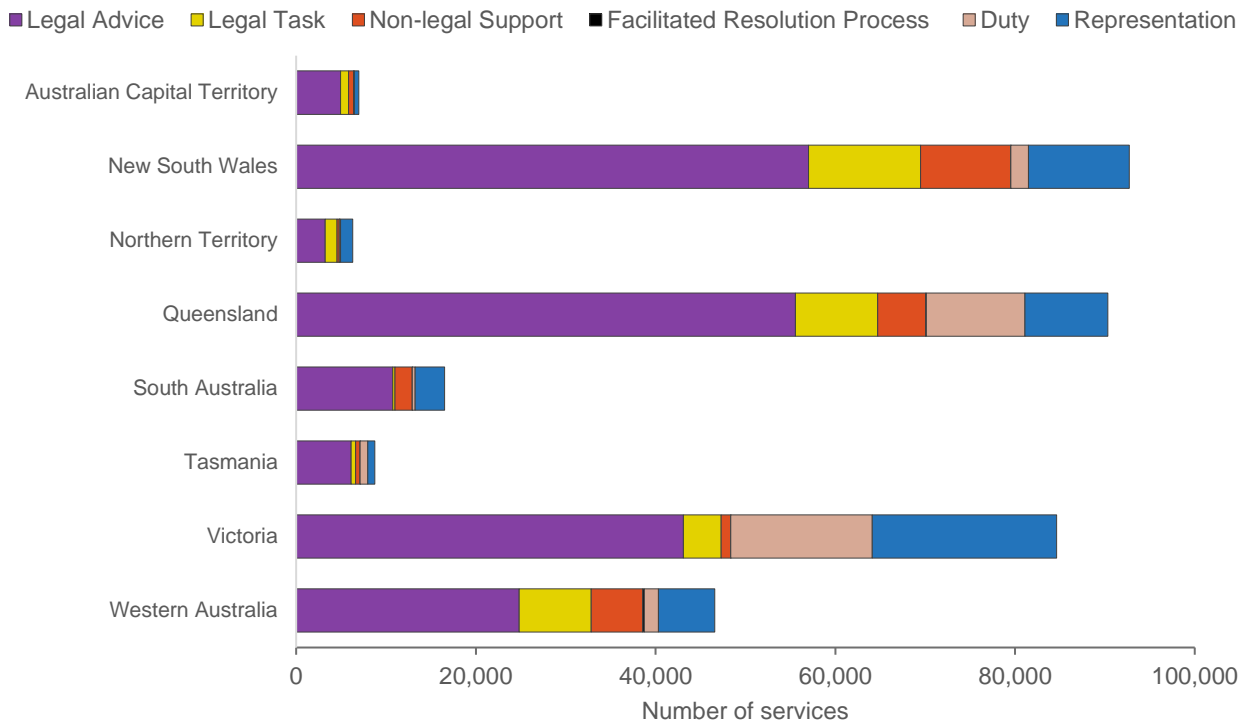
Figure 13: Percentage of services by service type by state/territory, 2018–19



Base: services to individuals (N=706,057)  
 Notes: Percentages are calculated within state/territory.

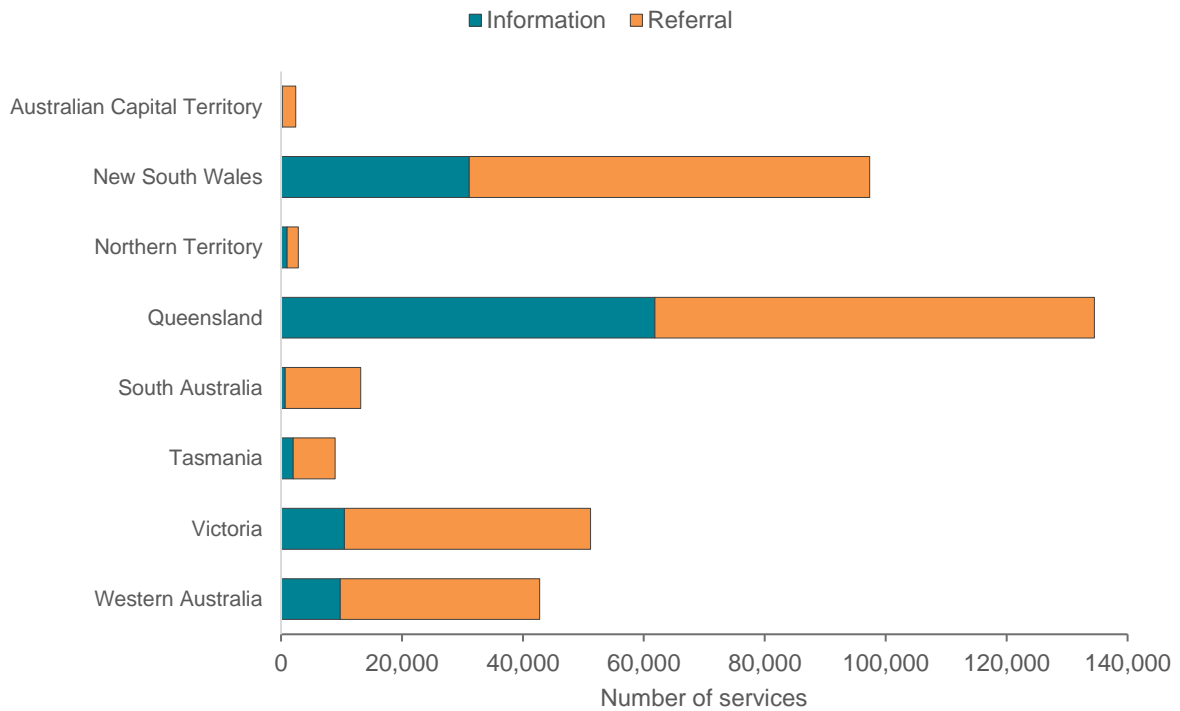
Figures 14a and 14b present the number of services reported by service type by jurisdiction (see also Table 7 for numbers). Two service types, information and referral services, are represented in a separate chart for reasons of readability, but also because reporting requirements for those services are different to that of other services types, which has implications in terms of recording practices, completeness and consistency across jurisdictions. Indeed, it was discussed on several occasions during consultations with CLCs for this report that not all referral and information services provided may be entered into CLASS, especially from centres most stretched for data entry resources.

**Figure 14a: Number of services by service type (excluding information and referral) by state/territory, 2018–19**



Base: services to individuals, excluding information services and referrals (N=352,790)

**Figure 14b: Number of information and referral services by state/territory, 2018–19**



Base: information and referral services (N=353,267)



Table 7 shows the number of services by type and by jurisdiction for 2018–19. This table indicates some jurisdictional differences in service provision, which is why it is important to investigate and understand the variations across service types rather than simply consider the overall total number of services.

**Table 7: Services by type by jurisdiction, 2018–19**

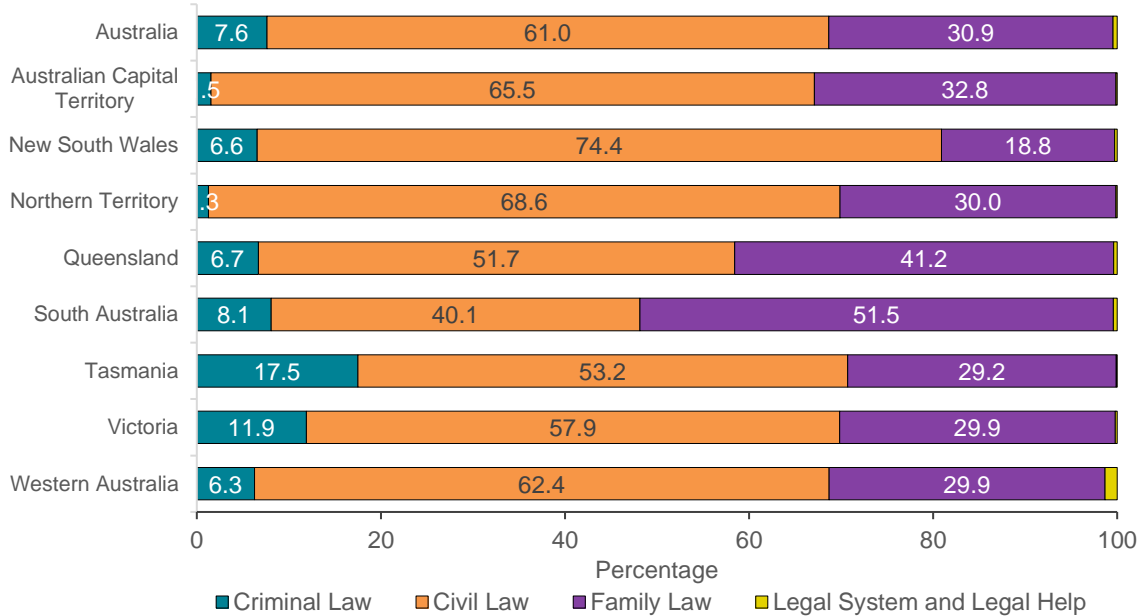
Service type	Australian Capital Territory	New South Wales	Northern Territory	Queensland	South Australia	Tasmania	Victoria	Western Australia	Australia	
Discrete Assistance	Information Service	218	31,112	1,023	61,821	711	2,007	10,455	9,805	117,152
	Referral	2,188	66,256	1,859	72,689	12,491	6,955	40,733	32,944	236,115
	Legal Advice	4,934	57,019	3,232	55,551	10,734	6,102	43,103	24,831	205,506
	Non-Legal Support	571	10,047	242	5,322	1,909	510	1,050	5,723	25,374
	Legal Task	892	12,453	1,331	9,175	279	503	4,201	8,008	36,842
	Facilitated Resolution	1	10	5	83	4	1	14	177	295
	<i>Subtotal</i>	<i>8,804</i>	<i>176,897</i>	<i>7,692</i>	<i>204,641</i>	<i>26,128</i>	<i>16,078</i>	<i>99,556</i>	<i>81,488</i>	<i>621,284</i>
Duty	67	1,963	124	10,960	306	851	15,746	1,576	31,593	
Representation	Dispute Resolution	28	478	26	282	328	7	502	304	1,955
	Court/Tribunal	161	2,547	504	2,994	780	235	3,618	2,369	13,208
	Other Representation	320	8,194	823	5,978	2,164	548	16,401	3,589	38,017
<i>Total services to individuals</i>	<i>9,380</i>	<i>190,079</i>	<i>9,169</i>	<i>224,855</i>	<i>29,706</i>	<i>17,719</i>	<i>135,823</i>	<i>89,326</i>	<i>706,057</i>	
CLE	414	2,461	241	2,615	1,305	227	3,326	2,539	13,128	
Other services	224	3,521	193	1,774	305	97	1,353	3,235	10,702	

Base: all services (N=729,887)

## Broad area of law

With the exception of SA, the majority of services were in relation to civil matters in all states/territories. In SA, just over half of services (51.5%) were provided for family law matters, and 40.1% were for civil matters. The percentage of services in relation to criminal matters ranged from 1.3% in the NT to 17.5% in Tasmania.

**Figure 15: Percentage of services by broad area of law by state/territory, 2018–19**



Base: services where area of law is derived from problem type(s) (N=740,232). Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

**Table 8: Number and percentage of services by broad area of law by state/territory, 2018–19**

State/territory		Civil	Criminal	Family	Legal System and Legal Help
Australian Capital Territory	N	9,206	217	4,603	18
	%	65.5	1.5	32.8	0.1
New South Wales	N	159,196	14,059	40,296	562
	%	74.4	6.6	18.8	0.3
Northern Territory	N	8,661	160	3,782	17
	%	68.6	1.3	30.0	0.1
Queensland	N	105,297	13,634	83,836	767
	%	51.7	6.7	41.2	0.4
South Australia	N	14,337	2,889	18,418	144
	%	40.1	8.1	51.5	0.4
Tasmania	N	10,101	3,324	5,535	19
	%	53.2	17.5	29.2	0.1
Victoria	N	72,291	14,858	37,347	268
	%	57.9	11.9	29.9	0.2
Western Australia	N	72,677	7,295	34,853	1,554
	%	62.4	6.3	29.9	1.3
Australia	N	452,178	56,489	228,903	3,351
	%	61.0	7.6	30.9	0.5

Base: services where area of law is derived from problem type(s) (N=740,232).

Notes: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only). Percentages are calculated within state/territory.

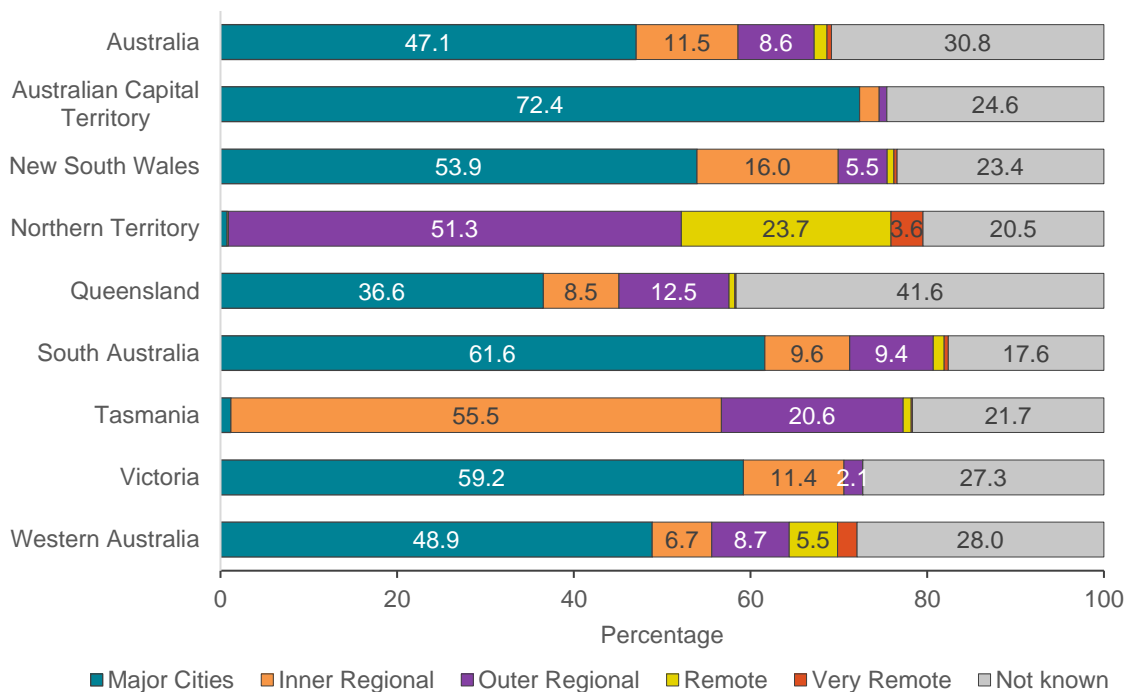
### Remoteness of client’s area of residence

Figure 16 and Table 9 present number and percentage of services by level of remoteness, based on the client’s area of residence.<sup>21</sup> Services were most commonly provided to clients residing in major cities in all jurisdictions except the NT. Services in the NT were most commonly provided to clients residing in outer regional areas (that is, Darwin and surrounds). It should be noted, however, that the proportion of services where the remoteness of client’s residence cannot be ascertained was high in all jurisdictions.

**Box 12: Caution: limitations of data relating to client’s area of residence**

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

**Figure 16: Percentage of services by remoteness of client’s residence by state/territory, 2018–19**



Base: services to individuals (N=620,566)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

<sup>21</sup> Note that data on service location was not available through CLASS reports, but only that of client residence.

**Table 9: Number and percentage of new services by remoteness of client's residence by state/territory where service delivered, 2018–19**

State/territory where service delivered		Major Cities	Inner Regional	Outer Regional	Remote	Very Remote	Not known
Australian Capital Territory	N	4,292	129	53	0	0	1,457
	%	72.4	2.2	0.9	0.0	0.0	24.6
New South Wales	N	73,850	21,883	7,587	1,049	485	32,075
	%	53.9	16.0	5.5	0.8	0.4	23.4
Northern Territory	N	37	8	2,543	1,177	180	1,016
	%	0.7	0.2	51.3	23.7	3.6	20.5
Queensland	N	78,705	18,334	26,899	1,380	335	89,590
	%	36.6	8.5	12.5	0.6	0.2	41.6
South Australia	N	18,361	2,867	2,812	368	138	5,251
	%	61.6	9.6	9.4	1.2	0.5	17.6
Tasmania	N	176	8,296	3,079	135	20	3,240
	%	1.2	55.5	20.6	0.9	0.1	21.7
Victoria	N	72,495	13,969	2,573	28	12	33,415
	%	59.2	11.4	2.1	0.0	0.0	27.3
Western Australia	N	44,127	6,083	7,886	4,941	1,997	25,233
	%	48.9	6.7	8.7	5.5	2.2	28.0
Australia	N	292,043	71,569	53,432	9,078	3,167	191,277
	%	47.1	11.5	8.6	1.5	0.5	30.8

Base: services to individuals (N=620,566)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories. Percentages are calculated within state/territory.

## Client profile

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services).

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client's demographics*” and accounted for 324,987 services, or 46.0% of all services to individuals provided in 2018–19.

**Box 13: Caution: incomplete data**

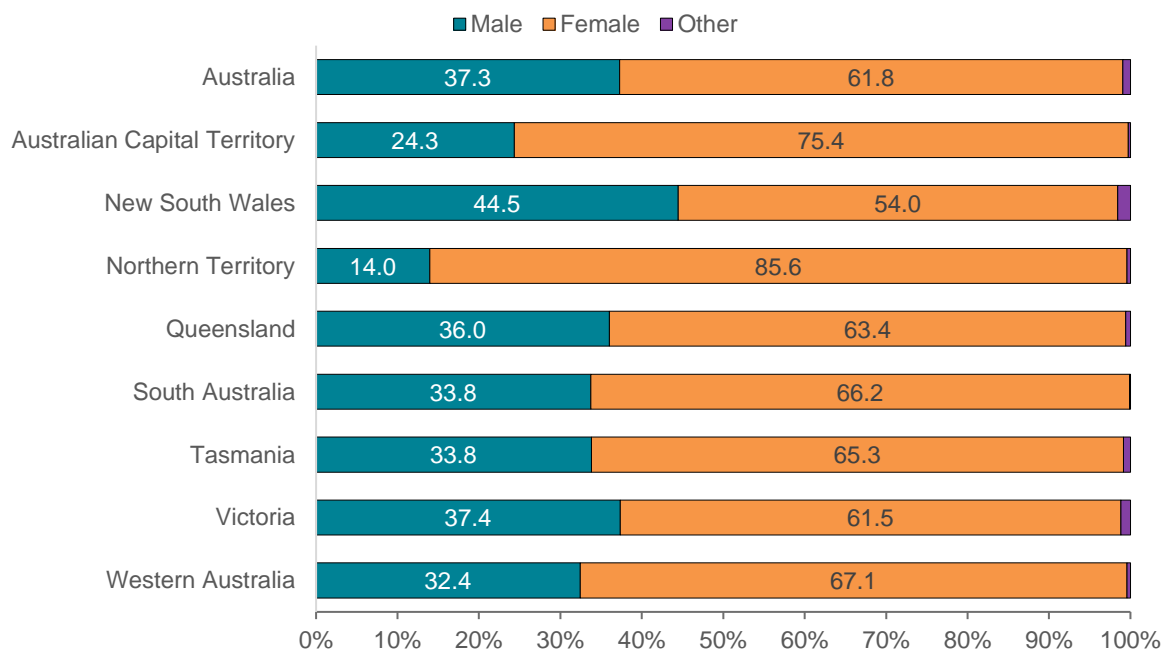
The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for less than half of services to individuals delivered in 2018–19 as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

**Gender**

In all states and territories, the majority of services were provided to female clients, with percentages ranging from 54.0% in NSW to 85.6% in the NT. This gender breakdown is likely, at least in part, a consequence of the provision of specialist services: for example, three of five service providers in the NT are women’s legal service centres, hence the stronger representation of female clients. In NSW, the gender breakdown is more even (54.0% female, 44.5% male) likely contributed to by the presence of specialist centres such as Refugee Advice and Casework Service (RACS) or Intellectual Disability Rights Service (IDRS) that typically have a larger proportion of male clients than generalist CLCs.

**Figure 17: Percentage of services by gender by state/territory, 2018–19**



Base: services to individuals whose gender is known (N=316,668)

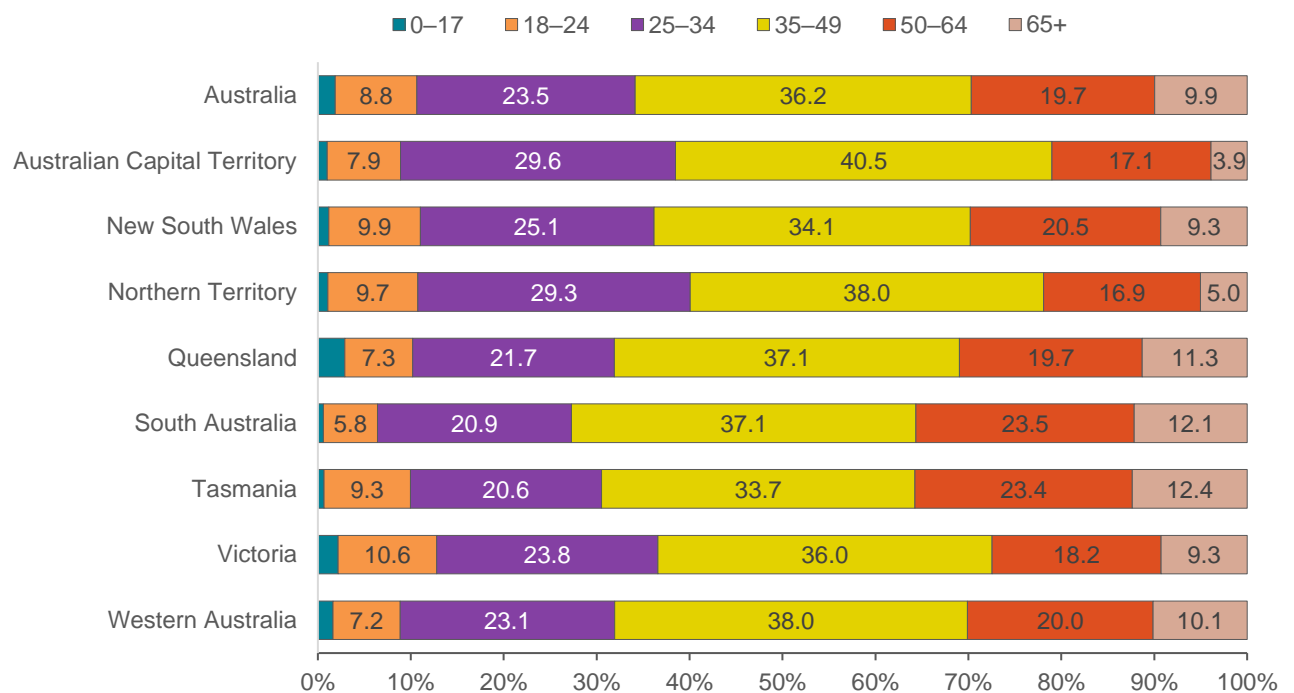
**Table 10: Number of services by gender by state/territory, 2018–19**

State/territory	Male	Female	Other	Not known
Australian Capital Territory	1,620	5,017	17	63
New South Wales	37,313	45,268	1,318	2,845
Northern Territory	787	4,818	23	61
Queensland	30,291	53,320	473	1,537
South Australia	4,908	9,620	13	181
Tasmania	2,514	4,857	65	974
Victoria	26,609	43,786	833	2,123
Western Australia	14,015	28,993	190	535
Australia	118,057	195,679	2,932	8,319

Base: services to individuals, with reported demographics (N=324,987)

## Age group

Figure 18 and Table 11 present a breakdown of number and percentage of services by age groups. Across all states/territories, services were more commonly provided to adults aged 35–49 than to any other age group. The highest proportions of services provided to young people aged under 25 was reported in Victoria (12.8%). Tasmania and South Australia reported the highest percentages of services provided to older people aged 65 and over, at 12.4% and 12.1% respectively.

**Figure 18: Percentage of services by age group by state/territory, 2018–19**

Base: services to individuals whose age is known (N=311,435)

Table 11: Number of services by age group by state/territory, 2018–19

State/territory where service delivered	0-17	18-24	25-34	35-49	50-64	65+	Not known
Australian Capital Territory	64	509	1,901	2,606	1,101	249	287
New South Wales	969	8,131	20,726	28,096	16,892	7,667	4,263
Northern Territory	58	530	1,601	2,077	922	275	226
Queensland	2,393	6,046	17,934	30,698	16,253	9,324	2,973
South Australia	81	801	2,877	5,104	3,234	1,672	953
Tasmania	47	674	1,487	2,442	1,691	895	1,174
Victoria	1,539	7,531	16,843	25,478	12,882	6,573	2,505
Western Australia	695	3,076	9,819	16,156	8,513	4,303	1,171
Australia	5,846	27,298	73,188	112,657	61,488	30,958	13,552

Base: services to individuals, with reported demographics (N=324,987)

## Financial disadvantage

### Income

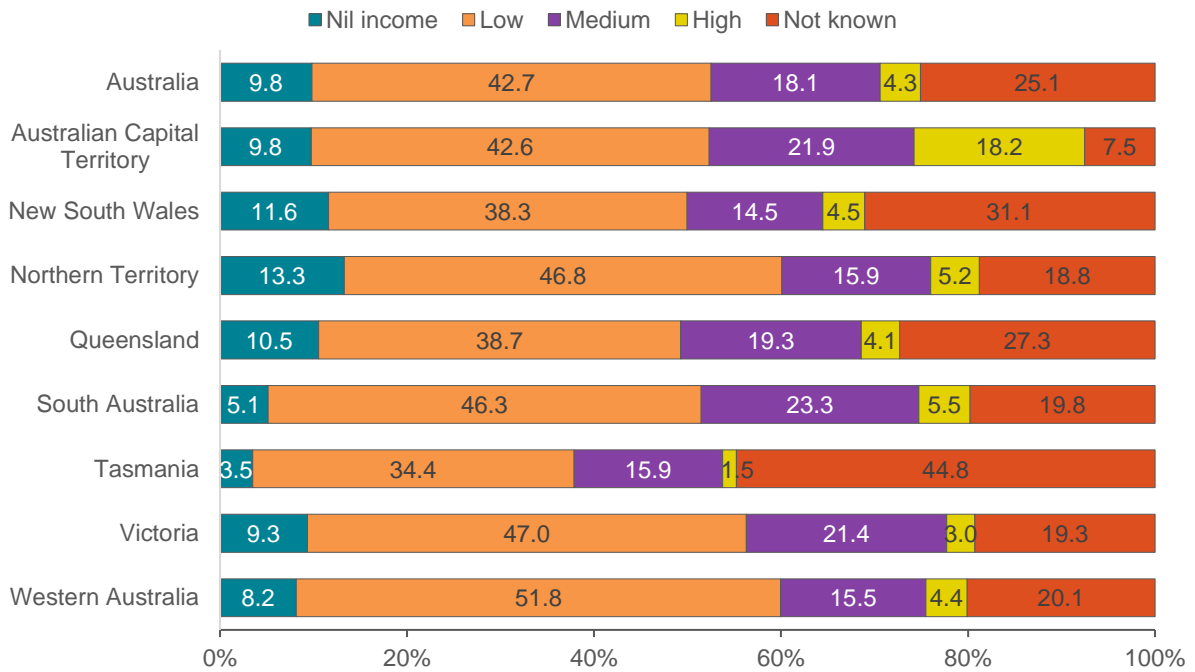
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year)

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

The relatively high percentages of services provided to clients whose income level is not known suggest that income remains a sensitive question, notwithstanding the fact that requesting income-related information may be inappropriate in specific circumstances. Another reason that has been mentioned during consultations for this report is the fact that financial information is recorded through different variables in CLASS: it is possible that service providers may report the client's financial status (see following Figure) in the system but overlook the more detailed income variable.

Figure 19: Percentage of services by income category by state/territory, 2018–19



Base: services to individuals, with reported demographics (N=324,987)

**Financial disadvantage status**

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation.

The large majority of services were provided to financially disadvantaged clients, from 68.1% in Victoria to 83.9% in WA.

Figure 20: Percentage of services to financially disadvantaged clients by state/territory, 2018–19



Base: services to individuals, with reported demographics (N=324,987)

Notes: Percentages are calculated within state/territory.



## Priority client groups

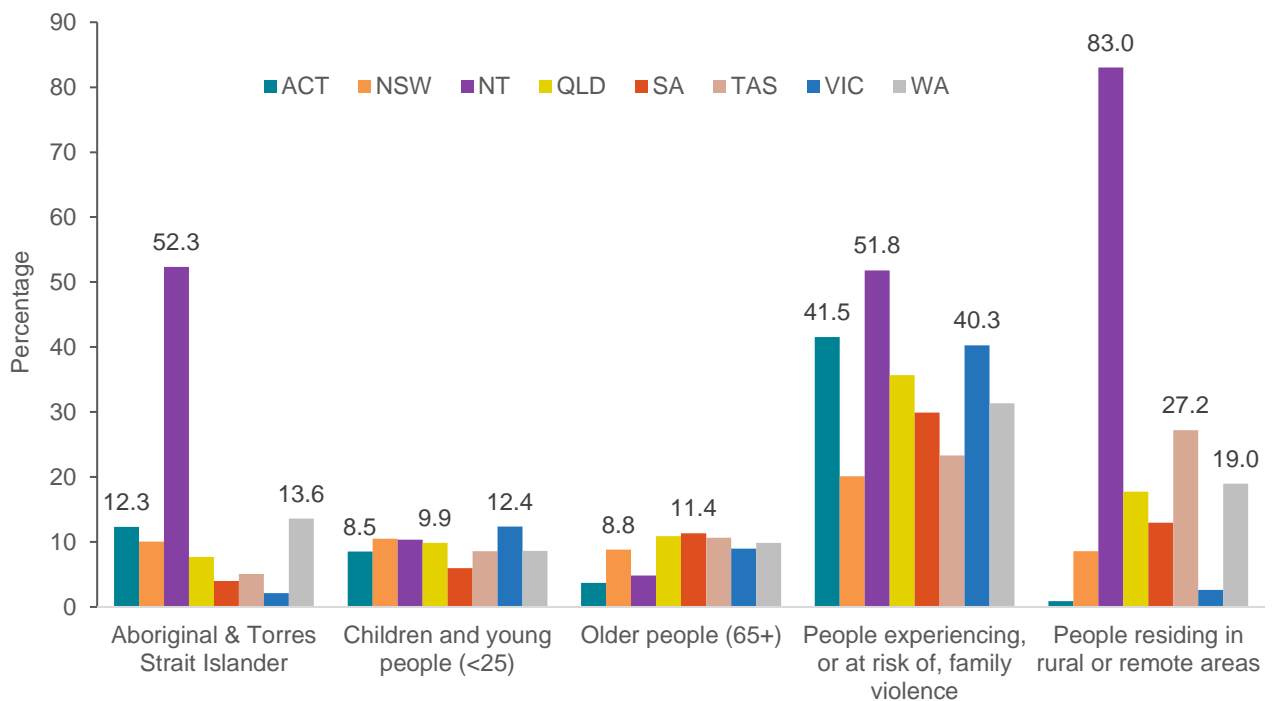
Figures 21a and 21b present percentages of services provided to each of the 11 priority client groups outlined in the NPA, by state/territory.<sup>22</sup>

As would be expected, high percentages in the NT were provided to people residing in rural and remote areas, and to Aboriginal and Torres Strait Islander people.

Overall, CLCs in all jurisdictions provided high numbers of services to people experiencing, or at risk of family violence, ranging from 20.1% of services in NSW to more than half (51.8%) in the NT. These statistics may reflect, to some extent, the number of specialist women's legal services. There were also high percentages of services provided to single parents (over a quarter of services in most jurisdictions and a third in WA) or to clients with a disability or mental illness (over 20% in five jurisdictions).

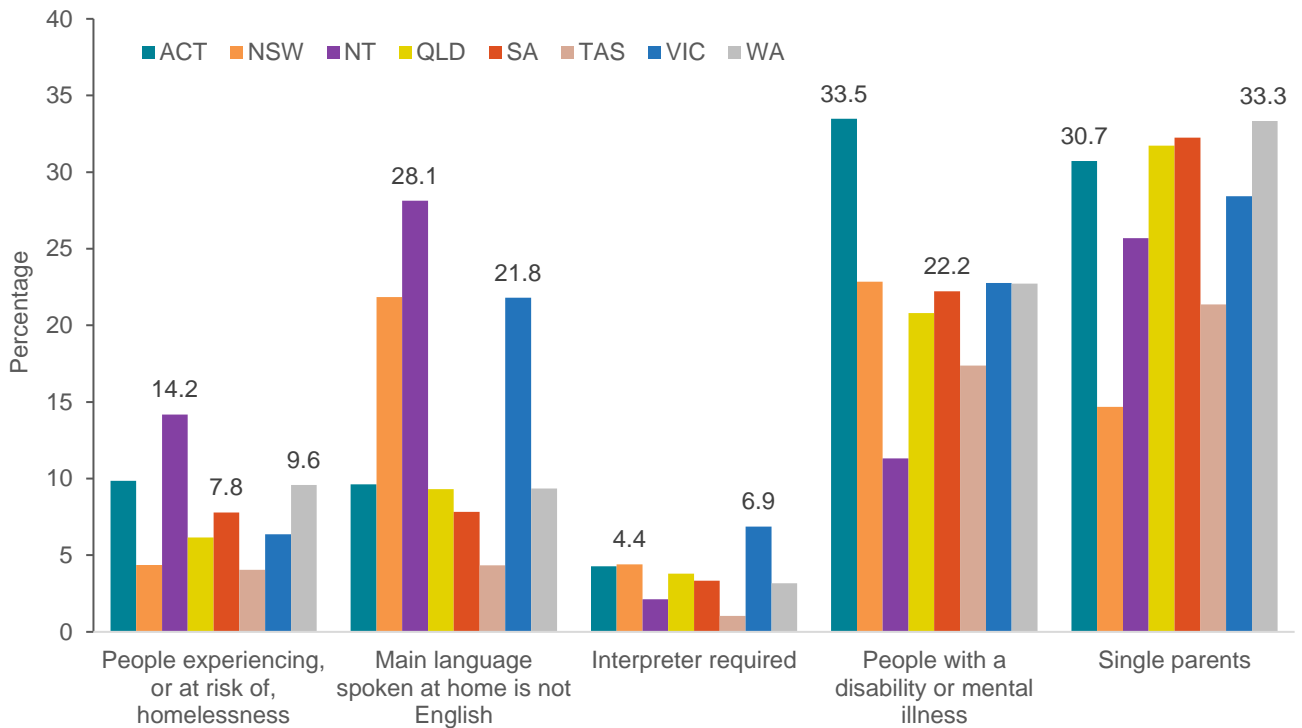
High percentages of services provided to clients whose main language at home is not English were reported in the NT (28.1%) and Victoria (21.8%).

**Figure 21a: Percentage of services provided to selected priority client groups by state/territory, 2018–19**



<sup>22</sup> The NPA does not include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSI National Picture.

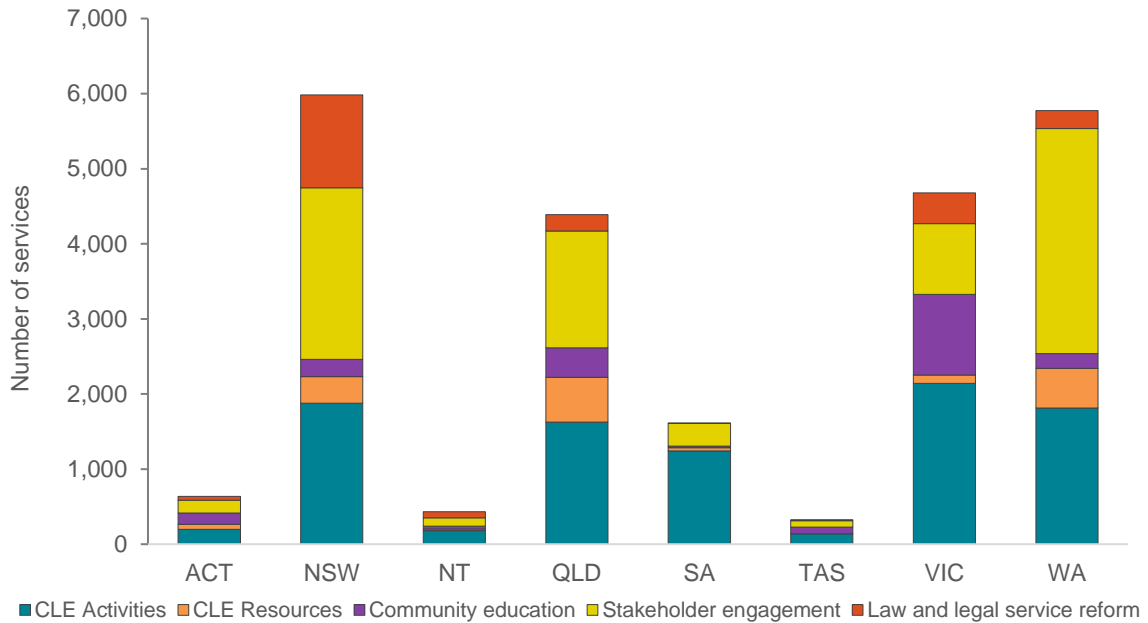
Figure 21b: Percentage of services provided to selected priority client groups by state/territory, 2018–19



## Services for the community

Figure 22 presents the number of services for the community by service type. CLCs in NSW reported the highest combined number of services for the community, with 5,982 services, followed by WA (5,774 services). CLE Activities were the most common type of services for the community in most jurisdictions, except in NSW and WA where stakeholder engagement activities were more commonly reported. NSW also reported a high number of law reform activities compared to other states/territories.

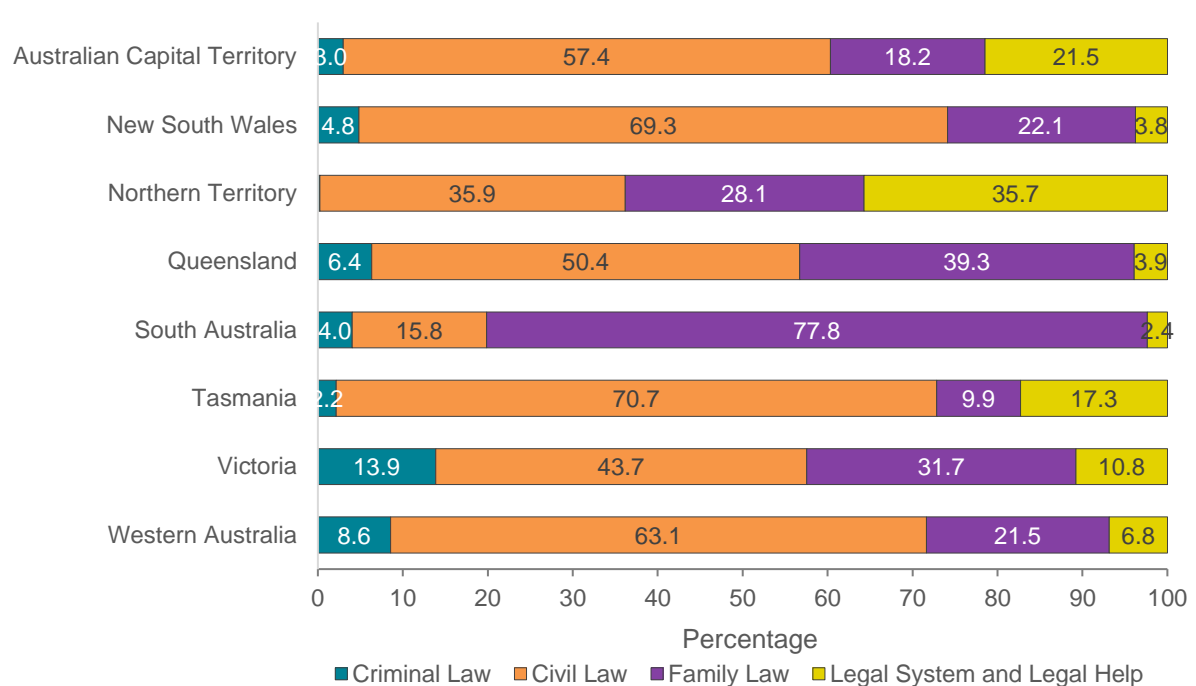
Figure 22: Services for the community by type, 2018–19



Base: Services for the community (N=23,830)

With the exception of SA, services for the community in all jurisdictions were most often in relation to civil law matters. In SA, a large proportion (77.8%) of those services were in relation to family law. The highest percentage of services related to criminal law was in Victoria at 13.9%, while over a third of services (35.7%) in the NT were about the legal system and legal help more generally rather than a specific area of law.

Figure 23: Services for the community by area of law, 2018–19



Base: Services for the community (N=23,830)

# Appendices: Jurisdictional profiles

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The following eight profiles provide a snapshot of services by jurisdiction.

- A. *Australian Capital Territory***
- B. *New South Wales***
- C. *Northern Territory***
- D. *Queensland***
- E. *South Australia***
- F. *Tasmania***
- G. *Victoria***
- H. *Western Australia***

## Appendix A Australian Capital Territory

This appendix presents an analysis of services provided by CLCs in the ACT in the 2018–19 financial year. It is based on CLASS data and therefore does not include services provided by centres that do not report through CLASS. This analysis includes data from 4 of the 6 centres that were members of the ACT Association of Community Legal Centres in 2018–19.<sup>23</sup>

**Table 1: CLCs included in this analysis**

CLC	Data included in this profile
Animal Defenders' Office	
Canberra Community Law	✓
Consumer Law Centre of the ACT	
Environmental Defenders' Office of the ACT	✓
Tenants' Union ACT	✓
Women's Legal Centre (ACT & Region)	✓

For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising law and legal service reform and stakeholder engagement. In the DSM, the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two are referred to as services for the community.

### Services to individuals

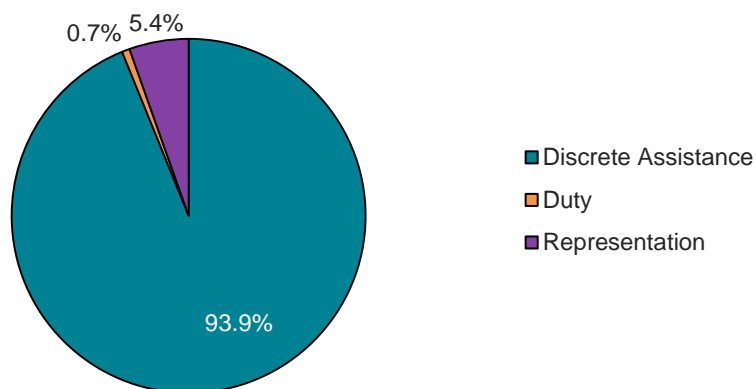
A total of 9,380 services to individuals were reported in 2018–19, representing 93.6% of services reported by CLCs in the ACT that year.

#### *Service category and service type*

As shown in Figure 1, most services to individuals (93.9%) were discrete assistance services. Representation services accounted for 5.4% and duty services for 0.7% of services to individuals.

<sup>23</sup> Not including FVPLS centres.

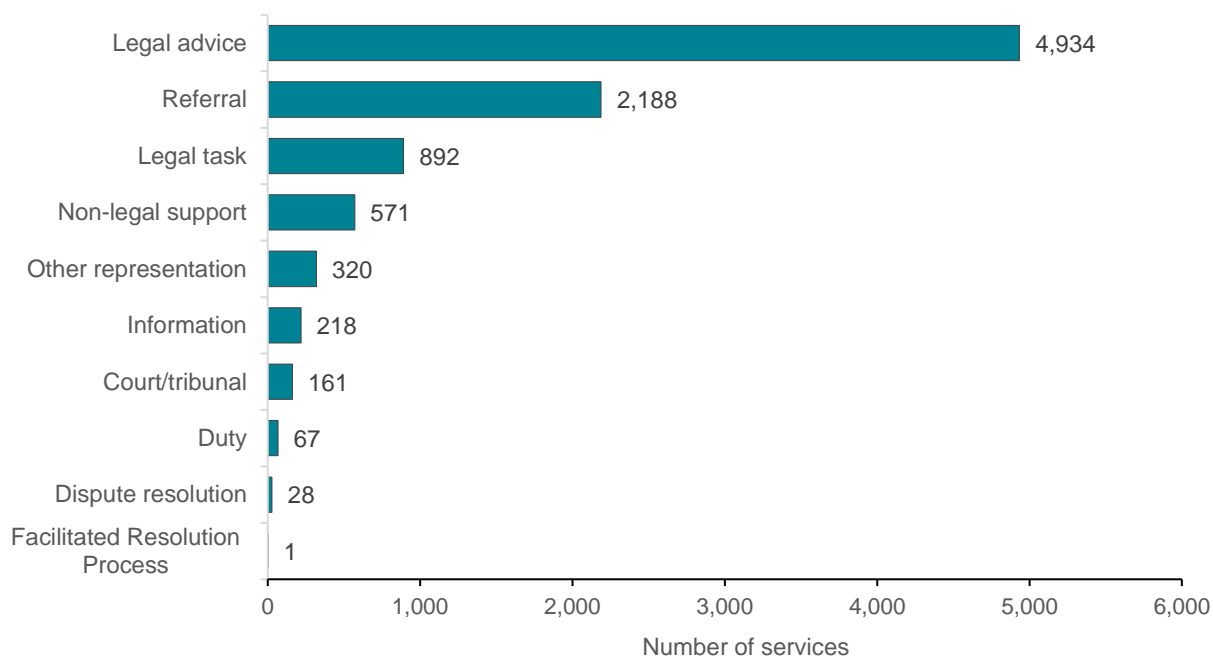
Figure 1: Services by category, 2018–19



Base: services to individuals (N=9,380)

The DSM further breaks the legal assistance services to individuals into 10 service types. The most frequent service type was legal advice, accounting for 4,934 services or 52.6% of services to individuals provided in 2018–19, followed by referrals (2,188 or 23.3% of services).

Figure 2: Service by type, 2018–19



Base: services to individuals (N=9,380)

Table 2 presents the number and percentage of services by service type.

Table 2: Services by type, 2018–19

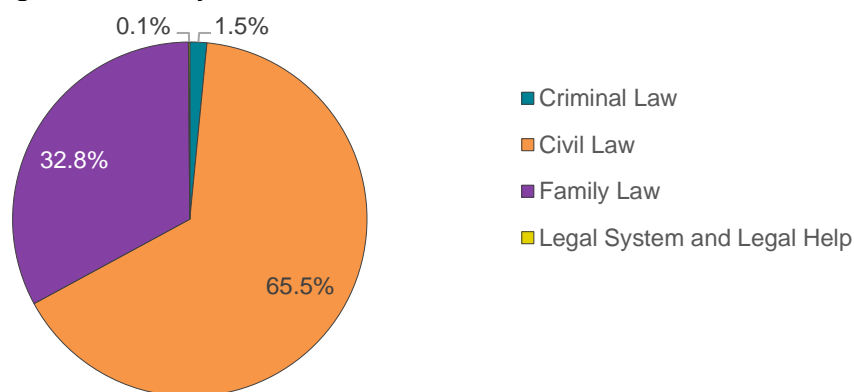
Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	218	2.3
	Referral	2,188	23.3
	Legal Advice	4,934	52.6
	Non-Legal Support	571	6.1
	Legal Task	892	9.5
	Facilitated Resolution Process	1	0.0
	<i>Subtotal</i>	<i>8,804</i>	<i>93.9</i>
Duty	Duty	67	0.7
Representation	Dispute Resolution	28	0.3
	Court/Tribunal	161	1.7
	Other Representation	320	3.4
	<i>Subtotal</i>	<i>509</i>	<i>5.4</i>
<b>Total</b>		<b>9,380</b>	<b>100</b>

### Broad area of law

Broad area of law is not captured as a distinct data point in CLASS, but rather is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be counted several times if it was provided in relation to multiple problems that span across more than one area of law.

The majority (65.5%) of services reported were for civil law matters, a further 32.8% were in relation to family law matters and 1.5% were for criminal matters.

Figure 3: Percentage of services by broad area of law, 2018–19



Base: services where area of law is derived from problem type(s) (N=14,045)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

Table 3 presents the breakdown by broad area of law for each service type. With the exception of non-legal support services, services were predominantly provided in relation to civil law matters across all other service types. Non-legal support services were most often provided in relation to family law matters.

Table 3: Services by type and by broad area of law, 2018–19

		Criminal	Civil	Family
Information	N	26	223	62
	%	8.3	71.0	19.7
Referral	N	82	1,283	814
	%	3.8	58.7	37.3
Legal advice	N	50	5,883	2,619
	%	0.6	68.7	30.6
Non-legal support	N	15	350	803
	%	1.3	29.9	68.7
Legal task	N	23	1,098	188
	%	1.8	83.9	14.4
Facilitated Resolution Process	N	0	1	0
	%	0.0	100.0	0.0
Duty	N	0	100	8
	%	0.0	92.6	7.4
Representation	N	21	268	109
	%	5.3	67.3	27.4

Base: services where area of law is derived from problem type(s) (N=14,045)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

### Problem type

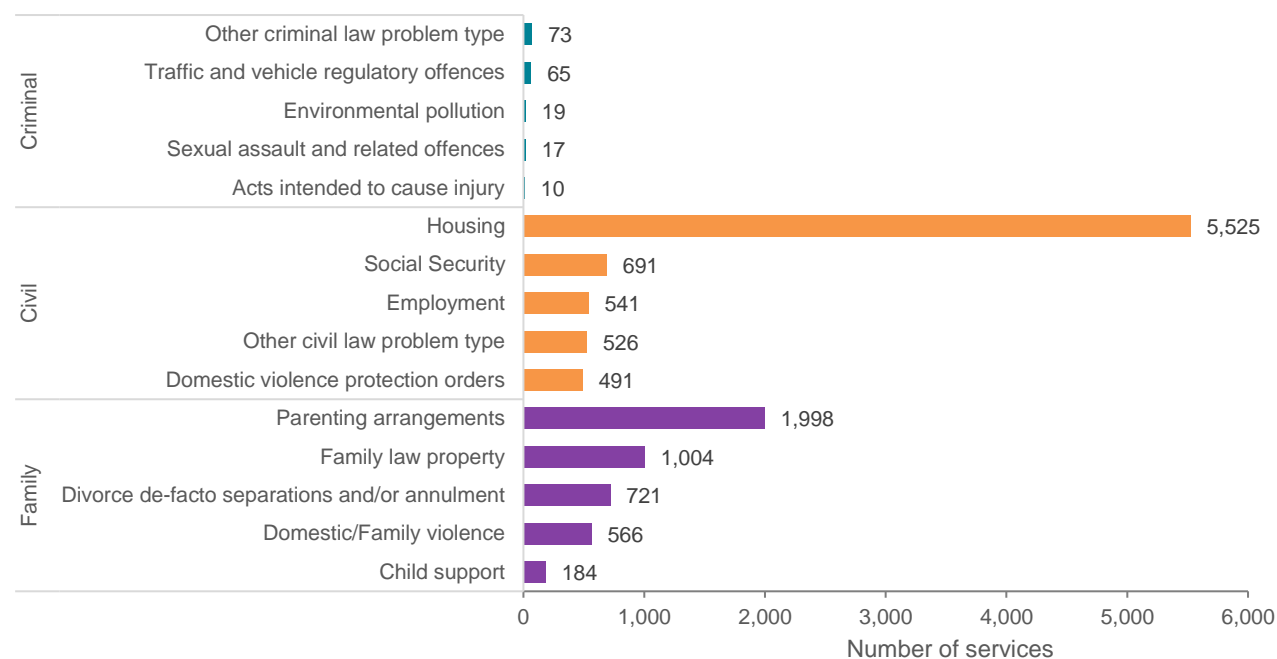
Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 4 shows the number and percentage of services for the 20 most commonly reported problem types. Although informative, the ranking of problem types is indicative only as it is impacted by the fact that not all centres' data is included in this analysis.

Housing was by far the most commonly reported problem type overall, with 5,525 services (or 39.3% of services reported in that year) provided in relation to that civil law problem. This emphasis on housing-related problems is likely reflecting the fact that Tenants' Union ACT is one of the four centres included in this analysis. Parenting arrangements was the most commonly reported family law problem type, with 1,998 services provided (14.2%).

It should also be noted that problems in relation to family violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type). While there may be some overlap in circumstances where the same problem is reported under both problem types for the same service provided, it is nevertheless worth noting that a combination of those two problem types (1,057 services, or 7.5%) may more accurately represent the magnitude of this issue and its impact on services.



Figure 4: Services by top five problem types for each area of law, 2018–19



Base: services where area of law is derived from problem type(s) (N=14,046). Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

Table 4: Number and percentage of services for the top 20 problem types, 2018–19

Area of law	Problem type	Services	%
Civil	Housing	5,525	39.3
Family	Parenting arrangements	1,998	14.2
Family	Family law property	1,004	7.1
Family	Divorce de-facto separations and/or annulment	721	5.1
Civil	Social Security	691	4.9
Family	Domestic/Family violence	566	4.0
Civil	Employment	541	3.9
Civil	Other civil law problem type	526	3.7
Civil	Domestic violence protection orders	491	3.5
Civil	Discrimination	436	3.1
Civil	Child protection	225	1.6
Family	Child support	184	1.3
Civil	Credit and debt	150	1.1
Civil	Environment	139	1.0
Civil	Consumer	128	0.9
Family	Other family law problem type	109	0.8
Civil	Wills and estates	83	0.6
Criminal	Other criminal law problem type	73	0.5
Civil	Immigration law	69	0.5
Criminal	Traffic and vehicle regulatory offences	65	0.5

Base: services where area of law is derived from problem type(s) (N=14,046) Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

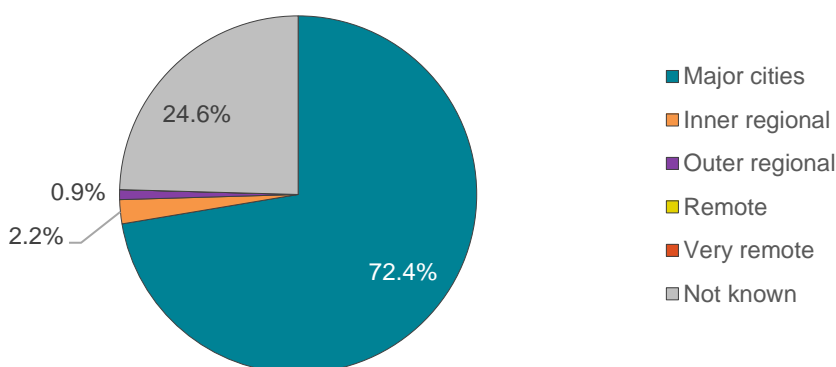
### Remoteness of client's area of residence

Figure 5 shows the proportion of services by level of remoteness of the client's residential area, based on the ABS remoteness structure. Services were most commonly provided to clients residing in major cities (72.4%). However, percentages are indicative only due to incomplete data: level of remoteness was not known for 24.6% of services, largely because this information was not required for information services and referrals.

#### Box 14: Caution: limitations of data relating to client's area of residence

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

Figure 5: Services by client's remoteness of residential area, 2018–19



Base: services to individuals (N=5,931)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

## Client profile

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services)

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task

- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client’s demographics*” and accounted for 6,717 services, or 71.6% of all services to individuals provided in 2018–19.

#### **Box 15: Caution: incomplete data**

The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for less than three quarters of services to individuals delivered in 2018–19, as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

#### **Client’s age and gender**

Three quarters of services (75.4%) were provided to female clients (see Figure 6).

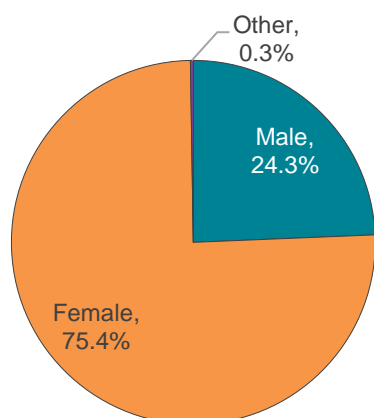
The proportion of services by client age peaks for the 35–49 age group (40.5% of services), followed by the 25–34 age group (29.6%) and the 50–64 age group (17.1%; see Figure 7).

Less than one in ten (8.9%) services were provided to children and young people aged under 25 years and 3.9% to older people aged 65 or over.

#### **Box 16: Caution: missing specialist service data**

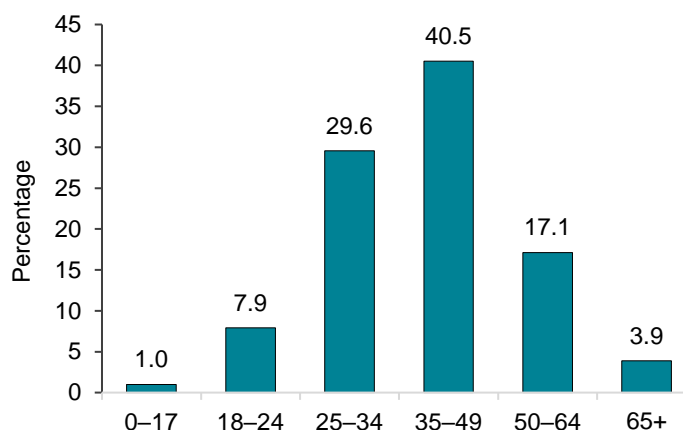
Services to young people and older people are provided both by generalist CLCs and by a few specialist CLCs. Some specialist CLCs are state- or nation-wide services and not all report through CLASS. For example, Youth Law Australia is not represented in this analysis, and therefore the number of services to young people is possibly an underestimate, which may in turn impact the percentages by age groups.

Figure 6: Services by client's gender



Base: services to individuals with reported demographics, where client's gender is known (N=6,654)

Figure 7: Services by client's age group



Base: services to individuals with reported demographics, where client's age is known (N=6,430)

### Priority client groups

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.

### Financial disadvantage

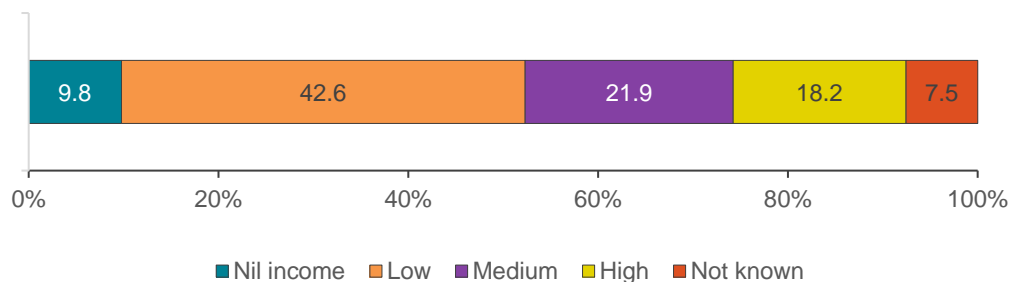
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year)

Income was not reported for 7.5% of services. Where income was reported, a majority of services were provided to clients on nil or low income (56.6% of services where client's income is known).

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=6,717)

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 4,804 services, or 71.5% of services with reported demographics, were provided to clients experiencing financial disadvantage.

### NPA priority client groups

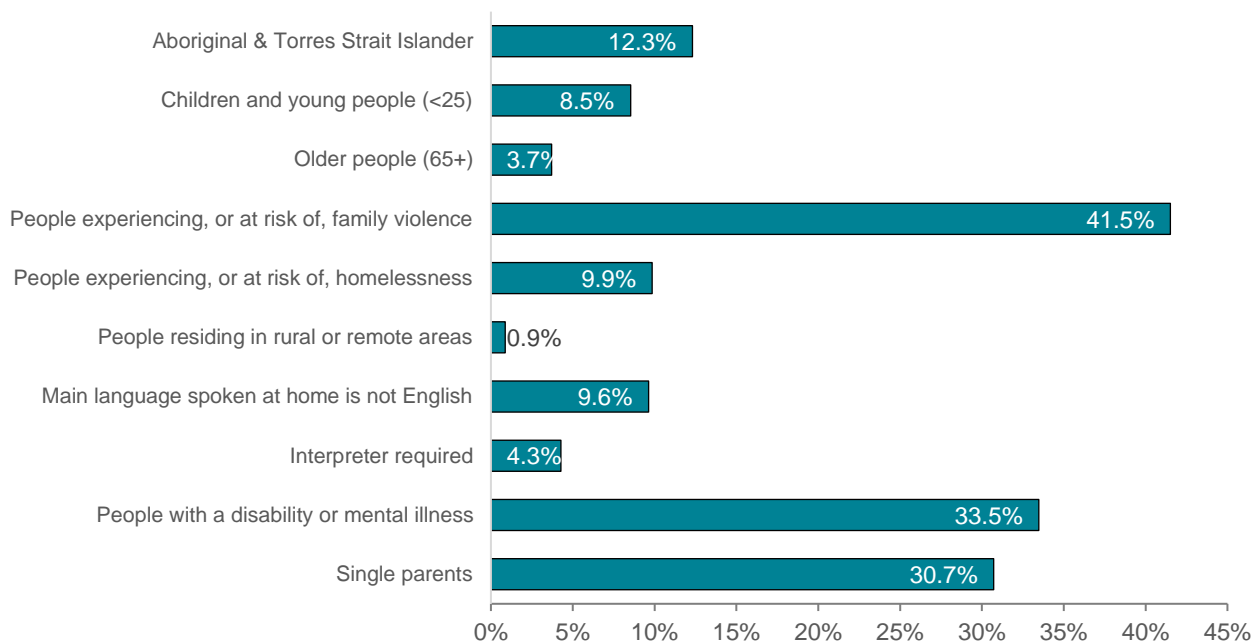
Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>24</sup>

A large proportion (41.5%) of services were provided to clients experiencing, or at risk of, family violence, a third (33.5%) were provided to clients with a disability or mental illness, and 30.7% were provided to single parents.<sup>25</sup>

<sup>24</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.

<sup>25</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.

**Figure 9: Percentage of services provided to priority clients**



Base: services to individuals with reported demographics (N=6,717)

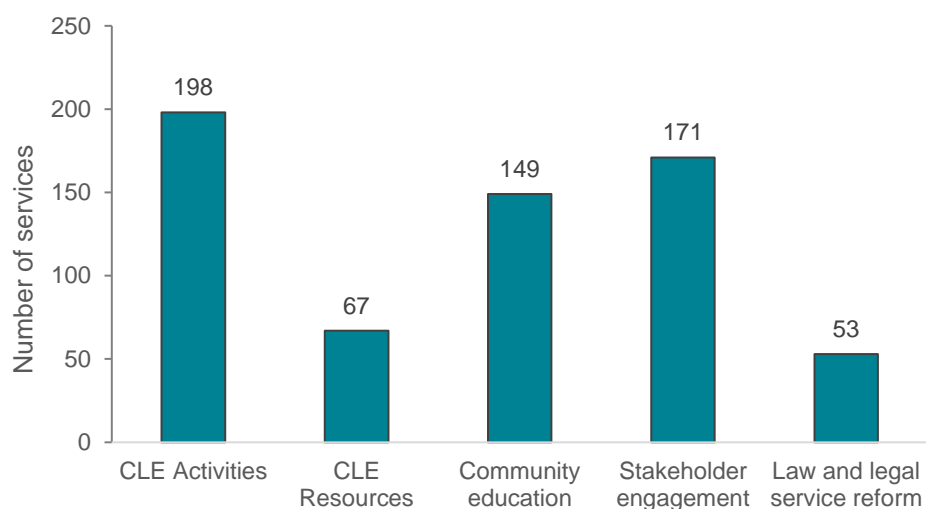
**Box 17: Limitations of aggregated data**

The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

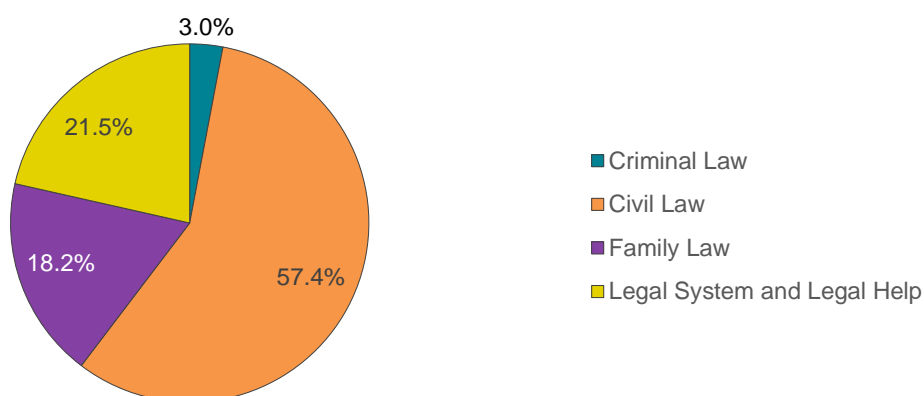
**Services for the community**

A total of 638 services for the community were reported in 2018–19, representing 6.4% of services reported by CLCs in the ACT that year. Those services are broken down into five service types, as shown in Figure 10. CLE Activities were the most common type of services for the community (198), followed by stakeholder engagement (171) and community education (149).

**Figure 10: Services for the community by type, 2018–19**

Base: Services for the community (N=638)

Over half (57.4%) of services for the community were in relation to civil law, and over a fifth (21.5%) of services were more broadly about the legal system and legal assistance rather than a specific area of law.

**Figure 11: Services for the community by area of law, 2018–19**

Base: Services for the community (N=638)

**Table 5: Services for the community by service type by broad area of law, 2018–19**

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil Law	137	65	61	69	34	366
Criminal Law	9		2	1	7	19
Family Law	33	2	57	14	10	116
Legal system and legal help	19		29	87	2	137
Total	198	67	149	171	53	638

## Appendix B New South Wales

This appendix presents an analysis of services provided by CLCs in New South Wales in the 2018–19 financial year. It is based on CLASS data and therefore does not include services provided by centres that do not report through CLASS. This analysis includes data from 30 of the 38 centres that were members of Community Legal Centres NSW in 2018–19.<sup>26</sup>

**Table 1: CLCs included in this analysis**

CLC	Data included in this profile	CLC	Data included in this profile
Arts Law Centre of Australia		Macarthur Legal Centre	✓
Australian Centre for Disability Law	✓	Marrickville Legal Centre	✓
Australian Pro Bono Centre		Mid North Coast Community Legal Centre	✓
Central Coast Community Legal Centre	✓	North and North West Community Legal Service	✓
Elizabeth Evatt Community Legal Centre	✓	Northern Rivers Community Legal Centre	✓
Environmental Defenders Office NSW (EDO)	✓	Public Interest Advocacy Centre (PIAC)	✓
Far West Community Legal Centre	✓	Redfern Legal Centre	✓
Financial Rights Legal Centre	✓	Refugee Advice and Casework Service (RACS)	✓
HIV/AIDS Legal Centre (NSW) (HALC)	✓	Seniors Rights Service (SRS)	
Human Rights Law Centre		Shoalcoast Community Legal Centre	✓
Hume Riverina Community Legal Service	✓	South West Sydney Legal Centre	✓
Hunter Community Legal Centre	✓	Tenants' Union of NSW	✓
Illawarra Legal Centre	✓	University of Newcastle Legal Centre	
Immigration Advice and Rights Centre (IARC)	✓	Welfare Rights Centre	✓
Inner City Legal Centre	✓	Western NSW Community Legal Centre	✓
Intellectual Disability Rights Service (IDRS)	✓	Western Sydney Community Legal Centre	✓
International Social Service Australia		Wirringa Baiya Aboriginal Women's Legal Centre	✓
Justice Connect		Women's Legal Service NSW	✓
Kingsford Legal Centre	✓	Youth Law Australia	

For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising law and legal service reform and stakeholder engagement. In the DSM, the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two are referred to as services for the community.

<sup>26</sup> Not including FVPLS centres.



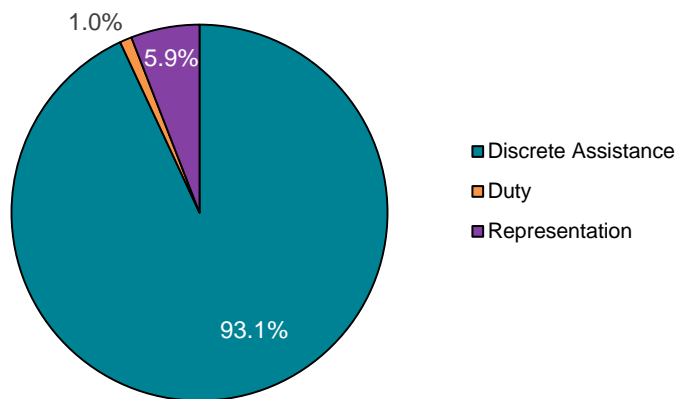
## Services to individuals

A total of 190,079 services to individuals were reported in 2018–19, representing 96.9% of services reported by CLCs in NSW that year.

### Service category and service type

As shown in Figure 1, the large majority of services to individuals (93.1%) were discrete assistance services. Representation services accounted for 5.9% and duty services for 1.0% of services to individuals.

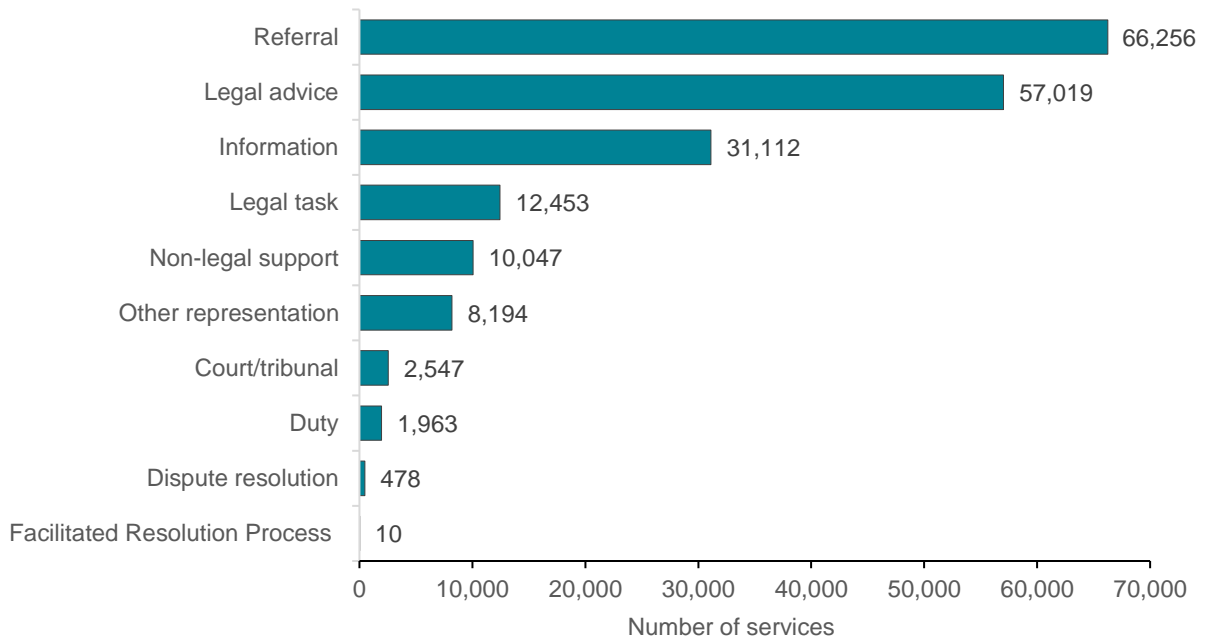
Figure 1: Services by category, 2018–19



Base: services to individuals (N=190,079)

The DSM further breaks the legal assistance services to individuals into 10 service types. The most frequent service type was referral, accounting for 66,256 services or 34.9% of services to individuals provided in 2018–19, followed by legal advice (57,019 services or 30.0%), and information services (31,112 services or 16.4%).

Figure 2: Service by type, 2018–19



Base: services to individuals (N=190,079)

Table 2 presents the number and percentage of services by service type.

**Table 2: Services by type, 2018–19**

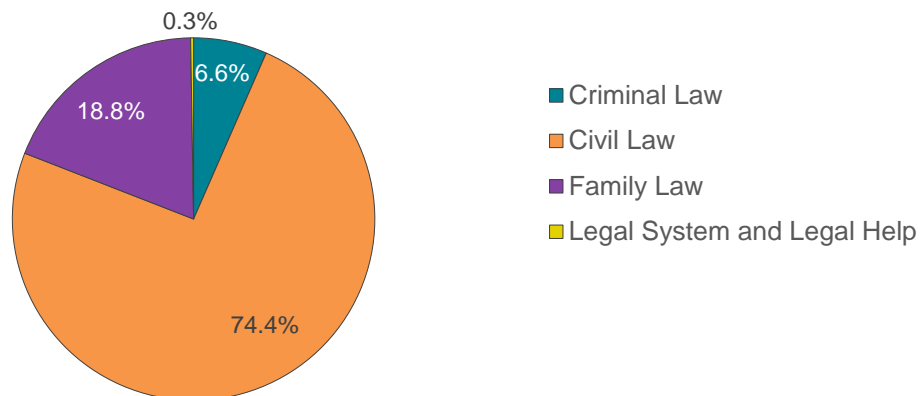
Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	31,112	16.4
	Referral	66,256	34.9
	Legal Advice	57,019	30.0
	Non-Legal Support	10,047	5.3
	Legal Task	12,453	6.6
	Facilitated Resolution Process	10	0.0
	<i>Subtotal</i>		<i>176,897</i>
Duty	Duty	1,963	1.0
Representation	Dispute Resolution	478	0.3
	Court/Tribunal	2,547	1.3
	Other Representation	8,194	4.3
	<i>Subtotal</i>		<i>11,219</i>
<b>Total</b>		<b>190,079</b>	<b>100</b>

### **Broad area of law**

Broad area of law is not captured as a distinct data point in CLASS, but rather is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be counted several times if it was provided in relation to multiple problems that span across more than one area of law.

Just under three quarters (74.4%) of services reported were for civil law matters, a further 18.8% were in relation to family law matters and 6.6% were for criminal matters.

**Figure 3: Percentage of services by broad area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=214,113)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

Table 3 presents the breakdown by broad area of law for each service type. Across all service types, the majority of services related to civil law. This emphasis is stronger for information services and non-legal support. Around a quarter of legal task and legal advice services (25.8% and 24.1% respectively) were for family matters. Duty services comprise of a larger proportion of criminal matters (34.8%).

**Table 3: Services by type and by broad area of law, 2018–19**

		Criminal	Civil	Family
Information	N	1,152	20,379	2,513
	%	4.7	83.9	10.4
Referral	N	4,016	50,408	11,623
	%	6.1	76.0	17.5
Legal advice	N	5,343	56,310	19,637
	%	6.6	69.2	24.1
Non-legal support	N	1,136	13,255	501
	%	7.6	89.0	3.4
Legal task	N	814	12,518	4,639
	%	4.5	69.6	25.8
Facilitated Resolution Process	N	2	6	3
	%	18.2	54.5	27.3
Duty	N	913	1,345	364
	%	34.8	51.3	13.9
Representation	N	683	4,975	1,016
	%	10.2	74.5	15.2

Base: services where area of law is derived from problem type(s) (N=214,113)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

### Problem type

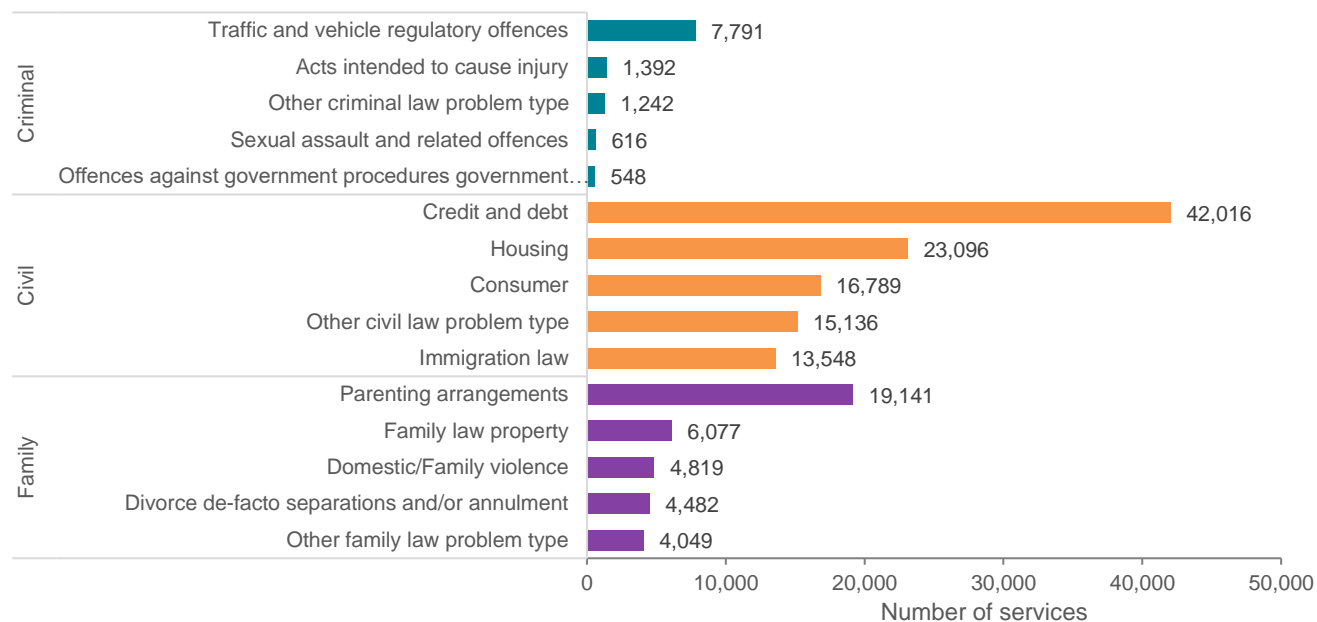
Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 4 shows the number and percentage of services for the 20 most commonly reported problem types. Although informative, the ranking of problem types is indicative only as it is impacted by the fact that not all centres' data is included in this analysis.

Credit and debt was the most commonly reported problem type overall, with 42,016 services provided in relation to that civil law issue, which represents 19.6% of services reported in that year. Note that these figures include data reported by Financial Rights Legal Centre and therefore may include services provided over the phone to clients across Australia. Housing (civil law) was the second most common problem type (10.8%), followed by parenting arrangements (family law, 8.9%). Traffic and vehicle regulatory offences were by far the most common problem type in relation to criminal law (3.6%).

It should also be noted that problems in relation to family violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type). While there may be some overlap in circumstances where the same problem is reported under both problem types for the same service provided, it is nevertheless worth noting that a combination of those two

problem types (11,876 services, or 5.5%) may more accurately represent the magnitude of this issue and its impact on services.

**Figure 4: Services by top five problem types for each area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=214,115)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

**Table 4: Number and percentage of services for the top 20 problem types, 2018–19**

Area of law	Problem type	Services	%
Civil	Credit and debt	42,016	19.6
Civil	Housing	23,096	10.8
Family	Parenting arrangements	19,141	8.9
Civil	Consumer	16,789	7.8
Civil	Other civil law problem type	15,136	7.1
Civil	Immigration law	13,548	6.3
Civil	Employment	9,336	4.4
Criminal	Traffic and vehicle regulatory offences	7,791	3.6
Civil	Domestic violence protection orders	7,057	3.3
Civil	Social Security	6,543	3.1
Family	Family law property	6,077	2.8
Civil	Wills and estates	5,904	2.8
Civil	Injury compensation	5,449	2.5
Family	Domestic/Family violence	4,819	2.3
Family	Divorce de-facto separations and/or annulment	4,482	2.1
Family	Other family law problem type	4,049	1.9
Civil	Motor vehicle property damage	3,862	1.8

Civil	Neighbourhood disputes	2,989	1.4
Civil	Child protection	2,739	1.3
Civil	Discrimination	2,168	1.0

Base: services where area of law is derived from problem type(s) (N=214,115). Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

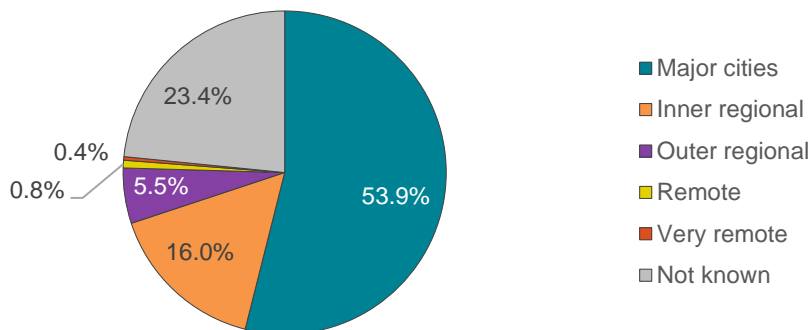
**Remoteness of client’s area of residence**

Figure 5 shows the proportion of services by level of remoteness of the client’s residential area, based on the ABS remoteness structure. A majority of services were provided to clients residing in major cities while 6.7% of services were provided to clients residing in outer regional, remote or very remote areas. However, these percentages are indicative only due to incomplete data: level of remoteness was not known for 23.4% of services, largely because this information was not required for information services and referrals.

**Box 18: Caution: limitations of data relating to client’s area of residence**

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

**Figure 5: Services by client’s remoteness of residential area, 2018–19**



Base: services to individuals (N=136,929)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

**Client profile**

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services)

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client’s demographics*” and accounted for 86,744 services, or 45.6% of all services to individuals provided in 2018–19.

#### **Box 19: Caution: incomplete data**

The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for less than half of services to individuals delivered in 2018–19, as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

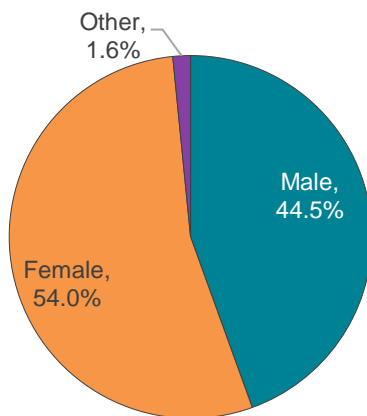
#### ***Client’s age and gender***

Just over half of services (54.0%) were provided to female clients (see Figure 6).

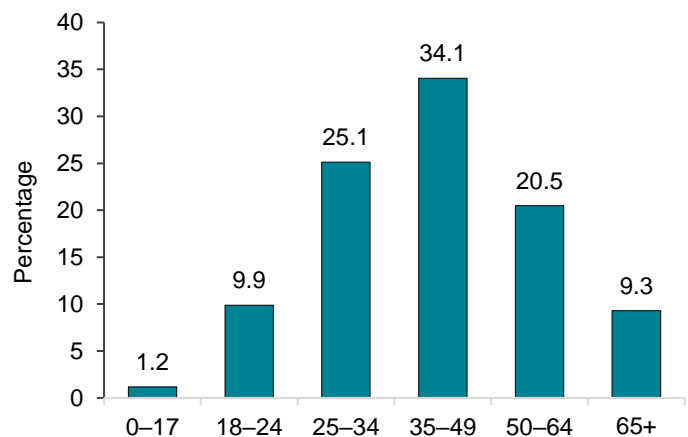
The proportion of services by client age peaks for the 35–49 age group (34.1% of services), followed by the 25–34 age group (25.1%) and the 50–64 age group (20.5%; see Figure 7). More than one in ten services (11.0%) were provided to children and young people aged under 25 years and 9.3% were provided to older people aged 65 or over.

**Box 20: Caution: missing specialist service data**

Services to young people and older people are provided both by generalist CLCs and by a few specialist CLCs. Some specialist CLCs are state- or nation-wide services and not all report through CLASS. For example, neither Youth Law Australia nor Seniors Rights Service are represented in this analysis, and therefore the numbers of services to young people and older people in NSW are likely underestimates.

**Figure 6: Services by client's gender**

Base: services to individuals with reported demographics, where client's gender is known (N=83,899)

**Figure 7: Services by client's age group**

Base: services to individuals with reported demographics, where client's age is known (N=82,481)

**Priority client groups**

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.

### Financial disadvantage

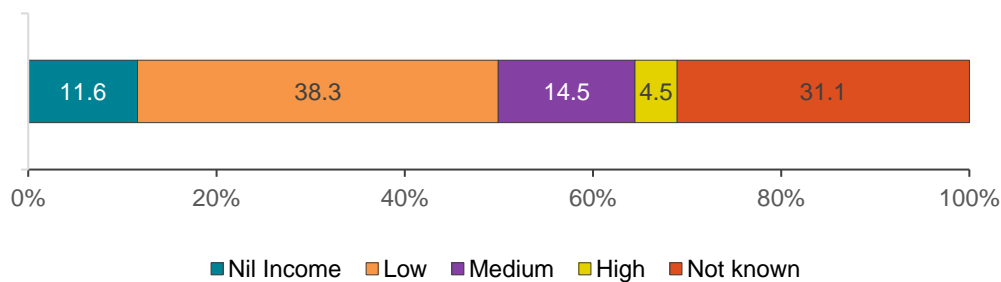
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year).

Income was not reported for 31.1% of services. Where income was reported, a majority of services were provided to clients on nil or low income (72.4% of services where client's income is known).

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=86,744)

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 64,046 services, or 73.8% of services with reported demographics, were provided to clients experiencing financial disadvantage.

### NPA priority client groups

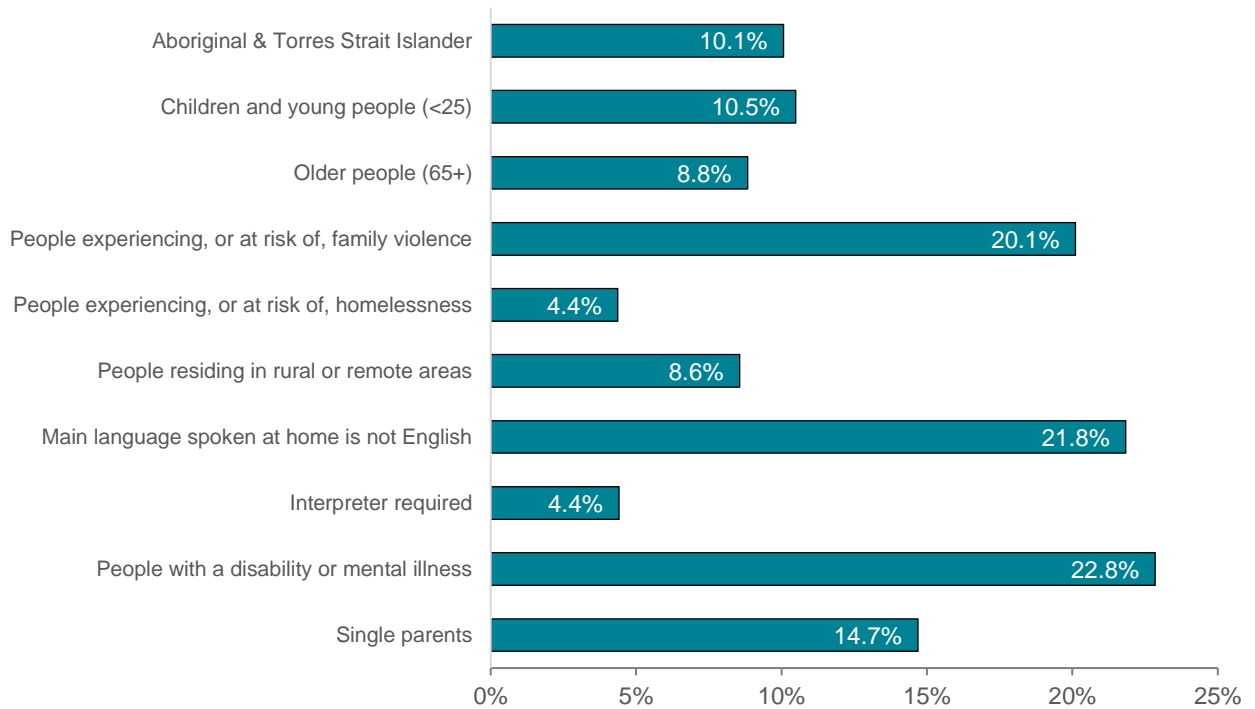
Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>27</sup>

<sup>27</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.



Over a fifth of services were provided to clients with a disability or mental illness (22.8%), 21.8% to clients who mainly speak a language other than English at home and 20.1% to clients experiencing, or at risk of, family violence.<sup>28</sup>

**Figure 9: Percentage of services provided to priority clients**



Base: services to individuals with reported demographics (N=86,744)

### Box 21: Limitations of aggregated data

The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

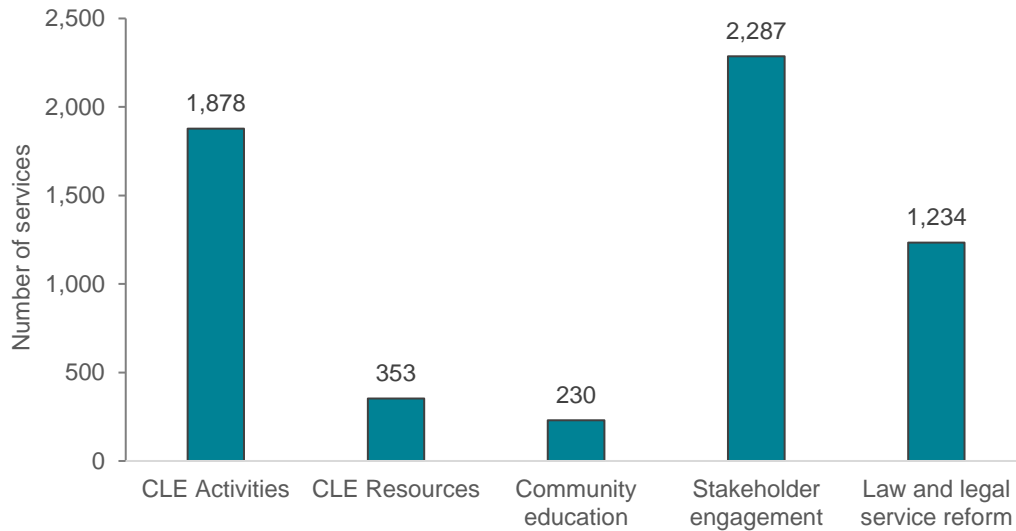
Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

<sup>28</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.

## Services for the community

A total of 5,982 services for the community were reported in 2018–19, representing 3.1% of services reported by CLCs in NSW that year. Those services are broken down into five service types, as shown in Figure 10. Stakeholder engagement activities were the most common type of services for the community (2,287), followed by CLE Activities (1,878).

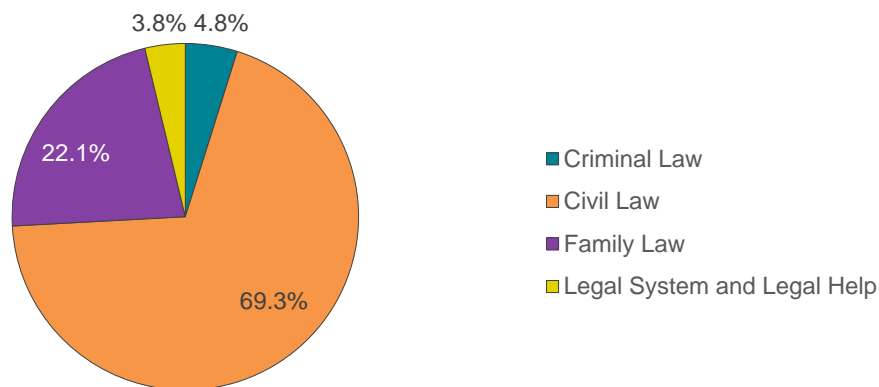
**Figure 10: Services for the community by type, 2018–19**



Base: Services for the community (N=5,982)

The majority (69.3%) of services for the community were in relation to civil law, while a further 22.1% were in relation to family law.

**Figure 11: Services for the community by area of law, 2018–19**



Base: Services for the community (N=5,982)

**Table 5: Services for the community by service type by broad area of law, 2018–19**

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil law	1,195	241	165	1,582	962	4,145
Criminal law	124	22	6	74	64	290
Family law	477	75	51	519	200	1,322
Legal system and legal help	82	15	8	112	8	225
Total	1,878	353	230	2,287	1,234	5,982

## Appendix C Northern Territory

This appendix presents an analysis of services provided by CLCs in the NT in the 2018–19 financial year. It is based on CLASS data and therefore does not include services provided by centres that do not report through CLASS. This analysis includes data from all five centres that were members of the Northern Territory Association of Community Legal Centres in 2018–19.<sup>29</sup>

**Table 1: CLCs included in this analysis**

CLC	Data included in this profile
Central Australian Women's Legal Service	✓
Darwin Community Legal Service	✓
Environmental Defenders Office NT	✓
Katherine Women's Information & Legal Service	✓
Top End Women's Legal Service	✓

For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising law and legal service reform and stakeholder engagement. In the DSM, the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two are referred to as services for the community.

### Services to individuals

A total of 9,169 services to individuals were reported in 2018–19, representing 95.5% of services reported by CLCs in the NT that year.

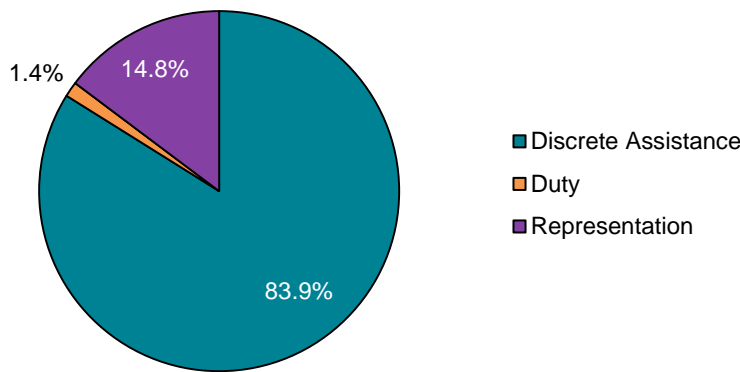
#### *Service category and service type*

As shown in Figure 1, most services to individuals (83.9%) were discrete assistance services. Representation services accounted for 14.8% and duty services for 1.4% of services to individuals.

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<sup>29</sup> Not including FVPLS centres.

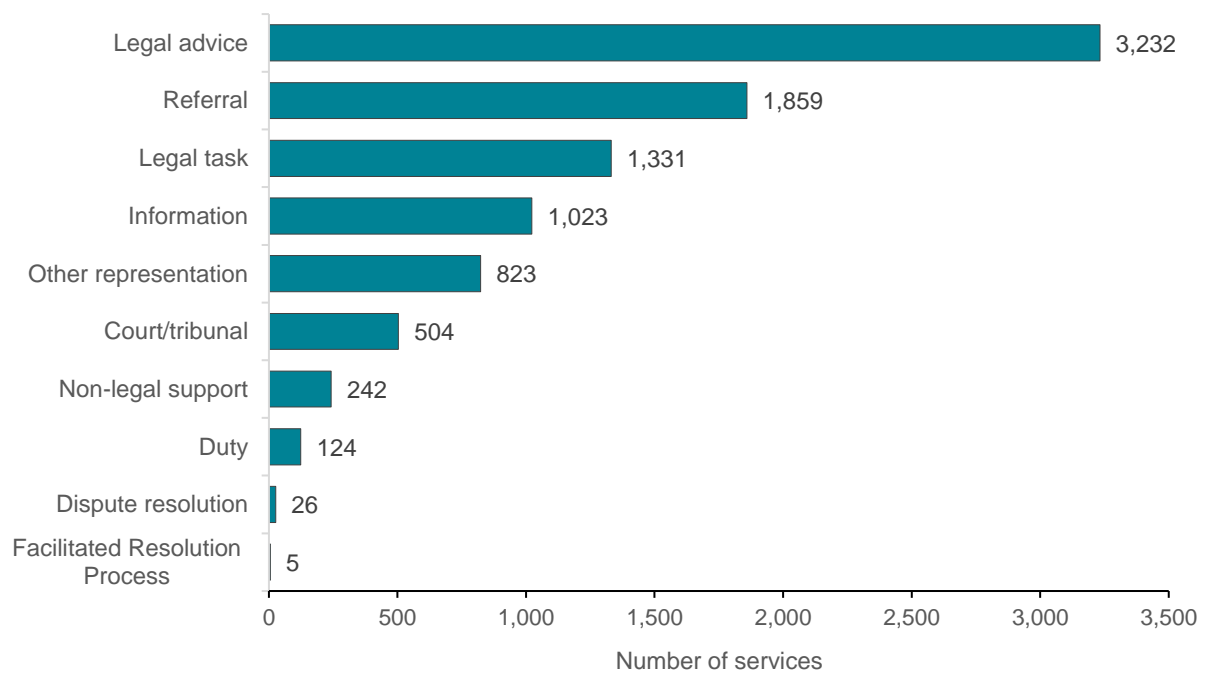
**Figure 1: Services by category, 2018–19**



Base: services to individuals (N=9,169)

The DSM further breaks the legal assistance services to individuals into 10 service types. The most frequent service type was legal advice, accounting for 3,232 services or 35.2% of services to individuals provided in 2018–19, followed by referrals (1,859 or 20.3% of services).

**Figure 2: Service by type, 2018–19**



Base: services to individuals (N=9,169)

Table 2 presents the number and percentage of services by service type.

Table 2: Services by type, 2018–19

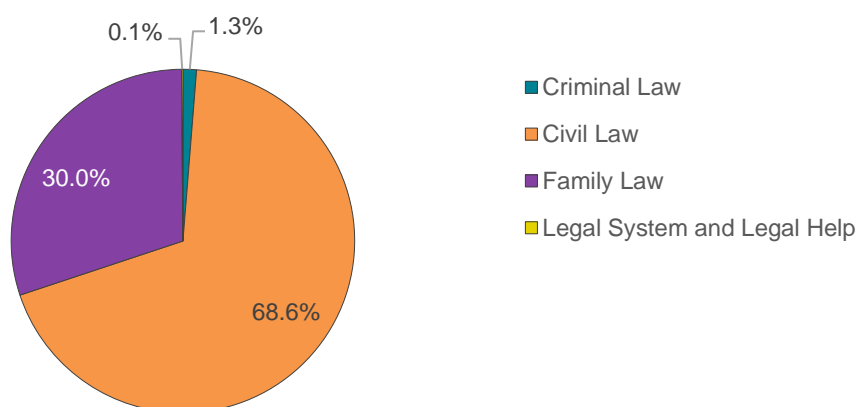
Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	1,023	11.2
	Referral	1,859	20.3
	Legal Advice	3,232	35.2
	Non-Legal Support	242	2.6
	Legal Task	1,331	14.5
	Facilitated Resolution Process	5	0.1
	<i>Subtotal</i>	<i>7,692</i>	<i>83.9</i>
Duty	Duty	124	1.4
Representation	Dispute Resolution	26	0.3
	Court/Tribunal	504	5.5
	Other Representation	823	9.0
	<i>Subtotal</i>	<i>1,353</i>	<i>14.8</i>
<b>Total</b>		<b>9,169</b>	<b>100</b>

### Broad area of law

Broad area of law is not captured as a distinct data point in CLASS, but rather is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be counted several times if it was provided in relation to multiple problems that span across more than one area of law.

The majority (68.6%) of services reported were for civil law matters, a further 30.0% were in relation to family law matters and 1.3% were for criminal matters.

Figure 3: Percentage of services by broad area of law, 2018–19



Base: services where area of law is derived from problem type(s) (N=12,620)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

Table 3 presents the breakdown by broad area of law for each service type. With the exception of non-legal support services (and the very small number of facilitated resolution process services), services were predominantly provided in relation to civil law matters across

all other service types. Non-legal support services were most often provided in relation to family law matters.

**Table 3: Services by type and by broad area of law, 2018–19**

		Criminal	Civil	Family
Information	N	11	1,393	90
	%	0.7	92.9	6.0
Referral	N	45	1,018	647
	%	2.6	59.2	37.6
Legal advice	N	76	3,816	2,080
	%	1.3	63.9	34.8
Non-legal support	N	0	89	156
	%	0.0	36.3	63.7
Legal task	N	21	1,450	404
	%	1.1	77.3	21.5
Facilitated Resolution Process	N	0	2	3
	%	0.0	40.0	60.0
Duty	N	0	114	44
	%	0.0	72.2	27.8
Representation	N	7	779	358
	%	0.6	68.1	31.3

Base: services where area of law is derived from problem type(s) (N=12,620)

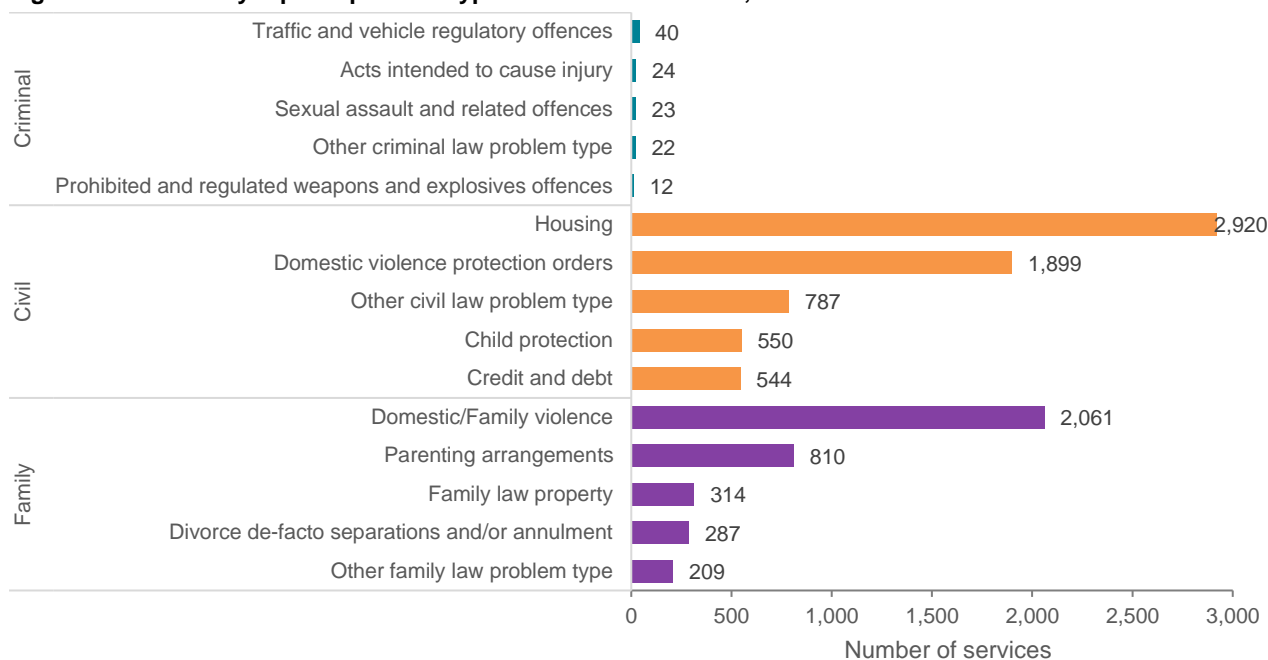
Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

### **Problem type**

Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 4 shows the number and percentage of services for the 20 most commonly reported problem types.

Housing was the most commonly reported problem type overall, with 2,920 services (or 23.1% of services reported in that year) provided in relation to that civil law problem. Parenting arrangements was the most commonly reported family law problem type, with 2,061 services provided (16.3%).

It should also be noted that problems in relation to family violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type). While there may be some overlap in circumstances where the same problem is reported under both problem types for the same service provided, it is nevertheless worth noting that a combination of those two problem types (3,960 services, or 31.4%) may more accurately represent the magnitude of this issue and its impact on services.

**Figure 4: Services by top five problem types for each area of law, 2018–19**

Base: services where area of law is derived from problem type(s) (N=12,619) Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

**Table 4: Number and percentage of services for the top 20 problem types, 2018–19**

Area of law	Problem type	Services	%
Civil	Housing	2,920	23.1
Family	Domestic/Family violence	2,061	16.3
Civil	Domestic violence protection orders	1,899	15.0
Family	Parenting arrangements	810	6.4
Civil	Other civil law problem type	787	6.2
Civil	Child protection	550	4.4
Civil	Credit and debt	544	4.3
Civil	Injury compensation	519	4.1
Civil	Employment	491	3.9
Family	Family law property	314	2.5
Civil	Consumer	300	2.4
Family	Divorce de-facto separations and/or annulment	287	2.3
Civil	Social Security	217	1.7
Family	Other family law problem type	209	1.7
Civil	Wills and estates	204	1.6
Family	Child support	79	0.6
Civil	Neighbourhood disputes	53	0.4
Civil	Discrimination	53	0.4
Criminal	Traffic and vehicle regulatory offences	40	0.3
Civil	Environment	35	0.3

Base: services where area of law is derived from problem type(s) (N=12,619) Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).



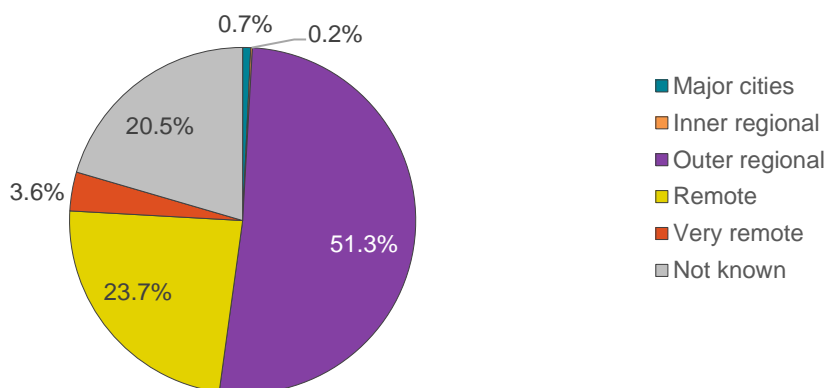
### Remoteness of client's area of residence

Figure 5 shows the proportion of services by level of remoteness of the client's residential area, based on the ABS remoteness structure. More than half of services were provided to clients residing in outer regional areas, that is in the area of Darwin, and just under a quarter of services (23.7%) were provided to clients residing in remote areas.<sup>30</sup> However, percentages are indicative only due to incomplete data: level of remoteness was not known for 20.5% of services, largely because this information was not required for information services and referrals.

#### Box 22: Caution: limitations of data relating to client's area of residence

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

Figure 5: Services by client's remoteness of residential area, 2018–19



Base: services to individuals (N=4,961)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

## Client profile

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services)

<sup>30</sup> Small percentages of services to clients residing in major cities or inner regional areas were likely provided to interstate clients.

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client’s demographics*” and accounted for 5,689 services, or 62.0% of all services to individuals provided in 2018–19.

### **Box 23: Caution: incomplete data**

The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for less than two-thirds of services to individuals delivered in 2018–19, as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

### **Client’s age and gender**

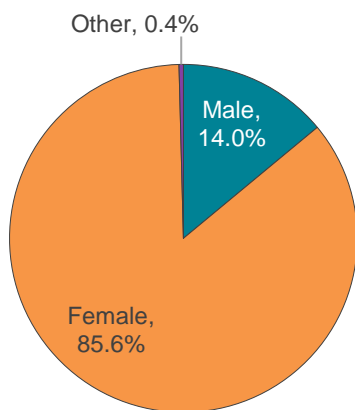
A large majority of services (85.6%) were provided to female clients (see Figure 6). This certainly reflects the fact that three of the five centres included in this analysis are women’s services, and it is likely that the proportion of male clients is higher among generalist CLCs in the NT.

The proportion of services by client age peaks for the 35–49 age group (38.0% of services), followed by the 25–34 age group (29.3%) and the 50–64 age group (16.9%; see Figure 7).

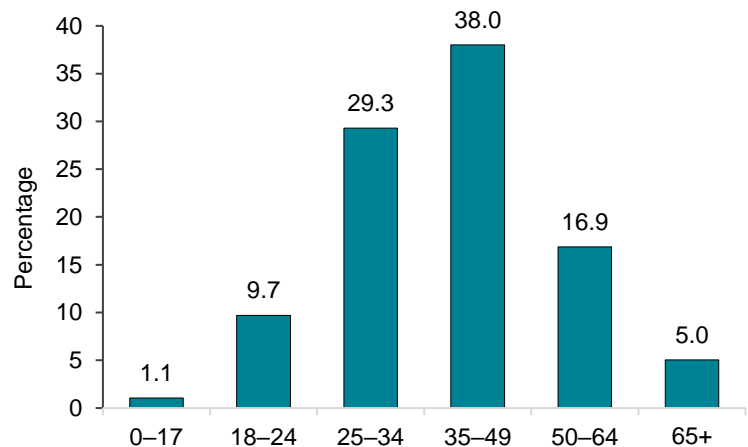
Over one in ten (10.8%) services were provided to children and young people aged under 25 years and 5.0% to older people aged 65 or over.

**Box 24: Caution: missing specialist service data**

Services to young people and older people are provided both by generalist CLCs and by a few specialist CLCs. Some specialist CLCs are state- or nation-wide services and not all report through CLASS. For example, Youth Law Australia is not represented in this analysis, and therefore the number of services to young people is possibly an underestimate, which may in turn impact the percentages by age groups.

**Figure 6: Services by client's gender**

Base: services to individuals with reported demographics, where client's gender is known (N=5,628)

**Figure 7: Services by client's age group**

Base: services to individuals with reported demographics, where client's age is known (N=5,463)

**Priority client groups**

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.

**Financial disadvantage**

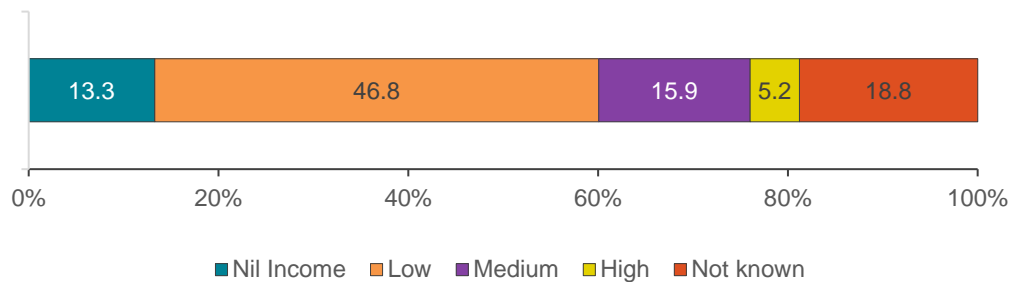
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year).

Income was not reported for 18.8% of services. Where income was reported, a majority of services were provided to clients on nil or low income (74.0% of services where client's income is known).

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=5,689)

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 4,586 services, or 80.6% of services with reported demographics, were provided to clients experiencing financial disadvantage.

### **NPA priority client groups**

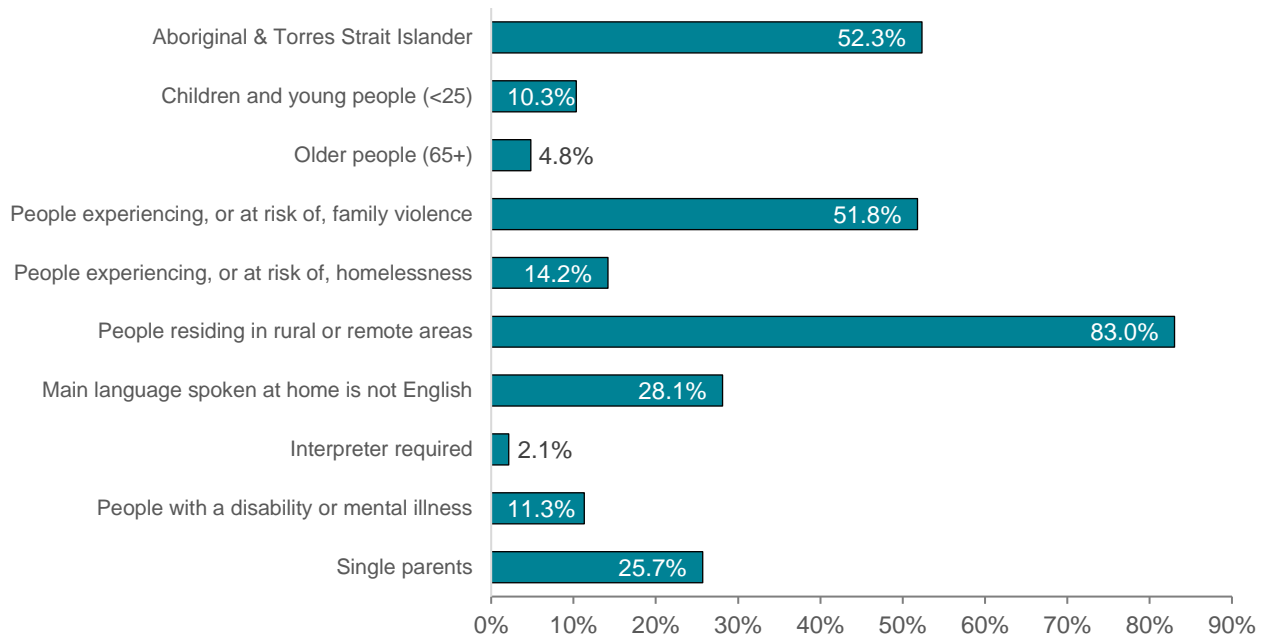
Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>31</sup>

As would be expected in the NT, a large majority of services (83.0%) were provided to clients residing in rural or remote areas. Over half of services (52.3%) were provided to Aboriginal and/or Torres Strait Islander clients, 51.8% were provided to clients experiencing, or at risk of,

<sup>31</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.

family violence, and 28.1% were provided to clients whose main language spoken at home is not English.<sup>32</sup>

**Figure 9: Percentage of services provided to priority clients**



Base: services to individuals with reported demographics (N=5,689)

#### Box 25: Limitations of aggregated data

The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

## Services for the community

A total of 434 services for the community were reported in 2018–19, representing 4.5% of services reported by CLCs in the NT that year. Those services are broken down into five service types, as shown in Figure 10. CLE Activities were the most common type of services for the community (180).

<sup>32</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.

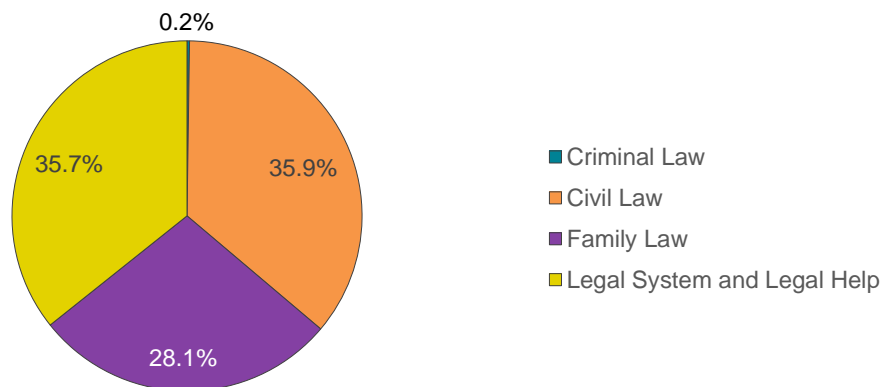
Figure 10: Services for the community by type, 2018–19



Base: Services for the community (N=434)

Over a third (35.9%) of services for the community were in relation to civil law, and a similar proportion (35.7%) of services were more broadly about the legal system and legal assistance rather than a specific area of law. The remaining services for the community related to family law.

Figure 11: Services for the community by area of law, 2018–19



Base: Services for the community (N=434)

Table 5: Services for the community by service type by broad area of law, 2018–19

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil law	70	9	8	41	28	156
Criminal law					1	1
Family law	29	8	21	34	30	122
Legal system and legal help	81	3	12	36	23	155
Total	180	20	41	111	82	434

## Appendix D Queensland

This appendix presents an analysis of services provided by CLCs in Queensland in the 2018–19 financial year. It is based on CLASS data and therefore does not include services provided by centres that do not report through CLASS. This analysis includes data from 30 of the 32 centres that were members of Community Legal Centres Queensland in 2018–19.<sup>33</sup>

**Table 1: CLCs included in this analysis**

CLC	Data included in this profile	CLC	Data included in this profile
Aboriginal & Torres Strait Islander Women's Legal Services NQ	✓	Mackay Regional Community Legal Centre	✓
Basic Rights Queensland	✓	Moreton Bay Regional Community Legal Service	✓
Bayside Community Legal Service	✓	My Community Legal	✓
Brisbane North Community Legal Service	✓	North Queensland Women's Legal Service	✓
Cairns Community Legal Centre	✓	Pine Rivers Community Legal Service	✓
Care Goondiwindi Community Legal Service	✓	Prisoners' Legal Service	✓
Caxton Legal Centre	✓	Queensland Advocacy Incorporated	✓
Central Queensland Community Legal Centre	✓	Refugee and Immigration Legal Service	✓
Environmental Defenders Office (Qld)	✓	Suncoast Community Legal Service	✓
Environmental Defenders Office of Northern Queensland	✓	TASC National Ltd	✓
Gold Coast Community Legal Centre	✓	Taylor Street Community Legal Service	✓
Hub Community Legal	✓	Tenants Queensland Inc	✓
Institute for Urban Indigenous Health		Townsville Community Legal Service	✓
Junkuri Laka Community Legal Centre Aboriginal Corporation		Women's Legal Service	✓
LawRight	✓	YFS Legal	✓
Lesbian Gay Bisexual Trans Intersex Legal Service	✓	Youth Advocacy Centre	✓

For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising law and legal service reform and stakeholder engagement. In the DSM, the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two are referred to as services for the community.

<sup>33</sup> Not including FVPLS centres.

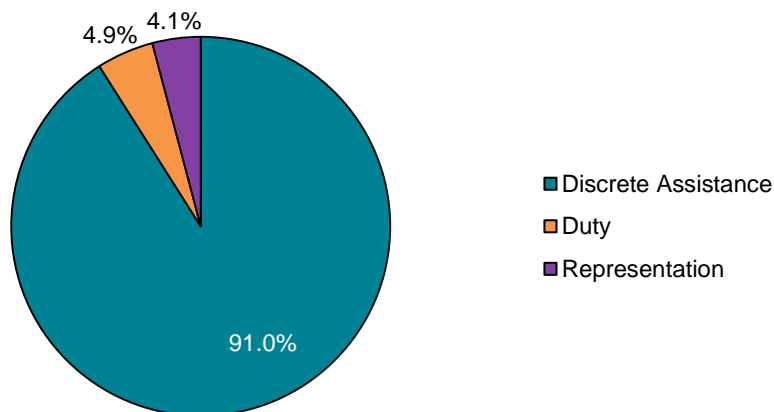
## Services to individuals

A total of 224,855 services to individuals were reported in 2018–19, representing 98.1% of services reported by CLCs in Queensland that year.

### Service category and service type

As shown in Figure 1, the large majority of services to individuals (91.0%) were discrete assistance services. Duty services accounted for 4.9% and representation services for 4.1% of services to individuals.

Figure 1: Services by category, 2018–19

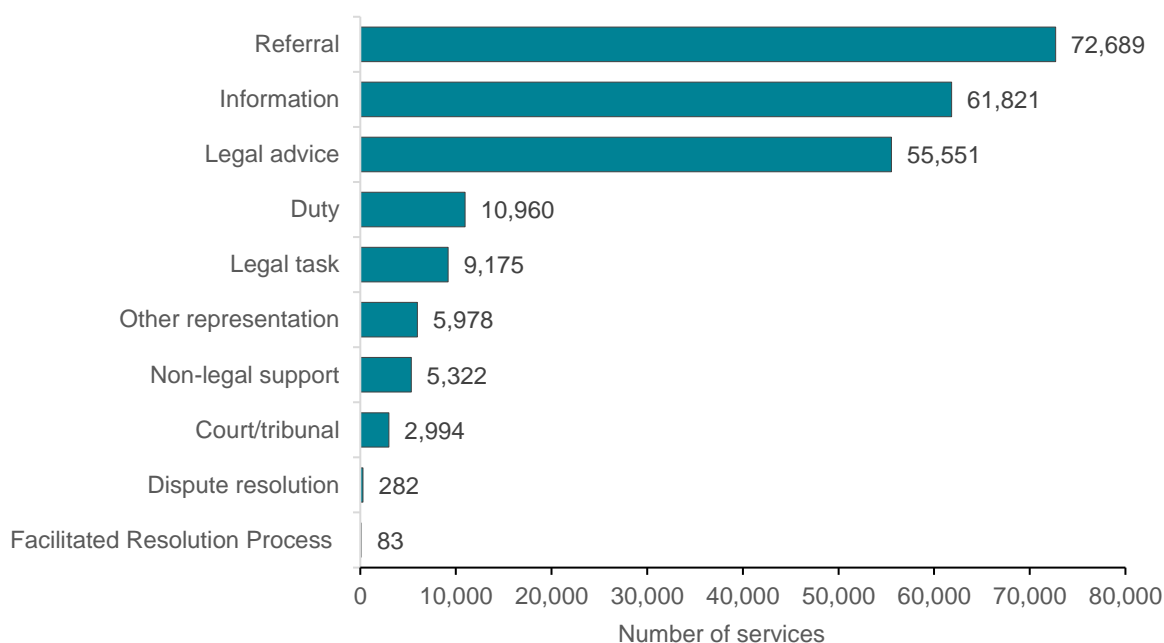


Base: services to individuals (N=224,855)

The DSM further breaks the legal assistance services to individuals into 10 service types. The most frequent service type was referral, accounting for 72,689 services or 32.3% of services to individuals provided in 2018–19, followed by information services (61,821 services or 27.5%), and legal advice (55,551 services or 24.7%).



Figure 2: Service by type, 2018–19



Base: services to individuals (N=224,855)

Table 2 presents the number and percentage of services by service type.

Table 2: Services by type, 2018–19

Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	61,821	27.5
	Referral	72,689	32.3
	Legal Advice	55,551	24.7
	Non-Legal Support	5,322	2.4
	Legal Task	9,175	4.1
	Facilitated Resolution Process	83	0.0
	<i>Subtotal</i>		204,641
Duty	Duty	10,960	4.9
Representation	Dispute Resolution	282	0.1
	Court/Tribunal	2,994	1.3
	Other Representation	5,978	2.7
	<i>Subtotal</i>		9,254
<b>Total</b>		<b>224,855</b>	<b>100</b>

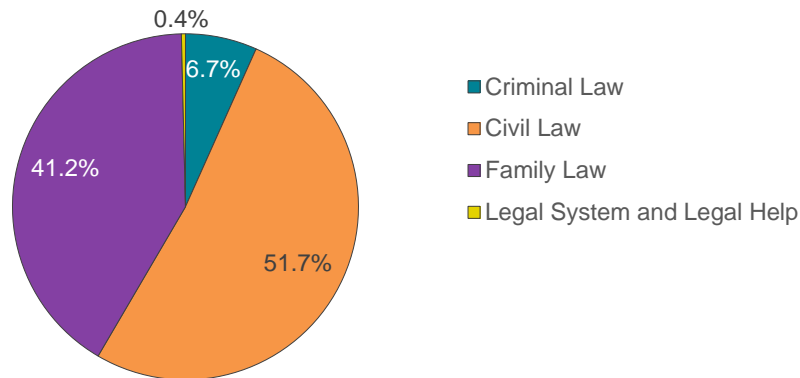
### Broad area of law

Broad area of law is not captured as a distinct data point in CLASS, but rather is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be

counted several times if it was provided in relation to multiple problems that span across more than one area of law.

Just over half (51.7%) of services reported were for civil law matters, a further 41.2% were in relation to family law matters and 6.7% were for criminal matters.

**Figure 3: Percentage of services by broad area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=203,534)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

Table 3 presents the breakdown by broad area of law for each service type. Over 60% of non-legal support, information and representation services and half of duty services and legal advice were in relation to civil law matters. Around 45% of referrals, legal tasks and legal advice were in relation to family law. Representation services comprise of a larger proportion of criminal matters (23.0%) compared with other service types.

**Table 3: Services by type and by broad area of law, 2018–19**

		Criminal	Civil	Family
Information	N	2,016	10,988	4,343
	%	11.2	61.2	24.2
Referral	N	3,185	32,077	29,220
	%	4.9	49.7	45.2
Legal advice	N	4,182	40,014	35,850
	%	5.2	50.0	44.8
Non-legal support	N	130	5,267	2,391
	%	1.7	67.4	30.6
Legal task	N	933	6,254	5,944
	%	7.1	47.6	45.2
Facilitated Resolution Process	N	1	40	49
	%	1.1	44.4	54.4
Duty	N	1,832	7,060	5,092
	%	13.1	50.5	36.4
Representation	N	1,355	3,597	947
	%	23.0	61.0	16.0

Base: services where area of law is derived from problem type(s) (N=203,534)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

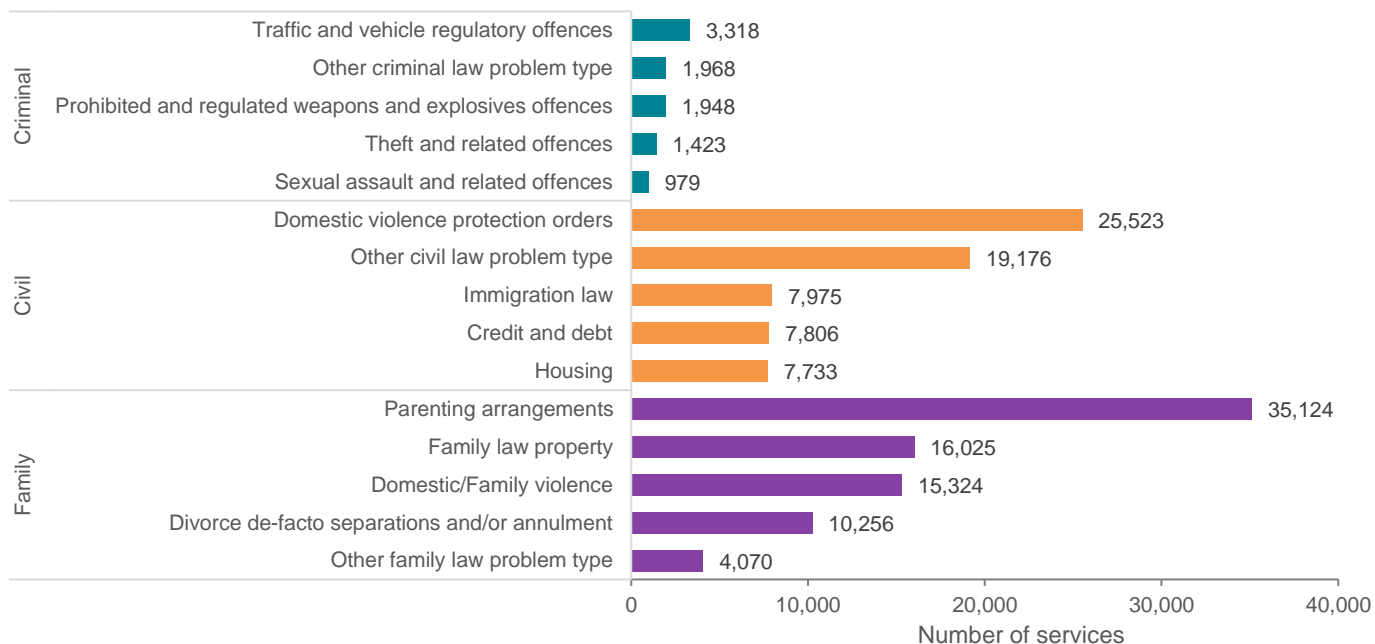
**Problem type**

Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 4 shows the number and percentage of services for the 20 most commonly reported problem types. Although informative, the ranking of problem types is indicative only as it may be impacted by the fact that not all centres’ data is included in this analysis.

Parenting arrangements was the most commonly reported problem type overall, with 35,124 services provided in relation to that family law issue, which represents 17.3% of services reported in that year. Domestic violence protection orders was the most common civil law problem type with 25,523 services (12.5%). Traffic and vehicle regulatory offences (1.6%) was the most common problem type in relation to criminal law.

It should also be noted that problems in relation to family violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type). While there may be some overlap in circumstances where the same problem is reported under both problem types for the same service provided, it is nevertheless worth noting that a combination of those two problem types (40,847 services, or 20.1%) may more accurately represent the magnitude of this issue and its impact on services.

**Figure 4: Services by top five problem types for each area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=203,535)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

**Table 4: Number and percentage of services for the top 20 problem types, 2018–19**

Area of law	Problem type	Services	%
Family	Parenting arrangements	35,124	17.3
Civil	Domestic violence protection orders	25,523	12.5
Civil	Other civil law problem type	19,176	9.4
Family	Family law property	16,025	7.9
Family	Domestic/Family violence	15,324	7.5
Family	Divorce de-facto separations and/or annulment	10,256	5.0
Civil	Immigration law	7,975	3.9
Civil	Credit and debt	7,806	3.8
Civil	Housing	7,733	3.8
Civil	Employment	6,428	3.2
Civil	Wills and estates	5,813	2.9
Civil	Consumer	5,715	2.8
Family	Other family law problem type	4,070	2.0
Civil	Social Security	3,973	2.0
Civil	Neighbourhood disputes	3,431	1.7
Criminal	Traffic and vehicle regulatory offences	3,318	1.6
Civil	Child protection	2,495	1.2
Civil	Mental health law	2,265	1.1
Family	Child support	2,204	1.1
Criminal	Other criminal law problem type	1,968	1.0

Base: services where area of law is derived from problem type(s) (N=203,535)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

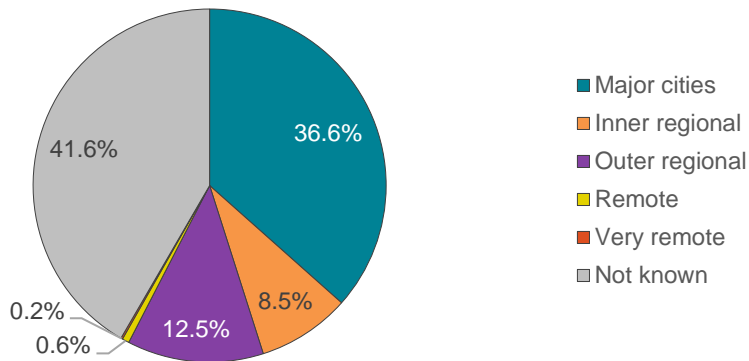
### **Remoteness of client's area of residence**

Figure 5 shows the proportion of services by level of remoteness of the client's residential area, based on the ABS remoteness structure. Services were most commonly provided to clients residing in major cities, followed by services provided to clients residing in outer regional areas. However, percentages are indicative only due to incomplete data: level of remoteness was not known for 41.6% of services, largely because this information was not required for information services and referrals.

#### **Box 26: Caution: limitations of data relating to client's area of residence**

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

Figure 5: Services by client’s remoteness of residential area, 2018–19



Base: services to individuals (N=215,243)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

## Client profile

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services).

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client’s demographics*” and accounted for 85,621 services, or 38.1% of all services to individuals provided in 2018–19.

**Box 27: Caution: incomplete data**

The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for less than half of services to individuals delivered in 2018–19, as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

***Client's age and gender***

The majority of services (63.4%) were provided to female clients (see Figure 6).

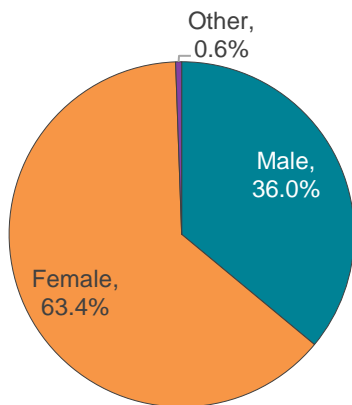
The proportion of services by client age peaks for the 35–49 age group (37.1% of services), followed by the 25–34 age group (21.7%) and the 50–64 age group (19.7%; see Figure 7).

One in ten services (10.2%) were provided to children and young people aged under 25 years and 11.3% were provided to older people aged 65 or over.

**Box 28: Caution: missing specialist service data**

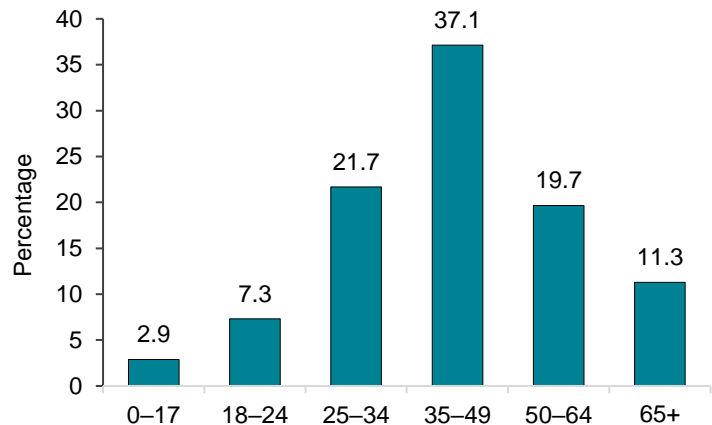
Services to young people and older people are provided both by generalist CLCs and by a few specialist CLCs. Some specialist CLCs are state- or nation-wide services and not all report through CLASS. For example, Youth Law Australia is not represented in this analysis, and therefore the number of services to young people is likely an underestimate, which may in turn impact the percentages by age groups.

Figure 6: Services by client's gender



Base: services to individuals with reported demographics, where client's gender is known (N=84,084)

Figure 7: Services by client's age group



Base: services to individuals with reported demographics, where client's age is known (N=82,648)

### Priority client groups

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.

### Financial disadvantage

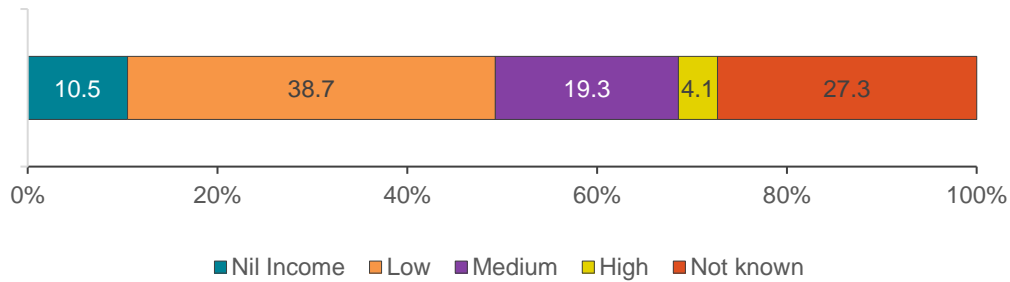
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year).

Income was not reported for 27.3% of services. Where income was reported, a majority of services were provided to clients on nil or low income (67.8% of services where client's income is known).

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=85,621)

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 58,509 services, or 68.3% of services with reported demographics, were provided to clients experiencing financial disadvantage.

### NPA priority client groups

Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>34</sup>

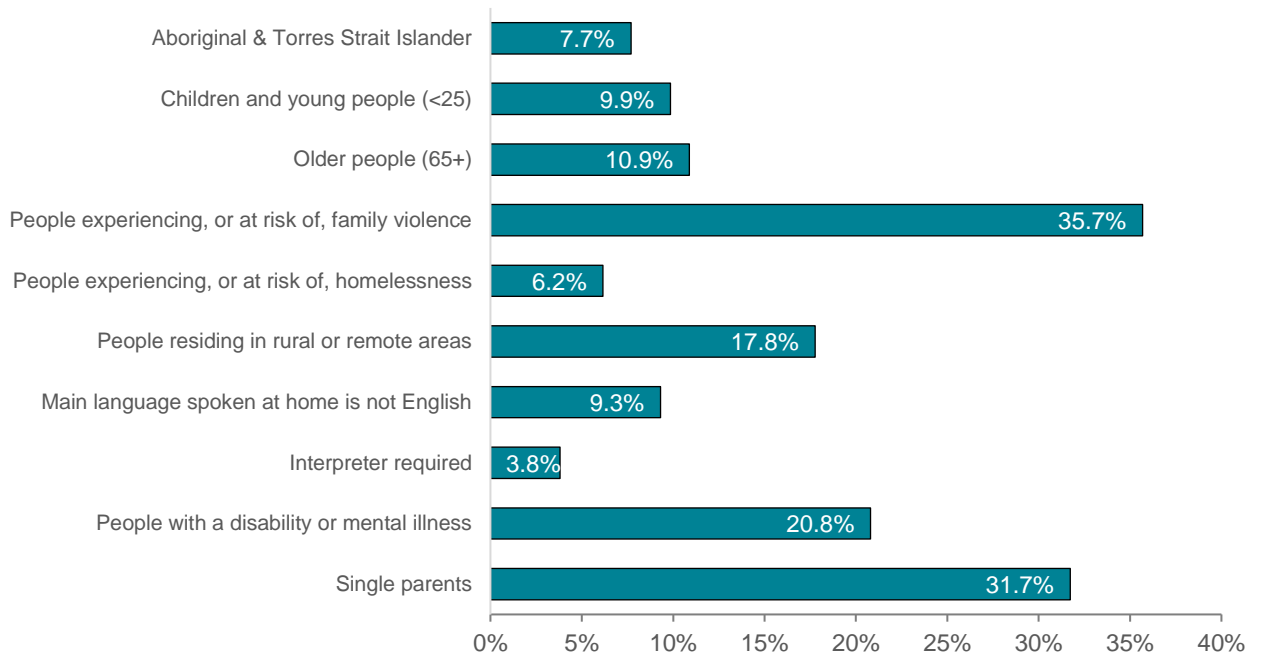
Over a third of services were provided to clients experiencing, or at risk of, family violence (35.7%), and 31.7% were provided to single parents. Just over a fifth of services were provided to clients with a disability or mental illness (20.8%).<sup>35</sup>

<sup>34</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.

<sup>35</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.



**Figure 9: Percentage of services provided to priority clients**



Base: services to individuals with reported demographics (N=85,621)

**Box 29: Limitations of aggregated data**

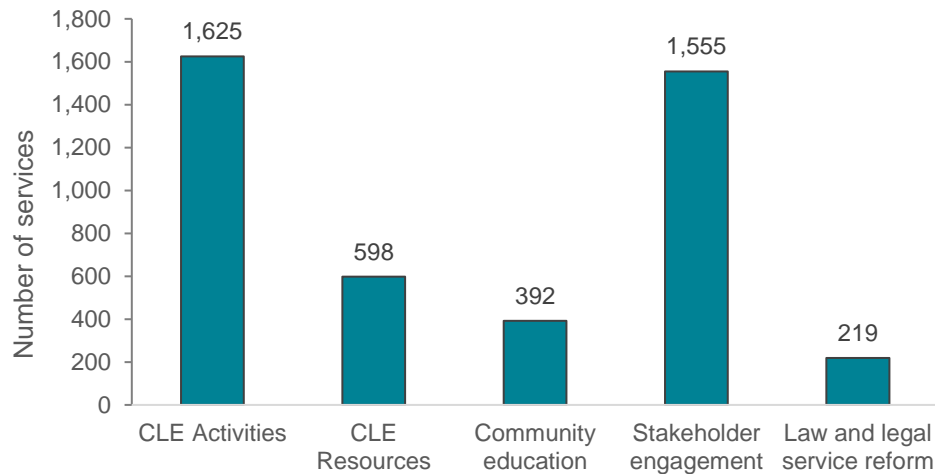
The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

**Services for the community**

A total of 4,389 services for the community were reported in 2018–19, representing 1.9% of services reported by CLCs in Queensland that year. Those services are broken down into five service types, as shown in Figure 10. CLE Activities were the most common type of services for the community (1,625), closely followed by stakeholder engagement activities (1,555).

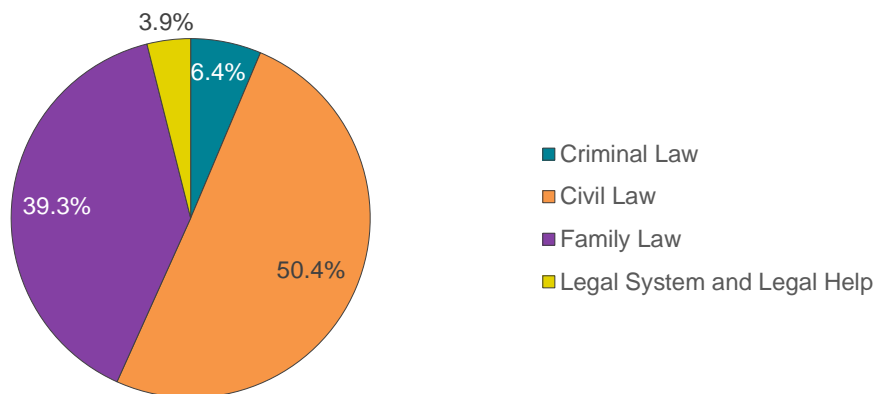
**Figure 10: Services for the community by type, 2018–19**



Base: Services for the community (N=4,389)

Half (50.4%) of services for the community were in relation to civil law, and a further 39.3% were in relation to family law.

**Figure 11: Services for the community by area of law, 2018–19**



Base: Services for the community (N=4,389)

**Table 5: Services for the community by service type by broad area of law, 2018–19**

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil law	829	453	139	672	118	2,211
Criminal law	145	43	1	68	22	279
Family law	585	92	243	743	64	1,727
Legal system and legal help	66	10	9	72	15	172
Total	1,625	598	392	1,555	219	4,389

## Appendix E South Australia

This appendix presents an analysis of services provided by CLCs in SA in the 2018–19 financial year. It is based on CLASS data and therefore does not include services provided by centres that do not report through CLASS. This analysis includes data from 7 of the 10 centres that were members of Community Legal Centres South Australia in 2018–19.<sup>36</sup>

**Table 1: CLCs included in this analysis**

CLC	Data included in this profile
Environmental Defenders Office	✓
JusticeNet	
Northern Community Legal Service Inc.	✓
Refugee Advocacy Service of South Australia	
Roma Mitchell Community Legal Centre	
Southern Community Justice Centre	✓
Uniting Communities Law Centre	✓
Welfare Rights Centre SA	✓
Westside Lawyers	✓
Women's Legal Service	✓

For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising law and legal service reform and stakeholder engagement. In the DSM, the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two are referred to as services for the community.

### Services to individuals

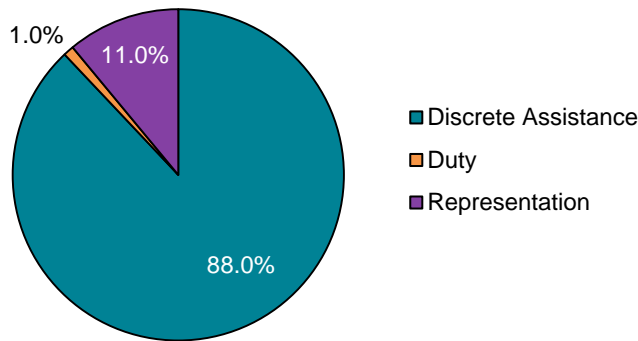
A total of 29,706 services to individuals were reported in 2018–19, representing 94.9% of services reported by CLCs in SA that year.

#### *Service category and service type*

As shown in Figure 1, most services to individuals (88.0%) were discrete assistance services. Representation services accounted for 11.0% and duty services for 1.0% of services to individuals.

<sup>36</sup> Not including FVPLS centres.

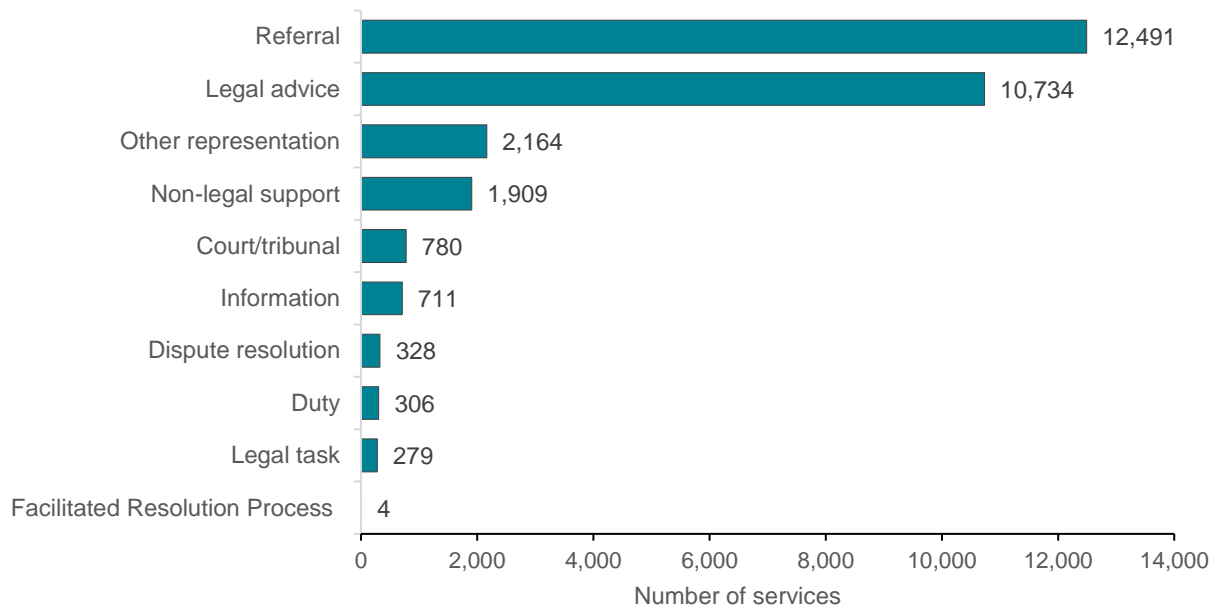
Figure 1: Services by category, 2018–19



Base: services to individuals (N=29,706)

The DSM further breaks the legal assistance services to individuals into 10 service types. The most frequent service type was referrals, accounting for 12,491 services or 42.0% of services to individuals provided in 2018–19, followed by legal advice (10,734 services or 36.1%).

Figure 2: Service by type, 2018–19



Base: services to individuals (N=29,706)

Table 2 presents the number and percentage of services by service type.

Table 2: Services by type, 2018–19

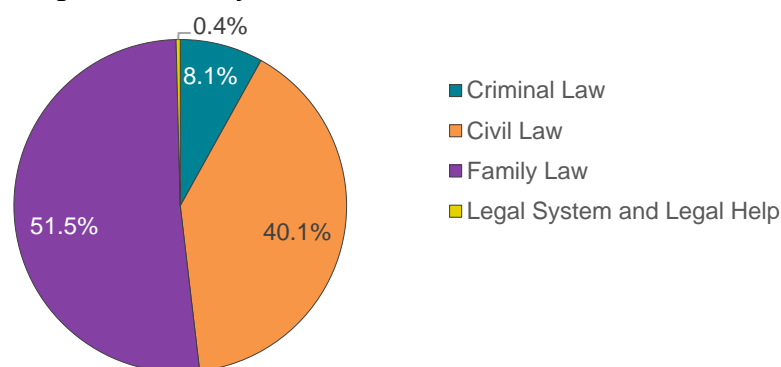
Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	711	2.4
	Referral	12,491	42.0
	Legal Advice	10,734	36.1
	Non-Legal Support	1,909	6.4
	Legal Task	279	0.9
	Facilitated Resolution Process	4	0.0
	<i>Subtotal</i>		<i>26,128</i>
Duty	Duty	306	1.0
Representation	Dispute Resolution	328	1.1
	Court/Tribunal	780	2.6
	Other Representation	2,164	7.3
	<i>Subtotal</i>		<i>3,272</i>
<b>Total</b>		<b>29,706</b>	<b>100</b>

### Broad area of law

Broad area of law is not captured as a distinct data point in CLASS, but rather is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be counted several times if it was provided in relation to multiple problems that span across more than one area of law.

The majority (51.5%) of services reported were for family law matters, a further 40.1% were in relation to civil law matters and 8.1% were for criminal matters.

Figure 3: Percentage of services by broad area of law, 2018–19



Base: services where area of law is derived from problem type(s) (N=35,789)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

Table 3 presents the breakdown by broad area of law for each service type. Referrals, legal advice, facilitated resolution process and representation services were predominantly in relation to family law matters; while information, non-legal support and legal task services

were mostly in relation to civil law matters. Most duty services (85.2%) were for criminal matters.

**Table 3: Services by type and by broad area of law, 2018–19**

		Criminal	Civil	Family
Information	N	64	478	151
	%	8.7	64.8	20.5
Referral	N	867	4,312	6,004
	%	7.7	38.3	53.3
Legal advice	N	1,273	6,426	11,002
	%	6.8	34.3	58.8
Non-legal support	N	10	2,037	144
	%	0.5	92.9	6.6
Legal task	N	11	228	158
	%	2.8	57.4	39.8
Facilitated Resolution Process	N	0	0	4
	%	0.0	0.0	100.0
Duty	N	351	22	39
	%	85.2	5.3	9.5
Representation	N	313	834	916
	%	15.2	40.4	44.4

Base: services where area of law is derived from problem type(s) (N=35,789)

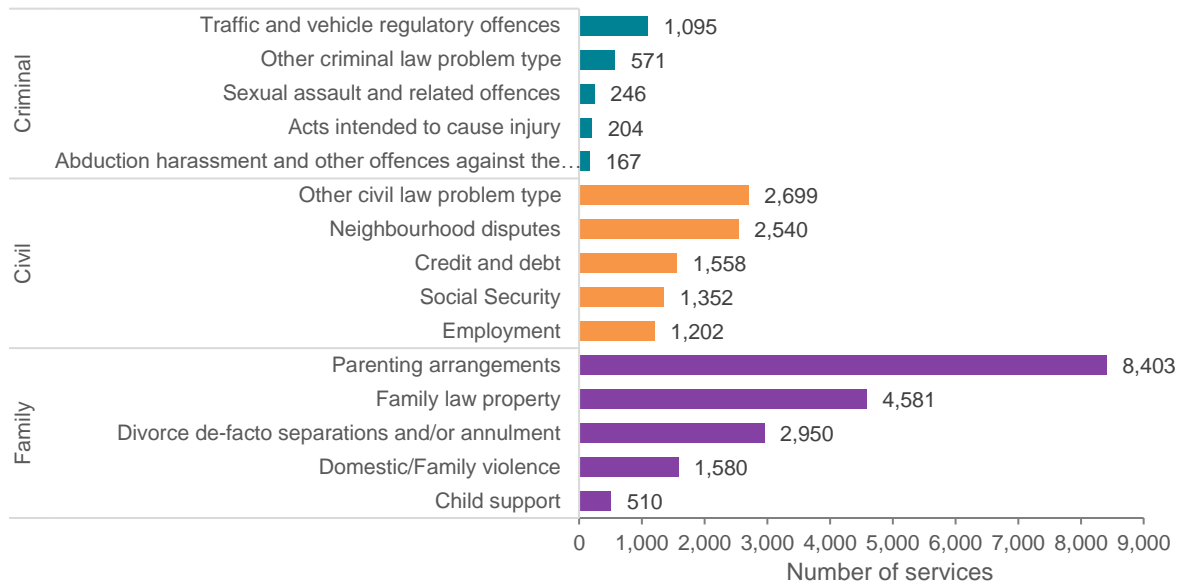
Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

### Problem type

Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 4 shows the number and percentage of services for the 20 most commonly reported problem types. Although informative, the ranking of problem types is indicative only as it is impacted by the fact that not all centres' data is included in this analysis.

Parenting arrangements was the most commonly reported problem type overall, with 8,403 services provided in relation to that family law issue, which represents 23.5% of services reported in that year. Family law property and divorce/separation were the next most common problem types. Many civil law issues were not assigned a specific problem type but the most commonly reported civil law problem was neighbourhood disputes, with 2,540 services (7.1%). Traffic and vehicle regulatory offences (3.1%) were the most common problem type in relation to criminal law.

It should also be noted that problems in relation to family violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type). While there may be some overlap in circumstances where the same problem is reported under both problem types for the same service provided, it is nevertheless worth noting that a combination of those two problem types (2,355 services, or 6.6%) may more accurately represent the magnitude of this issue and its impact on services.

**Figure 4: Services by top five problem types for each area of law, 2018–19**

Base: services where area of law is derived from problem type(s) (N=35,789). Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

**Table 4: Number and percentage of services for the top 20 problem types, 2018–19**

Area of law	Problem type	Services	%
Family	Parenting arrangements	8,403	23.5
Family	Family law property	4,581	12.8
Family	Divorce de-facto separations and/or annulment	2,950	8.2
Civil	Other civil law problem type	2,699	7.5
Civil	Neighbourhood disputes	2,540	7.1
Family	Domestic/Family violence	1,580	4.4
Civil	Credit and debt	1,558	4.4
Civil	Social Security	1,352	3.8
Civil	Employment	1,202	3.4
Criminal	Traffic and vehicle regulatory offences	1,095	3.1
Civil	Wills and estates	977	2.7
Civil	Housing	904	2.5
Civil	Domestic violence protection orders	775	2.2
Civil	Child protection	763	2.1
Civil	Consumer	578	1.6
Criminal	Other criminal law problem type	571	1.6
Family	Child support	510	1.4
Family	Other family law problem type	359	1.0
Civil	Injury compensation	345	1.0
Civil	Immigration law	259	0.7

Base: services where area of law is derived from problem type(s) (N=35,789). Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

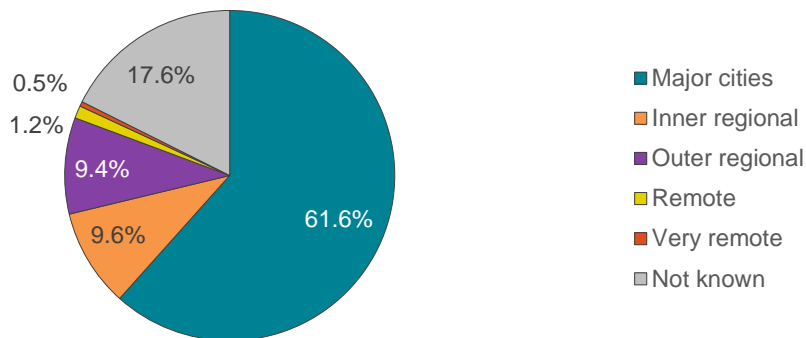
### Remoteness of client's area of residence

Figure 5 shows the proportion of services by level of remoteness of the client's residential area, based on the ABS remoteness structure. More than half of services were provided to clients residing in major cities, and similar proportions of services were provided to clients residing in inner regional or outer regional areas. However, percentages are indicative only due to incomplete data: level of remoteness was not known for 17.6% of services, largely because this information was not required for information services and referrals.

#### Box 30: Caution: limitations of data relating to client's area of residence

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

Figure 5: Services by client's remoteness of residential area, 2018–19



Base: services to individuals (N=29,797)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

## Client profile

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services).

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services



- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client’s demographics*” and accounted for 14,722 services, or 49.6% of all services to individuals provided in 2018–19.

### Box 31: Caution: incomplete data

The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for less than half of services to individuals delivered in 2018–19, as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

### Client’s age and gender

Two thirds of services (66.2 %) were provided to female clients (see Figure 6).

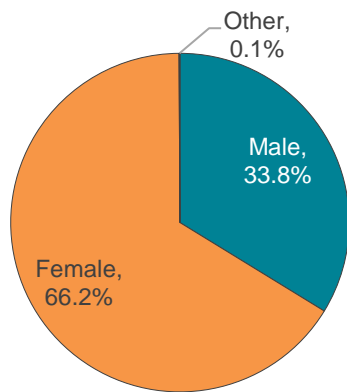
The proportion of services by client age peaks for the 35–49 age group (37.1% of services), followed by the 50–64 age group (23.5%) and the 25–34 age group (20.9%; see Figure 7).

6.4% of services were provided to children and young people aged under 25 years and 12.1% to older people aged 65 or over.

### Box 32: Caution: missing specialist service data

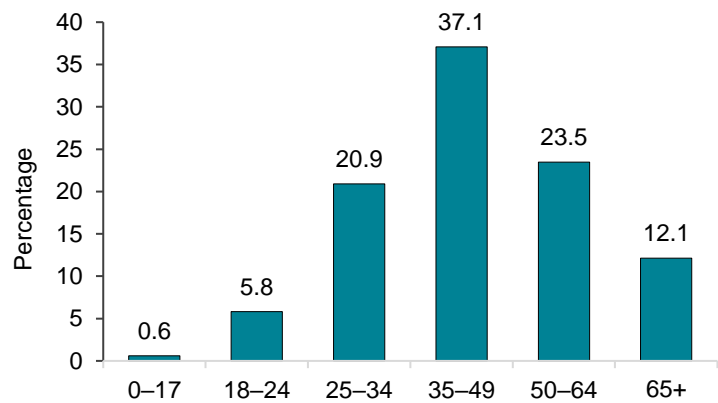
Services to young people and older people are provided both by generalist CLCs and by a few specialist CLCs. Some specialist CLCs are state- or nation-wide services and not all report through CLASS. For example, Youth Law Australia is not represented in this analysis, and therefore the number of services to young people is possibly an underestimate, which may in turn impact the percentages by age groups.

Figure 6: Services by client's gender



Base: services to individuals with reported demographics, where client's gender is known (N=14,541)

Figure 7: Services by client's age group



Base: services to individuals with reported demographics, where client's age is known (N=13,769)

### Priority client groups

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.

### Financial disadvantage

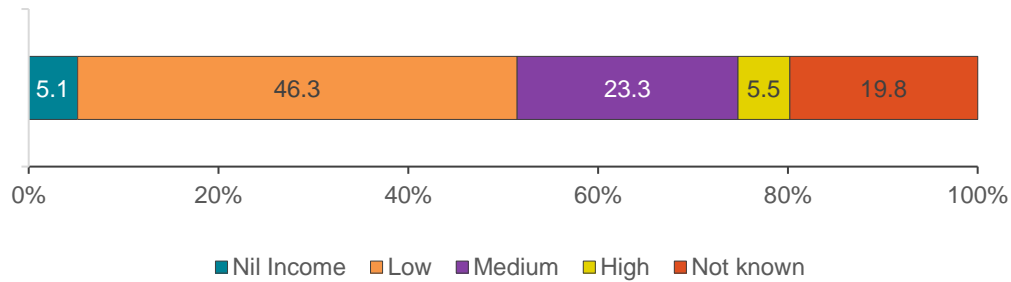
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year).

Income was not reported for 19.8% of services. Where income was reported, a majority of services were provided to clients on nil or low income (64.2% of services where client's income is known).

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=14,722)

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 11,085 services, or 75.3% of services with reported demographics, were provided to clients experiencing financial disadvantage.

### **NPA priority client groups**

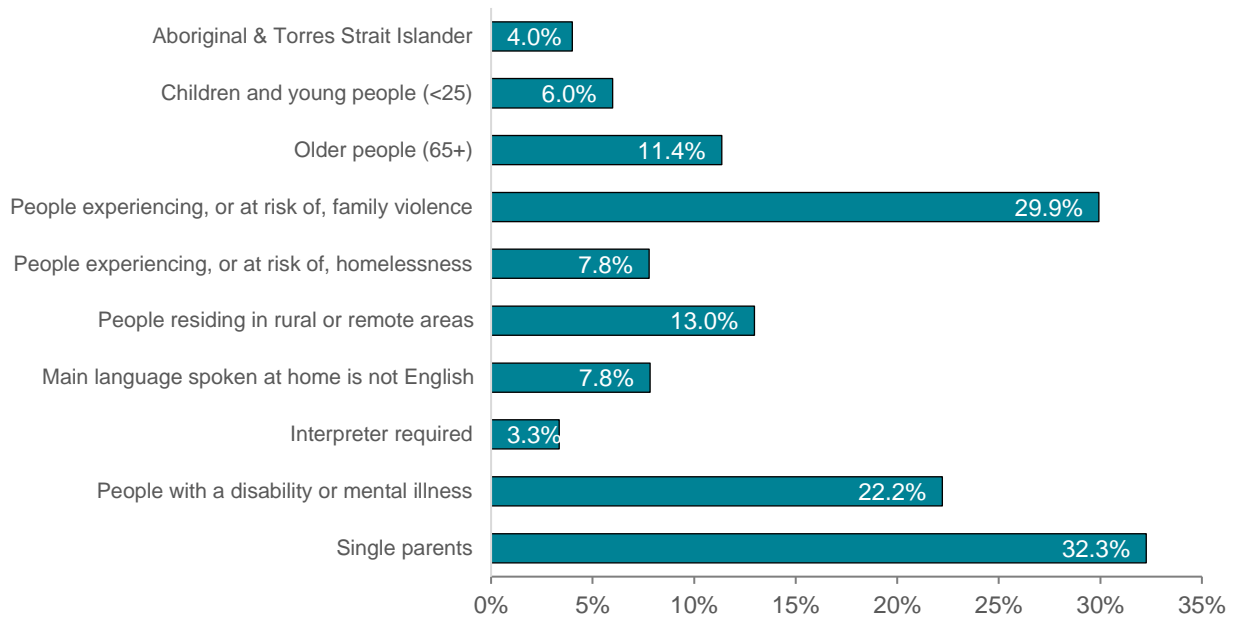
Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>37</sup>

Just under a third of services (32.3%) were provided to single parents, and 29.9% were provided to clients experiencing, or at risk of, family violence. Over a fifth of services (22.2%) were provided to clients with a disability or mental illness and 13.0% to clients residing in rural or remote areas.<sup>38</sup>

<sup>37</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.

<sup>38</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.

**Figure 9: Percentage of services provided to priority clients**



Base: services to individuals with reported demographics (N=14,722)

**Box 33: Limitations of aggregated data**

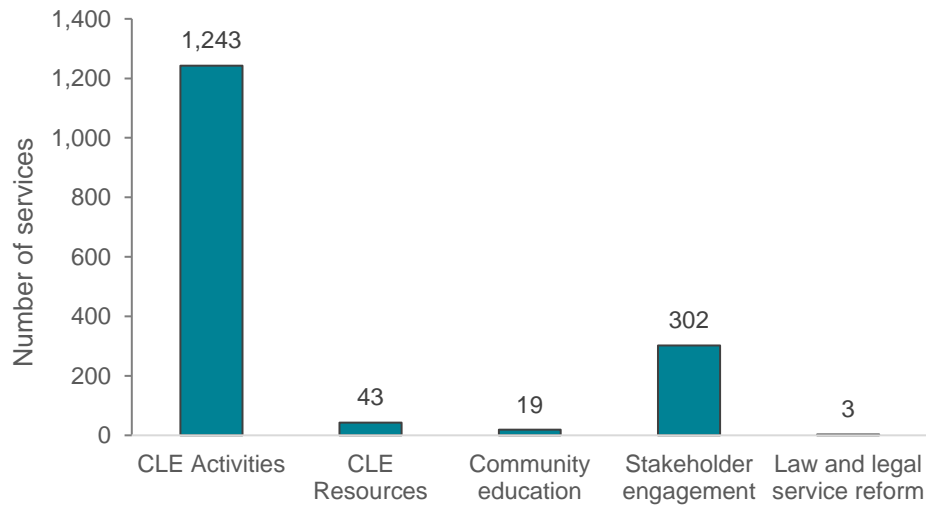
The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

**Services for the community**

A total of 1,610 services for the community were reported in 2018–19, representing 5.1% of services reported by CLCs in SA that year. Those services are broken down into five service types, as shown in Figure 10. CLE Activities were the most common type of services for the community (1,243).

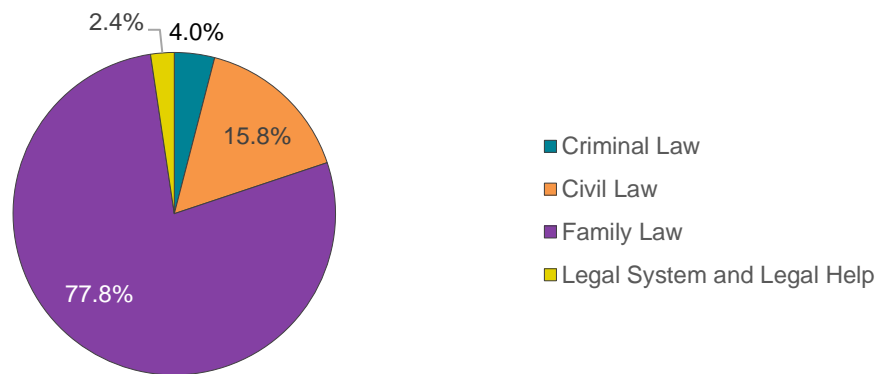
Figure 10: Services for the community by type, 2018–19



Base: Services for the community (N=1,610)

Services for the community were most often in relation to family law (77.8%), and a further 15.8% were in relation to civil law.

Figure 11: Services for the community by area of law, 2018–19



Base: Services for the community (N=1,610)

Table 5: Services for the community by service type by broad area of law, 2018–19

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil law	165	4	4	80	2	255
Criminal law	10	1		53	1	65
Family law	1,067	38	14	133		1,252
Legal system and legal help	1		1	36		38
Total	1,243	43	19	302	3	1,610

## Appendix F Tasmania

This appendix presents an analysis of services provided by CLCs in Tasmania in the 2018–19 financial year. It is based on CLASS data and therefore does not include services provided by centres that do not report through CLASS. This analysis includes data from 6 of the 8 centres that were members of Community Legal Centres Tasmania in 2018–19.<sup>39</sup>

**Table 1: CLCs included in this analysis**

CLC	Data included in this profile
Environmental Defenders Office	✓
Hobart Community Legal Centre	✓
Launceston Community Legal Centre	✓
North West Community Legal Centre	✓
Refugee Legal Service Tasmania	
Tenants' Union of Tasmania	✓
Women's Legal Service	✓
Worker Assist	

For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising law and legal service reform and stakeholder engagement. In the DSM, the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two are referred to as services for the community.

### Services to individuals

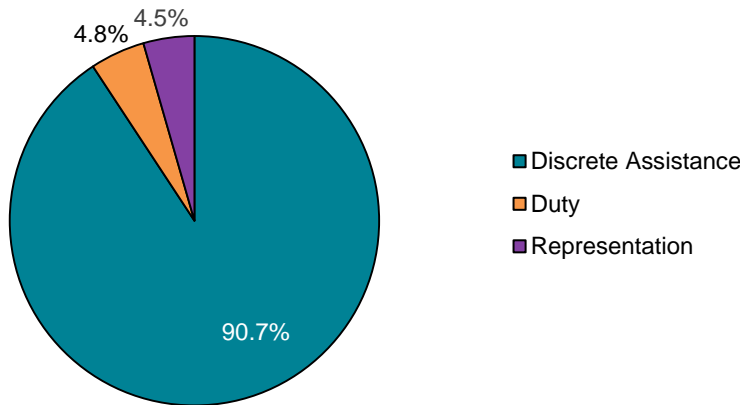
A total of 17,719 services to individuals were reported in 2018–19, representing 98.2% of services reported by CLCs in Tasmania that year.

#### *Service category and service type*

As shown in Figure 1, most services to individuals (90.7%) were discrete assistance services. Duty services accounted for 4.8% and representation services for 4.5% of services to individuals.

<sup>39</sup> Not including FVPLS centres and ATSILS.

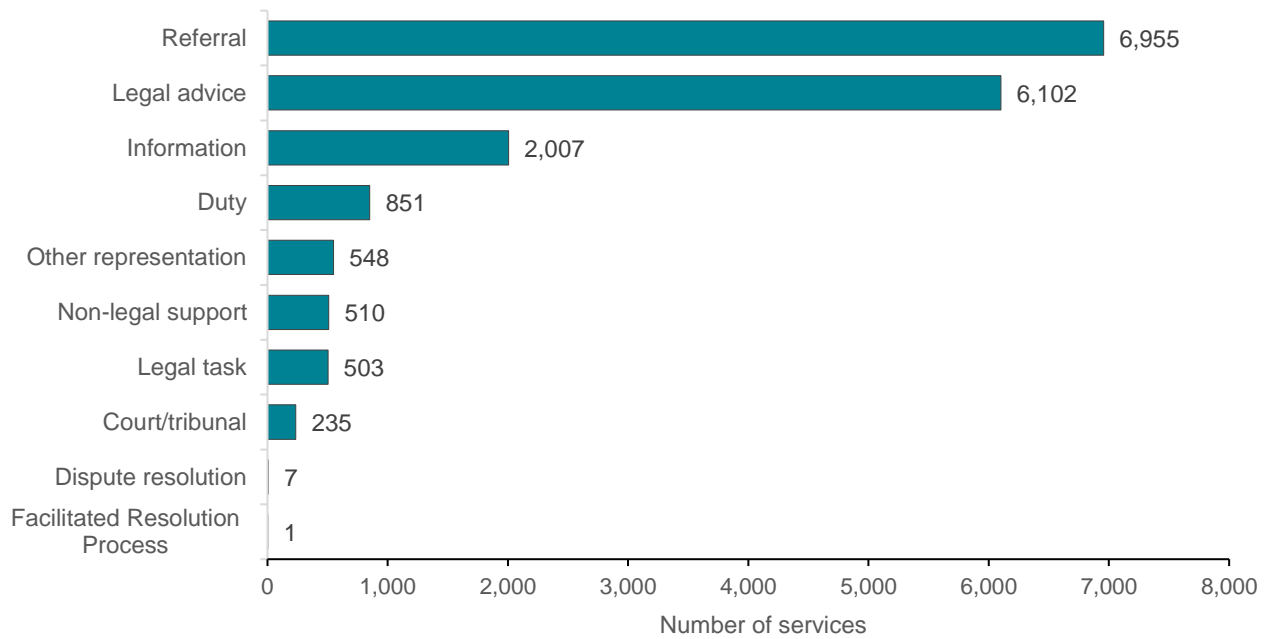
Figure 1: Services by category, 2018–19



Base: services to individuals (N=17,719)

The DSM further breaks the legal assistance services to individuals into 10 service types. The most frequent service type was referrals, accounting for 6,955 services or 39.3% of services to individuals provided in 2018–19, followed by legal advice (6,102 services or 34.4%).

Figure 2: Service by type, 2018–19



Base: services to individuals (N=17,719)

Table 2 presents the number and percentage of services by service type.

Table 2: Services by type, 2018–19

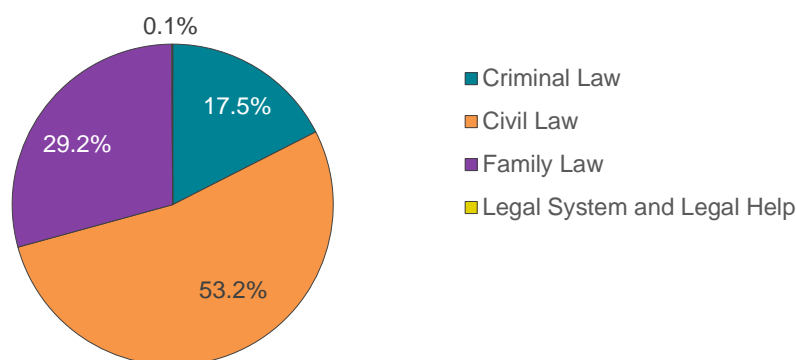
Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	2,007	11.3
	Referral	6,955	39.3
	Legal Advice	6,102	34.4
	Non-Legal Support	510	2.9
	Legal Task	503	2.8
	Facilitated Resolution Process	1	0.0
	<i>Subtotal</i>		<i>16,078</i>
Duty	Duty	851	4.8
Representation	Dispute Resolution	7	0.0
	Court/Tribunal	235	1.3
	Other Representation	548	3.1
	<i>Subtotal</i>		<i>790</i>
<b>Total</b>		<b>17,719</b>	<b>100</b>

### Broad area of law

Broad area of law is not captured as a distinct data point in CLASS, but rather is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be counted several times if it was provided in relation to multiple problems that span across more than one area of law.

The majority (53.2%) of services reported were for civil law matters, a further 29.2% were in relation to family law matters and 17.5% were for criminal matters.

Figure 3: Percentage of services by broad area of law, 2018–19



Base: services where area of law is derived from problem type(s) (N=18,979)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

Table 3 presents the breakdown by broad area of law for each service type. With the exception of duty services, services were predominantly provided in relation to civil law matters across all service types. Most duty services (83.6%) were for criminal matters.



**Table 3: Services by type and by broad area of law, 2018–19**

		Criminal	Civil	Family
Information	N	423	1,150	381
	%	21.6	58.6	19.4
Referral	N	1,149	3,418	1,863
	%	17.8	53.1	28.9
Legal advice	N	683	4,370	2,849
	%	8.6	55.3	36.0
Non-legal support	N	13	488	40
	%	2.4	89.9	7.4
Legal task	N	98	294	235
	%	15.6	46.9	37.5
Facilitated Resolution Process	N	0	1	0
	%	0.0	100.0	0.0
Duty	N	794	155	1
	%	83.6	16.3	0.1
Representation	N	164	225	166
	%	29.5	40.5	29.9

Base: services where area of law is derived from problem type(s) (N=18,979)

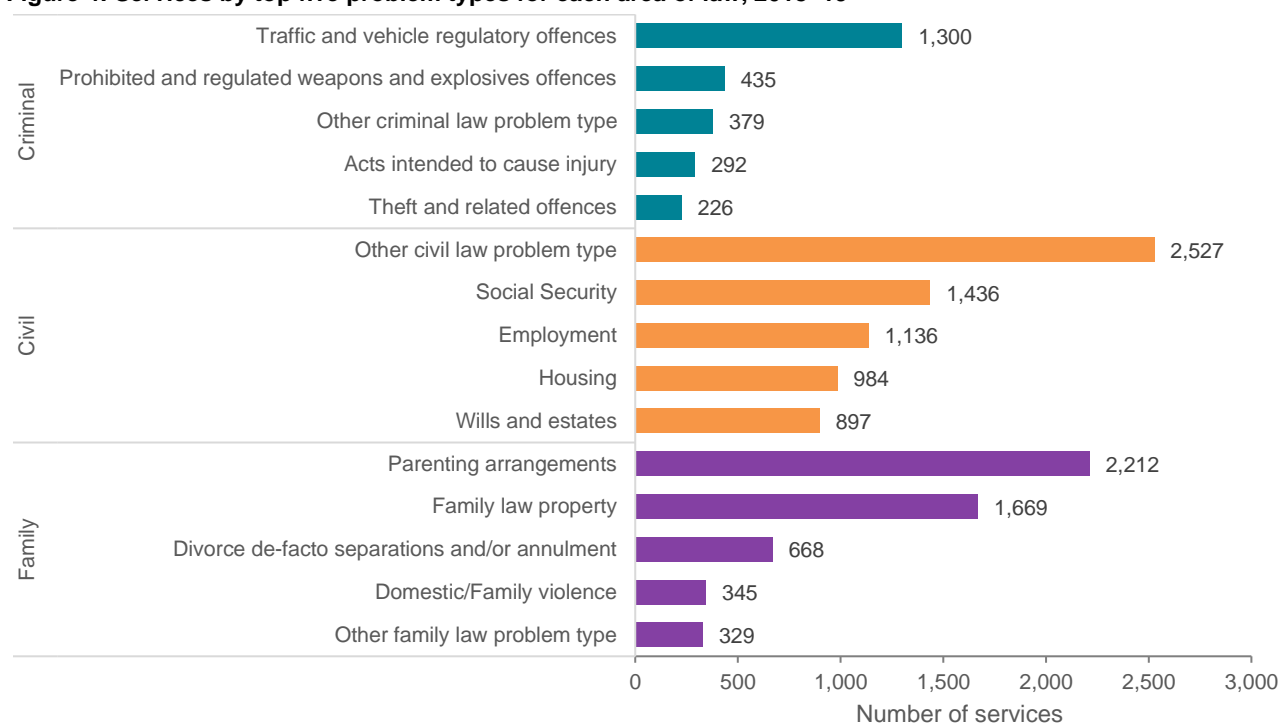
Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

### Problem type

Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 4 shows the number and percentage of services for the 20 most commonly reported problem types. Although informative, the ranking of problem types is indicative only as it is impacted by the fact that not all centres' data is included in this analysis.

Many civil law issues were not assigned a specific problem type but the most commonly reported civil law problem was in relation to social security, with 1,436 services (or 7.6% of services reported in that year). Parenting arrangements was the most commonly reported family law problem type, with 2,212 services provided (11.7%), followed by family law property issues. Traffic and vehicle regulatory offences (6.8%) were the most common problem type in relation to criminal law.

It should also be noted that problems in relation to family violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type). While there may be some overlap in circumstances where the same problem is reported under both problem types for the same service provided, it is nevertheless worth noting that a combination of those two problem types (913 services, or 4.8%) may more accurately represent the magnitude of this issue and its impact on services.

**Figure 4: Services by top five problem types for each area of law, 2018–19**

Base: services where area of law is derived from problem type(s) (N=18,980)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

**Table 4: Number and percentage of services for the top 20 problem types, 2018–19**

Area of law	Problem type	Services	%
Civil	Other civil law problem type	2,527	13.3
Family	Parenting arrangements	2,212	11.7
Family	Family law property	1,669	8.8
Civil	Social Security	1,436	7.6
Criminal	Traffic and vehicle regulatory offences	1,300	6.8
Civil	Employment	1,136	6.0
Civil	Housing	984	5.2
Civil	Wills and estates	897	4.7
Civil	Consumer	672	3.5
Family	Divorce de-facto separations and/or annulment	668	3.5
Civil	Domestic violence protection orders	568	3.0
Civil	Credit and debt	489	2.6
Criminal	Prohibited and regulated weapons and explosives offences	435	2.3
Criminal	Other criminal law problem type	379	2.0
Family	Domestic/Family violence	345	1.8
Family	Other family law problem type	329	1.7
Civil	Injury compensation	326	1.7
Criminal	Acts intended to cause injury	292	1.5

Family	Child support	284	1.5
Civil	Environment	266	1.4

Base: services where area of law is derived from problem type(s) (N=18,980)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals).

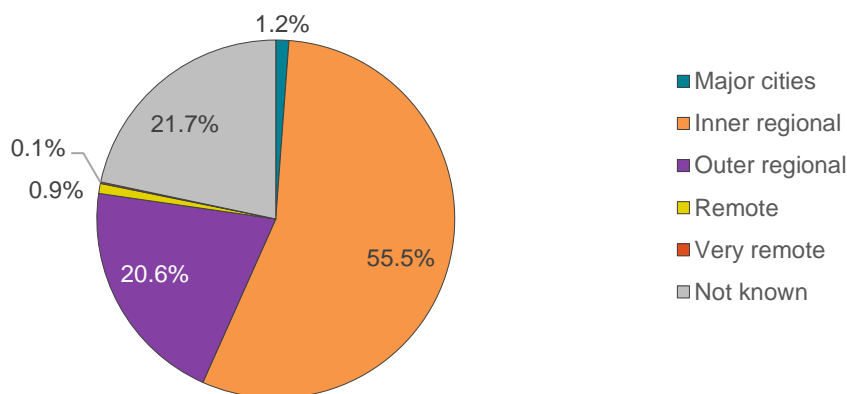
**Remoteness of client’s area of residence**

Figure 5 shows the proportion of services by level of remoteness of the client’s residential area, based on the ABS remoteness structure. More than half of services were provided to clients residing in inner regional areas, and one in five services were provided to clients residing in outer regional areas. However, percentages are indicative only due to incomplete data: level of remoteness was not known for 21.7% of services, largely because this information was not required for information services and referrals.

**Box 34: Caution: limitations of data relating to client’s area of residence**

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

**Figure 5: Services by client’s remoteness of residential area, 2018–19**



Base: services to individuals (N=14,946)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

**Client profile**

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services).

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client’s demographics*” and accounted for 8,410 services, or 47.5% of all services to individuals provided in 2018–19.

### **Box 35: Caution: incomplete data**

The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for less than half of services to individuals delivered in 2018–19, as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

### **Client’s age and gender**

Two thirds of services (65.3%) were provided to female clients (see Figure 6).

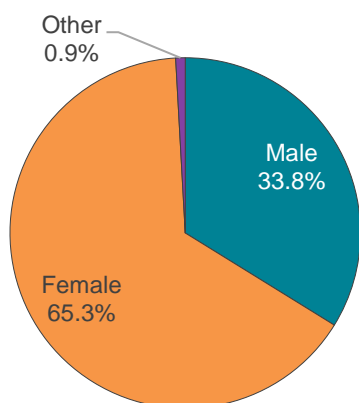
The proportion of services by client age peaks for the 35–49 age group (33.7% of services), followed by the 50–64 age group (23.4%) and the 25–34 age group (20.6%; see Figure 7).

One in ten (10.0%) services were provided to children and young people aged under 25 years and 12.4% to older people aged 65 or over.

### **Box 36: Caution: missing specialist service data**

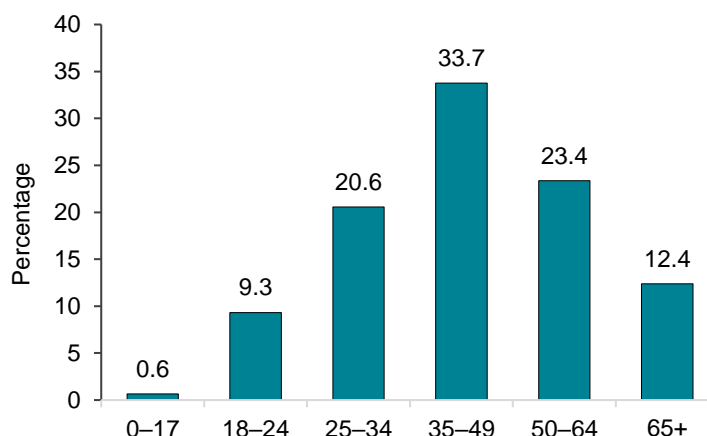
Services to young people and older people are provided both by generalist CLCs and by a few specialist CLCs. Some specialist CLCs are state- or nation-wide services and not all report through CLASS. For example, Youth Law Australia is not represented in this analysis, and therefore the number of services to young people is possibly an underestimate, which may in turn impact the percentages by age groups.

Figure 6: Services by client's gender



Base: services to individuals with reported demographics, where client's gender is known (N=7,436)

Figure 7: Services by client's age group



Base: services to individuals with reported demographics, where client's age is known (N=7,236)

### Priority client groups

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.

### Financial disadvantage

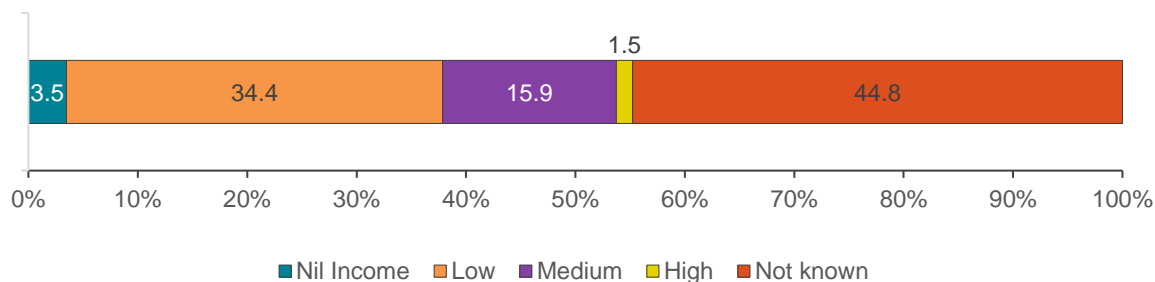
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year).

Income was not reported for 44.8% of services. Where income was reported, a majority of services were provided to clients on nil or low income (68.5% of services where client's income is known).

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=8,410)

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 5,892 services, or 70.1% of services with reported demographics, were provided to clients experiencing financial disadvantage.

### NPA priority client groups

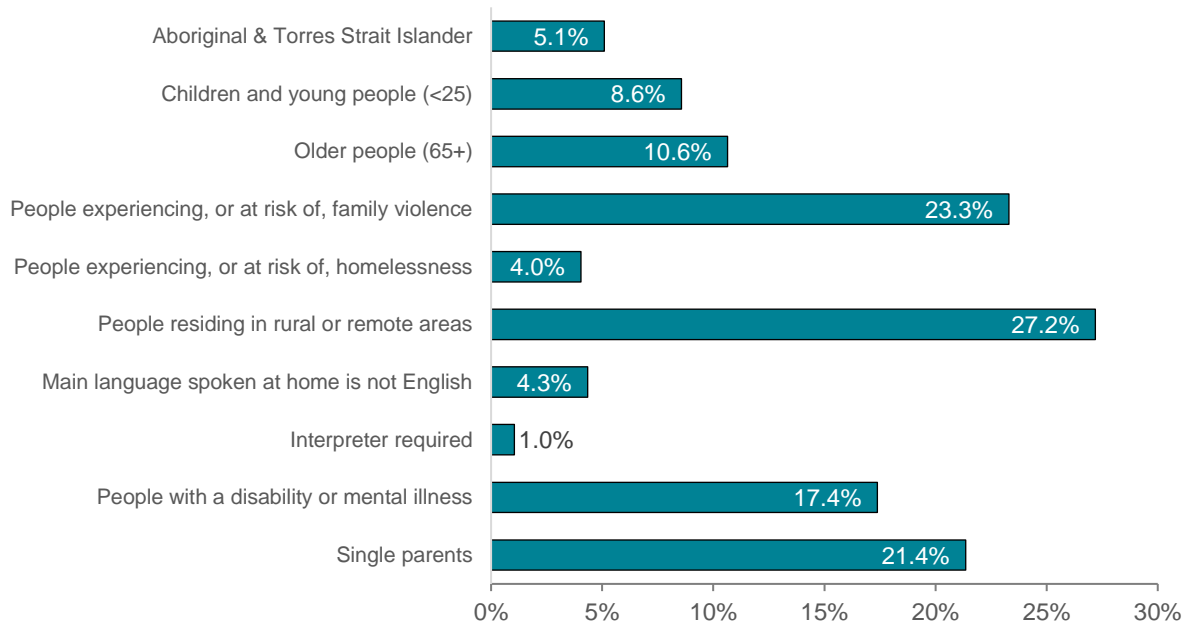
Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>40</sup>

Over a quarter of services (27.2%) were provided to clients residing in rural or remote areas, and 23.3% were provided to clients experiencing, or at risk of, family violence. Over a fifth of services (21.4%) were provided to single parents and 17.4% of services to clients with a disability or mental illness.<sup>41</sup>

<sup>40</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.

<sup>41</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.

**Figure 9: Percentage of services provided to priority clients**



Base: services to individuals with reported demographics (N=8,410)

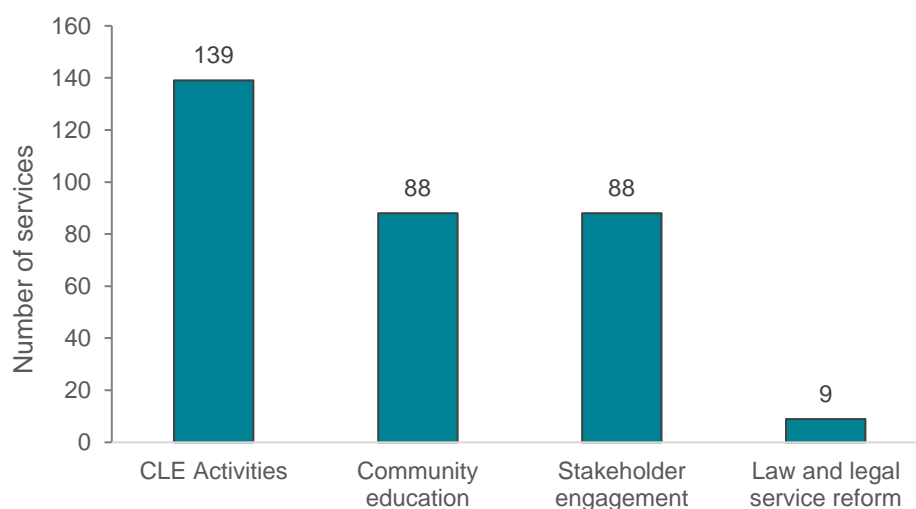
**Box 37: Limitations of aggregated data**

The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

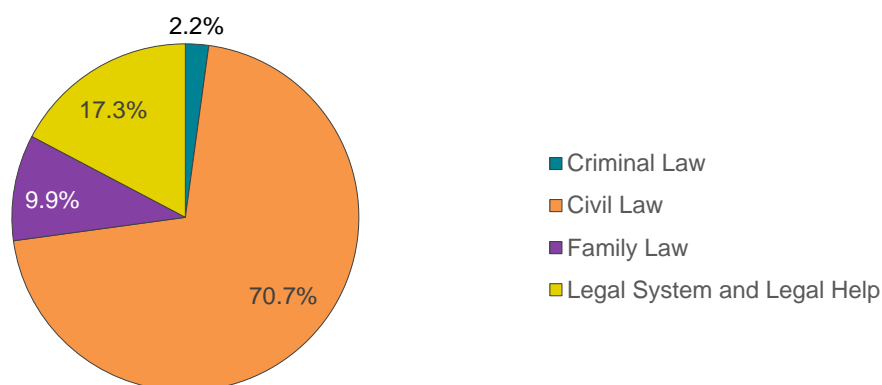
**Services for the community**

A total of 324 services for the community were reported in 2018–19, representing 1.8% of services reported by CLCs in Tasmania that year. Those services are broken down into five service types, as shown in Figure 10. CLE Activities were the most common type of services for the community (139).

**Figure 10: Services for the community by type, 2018–19**

Base: Services for the community (N=324)

Services for the community were most often in relation to civil law (70.7%), a further 17.3% of services were more broadly about the legal system and legal assistance rather than a specific area of law, and just under 10% were in relation to family law.

**Figure 11: Services for the community by area of law, 2018–19**

Base: Services for the community (N=324)

**Table 5: Services for the community by service type by broad area of law, 2018–19**

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil law	108	0	78	34	9	229
Criminal law	6	0	1	0	0	7
Family law	21	0	4	7	0	32
Legal system and legal help	4	0	5	47	0	56
Total	139	0	88	88	9	324



## Appendix G Victoria

This appendix presents an analysis of services provided by CLCs in Victoria in the 2018–19 financial year. It is based on CLASS data and therefore does not include services provided by centres that do not report through CLASS. This analysis includes data from 31 of the 46 centres that were members of the Federation of Community Legal Centres Victoria in 2018–19.<sup>42</sup>

**Table 1: CLCs included in this analysis**

CLC	Data included in this profile	CLC	Data included in this profile
AED Legal Centre		Law And Advocacy Centre For Women	
Animal Law Institute		Loddon Campaspe Community Legal Centre	✓
Asylum Seeker Resource Centre		Mental Health Legal Centre	✓
Ballarat & Grampians Community Legal Service	✓	Monash Law Clinics	✓
Barwon Community Legal Service Inc	✓	Moonee Valley Legal Service	✓
Brimbank Melton Community Legal Centre	✓	Murray Mallee Community Legal Service	✓
Consumer Action Law Centre		Northern Community Legal Centre	✓
Disability Discrimination Legal Service	✓	Peninsula Community Legal Centre	✓
Eastern Community Legal Centre	✓	Refugee Legal	
Emma House Domestic Violence Services	✓	Seniors Rights Victoria	✓
Environmental Justice Australia	✓	Social Security Rights Victoria	✓
Family Law Legal Service	✓	Southport Community Legal Service	
First Step Legal Service		Springvale Monash Community Legal Service	✓
Fitzroy Legal Service	✓	St Kilda Legal Service	✓
Flemington & Kensington Community Legal Centre	✓	Tenants Union of Victoria	✓
Gippsland Community Legal Service	✓	University of Melbourne Student Union Legal Service	
Goulburn Valley Community Legal Centre	✓	Villamanta Disability Rights Legal Service	
Human Rights Law Centre		West Heidelberg Community Legal Service	✓
Hume Riverina Community Legal Service	✓	West Justice Community Legal Centre	✓
Inner Melbourne Community Legal	✓	Whittlesea Community Legal Service	✓
Intouch Multicultural Centre Against Family Violence		Women's Legal Service Victoria	✓
Job Watch		Young Workers Centre	
Justice Connect		Youthlaw (Vic)	✓

<sup>42</sup> Not including FVPLS centres and ATSILS.

For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising law and legal service reform and stakeholder engagement. In the DSM, the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two are referred to as services for the community.

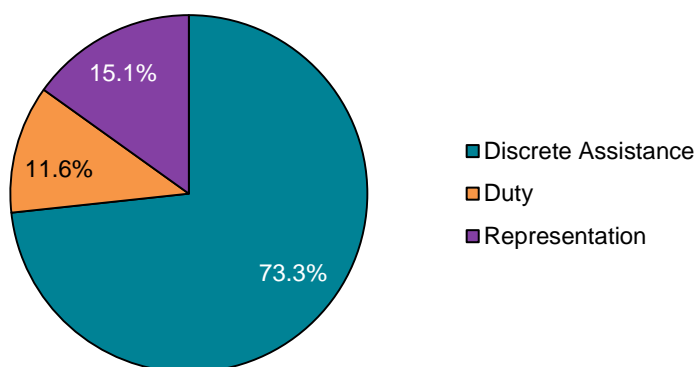
## Services to individuals

A total of 135,823 services to individuals were reported in 2018–19, representing 96.7% of services reported by CLCs in Victoria that year.

### Service category and service type

As shown in Figure 1, the majority of services to individuals (73.3%) were discrete assistance services. Representation services accounted for 15.1% and duty services for 11.6% of services to individuals.

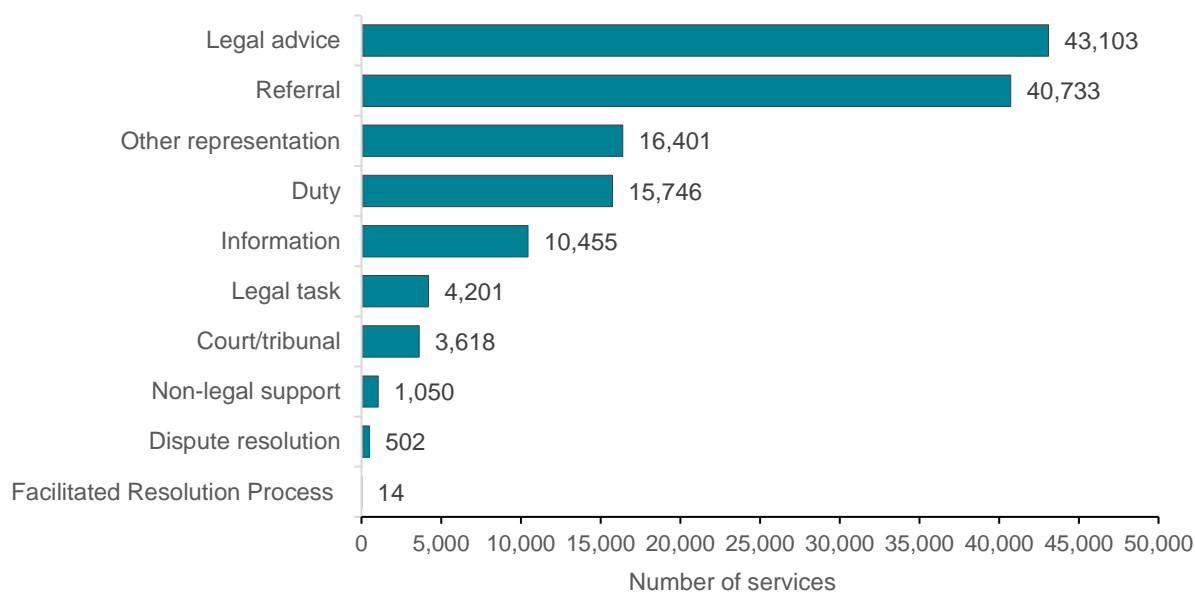
Figure 1: Services by category, 2018–19



Base: services to individuals (N=135,823)

The DSM further breaks the legal assistance services to individuals into 10 service types. The most frequent service type was legal advice, accounting for 43,103 services or 31.7% of services to individuals provided in 2018–19, followed by referrals (40,733 services or 30.0%), and other representation services (16,401 services or 12.1%).

Figure 2: Service by type, 2018–19



Base: services to individuals (N=135,823)

Table 2 presents the number and percentage of services by service type.

Table 2: Services by type, 2018–19

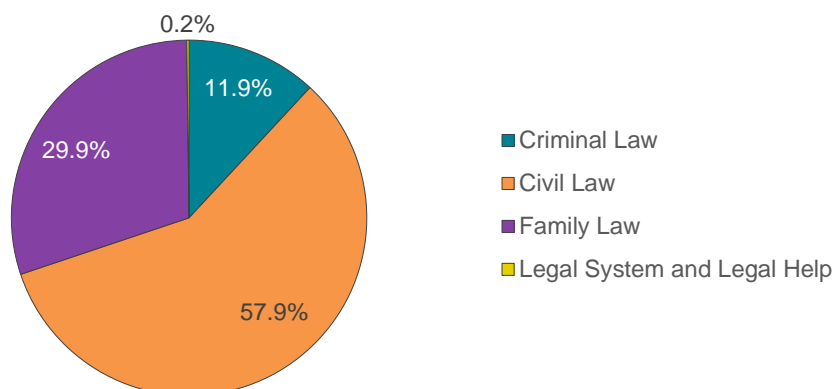
Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	10,455	7.7
	Referral	40,733	30.0
	Legal Advice	43,103	31.7
	Non-Legal Support	1,050	0.8
	Legal Task	4,201	3.1
	Facilitated Resolution Process	14	0.0
	<i>Subtotal</i>		<i>99,556</i>
Duty	Duty	15,746	11.6
Representation	Dispute Resolution	502	0.4
	Court/Tribunal	3,618	2.7
	Other Representation	16,401	12.1
	<i>Subtotal</i>		<i>20,521</i>
<b>Total</b>		<b>135,823</b>	<b>100</b>

### Broad area of law

Broad area of law is not captured as a distinct data point in CLASS, but rather is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be counted several times if it was provided in relation to multiple problems that span across more than one area of law.

Over half (57.9%) of services reported were for civil law matters, a further 29.9% were in relation to family law matters and 11.9% were for criminal matters.

**Figure 3: Percentage of services by broad area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=124,765)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

Table 3 presents the breakdown by broad area of law for each service type. Across all service types except facilitated resolution process (which accounts for a very small number of services overall), the majority of services were in relation to civil law matters. Nearly half (48.3%) of non-legal support services and over a third of legal task and legal advice services were in relation to family law. Representation services comprise of a larger proportion of criminal matters (19.3%) compared with other service types.

**Table 3: Services by type and by broad area of law, 2018–19**

		Criminal	Civil	Family
Information	N	1,029	5,144	1,969
	%	12.6	62.9	24.1
Referral	N	3,570	15,277	9,215
	%	12.7	54.2	32.7
Legal advice	N	7,308	27,123	18,829
	%	13.7	50.9	35.3
Non-legal support	N	25	1,025	983
	%	1.2	50.3	48.3
Legal task	N	574	2,573	1,905
	%	11.3	50.8	37.6
Facilitated Resolution Process	N	1	3	10
	%	7.1	21.4	71.4
Duty	N	178	14,242	2,266
	%	1.1	85.4	13.6
Representation	N	2,173	6,904	2,170
	%	19.3	61.4	19.3

Base: services where area of law is derived from problem type(s) (N=124,765)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

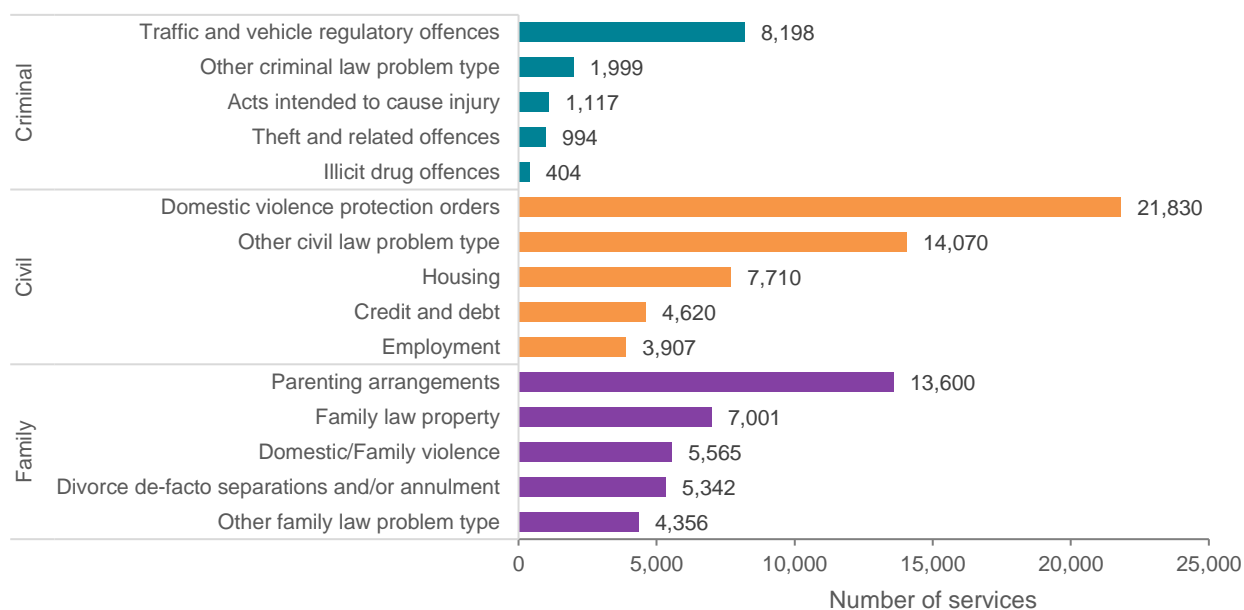
**Problem type**

Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 4 shows the number and percentage of services for the 20 most commonly reported problem types. Although informative, the ranking of problem types is indicative only as it is impacted by the fact that not all centres’ data is included in this analysis.

Domestic violence protection orders was the most commonly reported problem type overall, with 21,830 services provided in relation to that civil law issue, which represents 17.5% of services reported in that year. Parenting arrangements was the most common family law problem type with 13,600 services (10.9%). Traffic and vehicle regulatory offences (6.6%) were the most common problem type in relation to criminal law.

It should also be noted that problems in relation to family violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type). While there may be some overlap in circumstances where the same problem is reported under both problem types for the same service provided, it is nevertheless worth noting that a combination of those two problem types (27,395 services, or 22.0%) may more accurately represent the magnitude of this issue and its impact on services.

**Figure 4: Services by top five problem types for each area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=124,768)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

**Table 4: Number and percentage of services for the top 20 problem types, 2018–19**

Area of law	Problem type	Services	%
Civil	Domestic violence protection orders	21,830	17.5
Civil	Other civil law problem type	14,070	11.3
Family	Parenting arrangements	13,600	10.9
Criminal	Traffic and vehicle regulatory offences	8,198	6.6
Civil	Housing	7,710	6.2
Family	Family law property	7,001	5.6
Family	Domestic/Family violence	5,565	4.5
Family	Divorce de-facto separations and/or annulment	5,342	4.3
Civil	Credit and debt	4,620	3.7
Family	Other family law problem type	4,356	3.5
Civil	Employment	3,907	3.1
Civil	Wills and estates	3,682	3.0
Civil	Consumer	3,399	2.7
Civil	Social Security	2,673	2.1
Criminal	Other criminal law problem type	1,999	1.6
Civil	Child protection	1,872	1.5
Civil	Neighbourhood disputes	1,846	1.5
Civil	Injury compensation	1,467	1.2
Civil	Immigration law	1,444	1.2
Family	Child support	1,272	1.0

Base: services where area of law is derived from problem type(s) (N=124,768)

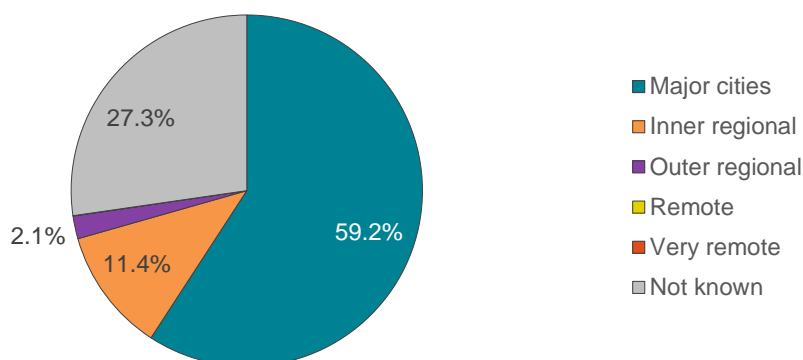
Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

### **Remoteness of client's area of residence**

Figure 5 shows the proportion of services by level of remoteness of the client's residential area, based on the ABS remoteness structure. More than half of services were provided to clients residing in major cities, followed by services provided to clients residing in inner regional areas. However, percentages are indicative only due to incomplete data: level of remoteness was not known for 27.3% of services, largely because this information was not required for information services and referrals.

#### **Box 38: Caution: limitations of data relating to client's area of residence**

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

**Figure 5: Services by client’s remoteness of residential area, 2018–19**

Base: services to individuals (N=122,492)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

## Client profile

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services).

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client’s demographics*” and accounted for 73,351 services, or 54.0% of all services to individuals provided in 2018–19.

**Box 39: Caution: incomplete data**

The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for just over half of services to individuals delivered in 2018–19, as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

**Client's age and gender**

The majority of services (61.5%) were provided to female clients (see Figure 6).

The proportion of services by client age peaks for the 35–49 age group (36.0% of services), followed by the 25–34 age group (23.8%) and the 50–64 age group (18.2%; see Figure 7).

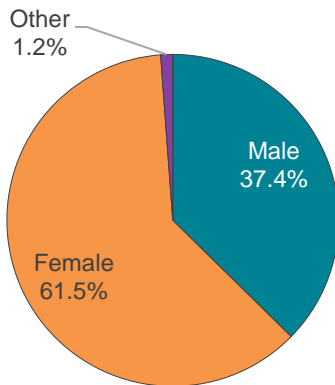
12.8% of services were provided to children and young people aged under 25 years, and 9.3% were provided to older people aged 65 or over.

**Box 40: Caution: missing specialist service data**

Services to young people and older people are provided both by generalist CLCs and by a few specialist CLCs. Some specialist CLCs are state- or nation-wide services and not all report through CLASS. For example, Youthlaw (Vic) is represented in this analysis but Young Workers Centre and Youth Law Australia are not, and therefore the number of services to young people is likely an underestimate, which may in turn impact the percentages by age groups.

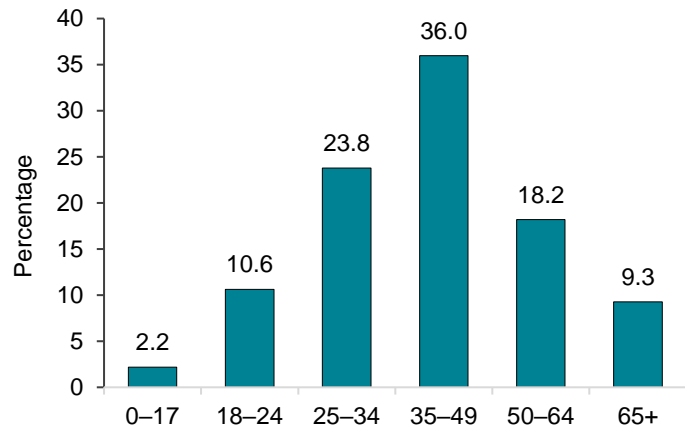


Figure 6: Services by client's gender



Base: services to individuals with reported demographics, where client's gender is known (N=71,228)

Figure 7: Services by client's age group



Base: services to individuals with reported demographics, where client's age is known (N=70,846)

### Priority client groups

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.

### Financial disadvantage

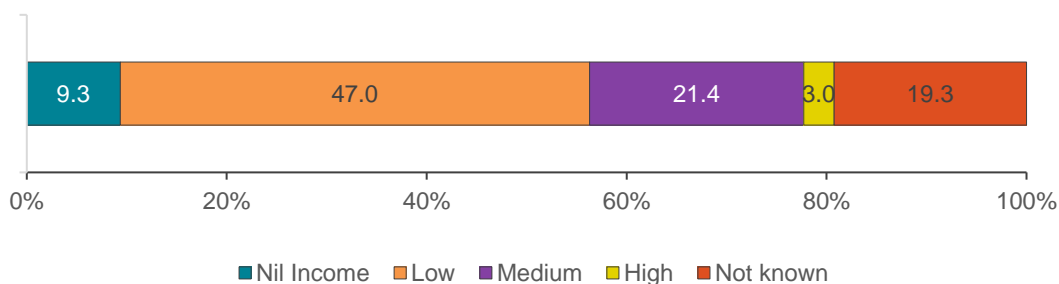
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year).

Income was not reported for 19.3% of services. Where income was reported, a majority of services were provided to clients on nil or low income (69.7% of services where client's income is known).

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=73,351)

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 49,946 services, or 68.1% of services with reported demographics, were provided to clients experiencing financial disadvantage.

### NPA priority client groups

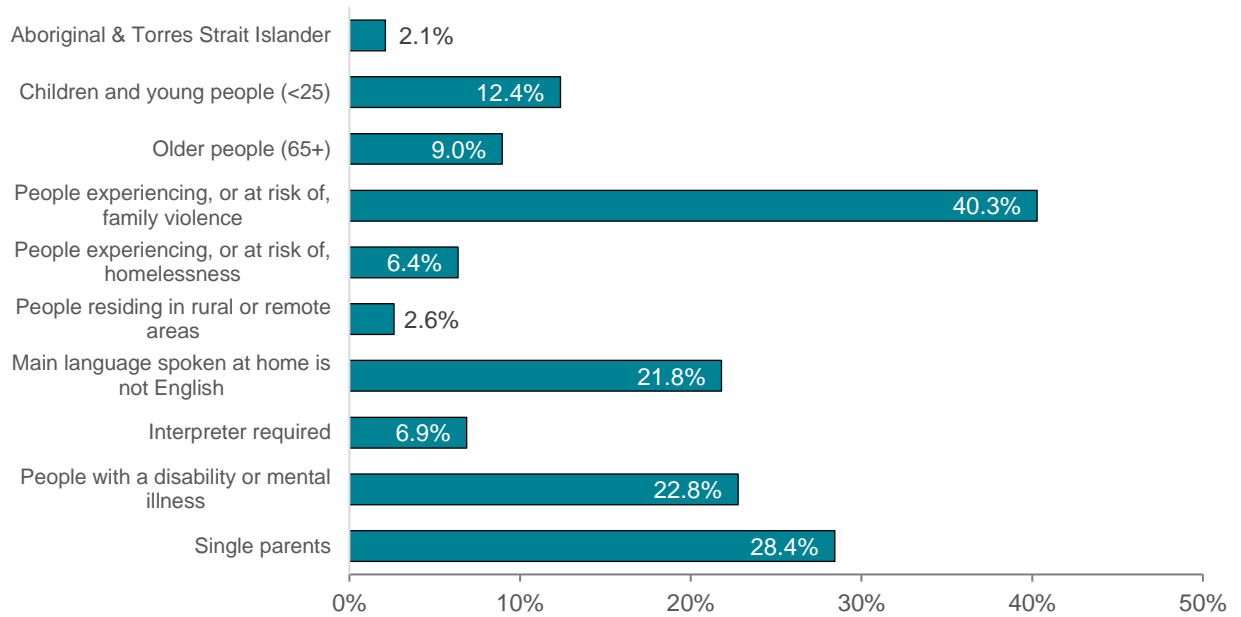
Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>43</sup>

Just over two fifths of services were provided to clients experiencing, or at risk of, family violence (40.3%). Over a quarter of services were provided to single parents (28.4%), 22.8% to clients with a disability or mental illness and 21.8% to clients whose main language spoken at home is not English.<sup>44</sup>

<sup>43</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.

<sup>44</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.

**Figure 9: Percentage of services provided to priority clients**



Base: services to individuals with reported demographics (N=73,351)

**Box 41: Limitations of aggregated data**

The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

**Services for the community**

A total of 4,679 services for the community were reported in 2018–19, representing 3.3% of services reported by CLCs in Victoria that year. Those services are broken down into five service types, as shown in Figure 10. CLE Activities were the most common type of services for the community (2,142).

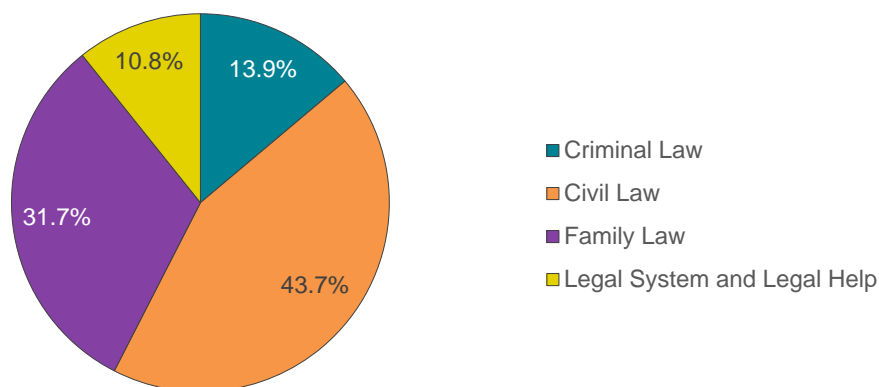
**Figure 10: Services for the community by type, 2018–19**



Base: Services for the community (N=4,679)

Services for the community were most often in relation to civil law (43.7%), and a further 31.7% were in relation to family law.

**Figure 11: Services for the community by area of law, 2018–19**



Base: Services for the community (N=4,679)

**Table 5: Services for the community by service type by broad area of law, 2018–19**

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil law	950	28	368	530	167	2,043
Criminal law	467	14	130	30	8	649
Family law	483	55	513	229	204	1,484
Legal system and legal help	242	13	63	155	30	503
Total	2,142	110	1,074	944	409	4,679

## Appendix H Western Australia

This appendix presents an analysis of services provided by CLCs in WA in the 2018–19 financial year. It is based on CLASS data and therefore does not include services provided by centres that do not report through CLASS. This analysis includes data from 22 of the 25 centres that were members of Community Legal Centres WA in 2018–19.<sup>45</sup>

**Table 1: CLCs included in this analysis**

CLC	Data included in this profile
Albany Community Legal Centre	✓
Citizens Advice Bureau	
Consumer Credit Legal Service (WA) Inc	✓
Employment Law Centre (WA)	
Environmental Defenders Office (WA)	✓
Fremantle Community Legal Centre	✓
Goldfields Community Legal Centre	✓
Gosnells Community Legal Centre	✓
Kimberley Community Legal Services Inc	✓
Mental Health Law Centre WA	✓
Midland Information, Debt & Legal Advocacy Service (MIDLAS)	
Northern Suburbs Community Legal Centre	✓
Peel Community Legal Services Inc	✓
Pilbara Community Legal Service	✓
Regional Alliance West	✓
South West Community Legal Centre Inc	✓
Southern Communities Advocacy, Legal and Education Service (SCALES) Community Legal Centre	✓
Street Law Centre	✓
Sussex Street Community Law Service Inc	✓
Tenancy WA	✓
The Humanitarian Group	✓
Welfare Rights & Advocacy Service	✓
Wheatbelt Community Legal Centre	✓
Women's Legal Services WA	✓
Youth Legal Service	✓

For reporting purposes, services are grouped into five broad categories: discrete assistance, duty lawyer, representation, community legal education (CLE), and other services, comprising

<sup>45</sup> Not including FVPLS centres.

law and legal service reform and stakeholder engagement. In the DSM, the first three categories (discrete assistance, duty and representation) are referred to as services to individuals, while the other two are referred to as services for the community.

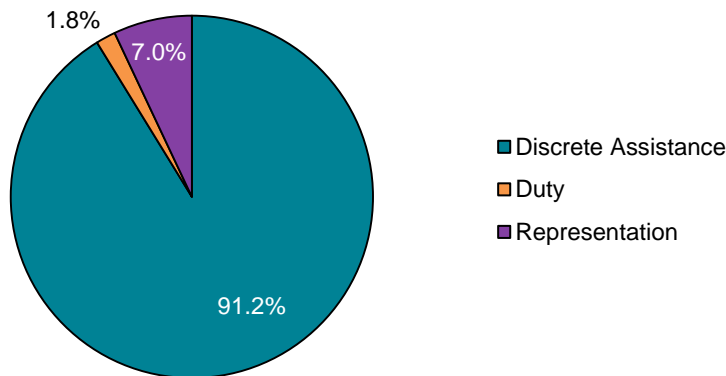
## Services to individuals

A total of 89,326 services to individuals were reported in 2018–19, representing 93.9% of services reported by CLCs in WA that year.

### *Service category and service type*

As shown in Figure 1, most services to individuals (91.2%) were discrete assistance services. Representation services accounted for 7.0% and duty services for 1.8% of services to individuals.

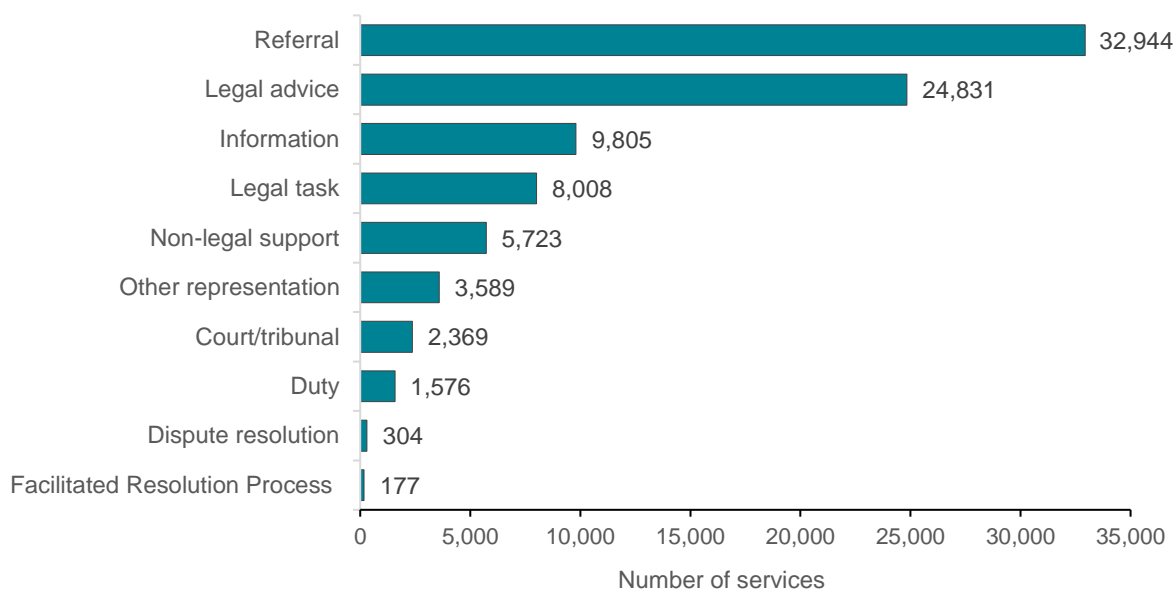
**Figure 1: Services by category, 2018–19**



Base: services to individuals (N=89,326)

The DSM further breaks the legal assistance services to individuals into 10 service types. The most frequent service type was referrals, accounting for 32,944 services or 36.9% of services to individuals provided in 2018–19, followed by legal advice (24,831 services or 27.8%), and information services (9,805 services or 11.0%).

Figure 2: Service by type, 2018–19



Base: services to individuals (N=89,326)

Table 2 presents the number and percentage of services by service type.

Table 2: Services by type, 2018–19

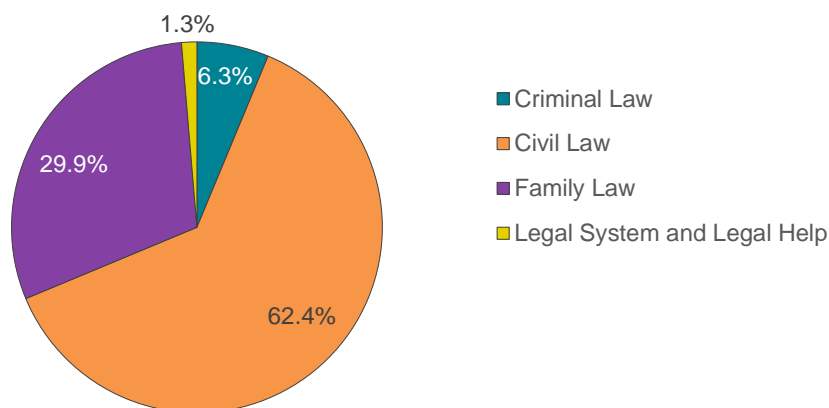
Service category	Service type	Services to individuals 2018–19	
		N	%
Discrete Assistance	Information Service	9,805	11.0
	Referral	32,944	36.9
	Legal Advice	24,831	27.8
	Non-Legal Support	5,723	6.4
	Legal Task	8,008	9.0
	Facilitated Resolution Process	177	0.2
	<i>Subtotal</i>	<i>81,488</i>	<i>91.2</i>
Duty	Duty	1,576	1.8
Representation	Dispute Resolution	304	0.3
	Court/Tribunal	2,369	2.7
	Other Representation	3,589	4.0
	<i>Subtotal</i>	<i>6,262</i>	<i>7.0</i>
<b>Total</b>		<b>89,326</b>	<b>100</b>

### Broad area of law

Broad area of law is not captured as a distinct data point in CLASS, but rather is automatically derived from the problem type(s). Each service provided may be in relation to more than one problem type. Therefore, when analysing data by area of law, the same service will be counted several times if it was provided in relation to multiple problems that span across more than one area of law.

The majority (62.4%) of services reported were for civil law matters, a further 29.9% were in relation to family law matters and 6.3% were for criminal matters.

**Figure 3: Percentage of services by broad area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=116,379)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

Table 3 presents the breakdown by broad area of law for each service type. Across all service types except facilitated resolution process, the majority of services were in relation to civil law matters. Most facilitated resolution process services were in relation to family law. Over a third of legal advice services and 32.6% of legal tasks were also in relation to family law. Representation services comprise of a somewhat larger proportion of criminal matters (11.2%) compared with other service types.

**Table 3: Services by type and by broad area of law, 2018–19**

		Criminal	Civil	Family
Information	N	525	6,875	2,224
	%	5.0	65.1	21.1
Referral	N	2,284	19,049	10,525
	%	7.1	59.1	32.6
Legal advice	N	2,929	24,471	15,407
	%	6.8	57.0	35.9
Non-legal support	N	43	6,011	1,811
	%	0.5	76.2	22.9
Legal task	N	942	10,609	3,443
	%	6.3	70.6	22.9
Facilitated Resolution Process	N	0	6	199
	%	0.0	2.9	97.1
Duty	N	14	2,188	291
	%	0.6	87.2	11.6
Representation	N	558	3,468	953
	%	11.2	69.6	19.1

Base: services where area of law is derived from problem type(s) (N=116,379)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).



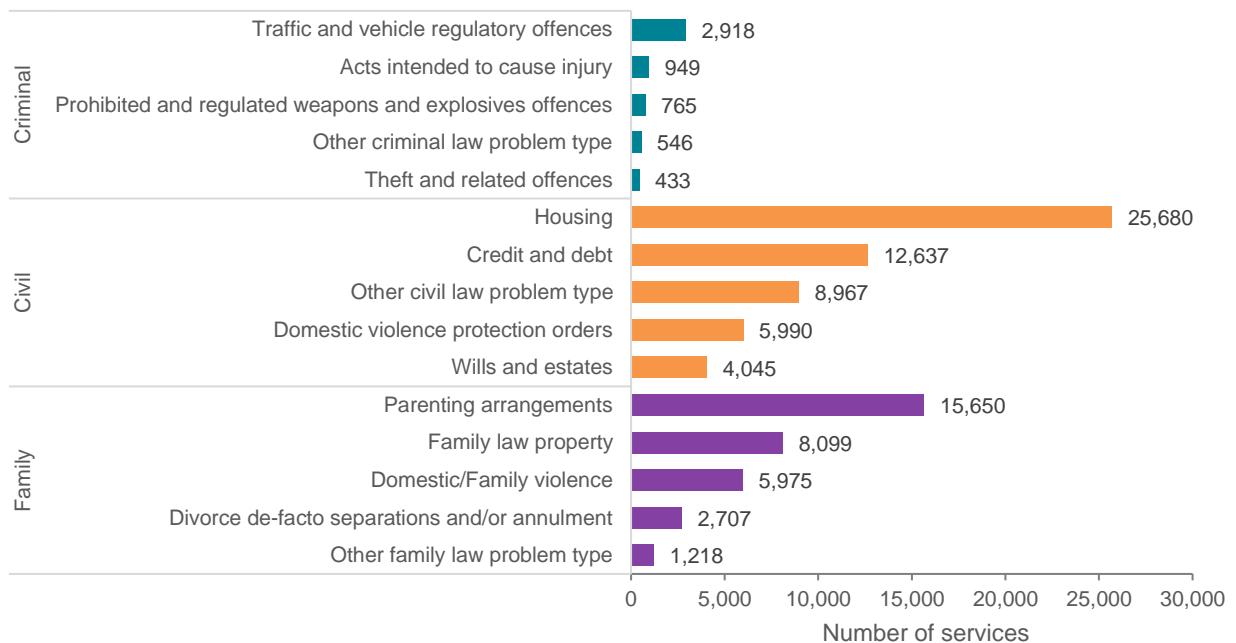
### Problem type

Figure 4 presents numbers of services for the five most commonly reported problem types for each broad area of law and Table 4 shows the number and percentage of services for the 20 most commonly reported problem types. Although informative, the ranking of problem types is indicative only as it is impacted by the fact that not all centres' data is included in this analysis.

Housing was the most commonly reported problem type overall, with 25,680 services provided in relation to that civil law issue, which represents 22.1% of services reported in that year. Parenting arrangements was the most common family law problem type with 15,650 services (13.4%). Traffic and vehicle regulatory offences (2.5%) were the most common problem type in relation to criminal law.

It should also be noted that problems in relation to family violence may be reported either as a family law matter (under the *Domestic/Family violence* problem type) or as a civil law matter (under the *Domestic violence protection orders* problem type). While there may be some overlap in circumstances where the same problem is reported under both problem types for the same service provided, it is nevertheless worth noting that a combination of those two problem types (11,965 services, or 10.3%) may more accurately represent the magnitude of this issue and its impact on services.

**Figure 4: Services by top five problem types for each area of law, 2018–19**



Base: services where area of law is derived from problem type(s) (N=116,380)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

**Table 4: Number and percentage of services for the top 20 problem types, 2018–19**

Area of law	Problem type	Services	%
Civil	Housing	25,680	22.1
Family	Parenting arrangements	15,650	13.4
Civil	Credit and debt	12,637	10.9
Civil	Other civil law problem type	8,967	7.7
Family	Family law property	8,099	7.0
Civil	Domestic violence protection orders	5,990	5.1
Family	Domestic/Family violence	5,975	5.1
Civil	Wills and estates	4,045	3.5
Civil	Social Security	3,164	2.7
Civil	Immigration law	3,127	2.7
Criminal	Traffic and vehicle regulatory offences	2,918	2.5
Family	Divorce de-facto separations and/or annulment	2,707	2.3
Civil	Injury compensation	2,101	1.8
Civil	Consumer	1,904	1.6
Legal system	Legal System and Legal Help	1,554	1.3
Legal system	Australian legal system	1,354	1.2
Family	Other family law problem type	1,218	1.0
Family	Child support	1,037	0.9
Criminal	Acts intended to cause injury	949	0.8
Civil	Child protection	890	0.8

Base: services where area of law is derived from problem type(s) (N=116,380)

Note: different base: these figures are calculated from a report that excludes services entered in CLASS using the bulk entry feature (information and referrals only).

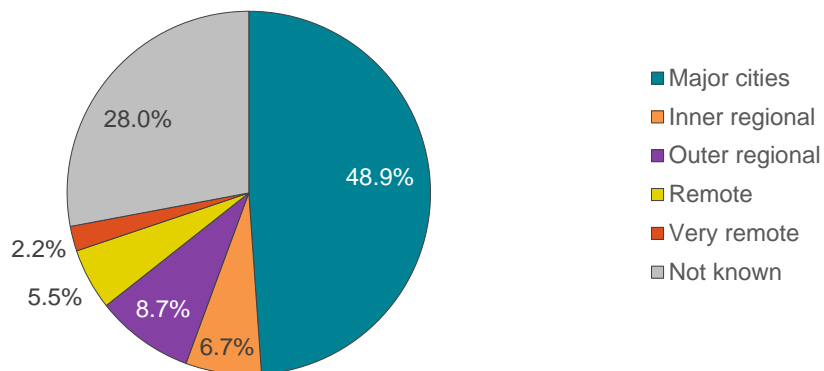
### **Remoteness of client's area of residence**

Figure 5 shows the proportion of services by level of remoteness of the client's residential area, based on the ABS remoteness structure. Nearly half of services were provided to clients residing in major cities. However, percentages are indicative only due to incomplete data: level of remoteness was not known for 28.0% of services, largely because this information was not required for information services and referrals.

#### **Box 42: Caution: limitations of data relating to client's area of residence**

For a number of reasons, numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution. Refer Box 7 in section 2 *National perspective* for further details.

Figure 5: Services by client's remoteness of residential area, 2018–19



Base: services to individuals (N=90,267)

Note: different base: these figures are calculated from a report that includes information and referral services, but excludes some funding categories.

## Client profile

This section presents numbers and percentages of services provided to clients that meet specific demographic criteria, and is:

- excluding **information** and **referral** services
- excluding representation services that remain ongoing at the end of 2018–19 (referred to as “open representation” services).

This means that data on services provided to specific client profiles is only available for the following service types:

- legal advice
- legal task
- non-legal support
- duty lawyer services
- representation services that closed during the reporting period.

Such services are referred to as “*services to individuals with reported client's demographics*” and accounted for 43,733 services, or 49.0% of all services to individuals provided in 2018–19.

**Box 43: Caution: incomplete data**

The following analysis does not take into consideration a significant proportion of services delivered. Client demographic data is available for less than half of services to individuals delivered in 2018–19, as it has not been a requirement to report client demographic data for information and referral services. Should demographic data be available across all service types, the client profile described in this section may look slightly different. Numbers and percentages presented below are for preliminary consideration and discussion only and should therefore be interpreted with caution.

**Note:** only representation services that are **closed** during the reporting period are included as per CLASS report specifications. The inclusion of new and ongoing representation services instead, for greater consistency across service providers, could be achieved with access to unit record data.

**Client's age and gender**

Over two thirds of services (67.1%) were provided to female clients (see Figure 6).

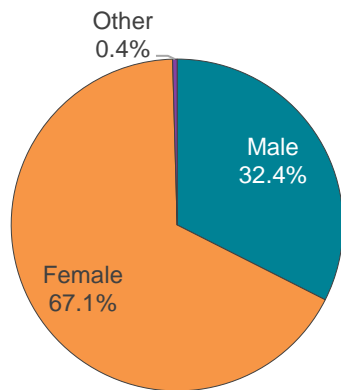
The proportion of services by client age peaks for the 35–49 age group (38.0% of services), followed by the 25–34 age group (23.1%) and the 50–64 age group (20.0%; see Figure 7).

One in ten services (10.1%) were provided to older people aged 65 or over, and 8.9% were provided to children and young people aged under 25 years.

**Box 44: Caution: missing specialist service data**

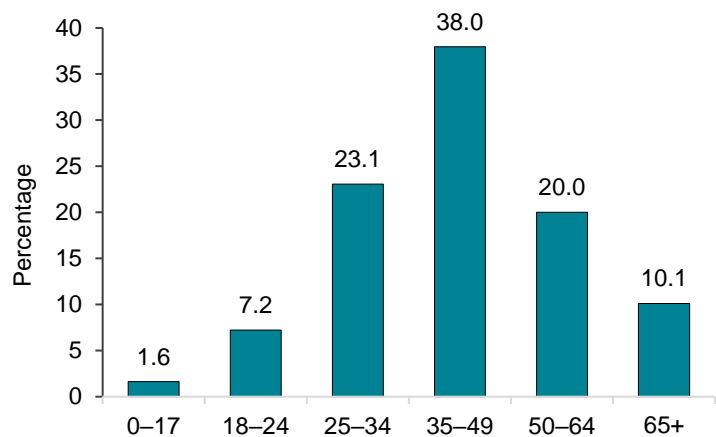
Services to young people and older people are provided both by generalist CLCs and by a few specialist CLCs. Some specialist CLCs are state- or nation-wide services and not all report through CLASS. For example, Youth Law Australia is not represented in this analysis, and therefore the number of services to young people is possibly an underestimate, which may in turn impact the percentages by age groups.

Figure 6: Services by client's gender



Base: services to individuals with reported demographics, where client's gender is known (N=43,198)

Figure 7: Services by client's age group



Base: services to individuals with reported demographics, where client's age is known (N=42,562)

### Priority client groups

The NPA service delivery principles include a focus on priority clients. Providers must plan and target services to people experiencing financial disadvantage and falling into one or more of the following groups:

- Aboriginal and Torres Strait Islander people
- Children and young people up to 24 years
- Older people aged over 65 years
- People experiencing, or at risk of, family violence
- People experiencing, or at risk of, homelessness
- People in custody and prisoners
- People residing in rural and remote areas
- People with a disability or mental illness
- People with a low proficiency in English
- People with low education levels
- Single parents.

### Financial disadvantage

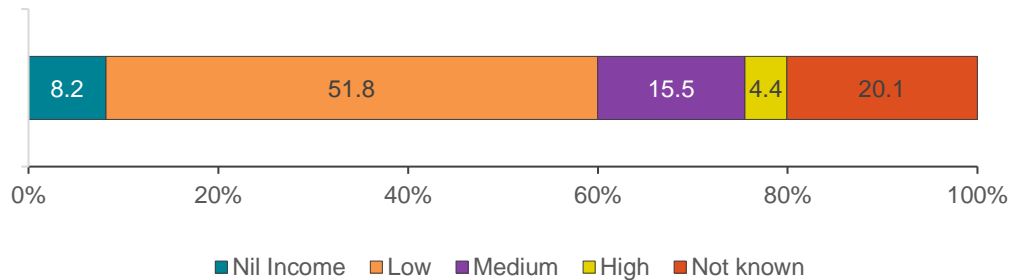
Client's personal income is recorded into CLASS using 12 income brackets that are then further amalgamated into four income categories:

- Nil income: negative or nil income
- Low income: income between \$1 and \$599 per week (below \$31,200 per year)
- Medium income: income between \$600 and \$1,249 per week (\$31,200 to \$65,000 per year)
- High income: income of \$1,250 or more per week (\$65,000 or more per year).

Income was not reported for 20.1% of services. Where income was reported, three quarters of services were provided to clients on nil or low income (75.1% of services where client's income is known).

It is important to note that a client can report a medium or high income but may be temporarily unable to access finances and, therefore, be considered as experiencing financial disadvantage in accordance with the DSM definition. This might especially be the case for matters in relation to domestic violence when accessing finances may potentially put the client at risk.

**Figure 8: Percentage of services by income categories**



Base: services to individuals with reported demographics (N=43,733)

Financial disadvantage status is also recorded in CLASS as a variable distinct from the income categorisation. Overall, 36,694 services, or 83.9% of services with reported demographics, were provided to clients experiencing financial disadvantage.

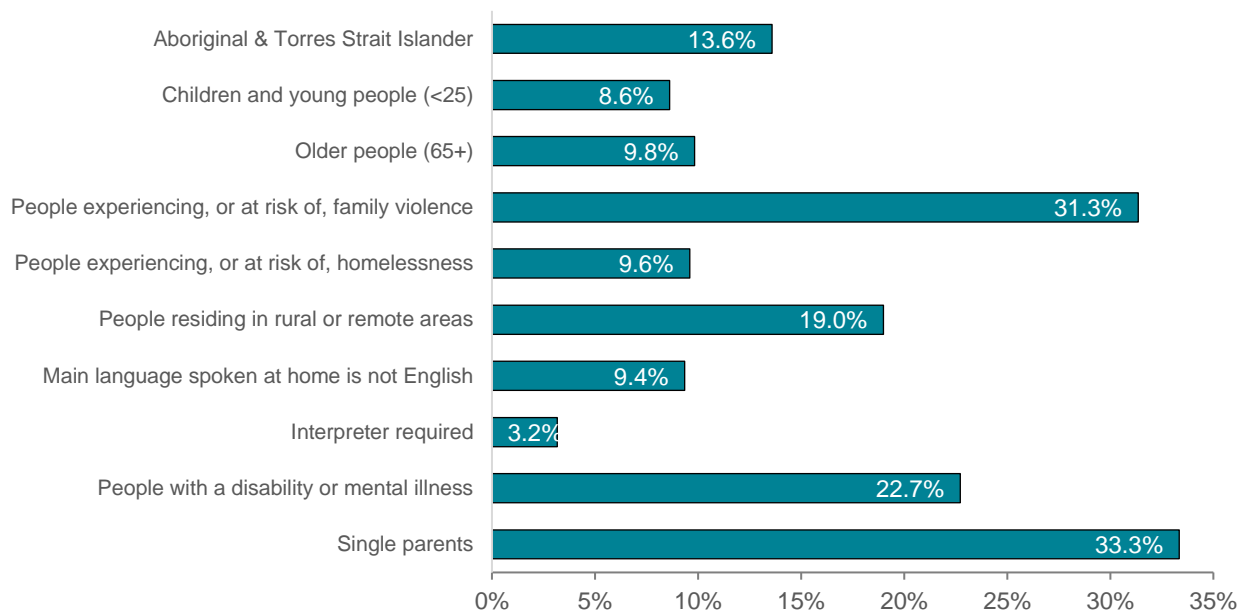
### **NPA priority client groups**

Figure 9 below presents the percentage of services to individuals (excluding information, referrals and ongoing representation services) provided to priority clients, for each of the priority client groups outlined in the NPA.<sup>46</sup>

A third of services (33.3%) were provided to single parents, and 31.3% were provided to clients experiencing, or at risk of, family violence. Over a fifth of services (22.7%) were provided to clients with a disability or mental illness and 19.0% to clients residing in rural or remote areas.<sup>47</sup>

<sup>46</sup> Neither the NPA nor the DSM include a definition for the priority group 'people residing in rural or remote areas'. For the purpose of this report, this group was defined as those residing in outer regional, remote or very remote areas as per the ABS remoteness structure. This is in line with CLASS reporting and consistent with other similar analysis, especially the ATSILS National Picture.

<sup>47</sup> The percentages for younger people and for older people noted here are slightly different to those noted in the analysis by age group in the previous section. The reason for this is that these two analyses are based different CLASS reports, which appear to apply slightly different data extraction criteria. This difference would be addressed with access to unit record data.

**Figure 9: Percentage of services provided to priority clients**

Base: services to individuals with reported demographics (N=43,733)

#### Box 45: Limitations of aggregated data

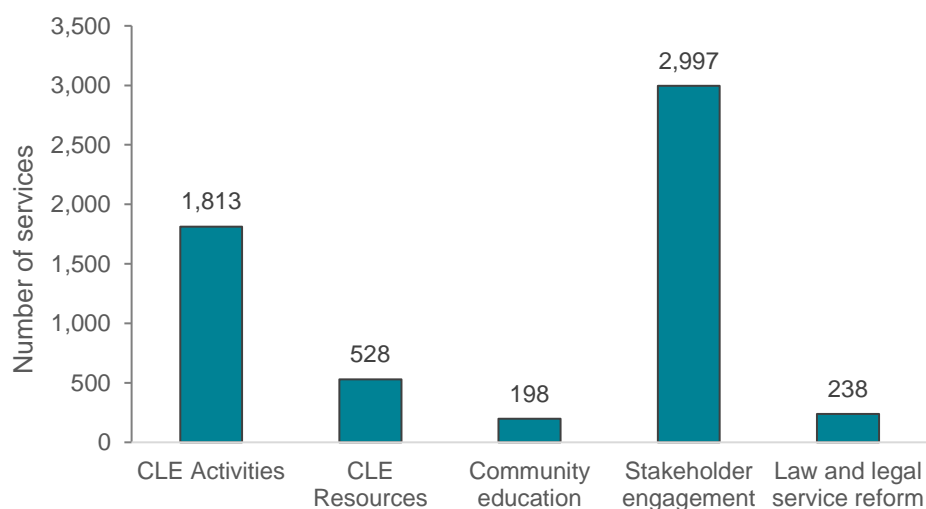
The CLASS report used for this analysis does not indicate the number or percentage of services or clients for whom details of priority groups are not known, therefore it is possible these percentages are underestimates.

Aggregated data does not show to what extent clients may belong to several priority groups, which would provide a more in-depth picture of the complexity of legal problems CLC clients face.

## Services for the community

A total of 5,774 services for the community were reported in 2018–19, representing 6.1% of services reported by CLCs in WA that year. Those services are broken down into five service types, as shown in Figure 10. Stakeholder engagement activities were the most common type of services for the community (2,997).

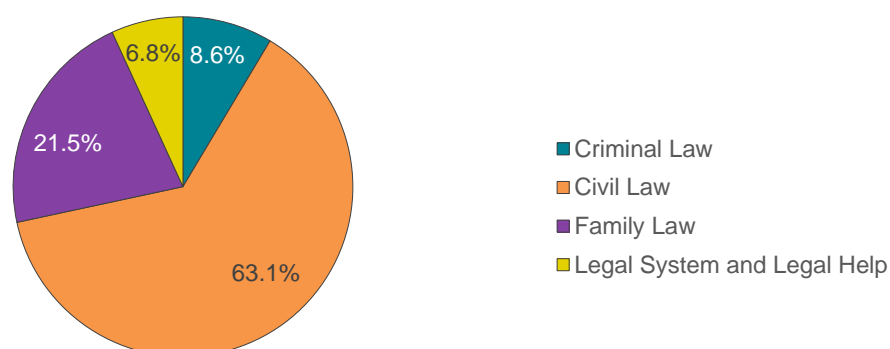
**Figure 10: Services for the community by type, 2018–19**



Base: Services for the community (N=5,774)

Services for the community were most often in relation to civil law (63.1%), and a further 21.5% were in relation to family law.

**Figure 11: Services for the community by area of law, 2018–19**



Base: Services for the community (N=5,774)

**Table 5: Services for the community by service type by broad area of law, 2018–19**

	CLE Activities	CLE Resources	Community education	Stakeholder engagement	Law and legal service reform	Total
Civil law	1,096	264	137	1,995	149	3,641
Criminal law	129	98		251	17	495
Family law	426	71	54	638	54	1,243
Legal system and legal help	162	95	7	113	18	395
Total	1,813	528	198	2,997	238	5,774



## Appendix I NLAS indicators

**Table A: NLAS(ATSILS), NLAS(CALD) and NLAS(65+) population counts by jurisdiction**

State/Territory	NLAS(ATSILS)		NLAS(CALD)		NLAS(65+)	
	<i>ERP Count</i>	<i>% of the 10+ population</i>	<i>Count</i>	<i>% of the 15+ population</i>	<i>Count</i>	<i>% of the 65+ population</i>
Australian Capital Territory	3,730	1.1	28,150	8.7	3,430	6.9
New South Wales	166,380	2.5	734,490	12.1	159,530	13.1
Northern Territory	52,800	25.4	8,280	4.6	2,290	14.0
Queensland	139,790	3.3	204,360	5.4	90,030	12.5
South Australia	27,370	1.8	118,250	8.5	42,880	14.0
Tasmania	18,580	4.1	12,000	2.9	13,010	13.2
Victoria	35,530	0.7	634,120	13.1	149,440	16.2
Western Australia	61,950	2.8	154,540	7.7	32,860	9.5
Other territories	n/a*		600	15.9	100	13.7
<b>Total</b>	<b>505,750</b>	<b>2.4</b>	<b>1,894,780</b>	<b>10.0</b>	<b>493,580</b>	<b>13.4</b>

Source: ABS 2016 Census; ABS 3238.0.55.001 Estimates of Aboriginal and Torres Strait Islander Australians, June 2016.

Counts rounded to nearest 10.

\*NLAS(ATSILS) cannot be computed for other territories as estimated resident population by Indigenous status is not available for that geography.

### NLAS indicators definitions

#### Definition of NLAS(Capability)

The NLAS(Capability) indicator provides a proxy measure of legal capability by identifying people aged 15 to 64, with low personal income, and who have a lower level of educational attainment. The NLAS(Capability) population count is obtained by adding the following groups.

ABS Census, Place of Usual Residence

Persons aged 15 to 39 years; AND Highest Year of School Completed (HSCP) = Year 12 or below;

Age 40 to 49 and HSCP = Year 11 or below;

Age 50 to 64 and HSCP = Year 10 or below;

AND Total Personal Income (weekly) (INCP) = Negative income, Nil income, \$1-\$149, \$150-\$299, \$300-\$399, \$400-\$499;

AND Non-School Qualification (QALLP) = Not applicable;

AND not a full-time or part-time student (STUP) = Not attending.

**Source:** 2016 ABS Census TableBuilder.

**Definition of NLAS(52K)**

The NLAS(\$52K) indicator identifies people aged 15 to 64, with a moderate personal income, and who have a lower level of educational attainment. The NLAS(52K) population count is obtained by adding the following groups.

ABS Census, Place of Usual Residence

Persons aged 15 to 39 years; AND Highest Year of School Completed (HSCP) = Year 12 or below;

Age 40 to 49 and HSCP = Year 11 or below;

Age 50 to 64 and HSCP = Year 10 or below;

AND Total Personal Income (weekly) (INCP) = Negative income, Nil income, \$1-\$149, \$150-\$299, \$300-\$399, \$400-\$499; \$500-\$649; \$650-\$799; \$800- \$999;

AND Non-School Qualification (QALLP) = Not applicable;

AND not a full-time or part-time student (STUP) = Not attending.

**Source:** 2016 ABS Census TableBuilder.

**Definition of NLAS(CLC)**

NLAS(CLC) uses a household income threshold that is equivalent to less than \$52,000 per person per annum and incorporates a capability factor based on low educational attainment to provide a count of people aged 15 and over who are likely to need assistance should they experience a legal problem. The NLAS(CLC) population count is obtained by multiplying the NLAS(CLC) rates by the resident count for the equivalent geographic area (from the Census) to provide a total count of people meeting the NLAS(CLC) criteria, that corrects for missing data.

*The NLAS(CLC) rates are calculated by dividing the count in the left column below by the count in the right column below.*

Place of enumeration	Place of enumeration
Persons aged 15 to 39 AND Highest year of school completed (HSCP) = Year 12 or below;	Excluding overseas visitors
Age 40 to 49 and Year 11 or below;	Age 15+
Age 50 to 64 and Year 10 or below;	Highest Year of School Completed (HSCP): excluding not stated
Age 65 to 74 and Year 9 or below;	Non-school qualification (QALLP): excluding inadequately described and not stated
Age 75+ and Year 8 or below;	Full-time/Part-time student status (STUP): excluding both institution and full-time/part-time status not stated
AND Equivalised total household income (HIED) = Nil income to \$999 per week	Equivalised total household income (HIED): excluding partial income stated AND all incomes not stated AND not applicable
AND Non-school qualification (QALLP) = Not applicable or Certificate level 1 and 2	
AND not a full-time or part-time student (STUP) = Not attending.	

**Source:** 2016 ABS Census TableBuilder.

### Definition of NLAS(ATSILS)

The NLAS(ATSILS) **ERP** count is obtained by multiplying the percent of Aboriginal and Torres Strait Islander people aged 18 and over earning less than \$52,000 per year (ABS 2016 Census) by the number of Aboriginal and Torres Strait Islander Australians aged 18 and over (from the ABS 3238.0.55.001 Estimates of Aboriginal and Torres Strait Islander Australians, June 2016 release), and then adding the number of Aboriginal and Torres Strait Islander Australians aged between 10-17 (from the ABS 3238.0.55.001 Estimates of Aboriginal and Torres Strait Islander Australians, June 2016 release).

*The percent of Aboriginal and Torres Strait Islander people aged 18 and over earning less than \$52,000 per year is calculated by dividing the count in the left column below by the count in the right column below.*

ABS Census 2016, Place of Usual Residence: AGEP Age 18 and over	ABS Census 2016, Place of Usual Residence: AGEP Age 18 and over
AND Indigenous Status INGP = Aboriginal; Torres Strait Islander; Both Aboriginal and Torres Strait Islander	AND Indigenous Status INGP = Aboriginal; Torres Strait Islander; Both Aboriginal and Torres Strait Islander
AND INCP Total Personal Income below \$52,000	AND INCP Total Personal Income excluding incomes not stated and not applicable.

**Source:** 2016 ABS Census TableBuilder; ABS 3238.0.55.001 Estimates of Aboriginal and Torres Strait Islander Australians, June 2016 release

### Definition of NLAS(CALD)

The NLAS(CALD) indicator identifies people aged 15 and over, with low personal income, and are from culturally and linguistically diverse backgrounds other than Aboriginal and/or Torres Strait Islander. The NLAS(CALD) population count is obtained as per the following criteria:

ABS Census, Place of Usual Residence  
Age 15 and over;  
AND Total Personal Income (weekly) (INCP) = Negative income, Nil income, \$1-\$149, \$150-\$299, \$300-\$399, \$400-\$499;  
AND Language Spoken at Home (LANP) = any language excluding English, Australian Indigenous languages, invented languages, sign languages, non-verbal, inadequately described, not stated.

**Source:** 2016 ABS Census TableBuilder.

### Definition of NLAS(65+)

The NLAS(65+) indicator identifies people aged 65 and older, with low personal income, and who have a lower level of educational attainment. The NLAS(65+) population count is obtained by adding the following groups:

ABS Census, Place of Usual Residence  
Persons aged 65 to 74 years; AND Highest Year of School Completed (HSCP) = Year 9 or below;  
Persons aged 75 and over and HSCP = Year 8 or below;  
AND Total Personal Income (weekly) (INCP) = Negative income, Nil income, \$1-\$149, \$150-\$299, \$300-\$399, \$400-\$499;  
AND Non-School Qualification (QALLP) = Not applicable;  
AND not a full-time or part-time student (STUP) = Not attending.

**Source:** 2016 ABS Census TableBuilder.