

Quarterly Report



SECOND QUARTER: October – December 2017

SERVICE DELIVERY AT A GLANCE

(Statistics for second quarter only)

- **1,142** new grants of aid
- **1,317** duty lawyer services
- **137** Family Dispute Resolution mediation conferences
- Safe at Home services – **67** new files
- Mental Health Tribunal services – **48** new files
- **1,017** face-to-face advice services.
- **5,180** telephone advice services.
- **119,494** website page views
- **15** reviews of grants officer's decisions
- **40%** of reviews varied or set aside the grants officer's decision
- **60%** 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



Record Demand for Grants

Legal Aid set a budget of \$4.76 million for grants to private lawyers to deliver legal aid this year. That budget is 20% higher than the previous year. By 31 December we had committed \$270,000 more for grants than our grants budget provided for. We attribute this greater commitment to more criminal cases in the Supreme Court and to cases being longer and more complex.



New service launched

In September 2017 we launched a new elder abuse clinic based at the COTA ('Council on the Ageing') premises at 181 Elizabeth Street, Hobart. This new service enables us to take the legal service to hard-to-reach clients. COTA has been promoting the service through their extensive networks. The clinic runs on the first Thursday of each month from 10 AM to 12 noon. For an appointment telephone **6231 3265**.



Big increase in disputes settled

Our family dispute resolution mediations concern high-conflict disputes between separated parents about children. Over the last six months, Legal Aid has conducted 258 mediations. That's a high number – we did 370 over the entire previous year. Our team has maintained an impressive 91% settlement rate. These settlements save thousands of court hours and provide a better outcome for Tasmanian children.

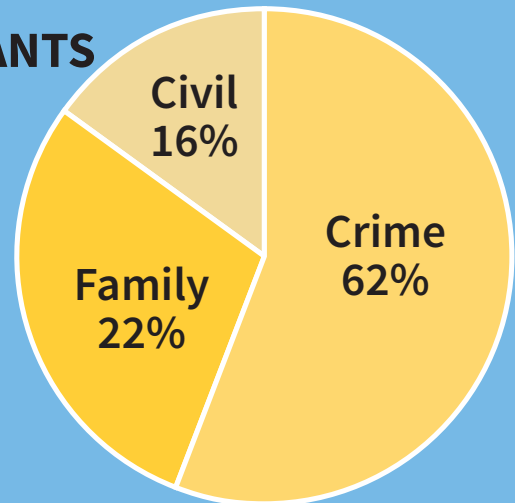
One More Interesting Fact



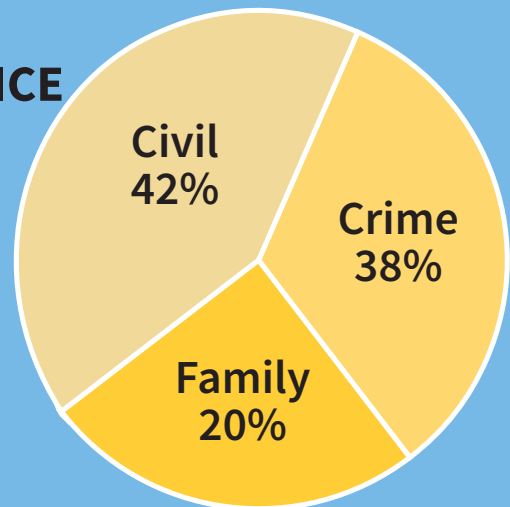
In September 2017, the Attorney-General re-appointed our Chairperson, Patrick Lunn, for another three-year term. Patrick said that he would be pleased to serve another term because of his deep respect for the organisation and because it was 'a wonderful opportunity to contribute to the success of the Commission, and the critical role it serves in providing legal aid to those in our community who most need it.'

CLIENT SERVICES

GRANTS



ADVICE



Summary of Financial Performance

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

Financial Summary*	
Commonwealth Funding	\$3,235,720
State Funding	\$3,903,362
Other Income	\$304,900
TOTAL FUNDS	\$7,443,982
TOTAL EXPENDITURE	\$7,295,362
Capital Management Plan to contend with systemic risk in the Legal Aid Sector.	\$148,620

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