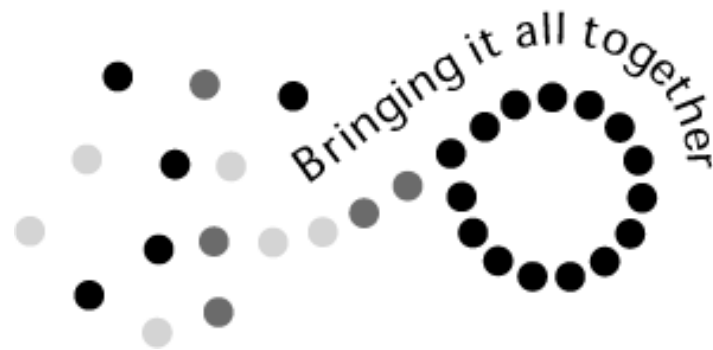
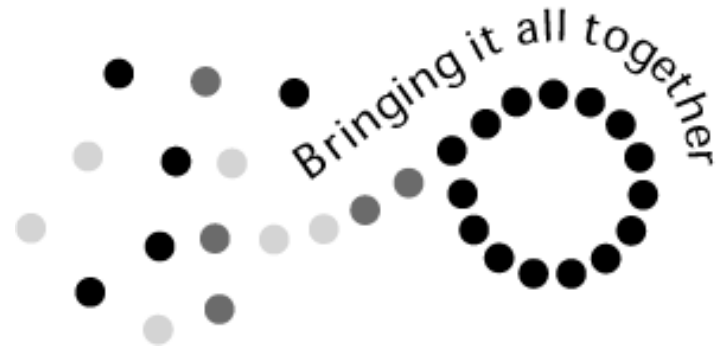


The Cooperative Legal Service Delivery (CLSD) Program

a partnership in legal service delivery

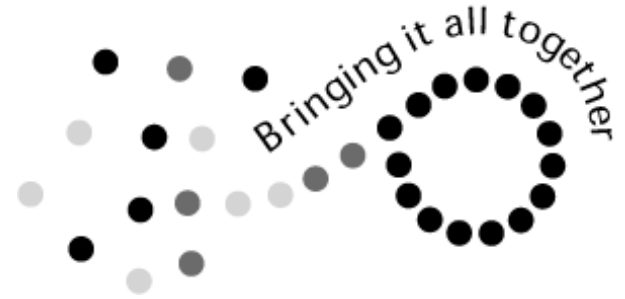


What is CLSD?



A regionally-based approach to service delivery that aims to improve outcomes for economically and socially disadvantaged people by building cooperative and strategic networks of key legal services and community organisations

What is CLSD?



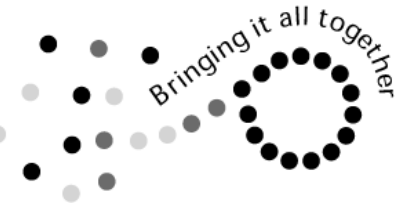
Coalitions of regionally-based legal and non-legal services who work together to:

- network and share information on services
- identify & discuss unmet and emerging legal needs
- through these discussions, partners then coordinate & collaborate on initiatives aimed at meeting those needs and improving referrals & access to legal services

CLSD Background & Evaluation

- 2004 piloted in Central & Far West and Northern Rivers
- 2004/5 independent evaluation – CLSD model strongly endorsed with recommendations for improvements
- In 2005, Legal Aid NSW made CLSD a core Program – committed to rolling-out 2 CLSD regions per year
- Other features entrenched following evaluation:
 - Appointment of Regional Coordinators in each region
 - Support from CLSD Program Unit
 - Exploring/enhancing role of pro bono

CLSD: Regional Partnerships

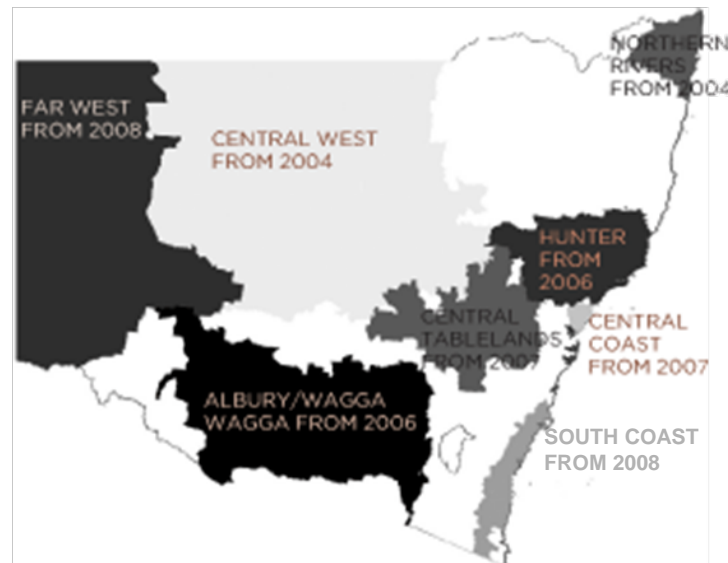


2004: Central West & Northern Rivers

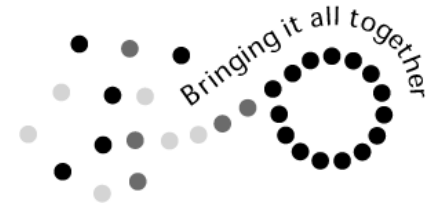
2006: Hunter & Albury/Wagga Wagga

2007: Central Coast & Central Tablelands

2008: Broken Hill and South Coast

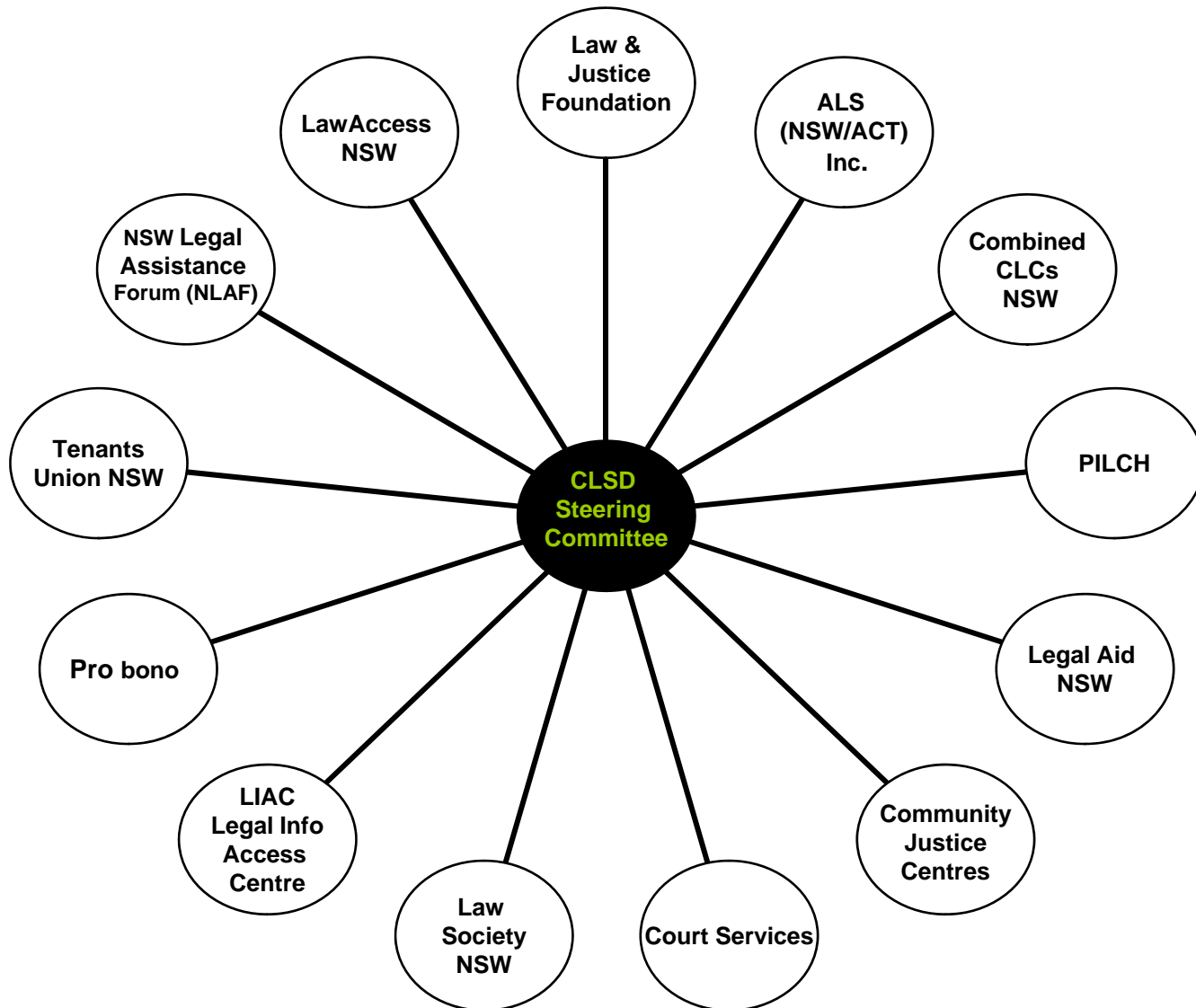


CLSD participants



- Legal Aid (Head Office, regional offices & Regional Solicitor Program lawyers)
- Community Legal Centres
- Aboriginal Legal Services
- Local Courts
- Regional Law Societies
- Community Justice Centres
- Disability services
- Tenancy Services
- Migration/Settlement Services
- Family Relationship Centres
- Women's Domestic Violence Court Advocacy Schemes
- Financial counsellors
- Legal Information Access Centres (public libraries)
- Pro bono lawyers
- Community/Neighbourhood centres and agencies
- Local Councils
- Quasi-legal or related human services organisations may participate as each CLSD region determines (eg Probation & Parole, DoCS).

CLSD: Steering Committee

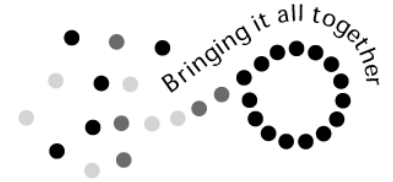


CLSD Strategies: how it works



1. Regional coalitions of key legal service providers
2. Improved referral mechanisms
3. Evidence-based planning of legal services
4. Improved access to pro bono
5. Regional Coordinators in each region + Central coordination through CLSD Program Unit at Legal Aid NSW Head Office

1: Regional Coalitions



Each CLSD region meets face-to-face quarterly.

Each CLSD has a Regional Coordinator.

Locations for CLSD regions considered by Steering Committee. Considerations include:

- The geographic spread, catchment area and staffing of regional service providers
- The demographic profile of the region (ABS etc), in particular looking at demographics of disadvantage
- Data on legal needs
- Services' willingness to participate

Each region has Strategic/Action Plan – partners work on projects under that plan

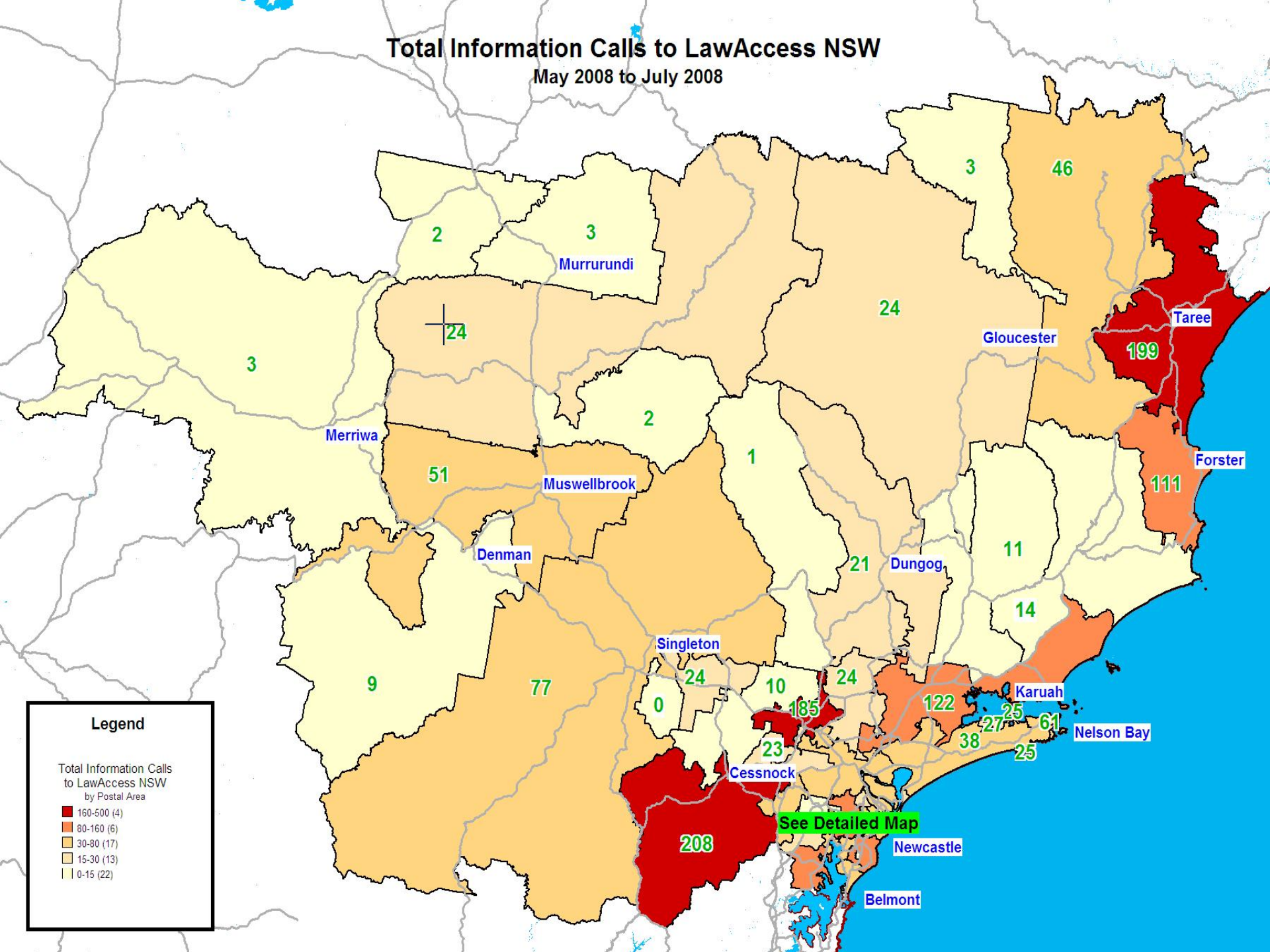
Total Information Calls to LawAccess NSW

May 2008 to July 2008

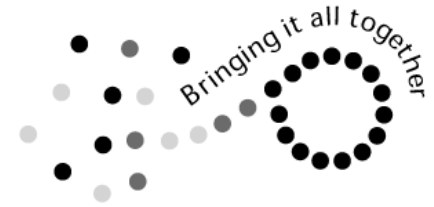
Legend

Total Information Calls to LawAccess NSW by Postal Area

160-500 (4)
80-160 (6)
30-80 (17)
15-30 (13)
0-15 (22)



2: Referrals



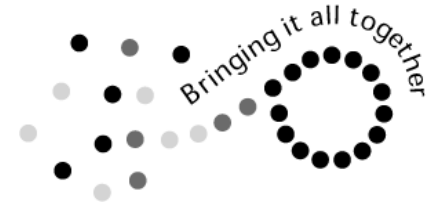
CLSD aims to enhance a more coordinated approach to referrals to get clients off the “referral merry-go-round”

- *Law & Justice Foundation of NSW* has found that inappropriate referrals common issue.
- LJF research also shows high proportion of people with legal issues don't go to lawyers.
- LJF research also indicates people rarely seek assistance from more than one source for each issue therefore important to get referrals right the first time.

3: Evidence-based

- CLSD refers to service usage data to highlight trends in expressed need
- Data on emerging needs identified by partners - and reported at face-to-face regional meetings
- CLSD reports high & emerging unmet legal needs to Legal Aid executive, NLAF, Attorneys-General
- 2008/2009 - working with Law & Justice Foundation on Data Digest 3

4: Access to pro bono

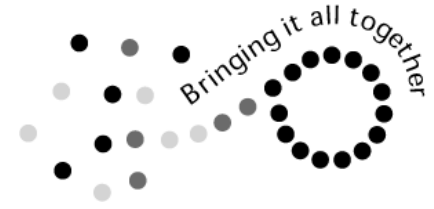


- Sydney-based pro bono firm attached to most CLSD regions
- Exploring greater use of local private lawyers
- Pro bono complement legal services within the region, not a replacement for publicly funded services.
- What kind of work? mainly civil law
- Other resources: research, legal resources, CLE
- Opportunities of working with pro bono referral schemes

5: Regional Coordination

- Regional Coordinating Service & Regional Coordinator appointed in each region by EOI under Agreement with Legal Aid NSW
- Each CLSD region determines own Strategic/Action Plan, but retains capacity to be “responsive” to identified and emerging needs
- Project pool funding - for CLSD projects/initiatives. Projects must adhere to CLSD framework and principles and have support from local partners.
- Regional Coordinator
 - Provides local coordination & support
 - Organises & minutes regional meetings
 - Manages Strategic Plan & reports to CLSD Program Unit

CLSD: Strategic Plans



Strategic/Action Plans & CLSD initiatives

Northern Rivers

Tweed Heads area has increased access to CLSD Partner services

- **Tweed outreach – CLC and Legal Aid**

Improve local community awareness of CLSD Services and legal rights

- **Frontline services forums**

Central West

Increase community awareness of general legal rights in Central West

- **Joint services “road trip” to Lightning Ridge, Coonamble and Walgett**

Albury/Wagga Wagga

Better access to services in the Deniliquin area

- **Regular outreach to Deniliquin**

Hunter

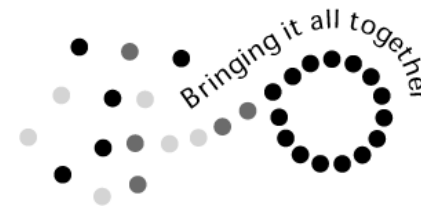
Improve the quality of information available about the law in the Hunter

- **Referral directory, Law Week expo**

Promote the availability of legal services in high-needs geographic areas

- **CLSD joint service weekly outreach clinic in Taree**

CLSD: Outcomes



Collaborative projects

- Joint agency “roadshow” and clinics

Shared training/CLE initiatives

- Legal Aid “in-house” training to partners
- External agencies outreach training
- Pro bono CLE
- Frontline staff forums
- Joint service forums
- Training private lawyers
- MCLE to private profession

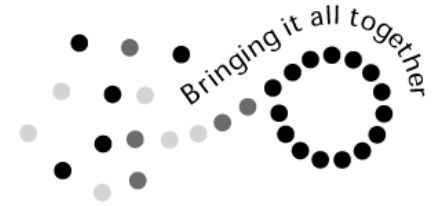
Enhanced coordination & networking

- planning, information sharing, referrals and outreach

Identify and report on local unmet legal needs

- Opportunity to have local legal needs reported “up”

CLSD Projects



- Project pool funding for projects for each CLSD partnership under Regional Innovations Program in Legal Services funding
- Projects are agreed upon by CLSD partners and must fit within guidelines that they are cooperative, enhance access to justice and support strategic goals
- Works with internal and external programs on regional initiatives

CLSD: working with our partners

LawAccess NSW

- LawAccess data on expressed need
- LawAccess' regional outreach informs CLSD work
- GP referrals
- Frontline services forums

Law & Justice Foundation of NSW

- Draws on LJF research on pathways and need
- Legal Needs - Data Digest 3
- Report to Legal Information Referral Forum
- Outreach “best practice”

Community Legal Centres

- Opportunity to link with state-wide services
- Project on identifying legal need & strategic planning
- CLCs & Regional Coordination

CLSD: working with our partners

New South Wales Legal Assistance Forum

- CLSD reports systemic issues to NLAF
- Reports quarterly on unmet/emerging needs

Local Courts

- Opportunity for feedback on practices/initiatives
- Opportunity to enhance community engagement
- Can provide Regional Coordination Service

Pro bono & private profession

- City-based law firms – as partners
- Regional Law Societies
- Local law firms
- Pro bono referral schemes

CLSD: opportunities & challenges

Provides opportunities to:

- gather evidence of emerging and unmet need
- cooperate between services – legal and non-legal
- report local issues which may be systemic to state-level
- give a “voice” to rural & regional players
- leverage coalitions – ready-made audience for training etc
- enhance networking and relationship-building
- work with other Legal Aid NSW services
- be responsive and flexible
- develop state-wide initiatives

CLSD: challenges & opportunities

Challenges include:

- enhancing regional cohesion - “bedding down” regional activity
- pro bono: managing expectations
- enhanced “buy in” from other statewide justice sector agencies
- progressing collaborative projects/initiatives when regional agencies poorly resourced and staffed
- capacity of some agencies – and CLSD relevance
- entrenching CLSD “a place at the table”
- communications: internal & external
- role of non-legal service providers

CLSD: for more information

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