



Quarterly Report

SECOND QUARTER: October - December 2018

Service Delivery at a Glance

(Statistics for second quarter only)

- **1,166** new grants of aid
- **1,640** duty lawyer services
- **99** Family Dispute Resolution mediation conferences
- Safe at Home services
86 new files
- **74** new Mental Health Tribunal files
- **968** face-to-face advice services
- **23** reviews of grants officer's decisions
- **47%** of reviews varied or set aside the grants officer's decision
- **67%** of new grants assigned to the private profession
- **98%** of law firm bills paid within one working day



13,829
telephone
advice services



122,700
website
page views



100% of
applications for
legal aid considered
within one day

Legal Advice Clinic Extended - Launceston

In November, our Board gave formal approval to extend the Launceston Legal Advice Clinic service to operate 5 days a week rather than the 3 days that the service has been offered in previous years.

Since August the extended hours have been operating as a trial and it appears the Launceston community have responded positively.

The service is still busy but the additional days ensure we are able to see clients on the day they walk in the door.



Anthea d'Emden (left) and Leonie Singline from the Launceston office.

Photo credit: Examiner

New Service Launched - Video Telephone at Glenorchy Library

Legal Aid Tasmania have been working on the continued roll out of video phones which enable clients in remote and rural locations to access free face to face advice via the technology. We have built a collaborative relationship with Libraries Tasmania which culminated in an installation in Glenorchy's Libraries Tasmania site on 12 November 2018. Although not remote or rural, the City of Glenorchy was identified as an area that has a large area of unmet legal need, and members of the community seek to access services in their municipality rather than travelling into the city. The Glenorchy Library has already generated a number of appointments and Legal Aid Tasmania are looking forward to establishing further video phones at other locations in collaboration with Libraries Tasmania.



Yvonne Golder, Acting Co-Manager of Advice and Legal Services and Fiona Vagg, Glenorchy Library Manager.

FASS Funding News

The Commonwealth Attorney-General announced just prior to Christmas last year that the Government is committing to funding the Family Advocacy and Support Service (FASS) for a further 3 years. The independent evaluation of the FASS found that it is positively impacting families, Courts, Legal Aid Commissions and support providers, with benefits including a reduction of Court time, an emphasis on early resolution, and high quality engagement between self-represented parties and Courts.

This provides us and other Legal Aid Commissions with security of funding to enable continuation and possible expansion of the service. This is important recognition of the significant work that has gone into building the service by all those involved in providing support and referral to FASS.



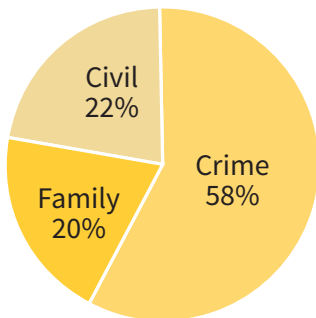
Extended Reach – Seniors Week October 2018

Legal Aid Tasmania has participated in Seniors' Week events regularly over the past few years. We have hosted Community Legal Education (CLE) events at our Hobart office and at other venues around the State. In 2018 our lawyers delivered CLE sessions on "Legalities for Seniors" in Devonport, Launceston and Rosny. The sessions covered Wills, Powers of Attorney and Guardianship, Elder abuse and Legal Aid's services. They were well attended by around 50 older people many of whom shared their personal experiences. Legal Aid's Older People's Legal Service (OPLS) continues to offer avenues for older people to access legal information and advice through our monthly COTA clinic in Hobart.

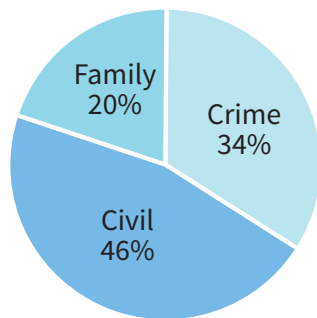


Client Services

Grants



Advice



Annual Report

Our Annual Report was tabled in Parliament in November and has been distributed to relevant stakeholders and is publicly available on our website. It provides an overview of Legal Aid's financial position and the extensive range of existing and innovative legal services delivered to Tasmanians.

This year, we have also chosen to circulate an electronic copy which makes our Annual Report readable in a booklet form online.

https://issuu.com/forwarddesign5/docs/lat_-_annual_report_17-18_-_final?e=0



Summary of Financial Performance

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

Financial Summary*

| | |
|---|--------------------|
| Commonwealth Funding | \$3,275,449 |
| State Funding | \$4,135,382 |
| Other Income | \$452,676 |
| TOTAL FUNDS | \$7,863,507 |
| TOTAL EXPENDITURE | \$7,245,272 |
| Capital Management Plan to contend with systemic risk in the Legal Aid Sector. | \$618,235 |

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

