



Legal Aid WA

Quarterly Report

1 April to 30 June 2022



LEGAL AID
WESTERN AUSTRALIA

Performance this Quarter

4 QTR 2021-2022

LEGAL AID WA
WEBSITE UNIQUE
PAGE VIEWS

601465



↑76%
on the same period
in 2020-2021

TELEPHONE CALLS TO
LEGAL AID WA'S INFOLINE
WITH AN OUTCOME OF
SERVICE

14,630



↑3%
on the same period
in 2020-2021

EXTERNAL REFERRALS
FROM INFOLINE

3,783



DUTY LAWYER
SERVICES

12,972

↑6%
on the same period
in 2020-2021

GRANTS DECISIONS

REVIEWED

6

OVERTURNED

1



2,698 NEW
GRANTS
OF AID

6,155 EXTENSIONS
OF EXISTING
GRANTS OF AID

81% % OF NEW GRANTS ASSIGNED TO
THE PRIVATE PROFESSION

6,086 ADVICE, ADVOCACY
& DOCUMENT PREPARATION



FAMILY DISPUTE RESOLUTION MEDIATIONS **203**

RECIPIENTS OF COMMUNITY LEGAL EDUCATION **5082**

SERVICES TO PEOPLE EXPERIENCING FAMILY VIOLENCE **12,138**

ONLINE
LEGAL CHAT

2,726

Priority Project Updates

Combating Elder Abuse

On 15 June, Legal Aid WA launched Elders Rights WA at an event attended by media and the Minister for Seniors and Ageing. This new business unit provides a holistic service for older West Australians. With State-wide delivery, it represents the largest ever expansion of elder abuse services. Elder Rights WA will provide legal assistance to older people experiencing all forms of elder abuse and will safeguard and advocate for the rights of older people. Legal Aid WA is partnering with Peel Community Legal Services to target the Mandurah area which has the highest demographic of seniors at risk.



Legal Aid WA Commission Chairperson - Jane Crisford

Taking the law where it is needed

Legal Aid WA will receive \$3.6 million in Commonwealth funding over the next three years to support women fleeing violence. The new service has lawyers travelling to Albany, Bunbury, Broome, Kalgoorlie and Karratha to help women with family violence restraining orders and child protection issues. This service offers comprehensive help across a range of different legal issues connected with family violence, children's living arrangements and child protection.

Online duty lawyer

On 11 April, Legal Aid WA started providing the Advice B4 Court service. This new service enables clients with Magistrates Court criminal or traffic charges to receive telephone advice ahead of their court date. Clients access the service through our website, the telephone Infoline or through a referral from a magistrate. We triage the matter, obtain relevant documents, and provide the client with telephone advice from a lawyer. This new service makes every court appearance count by avoiding unnecessary adjournments for clients unprepared for court.

Priority Project Updates

Award-winning Annual Report

In June, Legal Aid WA's 2020-21 Annual Report won an award and a commendation at the WS Lonnie Awards. By winning a Lonnie Award, Legal Aid WA has demonstrated, through its annual report, a commitment to being accountable and transparent in a succinct and independent way. These Awards, established in 1984, encourage and celebrate excellence in annual reporting – which is central to good corporate governance.

24 Hour help

In April, Legal Aid WA went live with a sophisticated new Chat Bot to help people navigate our website after business hours. Nearly half of the two million page views of our website occur outside of business hours. The new bot is more efficient and easier to use than its predecessor. It has a more powerful search function, is seamlessly integrated with our live chat service, and has an interactive decision tree that leads users to the correct information. It also uses artificial intelligence to learn from the questions asked and will continuously improve over time.

And one more thing...

Acknowledging private lawyers

On 13 June, the Attorney General announced a new Legal Aid Award to be added to his Community Service Law Awards. This new award will be open to private lawyers on Legal Aid WA panels who have made an exceptional contribution to access to justice. Its aim is to recognise those private lawyers who deliver outstanding legal aid outcomes to people experiencing disadvantage. Legal Aid WA can call upon the skills of 470 private lawyers across the State.

Financial Performance

The annual result for 2021-22 was a surplus of \$3.403 million, which is mainly due to the unspent Expensive Commonwealth Criminal Cases fund and special program fundings. These unspent funds will be carried over into 2022-23.

Financial Performance	Year-to-date June 2022	Forecast[^] Actuals
Commonwealth Funding	\$38,385,604	
State Funding	\$57,360,564	
Other Income	\$4,574,501	
Total Revenue	\$100,320,669	
Total expenditure	\$96,918,147	
Surplus/Deficit*	\$3,402,522	

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[^]Forecast Actuals to the end of June are our best estimate of where we believe Legal Aid WA's finances are currently expected to be at year end.

These are management figures and have not been audited.



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www.legalaid.wa.gov.au