

ACCESSING AND USING JUSTICELINK DATA

Maintaining client and applicant privacy

Last updated June 2013

This fact sheet outlines your obligations in relation to accessing and using JusticeLink data

What is JusticeLink and Joined up Justice?

JusticeLink is the web-based electronic case management system used for court administration in NSW Local, District and Supreme Courts. Authorised Legal Aid NSW Criminal Law and Crime Grants staff can use the JusticeLink system to check court listings, outcomes, and other case details.

Joined up Justice is part of JusticeLink. It allows staff in Criminal Law and Crime Grants to link information from JusticeLink so that it displays in the relevant CASES and ATLAS files.

Are there any conditions for access?

Yes. Legal Aid NSW has agreed to comply with a number of terms and conditions in order to access JusticeLink data. Authorised staff are required to sign individual confidentiality undertakings. These conditions are in addition to obligations which arise under court rules, legal professional rules, the Legal Aid Commission Act and the Legal Aid NSW Privacy Management Plan.

What are the conditions of access?

You can only access and use information on JusticeLink for a proper purpose. This means the information must:

1. relate to proceedings of a Legal Aid NSW applicant or client, and
2. be required to perform your work duties.

Examples of permitted access and use include:

- a Criminal Law solicitor or staff member obtains data about the current criminal law proceedings relating to their client
- a Crime Grants officer obtains data about the previous criminal law proceedings relating to an applicant.

What if someone is not a current criminal law client or applicant?

You should **not** access JusticeLink data about someone who is not a current criminal law client or applicant unless you have their consent.

Otherwise you will be in breach of the person's privacy. It may also raise conflict issues by breaching firewalls between practice areas, and it would be a breach of our Service Level Agreement with DAGJ.

Are there any exceptions?

Yes. All parties to **Family Dispute Conferences** are considered to be clients and information about them may be accessed for the purpose of assessing suitability and ensuring the safety of family dispute resolution parties and practitioners.

How do I ensure that my access and use of Justicelink data is appropriate?

Refer to the following checklist. If you answer 'Yes' to any questions contact the Legal Policy Branch for further advice before accessing the information.

1. Am I accessing or using the information even though it is not related to proceedings involving a current Legal Aid NSW client or applicant?
2. Am I accessing or using the information for a purpose other than my work?
3. Am I accessing or using the information to gossip or for personal benefit?
4. Am I accessing or using the information for a purpose that the client would not reasonably expect?
5. Am I sharing my Justicelink login or accessing or using the information without having signed the confidentiality undertaking?

How can I learn more about this?

It is recommended that both Criminal Law staff and Crime Grants complete the [CASES Joined up Justice eLearning tutorial](#).

More information about Justicelink is available on the Justicelink intranet page under the Criminal Law practice resources.

The Legal Aid NSW Privacy Management Plan is a useful tool to ensure that we meet our privacy obligations. It is available on the internet under the A-Z list of staff policies. You should see also our other relevant Staff Fact Sheets, especially #5 – [Protecting privacy](#), and #10 – Accessing and using client information.

If you have specific questions please contact: Legal Policy Branch on 9219 5778 or at legalpolicy@legalaid.nsw.gov.au.