Please see the list of FAQs below if you have any questions about the new electronic duty forms. The forms have been released early to assist people working remotely in response to the COVID-19 health and safety requirements, and user testing and accessibility testing has been limited. If you have any questions or feedback please contact Anna Coffey, Senior Solicitor, Client Eligibility Unit on anna.coffey@legalaid.nsw.gov.au.

1. Why did we change the advice and duty forms?
The forms were updated to:
• Reduce length and complexity
• Use plain English
• Ensure questions are clear and concise to make it easier for clients to correctly complete the form.
• Collect only the data we need to provide the legal services and meet any reporting requirements.
• Ensure we collect and use data in line with our statutory and business requirements.
• Tailor the back page of the form to the needs of each area of law.

2. When will the printed versions of the forms be available?
Printed versions of the forms will be available at all Legal Aid NSW offices and court locations once face-to-face services resume.

3. Why are there no lines on the pages when I print out the form?
The electronic forms are fillable PDFs designed to be completed on a PC or laptop.

Hard copy versions of the forms (which will include lines for handwriting) will be released at all Legal Aid NSW office and court locations once face-to-face services resume.

4. How do I record a client’s preferred method of contact?
The new forms tell clients that we prefer to contact them by phone, text or email and asks clients to answer ‘yes’ or ‘no’ as to whether we can communicate with them in these ways.

Where a client ticks yes, they are consenting to all communication from Legal Aid NSW occurring that way.

There is also room on the form for a client to provide a third party’s contact details (eg their mum’s mobile number). This information should be recorded in the ‘notes on contacting client’ under phone number.

5. What are the changes to a client’s disability information?

<table>
<thead>
<tr>
<th>Client section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a disability or mental health condition? No / Yes / Not stated</td>
</tr>
<tr>
<td>If you choose to tell us this, we will ask what supports you need to make our service work for you.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Solicitor section</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the client has a disability or mental health condition, then consider asking:</td>
</tr>
<tr>
<td>Which of these categories best describe the client’s disability/diagnosis?</td>
</tr>
</tbody>
</table>
This approach makes it clear to the client that we are asking for this personal information to ensure that our service is appropriate for their needs. It also allows solicitors to tailor their interaction and only offer those supports that are relevant to the service being provided and to the needs of the client.

In response to concerns about the personal nature of the information that Legal Aid NSW collects on a client’s disability or diagnosis, the list of disability types is now more high-level:

- Cognitive (includes the old categories of Acquired Brain Injury, Autism Spectrum, Intellectual)
- Physical (includes the old categories of Physical Impairment & Chronic Health Condition)
- Sensory/Speech (includes the old categories of Hearing/Speech Impairment & Vision Impairment)
- Mental Health Condition
- Other

This list of disability supports has been updated to those that are most relevant, useful and available.

6. **What are the changes to information about safely managing a matter where the client experiences DFV?**

<table>
<thead>
<tr>
<th>Client section</th>
</tr>
</thead>
</table>
| *Are you experiencing or at risk of domestic and family violence?*  
*Eg has your partner, ex-partner or family member hit, slapped or threatened you? Or are you frightened of or controlled by them?*  
No / Yes |

<table>
<thead>
<tr>
<th>Solicitor section</th>
</tr>
</thead>
</table>
| *If the client is at risk of domestic and family violence, then consider asking:*  
- Has an AVO been made for the protection of the client or their children? No / Yes  
- Is it safe to contact the client by? SMS / Email / Phone / Mail  
- Is it safe to disclose the client’s address? No / Yes  
- Is there anything else we can do to keep the client safe (eg do they feel safe going to court?) – free text space |
Previously, only some forms asked clients the DFV safety questions. The DFV Steering Committee decided that all forms across all practice areas (except for the MHAS form) should now ask safety questions where a client has indicated they are experiencing DFV.

This approach means that solicitors are able to engage with their clients directly about a sensitive issue and can tailor the safety questions as required.