

## Updated Template for Monthly Phone Advice

When combining monthly phone advice reports across each firm we have experienced issues due to inconsistencies between firm submissions.

The primary issues relate to differences in spelling of agency names (*e.g. TfNSW vs. Transport for NSW*) and using different formats when entering the duration of telephone calls (*e.g. 1 hour 5 minutes vs. 1:05*). Both of these inconsistencies make it challenging when combining reports for a whole of government summary.

To address these issues, minor changes have been introduced to the Monthly Phone Advice template.

We appreciate the effort of firms in meeting the reporting requirements of the panel, and understand that changes to reporting templates can impact systems and processes within your practice. As such, we have not made any changes to the overall structure of the template.

The template includes the following changes:

- Drop down list for **Firm Name**
- Drop down list for **Agency Name**
- Time spent providing phone advice is now required to be entered as minutes. For example, one hour and five minutes would be entered as **65**.

Time Spent providing Telephone Advice (MINUTES)	
65	✓
1 hour 5 minutes	✗
1hr 5mins	✗
1:05	✗



Please ensure this template is used for all future reporting submissions.

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**This Guidance note applies to:**

- Monthly Phone advice submissions covering all NSW Government Clusters.

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