

Quarterly Report



FOURTH QUARTER: April – June 2018

SERVICE DELIVERY AT A GLANCE

(Statistics for fourth quarter only)

- **1,139** new grants of aid
- **1,334** duty lawyer services
- **111** Family Dispute Resolution mediation conferences
- Safe at Home services **89** new files
- **66** new Mental Health Tribunal files
- **1,070** face-to-face advice services
- **7,281** telephone advice services
- **152,962** website page views
- **31** reviews of grants officer's decisions
- **51%** of reviews varied or set aside the grants officer's decision
- **66%** 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



Court Ordered Mediation

Since the commencement of our Court Ordered Mediation service in July last year Legal Aid Tasmania has assisted an increased number of parties involved in high conflict disputes to resolve their matter and avoid the need for a defended hearing in the family law courts.

In the last financial year there were 51 Court Ordered Mediations held with 86% of those leading to either full or partial settlement.

For the period April – June 2018, 15 mediations were held with 6 matters fully settled and overall 80% achieving either full or partial settlement.



Youth Justice

Legal Aid Tasmania continues to assist young people and work collaboratively with other specialist youth services to help young offenders on the path to rehabilitation.

Since 2014, Legal Aid Tasmania has assisted 1343 young people appearing in the Youth Justice Court. We have a specialised Youth Justice lawyer who appears on behalf of young people facing charges in the Court, and also provides support for a young person engaging with other agencies in the Youth Justice system.

In the last financial year Legal Aid Tasmania handled a total of 318 Youth Justice files. For the period April - June 2018 our Youth Justice lawyer provided support and representation to 89 new clients in the Youth Justice Division of the Magistrates Court.



Online Legal Talk Service

NEW SERVICE LAUNCHED

On 9 April 2018 Legal Aid Tasmania launched our “Legal Talk” service. This is an online chat service that provides legal information only and which operates during business hours Monday to Friday.

The response to the service has been greater than predicted and during the first week of the launch we received 86 requests or “talks”.

There has been a total of 1,035 “talks” since the launch in April with an average of 19 “talks” a day to 30 June 2018.

Our Legal Talk service is another means by which Legal Aid Tasmania is providing greater access to legal information and services for the Tasmanian Community.

Interesting Fact: NDIS

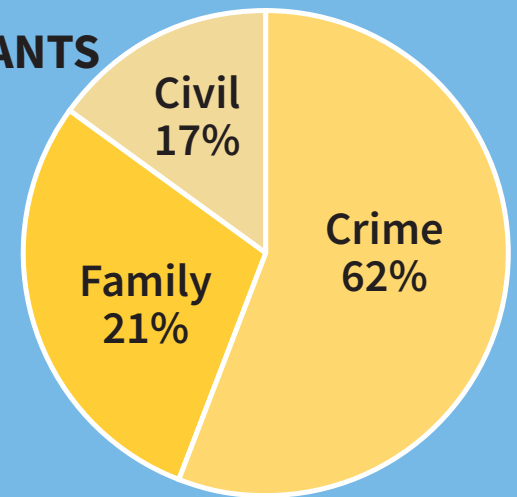


On 29 May 2018 Legal Aid Tasmania signed a new funding Agreement with the Department of Social Services to enable us to provide representation for clients with a disability who are eligible for funding assistance under the National Disability Insurance Scheme. Under this Agreement we can now assess all applications for funding for legal representation in the Administrative Appeals Tribunal from clients who are seeking to appeal a decision of the National Disability Insurance Agency regarding their funding package. Legal Aid Tasmania was previously providing assistance on a case by case basis.

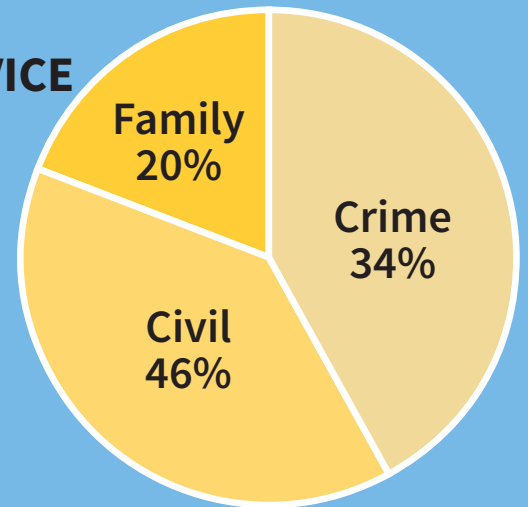
Legal Aid Tasmania provided assistance on 6 cases in the 2017/2018 financial year with 4 of those occurring in the April - June 2018 quarter.

CLIENT SERVICES

GRANTS



ADVICE



Summary of Financial Performance

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

| Financial Summary* | |
|---|---------------------|
| Commonwealth Funding | \$6,471,441 |
| State Funding | \$7,906,724 |
| Other Income | \$868,299 |
| TOTAL FUNDS | \$15,246,464 |
| TOTAL EXPENDITURE | \$14,360,539 |
| Capital Management Plan to contend with systemic risk in the Legal Aid Sector. | \$885,925 |

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