



# Quarterly Report

THIRD QUARTER: January – March 2020

## CHANGE TO SERVICES DUE TO COVID-19

We continue to provide legal services and help during these challenging times but we have made some changes to the way we deliver these services. If you need help call our **Legal Advice Line 1300 366 611** or visit our website **here**.




## Service Delivery at a Glance

(Statistics for third quarter only)

- **1,346** new grants of aid
- **1,218** face-to-face advice services
- **1,586** duty lawyer services
- **7** reviews of grants officer's decisions
- **67** Family Dispute Resolution mediation conferences
- **71%** of reviews varied or set aside the grants officer's decision
- Safe at Home services **115** new files
- **62%** of new grants assigned to the private profession
- **86** new Mental Health Tribunal files
- **98%** of law firm bills paid within one working day



**15,921**  
telephone  
advice services



**164,034**  
website  
page views



**100%** of  
applications for  
legal aid considered  
within one day

## Launch of the Small Property Pilot

In January we launched a two year pilot lawyer assisted family law property mediations. The Pilot, made possible by special Commonwealth Government funding, will help 50 people who cannot afford a lawyer to reach a Family Law property settlement. There has been an overwhelming response and all 50 places have been filled. We look forward to seeing the outcome of the Pilot. For more information about the Pilot visit **here**.



## LACT'S Strategic Plan 2020-23

**We are developing our new Strategic Plan, to replace the current plan which expires on 30 June this year. The Strategic Plan will set out our areas of focus for the next three years.**

We have undertaken broad consultations as part of this process. Highlights include an all staff planning day held in February at Campbell Town with over 70 staff attending, consultations with service providers and a forum with clients. It is important to hear people's thoughts about our values and the areas that we need to focus on. The new Plan will be launched in July.



## OPLS becomes Senior Assist. Help for seniors experiencing or at risk of elder abuse

In February 2020 the Older Persons Legal Service (OPLS) changed its name to “Senior Assist”. The service has a focus on working with people over the age of 65 (or if Aboriginal and Torres Strait Islander over the age of 50) who are experiencing or at risk of elder abuse. The team also works to prevent elder abuse through community education and by providing safeguarding advice to client. Senior Assist lawyers and case managers work together to provide advice, assistance and support to clients across a range of legal matters.

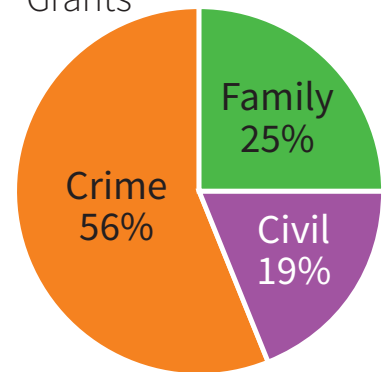
The service is free. You can contact the team via phone on **1300 366 611** and ask for Senior Assist or email: [senior.assist@legalaid.tas.gov.au](mailto:senior.assist@legalaid.tas.gov.au)

## Change to the Briefing Guideline: Guideline 8(1) (f)

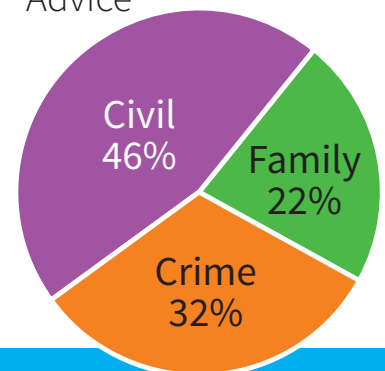
We have made it easier for lawyers to support each other. It is not always possible for a lawyer to go to court for every case. The new guideline allows for another lawyer to attend court without having to get permission from Legal Aid or applying for a new grant of assistance. For more details regarding the change please see [here](#).

## Client Services

### Grants



### Advice



## Summary of Financial Performance

At the end of March 2020, Legal Aid Tasmania expenditure is tracking above the budget set by the Board in May 2019.

Financial Summary*	
Commonwealth Funding	\$5,355,176
State Funding	\$6,189,964
Other Income	\$820,862
<b>TOTAL FUNDS</b>	<b>\$12,366,002</b>
<b>TOTAL EXPENDITURE</b>	<b>\$12,597,230</b>
<b>Capital Management Plan to contend with systemic risk in the Legal Aid Sector: reduction of \$231,229</b>	

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

