



Legal Aid Western Australia

# Online Quarterly Report

1 July 2021 - 30 September 2021



LEGAL AID  
WESTERN AUSTRALIA

# Performance this Quarter

## 1 QTR 2021-2022

LAWA WEBSITE  
UNIQUE PAGE VIEWS

**410,743**



**↑59%**  
on the same period  
in 2020-2021

TELEPHONE CALLS TO  
LAWA'S INFOLINE WITH  
AN OUTCOME OF SERVICE

**16,202**



**↑7%**  
on the same period  
in 2020-2021

EXTERNAL REFERRALS  
FROM INFOLINE

**5,014**



**↑60%**  
on the same period  
in 2020-2021

ADVICE, ADVOCACY  
& DOCUMENT  
PREPARATION

**5,912**



### GRANTS DECISIONS

REVIEWED

**✓ 10**

OVERTURNED

**✗ 1**



**2,908** NEW  
GRANTS  
OF AID

**7,123** EXTENSIONS  
OF EXISTING  
GRANTS OF AID

**80%** % OF NEW GRANTS ASSIGNED TO  
THE PRIVATE PROFESSION

**11,936** DUTY LAWYER SERVICES



FAMILY DISPUTE RESOLUTION MEDIATIONS **182**

RECIPIENTS OF COMMUNITY LEGAL EDUCATION **6,638**

SERVICES TO PEOPLE EXPERIENCING FAMILY VIOLENCE **10,277**

ONLINE  
LEGAL CHAT

**3,068**

**↑17%**  
on the same period  
in 2020-2021

# Priority Project Updates

## New service launched

On 5 July 2021, we launched our new family violence shuttle conference service. We're providing lawyers to victims of family violence to settle restraining order cases through mediation. So far, we've seen 72 matters referred to mediation and all but ten have settled. Those settlements save a lot of court time and spare the parties the stress and anxiety of a defended hearing.

## New service announced

In September 2021, the Australian Government announced a new legal service to support people engaging with the Royal Commission into Defence and Veteran Suicide. Legal Aid WA will deliver the service in Western Australia. We'll be providing legal advice to help veterans and families understand their rights and their options for engaging with the Royal Commission. Our new service, named Defence & Veterans Legal Service, will run from 2021 to 2023.



# Priority Project Updates

## **New benchmark achieved**

In September, Legal Aid WA achieved a new record with 4% of our workforce being Aboriginal or Torres Strait Islander. Our First Nations Strategic Plan commits us to 5% of the workforce within three years and 10% within 6 years. Our research showed that increasing Aboriginal staff is the most important way to make our services more accessible to Aboriginal people. It will also make our services culturally safer and better informed.

## ***And one more thing.....***

We've maintained all Legal Aid services through lockdowns and restrictions. Our duty lawyers continued an in-person service at the Northbridge court through lockdowns. Northbridge manages accused in custody who have been arrested overnight. In these cases, there's an urgency to apply for bail. Where an accused is showing symptoms, the Northbridge facility keeps them in isolation cells. In those cases, our duty lawyers have suited up in full personal protective equipment to interview clients who are isolating.



*Legal Aid Lawyer at the Northbridge Court*

# Financial Performance

Legal Aid is expected to have a forecast deficit of \$5,532,138 at the end of the 2021-22 financial year, this differs from the budget deficit of \$3,405,729 set for the Commission and is an increase of \$2,126,409 against this original budget target. This is funded from prior year carry overs and our healthy cash reserves.

<b>Financial Performance</b>	<b>Year-to-date Sep 2021</b>	<b>Forecast<sup>^</sup> June 2021</b>
Commonwealth Funding	\$15,844,297	\$30,909,848
State Funding	\$17,471,000	\$55,092,960
Other Income	\$1,120,724	\$3,367,681
<b>Total Revenue</b>	<b>\$34,436,021</b>	<b>\$89,370,489</b>
<b>Total expenditure</b>	<b>\$24,775,756</b>	<b>\$94,902,628</b>
<b>Surplus/Deficit*</b>	<b>\$9,660,265</b>	<b>-\$5,532,139</b>

\*The forecast operating deficit of \$5,532,139 as at 30 June 2022 is due to delays in project expenditure carried over from the prior year not yet reflected in the budget. The revised budget deficit for the Commission of \$5.532 million included accounting treatment timing adjustments of \$1.936 million.

<sup>^</sup>Forecast Actuals to the end of June are Legal Aid WA's best estimate of where we believe the Commissions finances are currently expected to be at year end.

These are management figures and have not been audited.



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