



Quarterly Report

FIRST QUARTER: July - September 2018

Service Delivery at a Glance

(Statistics for first quarter only)

- **1,291** new grants of aid
- **1,642** duty lawyer services
- **104** Family Dispute Resolution mediation conferences
- Safe at Home services
95 new files
- **78** new Mental Health Tribunal files
- **1,150** face-to-face advice services
- **28** reviews of grants officer's decisions
- **46%** of reviews varied or set aside the grants officer's decision
- **65%** of new grants assigned to the private profession
- **98%** of law firm bills paid within one working day



10,626
telephone
advice services



144,190
website
page views



100% of
applications for
legal aid considered
within one day

Meeting Legal Need

Our annual report statistics show that in our 2017-18 year, our early intervention and information services are clearly increasing in popularity with the community and the statistics demonstrate how important it is to have a range of ways for clients experiencing legal issues to make contact with us.

- Our Legal Talk continues to be popular with the Tasmanian community seeking legal information. We have received 940 "talk" requests with an average of 14 "talks" per day in this quarter.
- Our website continues to be accessed at increasing rates by the public with a total of 144,190 website page views this quarter, representing an increase of 9% compared to the same period last year. We recently launched new videos particularly relevant to older people on our website such as Wills and Powers of Attorney.
 - Legal Aid Tasmania again saw a significant increase of 23% (1,643) in our Duty lawyer services across the court system compared to the same quarter last year.



Re-Branding of our "Elder Abuse Unit" to "Older People's Legal Service"

Legal Aid Tasmania have re-branded our "Elder Abuse Unit" as the "Older People's Legal Service" as the work we have been doing has highlighted that we assist older people in the community with a much wider range of legal issues in addition to elder abuse.

We now have a range of fact sheets, videos and other information on the website under a separate section

<https://www.legalaid.tas.gov.au/need-help/older-peoples-legal-service/> to cater to this wider range of issues.

Our Older People's Legal Service continues to hold a monthly outreach clinic at the COTA ('Council On The Ageing') premises at 181 Elizabeth Street, Hobart.



Legal Advice Clinic – Launceston

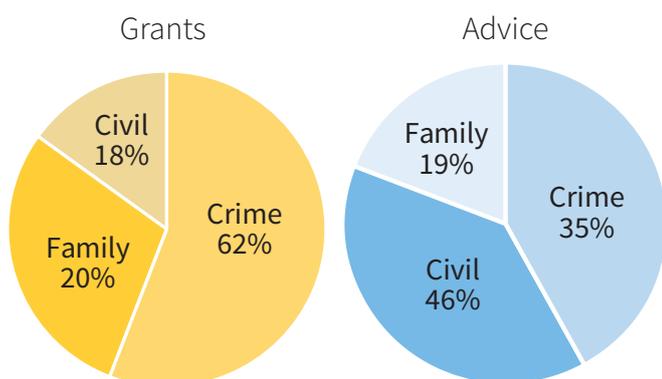
Since August 2018 we have expanded our free legal advice clinic hours in our Launceston office, at 64 Cameron Street with an increase from 3 days a week to 5 days per week. We now offer face to face, legal advice in Launceston Monday – Friday 10:30am – 1:00pm.

CLEI – Cyber Smart Sessions in Primary Schools



Although Legal Aid Tasmania have been delivering community legal education and information sessions at Tasmanian high schools for approximately 15 years, until recently we hadn't explored this for primary schools. We have now begun to fill that gap with our sessions for primary aged students on the safe use of technology and social media. This quarter we delivered our first interactive presentation at Rokeby Primary School, Bicheno Primary School and Warrane Primary School.

Client Services



Acknowledgement of Stephen Morrison



The Commission would like to acknowledge Stephen Morrison's contribution as a Commissioner of the Legal Aid Commission of Tasmania from September 2009 to September 2017 when he commenced a secondment to the Tasmanian Audit Office (TAO). Having now been permanently appointed to his seconded position, Stephen formally resigned as a Commissioner in September 2018.

Stephen was appointed and then re-appointed under different governments in recognition of his great skills and contribution to the Commission. Under the newly constituted Commission Stephen was appointed as the Commissioner with substantial experience and expertise in financial management.

Successive Commissions, Directors, our former Operations Manager and many others greatly appreciated the experience, wisdom, judgment and stability that Stephen brought to the Commission. Stephen's contribution to the improved financial standing of the Commission was significant, and remains part of his very positive legacy today.

The Commission thanks Stephen for his contribution in ensuring that legal aid is provided in the most effective, efficient and economical manner; his concern for the clients we serve; his balanced approach to decision making, and wish him continued success in his role with the TAO.

Summary of Financial Performance

At the end of September 2018, Legal Aid Tasmania is tracking within the budget set by the Board in May 2018.

Financial Summary*

Commonwealth Funding	\$1,627,000
State Funding	\$2,079,941
Other Income	\$247,328
TOTAL FUNDS	\$3,954,269
TOTAL EXPENDITURE	\$3,711,082
Capital Management Plan to contend with systemic risk in the Legal Aid Sector.	\$243,187

* Note these are management figures and have not been audited.

