



Legal Aid Western Australia

Online Quarterly Report

1 January 2020 - 31 March 2020



LEGAL AID
WESTERN AUSTRALIA

Performance this Quarter

3 QTR 2019-20

LAWA WEBSITE
UNIQUE PAGE VIEWS

341,921



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

13,472



EXTERNAL REFERRALS
FROM INFOLINE

3,321



ADVICE, ADVOCACY
& DOCUMENT
PREPARATION

5,257



GRANTS DECISIONS

REVIEWED

✓ 26

OVERTURNED

✗ 5



↑10%
on the same period
in 2018-2019

3,124 NEW
GRANTS
OF AID

6,615 EXTENSIONS
OF EXISTING
GRANTS OF AID

↑19%
on the same period
in 2018-2019

81% % OF NEW GRANTS ASSIGNED TO
THE PRIVATE PROFESSION

12,995 DUTY LAWYER SERVICES

↑488%
on the same period
in 2018-2019

FAMILY DISPUTE RESOLUTION MEDIATIONS **197**

RECIPIENTS OF COMMUNITY LEGAL EDUCATION **3,261**

SERVICES TO PEOPLE EXPERIENCING FAMILY VIOLENCE **10,225**

ONLINE
LEGAL CHAT

5,062



Priority Project Updates

New Family Law Mediation Service

On 2 January 2020 Legal Aid WA launched a new service - our family law property mediation service. The new service resolves property disputes between couples outside of court. These mediation conferences are available to separated couples who have assets less than \$500,000 (excluding super). Many people, especially women, walk away from their rights because of the cost and stress of litigation. This new service provides an alternative to court and a different path to settlement.

Elder Abuse Strategy

In February Legal Aid WA's Board approved a comprehensive Elder Abuse Strategy. The strategy sets a direction for those services that will combat elder abuse in 2020 and 2021. This master plan sets out 17 actions that Legal Aid WA will take in support of four key objectives. We will focus on heightening awareness of elder abuse; partnering with other agencies to provide seamless services; improving access to information; and, increasing our knowledge and skills.

COVID-19

In March, Legal Aid WA reconfigured its services to meet the challenge of the COVID-19 pandemic. All Legal Aid WA services (including court representation) continue to be available but in online, telephone and audio-visual mediums. All staff are working – many remotely to ensure service continuity. Legal Aid WA has increased services to meet emerging areas like employment law, family violence, visa issues, credit and mortgage hardship. We have provided more information through our website and reinforced our telephone Infoline and online chat services to help people who are at home.

And one more thing.....

On 6 March 2020, the Women Lawyers of Western Australia named Legal Aid's Rebecca Dennison as Rural, Regional and Remote Woman Lawyer of the Year. The Association presented Rebecca with this award 'for making an outstanding contribution to the legal profession'. Rebecca has been working at Client Services since August last year. The award is a great acknowledgement of her work and her interpersonal skills.

Financial Performance

At the end of March 2020, Legal Aid WA was tracking \$3,208,876 below budget set by the Commission after adjusting for the expected receipt of both State and Commonwealth supplementary funding

Financial Performance	Year-to-date March 2020	Forecast[^] June 2020
Commonwealth Funding	\$33,438,496	\$36,711,819
State Funding	\$40,036,540	\$55,927,671
Other Income	\$3,061,880	\$3,991,078
Total Revenue	\$76,536,916	\$96,630,568
Total expenditure	\$75,830,015	\$98,389,692
Surplus/Deficit*	\$706,901	- \$1,759,124

* The operating surplus of \$706,901 as at 31 March 2020 is due to the receipt of Commonwealth funding in advance, which is scheduled to be expended by the end of June 2020.

[^]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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