



Data consistency guide: case studies

17 November 2020

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You are welcome to [provide more case studies, or ask questions / provide feedback](#) on any of the case studies below. We are particularly keen to receive more case studies from Family Violence Prevention Legal Services.

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Case Studies

Case Study - Carmel referred to financial counselling

<https://clcs.org.au/case-study-carmel-referred-financial-counselling>

Carmel visits a community legal centre to seek assistance with her family violence matter. The Centre lawyer identifies that she has numerous debts and therefore also needs to see a financial counsellor

Scenario 1:

There happens to be a separate independent financial counselling service co-located at the same premises as the Centre. The Centre lawyer walks with Carmel to the reception area for the financial counsellors. They speak to the financial counselling service receptionist, who then makes an appointment for Carmel, and takes some initial details. This is recorded as a Facilitated Referral.

Scenario 2:

The local financial counselling service is located in the next town. The Centre lawyer tries to ring but cannot get through. The Centre provides Carmel with the phone number for the financial counselling service, and encourages Carmel to call them to make an appointment. This is recorded as a 'Simple Referral'.

Scenario 3:

The Centre employs a financial counsellor, and all appointments are centrally managed by the Centre's reception staff through CLASS. The lawyer asks reception staff to make an appointment for Carmel the following day. When Carmel attends, the Centre creates one Non-Legal Support Service - Financial Counselling.

As this is not referring Carmel to an external body, this is not recorded as a Referral. [Note that some centres might want to capture this in CLASS as an Internal Referral so they can identify those matters].

Case Study - Zoe's Internal Referral

<https://clcs.org.au/DataGuide/CaseStudyZoeInternalReferral>

Zoe is seeing the Centre's employment lawyer. As she has also had a dispute with her flatmates in a share house, the Centre's lawyer refers her to a tenants advocate within the Centre. As Zoe is referred internally, although this may be recorded by the Centre using their own "internal referral" field, this does not get counted as a Referral for reporting purpose.

Case Study - A pro bono lawyer for Alfredo

<https://www.clcs.org.au/DataGuide/CaseStudyAlfredo>

Alfredo attends a Centre specialising in supporting people with disability. He has a complex legal matter relating to property transactions his family was involved in. The Centre's

solicitor provides initial advice about some potential causes of legal action (Legal Advice 1). The solicitor advises that we will initiate and pursue enquiries to get some more information, and then see what we need to do next. The Centre gets written consent to communicate with third parties.

The Centre obtains information from three different third parties (the Land and Property Information Agency, Alfredo's sibling, and the lawyer who acted for Alfredo's father) (Legal Task 1). The solicitor then reviews all the information to see if there could be formal legal action Alfredo could take, and prepares notes (in CLASS this can be recorded as an Action within of Legal Advice 2). The solicitor then sees Alfredo again (Legal Advice 2), provides this information, and advises Alfredo that the Centre does not specialise in this sort of litigation, but would like to locate a private lawyer to help you with the case. Alfredo agrees.

The Centre compiles a short brief and cover letter for a pro bono lawyer, asking if they would be interested in taking the matter on (Legal Task 2).

The pro bono lawyer agrees to take on the matter. The Centre contacts Alfredo and asks if they want this lawyer to help. Alfredo says yes, so the Centre calls the pro bono lawyer and asks him to call Alfredo directly (Facilitated Referral – in CLASS this can be recorded by adding a Referral Destination to Legal Task 2).

Case Study - Ahn vs his landlord

<https://www.clcs.org.au/DataGuide/CaseStudyAhnTenancy>

Ahn approaches a Centre for help. He is in dispute with his real estate agent in regards to making minor alterations to the property which he rents. Ahn stripped off the lino and polished the floors, not the agent is claiming he should pay to have new lino installed. The Centre provides Legal Advice (Legal Advice 1), but it is clear that more needs to be done.

Scenario 1:

The Centre helps Ahn write a letter (Legal Task 1). Ahn sends the letter, and several weeks later, calls and says the real estate agent has agreed not to take the matter further. The Centre provides advice about what to do if something happens again (Legal Advice 2).

Scenario 2:

Several weeks after Ahn last spoke to the Centre, he calls again. The real estate agent is now asking for access to the premises at a time when Ahn cannot be home. The Centre fears the agent is now beginning to harass Ahn in retaliation for asserting his rights. The Centre assesses Ahn's matter and his capability, and decides he can manage the matter on his own with the Centre providing support. The Centre opens an Other Representation - Ongoing Legal Support service.

Scenario 3:

Ahn drops in with a notification from the Tenancy Tribunal that the agent is taking him to the Tribunal. The Centre assesses Ahn's matter and his capability, and decides he can manage the matter on his own with the Centre providing support. The Centre opens an Other Representation - Ongoing Legal Support service.

Scenario 4:

Ahn drops in with a notification from the Tenancy Tribunal that the agent is taking him to the Tribunal. When the Centre assesses Ahn's matter and his capability, they note that Ahn does not read or write English well, is on a low income, and is at risk of homelessness if the landlord retaliates and evicts him. The Centre decides to act for Ahn. As the matter is already in the Tribunal, a Court/Tribunal Representation Service is opened. Case Study - Fiona's debt due to ex-husband.

Case Study - Fiona's debt due to ex-husband

<https://www.clcs.org.au/DataGuide/CaseStudyFionaDebt>

Fiona has recently separated from her husband. She has debts to a Major Bank due to putting her name on a personal loan her ex-husband took out. These debts are incurring interest that she cannot pay.

Fiona attends an appointment at a Generalist Centre's evening legal clinic, and is seen by a volunteer lawyer who provides advice in relation to both problems.

The advice covers mostly civil law (internal review by the bank, AFCA, and debt recovery proceedings) but also family law (property settlement). The Other Parties are Fiona's husband for both the family law and the debt matter, and the Major Bank for the debt matter.

The volunteer solicitor writes up one Legal Advice, even though the advice crosses several areas of law, and has several other parties.

The next day, a Centre solicitor reviews the Legal Advice. They decide Fiona would benefit from additional advice and possibly additional assistance from the Centre's staff lawyer who is experienced in running debt matters. A staff lawyer then contacts Fiona, asks her more questions, and provides more comprehensive advice. This is recorded as a second Legal Advice.

Case Study - Advice to Indu across different legal issues / funding categories

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyIndu>

Indu is referred to the Centre by a refuge. She has just left her partner due to domestic violence against her and her children. There has been property damage to their rental property caused by her ex-partner. The landlord has advised he will pursue Indu and her ex-partner for the cost of damage. The Centre makes one appointment for Indu to see a solicitor – the solicitor's role is funded 2 days p/w through the state-government Tenants Advice Service, and 3 days p/w as a generalist solicitor. Indu attends and receives advice in those two matters. During the appointment she says – oh also I'm being pursued for all these fines due to travelling on public transport without a ticket. How would the Centre record the advice it provides?

The general rule "One client/ one solicitor / one session would usually require this to be recorded as one Legal Advice. However, because the solicitor needs to report this service provision against two different funding categories, two separate Legal Advices are recorded:

- Problem type = Tenancy – Other Parties are landlord and ex-husband (as he is co-tenant)
- Problem types = Family law, fines, debt – Other Parties are ex-husband and state government

If the Centre decides to continue assisting Indu as she is financially disadvantaged and/or a priority client, from a legal practice management point of view it would be easiest to manage Indu by recording separate Services for each different problem type, for example:

Tenancy debt to landlord: Centre opens a Representation Other, acts for Indu against the landlord's claims that she is responsible for cost of repairing damage caused by ex-partner

Debt to be recovered from ex-partner: Centre provides a second Legal Advice and then a facilitated referral to Legal Aid for a grant of aid for family law representation which would also cover the issue of debts owed by the ex-partner to Indu

Fines matter: Centre opens a Representation Other, acts for Indu in using hardship provisions to seek waiver/reduction in fines.

Case Study - Christopher and the duty lawyer

<https://www.clcs.org.au/index.php/DataGuide/ChristopherDutyLawyer>

Christopher attends court without legal representation in relation to a charge for drink driving. Before entering the court, Christopher seeks advice from the duty lawyer but the duty lawyer does not represent him during court proceedings. This should be recorded as Duty Lawyer Service 1 - Advice.

Scenario 1:

Christopher is subsequently convicted, ordered to pay a fine, and loses his licence. Immediately following court proceedings, Christopher returns to the same duty lawyer for legal advice in relation to the penalty imposed. As the same duty lawyer talks to Christopher and provides advice on the same legal matter, this should just be treated as part of Duty Lawyer Service 1 - Advice.

Scenario 2:

Christopher is convicted, ordered to pay a fine, and loses his licence. Two days after the court proceedings, Christopher returns to the duty lawyer for additional legal advice. Although the same duty lawyer is engaged and provides advice on the same legal matter, this is counted as Duty Lawyer Service 2 - Advice.

Scenario 3:

Christopher is convicted, leaves the Court and is immediately arrested and taken into custody for a 2:15pm same-day court appearance in relation to breaching bail in connection with burglary charges. The duty lawyer advises Christopher prior to this second court

appearance. Although the same duty lawyer is engaged, this is counted as a separate service (Duty Lawyer Service 2 - Advice) as the subsequent occasion of service relates to a different legal problem.

Scenario 4:

As per Scenario 3 except this time when Christopher sees the duty lawyer, she decides to represent him to seek an adjournment for full legal advice. This is recorded as Duty Lawyer Service 2 - Minor Appearance.

Case Study - Maha v Centrelink

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyMahaCentrelink>

Maha calls a Centre about a debt to Centrelink. The Centre's volunteer answers the call, and:

- Takes Maha's name and details
- Checks to see if they have helped Maha before (no)
- Checks to see if the issue involves another person - ie do they need to do a conflict check (no)
- Makes an appointment for Maha to talk to a caseworker in two week's time
- Asks Maha to send the Centre a copy of all documents they have from Centrelink
- Emails Maha a consent form to allow them to talk to Centrelink.

In CLASS, the Centre creates Maha as a Triage client, and uses Actions to record the work undertaken with Maha to this point.

Maha sends her documents a few days later. A volunteer uses CLASS to convert Maha's status as a Triage Client to a Client, creates a Legal Task, and attaches the documents to this Task.

One week before the appointment date, a caseworker reviews Maha's documents. They contact Centrelink to check on the current status of the matter, and whether there has been any recent correspondence. Two days later, Centrelink faxes across some additional documents. The caseworker records the review of documents, communications with Centrelink, and drafting of advice as Actions within the Legal Task, with time recorded.

At the time of the appointment, the caseworker calls Maha, gets some more information from Maha, and then provides her with advice about her options. This is recorded in CLASS as a Legal Advice (Copy-A-Service is used to save time). At the same time, the Legal Task is closed.

Scenario 1: Advice and Tasks only

Maha is satisfied with the advice and indicates she doesn't want to challenge the debt.

The Centre will have provided Maha with one Legal Task and one Legal Advice.

Scenario 2: Ongoing legal support

Maha wants to challenge the debt. The solicitor tells her they will need to review their capacity and get back to her.

The Centre discusses Maha's matter at the next Casework Meeting. They agree that Maha is capable of disputing the debt with a little bit of help from the Centre.

A solicitor calls Maha and advises that they will provide her with ongoing support to help her challenge the debt through an ARO - Internal Review, although they will not represent her. The solicitor follows up the phone call with an email to Maha setting out the same thing.

The Centre opens an Ongoing Legal Support Service (check once decision made as to whether this sits within Other Representation Service or is a separate Service). The email setting out what they will do for Maha is attached to the new Service. All subsequent interactions between Maha and the Centre are recorded as Actions or file notes within this service.

Scenario 3: Court/Tribunal Representation Service 1

The Centre has been helping Maha challenge Centrelink's debt. She is unsuccessful in the first stage of the review, but on reviewing the decision, the Centre is convinced that an error has been made.

At the next Casework Meeting, the Centre agrees that they will represent Maha in an appeal to the Administrative Appeals Tribunal (AAT).

The Centre closes the Ongoing Legal Support Service, and opens a new Court/Tribunal Representation Service. All subsequent interactions between Maha and the Centre are recorded as Actions or file notes within this service.

Scenario 4: Court/Tribunal Representation Service 2

Maha, represented by the Centre, wins the AAT case -- yay! Unfortunately, Centrelink appeals.

The Centre discusses the case at a casework meeting, agrees there are good grounds for success if they review, and decide to continue representing Maha in the second AAT review. They email Maha and confirm that they will act for her in this second stage of the review. Because this is a different forum, the first Court/Tribunal Representation Service is closed, and a new Court/Tribunal Representation Service is opened (using Copy-A-Service to bring details across). All subsequent interactions between Maha and the Centre are recorded as Actions or file notes within this service.

Case Study - Ali's employment matter

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyAliEmployment>

Ali contacts a generalist Centre for employment law advice relating to workplace performance. He attends an appointment - Legal Advice 1.

Ali makes further contact one month later in relation to the same employment matter. The Centre this time provides written advice including options about legal action he could take - Legal Advice 2.

Ali contacts the Centre about the written advice. He would like the Centre to represent him. The Centre explains that it does not currently have the resources to provide Ali with ongoing assistance, but will help him to write a letter to respond to the employer. The Centre writes a letter on Ali's behalf to his employer, setting out the law - Legal Task 1.

The Centre also refers Ali to his union and to the Law Society website for a list of private employment law solicitors in his suburb. This is recorded as

- one Referral
- with two referral destinations
- reason for referral is "Centre Does not have capacity to offer service."

Case Study - Fleur non-legal support

<https://www.clcs.org.au/index.php/DataGuide/FleurNonLegalSupport>

Fleur attends a Family Violence Prevention Legal Service. During the course of receiving Legal Advice in relation to parenting arrangements with her children's father, Fleur is referred by her lawyer to the Service's social worker. The social worker provides her with one session of counselling (Non-Legal Support Service)

A week after the initial counselling session, the Service's staff meet to discuss Fleur's circumstances and the range of support they can provide. It is agreed that Fleur will be represented by the Centre in relation to her parenting dispute, and will also receive ongoing trauma counselling.

The Service opens a Court/Tribunal Representation Service and an Ongoing Non-Legal Support Service (note: the initial Legal Advice and Non-Legal Support Service have already been separately recorded.)

Fleur continues to visit counselling sessions for a few weeks whilst the Family Law Court decides what is in the best interests of the children. During a counselling session, it is identified that Fleur needs support with budgeting and managing debts. Fleur is referred to a financial counsellor for an initial appointment in relation to Fleur's rent and other financial commitments. This is one Non-Legal Support Service. Several weeks later, Fleur visits the financial counsellor again for a second appointment. This is an additional Non-Legal Support Service.

Fleur has thus received the following separate services from the FVPLS:

- Legal Advice x 1
- Non-Legal Support Service - trauma counselling session
- Ongoing Non-Legal Support Service - trauma counselling
- Court/Tribunal Representation Service
- Non-Legal Support Service - financial counselling x 2

Case Study - FVPLS support to Mary

<https://www.clcs.org.au/index.php/DataGuide/MaryFVPLS>

An Indigenous Family Violence Prevention Legal Service is assisting Mary with a Care & Protection court matter. In addition, a support worker is providing help to Mary with her application for public housing, support in budgeting for healthy meals, and assistance with liaising with Centrelink.

The legal support is recorded as a Court/Tribunal Representation Service.

In relation to the non-legal support, how this is recorded will depend on:

1. Whether the work is ongoing - that is, has the Centre made an up-front commitment to support Mary throughout a particular non-legal process (eg help Mary get on Centrelink benefits) or whether the Centre has simply said they would perform one deliverable (eg fill out the Centrelink form), and
2. The Centre's practice in providing support in relation to each of the non-legal issues – does the Centre have different specialist workers or practices for each specific non-legal issue, or is the support more generalist?

If the Centre uses specialist workers for a particular non-legal support area – eg a financial counsellor for budgeting – then it would make sense to have a separate Ongoing Non-legal Support Service to record the work undertaken in that specialist area. This is simply for ease of case management.

However, if the Centre has a policy of using generalist support workers to provide legal clients with whichever wrap-around non-legal services Mary might need while her legal matter is proceeding, then it is probably more practical from a case management point of view to simply open / record one Ongoing Non-Legal Support Service, with all the notes and activities recorded within that one Ongoing Service.

As a side-note: it is important for the Centre to ensure all non-legal support workers are clear on the line between a legal and a non-legal problem (see [Glossary](#)) and therefore legal and non-legal support. While non-legal support may include filling out applications for government services, appealing a decision of a government agency is likely to require legal assistance, as it involves the assertion of legal rights and information about legal processes.

So if the Centrelink or the Department of Housing make an adverse decision about Mary, the Centre should ensure Mary is provided with or has access to Legal Advice or other legal services as relevant.

Case Study - Maia tenancy matter

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyMaiaTenancy>

Maia receives a Notice of Hearing for rent arrears in the Civil and Administrative Tribunal. Maia contacts her local Centre, who provides her with Legal Advice. Maia is a single mother with three children, on a low income, reliant on casual work and Centrelink benefits. The Centre decides to represent Maia as she is at risk of homelessness. The Centre opens a Court/Tribunal Representation Service. The Centre immediately writes to the real estate agent, seeking a settlement, advising that Maia will begin paying off the rent arrears by an additional \$20 per week. The agent agrees in writing to withdraw the rent arrears

application in exchange for the repayment plan. The Centre emails the paperwork to the Tribunal. The Tribunal issues orders to this effect.

Although the Centre did not end up attending the Tribunal at any stage, and the matter settled prior to hearing, the matter is still characterised as a Court/Tribunal Representation Service. This is because at the time of opening the Representation Service, the matter was listed in the Tribunal.

Case Study - Malka and Juan family dispute resolution

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyMalkaJuanDisputeRes>

A Centre that conducts family dispute resolution services on contract from the Legal Aid Commission. The Centre has been referred Malka and Juan for a family dispute resolution. The Centre conducts two screening processes and a conference. Malka and Juan cannot agree to the terms of a parenting arrangement. Both parties are represented by lawyers on grants of aid during the conference. The Centre records one Facilitated Resolution Process while Legal Aid records two Dispute Resolution Services.

Case Study - Sunila family dispute resolution

<https://www.clcs.org.au/index.php/DataGuide/CaseStudySunilaFamilyMediation>

Sunila is in dispute with her former partner over relationship related debt and the custody of her three children following a recent separation. A Family Dispute Resolution conference has been scheduled. Sunila contacts a Centre for support. The Centre decides that as Sunila is vulnerable, they will support and represent her in the mediation. The Centre opens a Dispute Resolution Service, and provides information, advice and support to prepare documents to enable Sunila to participate in the Facilitated Dispute Resolution conference. The Service also attends the conference with Sunila.

There are several different legal subject matters that arise while the Centre prepares Sunila for the conference, including parenting, family law property, child support, and debts arising from her relationship. All advices and legal tasks undertaken in relation to these are subsumed within the Dispute Resolution Service.

While waiting for the date of the conference, Sunila seeks advice from her lawyer about a separate tenancy issue unrelated to her former partner. As this matter has no direct link to her participation in the Dispute Resolution process, nor to the former partner, this further Legal Advice is counted separately.

Case study - Franklin criminal matter

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyFranklinCrim>

An Aboriginal Legal Service is representing Franklin in relation to six criminal charges. The first three – unlawful use of a motor vehicle, driving whilst unlicensed, and driving an unregistered vehicle – occurred on the 13 June 2016. The other three charges - committing a public nuisance, and obstructing and assaulting a police officer occurred on the 28 June 2016. All of Adam's charges were finalised together on the 29 June 2016 by way of pleas of

guilty. As they were finalised together, it should be counted as one 'Court/Tribunal Service' – comprised (as a sub-set) of six 'Charges'.

Case Study - Yousef vs the bank

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyYousef>

Yousef calls the Centre seeking advice about a debt to a bank. The Centre provides some initial advice, and then initiates a 3-way call between the client, the Centre and the bank's hardship department. After the call, the Centre drafts a letter to the bank in Yousef's name, and emailed it to Yousef with details on how to submit the letter to the bank. This is recorded as one Legal Advice and one Legal Task.

Several weeks later Yousef calls again. The bank has rejected his offer of repayment of the debt, and has said they will seek payment of the debt in full. The Centre lodges an application on Yousef's behalf with AFCA, and provides advice about what Yousef needs to do. This is recorded as one Legal Advice and one Legal Task. The Centre explains that they do not have the resources to provide any further assistance, but that AFCA should explain how the process works from this point.

Yousef does not return to the Centre.

Case Study - Information Session on Working in Australia

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyWorkingAust>

An information session on 'Working in Australia' is designed to educate the community on their rights at work. The first presentation from 9am-11am focuses on employment law and attracts more than 80 attendees. The second presentation from 11am-1pm focuses on immigration law and visa restrictions and attracts 50 attendees.

This is counted as two CLE Activities, with the number of attendees at each presentation being recorded as a service characteristic.

Following the information session, a person approaches a Centre lawyer and says they had been sacked last week by a large multi-national company, and didn't know what to do. The lawyer takes the person's name and details, provides immediate advice about the time limitations, and advises the person to call the state-wide specialist employment law centre. This should be recorded as one Legal Advice and one Referral.

Case Study - Family Law Pamphlet

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyPamphlet>

A Centre has produced a pamphlet on family law proceedings. Originally written in English, the resource is translated into Vietnamese and Mandarin. Translating the pamphlet into a further two languages, means that three different 'CLE Resources' can be counted.

Case Study - William vs the bank

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyWilliam>

William sought advice from the Centre in relation to an irresponsible lending complaint against his bank. The Centre decides to represent William in his dispute.

- The Centre writes to the bank and asks for documents (opens Other Representation Service)
- The bank doesn't respond despite repeated requests for a response.
- The Centre lodges a complaint with the Australian Financial Complaints Authority (AFCA) - (closes Other Representation Service and opens Dispute Resolution Representation Service)
- A resolution is not reached so the matter proceeds to negotiation / conciliation conducted by AFCA (details recorded as Actions within the Dispute Resolution Representation Service)
- The matter doesn't resolve at this dispute resolution stage, so proceeds through the next level of AFCA case management/ assessment, and then resolves in favour of William (details recorded as Actions within the Dispute Resolution Representation Service, then service closed)

Note: information about the AFCA decision-making process drawn from the [AFCA website](#).

Case Study - Healthy Relationships Community Education Session

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyHealthyRel>

A Family Violence Prevention Legal Service hosts a 'Healthy Relationships' session for young Indigenous women. The aim is to increase awareness and education amongst Indigenous women, in order to prevent future incidents of family and domestic violence. The session is attended by 25 women. This is recorded as one Community Education Activity, with the number of attendees recorded in service characteristics.

Case Study - Meetings about Family Violence issues

<https://www.clcs.org.au/index.php/DataGuide/CaseStudyFamilyViolenceMeetings>

A Family Violence Prevention Legal Service (FVPLS) sends their Chair and a senior solicitor to a state-wide jurisdictional planning meeting in Sydney focusing on family violence services.

The following day, the same two participants attend a roundtable discussion on changes to family violence laws in NSW. During this discussion, the senior solicitor provides a 30 minute PowerPoint presentation on the legal issues facing Aboriginal women in western NSW, and what legal changes are needed to improve the situation.

The FVPLS records this work as follows:

A new Community Project is created with the title 'Jurisdictional Planning'. Recorded under this Community Project is one Stakeholder Engagement Activity called 'Attendance at meeting on family violence in Sydney', with the relevant date as a service characteristic.

Another Community Project titled '2019 Family Violence Law Reforms' is created. Recorded under this Project are three Community Project services:

- one Stakeholder Engagement Activity 'Attendance at Roundtable on 2019 Changes to FV Laws' with the relevant date as a service characteristic
- one Community Legal Education Resource 'Presentation on legal issues and changes needed to protect Aboriginal women in rural NSW', and
- one Law and Legal Services Reform Activity 'Presentation on legal issues and changes needed to protect Aboriginal women in rural NSW'.

Note that in CLASS, if the FVPLS only records the Projects without creating separate Activities, this work will not show up in reports.

Case Study - Submission to Senate Inquiry

<https://www.clcs.org.au/index.php/DataGuide/CaseStudySenateInquiry>

A community legal centre provides a submission to the Senate Standing Committee on Finance and Public Administration on access to legal assistance services.

The Centre creates a Community Project titled Senate Inquiry into Access to Legal Assistance Services.

The preparation of submission is recorded as one Law and Legal Service Reform activity.

A month later, the Senate Committee invites the Centre to provide evidence in a public hearing. The Centre solicitor prepares notes and attends the Inquiry. The attendance at the Inquiry is a second Law and Legal Service Reform activity.

Case Study - Ongoing Legal Support for Ahmed Ali

<https://clcs.org.au/ahmed-alii>

Ahmed Ali is trying to get repairs done in his rented home after a tropical cyclone caused extensive damage. He seeks advice from his Service Provider. As there are many tenants seeking support after the cyclone, the Service Provider has created a series of factsheets, template letters, and clinics but they do not have the capacity to provide a Representation Service for everyone in this circumstance. The Service Provider decides it wants to assist Ahmed by providing ongoing support while he advocates for himself. The Service Provider gives Ahmed a one-page Client Agreement which sets out that the Service Provider will support him to negotiate with his landlord through the tenancy issue, including helping draft and review letters; if the matter goes to the Civil and Administrative Tribunal, the Service Provider will not appear at the Tribunal for Ahmed, but will provide support to Ahmed to prepare for the hearing and to represent himself. This support is counted as one Ongoing Legal Support Service.

Case Study - Family law court support for Alyssa

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

Alyssa is separating from her husband and trying to arrange a property settlement and make arrangements about their children. She is not eligible for a representation service but cannot afford a private lawyer. It is a reasonably straightforward matter as Alyssa and her husband agree on the majority of the issues. The Service Provider agrees to providing Ongoing Legal Support to Alyssa. They provide her with a Client Agreement which sets out (amongst other items) the following scope of services:

We will:

- a) Provide general advice and information in relation to your de facto property settlement and parenting arrangements;
- b) Assist you to obtain disclosure in relation to relevant financial information;
- c) Assist you in drafting your proposal and/ or response to the Husband's letter of offer;
- d) Assist you in the preparation of your Federal Circuit Court Application, Affidavit, and Form 4;
- e) Assist you to prepare for the conciliation conference / final hearing of your matter;
- f) Other work as agreed from time to time and subject to our availability to undertake such work.

Our work does not include:

- a) Representing you in your matter;
- b) Corresponding with your former spouse or the other party;
- c) Appearing at court or other conferences.

This support is counted as one Ongoing Legal Support Service.

Case Study - Multiple services for Jim

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

Jim approaches a Service Provider for help with a parking fine that he doesn't want to pay. While providing him with some assistance about the parking fine, the Service Provider discovers that Centrelink has raised a debt for his Newstart Allowance, because they say he didn't disclose a short period of part-time work that he did 12 months ago. Jim is appealing the Centrelink decision. Jim appears to be able to advocate for himself and the Service Provider knows he will keep coming back for assistance at particular stages of the appeals processes for the parking fine and the Centrelink issue. The Service Provider decides that Jim does not meet their criteria for a Representation Service. As they are two completely different matters with completely different areas of law and different legal processes, the Service Provider gives Jim **two** different Client Agreements that set out the scope of work they will do to support Jim as he goes through the appeals processes – one for the parking fine appeal and one for the Centrelink issue. This support is counted as **two** Ongoing Legal Support Services.

Case Study - Separate services for Paulina

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

Paulina sees a Duty Lawyer at the Family Court in relation to a parenting matter. Paulina is a migrant who speaks English as a second language and is currently experiencing financial hardship due to the break-up of her relationship. The Service Provider gives Paulina advice and appears for her in the mention of the matter set down for that day. This is counted as one Duty Lawyer Service. However, while spending time with Paulina, the Service Provider discovers that an insurance company is pursuing her for an alleged debt in relation to a car accident that she was involved in a few months earlier. The Service Provider decides that it can support Paulina in dealing with the insurance company by helping her to write letters and respond to any court documents that might be lodged, although capacity does not allow them to represent her. This support with dealing with the insurance company in relation to the car accident is counted as one Ongoing Legal Support Service.