



Second Evaluation Report of Consumer Action Law Centre's Worker Advice Service - A Legal Secondary Consultation Service to Community sector professionals: One year on.

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"Such a valuable resource, would be totally lost without it."

(Financial Counsellor, Focus Group 10 May 2017)

Part One - Background

Consumer Action Law Centre is working to create a just marketplace where people have power and business plays fair. To this end, we run legal advice and financial counselling services and deliver outreach and training to community sector professionals in Victoria.

Our experience as a direct service provider informs our policy and campaign work, where we lead, at a national level, changes to policy, laws and industry practice that make life easier for people experiencing vulnerability and disadvantage in Australia.

Our lawyers provide information, advice and referrals over the phone to people living in Victoria (via our '**consumer advice service**') and legal secondary consultationsⁱ to community sector professionalsⁱⁱ (via our '**worker advice service**').

This report ('**the 2017 report**') is about our worker advice service.

Our worker advice service has two objectives which align with our 2017-2021 Strategic Plan:

- to help community caseworkers achieve the best possible outcomes for their clients, taking into account their clients' legal rights, options and resources and thereby support an effective community sector; and
- to identify and understand the systemic issues that affect vulnerable Victorians and thereby shape a fairer system and more effective consumer markets.

In July 2016, we published our first evaluation of the worker advice service ('**the 2016 report**')ⁱⁱⁱ. The 2016 report found that, amongst other things, secondary consultations provided on the worker advice service help build professional capacity and confidence in financial counsellors, help workers to achieve good outcomes for their clients and was suggestive that they are used by financial counsellors to assist more than one client.

This report uses a similar methodology to the 2016 report and compares results to the 2016 report. It discusses the implementation of some of the new and refined practices as a result of the 2016 report. This report also makes further recommendations to improve the worker advice service. In addition, through a specific question in the 2017 report, it sought to verify that secondary consultations are used by financial counsellors to assist more than one client, as is suggested in the 2016 report.

This report and our quality and evaluation framework recognises the extent of unmet legal need in Victoria and the critical role non-legal agencies can play in helping meet that need. This orientation towards collaborative, holistic and joined-up service delivery is reflected in our Strategic Plan 2017-2021, which includes actions to explore relationships with other community support agencies and catalyse new approaches to meeting unmet need and 'hard-to-reach' communities.^{iv}

Key findings of the 2017 Evaluation Report

The findings of this evaluation include:

1. Our lawyers provide advice to community sector professionals that is understandable, practical and timely.
2. Community sector professionals value secondary consultations through the worker advice service.

3. Secondary consultations through the worker advice service continue to help to enhance professional capacity and confidence of community sector professionals to give advice and make decisions.
4. Community sector professionals re-use what they learn from secondary consultations to help other clients.
5. Our reach to clients is greater than the initial client a community sector professional calls about, as the community sector professional uses the information from the initial secondary consultation to assist future clients.
6. Secondary consultations can help to reach people who would otherwise not gain access to legal support which can help address unanticipated gaps in legal need.
7. Secondary consultations become a form of training for community sector professionals whose resources are stretched.
8. We need to improve the ways that Financial Counsellors are informed and involved in our policy and campaigns activities.
9. We need to take further steps to reach other types of community sector professionals through our outreach, training and worker advice service.

Part Two – Methodology for this Evaluation

As in the 2016 report, we utilised a triangulated approach – where more than one evaluation tool is used^v – for evaluating the worker advice service:

- A. **Quantitative data from our client database between 1 July 2016 to 30 June 2017:**
 - a. the number of secondary consultations performed;
 - b. the types of community sector professionals assisted;
 - c. the type of service provided to community sector professionals;
- B. **Survey of community sector professionals (Appendix A, B and C)**
 We created an online survey designed to elicit information from community sector professionals about their experience before, during and after contacting the worker advice service, and about their awareness of the service. The survey in 2017 ran from 30 May until 26 June. We invited 100 community sector professionals to participate and received responses from 41 community sector professionals. Of those, 40 of the 41 participants were financial counsellors. The results are contained in **Appendix C**.
- C. **Focus groups with community sector professionals**
 The 2017 Focus Groups were facilitated by Dr Liz Curran of the ANU School of Legal Practice (pro bono) and consisted of seven community sector professionals from financial counselling and other community agencies from across metropolitan and regional Victoria.^{vi} The objectives of the focus groups were to obtain feedback from community sector professionals who have used the Worker Advice Service about the usefulness of secondary consultations and how to improve the service (**Appendix D**).
- D. **Case studies emerging from the Focus Groups.**

Part Three - Quantitative Data

Our quantitative findings include the number and type of workers we assist with secondary consultations, outreach and training, and how we have assisted them.

Between 1 July 2016 and 30 June 2017, our lawyers responded to 1,147 new enquiries from community sector professionals. This is roughly equivalent to 22 secondary consultations each week, or 4-5 each workday. The 2016 reports' focus was on non-lawyers however, in the quantitative data for this report, we have also included data for community legal centre, legal aid and pro bono lawyers.

Which community sector professionals we helped

At least 50% of the community sector professionals were financial counsellors and at least 24% were lawyers from a community legal service, Victoria Legal Aid or acting pro bono. About 11% were other community sector professionals such as disability support workers, mental health advocates, social workers and youth workers.

We are working to increase the reach of the worker advice service beyond financial counsellors through our training and outreach program, and offering secondary consultations, to a wider range of community sector professionals in the area of family violence. This aim has recently been facilitated by some further funding for secondary consultation and outreach.

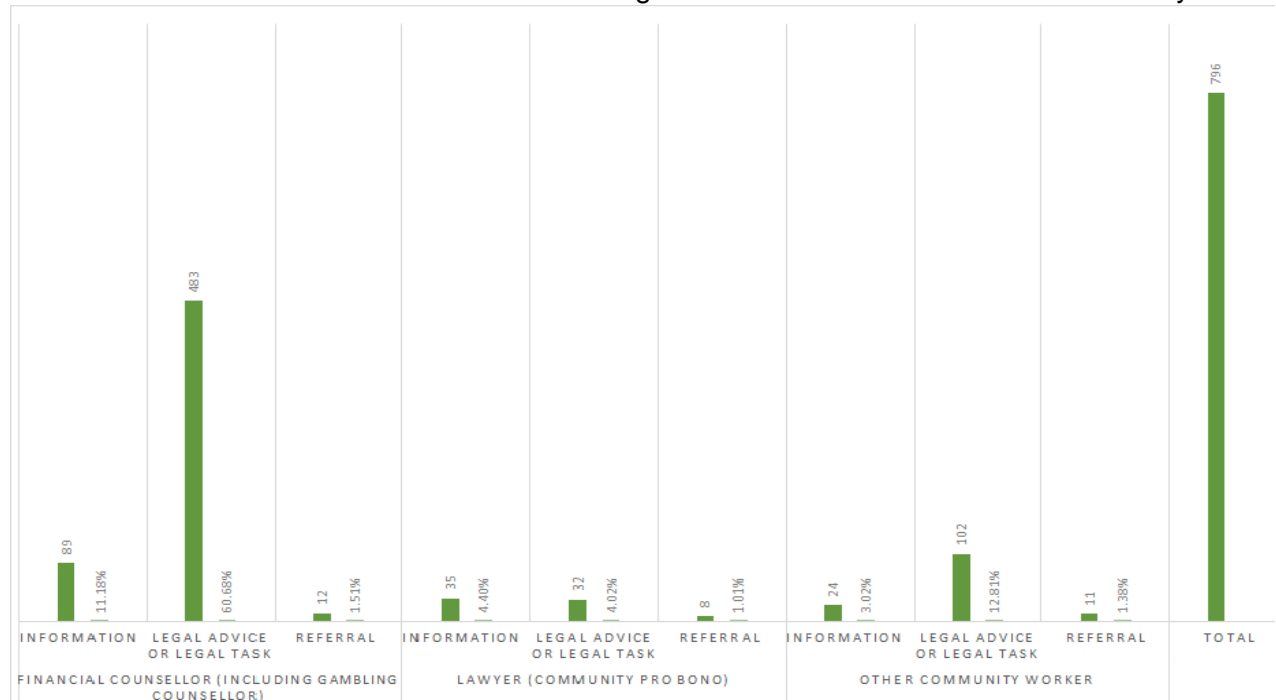
How we helped community sector professionals^{vii}

For 1 July 2016 to 30 June 2017 we provided secondary consultations in the following way:

Service level	Number	Percentage
Information	163	16.36%
Legal advice or legal task	803	80.62%
Referral	30	3.01%
Total	996	

We categorise this assistance as 758 instances of discreet assistance and 220 instances of ongoing assistance, where our lawyers provide one or more advice, referral or information to a community sector professional to help a client resolve a legal problem over a period of time.

Of these secondary consultations, we helped each type of community sector professional in the following ways:



Comparing 2016 to 2017

In the 2016 report, we used a snapshot of 1 February to 30 April 2016, and during this period, we provided 226 secondary consultations to community sector professionals. From 1 February to 30 April 2017, we provided 260 secondary consultations. This is an encouraging increase.

In 2017, 67% of secondary consultations were provided to financial counsellors (compared with 76% in 2016 report), 17% were to lawyers from a community legal service, Victoria Legal Aid or acting pro bono (compared with 10% in 2016 report). About 15% were other community sector professionals (compared with 14% in 2016 report) such as disability support workers, mental health advocates, social workers and youth workers.

We are aware that the drop in enquiries from financial counsellor is not insignificant and we are currently developing a further Outreach and Training work plan to continue building our relationships with the financial counselling sector as well as with community sector professionals and agencies in different regions.

However, the increase in enquiries from lawyers is suggestive that our recent outreach and training program^{viii}, referral agreements with Victoria Legal Aid and Victoria Aboriginal Legal Service, have been effective in expanding the worker advice service's reach.

Part Four – Qualitative results

Impact on community sector professionals practice

In the 2017 survey the vast majority of community sector professionals (non-lawyers) agreed or strongly agreed that they understood the advice that our lawyers provide and that it was practical and timely.

There was unanimous agreement by the community sector professionals (non-lawyers) in the focus group that the Worker Advice Service was a useful resource which supports them to assist their clients.

Financial counsellors explained the value of having access to secondary consultations through the worker advice service:

"always enabled me to provide a higher quality of service"

"Positive and quite helpful – I don't have anyone else I can call"

[allows us to] "learn new information, increase confidence, add to systemic advocacy, check out I am on the right track, assess risks"

"helps us move up a level in advocacy and improved outcomes"

"allows me to provide a better, stronger and more informed practice for my clients"

Financial counsellors in the focus group provided clear examples of where the worker advice service increased their confidence and helped their clients:

"Regional outreach (Family violence case). Client took out a loan under duress. I was able to get to Consumer Action straight away and get information reliably. Could get answers right there, on the spot – if we didn't have that line I'd be having a sleepless night not knowing what is happening"

"Recently, lawyer x wrote a template letter specific for the case. It was amazing and gave me confidence."

"I had a client who wants to bankrupt and may inherit money. I didn't agree but told client why don't you ring Consumer Action for second opinion. (Worker Advice Service is) useful where I want a second opinion, a legal opinion, was very useful to be able to do that."

Worker advice service for professional development

Significantly, participants also remarked that using secondary consultations through the Worker Advice service was a form of training, in itself.

Community sector professionals at the focus group reported that outreach and training sessions that they participated in were key in helping them understand how they could effectively use the Worker advice service as a resource.

One Financial Counsellor also commented that Outreach and Training sessions provided by our lawyers were valuable components to link them in with the worker advice service:

When Consumer Action did regional training for case community sector professionals and FCs on consumer leases and a bit of credit law. That made me and other case community sector professionals ring up and call more. A simple thing like outreach training was invaluable not just for FCs but community sector professionals.

The community sector professionals also suggested that including managers and board members as part of training would be useful. The community sector professionals noted that in supporting client's legal concerns often met resistance from managers and their organisations who do not always understand the role of law in gaining improved outcomes for clients.

Impact on community sector professional client outcomes

Importantly, secondary consultations contribute to financial counsellors getting good outcomes for their clients

"I tend to call when there is a possibility of going to FOS. I have had a number of successful maladministration through FOS as a result of secondary consultations."

Community sector professionals in the survey also said that not having the worker advice service would:

[mean clients would be] "further disadvantaged... [because they don't have] finances to tackle unfair contracts etc."

have a "major impact on my technical knowledge, my confidence and my client's confidence in me..."

see community sector professionals being "unable to assist" or provide "much more limited" assistance

"mean "a vital part of the process would be missing"

"be a "terrible scenario for our clients as the working poor..."

Reach of secondary consultations

The downstream impact of secondary consultations was reinforced in the survey, with 95% of community sector professionals agreeing in the survey that they re-use the information provided to them in a secondary consultation when helping other clients.

Community sector professionals in the Focus Group also demonstrated the importance of secondary consultations and the worker advice service where clients would not otherwise see a lawyer:

"the clients didn't have capacity to access [lawyers] themselves"

"I've started putting [worker advice service] on speaker – so empowering for clients who could never do it on their own, but I'm acting as the in between."

"(clients) have not been able to use our own community legal service due to conflicts of interest or... have chosen to seek advice outside of their community"

One financial counsellor in the Focus Group said that she used advice from our lawyers to help other clients:

"all the time. Not just the immediate [client] but further down the line and with colleagues so goes a long way "

This is suggestive that the advice of our lawyers in a secondary consultation reaches beyond the initial conversation with the community sector professional and helps other vulnerable clients.

It was also suggested in the Focus Group that secondary consultations can be useful where the client is present, given some client reticence to talk to a lawyer directly. Community sector professionals suggested there can be gravitas in having the lawyer do this as well, as the client sees it is not just the community sector professionals' opinion.

Integrated and collaborative service delivery

The community sector professionals in the Focus Group spoke of the enhanced service that collaborating with lawyers on the worker advice service could offer to clients:

[it is] "good to get different perspectives from different people on the phone – good that there is rotation."

"Like other (community sector professional) said, you get other opinions and recognise there are other dimensions to the matter."

Only 68% of community sector professionals who responded to the survey said that they understand how they can contribute to our campaign and policy work and only just over half said that they know which issues we are campaigning on.

The community sector professionals suggested areas for improvement:

"[it would be] good to get feedback on progress of a campaign."

"if we participate it would be nice to be included in what happens too."

As with the 2016 report, this continues to be an area for improvement.

Consistency of Service Quality

In the focus groups, some community sector professionals stated that the quality of advice from the worker advice service is not always consistent:

'someone else will take it to a deeper level and go through the nuance of it – might tell me more information I need to gather – they might ask more questions that I hadn't thought of.'

The community sector professionals indicated that advice that was not clear or practical, for example, “it depends”, was less helpful.

One community sector professional reported that their colleagues have provided feedback that the wait time to receive a response from the Worker Advice Service was too long. However, none of the community sector professionals shared this opinion or said they had a similar experience with wait times.

Some community sector professionals seemed unsure of what the expected wait time was and suggested that this information be available on the website.

Part Five - Comparison of 2016 and 2017 results

In 2016 there were a total of 62 responses to the survey and in 2017 there were 41 responses (out of 100 requests) to the survey.^{ix}

The 2016 and 2017 surveys and focus groups strongly suggest that Financial Counsellors value the worker advice service.

Community sector professionals were more approving of the approach and content of secondary consultations provided in 2017 than in 2016. This improvement was significant, with between 80-90% community sector professionals strongly agreeing and agreeing in 2017, and 30-59% strongly agreeing or agreeing in 2016 [see **Appendix C - Comparison of 2016 and 2017 survey results table**].

Our lawyers have also improved in explaining parameters of the service and options where they cannot assist the community sector professional. This suggests community sector professionals have better transparency and clarity around expectations for the worker advice service. However, it is noted that this is an area for further improvement.

The 2017 survey showed that 95% of community sector professionals re-use the information provided in a secondary consultation to assist other clients. This suggests that the downstream usefulness of secondary consultations can reach a larger number of clients than those clients specifically related to the actual secondary consultation.

This was also noted by the 2017 Focus Group participants who stated that they regularly check that the advice has not changed and take care where there are differing circumstances to have a further check in secondary consultations.

The results suggest that through secondary consultations a vast number of people may be receiving help from the secondary consultation through their trusted community sector professional. Arguably, the reach of the worker advice service is greater than can be counted.

Community sector professionals across both 2016 and 2017 indicated that they do not feel as informed and able to adequately participate in our policy and campaigns activities.

Part Six – Conclusion and Recommendations

The results and key findings of the 2017 report are largely positive.

They are suggestive that secondary consultations through the worker advice service are of significant value to community sector professionals. In particular, they increase a community sector professional's professional capacity and confidence, and are a form of training for community sector professionals.

Further, community sector professional responses suggest that secondary consultations have critical value in breaking down poor previous stereotypes of lawyers through the interaction that the professionals have with each other and their clients.

Importantly, the results suggest that secondary consultations enable people who are vulnerable, unwell and overwhelmed to access legal support. Secondary consultations through the worker advice service therefore appear to be a significant way of reaching people who for various reasons would otherwise not be able to access legal help with their consumer law problems.

This may mean that by arming the community sector professional with information earlier, interventions can be earlier and may prevent problem escalation. It is also suggestive of the efficiency and effectiveness of secondary consultations as a method to reaching a range of people who might otherwise have no access to legal help.

We recognise the limitation of this report conclusion is that the survey and focus group are mostly comprised of Financial Counsellors.

In line with the findings of the Legal Australia-Wide survey and the Victorian 'Access to Justice' Review^x, people are most likely to seek help from non-legal workers like community sector professionals,^{xi} one area for growth for us is to expand our reach to other types of community sector professionals.

Summary of Recommendations

There are some key areas where we can improve the worker advice service. Particularly:

1. Our lawyers should explore options available to the community sector professional's client where we are unable to help. We have begun work on this by having client referral agreements with Victoria Legal Aid and Victorian Aboriginal Legal Service.
2. We should provide information on expected wait times on our website and in telephone service call recordings so that community sector professionals can form an expectation regarding when a response will be received;
3. In Training and Outreach, we should continue to develop case scenarios in the training at the suggestion of the community sector professionals (if possible), or in conjunction with community sector professionals, and such scenarios ought to be based on the clients the community sector professionals see, not created by the lawyers only.^{xii}
4. We should involve community sector professionals in policy and campaigns work and should create tools to regularly update community sector professionals on our campaign and policy issues.

Appendix A - 2017 Survey Questions

The following questions were asked via Survey Monkey*.

1. What type of community sector professional are you?
2. How many years of practice experience do you have?
3. Have you ever contacted the worker advice service for assistance?
4. How often do you contact the worker advice service?
5. What are some of the issues you've sought assistance with?
6. Please indicate how strongly you agree or disagree with the following statements:
 - a. I know how to seek assistance from the worker advice service
 - b. I feel confident seeking assistance from worker advice service
 - c. I know how to refer clients to CALC
 - d. I feel confident referring clients to CALC
 - e. I understand the advice that lawyers at CALC give me
 - f. The lawyers at CALC give me practical advice
 - g. I enjoy mutual understanding and trust with CALC lawyers
 - h. The lawyers at CALC recognise and use my professional expertise
 - i. The lawyers at CALC understand that I want to help my clients to the best of my ability
 - j. The lawyers at CALC provide assistance to me in a timely (in view of my clients' circumstances) way
 - k. The lawyers at CALC discuss with me the underlying systemic issues that affect my clients
 - l. Getting assistance from the worker advice service is valuable to me and my practice
 - m. When the lawyers at CALC haven't been able to assist me (for example, because they have lacked the necessary experience or resources) they have clearly explained why
 - n. When the lawyers at CALC haven't been able to assist me (for example, because they have lacked the necessary experience or resources) they have helped me explore other options
 - o. When the lawyers at CALC have assessed that my enquiry requires a more intensive or considered response, they have communicated this clearly and we have agreed about next steps
 - p. I feel confident contacting CALC about the systemic issues that arise in my casework
 - q. I know which issues CALC is currently campaigning on
 - r. I understand how I can contribute to CALC's policy work and campaigns
7. Do you re-use what you learn from CALC lawyers to help other clients?

8. Describe the extent to which the worker advice service has enabled you to help clients that wouldn't have otherwise accessed legal help?
9. If you didn't have access to the worker advice service, what would be the impact, if any, on your ability to help your clients?
10. What, if anything, has the assistance you've received meant for you and your practice?

*Note based on tools and questions from Background Intellectual Property of Dr Liz Curran under limited license.

Appendix B – 2017 Survey results

Chart 1 – Years of Experience of Survey Participants from May- 30 June 2017

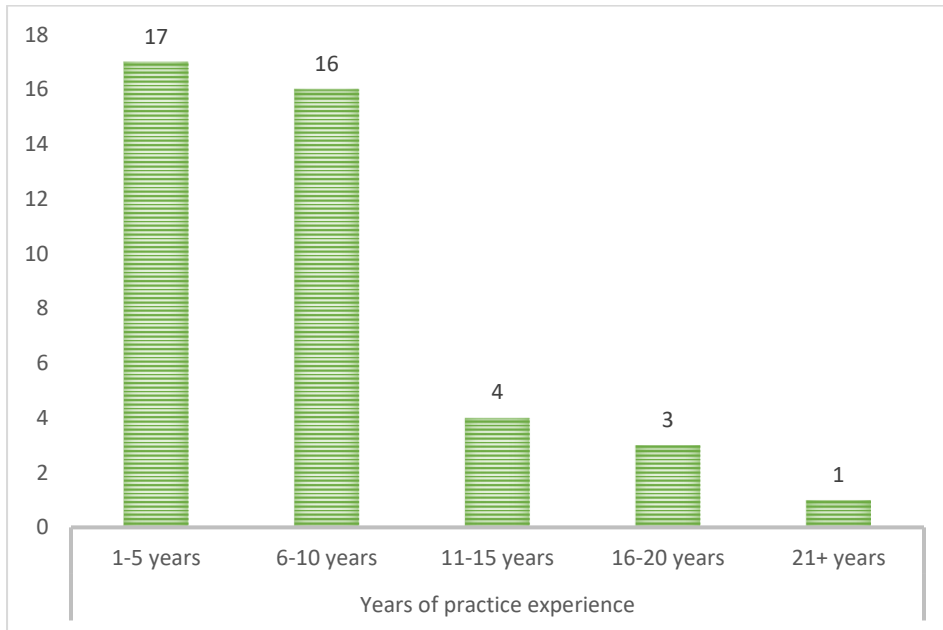


Chart 2– Participant understanding of advice, practicality and timeliness.

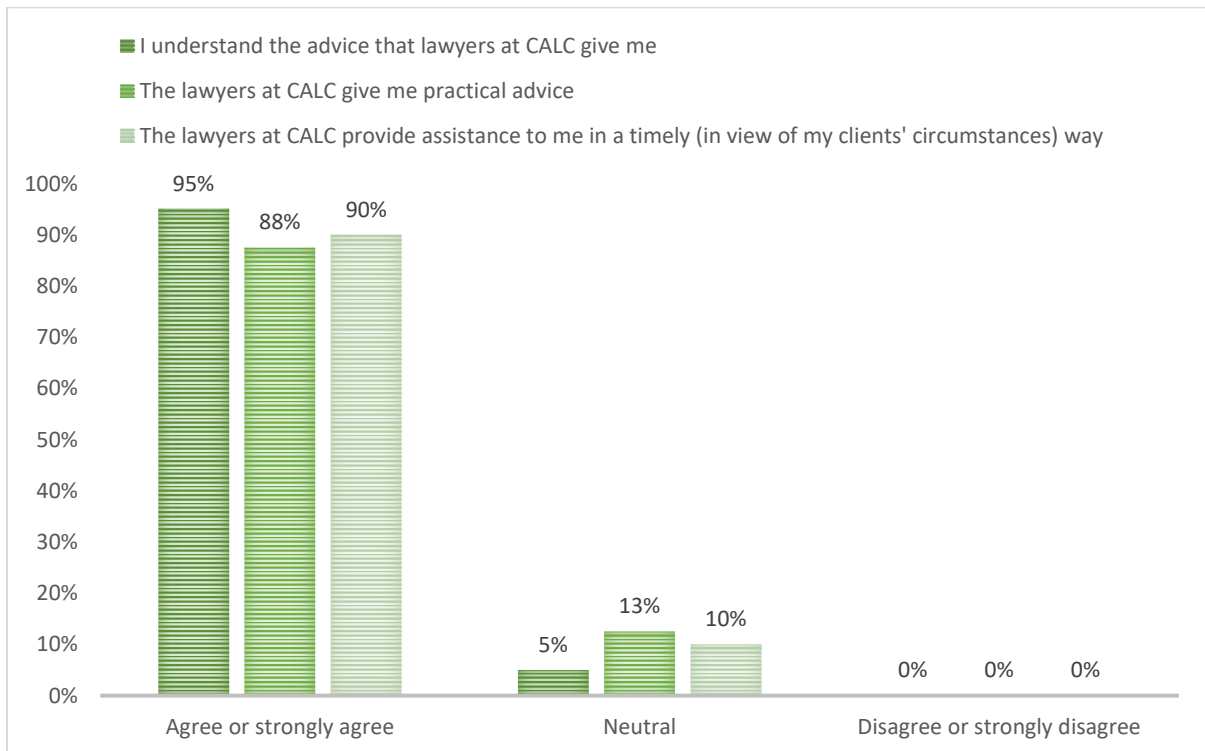


Chart 3 - Professional understandings and respect

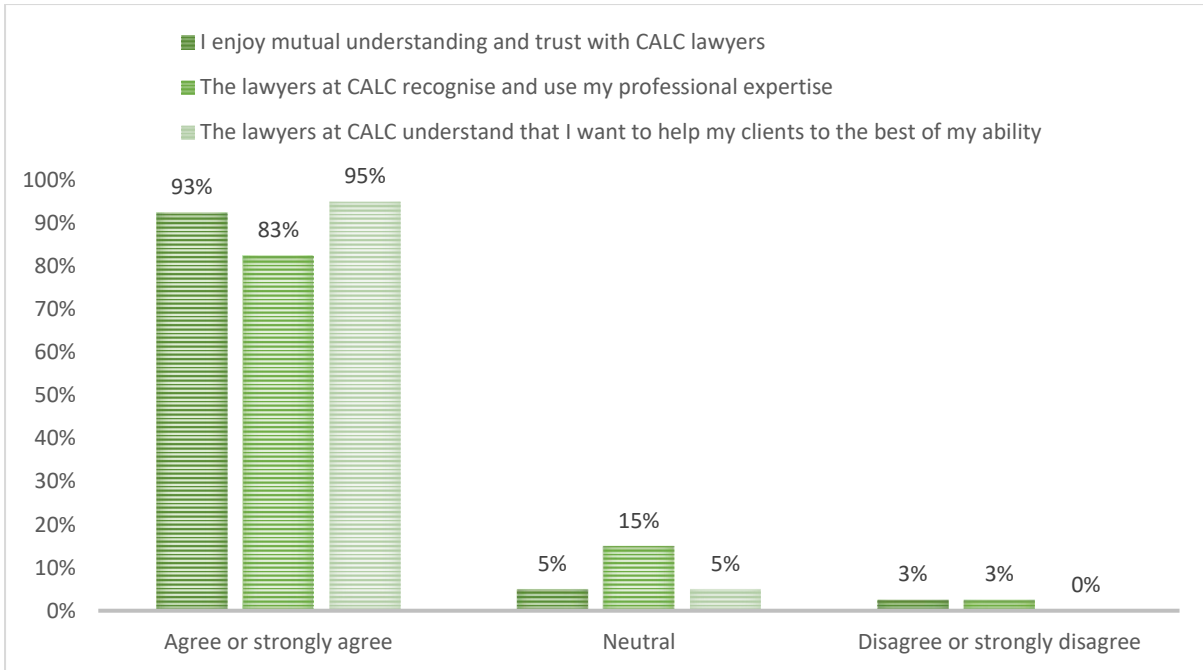


Chart 4 – Consumer Action communicates clearly about service and its limits.

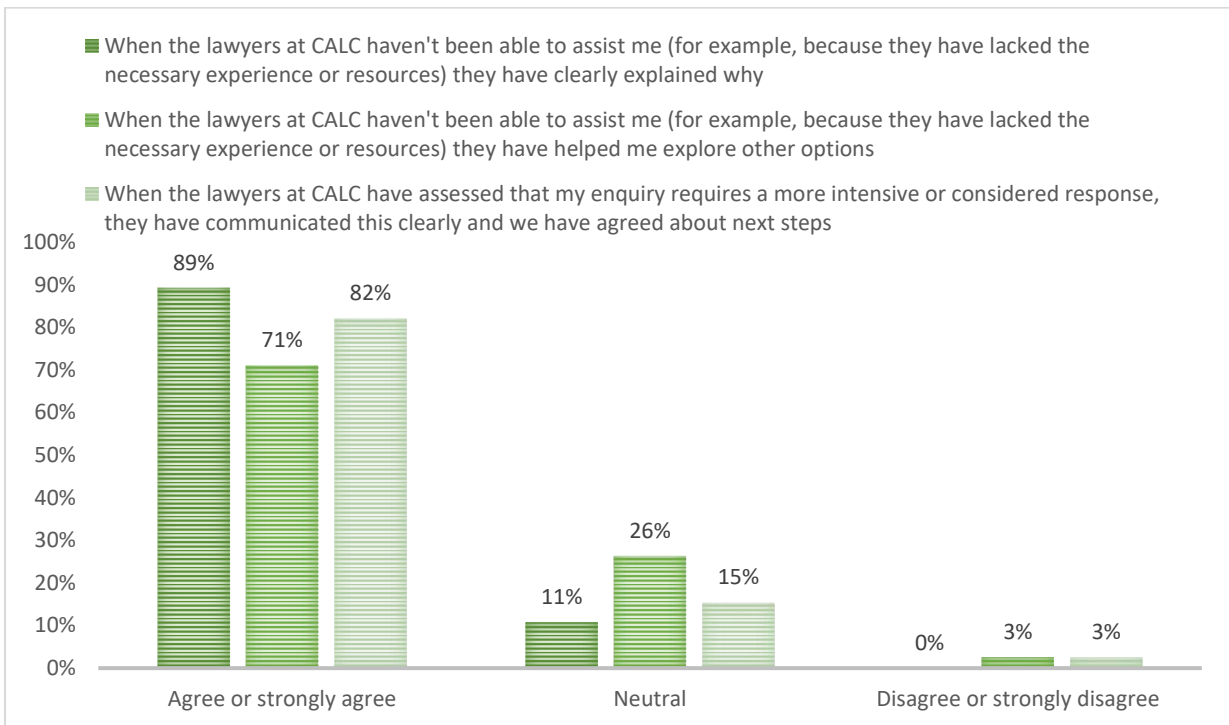


Chart 5 – Re-use of information to help other clients.

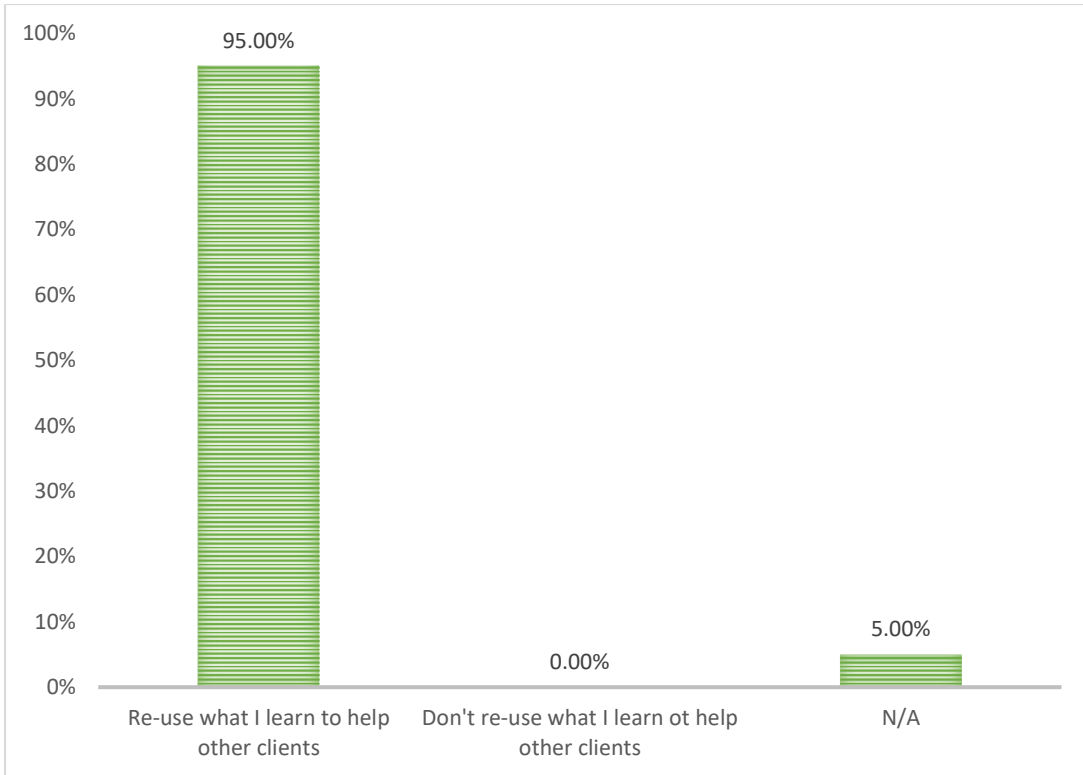


Chart 6 – Value of secondary consultation to community sector professional practice

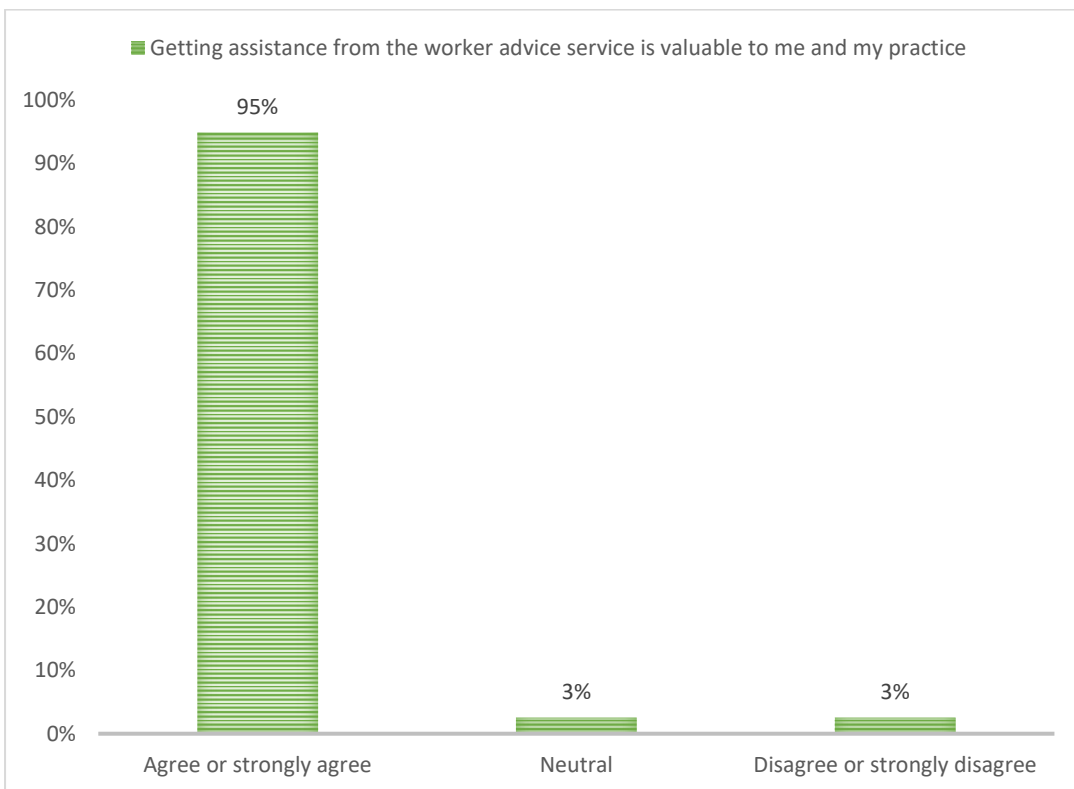
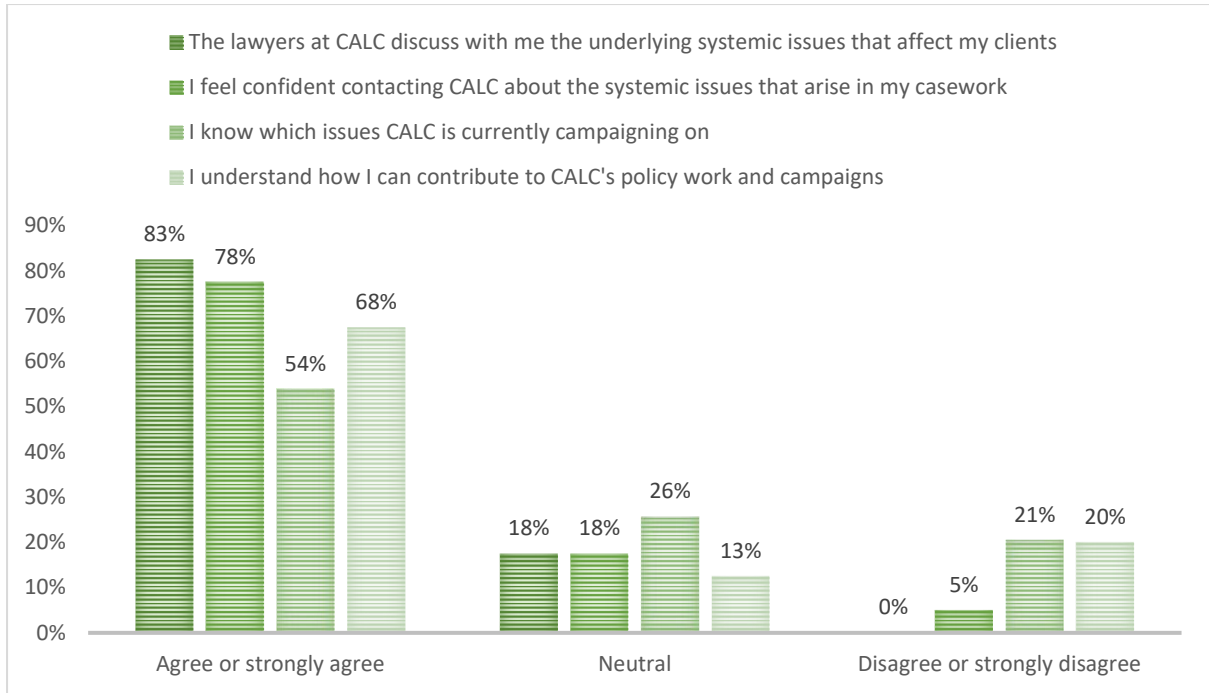


Chart 7 -The results relating to systemic issues and connection to policy and campaigns work



Appendix C – Comparison of 2016 and 2017 survey results table*

Answer Options	Strongly Agree	Agree
Can confidently refer clients or cases to Consumer Action	24 38.71%	23 37.10%
I clearly understand the referral process from me to Consumer Action's legal team and from Consumer Action's legal team to a financial counsellor	15 24.19%	27 43.55%
I clearly understand the advice I am provided with	20 32.26%	38 61.29%
The advice provided by the lawyers is practical	26 41.94%	26 41.94%
After speaking with the lawyers at Consumer Action I know the next steps I need to take with the client or to manage the situation	20 32.26%	31 50.00%
There is a high level of mutual understanding and trust between myself and the lawyers at Consumer Action	24 38.71%	29 46.77%
The lawyers at Consumer Action recognise and utilize the professional expertise of other disciplines like Financial Counsellors	20 32.26%	28 45.16%
The lawyers are responsive to my clients' needs	20 32.26%	26 41.94%
The lawyers are responsive to my need to be able to support my client as best they can be	23 37.10%	29 46.77%
The lawyers advice was provided in a timely fashion in view of the client's circumstances	21 33.87%	29 46.77%
The lawyer not only examines the clients problems but discusses with me any underlying systemic issues that the problem raises which impact on other people like my client.	15 24.19%	30 48.39%
There is huge value to me in assisting clients through secondary consultations with the lawyers at Consumer Action	37 59.68%	21 33.87%
Where the lawyer did not have expertise or experience to provide a useful secondary consultation, the lawyer clearly explained this and explored other options with me	17 27.42%	23 37.10%
	20	24

Where the lawyer considered that a more intensive and technical or considered response was required, the lawyer discussed this with me and we agreed about future management of the case	32.26%	38.71%
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* Consumer Action is including only the statistics for Strongly Agree and Agree are included as these make up the majority of the responses.

Appendix D Focus Group Questions

Focus Group with Community sector professionals 2017

Facilitated by Dr Liz Curran, ANU Legal Workshop on behalf of Consumer Action Law Centre

Dr Curran used the same guiding questions as in 2016 and further questions were asked from time to time to clarify or deepen the discussion. Notes for data kept by Consumer Action Law Centre.

'Secondary Consultations and Collaborative Inter-Disciplinary Practice that reaches and supports clients and professional capacity in dealing with Consumer Legal issues.'

Welcome

Background

Identifying a problem capable of a legal solution

Statistics from the Law survey who have the most problems and are the least likely to gain legal help and the barriers for them

Reasons behind the 'Secondary Consultation' project of Consumer Action

What we will canvas in today's Focus group and why

This will be a conversation guided by some questions which are as follows:

What, if anything, has the support from Consumer Action Law Centre (CALC) meant, if anything, in your own experience, to your practice?

Training

Have you participated in any training offered by CALC?

Describe:

Has this enhanced your ability to assist clients with their non-legal needs?

How?

Give an example without identifying any client.

What factors/tools, help/could help you in make effective referrals?

What things assist you in making effective referrals?

Has any of the training offered to you by CALC empowered you to advocate on the clients behalf in a way that you wouldn't have been able to do before such training?

Describe:

Secondary Consultations

Secondary consultations are when the lawyer offers you legal advice or information or advice on the legal processes (what happens at court, giving evidence and writing reports), ethics or your professional obligations or guides you through tricky situations. Have you received secondary consultations assistance from the lawyer?

If so describe the sort of situation without giving away any information that will identify a client.

What has been the value to you of secondary consultations if you have received any?

Do you wish to comment whether you believe secondary consultations are an integral part of the collaboration with CALC and the ability of on community sector professionals to advocate for their client on matters with a legal dimension?

What, if any, have been the benefits for the client, so far, of having their legal issues responded to in the context of multi- disciplinary practice such as that between your agency and CALC?

Does the secondary consultation with the lawyer help you understand and navigate the legal system? Yes/No

In what way if it does?

Where a client may not be ready to see a lawyer does a secondary consultation provide you with help for the client and build your confidence to provide support and information on legal matters?

Prior to CALC offering this secondary consultation support, do you think you would have been able to assist clients in the way that you have?

Why? Why not?

Do you think that secondary consultations is enabling more client who would not otherwise seek or gain legal help with their problems better access to advice/help/information?

Do secondary consultations help you feel better about referring client to CALC? If so How?

Does a secondary consultation help you support other clients in addition to those that you have sought the specific secondary consultation for – i.e. is there any downstream benefit for other clients?

Explain

Systemic Problems – collaboration on solutions

Through the work with CALC have you collaborated on advocating for systemic reform as a joint action by you, your agency and CALC? E.g. submissions to government or a statutory body, test case, letter arguing for a change on practice, the law or its administration, document articulating client/patient experience of the system and requesting a change.

Describe

Do you think this work is valuable?

Is it important to take such action, in your view to better support your client?

Professional Approaches

What are the professional differences in approach you have found in dealing with the legal services in assisting the client?

Have these professional differences in approach been:

- Difficult
- Resolvable
- Reconciled
- Managed
- Overcome

If any of the above in what way?

How might inter-professional collaboration for clients' assistance be improved in your view?

Overall

What has been the impact on your practice of any training or support you have received from the CALC? E.g. has it changed how you intend to practice or how you practice?

If so in what way?

What, if any, have been the benefits for you as this clients worker/professional support of having their legal issues responded to in the context of multi- disciplinary practice such as the this E.g. training, support through process, secondary consultation?

What, if any, have been the benefits for you in working with this client/or for the client in having a lawyer working with community sector professional as part of an interdisciplinary approach?

Any further suggestions?

Questions?

ⁱ Dr Curran, in her research evaluations has defined legal secondary consultation as: where a lawyer offers a community sector professional (such as a doctor, nurse, youth worker, social worker or financial counsellor) legal advice or information on legal processes (such as what happens at court, and how to give evidence or structure reports for a court to provide the required considerations), or on their professional and ethical obligations, or guides the community sector professional through tricky situations involving their client or their work for clients. See Liz Curran 'Lawyer Secondary Consultations: improving access to justice and human rights: reaching clients otherwise excluded through professional support in a multi-disciplinary practice' 8(1) *Journal of Social Inclusion* (2017) <https://josi.journals.griffith.edu.au/index.php/inclusion/article/view/817>

ⁱⁱ Since the 2016 report 'Evaluating Consumer Action's Worker Advice Service', June 2016, we have learned from members of the community sector that they have concerns with the title 'community worker'. We greatly appreciate this feedback and acknowledge the importance of language in building trusted relationships with community sector professionals. We have therefore changed our references here.

iii Tom Willcox, and Jillian Williams, and Liz Curran, 'Evaluating Consumer Action's Worker Advice Service', June 2016 (June 30, 2016), Consumer Action Law Centre. Available at SSRN: <https://ssrn.com/abstract=2835377> or <http://dx.doi.org/10.2139/ssrn.2835377> accessed 24 August 2017.

iv This approach to service delivery has been endorsed in a recent NSW Law and Justice Report^{iv} and by the Victorian Department of Justice, Review of Access to Justice in 2016 which recommends services^{iv} 'provide support for proven models of integrated service delivery which might see a lawyer work with a health or other community service, or a non-legal worker such as a social worker or financial counsellor work with a legal service'. See Victorian Government, Department of Justice and Regulation, Access to Justice Review, 4 October 2016, Available at <https://engage.vic.gov.au/accesstojustice> accessed 24 August 2017 and Pascoe Pleasence, Christine Coumarelos, Suzie Forell, Hugh M. McDonald; Geoff Mulherin, 'Reshaping legal assistance services: building on the evidence base' (Law and Justice Foundation of NSW, Sydney) (2015). Available at: <http://www.lawfoundation.net.au/ljf/app/&id=D76E53BB842CB7B1CA257D7B000D5173> accessed 21 August 2017.

v All the data collection was undertaken in-house by Consumer Action using the tools developed by Dr Curran under a limited license.

vi The first Focus Group was held on 6 May 2016. The second was held on 10 May 2017. The lawyers who conduct secondary consultations were not present at either focus group. Consumer Action's Training and Outreach manager, took notes that form the source for the data.

vii The table categorises secondary consultations according to the service definitions and counting rules contained in the National Legal Assistance Data Standards Manual. Available at: <https://www.ag.gov.au/LegalSystem/Legalaidprogrammes/Pages/National-Legal-Assistance-Data-Standards.aspx>. Each of these categories are considered to be forms of Discreet Assistance, as defined in the manual. We are also funded separately to provide ongoing assistance to consumers and workers. Ongoing assistance is defined to include two or more instances of discreet assistance to a person or worker.

viii Between 1 July 2016 and 30 June 2017 our lawyers provided 28 instances of training and outreach to community sector professionals on a variety of topics. This included 7 sessions to family violence workers. Some of these sessions were delivered to community sector professionals in rural areas such as Sale, Warrnambool, Wangaratta and others delivered online to a national audience. We also delivered four additional training sessions to students studying the Diploma of Financial Counselling.

ix It is noted that some of the questions in the 2017 survey are different from those in 2016 survey e.g. reach beyond the initial client. These changes were made by Consumer Action to distil and drill down on information. Unfortunately, from an analysis point of view it means that gauging for example, 'The lawyers are responsive to my need to be able to support my client as best they can be' was not possible, as this question did not appear in the 2017 survey.

x Victorian Government, Department of Justice and Regulation, Access to Justice Review, 4 October 2016, Available at <https://engage.vic.gov.au/accesstojustice> accessed 24 August 2017

xi Christine Coumarelos, Deborah Macourt, Julie People, Hugh M. McDonald, Zhigang Wei, Reiny Iriana and Stephanie Ramsey, (2012) 'Access to Justice and Legal Needs Legal Australia-Wide survey: legal need in Australia' (New South Wales Law and Justice Foundation, Sydney) [http://www.lawfoundation.net.au/ljf/site/templates/LAW_AUS/\\$file/LAW_Survey_Australia.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_AUS/$file/LAW_Survey_Australia.pdf) accessed 1 May 2017;

xii It is noted that Consumer Action has begun this process prior to the 2016-2017 evaluation.