

**Understanding
legal need in
your local area:
Data-informed
strategic planning**

9 June 2021





Acknowledgement of Country

We acknowledge the Traditional Owners of the lands across Australia. We pay deep respect to Elders past, present and emerging and any Aboriginal or Torres Strait Islander persons who are joining this meeting today. We acknowledge Aboriginal and Torres Strait Islander peoples as the first people of Australia and that sovereignty has not been ceded.



Housekeeping

- Please remain on mute
- Use the chat function to raise questions during the webinar
- We'll have a Q&A session after the presentation
- The webinar is being recorded but we will stop recording at Q&A
- Feedback survey shared by email and chat the end of the session

Presenters

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Community Legal Centres
Australia

Why is legal needs analysis an important and powerful tool for your decision making?

Legal Need: The likelihood that a person will experience a legal problem or justiciable event, whether or not it was recognised as being 'legal' or any action was taken to deal with the problem.

Build a better understanding of the nature and distribution of legal need in your local area to:

- Generate evidence to justify programs or argue need for a service
- Develop strategies to manage demand and target those in greatest need
- Engage in collaborative service planning at the local level
- Develop a data informed strategic plan for your organisation: connecting the problem to objectives for change

Objectives of legal needs analysis

- Identify and analyse the geographic and demographic distribution of predicted legal need in your community
- Consider what activities are currently being undertaken, towards achieving your objectives
- Provide targeted and timely access to justice for the most marginalised and disadvantaged in your local area

A legal needs assessment framework

- 1) **Met** or **Expressed** Legal Need: People who are already be seeking assistance for their legal problem through Centres
- 2) **Unmet, Unexpressed** or **Hidden** Legal Need: People who may not be seeking assistance for their legal problem and may be unaware they have a legal problem

Community Legal Centres Australia Legal Needs Planning Guide

A guide to doing **legal needs analysis** with the goal of developing a **data-informed strategic plan**

Section 1: Your service and met need

- Desktop task 1 – Describe your service and its objectives
- Desktop task 2 – Use your Centre’s data to understand met need (CLASS or your own database)
- Workshop 1 – Explore the alignment between your current service activities and your stated objectives

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Legal Needs Planning Guide

Section 2: Your service and met and unmet need (gap analysis)

- Desktop task 3 – Apply the *Legal Needs Assessment Framework* to your catchment to better understand unmet need (using indicators)
- Desktop task 4 – Interview key stakeholders to better understand met and unmet need in your catchment
- Workshop 2 – Explore the alignment between your service with met and unmet need

Section 3: Your service's data-informed strategic plan

- Workshop 3 – Lessons learned through the gap analysis; re-visit and clarify your vision, mission and objectives; and develop your evidence-based strategic plan for the next 1 to 3 years

Tools you can use to assess legal need (i)

Met or expressed need

CLASS e.g.

- S01 – Services for individuals
- C03 – Clients by priority group (and by each demographic) by administrative boundary type
- N03.1 – NPA Services by Law Type (and by high-level problem types)
- DIY reports

Or your own database

Tools you can use to assess legal need (iii)

Unmet or unexpressed need

2) *CLCs Australia* Legal Needs Assessment Framework

- Indicators: lone parent; disability/chronic ill-health; Indigenous; on benefits; social renter, private renter; age groups 15-24, 25-34, 35-44 & 45-54 years; ethnicity (NESB).

- Data from: *ABS Census of Population and Housing; DSS Payment Demographic Data*

INDICATOR	BASIC DEFINITION	HIGH RELATIVE INCIDENCE OF KEY PROBLEM TYPES
Lone parent	Family with one parent caring for children living at home.	<ul style="list-style-type: none">- Money / debt- Welfare problems- Housing (tenancy, homelessness)- Family (all types)- Domestic violence
Disability / chronic ill health	<ol style="list-style-type: none">1. Disability from the Census2. Adults receiving the Disability Support Pension from Centrelink.	<ul style="list-style-type: none">- Money / debt- Employment- Discrimination / human rights- General crime- Accident / injury- Consumer problems- Neighbour problems- Tenancy
Indigenous	Adults who identify as Aboriginal and/or Torres Strait Islander.	<ul style="list-style-type: none">- Money / debt- Employment- Family law- Discrimination / human rights- Unfair police treatment

Tools you can use to assess legal need (iv)

Other resources

Law and Justice Foundation of NSW

- Need for Legal Assistance Service (NLAS) indicators
- Legal Needs Dashboard

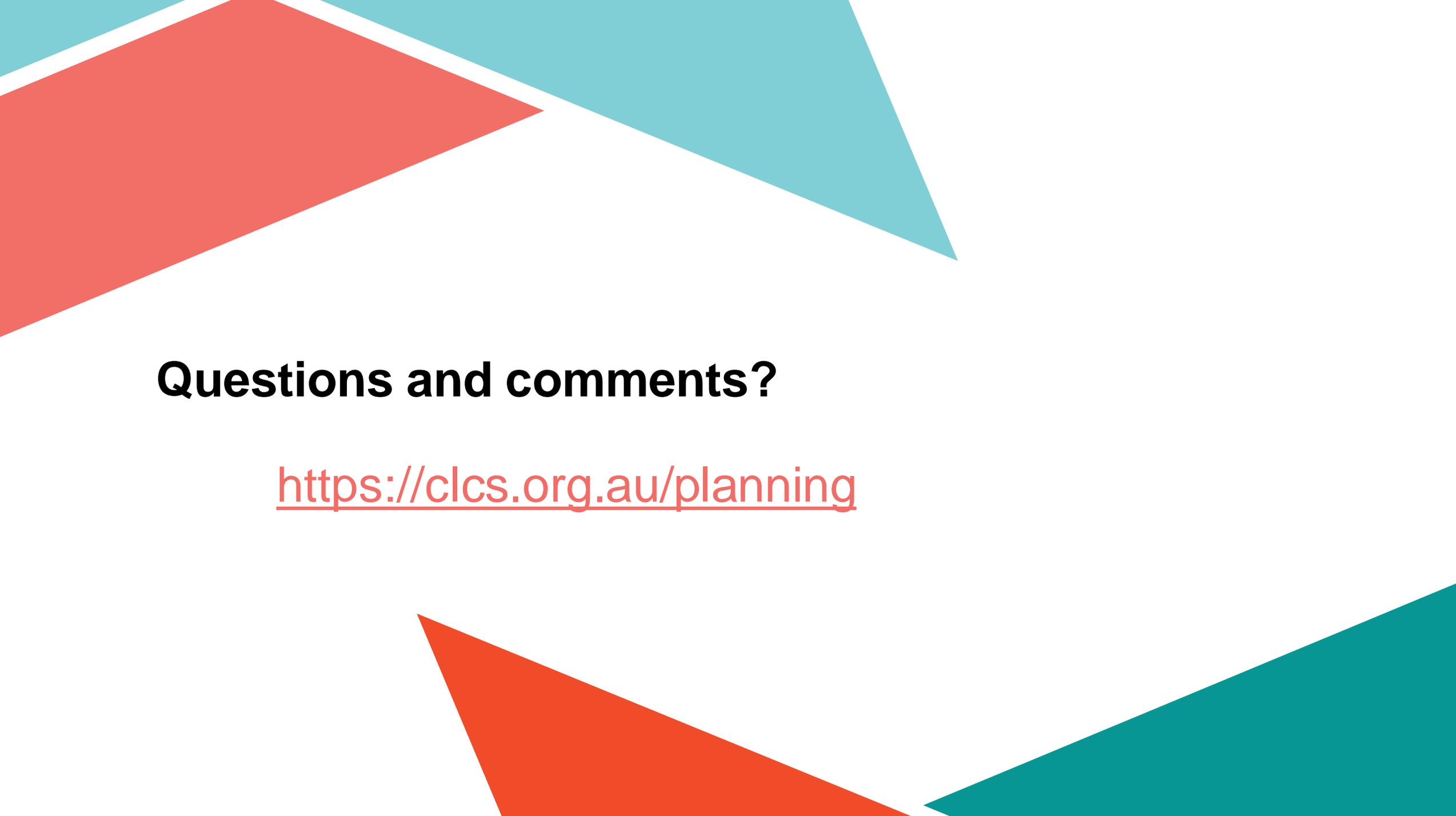
<http://www.lawfoundation.net.au/legalneedsdashboard>

Research on legal need

- Indigenous Legal Need
- Collaborative Service Planning
- Reshaping legal assistance services
- How people's perceptions of the law impacts their access to justice

Support from CLCs Australia

- CLASS support and training through the CLASS Portal

The background features several large, overlapping geometric shapes in teal and red. A teal shape is at the top left, a red shape is below it, and another teal shape is at the top right. At the bottom, there are more teal and red shapes, including a large teal triangle on the right and a red triangle on the left.

Questions and comments?

<https://clcs.org.au/planning>

Thank you!

