

Quarterly Report



SECOND QUARTER: January – March 2018

SERVICE DELIVERY AT A GLANCE (Statistics for third quarter only)

- **1,203** new grants of aid
- **1,357** duty lawyer services
- **107** Family Dispute Resolution mediation conferences
- Safe at Home services – **94** new files
- Mental Health Tribunal services – **55** new files
- **1,233** face-to-face advice services.
- **5,954** telephone advice services.
- **138,142** website page views
- **28** reviews of grants officer's decisions
- **40%** of reviews varied or set aside the grants officer's decision
- **64%** of new grants assigned to the private profession

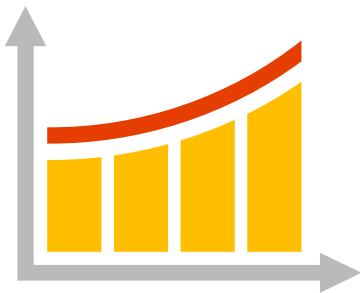


98% of law firm bills paid within one working day



100% of applications for legal aid considered within one day

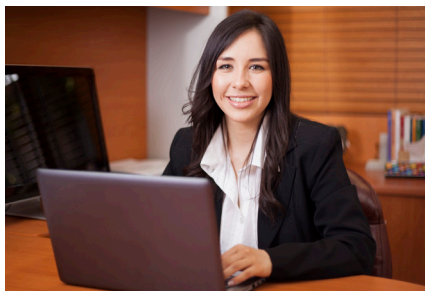
PRIORITY PROJECT UPDATES



Increased grants

At 31 March 2018, Legal Aid Tasmania had committed a record \$3.9M on grants to private lawyers and service providers to provide representation.

This commitment on grants is \$310,000 higher than the amount that our grants budget had provided for due to an increase in the number and complexity of criminal law matters being heard in the Supreme Court, and an increasing number of family law matters being referred for family dispute resolution services.



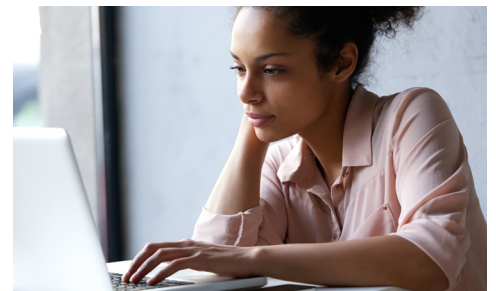
Increased duty lawyer services

Over the last two years, Legal Aid Tasmania has more than doubled the number of duty lawyer services.

In 2013-14, we delivered 2,528 duty lawyer services, increasing to 2,973 in 2014-15, and to 3,740 in 2015-16, and 3,966 in 2016-17.

We're tracking toward 5,300 duty lawyer services this year. That's a lawyer provided on 5,300 occasions when self-represented litigants would otherwise be on their own before the courts.

It's also a significant contribution to the efficiency and effectiveness of the court system.



Online dispute resolution progressing

Around Australia, Legal Aid Commissions are making good progress toward developing an online dispute resolution program.

We have undertaken market research to engage with potential users and examined existing technology to identify likely suppliers.

Within the next few months, Legal Aid Commissions will have an online dispute resolution prototype with all the necessary functionality to deliver a viable product.

Research indicates that 20% of all separating couples would use online dispute resolution to settle family law matters.

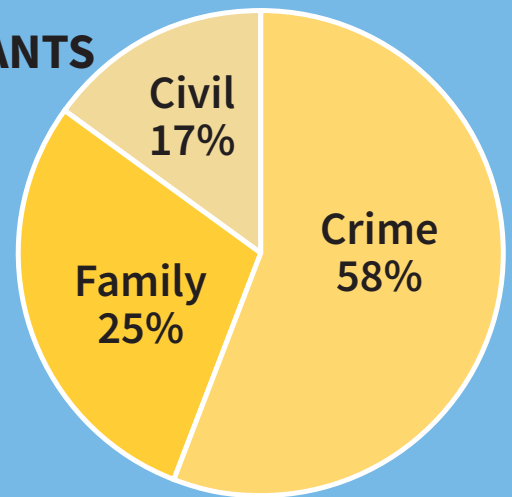
Two More Interesting Facts

On 15 January 2018, the Minister for Justice appointed Gavin Wailes to the Board of Legal Aid Tasmania. Gavin is the Acting Director of Finance at the Department of Justice and, under our Act, is on the Board as the 'person with substantial experience and expertise in financial management.' Gavin said that he regards 'Legal Aid as an essential component of the justice system' and that he 'is honoured to serve on the Board and contribute to the organisation.'

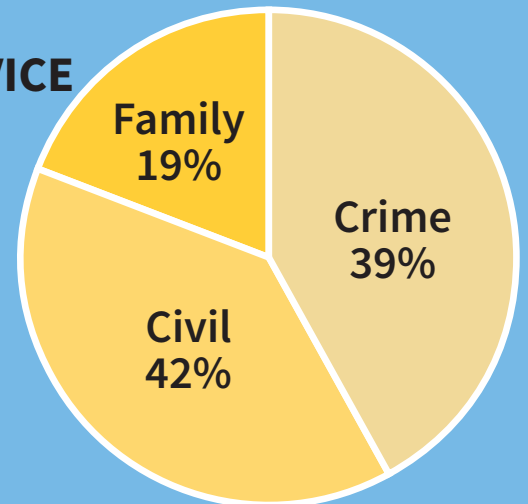
Also on 15 January, the Minister for Justice announced \$700,000 of grants for Legal Aid Tasmania. The Minister said; "The Government recognises and values the important role that Legal Aid plays in our community and this funding will give them even greater ability to assist vulnerable Tasmanians with legal services when they need it." Legal Aid Tasmania will use these funds to provide services; to people affected by family violence; to people before the Mental Health Tribunal; to people affected by elder abuse; and to law firms handling serious cases before the Supreme Court.

CLIENT SERVICES

GRANTS



ADVICE



Summary of Financial Performance

- At the end of March 2018, Legal Aid Tasmania is tracking within the budget set by the Board in May 2017.

Financial Summary*

Commonwealth Funding	\$5,048,940
State Funding	\$5,663,043
Other Income	\$528,967
TOTAL FUNDS	\$11,240,950
TOTAL EXPENDITURE	\$10,725,619
Capital Management Plan to contend with systemic risk in the Legal Aid Sector.	\$515,331

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