

# Back Up Duty Scheme Allocation System (BUDSAS)

## FACTSHEET

### What is the Back Up Duty Scheme Allocation System (BUDSAS)?

BUDSAS is the software platform that staff in our offices primarily use to allocate Back Up Duty Scheme (BUDS) work. BUDSAS automates work offers so that private practitioners will receive duty work offers via SMS or email. BUDSAS originally launched in 2020 and has recently been updated.

All BUDS duty and urgent casework should be allocated using the BUDSAS. This includes the allocation of all Local and Children's Court duty work, all urgent Local and Children's Court casework (ie. matters where a grant of aid has been approved and the matter is listed within 15 working days of the allocation), and all District Court appeal work that is allocated to a private practitioner to be done on a duty basis.

Information about the BUDS, including current practitioner guidelines is published on the [Legal Aid NSW website](#).

### Why was BUDSAS developed?

BUDSAS was developed following feedback from staff and practitioners to resolve issues about the way BUDS work was offered. BUDSAS aims to reduce manual workload and save time for both the in-house practice and private practitioners, and be an efficient, quick, and transparent way of allocating work to the private practice. Use of the system allows for us to ensure that duty work is fairly and reasonably distributed amongst practitioners

### How does BUDSAS operate?

When one of our offices determines that they need duty back up at one of the courts they service, a staff member will access BUDSAS to create an offer of work. Once a work offer is created, practitioners will:

- Receive the work offers via text message or by email.
- Three practitioners on the relevant list will be contacted to either accept or reject the offer.
- Practitioners can accept or reject the offer by responding to the text or email.
- If no response is received or all practitioners reject the offer, the work will be offered to the next three practitioners on the list for that region.
- Notifications will be sent when another practitioner has accepted an offer that has also been sent to you, when a work offer expires and when an offer is cancelled by a BUDSAS user.

An example of what the text message of a work offer looks like:

**Legal Aid NSW Central Sydney office  
duty work offer DUW-202400010 for  
Newtown Local Court on 11-11-2024.  
Respond Yes or No.**

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### What work is allocated via BUDSAS?

There are three types of work offers that are sent via BUDSAS. They each have distinct functions and behave in slightly different ways.

- Duty Work (DUW) offers are the most common type of work offer used. They are a non-urgent work offer type. These work offers have a 30-minute expiry, except the day before court when they have a 7-minute expiry.
- Urgent Duty Work (UDW) offers are used for next-day or same day attendances and operate with a 120-minute expiry. Before receiving one of these work offers, one of our staff will have contacted you to confirm you are able to accept the work offer for that date.
- Urgent Casework (UCW) are work offers where there is an existing grant of aid, like a defended hearing matter, which needs to be assigned urgently as it is next listed within 15 working days. These work offers have a 30-minute expiry and will not be sent the day before the matter is next listed.

All types of work offers have system restrictions for the times they will operate. Work offers will not be sent overnight or on weekends. Any offers created outside of system operating hours will pause and resume on the next business day within operating hours.

Once you accept a work offer, for Duty Work (DUW) and Urgent Duty Work (UDW) offers, a staff member at the Legal Aid office that created the work offer will create a purchase order and issue it to you.

For Urgent Casework (UCW), a staff member at the Legal Aid office that created the work offer will submit the Grants Online Transfer Request form, nominating the relevant practitioner.

### I'm on a list that uses BUDSAS, what do I need to do?

Practitioners who need to accept work via BUDSAS should ensure they have updated their [Grants Online](#) profile to reflect current contact information, including a mobile number and direct email address.

For more information, visit [How to use Grants Online](#).

### Where can I find more information?

For more information relating to the Back Up Duty Scheme (BUDS) [please see our website](#) or contact us via [backupduty@legalaid.nsw.gov.au](mailto:backupduty@legalaid.nsw.gov.au).

Any enquiries regarding panel memberships should be directed to [panels@legalaid.nsw.gov.au](mailto:panels@legalaid.nsw.gov.au), otherwise further information can be found [on our website](#).