# Data Consistency Guide – Matrix of Services – which service is this?

**Updated September 2020**

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|  | **Centre requires Service User’s name and identifying details**  | **Centre reviews Service User’s documents and conducts legal research but does not communicate with 3rd parties** | **Service User gives Centre Authority to Obtain Information from 3rd parties** | **Centre has committed to help Service User in an ongoing way**  | **Centre sets out scope of services to Service User in a (formal or informal) client agreement** | **Centre represents Service User** | **Matter involves Service User being party to proceedings in a court, tribunal or inquiry**  | **Matter involves mediation / alternative dispute resolution** |
| **Information** |   |  |   |   |  |   | ✓ (sometimes) | ✓ (sometimes) |
| **Referral** |   |  |   |   |  |   | ✓ (sometimes) | ✓ (sometimes) |
| **Legal Advice** | ✓ | ✓ |   |   |  |   | ✓ (sometimes) | ✓ (sometimes) |
| **Legal Task** | ✓ |  | ✓ (sometimes) |   |  |   | ✓ (sometimes) | ✓ (sometimes) |
| **Duty Lawyer** | ✓ |  | ✓ (sometimes) |   |  | ✓ (sometimes) | ✓ |   |
| **Non-legal support – discrete** | ✓ |  | ✓ (sometimes) |   |  |  | ✓ (sometimes |   |
| **Non-legal support – ongoing** | ✓ |  | ✓ (sometimes) | ✓ |  |  | ✓ (sometimes |   |
| **Court/Tribunal Representation** | ✓ |  | ✓ (sometimes) | ✓ | ✓ | ✓ | ✓ | ✓ (sometimes) |
| **Dispute Resolution Representation** | ✓ |  | ✓ (sometimes) | ✓ | ✓ | ✓ |   | ✓ |
| **Other Representation** | ✓ |  | ✓ (sometimes) | ✓ | ✓ | ✓ |   |   |
| **Ongoing Legal Support Service** | ✓ | ✓ (sometimes) | ✓ (sometimes) | ✓ | ✓ |   | ✓ (sometimes) | ✓ (sometimes) |
| **Facilitated Dispute Resolution Service** | ✓ |  | ✓ (sometimes) |   |  |   |   | ✓ |