Australian Government
Attorney-General's Department

National Legal Assistance Partnership

Discussion Paper: Legal Assistance Service Data Requirements

NLAP Discussion Paper: Data

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Legal Assistance Service Data Requirements

On 18 October 2019, the Australian Government released the *National Legal Assistance Partnership Overview Paper*. The NLAP Overview Paper outlined the Australian Government's negotiation position for the proposed *National Legal Assistance Partnership 2020-25* (NLAP). Under the NLAP, the Australian Government proposed that the States and Territories would be required to provide legal assistance service data in a format outlined by the Commonwealth.

The NLAP Overview Paper was supported by a supplementary attachment, *National Legal Assistance Partnership: Legal Assistance Service Data*. This supplementary attachment provided further technical detail on the provision of legal assistance service data under the NLAP.

The department extends its appreciation to the States and Territories and the legal assistance sector for the time and effort taken in providing detailed feedback on the proposed NLAP. In regards to the provision of Legal Assistance Service Data, the feedback focussed on:

- the administrative cost of collecting and reporting data in line with the proposed requirements under the NLAP

- privacy, confidentiality and data security concerns arising from the proposed provision of Legal Assistance Service Data, and

- the impact on service delivery, client uptake and access of services arising from the proposed data requirements, particularly in relation to less intensive services.

The department has developed this discussion paper to provide further explanation on the purpose of the provision of Legal Assistance Service Data under the NLAP and, in light of feedback received to date, outline changes to the proposed requirements and actions that the department will undertake under the NLAP. These changes include:

- requiring less information to be reported under the NLAP, particularly for less intensive services, and

- rebalancing the data reporting requirements so that less client related information would need to be provided.

This document is intended to generate discussion and does not represent the final requirements under the NLAP.

The Australian Government and the department is committed to working with the States and Territories and the legal assistance sector to ensure the data requirements under the NLAP strikes the appropriate balance between administrative requirements, privacy, confidentiality and data security requirements, and providing meaningful insight and understanding of the delivery of legal assistance services.

The NLAP represents a significant opportunity to improve data collection and reporting in order to better understand the legal assistance context. However, the department acknowledges there continues to be issues relating to the consistency and comparability of legal assistance data. The Australian Government and the department is committed to working with the States and Territories and the legal assistance sector, through the Legal Assistance Services Inter-Governmental Committee and the Advisory Group, to improve the quality of legal assistance data over the life of the NLAP and beyond.

The department welcomes feedback on this paper, particularly in relation to:

- the proposed principles for the collection and use of Legal Assistance Service Data

- the proposed commitments the department will undertake under the NLAP

- the proposed Legal Assistance Service Data requirements for each type of legal assistance service

- appropriate timing for the submission of Legal Assistance Service Data under the NLAP

- alternative or more appropriate and consistent data sources that would achieve the purpose of the provision of Legal Assistance Service Data, and

- proposed or current data collection and reporting requirements which could be scaled back under the NLAP, and replaced with more meaningful datasets.

The Australian Government and the department remains committed to finalising the NLAP in advance of the expiry of current arrangements on 30 June 2020. Given this timeframe, the department is seeking written feedback on this discussion paper by **COB Friday 31 January 2020**. The department appreciates that this is a short timeframe but is necessary to finalise arrangements and provide certainty to the sector. Written feedback can be provided to legalassistance@ag.gov.au.

Purpose of Legal Assistance Service Data provision

The legal assistance service data required under the NLAP is intended to provide all levels of government and the legal assistance sector with information to support the efficient and effective delivery of legal assistance services. This in turn will help improve and maximise outcomes for clients who receive legal assistance services. In its 2017 Inquiry into *Data Availability and Use*, the Productivity Commission highlighted the benefits of more robust access to and sharing of data for government decision making, service delivery and research enabled analytics[1].

The provision of Legal Assistance Service Data under the NLAP is intended to support two key aims of the Australian Government:

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[1] Productivity Commission, *Inquiry Report into Data Availability and Use*, No. 82, 31 March 2017, <https://www.pc.gov.au/inquiries/completed/data-access/report/data-access.pdf>

- to provide analytical tools, resources and research to support frontline service delivery, and

- to facilitate a greater understanding of the delivery of legal assistance services.

These aims are consistent with the findings of the 2018 *Reviews of the National Partnership Agreement on Legal Assistance Services* and the *Indigenous Legal Assistance Program.*

The department proposes that these aims be specifically referenced within the NLAP. The department also recognises that the provision of Legal Assistance Service Data cannot solely meet this purpose. This data represents one component of the broader information requirements which are necessary to understand legal assistance in the broader justice system context. These broader information requirements include, but are not limited to:

- information about the legal needs of people who are facing disadvantage

- information about which strategies and services models are most effective and efficient, for priority groups and in particular circumstances, and

- other information to assist with the planning and delivery of appropriate legal assistance services to meet the identified needs.

This paper does not cover those broader information requirements, including for example other requirements of the NLAP (for example, coordinated case studies examining service delivery models and triage practices) and other sources of demographic information relating to the needs of clients (for example, Australian Bureau of Statistics research and data).

The department acknowledges that moving towards a goal of collecting more consistent, reliable and useful data is an iterative process. The department is committed to building on the work already underway, and intends to develop a roadmap which identifies areas of development and focus to assist in achieving more consistent, reliable and useful legal assistance service data. This roadmap would allow for a collaborative approach to improve the quality and comparability of data.

Providing analytical tools, resources and research

Consistent with the findings of the 2018 *Reviews of the National Partnership Agreement on Legal Assistance Services* and the *Indigenous Legal Assistance Program*, the department intends to provide greater support to the legal assistance sector and the States and Territories through analysis and insight of information available at a national level. The provision of Legal Assistance Service Data would allow the department to produce regular, publicly available statistical and analytical reports and other data products relating to legal assistance services, including products which support collaborative service planning, service delivery models and innovation. In addition, the provision of this data would enable greater research on legal assistance services and integration with other datasets collected by governments (for example, Australian Bureau of Statistics, Australian Institute of Health and Welfare and Australian Institute of Family Studies datasets and research) and other research bodies (for example, the Law and Justice Foundation of New South Wales and the Victoria Law Foundation).

The provision of Legal Assistance Service Data would also enable the department to develop tools and other resources which would be of benefit for the legal assistance sector and all levels of government. For example, subject to appropriate privacy, security and confidentially requirements being met, the proposed Legal Assistance Service Data could be integrated within other longitudinal datasets to provide a thorough understanding of a client's legal and justice needs and their link to other related systems.

Supporting a greater understanding and insight into legal assistance services

The provision of Legal Assistance Service Data would facilitate a greater understanding of the delivery of legal assistance services across all levels of government, the public and the legal assistance sector. A greater understanding of legal assistance service delivery, and the clients these services are intended to support, will facilitate more informed policies within government, drive innovation in service delivery models, allow for better articulation of the impact of legislative and administrative changes on legal assistance services and clients, support a better understanding of a client's interaction with the justice system and allow for a robust evidence base for improved service delivery and expenditure of taxpayer funding.

The level of information the department proposes be provided under the NLAP would allow for a better understanding of service complexity, focus and intensity than is currently available under existing data requirements. The proposed unit-level data would also assist in identifying the specific vulnerabilities of clients who access legal assistance, trends and potential systemic issues within the justice and other systems.

Legal Assistance Service Data would enable the department to build a robust, national dataset in the short term. This will position all levels of government and the legal assistance sector to better respond to emerging issues and trends, respond with more agility to develop innovative programs and service delivery models in response to these trends and answer the questions collectively raised to us from the stakeholders and the community. The creation of this national data set would reduce the pressure on the legal assistance sector to respond to ad hoc requests for information in compressed timeframes that are required for government decision making.

Principles: Use and sharing of Legal Assistance Data

The Attorney-General's Department is bound by the *Privacy Act 1998* (Cth). The department is committed to upholding the highest standards of data security, privacy and confidentiality and recognises that this must be underpinned by strong and robust principles relating to the use and sharing of legal assistance data. The figure below outlines how the proposed Legal Assistance Service Data **could** be used and the application of access and usage controls.

The department proposes that the use and sharing of data derived from the provision of Legal Assistance Service Data under the NLAP be guided by five principles:

- Data is shared for an appropriate purpose that delivers a public benefit.

- The user has the appropriate authority to access the data.

- The environment in which the data is shared minimises the risk of unauthorised use or disclosure.

- Appropriate and proportionate protections are applied to the data.

- The output from the data sharing arrangement is appropriately safeguarded before any further sharing or release.

Under these principles, the provision of Legal Assistance Service Data, and any generated products, will only be used for policy, analysis, research, and statistical purposes and **will not** be used for compliance, national security or law enforcement purposes.

The department proposes that these principles will be reflected within the proposed National Legal Assistance Data Strategy.

These principles have been informed by the Five Safes Framework[2] and the overarching Australian Government policy and guidance relating to data use and sharing, including the:

- Australian Government Public Data Policy Statement

- Australian Privacy Principles

- Digital Transformation Strategy

- Office of the National Data Commissioner and the Australian Bureau of Statistics' *Best Practice Guidance on the Data Sharing Principles*, and

- Office of the Australian Information Commissioner's p*rinciples on open public sector information*.

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[2] The Five Safes Framework is an internationally recognised framework which adopts a multi-dimensional approach to managing disclosure risk. Each 'safe' refers to an independent but related aspect of disclosure risk. The framework poses specific questions to help assess and describe each risk aspect (or safe) in a qualitative way. This allows data custodians to place appropriate controls, not just on the data itself, but on the manner in which data are accessed. The framework is designed to facilitate safe data release and prevent over-regulation. The five elements of the framework are: Safe People; Safe Projects; Safe Settings; Safe Data; Safe Outputs – see <https://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/1160.0Main%20Features4Aug%202017?opendocument&tabname=Summary&prodno=1160.0&issue=Aug%202017&num=&view=#FIVESAFES>
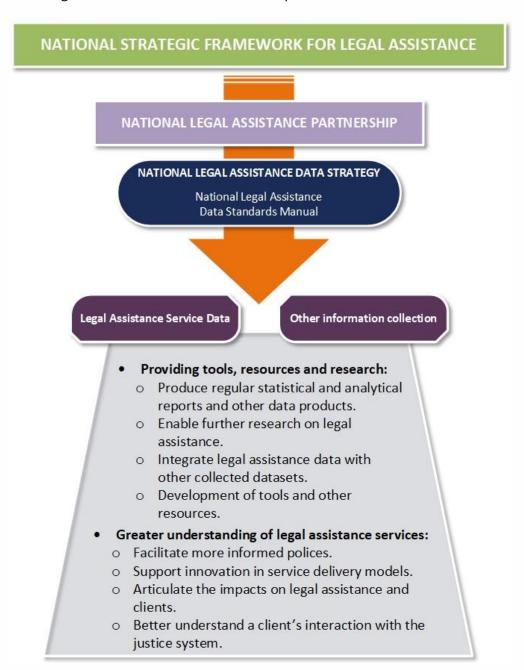
Department commitments under the NLAP

In light of feedback received to date, and in support of the provision of Legal Assistance Service Data under the NLAP, the department commits to:

- develop a publicly available National Legal Assistance Data Strategy, in consultation with the Legal Assistance Services Inter-Governmental Committee and Advisory Group

  - the National Legal Assistance Data Strategy will be referenced within the NLAP and will outline the strategic priorities and principles for the use of Legal Assistance Service Data, data handling and storage protocols, data use and access controls and publication and security practices

- ensure that reported data will be stored securely and explore options to develop a system within the department that facilitates the secure transmission and storage of Legal Assistance Service Data directly to the Commonwealth, within available departmental resources

- provide public access to a set of de-identified and sanitised datasets generated from the submitted Legal Assistance Service Data, following appropriate privacy, security and confidentiality requirements being met

- provide bespoke or customised datasets generated from the submitted Legal Assistance Service Data, following appropriate privacy, security and confidentiality requirements being met and subject to strict data use and access requirements

- ensure any data integration of Legal Assistance Service Data with other datasets, for example to undertake longitudinal cohort analysis, will be conducted by an accredited Integrating Authority[3]

- produce regular statistical and analytical reports and other data products to be published publically, in addition to the proposed National Summary: Legal Assistance Services, within available departmental resources

- produce other data and statistical products, including but not limited to products to support collaborative service planning, service delivery models and innovation, within available departmental resources

- work collaboratively with the Legal Assistance Services Inter-Governmental Committee and Advisory Group on a Legal Assistance Data and Research Agenda, to identify areas of focus for analysis generated from the Legal Assistance Service Data, and

- ensure all reports or other products, to be published publicly, are endorsed by the Legal Assistance Services Inter-Governmental Committee and Advisory Group prior to its publication.

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[3] Integrating Authorities are accredited entities that undertake data integration projects involving Commonwealth data for statistical and research purposes. Accredited Integrating Authorities include the Australian Bureau of Statistics, the Australian Institute of Health and Welfare and the Australian Institute for Family Studies.

In addition to these commitments, the department also intends to facilitate information sharing, guide national data improvement activities and provide direct in-kind support and guidance to the legal assistance sector and States and Territories.

Performance under the NLAP will be measured with regard to the proposed national performance indicators, using aggregated data for Legal Aid Commissions, Community Legal Centres and Aboriginal and Torres Strait Islander Legal Services within each jurisdiction, provided through the Statement of Services and Funding and Jurisdictional Performance Report.

NATIONAL STRATEGIC FRAMEWORK FOR LEGAL ASSISTANCE

NATIONAL LEGAL ASSISTANCE PARTNERSHIP

NATIONAL LEGAL ASSISTANCE DATA STRATEGY

National Legal Assistance Data Standards Manual

Legal Assistance Service Data

Other information collection

- **Providing tools, resources and research:**
  - Produce regular statistical and analytical reports and other data products.
  - Enable further research on legal assistance.
  - Integrate legal assistance data with other collected datasets.
  - Development of tools and other resources.
- **Greater understanding of legal assistance services:**
  - Facilitate more informed polices.
  - Support innovation in service delivery models.
  - Articulate the impacts on legal assistance and clients.
  - Better understand a client's interaction with the justice system.

Changes to Data Collection and Reporting

The National Legal Assistance Data Standards Manual (DSM) sets out guidance in data collection, recording and reporting practices for legal assistance providers in order to facilitate the collection of consistent and comparable data. Under the DSM, legal assistance data can be classified into three broad categories: information relating to the provider, information relating to the service, and information relating to the client. The tables below outline the information contained within the DSM. The Australian Government will only require a subset of these three categories of information to be reported under the NLAP.

INFORMATION RELATING TO THE PROVIDER		
• Financial year • Service Provider Type	• Service Provider name	• Service Provider Suburb/Postcode

INFORMATION RELATING TO THE SERVICE		
• Service Type • Date of Service • Funding Category • Mode of Service Delivery • Estimate of Time Spent (note the department proposes that for grants of aid, the time estimate can be the notional number of hours allowed on the grant) • Service Location (Suburb + Postcode) – not required for telephone services • Category of Service Location	• Interpreter/Translator used • Primary Law Type • Problem Type • Referral type • Reason for referral • Referral to service provider category and type (for facilitated referrals only) • Referral from service provider category and type (for facilitated referrals only) • Type of non-legal support services (note a proposed new definition under the DSM)	• Activity Type - FRP • Service Results • Activity Type - Duty • Hearing Type • Court/Tribunal Type • Criminal Cases • Charge Count

INFORMATION RELATING TO THE CLIENT		
• Unique Client Identifier • Location of Service User (Suburb + Postcode) • Age (year of birth) • Gender • Service User requires Interpreter/Translator • Name	• Number of children • Employment status • Centrelink status • Individual income level • Financial Disadvantage Indicator • Aboriginal and Torres Strait Islander Status	• Main language spoken at home • Family Violence Indicator • Disability Status • Homelessness Status • In-custody status

• Country of birth • Relationship status	• Proficiency in English (spoken) • Proficiency in English (written)	• Education level indicator (note a proposed new definition under the DSM) • Single parents indicator (note a proposed new definition under the DSM) • Other Party Type

Categories for the collection and reporting of data

The department acknowledges the feedback received in relation to the *NLAP: Legal Assistance Service Data Attachment*, in particular that the proposed data requirements would be administratively burdensome and affect the delivery of services. In light of this feedback, the department proposes that the collection and reporting of legal assistance data under the NLAP be divided into three tiers:

- **National Legal Assistance Dataset (NLAD) – Tier One** - refers to data that **must** be collected and reported under the NLAP.

- **National Legal Assistance Dataset (NLAD) – Tier Two** - refers to data that **must** be reported under the NLAP if it is possible and appropriate to collect. For this tier there is a presumption for collecting this data but a recognition that there are situations where it may not be appropriate to collect this data due to a client's circumstances or the nature of the service.

- **Additional Dataset – Tier Three** - refers to data that is included in the DSM but does not need to be reported under the NLAP.

Changes to the National Legal Assistance Data Standards Manual

In accordance with the changes proposed in this paper, the department proposes the following changes to be made in the DSM:

- Restructure data collection and reporting requirements in accordance with the proposed three tiers (NLAD Tiers One and Two and Additional Dataset – Tier Three) and the three broad categories of data.

- New definitions and counting rules for type of non-legal support service, education level indicator, and single parents indicator.

- Amend the definitions and collection requirements for *Service Type* to capture information relating to whether a service was briefed out or provided using in-house resources.

These changes to the DSM would be in addition to other changes to the DSM currently being progressed by the Advisory Group of the Inter-Governmental Committee for Legal Assistance Services. The Advisory Group will continue to be responsible for identifying broader changes to the DSM.

Data requirements under the NLAP

The States and Territories must provide unit-level data for legal assistance services:

- provided to individuals (including organisations and groups); and

- provided to communities.

The specific definitions and counting rules for these categories of services are outlined in the National Legal Assistance Data Standards Manual.

Services to Individuals

Under the NLAP, unit-level data relating to services provided to individuals must be provided in accordance with the requirements below. Data must be disaggregated by relevant financial years and legal assistance provider type.

KEY FOR TABLE 1

INFO	=	Information services
REF	=	Referrals
ADV	=	Legal advice services
TASK	=	Legal task
NLS	=	Non-legal support services
FRP	=	Facilitated dispute resolution processes
DUTY	=	Duty lawyer
REP-DR	=	Representative services: Dispute resolution service
REP-CT	=	Representative services: Court/Tribunal service
REP-OT	=	Representative services: Other representation service
OLS	=	Ongoing legal support service
TEXT	=	Proposed new addition to the DSM
1	=	NLAD – Tier One
2	=	NLAD – Tier Two
3	=	Additional Dataset – Tier Three

TABLE 1: Summary of requirements – Services to Individuals

	Variable	INFO	REF	ADV	TASK	NLS	FRP	DUTY	REP-DR	REP-CT	REP-OT	OLS
CLIENT	Unique Client Identifier	2	2	1	1	1	1	1	1	1	1	1
	Location of Service User (Suburb + Postcode)	2	2	1	1	1	1	1	1	1	1	1
	Age (year of birth)	2	2	2	2	2	2	1	1	1	1	1
	Gender	2	2	2	2	2	2	1	1	1	1	1
	Service User requires Interpreter/Translator	2	2	1	1	1	1	1	1	1	1	1
	Name	3	3	3	3	3	3	3	3	3	3	3
	Country of birth	3	3	3	3	3	3	3	3	3	3	3
	Relationship status	3	3	3	3	3	3	3	3	3	3	3
	Number of children	3	3	3	3	3	3	3	3	3	3	3
	Employment status	3	3	3	3	3	3	3	3	3	3	3
	Centrelink status	3	3	3	3	3	3	3	3	3	3	3
	Individual income level	3	3	3	3	3	3	3	3	3	3	3
	Financial Disadvantage Indicator	2	2	1	1	1	2	1	1	1	1	1
	Aboriginal and Torres Strait Islander Status	2	2	1	1	1	2	1	1	1	1	1
	Proficiency in English (spoken)	2	2	2	2	2	2	1	1	1	1	1
	Proficiency in English (written)	2	2	2	2	2	2	1	1	1	1	1
	Main language spoken at home	2	2	2	2	2	2	2	1	1	1	1
	Family Violence Indicator	2	2	2	2	2	2	1	1	1	1	1
	Disability Status	2	2	2	2	2	2	1	1	1	1	1
	Homelessness Status	2	2	2	2	2	2	2	1	1	1	1
	In-custody status	2	2	2	2	2	2	1	1	1	1	1
	Education level indicator	2	2	2	2	2	2	2	1	1	1	2

	Variable	INFO	REF	ADV	TASK	NLS	FRP	DUTY	REP-DR	REP-CT	REP-OT	OLS
CLIENT	Single parents indicator	2	2	2	2	2	2	2	1	1	1	2
	Other Party Type	3	3	3	3	3	3	3	3	3	3	3
PROVIDER	Financial year	1	1	1	1	1	1	1	1	1	1	1
	Service Provider Type	1	1	1	1	1	1	1	1	1	1	1
	Service Provider name	3	3	3	3	3	3	3	3	3	3	3
	Service Provider Suburb/Postcode	3	3	3	3	3	3	3	3	3	3	3
SERVICE	Service Type	1	1	1	1	1	1	1	1	1	1	1
	Date of Service	1	1	1	1	1	1	1	1	1	1	1
	Funding Category	1	1	1	1	1	1	1	1	1	1	1
	Mode of Service Delivery	1	1	1	1	1	1	1	1	1	1	1
	Estimate of Time Spent	1	1	1	1	1	1	1	1	1	1	1
	Service Location (Suburb + Postcode)	1	1	1	1	1	1	1	1	1	1	1
	Category of Service Location	1	1	1	1	1	1	1	1	1	1	1
	Interpreter/Translator used	2	2	1	1	1	1	1	1	1	1	1
	Primary Law Type	2	2	1	1	2	1	1	1	1	1	1
	Problem Type	2	2	1	1	2	1	1	1	1	1	1
	Referral type		1									
	Reason for referral		1									
	Referral to service provider category and type (for facilitated referrals only)		1									
	Referral from service provider category and type (for facilitated referrals only)		1									
	Type of non-legal support services					1						
	Activity Type - FRP						2					

	Variable	INFO	REF	ADV	TASK	NLS	FRP	DUTY	REP-DR	REP-CT	REP-OT	OLS
SERVICE	Service Results						2					
	Activity Type - Duty							2				
	Hearing Type							1	1	1	1	
	Court/Tribunal Type							1	1	1	1	
	Criminal Cases							2	2	2	2	

Detailed requirements

DISCRETE ASSISTANCE: INFORMATION SERVICES	
NLAD – TIER ONE	**NLAD – TIER TWO**
• Financial year • Service Provider Type • Service Type • Date of Service • Funding Category • Mode of Service Delivery • Estimate of Time Spent • Service Location (Suburb + Postcode) • Category of Service Location	• Unique Client Identifier • Location of Service User (Suburb + Postcode) • Age (year of birth) • Gender • Service User requires Interpreter/Translator • Interpreter/Translator used • Financial Disadvantage Indicator • Aboriginal and Torres Strait Islander Status • Proficiency in English (spoken) • Proficiency in English (written) • Main language spoken at home • Family Violence Indicator • Disability Status • Homelessness Status • In-custody status • Education level indicator • Single parents indicator • Primary Law Type • Problem Type
ADDITIONAL DATASET – TIER THREE	
• Name • Country of birth • Relationship status • Number of children • Employment status • Centrelink status	• Individual income level • Other Party Type • Service Provider name • Service Provider Suburb/Postcode

DISCRETE ASSISTANCE: LEGAL ADVICE SERVICE

NLAD – TIER ONE	NLAD – TIER TWO
• Financial year	• Age (year of birth)
• Service Provider Type	• Gender
• Service Type	• Proficiency in English (spoken)
• Date of Service	• Proficiency in English (written)
• Funding Category	• Main language spoken at home
• Mode of Service Delivery	• Family Violence Indicator
• Estimate of Time Spent	• Disability Status
• Service Location (Suburb + Postcode)	• Homelessness Status
• Category of Service Location	• In-custody status
• Unique Client Identifier	• Education level indicator
• Location of Service User (Suburb + Postcode)	• Single parents indicator
• Service User requires Interpreter/Translator	
• Interpreter/Translator used	
• Financial Disadvantage Indicator	
• Aboriginal and Torres Strait Islander Status	
• Primary Law Type	
• Problem Type	
ADDITIONAL DATASET – TIER THREE	
• Name	• Centrelink status
• Country of birth	• Individual income level
• Relationship status	• Other Party Type
• Number of children	• Service Provider name
• Employment status	• Service Provider Suburb/Postcode

DISCRETE ASSISTANCE: LEGAL TASK

NLAD – TIER ONE	NLAD – TIER TWO
• Financial year	• Age (year of birth)
• Service Provider Type	• Gender
• Service Type	• Proficiency in English (spoken)
• Date of Service	• Proficiency in English (written)
• Funding Category	• Main language spoken at home
• Mode of Service Delivery	• Family Violence Indicator
• Estimate of Time Spent	• Disability Status
• Service Location (Suburb + Postcode)	• Homelessness Status
• Category of Service Location	• In-custody status
• Unique Client Identifier	• Education level indicator
• Location of Service User (Suburb + Postcode)	• Single parents indicator
• Service User requires Interpreter/Translator	
• Interpreter/Translator used	
• Financial Disadvantage Indicator	
• Aboriginal and Torres Strait Islander Status	
• Primary Law Type	
• Problem Type	

ADDITIONAL DATASET – TIER THREE	
• Name	• Centrelink status
• Country of birth	• Individual income level
• Relationship status	• Other Party Type
• Number of children	• Service Provider name
• Employment status	• Service Provider Suburb/Postcode

DISCRETE ASSISTANCE: NON-LEGAL SUPPORT	
NLAD – TIER ONE	**NLAD – TIER TWO**
• Financial year	• Primary Law Type
• Service Provider Type	• Problem Type
• Service Type	• Age (year of birth)
• Date of Service	• Gender
• Funding Category	• Proficiency in English (spoken)
• Mode of Service Delivery	• Proficiency in English (written)
• Estimate of Time Spent	• Main language spoken at home
• Service Location (Suburb + Postcode)	• Family Violence Indicator
• Category of Service Location	• Disability Status
• Unique Client Identifier	• Homelessness Status
• Location of Service User (Suburb + Postcode)	• In-custody status
• Service User requires Interpreter/Translator	• Education level indicator
• Interpreter/Translator used	• Single parents indicator
• Financial Disadvantage Indicator	
• Aboriginal and Torres Strait Islander Status	
• Type of non-legal support services	
ADDITIONAL DATASET – TIER THREE	
• Name	• Centrelink status
• Country of birth	• Individual income level
• Relationship status	• Other Party Type
• Number of children	• Service Provider name
• Employment status	• Service Provider Suburb/Postcode

DISCRETE ASSISTANCE: REFERRALS

NLAD – TIER ONE	NLAD – TIER TWO
• Financial year	• Unique Client Identifier
• Service Provider Type	• Location of Service User (Suburb + Postcode)
• Service Type	• Age (year of birth)
• Date of Service	• Gender
• Funding Category	• Service User requires Interpreter/Translator
• Mode of Service Delivery	• Interpreter/Translator used
• Estimate of Time Spent	• Financial Disadvantage Indicator
• Service Location (Suburb + Postcode)	• Aboriginal and Torres Strait Islander Status
• Category of Service Location	• Proficiency in English (spoken)
• Referral type	• Proficiency in English (written)
• Reason for referral	• Main language spoken at home
• Referral to service provider category and type (for facilitated referrals only)	• Family Violence Indicator
• Referral from service provider category and type (for facilitated referrals only)	• Disability Status
	• Homelessness Status
	• In-custody status
	• Education level indicator
	• Single parents indicator
	• Primary Law Type
	• Problem Type

ADDITIONAL DATASET – TIER THREE	
• Name	• Individual income level
• Country of birth	• Other Party Type
• Relationship status	• Service Provider name
• Number of children	• Service Provider Suburb/Postcode
• Employment status	
• Centrelink status	

ONGOING LEGAL SUPPORT SERVICE

NLAD – TIER ONE	NLAD – TIER TWO
• Financial year	• Education level indicator
• Service Provider Type	• Single parents indicator
• Service Type	
• Date of Service	
• Funding Category	
• Mode of Service Delivery	
• Estimate of Time Spent	
• Service Location (Suburb + Postcode)	
• Category of Service Location	
• Unique Client Identifier	
• Location of Service User (Suburb + Postcode)	
• Service User requires Interpreter/Translator	
• Interpreter/Translator used	
• Primary Law Type	
• Problem Type	
• Financial Disadvantage Indicator	
• Aboriginal and Torres Strait Islander Status	
• Age (year of birth)	
• Gender	
• Proficiency in English (spoken)	
• Proficiency in English (written)	
• Family Violence Indicator	
• Disability Status	
• In-custody status	
• Main language spoken at home	
• Homelessness Status	

ADDITIONAL DATASET – TIER THREE	
• Name	• Centrelink status
• Country of birth	• Individual income level
• Relationship status	• Other Party Type
• Number of children	• Service Provider name
• Employment status	• Service Provider Suburb/Postcode

FACILITATED RESOLUTION PROCESSES	
NLAD – TIER ONE	**NLAD – TIER TWO**
• Financial year	• Financial Disadvantage Indicator
• Service Provider Type	• Aboriginal and Torres Strait Islander Status
• Service Type	• Age (year of birth)
• Date of Service	• Gender
• Funding Category	• Proficiency in English (spoken)
• Mode of Service Delivery	• Proficiency in English (written)
• Estimate of Time Spent	• Main language spoken at home
• Service Location (Suburb + Postcode)	• Family Violence Indicator
• Category of Service Location	• Disability Status
• Unique Client Identifier	• Homelessness Status
• Location of Service User (Suburb + Postcode)	• In-custody status
• Service User requires Interpreter/Translator	• Education level indicator
• Interpreter/Translator used	• Single parents indicator
• Primary Law Type	• Activity Type - FRP
• Problem Type	• Service Results
ADDITIONAL DATASET – TIER THREE	
• Name	• Centrelink status
• Country of birth	• Individual income level
• Relationship status	• Other Party Type
• Number of children	• Service Provider name
• Employment status	• Service Provider Suburb/Postcode

DUTY LAWYER

NLAD – TIER ONE	NLAD – TIER TWO
• Financial year	• Main language spoken at home
• Service Provider Type	• Homelessness Status
• Service Type	• Education level indicator
• Date of Service	• Single parents indicator
• Funding Category	• Activity Type - Duty
• Mode of Service Delivery	• Criminal Cases
• Estimate of Time Spent	
• Service Location (Suburb + Postcode)	
• Category of Service Location	
• Unique Client Identifier	
• Location of Service User (Suburb + Postcode)	
• Service User requires Interpreter/Translator	
• Interpreter/Translator used	
• Primary Law Type	
• Problem Type	
• Financial Disadvantage Indicator	
• Aboriginal and Torres Strait Islander Status	
• Age (year of birth)	
• Gender	
• Proficiency in English (spoken)	
• Proficiency in English (written)	
• Family Violence Indicator	
• Disability Status	
• In-custody status	
• Hearing Type	
• Court/Tribunal Type	

ADDITIONAL DATASET – TIER THREE	
• Name	• Individual income level
• Country of birth	• Other Party Type
• Relationship status	• Service Provider name
• Number of children	• Service Provider Suburb/Postcode
• Employment status	• Charge Count
• Centrelink status	

REPRESENTATION SERVICES: DISPUTE RESOLUTION SERVICE	
NLAD – TIER ONE	**NLAD – TIER TWO**
• Financial year	• Criminal Cases
• Service Provider Type	
• Service Type	
• Date of Service	
• Funding Category	
• Mode of Service Delivery	
• Estimate of Time Spent	
• Service Location (Suburb + Postcode)	
• Category of Service Location	
• Unique Client Identifier	
• Location of Service User (Suburb + Postcode)	
• Service User requires Interpreter/Translator	
• Interpreter/Translator used	
• Primary Law Type	
• Problem Type	
• Financial Disadvantage Indicator	
• Aboriginal and Torres Strait Islander Status	
• Age (year of birth)	
• Gender	
• Proficiency in English (spoken)	
• Proficiency in English (written)	
• Family Violence Indicator	
• Disability Status	
• In-custody status	
• Hearing Type	
• Court/Tribunal Type	
• Main language spoken at home	
• Homelessness Status	
• Education level indicator	
• Single parents indicator	
ADDITIONAL DATASET – TIER THREE	
• Name	• Individual income level
• Country of birth	• Other Party Type
• Relationship status	• Service Provider name
• Number of children	• Service Provider Suburb/Postcode
• Employment status	• Charge Count
• Centrelink status	

REPRESENTATION SERVICES: COURT/TRIBUNAL SERVICE

NLAD – TIER ONE	NLAD – TIER TWO
• Financial year	• Criminal Cases
• Service Provider Type	
• Service Type	
• Date of Service	
• Funding Category	
• Mode of Service Delivery	
• Estimate of Time Spent	
• Service Location (Suburb + Postcode)	
• Category of Service Location	
• Unique Client Identifier	
• Location of Service User (Suburb + Postcode)	
• Service User requires Interpreter/Translator	
• Interpreter/Translator used	
• Primary Law Type	
• Problem Type	
• Financial Disadvantage Indicator	
• Aboriginal and Torres Strait Islander Status	
• Age (year of birth)	
• Gender	
• Proficiency in English (spoken)	
• Proficiency in English (written)	
• Family Violence Indicator	
• Disability Status	
• In-custody status	
• Hearing Type	
• Court/Tribunal Type	
• Main language spoken at home	
• Homelessness Status	
• Education level indicator	
• Single parents indicator	

ADDITIONAL DATASET – TIER THREE	
• Name	• Individual income level
• Country of birth	• Other Party Type
• Relationship status	• Service Provider name
• Number of children	• Service Provider Suburb/Postcode
• Employment status	• Charge Count
• Centrelink status	

REPRESENTATION SERVICES: OTHER REPRESENTATION SERVICE	
NLAD – TIER ONE	**NLAD – TIER TWO**
• Financial year • Service Provider Type • Service Type • Date of Service • Funding Category • Mode of Service Delivery • Estimate of Time Spent • Service Location (Suburb + Postcode) • Category of Service Location • Unique Client Identifier • Location of Service User (Suburb + Postcode) • Service User requires Interpreter/Translator • Interpreter/Translator used • Primary Law Type • Problem Type • Financial Disadvantage Indicator • Aboriginal and Torres Strait Islander Status • Age (year of birth) • Gender • Proficiency in English (spoken) • Proficiency in English (written) • Family Violence Indicator • Disability Status • In-custody status • Hearing Type • Court/Tribunal Type • Main language spoken at home • Homelessness Status • Education level indicator • Single parents indicator	• Criminal Cases

REPRESENTATION SERVICES: OTHER REPRESENTATION SERVICE	
ADDITIONAL DATASET – TIER THREE	
• Name	• Individual income level
• Country of birth	• Other Party Type
• Relationship status	• Service Provider name
• Number of children	• Service Provider Suburb/Postcode
• Employment status	• Charge Count
• Centrelink status	

Services to Communities

Under the NLAP, unit-level data relating to services provided to communities must be provided in accordance with the requirements below. Provide data must be disaggregated by relevant financial years and legal assistance provider type.

<u>KEY FOR TABLE 2</u>

CLE/CE	=	Community legal education and community education resources and activities
L&LSR	=	Law and legal service reform
SE	=	Stakeholder engagement
1	=	NLAD – Tier One
2	=	NLAD – Tier Two
3	=	Additional Dataset – Tier Three

TABLE 2: Summary of requirements – Services to Communities

	Variable	CLE/CE	L&LSR	SE
CLIENT	Target audience for the service	1		1
	Number of persons accessing a CLE or CE activity	2		
PROVIDER	Resources applied	3	3	3
	Service Provider Name	3	3	3
	Service Provider Suburb/Postcode	3	3	3
	Financial Year	1	1	1
	Service Provider Type	1	1	1
SERVICE	Service Type	1	1	1
	Date of Service	1	3	3
	Interpreter/Translation	2	2	2
	Service Location (Suburb + Postcode)	1		
	Funding Category	1		1
	Collaborative Arrangement	1	2	1
	Estimate of time spent	1	2	1
	Problem Type	2	2	2
	Number of CLE or CE activities delivered	1		
	Number of copies of each CLE or CE resource distributed	2		
	Primary Law Type	1	1	1
	Law and Legal Services Reform Activities undertaken		1	
	Nature of Stakeholder Engagement Activity			1

Detailed requirements

CLE/CE RESOURCES AND ACTIVITIES	
NLAD – TIER ONE	**NLAD – TIER TWO**
• Financial Year • Service Provider Type • Service Type • Date of Service • Service Location • Number of CLE or CE activities delivered • Target audience for the service • Funding Category • Law Type • Collaborative Arrangement • Estimate of time spent	• Problem Type • Number of persons accessing a CLE or CE activity • Number of copies of each CLE or CE resource distributed • Interpreter/Translation
ADDITIONAL DATASET – TIER THREE	
• Resources applied • Service Provider Name	• Service Provider Suburb/Postcode

LAW AND LEGAL SERVICE REFORM	
NLAD – TIER ONE	**NLAD – TIER TWO**
• Financial Year • Service Provider Type • Service Type • Law Type • Target audience for service • Law and Legal Services Reform Activities undertaken	• Problem Type • Interpreter/ Translation • Collaborative arrangement • Estimate of time spent
ADDITIONAL DATASET – TIER THREE	
• Date of Service • Service Location • Resources applied	• Service Provider Name • Service Provider Suburb/Postcode

STAKEHOLDER ENGAGEMENT	
NLAD – TIER ONE	**NLAD – TIER TWO**
• Financial Year • Service Provider Type • Service Type • Funding Category • Target audience for the service • Law Type • Collaborative Arrangement • Estimate of time spent • Nature of Stakeholder Engagement Activity	• Problem Type • Interpreter/ Translation
ADDITIONAL DATASET – TIER THREE	
• Resources applied • Service Provider Name • Date of service	• Service Provider Suburb/Postcode