
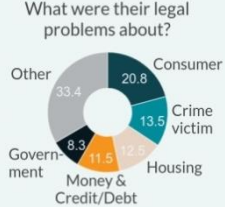




LAW Survey 2018: Infographic Sources and Definitions Table



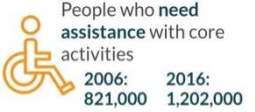


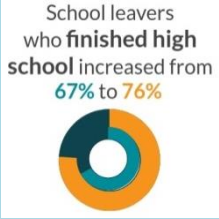



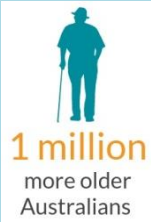

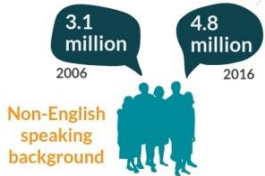

LAW AND JUSTICE
FOUNDATION

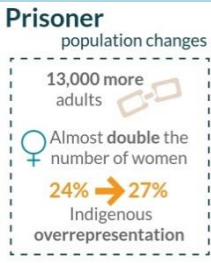

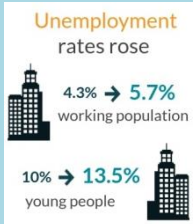
OF NEW SOUTH WALES





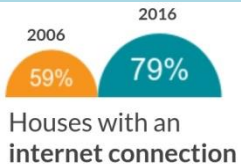
Visual	Source	Years	Definitions and Explanatory Notes
 <p>How many legal problems did people experience in 12 months?</p>	<p>Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney.</p> <p>Figure 3.1: Prevalence of legal problems, Australia.</p>	<p>2008</p>	<p>The number of legal problems people experienced within 12 months.</p> <p>No problems = 50.3% One problem = 18.4% Two problems = 9.5% 3 or more problems = 21.8%</p>
 <p>What were their legal problems about?</p>	<p>Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney.</p> <p>Table 3.2: Prevalence of legal problems by problem group and problem subgroup, Australia.</p>	<p>2008</p>	<p>The nature of legal problems experienced, shown as a percentage of total legal problems.</p>
 <p>What did people do when they had a legal problem?</p>	<p>Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney</p> <p>Figure 5.3: Strategy in response to legal problems, Australia. Figure 6.3: Use of legal advisors, Australia.</p>	<p>2008</p>	<p>The action people took when they experienced a legal problem.</p>
<p>9% of our population experience 65% of the legal problems</p>	<p>Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney.</p> <p>Table 3.1: Cumulative frequency distribution of legal problems, Australia.</p>	<p>2008</p>	<p>8.8% of the sample experienced 7 or more legal problems a year, accounting for 64.5% of all legal problems.</p>
 <p>people with a disability</p>	<p>Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney.</p> <p>Table 3.5: Regression summary – prevalence of legal problems overall, Australia.</p>	<p>2008</p>	<p>People with a disability were 2.2 times more likely to experience a legal problem.</p>

Visual	Source	Years	Definitions and Explanatory Notes
<p>single parents</p> 	Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney.	2008	Single parents were 2 times more likely to experience a legal problem.
<p>unemployed people</p> 	Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney.	2008	Unemployed people were 1.6 times more likely to experience a legal problem
<p>people living in social housing</p> 	Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney.	2008	People who had lived in social housing were 1.4 times more likely to experience a legal problem
<p>business owners</p> 	Pleasance, P. and Balmer, N.J. 2017, It's personal: business ownership and the experience of legal problems, Justice Issues, paper 24, Law and Justice Foundation of NSW, Sydney.	2008	61% of business owners experienced a legal problem, compared to 48% of others.
<p>4.3 million people with a disability</p>	ABS - 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2015.	2015	A person has disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.
<p>Almost 1 million single parents</p>	2016 Census of Population and Housing.	2016	The number of lone parents in 2016 on census night was 959,545 (4.1% population).
<p>700,000 unemployed</p>	ABS - 6291.0.55.001 Labour Force, Australia, Detailed, July 2017	2016	The number of unemployed people aged 15-64 in December 2016.


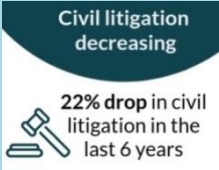


Visual	Source	Years	Definitions and Explanatory Notes
	AIHW. Housing Assistance in Australia 2017. Supplementary tables: Social housing dwellings.	2016	Social housing dwellings: includes state owned and managed Indigenous housing (SOMIH), community housing, and public housing.
	ABS – 8165.0 - Counts of Australian Businesses, including Entries and Exits, Jun 2012 to Jun 2016.	2016	1,917,473 (88%) of 2,171,544 actively trading businesses in June 2016 employed less than 5 people.
	2006 Census of Population and Housing. 2016 Census of Population and Housing.	2006 to 2016	The number of people who need assistance with core activities (self-help, body movement, communication).
	2006 Census of Population and Housing. 2016 Census of Population and Housing.	2006 to 2016	Australian population who self-nominate as Aboriginal, Torres Strait Islander, or Aboriginal and Torres Strait Islander
	2006 Census of Population and Housing. 2016 Census of Population and Housing.	2006 to 2016	The percentage of the entire Australian population who were born in a country other than Australia. In 2006 4.4 million (22%) people living in Australia were born overseas, compared to 6.8 million (28.5%) in 2016.
	2006 Census of Population and Housing. 2016 Census of Population and Housing.	2006 to 2016	The number of people aged 19 years in 2006 who had completed year 12, and the number of people aged 19 years in 2016 who had completed year 12. Some 18 year olds on census night may still be currently studying year 12, so 19 year olds were chosen for this analysis as it gives a more accurate representation of the proportion of young people who have just finished school.
	ACOSS (2010) Poverty report October 2010, Sydney. ACOSS (2016) Poverty in Australia 2016, Sydney.	2006 to 2016	Poverty line: The Organisation for Economic Co-operation and Development (OECD) poverty line is a measure of individuals who receive less than 50% of the medial disposable income for Australian households. This is a stringent measure of relative poverty by international standards. (Defined by source)








Visual	Source	Years	Definitions and Explanatory Notes
	<p>2006 Census of Population and Housing. 2016 Census of Population and Housing.</p>	<p>2006 to 2016</p>	<p>Older Australians: the Australian population aged 65 years or older.</p>
	<p>2006 Census of Population and Housing. 2016 Census of Population and Housing.</p>	<p>2006 to 2016</p>	<p>Percentage of the population who stated they are not religious in the Census. In 2006 16.1 million (81%) people stated they were religious, compared to 16.3 (70%) in 2016.</p>
	<p>2006 Census of Population and Housing. 2016 Census of Population and Housing.</p>	<p>2006 to 2016</p>	<p>People who spoke a language at home other than English.</p>
	<p>Australian Institute of Health and Welfare 2006. State owned and managed Indigenous housing 2005–06: Commonwealth State Housing Agreement national data reports. Housing assistance data development series. Cat. no. HOU 154. Canberra: AIHW Australian Institute of Health and Welfare 2006. Public rental housing 2005–06: Commonwealth State Housing Agreement national data reports. Housing assistance data development series. Cat. no. HOU 153. Canberra: AIHW Australian Institute of Health and Welfare (AIHW) 2007. Community housing 2005–06: Commonwealth State Housing Agreement national data reports. Housing assistance data development series. Cat. no. HOU 152. Canberra: AIHW Australian Institute of Health and Welfare. Housing Assistance in Australia 2017, July 2017.</p>	<p>2006 to 2016</p>	<p>Social housing dwellings: includes state owned and managed Indigenous housing (SOMIH), community housing, and public housing. Applicants in greatest need includes low income households that at the time of allocation were subject to one or more of the following circumstances:</p> <ul style="list-style-type: none"> • they were homeless; or • their life or safety was at risk in their accommodation; or • their health condition was aggravated by their housing; or • their housing was inappropriate to their needs; or • they had very high rental housing costs <p>In 2006 there were 31,362 applicants and 58,800 in 2016 which is an 87% increase.</p>





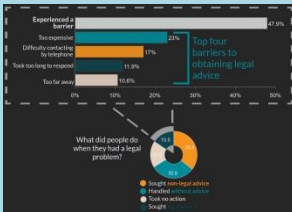
Visual	Source	Years	Definitions and Explanatory Notes
 <p>Household debt per person increased by \$20,000</p>	<p>ABS – 5232.0 Australian National Accounts: Finance and Wealth 2017. ABS – 6401.0 - Consumer Price Index, Australia, Sep 2017 .</p>	<p>Dec 2006 to March 2017</p>	<p>Household debt per person: the total household debt for Australia averaged across the Australian population. Household debt in 2006 was adjusted to account for inflation.</p>
	<p>ABS - 4517.0 - Prisoners in Australia, 2016.</p>	<p>2006 to 2016</p>	<p>Prisoner: A person held in custody. Those whose confinement is the responsibility of a corrective services agency Adult prisoner: a person who is aged 18 years and over in all states and territories except Queensland where an adult prisoner is a person aged 17 years and over. The number of adult prisoners increased from 25,800 (165 prisoners per 100,000 adult population) in 2006 to 38,800 (208 per 100,000) in 2016. Adult female prisoners increased from 1,800 in 2006 to 3085 in 2016. Indigenous prisoner: prisoner who self identifies as being of Aboriginal or Torres Strait Islander origin, or both.</p>
 <p>Online gamblers are twice as likely to develop a problem</p>	<p>Hing, N., Gainsbury, S., Blaszczynski, A., Wood, R., Lubman, D. and Russell, A. (2014) Interactive Gambling. Gambling Research Australia. March 2014.</p>	<p>2012/2013</p>	<p>The year prevalence of problem gambling among a sample of 4,500 online and offline gamblers in 2012/2013. Online gamblers: respondents who indicated that they had gambled using the Internet at least once within the last 12 months. Problem gamblers includes low risk gamblers, moderate risk gamblers and problem gamblers.</p>
	<p>ABS - 6291.0.55.001 Labour Force, Australia, Detailed, July 2017.</p>	<p>2007 to 2017</p>	<p>Working population: people aged 15-64. Young people: people aged 15-24.</p>

Visual	Source	Years	Definitions and Explanatory Notes
 <p>1 in 4 Australian women have experienced intimate partner violence</p>	ABS - 4906.0 - Personal Safety, Australia, 2016.	2016	<p>Intimate partner violence: physical or sexual violence experienced from the age of 15 by a current partner (living with), previous partner (lived with), boyfriend/girlfriend/date and ex-boyfriend/girlfriend (did not live with).</p> <p>2.2 million (23%) of women experienced violence by an intimate partner.</p>
 <p>Apprehended violence orders in NSW increased by 32% in the last 10 years</p>	BOCSAR – Criminal court statistics 2006 and 2016.	2006 to 2016	<p>The percentage increase in the number of final Apprehended Violence Orders (AVOs) granted by Local Courts in NSW. There were 25,808 AVOs in 2006 and 34,160 AVOs in 2016. This is a 32% increase in the number of AVOs.</p> <p>The rate of AVOs increased from 518 per 100,000 (NSW 18+ population) in 2006, to 586 per 100,000 (NSW 18+ population) in 2016. This is a 13% increase in the rate of AVOs.</p>
 <p>Australians lost \$300 million in 2016 to online scams</p>	Australian Competition and Consumer Commission, May 2017, Targeting scams: report on scam activity	2016	<p>Losses reported to Scamwatch and ACORN, combined with losses detected through various scam disruption programs. Scam disruption programs are operated by the ACCC, South Australian Police, and Western Australian Police in collaboration with the WA Department of Commerce, and use financial intelligence to proactively detect Australians sending funds to high risk jurisdictions</p>
 <p>Some new Macquarie Dictionary words of the year: 2008: sexting 2009: cyberbully 2011: cyber safety</p>	Macquarie Dictionary Word of the Year.	2008, 2009, 2011	<p>Sexting: the receiving or sending of a sexually explicit photograph or video clip on a mobile phone.</p> <p>Cyberbully: a person who bullies another using email, chat rooms, social network sites, etc.</p> <p>Cyber safety: safety in an online environment achieved by taking precautions in one's dealings online, as by not providing banking details, personal information, etc., and by making correct responses to inappropriate content, bullying, harassment, etc. (Definitions by source)</p>
 <p>Houses with an internet connection</p>	2006 Census of Population and Housing. 2016 Census of Population and Housing.	2006 to 2016	<p>Houses: any residential dwelling.</p> <p>Internet connection: the internet can be accessed at the dwelling. In 2006 4,749,953 (58.84%) dwellings had an internet connection, compared to 7,602,804 (79.46%) dwellings in 2016.</p>

Visual	Source	Years	Definitions and Explanatory Notes
 <p>Legal technology patent filings up 484% in the last 5 years</p>	<p>Thomson Reuters, 2017, Thomson Reuters Analysis Reveals 484% Increase in New Legal Services Patents Globally as Law Firms Around the World Invest in Legal Tech.</p>	<p>2012 to 2016</p>	<p>Legal technology patent filings: patents relating to legal services using technology globally. The number of filings increased from 99 in 2012 to 579 in 2016.</p>
 <p>48% increase in solicitors in NSW in 10 years</p>	<p>NSW Profile of solicitors 2016 – Final report, Law Society of NSW. NSW Profile of solicitors 2015 – Final report, Law Society of NSW.</p>	<p>2006 to 2016</p>	<p>Number of solicitors holding NSW Practising Certificates between 2006 and 2016. In 2006 there were 20,330 practising solicitors, and in 2016 there were 30,150 practising solicitors.</p>
 <p>76% Australian adults have a smart phone</p>	<p>ACMA Communications Report 2015-2016 (Data from a ACMA-commissioned survey).</p>	<p>June 2016</p>	<p>Australian residents aged 18 and over who have used a smartphone in the six months prior to June 2016.</p>
 <p>eBay solves 60 million disputes online per year</p>	<p>Civil Justice Council (2015) Online dispute resolution for low value civil claims.</p>	<p>2015</p>	<p>Each year 60 million consumer disputes are resolved through eBay's online Resolution Centre.</p>
 <p>Five entry level job seekers for every one entry level job advertised in Australia</p>	<p>Anglicare Australia (2017) Jobs Availability Snapshot 2017. Anglicare Australia: Canberra.</p>	<p>2017</p>	<p>Across Australia in 2017 there were 4.8 people seeking jobs for every one level 5 job vacancy. Level 5 job: required skill level is Certificate I or the completion of compulsory secondary education.</p>

Visual	Source	Years	Definitions and Explanatory Notes
	<p>Annual reports from 2006 and 2016 from the following ombudsmen services:</p> <ul style="list-style-type: none"> - Telecommunications Ombudsman - NSW Ombudsman - Commonwealth Ombudsman - Energy and Water Ombudsmen Victoria - Financial Ombudsman Service (2006 data was taken from the Insurance Ombudsman Service, Financial Industry Complaints Service, and the Banking and Financial Services Ombudsmen which merged in 2008 to form the FOS) - Fair Work Ombudsmen NSW - Energy and Water Ombudsmen NSW - VIC Ombudsman - Energy and Water Ombudsman SA - Energy Ombudsmen QLD - QLD Ombudsman - Credit and Investments Ombudsman - SA ombudsman - Victorian Building Authority (2006 data was taken from Victorian Plumbers Industry Commission and Victorian Building Commission which merged in 2013 to form the VBA) - SA Health and Community Services Complaints Commissioner 	<p>2006 to 2016</p>	<p>The number of complaints/disputes received by the top 15 largest ombudsmen services increased from 302,986 in 2006 to 367,534 in 2016.</p> <p>A total of 20 ombudsmen services across Australia, including state ombudsmen, national ombudsmen and industry specific ombudsmen were investigated and the top 15 as rated by the largest number of disputes in 2016 were selected for final analysis.</p> <p>Note: the ombudsmen services listed in the sources are ordered from largest to smallest according to the number of disputes they had in 2016.</p>
	<p>SCRGSP (Steering Committee for the Review of Government Service Provision) 2017, Report on Government Services 2017, vol. C, Justice, Productivity Commission, Canberra.</p>	<p>2010 to 2016</p>	<p>Lodgements to all civil courts in Australia (excl. the family courts, the Federal Magistrates Court and the coroners' courts). There were 2,336 civil lodgements in 2006 and 1,813 in 2016.</p>
	<p>https://newsroom.fb.com/news/2006/09/facebook-expansion-enables-more-people-to-connect-with-friends-in-a-trusted-environment/</p>	<p>2006</p>	<p>Publicly available: Facebook was initially only for use by select university students, but was later made available to anyone.</p>
	<p>http://www.internetlivestats.com/twitter-statistics/</p>	<p>2006</p>	

Visual	Source	Years	Definitions and Explanatory Notes
	<p>The Associated Press (2007) Apple Limits Sale of iPhones: Two Per Person and No Cash, The New York Times, http://www.nytimes.com/2007/10/27/technology/27apple.html</p>	2007	
	<p>Pew Research Centre (2011) Internet Gains on Television as Public's Main News Source, http://www.people-press.org/2011/01/04/internet-gains-on-television-as-publics-main-news-source/2/</p>	2008	Telephone interviews conducted in December 2010 among a national sample of 1,500 adults 18 years of age or older living in the continental United States. The survey question was "where do you get most of your news about national and international issues?"
	<p>Bitcoin.com</p>	2009	Original Bitcoin Whitepaper published in 2009
	<p>http://www.internetlivestats.com/twitter-statistics/</p>	2010	
	<p>Schonfeld (2010) Siri's iPhone App Puts A Personal Assistant In Your Pocket, Tech Crunch, https://techcrunch.com/2010/02/04/siri-iphone-personal-assistant/</p>	2010	Natural speech recognition: technology that is able to detect and understand casual conversation speech
	<p>https://en.wikipedia.org/wiki/Watson_(computer)</p>	2011	Watson is an Artificial Intelligence computer system designed to answer questions asked in natural speech. In 2011 Watson battled on the quiz game show <i>Jeopardy!</i> against former winners Brad Rutter and Ken Jennings and won the first place prize.
	<p>https://www.statista.com/statistics/264810/number-of-monthly-active-facebook-users-worldwide/</p>	2012	Active user: someone who logs into their Facebook account at least once a month.

Visual	Source	Years	Definitions and Explanatory Notes										
	<p>Jubb (2014) How to Launch an Australian Virtual Law Firm: Insights from Nest Legal, Thomson Reuters, http://insight.thomsonreuters.com.au/posts/how-to-launch-australian-virtual-law-firm-nestlegal.</p> <p>Naughton (2015) Online Law Firm To Shake Up Traditional Legal Services, Huffington Post, http://www.huffingtonpost.com/2015/10/13/online-lawyer-_n_8277848.html</p>	2014	Online legal firms: Legal practices which operate entirely or almost entirely over the internet.										
	<p>Legal Practice Intelligence (2015) Online Platform LawAdvisor Launches, https://www.legalpracticeintelligence.com.au/online-platform-lawadvisor-launches/</p>	2015	Democratic legal advice platform: online forums where people ask for legal advice or information and lawyers or legal professionals can respond.										
	<p>http://vancouver.sun.com/news/local-news/b-c-launches-first-in-canada-online-tribunal-to-resolve-civil-disputes</p>	2016	Civil Resolution Tribunal is Canada's first online tribunal to resolve small claims disputes \$5,000 and under, and strata property (condominium) of any amount.										
	<p>Department of Police and Justice of New South Wales (2016), Department of Police and Justice Annual Report 2015-16.</p>	2016	67.1% of matters in NSW between July and December 2016 were heard via video-link. In 2015-16 214 courtrooms at 73 locations had Audio-Visual Link facilities to enable connections between people in custody and others in the courtroom.										
<table border="1" data-bbox="100 917 407 1109"> <thead> <tr> <th>Manner of finalisation</th> <th>Percentage of finalised problems</th> </tr> </thead> <tbody> <tr> <td>Court or tribunal</td> <td>3.4%</td> </tr> <tr> <td>Complaint handling body</td> <td>1.9%</td> </tr> <tr> <td>Formal dispute resolution</td> <td>1.5%</td> </tr> <tr> <td>Another agency (e.g. Government, police, insurance company)</td> <td>15.0%</td> </tr> </tbody> </table>	Manner of finalisation	Percentage of finalised problems	Court or tribunal	3.4%	Complaint handling body	1.9%	Formal dispute resolution	1.5%	Another agency (e.g. Government, police, insurance company)	15.0%	<p>Coumarelos, C., Macourt, D., People, J., MacDonald, H.M., Wei, Z., Iriana, R. & Ramsey, S. 2012, Legal Australia-Wide Survey: legal need in Australia, Law and Justice Foundation of NSW, Sydney.</p> <p>Table 7.3: Manner of finalisation of legal problems, Australia.</p>	2008	The manner in which legal problems were finalised. Complaint handling body: e.g. ombudsman, commissioner Formal dispute resolution: e.g. mediation, conciliation
Manner of finalisation	Percentage of finalised problems												
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Complaint handling body	1.9%												
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