

In this issue we feature our Legal Practice Area which includes our grants team, prevention and early intervention services, communications, client engagement and policy to support the whole of TLA's services.

Grants of aid

We offer legal services to clients by either providing TLA lawyers for advice, document preparation and representational services or by approving funding for private lawyers to provide these services. The funding for private lawyers is called a grant of aid.

Grants of aid are provided for services in all our practice areas including Family law, Criminal Law and Civil law, and extend to all regions of Tasmania. This has a far-reaching effect in our community with 4093 Tasmanians in 2021-22 receiving an initial grant of aid to assist with their legal issues.

Early intervention and prevention

Our Community Legal Education & Information (CLEI) program delivers face-to-face sessions across the state. The program seeks to increase the community's awareness of legal issues so that people can identify a legal issue sooner and get the help they need.

Communications

Our web and print media provide vital legal information to support people to navigate the legal system. Our website receives thousands of visitors each month accessing fact sheets and self-help kits. Through our social media channels we deliver dynamic content and referrals to other services to a diverse online audience. Our print media (posters, cards, brochures, booklets and other publications) provide valuable information to the whole community.

Client engagement

We deliver legal services to meet people's need. We listen to our clients to understand how best to design our services to ensure they are accessible



MEET

Shirlene Badenach

Shirlene is one of our experienced Grants Officers based in Hobart. Our Grants team work to ensure more Tasmanians can get legal help. This small but skilled team are kept busy balancing a busy work load of processing new applications for aid and applications for extensions.



Our challenge as Grants Officers is to use our best endeavours to prudently allocate limited public funds to as many TLA clients as possible. It can be an exhausting role, but also very rewarding to see client's receive the legal representation they need.



and that clients are safe, and receive the best possible outcome with their legal issue. You can read more about how we do this on page 2.

Policy

Our Legal Practice area works to help more Tasmanians access legal services, by developing policies and processes aimed at improving our reach and service. One key policy is managing clients confidential information.



Vanessa Fenton
Associate Director
Legal Practice

Delivering client focused services

Engaging clients effectively is empowering because it supports people who are affected by decisions to have a say in them.

Our clients have diverse experiences and many face a range of barriers and challenges in their lives, including being able to safely access legal services. A snapshot of our clients illustrates their diversity and specific needs. It highlights the challenges we face to make our services accessible, appropriate and responsive to their needs.

Client engagement aligns with our goal to build evidence-informed decision making across our organisation, adding valuable experiential knowledge to research, practice and policy knowledges.



Jane Henriette
Client Engagement Officer

Jane supports our commitment to placing clients at the centre of everything we do.

We all work tirelessly to listen to clients and work hard for their best outcomes. The work of client engagement is building on what is already happening, and seeking ways to improve some of our systems so that our work is easier and client outcomes can be further improved.

2021/22 SNAPSHOT

Our Clients

32,455 called us

3,943 attended a clinic

2,690 engaged with us via webchat

8,852 attended a CLE session

122,000 downloads from our website



12,015 received ongoing legal assistance

Of these:

9% identified as Aboriginal or Torres Strait Islander

33% were living with a disability

3% needed an interpreter



We can help

 **Call: 1300 366 611**

The quickest way to get help is to call our 1300 number, Monday – Friday, 9am – 5pm. You may need to leave your name and number during busy times. We aim to return your call within one business day.

 **Visit: www.legalaid.tas.gov.au**

Visit our website to find free legal information or use our online chat platform – *Legal Talk*. *Legal Talk* is available Monday – Friday, 9am – 5pm, and is a good way to get help from us. We can:

- answer legal questions
- give general legal information
- connect you with other helpful organisations.

Our services include

Criminal Law

Our duty lawyers can help you on the day of your court hearing. This includes:

- rescheduling your case or if you want to plead guilty
- if you have been arrested and you want to apply for bail.

Family Law

Our family law team provides a range of services including:

- mediation services to support agreements about children and property
- representation in the family law courts in cases involving children
- case workers to support people experiencing family violence
- referrals to other support services
- specialist representation for children in child safety matters.

Civil Law

Our civil law team provides services including:

- advice on contract disputes & restraint orders
- assistance on documents for Magistrates and Supreme Court
- representation at the Guardianship and Mental Health streams of TasCAT
- challenging NDIS appeals
- support to older people experiencing or at risk of elder abuse
- support with Royal Commission Hearings and submissions.



Come into one of our offices:

HOBART

158 Liverpool Street

BURNIE

8 Griffith Street

LAUNCESTON

64 Cameron Street

DEVONPORT

50 Alexander Street

Our offices are open Monday to Friday, 8.45 am to 5.00 pm, except for public holidays

To get the most out of your meeting with one of our lawyers, it helps to be prepared.

Please bring with you:

- any documents relating to your legal issue – police statements, court papers, letters, fines, copies of emails or medical reports
- a list of your questions.

**Tasmania
Legal Aid**

Educating for better outcomes



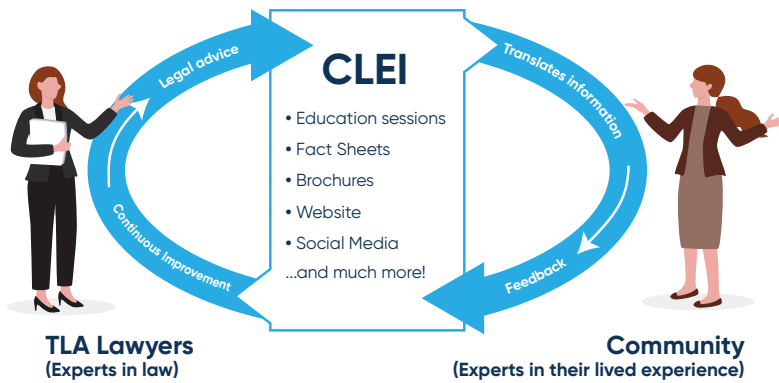
Dr Susie Hewlett
Community Education Officer

Susie is responsible for delivering our Community Legal Education (CLE) schools program. This program delivers 100's of sessions

each year to young people on topics such as alcohol and other drugs, consent, bullying, social media and violence.

Our CLE program aims to give young people the tools to identify legal issues that either they themselves may have, or their peers may be experiencing, and know how to get help before it gets worse.

Susie brings a wealth of experience and perspectives which help strengthen all of our CLE resources.



OUT AND ABOUT IN THE COMMUNITY



Monique, one of our Grants lawyers, ready for a chat at Agfest 2023.



Gemma, our Senior Assist Manager and lawyer chatting to a community group.



Stuart, our CLEI Manager, presents at the launch of 'Tasmanian Voices' by Deborah Thomson, at the Hobart Book Shop.

1300 366 611

www.legalaid.tas.gov.au

Hobart: 158 Liverpool Street
Launceston: 64 Cameron Street
Devonport: 8 Griffith Street
Burnie: 50 Alexander Street

Connect with us



Tasmania Legal Aid acknowledges and pays respect to Palawa/Tasmanian Aborigines as the original owners and continuing custodians of the land and waters of this island, lutruwita/Tasmania where we live and work.

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Legal Aid**