

Quarterly Report



FIRST QUARTER: July – September 2017

SERVICE DELIVERY AT A GLANCE

(Statistics for first quarter only)

- **1,294** new grants of aid
- **1,320** duty lawyer services
- **121** FDR mediation conferences
- Safe at Home services – **90** new files
- Mental Health Tribunal services – **46** new files
- **1,218** face-to-face advice services.
- **6,076** telephone advice services.
- **132,229** website page views
- **31** reviews of grants officer's decisions
- **32%** of reviews varied or set aside the grants officer's decision
- **61%** of new grants assigned to the private profession



98% of law firm bills paid within one working day



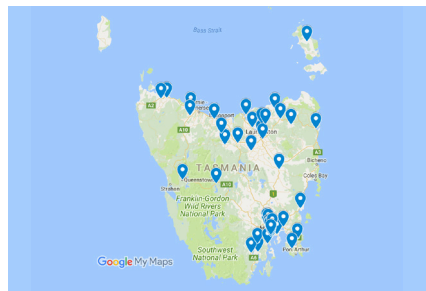
100% of applications for legal aid considered within one day

PRIORITY PROJECT UPDATES



Legal Outreach via Video Telephone

The first three locations for our Video Telephone service are now operational. We have video telephones installed in New Norfolk, Geeveston and Nubeena in local community and neighbourhood houses. This legal outreach service will enable people in more rural areas to meet face to face with Legal Aid lawyers via the technology without the need to travel to a major city.



Meeting Legal Need

Our annual report statistics show that in 2016-17 year, our lawyers delivered legal services at 43 locations outside of the four major cities where our offices are located and our Community Legal Education team presented at 26 regional locations.

To help increase awareness of our services in disadvantaged communities we are advertising our **1300 366 611** number on pharmacy prescription covers being issued from pharmacies in 12 locations around the State.



Court Ordered Mediation

Legal Aid has commenced its Court-Ordered Mediation service within our Family Dispute Resolution Programme. This involves judges ordering parties involved in high conflict disputes in the family law courts regarding children to attend mediation at Legal Aid. The aim is to give the parties a final opportunity to resolve their dispute and avoid the need for a defended hearing. To date the process has been highly successful with 100% settlement rate, providing significant benefit to all involved, parents, children and the Court.

More Interesting Facts



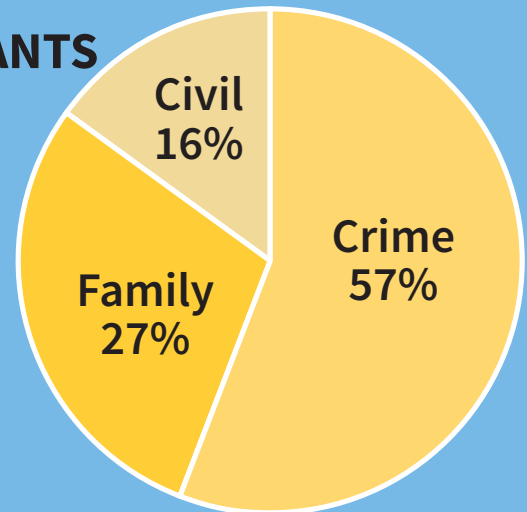
Naomi Walsh

On 27 July 2017 the Attorney-General appointed Naomi Walsh as the final member of our new skills based Legal Aid Board. Naomi Walsh is the executive manager for a hospitality group and will bring business, financial and risk management expertise to the Board.

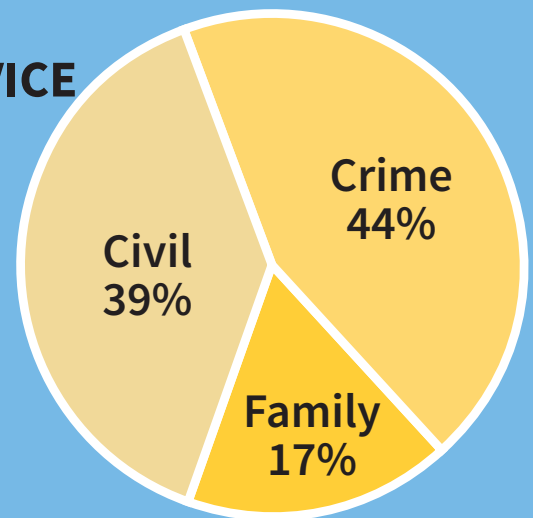
On 24 August 2017 Legal Aid changed our means test to provide more equitable treatment of individuals renting a home in comparison to home owners/buyers. Applicants for legal assistance who are in rental accommodation are permitted to have savings up to \$3500 before their eligibility is affected.

CLIENT SERVICES

GRANTS



ADVICE



Summary of Financial Performance

- At the end of September 2017, Legal Aid Tasmania is tracking within the budget set by the Board in May 2017.

Financial Summary*	
Commonwealth Funding	\$1,614,500
State Funding	\$1,951,681
Other Income	\$128,322
TOTAL FUNDS	\$3,694,503
TOTAL EXPENDITURE	\$3,684,054
Capital Management Plan to contend with systemic risk in the Legal Aid Sector.	\$10,449

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