



2018 LAW Survey

Almost **ten years** since the 2008 LAW Survey was conducted, we review what's changed socially and in the legal sector and why a new LAW Survey is needed.



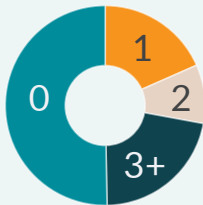
Do Australians have **accessible and affordable legal assistance** for the many legal problems experienced each year?



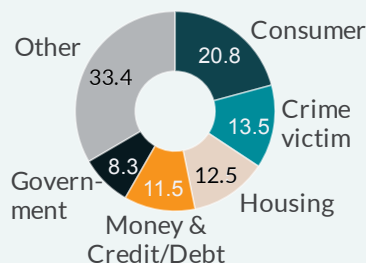
What is the **cost** for the Australian economy and health and other human services of lack of access to justice?

What were the key findings in 2008?

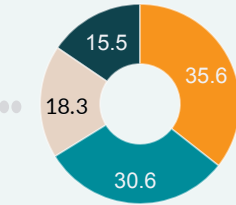
How many legal problems did people experience in 12 months?



What were their legal problems about?



What did people do when they had a legal problem?



- Sought **non-legal advice**
- Handled **without advice**
- Took **no action**
- Sought **legal advice**

9% of our population experience **65%** of the legal problems



Everyday legal problems can have a substantial effect on **health, wellbeing** and **workforce participation**. For the most disadvantaged they contribute to a cycle of poverty and for all Australians they can impact our **productivity in the wider economy**. Tackling legal problems effectively requires quality information about the types of problems different people experience and how they go about resolving them.

The **most vulnerable** to legal problems in 2008

people with a **disability**

single parents

unemployed people

people living in **social housing**

business owners



How many people in these groups in 2016

4.3 million people with a disability

Almost **1 million** single parents

700,000 unemployed

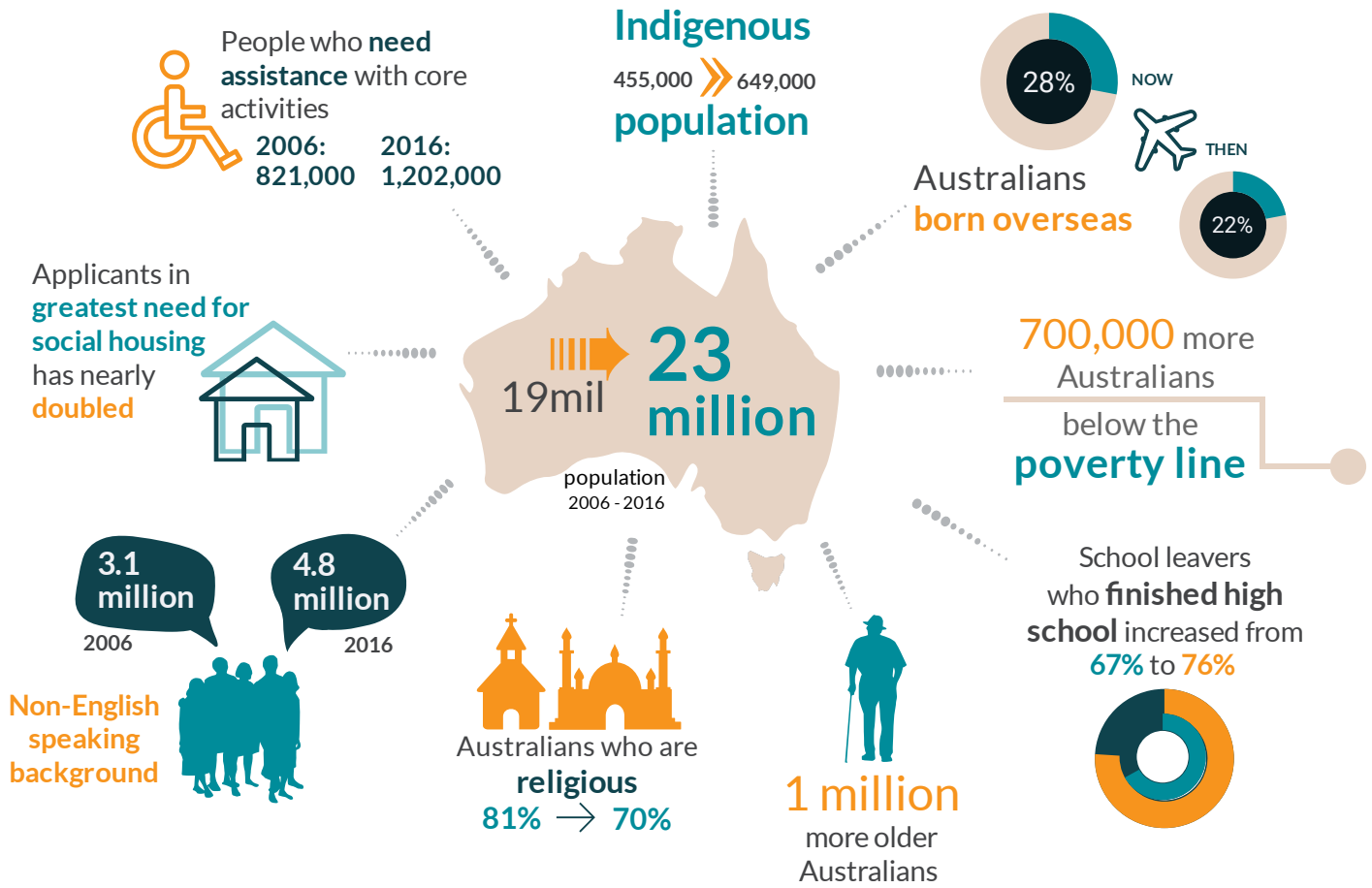
430,000 dwellings

2 million small businesses



Australia is changing

Overall population growth may have increased demand for legal assistance services and growth in vulnerable groups may have **further increased overall legal need**. Australians experienced an estimated **43.8 million** legal problems in 2007-08. What is that figure now?



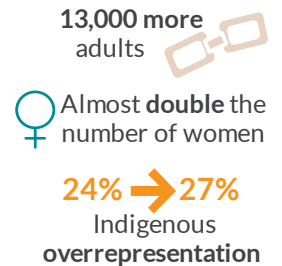
Are legal problems changing?

Changing population profiles and lifestyles may have **changed the types of problems experienced**. How people spend their time, their work and their living arrangements may all affect the risk of experiencing legal problems. Information about who experiences what types of problems can help the legal profession respond effectively.

Some **new Macquarie Dictionary words** of the year:



Prisoner population changes



Unemployment rates rose

4.3% → 5.7% working population

10% → 13.5% young people



1 in 4 Australian women have experienced **intimate partner violence**

Apprehended violence orders in NSW increased by

32% in the last 10 years



Australians lost

\$300 million

in 2016 to **online scams**



Household debt per person increased by **\$20,000**



2006



Facebook becomes publicly available

2007



Apple releases the iPhone

2008



Internet becomes main source of news information in USA

2009



The BitCoin is introduced

2010



Twitter reaches 50 million tweets per day

2011



AI Watson wins in game show Jeopardy



Twitter is launched

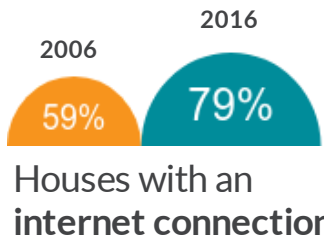


Natural speech recognition apps, like Siri, arose

Is access to legal help changing?

Australia has undergone a digital transformation in the way people obtain information and access services. Has this extended to legal services and if so, has the impact varied for different sectors of the community?

Legal technology patent filings up **484%** in the last 5 years



76% Australian adults have a smart phone

48% increase in solicitors in NSW in 10 years



2014



Online legal firms begin in Australia

2015



Democratic legal advice platform services emerge online

2016



Online courts begin in Canada



67% of matters in NSW are heard via video link

eBay solves **60 million** disputes online per year



Online Dispute Resolution growing



About **20% more** disputes to the 15 major Ombudsmen

Use of Ombudsmen increasing



Civil litigation decreasing



22% drop in civil litigation in the last 6 years

Is problem resolution changing?

The 2008 LAW survey found that only **3.4%** of finalised legal problems were resolved using courts or tribunals. The way legal problems are resolved is changing: the number of civil court cases is falling while the number of Ombudsmen cases is increasing. What are the reasons behind this?

Understanding the **barriers to problem resolution** can assist in the design of more accessible dispute resolution processes.



What can we learn from a 2018 LAW Survey?



What legal problems people have experienced, including **new** and emerging problems?

What are the direct and indirect **costs** of legal problems?



Where do people go to get **assistance**, when and why?

How is **technology** used to get assistance and resolve legal problems?



What are the **life events** that increase individual vulnerabilities?

How and where are legal problems being **finalised** now?



A note on our methodology:

In 2008, questions were asked using landline telephones. With the demise of the landline this is no longer feasible and so the 2018 survey will not be comparable with 2008. **Our new survey design** will be **sustainable** and **flexible**, providing a benchmark against which future trends can be assessed. Our preference is to send interviewers to people's homes and to invite respondents to join a research panel. This is the best method for robust social surveys, but it is also the most expensive.

Your support is therefore crucial to building this essential evidence base.

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