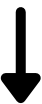


BASELINE INFORMATION GATHERING
CLASS DATA
NLAP
TURNAWAYS



ENVIRONMENTAL MAPPING



DEFINE SERVICES
CORE BUSINESS
NLAP TARGETS
SERVICE PRIORITIES
VISION, MISSION & OPERATIONAL PLANNING



**USE EVIDENCE TO SHAPE CORE BUSINES
& DEVELOP PROTOCOLS FOR
MANAGING DEMAND**



STRATEGIES AND TOOLS
• CLIENT PRIORITISATION
• SCRIPTING
• FLOWCHART
• CLIENT JOURNEY MAPPING
• TRAINING
• REFERRAL PATHWAYS



MANAGING DEMAND



EVALUATE

**IDENTIFY LEGAL
NEED IN THE
COMMUNITY**

**IDENTIFY CURRENT
SERVICES AND GAPS**

**ALIGN
ORGANISATION
PRIORITIES WITH
NLAP REQUIREMENTS**

**IDENTIFY OTHER
SERVICES IN THE
AREA**



MONITOR & REVIEW

CONSULTATION

