

Schedule B

Collaborative Service Planning

NATIONAL LEGAL ASSISTANCE PARTNERSHIP

PRELIMINARIES

- B1 This Schedule outlines the specific requirement and guidance for the Parties in the conduct of collaborative service planning.
- B2 Under the NLAP, the Parties will work together with the legal assistance sector to coordinate and maximise the reach of mainstream, specialist and Aboriginal and Torres Strait Islander specific legal assistance services and ensure they are focussed on where they are most needed.

PURPOSE

- B3 Collaborative service planning is an ongoing, iterative process where the Parties and the legal assistance sector will:
 - (a) develop collaborative partnerships to deliver holistic services which address a range of legal and other social needs;
 - (b) inform legal assistance policy development, program design or service delivery; and
 - (c) better coordinate existing services to maximise efficiency and effectiveness and minimise system and service gaps.
- B4 Collaborative service planning processes will not be responsible for making funding distribution decisions to legal assistance providers. These processes may be used to support the States to inform allocative decisions for any new or additional funding that may be provided over the life of the NLAP.

ACTIVITIES

- B5 Under the NLAP, collaborative service planning should ideally focus on:
 - (a) consideration of all services provided by the legal assistance sector to inform decisions about ongoing service delivery and identify service gaps;
 - (b) consideration of an appropriate evidence base for legal need;
 - (c) support the development of the jurisdictional Legal Assistance Strategy and Legal Assistance Action Plan (Schedule C);
 - (d) understanding of existing and emerging legal and other needs;
 - (e) consideration of strategies to streamline services, reduce any unnecessary duplication and target services to areas of greatest need;

- (f) coordination between legal and other service providers in the planning and delivery of services as well as referral pathways and opportunities for partnerships; and
- (g) information-sharing between governments, the legal assistance sector and other service providers and justice agencies.

B6 The Parties will ensure that collaborative service planning supports the *National Strategic Framework for Legal Assistance* and is conducted in a manner that is inclusive, consultative and culturally appropriate.

TIERED COLLABORATIVE SERVICE PLANNING

B7 Under the NLAP, collaborative service planning will be implemented through national, jurisdictional and locally based planning. Each of these tiers of collaborative service planning will be mutually reinforcing.

B8 Each tier of collaborative service planning will:

- (a) have clear and formalised roles, responsibilities and membership;
- (b) be supported by relevant forums and meetings;
- (c) consider issues which intersect or interact with other tiers of collaborative service planning, including but not limited to:
 - i. efficient and effective ways of using available resources;
 - ii. reallocating, consolidating or sharing resources;
 - iii. changing service delivery approaches;
 - iv. adjusting triage practices;
 - v. collaborating or co-locating with other service providers; and
 - vi. merging administrative functions.
- (d) consider issues relating to the delivery of relevant specialist services, jurisdictionally and nationally based services, cross border services and pro-bono services as they relate to legal assistance services; and
- (e) support capacity building and training across the legal assistance and related sectors.

National Collaborative Service Planning

B9 National collaborative service planning will be coordinated and supported by the Commonwealth, through the Legal Assistance Services Inter-Governmental Committee.

B10 National collaborative service planning will:

- (a) provide guidance and support to collaborative service planning at the jurisdictional and local tiers;
- (b) incorporate the outcomes of jurisdictional and local collaborative service planning processes;

- (c) provide a forum for sharing best practice and promoting innovation; and
- (d) identify national level justice and socio-demographic issues which may affect legal assistance services.

B11 The Commonwealth will lead and conduct at least two national collaborative service planning meetings each financial year.

B12 For national collaborative service planning meetings, the Commonwealth will invite:

- (a) officials from each State;
- (b) representatives from the National Legal Assistance Advisory Group;
- (c) other stakeholders on an ad-hoc basis, including:
 - i. relevant agencies and departments within the Commonwealth;
 - ii. the Federal Courts;
 - iii. other national bodies, agencies and service sectors; and
 - iv. representatives nominated by the States and the National Legal Assistance Advisory Group.

Jurisdictional Collaborative Service Planning

B13 Jurisdictional collaborative service planning will be coordinated by the relevant State (unless otherwise delegated) and supported by a jurisdictional wide group.

B14 The States will lead and conduct (unless otherwise delegated) and participate in jurisdictional collaborative service planning meeting(s). The frequency, nature and focus of these meetings would be determined by the relevant State.

B15 Jurisdictional collaborative service planning should cover a range of issues which may include:

- (a) identifying trends in the presentation of legal need in the State;
- (b) building partnership across the State's legal assistance sector and with other relevant stakeholders, including national legal centres;
- (c) considering opportunities for improved coordination and targeting of services within the legal assistance sector and across other service providers;
- (d) considering and report on the outcomes of local collaborative service planning where appropriate;
- (e) incorporating the outcomes of local collaborative service planning processes;
- (f) providing a forum for sharing best practice and promoting innovation; and
- (g) providing guidance and oversight of local collaborative service planning.

- B16 For jurisdictional collaborative service planning meetings, the State will invite:
- (a) officials from the Commonwealth; and
 - (b) representatives from the jurisdictional legal assistance sector and relevant peak bodies, including cross-border providers.
- B17 For jurisdictional collaborative service planning meetings, the State may also choose to invite:
- (a) representatives from any research bodies relevant to legal assistance;
 - (b) representatives from any national legal centres based within the State;
 - (c) representatives from the legal profession, jurisdictional pro-bono sector (which could be done in consultation with the national pro bono peak body), and other relevant services sectors;
 - (d) representatives from any State entities, including the police and other government bodies, and the Courts; and
 - (e) other relevant bodies identified by the State.

Local Collaborative Service Planning

- B18 Local collaborative service planning may be coordinated by the relevant State or delegated to a legal assistance provider.
- B19 Local collaborative service planning will be implemented flexibly and in a manner that best meets the needs of the jurisdiction and region, as identified by the relevant State. Local collaborative service planning could cover a range of issues, including:
- (a) identifying the level of legal need in the relevant geographic locale;
 - (b) identifying local level systemic issues that affect legal assistance in addressing legal and other social needs;
 - (c) developing an approach to service delivery in the local area and monitor progress;
 - (d) building partnership across relevant stakeholders operating within the relevant locale; and
 - (e) considering opportunities for improved coordination and targeting of services within the legal assistance sector and across other service providers.
- B20 For local collaborative service planning meetings, the State will invite representatives from the local legal assistance sector and may choose to invite:
- (a) representatives from the legal profession, pro-bono sector (which could be done in consultation with the national pro bono peak body), and other relevant services sectors operating within the region;
 - (b) representatives from any State justice entities, including the police and other government bodies, and the Courts; and
 - (c) other relevant local bodies.
- B21 Local collaborative service planning may be combined with jurisdictional collaborative service planning for smaller States.