



Legal Aid Western Australia

Online Quarterly Report

1 April 2020 - 30 June 2020



LEGAL AID
WESTERN AUSTRALIA

Performance this Quarter

4 QTR 2019-20

LAWA WEBSITE
UNIQUE PAGE VIEWS

343,444



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

14,458



↑17%

on the same period
in 2018-2019

EXTERNAL REFERRALS
FROM INFOLINE

3,622



ADVICE, ADVOCACY
& DOCUMENT
PREPARATION

7,376

↑16%

on the same period
in 2018-2019



GRANTS DECISIONS

REVIEWED

✓ 13

OVERTURNED

✗ 1



2,872 NEW
GRANTS OF AID

7,147 EXTENSIONS
OF EXISTING
GRANTS OF AID

↑15%

on the same period
in 2018-2019

77% % OF NEW GRANTS ASSIGNED TO
THE PRIVATE PROFESSION

11,062 DUTY LAWYER SERVICES

FAMILY DISPUTE RESOLUTION MEDIATIONS **180**

RECIPIENTS OF COMMUNITY LEGAL EDUCATION **953**

SERVICES TO PEOPLE EXPERIENCING FAMILY VIOLENCE **11,879**

↑19%

on the same period
in 2018-2019

ONLINE
LEGAL CHAT

4,311

↑20%

on the same period
in 2018-2019



Priority Project Updates

New Service Launched

In April we launched our Disability Royal Commission Legal Service. This new service will provide legal help to people interacting with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. Our new service helps people who have to prepare submissions or give evidence before the Commission. It will also assist those who need legal advice as a result of the Royal Commission's findings.

Simple Smart Separation

In June, Australia's eight Legal Aid Commissions launched amica – our new online dispute resolution tool. amica is a mobile-first tool to guide separating couples through property settlement and parenting arrangements. It is a platform that enables separating couples to participate in an online dispute resolution process. amica will provide an alternative to self representing in the Family Court.

We're Now on Facebook!

In April, Legal Aid WA launched a Facebook page. Our new social media presence will deliver legal assistance news and updates on Legal Aid WA developments to people across the spectrum. Our social media presence will raise awareness of Legal Aid and the services available. It will also increase the number of visits to our website and the valuable legal information contained there.

Reducing Incarceration Rates

On 6 April, we launched our new Reducing Avoidable Remand service. This service is made up of a 'ready response team' of duty lawyers who interview people remanded in custody and apply for bail in suitable cases. The service also includes support workers to help people comply with their bail. One eighth of the prison population eventually gets bail. Our new service will speed up the process and slash prison numbers. It will avoid the harm that comes from being in prison unnecessarily.

And one more thing.....

We've substantially increased our efficiency in assessing and granting aid. Audited figures this quarter show that we have processed 10% more applications for aid compared to last year. Our assessors have achieved that with fewer staff. They have also reduced the time taken to assess applications for legal aid. They have assessed 54% of applications within five days compared to 41% the year before. They have assessed 81% within 14 days compared to 68% last year.

Financial Performance

At the end of June 2020, Legal Aid WA was tracking \$1,448,023 below budget set by the Commission after adjusting for the expected receipt of both State and Commonwealth supplementary funding

Financial Performance	Year-to-date June 2020	Forecast[^] June 2020
Commonwealth Funding	\$36,981,330	\$36,981,330
State Funding	\$54,977,143	\$54,977,143
Other Income	\$4,284,967	\$4,284,967
Total Revenue	\$96,243,440	\$96,243,440
Total expenditure	\$98,432,733	\$98,432,733
Surplus/Deficit*	-\$2,189,293	- \$2,198,293

* The reduced operating deficit of \$2,189,293 compared to budget as at 30 June 2020 is due to lower other operating expense, reduced salary costs, reduced grant payments to CLC's and lower unfunded Legal expenses.

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

These are management figures and have not been audited.



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