How to use the Incoming Enquiry Log template

V4 – 12/11/2017

Purpose of the Incoming Enquiry Log

You can use the Enquiry Log to record information about the enquiries for assistance your CLC receives, so that you can:

- Identify how people are hearing about your CLC. This will enable you to find out whether your CLE or promotion activities have led to people contacting your CLC for help;
- See which services refer clients to your CLC, and how appropriate the referrals they make are – i.e. the extent to which they refer clients to you that you can actually assist. This could give you useful information about your most important referrers, and about which services you need to further educate so that they understand what you can assist with;
- Record the number of people you have to turn away from your service, most relevantly, due to insufficient resources. This can be used to better understand unmet need and advocate for more resources.
- Gather data to measure a range of indicators in the CLC Sector Outcomes Measurement Framework.

What the template includes

- A set of fields for gathering information about individual incoming enquiries from people seeking legal assistance. The fields capture data on when and how the enquiry was made; what part of the CLC received the enquiry; how the person became aware of the CLC's services; referral source (where relevant); which area of law the enquiry relates to; whether the enquiry was appropriate or not (in relation to the services the CLC provides); whether the CLC was able to assist and if not, why not; and if the person was referred on, where to.

Appendix A of these instructions outlines how you can modify the fields in the Enquiry Log to include them in your existing data collection system. Appendix B explains the Enquiry Log fields in detail and maps them against CLASS. Appendix C further outlines the connection between the Enquiry Log and Sector Outcomes Measurement Framework.

How to use the template

- Each row in the Enquiry Log table relates to one incoming enquiry received by your CLC.
- **The Enquiry Log template needs customisation before it is used.**
    - Values[1] in the following fields[2] will need to be adjusted to reflect the most common response options relevant to your CLC's work: 'Referred by agency', 'Area of law', 'Referred on to'. You might also want to customise the values in other fields to your context, such as 'How did you hear about our service?'.

[1] The values are the tick box options within the fields
[2] Fields are the categories, for example 'mode of contact', 'referred by agency'

- There may be some fields in the template that you do not want to collect, either because they are not relevant to your Monitoring and Evaluation focus, or because you already capture that data elsewhere. For example, you may decide that Mode of Contact is not important to track, or is already adequately collected by CLASS. Fields that you don't want to collect can be deleted from the enquiry log template (just delete the entire column).
- You may decide that there are other fields you wish to add. For example, you might wish to capture selected demographic data (postcode, gender, …) or indicators of certain risk factors (family violence, homelessness, …) as part of enquiry tracking. This could be helpful as part of triage processes or in looking for patterns in enquiries that could not be assisted. The template can be customised to add these and other fields if they are useful to your CLC. Keep in mind that a more complex template will take longer to complete.
- When customising the template, note that options in some fields are standard values for measuring certain indicators within the Sector Outcomes Measurement Framework. These fields include 'Mode of Contact', 'How did you hear about our service', 'Enquiry status' and 'Assistance status'. Changing these options may make it less easy to relate your data to the Framework or to data collection by other CLCs, or to enter it into CLASS.

- The Enquiry Log is intended to be printed on paper, and filled out by hand. The main reason for this is to enable quick collection of some key fields that might be more time-consuming to capture in CLASS or in another electronic tool. The use of tick boxes within the log should mean that someone familiar with the template can fill out the information for an incoming enquiry in 20 – 30 seconds. However, if your service routinely enters incoming enquiry information to CLASS or another electronic tool, then a paper based Enquiry Log may not be useful for you. Instead, you might look to further customise CLASS to collect all the enquiry fields relevant to your work.
- For easiest analysis, data collected using the enquiry log should be entered to an electronic database. The majority of fields are already present in CLASS, so you may choose CLASS as the data collation tool. Under this option, you may consider adding custom fields to CLASS to capture fields from the Enquiry Log that are not already present in CLASS. Alternatively, you could enter enquiry data into a custom spreadsheet, database or online survey tool.
- There are various options for when the data is collected. For example, a CLC could:
    - Routinely fill it out at reception for all incoming enquiries received.
    - Collect it intensively during a snapshot period (e.g. a fortnight or a month). This option may be appropriate in a busy, low-resourced reception environment where ongoing collection of this data is difficult.
    - Request that staff complete it after CLE sessions for enquiries resulting from CLE.
    - Complete it following duty lawyer/duty advocate sessions or after casework meetings or similar triage sessions, when you have decided whether to assist particular clients.
- As an alternative to using the Enquiry Log, you might choose to add some of the fields from the Enquiry Log to other templates that your CLC uses to collect enquiry or intake data. For example, you might add 'How did you hear about our service', 'Enquiry status' and 'Assistance status' fields to the standard Information Referral form that accompanies CLASS – Appendix A outlines how and why you could do this.

Appendix A:
What you need to add from the Enquiry Log to your existing data collection system to find out more from your incoming enquiries.

As noted above, CLCs have existing data collection forms and spreadsheets, including CLASS, for collecting incoming enquiry data. The below table outlines the fields that you need to add or modify in your data collection systems to be able to find out more information from your incoming enquiries.

What collecting and analysing the data will tell you	What you need to add from the Enquiry Log to your existing data collection system to be able to collect and analyse the data
How people are hearing about your CLC, so you can find out whether your CLE or promotion activities have led to people contacting your CLC for help.[3]	Add the Enquiry Log field, '**How did you hear about our service?**' and its associated tick boxes. If you use CLASS, you can add the boxes from this field to the existing CLASS 'Referred From' field.
Which services refer clients to your CLC, and how appropriate the referrals they make are – i.e. the extent to which they refer clients to you that you can actually assist.[4]	The relevant Enquiry Log field is '**Referred by agency**'. Essentially, you need to ensure that the field where you record the source of your incoming referrals, (in CLASS, the 'Referred From' field) is customised to specifically record the agencies you want to track referrals from. E.g. 'Central Highlands CLC' rather than, 'Generalist – CLSP' Add the Enquiry Log field, '**Enquiry Status**' and the associated tick boxes.[5] Recording data in this field will tell you whether the referral was appropriate or inappropriate, and, if inappropriate, the reason why.
The number of people who would otherwise be eligible clients that your service would assist, but that you have had to turn away, most relevantly, due to insufficient resources. So that you can better understand unmet need.[6]	Add the Enquiry Log field, '**Enquiry Status'**. To record data for this indicator, the only value that matters is 'appropriate'.[7] This is because if the matter is not appropriate (i.e. something your CLC can't assist with, then it is not valid to record it as a turn away). Add the Enquiry Log field, 'Assistance status', and the associated values.

[3] This gives you the data needed to measure Sector Outcomes Measurement Framework indicator 2.3d, Enquiries following information provision: % of enquiries received by CLC that result from information previously provided by a CLC.
[4] This gives you the data needed to measure Sector Outcomes Measurement Framework indicator 3.2c, Inappropriate Referrals: Number and % of referrals from external service providers which are inappropriate, by reason for inappropriateness.
[5] Alternatively, you could customise the CLASS 'Reason for Referral' field and use the existing values in that, but this assumes that you will make a referral every time you can't assist someone.
[6] This gives you the data needed to measure Sector Outcomes Measurement Framework indicator 5.5a, Turnaways: Number and % of people turned away from CLC without receiving assistance, by reason for turnaway.
[7] As above, n 3

Appendix B:
Explanation of Enquiry Log fields and comparison with CLASS

The following table explains how to use the individual fields within the enquiry log, and how they relate to fields in the CLASS database.

Enquiry Log field	Explanation	CLASS fields
Location / program	Record the site and/or program at which the enquiry log was filled out. For example: Reception, Springvale office; Duty lawyer, Melbourne Magistrates' Court; CLE session, Seymour	Service > Service Details > Outreach or: Service > Service Details > Office Location
Date	Record the date on which the enquiry log was filled out. Enquiries received on different days should be entered on different sheets.	Service > Service Details > Date of Service
Enquiry ID	OPTIONAL field. Some CLCs may wish to track individual enquiries and referrals, for example to later follow up and see whether outgoing referrals were appropriate. An enquiry number or code can be recorded in this field if relevant. For referrals received through ORBIT, this could be the ORBIT tracking number.	N/A (no corresponding field)
Mode of contact	Record the method by which the incoming enquiry contact was made (e.g. phone, face-to-face, etc.). This should be the method through which the enquirer contacted the CLC, which may differ from the method used by the CLC to respond to the enquirer.	Service > Service Details > Mode of Service Delivery
How did you hear about our service?	Where possible, ask the person how they knew to contact the service, and select one or more options that best reflect their response. This field is focused on how the person seeking legal assistance heard about the service, not about how professionals making warm referrals heard about the service. If a referral is received from a professional on behalf of another person, this should be coded as 'Other agency/professional'. Response options: (a) Assisted before = the person has	N/A (no corresponding field)

Enquiry Log field	Explanation	CLASS fields
	received other legal assistance from your CLC in the past (b) Our CLE = the person heard about the service through participating in a CLE activity run by your CLC (c) Our info e.g. website, flyer = the person saw communications materials from your CLC – web, social media, brochures, posters, booklets etc. (d) Publicity about us = the person heard about the CLC through media or communications activities of other organisations e.g. news article, radio interview, council newsletter etc. (e) Other agency/professional = the person was informed about and/or referred to the service by a person in a professional role, for example a private legal practitioner, doctor, staff member of a community health service or homelessness services, etc. (f) Family/friend = the person was told about and/or referred to the service by a family member, friend or acquaintance (g) Directory/web search = the person sought information about potential service providers from a service directory or via an internet search Note that these response options (e) and (f) may involve either simple or facilitated referrals. *For future consideration: could add a field indicating whether the contact was made by the person needing assistance, or by someone acting on their behalf.*	
Referred by agency (where applicable)	ONLY USE if the response to ‘how did you know to contact our service’ is (e) ‘Other agency/professional’. Record the name of the referring agency, where known. CLCs should customise the list of referring agencies in this field to include	Service > Referral > Referred From

<table>
<tr><th>Enquiry Log field</th><th>Explanation</th><th>CLASS fields</th></tr>
<tr><td></td><td>their most common referrers.</td><td></td></tr>
<tr><td>Area of law</td><td>Record one or more main areas of law to which the enquiry relates. CLCs should customise the list of areas of law in this field to include their main areas of practice.</td><td>Service > Basic Data > Primary Law Type

(Note: CLASS options may not be an exact match for the areas of law which CLCs use to categorise their work. CLASS also provides Problem Type field, and an alternative is to capture Problem Type code rather than Area of Law in the Enquiry Log.)</td></tr>
<tr><td>Enquiry status</td><td>Indicate whether the incoming enquiry was appropriate. An appropriate enquiry is one which falls within your CLC's scope of practice, casework guidelines and eligibility criteria, and for which there is not a more appropriate service to which the referral would have better been directed. If the enquiry is deemed inappropriate, record one or more reasons for this.

Try to separate issues of appropriateness (relating to the nature of the enquiry) from issues of whether the CLC has the capacity to assist. Even if an enquiry is appropriate, your CLC may be unable to assist due to conflict of interest, insufficient resources or other factors – the 'unable to assist' field captures this.

If the enquiry relates to several issues and at least one of them is appropriate to your CLC, then code the enquiry status as appropriate.</td><td>Service > Referral > Reason for Referral

(Notes:
1. CLASS provides a range of options in the 'Reason for Referral' field. Within the Sector Outcomes Measurement Framework, some of these options are regarded as relating more to appropriateness of the enquiry, while others are regarded as relating more to ability to assist. The Enquiry Log's 'Enquiry status' and 'Assistance status' fields therefore both map to CLASS's 'Reason for Referral' field.
2. While CLASS presents these options as reasons for making an outgoing referral, the Enquiry Log sees these as characteristics of the incoming enquiry, and does not assume that the CLC necessarily makes an outgoing referral in response.)

Option mapping:
<table>
<tr><th>Enquiry Log value</th><th>CLASS value</th></tr>
<tr><td>Does not offer service required</td><td>Does not offer the service required</td></tr>
<tr><td>Non-legal issue</td><td>Does not offer the service required</td></tr>
<tr><td>Not eligible</td><td>Service User's eligibility to access the service</td></tr>
<tr><td>Not in catchment area</td><td>Not in catchment area</td></tr>
<tr><td>Other provider more appropriate</td><td>Offers the services, but another provider is more appropriate for the</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Enquiry Log field</th><th>Explanation</th><th>CLASS fields</th></tr>
<tr><td></td><td></td><td><table>
<tr><td></td><td>particular Service User</td></tr>
<tr><td>Instructing other lawyer</td><td>Offers the services, but another provider is more appropriate for the particular Service User</td></tr>
<tr><td>Other</td><td>N/A (No corresponding option)</td></tr>
</table></td></tr>
<tr><td>Assistance status (for appropriate enquiries)</td><td>ONLY complete this field for enquiries deemed appropriate. It is assumed that enquiries recorded as inappropriate will not go on to receive ongoing legal assistance.

Indicate whether your CLC will be able to provide some further legal assistance to the person, beyond initial information or referral provided in the enquiry contact. If not, record one or more reasons for this.
Decision pending = it is not yet clear whether the CLC will provide legal assistance, but further follow-up will occur (e.g. further information will be obtained, the enquiry will be discussed in a case allocation meeting, etc). If you use an enquiry tracking system, you may be able to update this coding later once further information is available.
Not capacity to deliver service = the CLC's resources are insufficient to provide the assistance needed (e.g. due to existing high demand on the service, the level of assistance requested, or the complexity of the matter)
Low priority = the type of assistance requested, or the characteristics of the person requesting assistance, means that other enquiries will be prioritised for assistance over this one
Unable to assist within timeframe = the CLC is unable to provide the assistance needed within the requested timeframe (e.g. prior to a court/tribunal date in the</td><td>Service > Referral > Reason for Referral

(Notes:
1. CLASS provides a range of options in the 'Reason for Referral' field. Within the Sector Outcomes Measurement Framework, some of these options are regarded as relating more to appropriateness of the enquiry, while others are regarded as relating more to ability to assist. The Enquiry Log's 'Enquiry status' and 'Assistance status' fields therefore both map to CLASS's 'Reason for Referral' field.
2. While CLASS presents these options as reasons for making an outgoing referral, the Enquiry Log sees these as reasons for the CLCs' decision on whether to assist the person, and does not assume that the CLC necessarily makes an outgoing referral in response.)

Option mapping:<table>
<tr><th>Enquiry Log value</th><th>CLASS value</th></tr>
<tr><td>Conflict of interest</td><td>Conflict</td></tr>
<tr><td>Not capacity to deliver service</td><td>Does not have capacity to deliver the service</td></tr>
<tr><td>Low priority</td><td>Does not have capacity to deliver the service</td></tr>
<tr><td>Unable to assist within timeframe</td><td>Unable to assist within required timeframe</td></tr>
<tr><td>Other</td><td>N/A (No</td></tr>
</table></td></tr>
</table>

Enquiry Log field	Explanation	CLASS fields
	near future) If substantive legal information and/or advice are provided in the initial enquiry contact, record as 'Able to assist'.	corresponding option)
Referred on to	If an outgoing referral is made by your CLC as part of the initial enquiry contact, record which agency or practitioner the referral is made to. CLCs should customise the list of agencies in this field to include the most common agencies to which they refer. Each option has two tick boxes: one for Simple (cold) referrals and one for Facilitated (Warm) referrals. Tick the box relevant to the referral method.	Service > Referral > Referral To (Simple) or: Service > Referral > Referral To (Facilitated)

Appendix C:
Connection with Sector Outcomes Measurement Framework

The fields in the Enquiry log help to measure specific indicators in the Sector Outcomes Measurement Framework. The following table shows all of the relevant indicators from the Framework that can be measured through the Enquiry Log, and which fields they relate to.

Outcomes Measurement Framework indicator	Enquiry Log fields
1.1b - Mode of initial access	Location / program Date Mode of contact
2.3d - Enquiries following information provision	Date How did you hear about our service?
3.2a - Referrals from external services	Date How did you hear about our service? Referred by agency Area of law
3.2c - Inappropriate referrals	Date How did you hear about our service? Referred by agency Enquiry status
5.5a - Turnaways	Date Enquiry status Assistance status