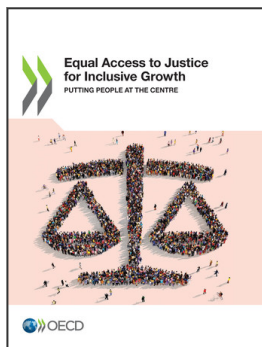


Abbreviations and acronyms

ABS	Australian Bureau of Statistics
ADR	Alternative Dispute Resolution
CALD	Culturally and Linguistically Diverse
CBA	Cost-Benefit Analysis
CBA	Canadian Bar Association
CLAC	Community Legal Advice Centre
CLAN	Community Legal Advice Network
CLSD	Co-operative Legal Service Delivery
CQFD	Court Quality Framework Design
ECFS	Electronic Case Filing System
ECODIR	Electronic Consumer Dispute Resolution
ELAP	Elderly Legal Assistance Programme
ELSRP	Evolving Legal Services Research Project
FDR	Family Dispute Resolution
GCDR	Government Centre for Dispute Resolution
GIS	Geographic Information System
HiIL	Hague Institute for Innovation of Law
ICT	Information and Communications Technology
ISR	Integrated Safety Response
KPI	Key Performance Indicator
LASDD	Legal Assistance Services Data Digest
LGA	Local Government Area
LJFNSW	Law and Justice Foundation of New South Wales
LNS	Legal Needs Survey
LSRC	Legal Services Research Centre
MA2J	Measuring Access to Justice Project
MSCT	Most Significant Change Technique
NGO	Non-Governmental Organisation
NLAS	Need for Legal Assistance Services
NPA	National Partnership Agreement
NSW	New South Wales
ODR	Online Dispute Resolution
OECD	Organisation for Economic Co-operation and Development
OSJI	Open Society Justice Initiative
PLEI	Public Legal Education and Information
SDG	Sustainable Development Goal
SEIFA	Socio-Economic Index for Areas (Australia)
SIM	Sequential Intercept Model
SME	Small and Medium-sized Enterprise
SRL	Self-Represented Litigant
UNDP	United Nations Development Programme



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