

APPENDICES

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COMMUNITY LEGAL CENTRES (CLCS) FUNDING PROGRAM 2006-2007

We provided funding for 32 community legal centres across NSW

Community Legal Centre	Commonwealth Funding	State Funding	Public Purpose Funding	Total Funding \$000
Central Coast LC	191,661	15,062	50,000	256,723
Combined CLC Group		239,453		239,453
Consumer Credit LC.	128,232	128,461		256,693
Court Support Scheme	30,569	5,348	5,125	41,042
Domestic Violence Advocacy Service		374,964		374,964
Elizabeth Evatt LC	93,114	152,574		245,688
Environmental Defender's Office	86,946	163,967	1,081,383	1,332,296
Far West CLC	230,618			230,618
Hawkesbury/Nepean CLC	128,371	109,557		237,928
HIV/AIDS LC	62,699	73,390		136,089
Hunter CLC	193,917	218,798	18,000	430,715
Illawarra LC	373,208	172,489	50,000	595,697
Immigration Advice & Rights Centre	90,417	207,888		298,305
Inner City LC	93,112	138,578		231,690
Kingsford LC	156,908	111,444		268,352
Macarthur LC	203,830	170,062	50,000	423,892
Macquarie LC	143,735	237,008	200,000	580,743
Marrickville LC	142,110	246,661		388,771
Mt Druitt & Area CLC	181,421	15,042		196,463
NSW Disability Discrimination LC	186,029	33,515		219,544
North & North West CLS	192,408	15,119		207,527
Northern Rivers CLC	268,573	20,456		289,029
Public Interest Advocacy Centre	105,721	105,185	569,102	780,008
Redfern Legal Centre	144,672	215,278		359,950
Shoalcoast CLC	231,918	104,562		336,480
South West Sydney LC	182,130	203,169		385,299
Tenants' Union of NSW	69,502	104,933		174,435
The Aged-care Rights Service	31,271	2,140		33,411
Welfare Rights Centre	210,435	105,919		316,354
Western NSW LC	256,897	20,700		277,597
Warringa Baiya AWLC		304,043		304,043
Women's Legal Service	786,298	277,799		1,064,097
IT Equipment Upgrade	66,360			66,360
TOTAL	5,263,082	4,293,564	2,023,610	11,580,256

WOMEN'S DOMESTIC VIOLENCE COURT ASSISTANCE PROGRAM (WDVCAP) FUNDING 2006-2007

We provided funding TO 33 WDVCASs* as well as the Program's Training And Resource Unit

WDVCAS	Service Provider	Total Payments \$000
Albury	Albury/Wodonga Women's Centre	64,230
Armidale	The Women's Shelter Armidale Inc.	75,913
Bankstown	Creating Links Co-operative Ltd.	102,167
Bega	Southern Women's Group	62,264
Blacktown	Pam's Place Inc.	121,149
Blue Mountains/Lithgow	Elizabeth Evatt Community Legal Centre	93,555
Bourke/ Brewarrina	Dubbo Women's Housing	107,435
Broken Hill	Broken Hill Family Support Service	91,812
Central Coast	CCDVCAS Management Committee	147,342
Cofffs Harbour	Warrina Women's & Children's Refuge	64,230
Dubbo	Dubbo Women's Housing	138,154
Hastings	UnitingCare Burnside	64,230
Hawkesbury	Hawkesbury Community Legal Centre	75,062
Hornsby	Centacare	86,239
Hunter	Hunter Women's Domestic Violence Court Service Inc.	166,070
Illawarra	Wollongong Women's Centre	124,533
Inner West	Burwood Community Welfare Service	143,373
Kempsey	Kempsey Family Support Service Inc.	81,901
Liverpool/Fairfield	South West Sydney Community Legal Centre	159,341
Macarthur	Macarthur Community Legal Centre	138,698
Maitland	Carrie's Place Women's & Children's Services Inc.	79,517
Manly-Warringah	Manly Warringah Women's Resource Centre	117,857
Moree	Moree Women's Domestic Violence Court Assistance Inc.	108,480
Newtown	Marrickville Legal Centre	90,801
Northern Rivers	Northern Rivers Community Legal Centre	282,110
Nowra	YWCA of Sydney	89,897
Parramatta/Ryde	Macquarie Legal Centre	132,063
Penrith/Mt Druitt	Penrith Women's Health Centre	169,696
Redfern	Redfern Legal Centre	121,149
Southern Sydney	Sutherland Shire Family Support Service	133,341
Taree	Manning Valley Neighbourhood Service	111,887
Wagga	Sister's Housing Enterprises Inc.	83,380
Waverley	The Junction Neighbourhood Centre	114,482
Training & Resource Unit	Women's Legal Services NSW	260,377
Total		4,000,753

*Women's Domestic Violence Court Assistance Scheme

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CLIENT PUBLICATIONS AND RESOURCES

We produce over 35 publications. Some of these are available in almost 30 other languages. This year, we distributed 368,888 publications free to members of the community and other agencies.

General brochures

Client Service Charter

Do you have a legal problem? (Also in Arabic, Cambodian, Chinese, Croatian, Greek, Italian, Laotian, Macedonian, Serbian, Spanish, Turkish, Vietnamese)

Do you have a legal problem? Large print version

Questions to ask your lawyer

Guidelines – how to make a complaint to Legal Aid NSW

Family Law

Family Law-frequently asked questions (Also in Arabic, Chinese, Spanish, Vietnamese)

Help with child support (Also in Arabic, Chinese, Vietnamese)

Family dispute resolution (Also in Arabic, Cambodian, Chinese, Laotian, Spanish, Thai, Vietnamese)

Domestic violence

Help with going to court to get an ADVO (Also in Arabic, Chinese, Farsi, Greek, Hindi, Italian, Korean, Kurdish, Mandarin, Portuguese, Russian, Spanish, Tagalog, Thai, Vietnamese; version in Aboriginal colours)

Applying for an Apprehended Violence Order

Defending yourself against an Apprehended Violence Order

Criminal Law

Going to court for defendants

Pleading guilty to a drink driving charge (Also in Arabic, Chinese, Vietnamese)

Character references (Also in Arabic, Chinese, Vietnamese)

Applying for Supreme Court bail

Facing a committal

Breaching parole

Reviewing and appealing local court decisions

Legal help for prisoners-Prisoners Legal Service

Civil law

Squeezed for debt

Have you crashed your car? (Property Damage)

Legal help for veterans and dependants

Help with mental health matters

Turning the Tide-storms, floods, insurance and you

Discrimination Toolkit-guide to making a discrimination complaint

Get Street Smart: Under 18-your legal rights in public spaces

Youth Drug and Alcohol Court Program

Children's Legal Service for young people

Telephone cards

Youth Hotline card

Posters

Youth hotline

Get Street Smart

Who's who in the Local Court

Help with applying for an ADVO

– Women's Domestic Violence Court Assistance Program (Also available in Aboriginal colours)

Audio CD-Rom

Welcome to Legal Aid (in Amharic, Dari, Dinka, English, Pushto, Somali, Swahili, Tigrinya)

Translated fact sheets containing the same information as the CD are also available on our website.

Other

Bookmark promoting Legal Aid NSW online means test calculator

How to order:

Fill in our publications order form on our website: www.legalaid.nsw.gov.au

Email us on publications@legalaid.nsw.gov.au

Telephone our Publications Unit 9219 5028.

LEARNING AND DEVELOPMENT

Courses conducted 1 July 2006 to 30 June 2007

Course Title	Sessions	Total Participants	External Participants
INTERNAL TRAINING PROGRAMS (MOST SESSIONS ALSO ATTRACT MCLE POINTS)			
Aboriginal Awareness	2	17	
Advocacy Defended Hearings	2	14	
Business Writing For Support Staff	2	16	
Business Writing for Legal & Senior Staff	1	6	1
Conflict of Interest/CASES	5	190	
Court Visits	16	73	
Critical Incident Management	1	4	
Dealing with Tragic and Traumatic Cases	1	21	
Demystifying Mental Illness	8	93	8
Dual Diagnosis and Substance Dependence	2	83	58
Employee Assistance Program Information Session	2	5	
Ergonomics & Office Safety	2	23	
Financial & Management Information Systems	1	13	
First Aid For All	2	35	
Diploma of Business(FLM) various units	25	400	8
Foundations of Advocacy Workshop	1	38	
Grievance Advisory Officer Training	1	11	
HR Matters for Managers	4	11	
Interpersonal Skills & Customer Service	2	12	
Job Seeking Skills	4	40	
Managing Aggressive & Violent Behaviour	8	66	14
Means & Merit Test	2	5	
Mentoring Program	1	9	
Navigating the New Online Client Policy Manual	2	10	
New Managers & Supervisors	2	9	
OHS, EEO & Anti-Discrimination	2	67	
Organising Conferences & Seminars	2	4	1
Organising for Simplicity and Results	1	15	
Personal Protection - Self Defence	1	11	1
PP & D Staff Information Session	51	448	
Performance Planning and Development for Managers	13	166	
Resolving Workplace Conflict	2	15	1
Results and Service Plan	1	19	
Retirement Planning State Super Members	2	9	
Safety Leadership Workshop	5	51	
Selection Techniques	3	27	
Selection Techniques Refresher (on-line)	10	10	
Time Management	2	11	
Working With Muslim Clients	4	17	
Subtotal	198	2074	92

INDUCTION PROGRAMS

Corporate Induction	6	91
OH&S Induction	7	97
Civil Law	1	15
Criminal Law	1	12
Family Law	1	11
Subtotal	16	226

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INTERNAL LEGAL SEMINARS AND CONFERENCES

	No. Sessions	Total participants	External
Civil Law	6	140	30
Criminal Law inc Children's Legal Service	15	689	349
Family inc Care & Protection	9	429	29
Alternate Dispute Resolution	3	144	119
Legal Services staff	1	18	0
WDVCAP Conference	1	103	67
Library Training	1	8	0
Subtotal	36	1531	594

INFORMATION MANAGEMENT AND TECHNOLOGY

	No. sessions	Participants
CASES	37	245
Elodgement	14	55
FAMIS	1	13
Intermediate Word	2	5
Introduction to Excel	1	4
Introduction to PowerPoint	2	8
LA Office	21	72
LawDocs	20	56
One-on-one Training	5	5
Outlook	2	6
Sub Total	105	469

EXTERNAL PROGRAMS

	No. Sessions	Participants
Attendance at external training programs	52	107
Attendance at external IT Training programs	21	32
Attendance at external seminars	99	269
Attendance at external conferences	18	40
Sub Total	190	448

GRANTS OFFICER TRAINING

	No. sessions	Total Participants	External
E-lodgement (Grants Run)	43	150	0
Criminal Law (internal)	12	72	0
Civil Law (internal)	4	60	0
Civil Law (external)	4	109	109
Records	4	8	0
Family Law (internal)	70	235	0
Family Law (external)	2	25	25
Sub Total	139	659	134

HUMAN RESOURCE INFORMATION

Head Office/Regional F.T.E Staff as at 30 June 2007

Head Office	430.92
Regional Offices	311.39
Total Staff F.T.E	742.31

Effective Full-time F.T.E Staff as at 30 June 2007

CEO/SES	6
Legal Officers	361.41
Legal and Admin Support Staff	374.9
Total Staff F.T.E	742.31

Number of Actual Staff by Employment Basis

	Total Staff	Men	Women	Aboriginal	Minority ⁽¹⁾	1st language not English	PWAD ⁽²⁾	PWAD ⁽²⁾ Workplace adjustment
Permanent Full Time	523	179	344	4	111	82	27	8
Part-time	106	6	100	1	15	9	6	1
Temporary Full Time	132	23	109	4	24	16	5	2
Part-time	37	7	30	0	4	4	1	0
Contract SES	6	5	1	0	0	0	0	0
Non - SES	0	0	0	0	0	0	0	0
Casual	1	0	1	0	0	0	1	0
Other	0	0	0	0	0	0	0	0
Total	805	220	585	8	154	111	40	11

Actual Staff Total 805

Number of Actual Staff by Level

Salary Range	Total Staff	Men	Women	Aboriginal	Minority ⁽¹⁾	1st language not English	PWAD ⁽²⁾	PWAD ⁽²⁾ Workplace adjustment
<\$33,910	2	0	2	0	0	0	0	0
\$33,910 - \$44,537	17	5	12	0	3	3	3	2
\$44,538 - \$49,791	200	18	182	3	39	28	17	3
\$49,792 - \$63,006	151	23	128	3	32	24	5	1
\$63,007 - \$81,478	252	81	171	1	55	40	7	2
\$81,479 - \$101,849	165	80	85	1	24	15	8	3
> \$101,849 (non SES)	12	9	3	0	1	1	0	0
>\$101,849 (SES)*	6	5	1	0	0	0	0	0
Total	805	220	585	8	154	111	40	11

Actual Salary Total 805

Number of Actual Staff by Area of Work* ⁽³⁾

	Head Office	Regional	Total
Legal Officers	173	210	383
Administrative	278	144	422
		Grand Total	805

Information obtained from CHRIS New Report Writer MY-ANRPT

(1) People from racial, ethnic, ethno-religious minority groups.

(2) People with a disability.

(3) NB: Does not include leave without pay (LWOP), Maternity LWOP and staff seconded to other agencies where Legal Aid NSW is paying less than 50% of salary.

*Executive position holders on or above Level 5: The CEO's total remuneration package is \$277,992 (SES Level 6).

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LEGAL PROGRAM OPERATIONAL STATISTICS

COMBINED LEGAL PROGRAMS	2004-05	2005-06	% change from previous year	2006-07	% change from previous year
Case Matters					
Applications Received	62,578	65,150	4.1%	69,268	6.3%
Applications Refused	8,481	8,228	-3.0%	7,919	-3.8%
Inhouse Grants	35,918	36,969	2.9%	38,828	5.0%
Assigned Grants	18,028	19,852	10.1%	22,379	12.7%
Total Case Grants	53,946	56,821	5.3%	61,207	7.7%
Grant Rate	86.4%	87.4%	1.0%	88.5%	1.1%
Applications Determined	62,427	65,049	4.2%	69,126	6.3%
Applications Undetermined @ year end	147	102	-30.6%	149	46.1%
Grants Finalised	51,889	61,391	18.3%	60,241	-1.9%
Current Grants on Hand @ year end	38,051	33,716	-11.4%	35,201	4.4%
Duty Appearances					
Inhouse Appearances	59,999	61,506	2.5%	61,312	-0.3%
Assigned Appearances	57,974	61,518	6.1%	62,310	1.3%
Total Duty Appearances	117,973	123,024	4.3%	123,622	0.5%
Other Services					
Advice	74,481	74,512	0.0%	78,409	5.2%
Minor assistance*	N/A	5,540	N/A	5,713	3.1%
Information	157,968	242,011	53.2%	322,774	33.4%
Total Other Services	232,449	322,063	38.6%	406,896	26.3%
Total Client Services	404,368	501,908	24.1%	591,725	17.9%

CRIMINAL LAW	2004-05	2005-06	% change from previous year	2006-07	% change from previous year
Case Matters					
Applications Received	44,336	45,836	3.4%	49,188	7.3%
Applications Refused	3,224	3,283	1.8%	3,249	-1.0%
Inhouse Grants	32,273	32,850	1.8%	34,599	5.3%
Assigned Grants	8,732	9,632	10.3%	11,239	16.7%
Total Case Grants	41,005	42,482	3.6%	45,838	7.9%
Grant Rate	92.7%	93.4%	0.7%	93.4%	0.0%
Applications Determined	44,229	45,765	3.5%	49,087	7.3%
Applications Undetermined @ year end	104	72	-30.8%	106	47.2%
Grants Finalised	39,933	45,368	13.6%	45,000	-0.8%
Current Grants on Hand @ year end	20,698	17,786	-14.1%	18,791	5.7%
Duty Appearances					
Inhouse Appearances	44,098	44,800	1.6%	45,251	1.0%
Assigned Appearances	43,990	45,444	3.3%	46,030	1.3%
Total Duty Appearances	88,088	90,244	2.4%	91,281	1.1%
Other Services					
Advice	26,461	28,500	7.7%	31,639	11.0%
Minor assistance*	N/A	698	N/A	807	15.6
Information	35,152	65,774	87.1%	96,095	46.1%
Total Other Services	61,613	94,972	54.1%	128,541	35.3%
Total Client Services	190,706	227,698	19.4%	265,660	16.7%

LEGAL PROGRAM OPERATIONAL STATISTICS

FAMILY LAW	2004-05	2005-06	% change from previous year	2006-07	% change from previous year
Case Matters					
Applications Received	16,128	16,908	4.8%	17,671	4.5%
Applications Refused	4,370	4,045	-7.4%	3,795	-6.2%
Inhouse Grants	2,828	3,032	7.2%	3,195	5.4%
Assigned Grants	8,891	9,805	10.3%	10,645	8.6%
Total Case Grants	11,719	12,837	9.5%	13,840	7.8%
Grant Rate	72.8%	76.0%	3.2%	78.5%	2.5%
Applications Determined	16,089	16,882	4.9%	17,635	4.5%
Applications Undetermined @ year end	38	26	-31.6%	38	46.2%
Grants Finalised	10,606	14,302	34.8%	13,738	-3.9%
Current Grants on Hand @ year end	14,929	13,701	-8.2%	14,106	3.0%
Duty Appearances					
Inhouse Appearances	2,050	3,363	64.0%	3,434	2.1%
Assigned Appearances	3,429	2,925	-14.7%	2,531	-13.5%
Total Duty Appearances	5,479	6,288	14.8%	5,965	-5.1%
Other Services					
Advice	29,460	27,738	-5.8%	27,540	-0.7%
Minor assistance*	N/A	2,872	N/A	2,946	2.6%
Information	54,237	81,992	51.2%	113,038	37.9%
Total Other Services	83,697	112,602	34.5%	143,524	27.5%
Total Client Services	100,895	131,727	30.6%	163,329	24.0%

CIVIL LAW	2004-05	2005-06	% change from previous year	2006-07	% change from previous year
Case Matters					
Applications Received	2,114	2,406	13.8%	2,409	0.1%
Applications Refused	887	900	1.5%	875	-2.8%
Inhouse Grants	817	1,087	33.0%	1,034	-4.9%
Assigned Grants	405	415	2.5%	495	19.3%
Total Case Grants	1,222	1,502	22.9%	1,529	1.8%
Grant Rate	57.9%	62.5%	4.6%	63.6%	1.1%
Applications Determined	2,109	2,402	13.9%	2,404	0.1%
Applications Undetermined @ year end	5	4	-20.0%	5	25.0%
Grants Finalised	1,350	1,721	27.5%	1,503	-12.7%
Current Grants on Hand @ year end	2,424	2,229	-8.0%	2,304	3.4%
Duty Appearances					
Inhouse Appearances	13,851	13,343	-3.7%	12,627	-5.4%
Assigned Appearances	10,555	13,149	24.6%	13,749	4.6%
Total Duty Appearances	24,406	26,492	8.5%	26,376	-0.4%
Other Services					
Advice	18,560	18,274	-1.5%	19,230	5.2%
Minor assistance*	N/A	1,970	N/A	1,960	-0.5%
Information	68,579	94,245	37.4%	113,641	20.6%
Total Other Services	87,139	114,489	31.4%	134,831	17.8%
Total Client Services	112,767	142,483	26.4%	162,736	14.2%

*Separate record of minor assistance services commenced July 1, 2005

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LEGAL PROGRAM OPERATIONAL STATISTICS

VETERAN'S ADVOCACY	2004-05	2005-06	% change from previous year	2006-07	% change from previous year
Case Matters					
Applications Received	346	321	-7.2%	263	-18.1%
Applications Refused	31	10	-67.7%	6	-40.0%
Inhouse Grants	125	149	19.2%	141	-5.4%
Assigned Grants	189	162	-14.3%	115	-29.0%
Total Case Grants	314	311	-1.0%	256	-17.7%
Grant Rate	91.0%	96.9%	5.9%	97.7%	0.8%
Applications Determined	345	321	-7.0%	262	-18.4%
Applications Undetermined @ year end	1	-	-100.0%	1	N/A
Grants Finalised	339	390	15.0%	360	-7.7%
Current Grants on Hand @ year end	468	389	-16.9%	285	-26.7%
Other Services					
Advice	2,999	2,716	-9.4%	2,425	-10.7%
Minor assistance*	N/A	1,150	N/A	1,034	-10.1%
Information	117	111	-5.1%	40	-64.0%
Total Other Services	3,116	3,977	27.6%	3,499	-12.0%
Total Client Services	3,430	4,288	25.0%	3,755	-12.4%

MENTAL HEALTH ADVOCACY	2004-05	2005-06	% change from previous year	2006-07	% change from previous year
Case Matters					
Applications Received	186	348	87.1%	235	-32.5%
Applications Refused	54	56	3.7%	32	-42.9%
Inhouse Grants	96	233	142.7%	134	-42.5%
Assigned Grants	35	43	22.9%	49	14.0%
Total Case Grants	131	276	110.7%	183	-33.7%
Grant Rate	70.8%	83.1%	12.3%	85.1%	2.0%
Applications Determined	185	332	79.5%	215	-35.2%
Applications Undetermined @ year end	1	-	-100.0%	-	N/A
Grants Finalised	192	265	38.0%	238	-10.2%
Current Grants on Hand @ year end	341	306	-10.3%	375	22.5%
Duty Appearances					
Inhouse Appearances	9,884	9,275	-6.2%	8,937	-3.6%
Assigned Appearances	10,431	12,605	20.8%	13,656	8.3%
Total Duty Appearances	20,315	21,880	7.7%	22,593	3.3%
Other Services					
Advice	51	97	90.2%	256	163.9%
Minor assistance*	N/A	4	N/A	-	-100.0%
Information	349	471	35.0%	516	9.6%
Total Other Services	400	572	43.0%	772	35.0%
Total Client Services	20,846	22,728	9.0%	23,548	3.6%

*Separate record of minor assistance services commenced July 1, 2005

LEGAL PROGRAM OPERATIONAL STATISTICS

INHOUSE & PRIVATE PRACTITIONERS ALLOCATION OF LEGAL WORK	Inhouse Practitioner	Inhouse Practitioner %	Private Practitioner	Private Practitioner %	Total
Family Law					
Duty Appearances	3,434	57.6%	2,531	42.4%	5,965
Grants of Legal Aid	3,195	23.1%	10,645	76.9%	13,840
Total	6,629	33.5%	13,176	66.5%	19,805
Criminal Law					
Duty Appearances	45,251	49.6%	46,030	50.4%	91,281
Grants of Legal Aid	34,599	75.5%	11,239	24.5%	45,838
Total	79,850	58.2%	57,269	41.8%	137,119
Civil Law					
Duty Appearances	12,627	47.9%	13,749	52.1%	26,376
Grants of Legal Aid	1,034	67.6%	495	32.4%	1,529
Total	13,661	49.0%	14,244	51.0%	27,905
Commission Total					
Duty Appearances	61,312	49.6%	62,310	50.4%	123,622
Grants of Legal Aid	38,828	63.4%	22,379	36.6%	61,207
Total	100,140	54.2%	84,689	45.8%	184,829
COMMONWEALTH AND STATE ALLOCATION OF LEGAL AID SERVICES	State Matter	State Matter %	Commonwealth Matter	Commonwealth Matter %	Total
Family Law					
Grants	4,335	31.3%	9,505	68.7%	13,840
Duty Appearances	3,282	55.0%	2,683	45.0%	5,965
Advice	1,306	4.7%	26,234	95.3%	27,540
Minor assistance*	188	6.4%	2,758	93.6%	2,946
Information Services	17,888	15.8%	95,150	84.2%	113,038
Total	26,999	16.5%	136,330	83.5%	163,329
Criminal Law					
Grants	45,210	98.6%	628	1.4%	45,838
Duty Appearances	90,797	99.5%	484	0.5%	91,281
Advice	31,335	99.0%	304	1.0%	31,639
Minor assistance*	798	98.9%	9	1.1%	807
Information Services	89,190	92.8%	6,905	7.2%	96,095
Total	257,330	96.9%	8,330	3.1%	265,660
Civil Law					
Grants	985	64.4%	544	35.6%	1,529
Duty Appearances	26,368	100.0%	8	0.0%	26,376
Advice	13,655	71.0%	5,575	29.0%	19,230
Minor assistance*	720	36.7%	1,240	63.3%	1,960
Information Services	98,977	87.1%	14,664	12.9%	113,641
Total	140,705	86.5%	22,031	13.5%	162,736
Commission Total					
Grants	50,530	82.6%	10,677	17.4%	61,207
Duty Appearances	120,447	97.4%	3,175	2.6%	123,622
Advice	46,296	59.0%	32,113	41.0%	78,409
Minor assistance*	1,706	29.9%	4,007	70.1%	5,713
Information Services	206,055	63.8%	116,719	36.2%	322,774
Total	425,034	71.8%	166,691	28.2%	591,725

*Separate record of minor assistance services commenced July 1, 2005

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LEGAL PROGRAM OPERATIONAL STATISTICS

FAMILY DISPUTE RESOLUTION - FAMILY LAW	2004-05	2005-06	% change from previous year	2006-07	% change from previous year
Number of conferences	2,022	2,135	5.6%	2,237	4.8%
Agreements reached	1,770	1,837	3.8%	1,895	3.2%
Agreement rate	87.5%	86.0%	-1.5%	84.7%	-1.3%

COMMUNITY LEGAL EDUCATION	2006-07
Criminal Law	184
Family Law	260
Civil Law	189
Total	633

FREEDOM OF INFORMATION

Name of Agency: Legal Aid NSW
 Period: from 1 July 2006 to 30 June 2007
 Agency Reference Number: 48

Nil Return: No
 Contact Name: Lyndsay Brooker
 Telephone (02) 9219 5859

FOI Requests	2005-2006			2006-2007		
	Personal	Other	Total	Personal	Other	Total
New (includes transferred in)	20	6	26	10	7	17
Brought forward	1	2	3	5	3	8
Total to be processed	20	8	28	14	9	23
Completed	15	5	20	14	7	21
Transferred out	1	0	1	0	0	0
Withdrawn	0	0	0	1	1	2
Total Processed	20	8	28	14	7	21
Unfinished (Carried Forward)	5	3	8	0	2	2

Results of FOI Requests

Granted in full	10	2	12	7	2	9
Granted in part	1	0	1	1	0	1
Refused	4	3	7	6	5	11
Deferred	0	0	0	0	0	0
Completed	15	5	20	14	7	21

Ministerial Certificates

Issued	nil	nil
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Amendment of Personal Records

Requests	nil	nil
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Narration of Personal Records

Requests	nil	nil
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Basis of Disallowing or Restricting Access

Section 10 (redirected)	1	0	1	0	0	0
Section 19						
(Application incomplete, wrongly directed)	1	0	1	2	1	3
Section 22 (Deposit not paid)	0	0	0	1	1	2
Section 22 (Diversion of resources)	0	0	0	0	0	0
Section 25 (1)(a) (Exempt)	4	0	4	1	3	4
Section 25(1)(b),(c),(d) (Otherwise available)	1	0	1	1	0	1
Section 28(1)(b) (Documents not held)	1	0	1	3	0	3
Section 24(2) (Deemed refused - over 21 days)	0	0	0	0	0	0
Total	8	0	8	8	5	13

APPENDICES

FREEDOM OF INFORMATION

	2005-2005			2006-2007		
	Personal	Other	Total	Personal	Other	Total
All Completed Requests						
FOI Fees Received	\$180	\$90	\$270	\$135	\$305	\$440
Type of Discount Allowed						
Public Interest	0	0	0	0	0	0
Financial Hardship Pensioner/Child	9	4	13	6	1	7
Financial Hardship Non Profit Organisation	0	0	0	0	0	0
Total	9	4	13	6	1	7
Days to Process						
0-21 days	5	3	8	6	3	9
22-35 days	5	1	6	4	0	4
Over 35 days	5	1	6	4	4	8
Total	15	5	20	14	7	21
Processing Hours						
0-10 hrs	9	5	14	7	6	13
11-20 hrs	6	0	6	5	1	6
21-40 hrs	0	0	0	1	0	1
Over 40 hrs	0	0	0	1	0	1
Total	15	5	20	14	7	21

	2005-2006		2006-2007	
	Issued	Total	Issued	Total
Number of requests requiring formal consultation(s)	0	0	0	0
Reviews and appeals				
Number of internal reviews finalised	0	0	1	1
Number of Ombudsman reviews finalised	0	0	0	0
Number of Administrative Decisions Tribunal appeals finalised	0	0	0	0

Internal Review Results	Personal		Other		Personal		Other	
	Upheld	Varied	Upheld	Varied	Upheld	Varied	Upheld	Varied
Access refused	0	0	0	0	0	0	1	0
Deferred	0	0	0	0	0	0	0	0
Exempt matter	0	0	0	0	0	0	0	0
Unreasonable charges	0	0	0	0	0	0	0	0
Charge unreasonably incurred	0	0	0	0	0	0	0	0
Amendment refused	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	1	0

SIGNIFICANT COMMITTEES

Committees played an important role in helping us achieve our goals and deliver excellent outcomes to clients.

Legal Aid Review Committees

Five Legal Aid Review Committees determine appeals which relate to legal aid applications and grants of legal aid, helping to ensure our clients have fair and equitable access to legal aid services.

Committee membership as at 30 June 2007:

LEGAL AID REVIEW COMMITTEE NO. 1

Mr B Row - Chairperson, Minister's Nominee
(alternates Mr I Linwood and Mr P Anet)
Mr J McCarthy QC, Bar Association/Law Society Nominee
(alternates Mr P Menzies QC and Mr P Blacket SC)
Mr Donald Sword, Lay Member

LEGAL AID REVIEW COMMITTEE NO 2

Mr P Robinson - Chairperson, Minister's Nominee
(alternates Mr D Norris and Ms B Baker)
Mr W Terracini SC, Bar Association/Law Society Nominee
(alternates Ms A Healey and Mr M Buscombe)
Mr D Kelly, Lay Member
(alternate Dr W Porges)

LEGAL AID REVIEW COMMITTEE NO 3

Mr K Garling - Chairperson, Minister's Nominee
(alternates Mr R Rodgers and Ms Z Weremczuk)
Mr M Hodges- Bar Association/Law Society Nominee
(alternates Mr B Thomas and Mr H Macken)
Ms T Heness - Lay Member
(alternate Mr D Kelly)

FAMILY LAW LEGAL AID REVIEW COMMITTEE NO 1

Ms M Barbaro - Chairperson, Minister's Nominee
(alternates Ms J Townsend and Ms A Tomlin)
Mr G Moore - Bar Association/Law Society Nominee
(alternates Mr R Schonell and Mr J Berry)
Ms B Smith - Lay Member

FAMILY LAW LEGAL AID REVIEW COMMITTEE NO 2

Ms K Burns - Chairperson, Minister's Nominee
(alternates Mr J McDonnell and Ms C Tassone)
Mr D Holmes - Bar Association/Law Society Nominee
(alternates Mr P Lewis and Ms A Parkin)
Ms L Fisher, Lay Member
(alternate Ms R Kusuma)

COMMITTEE ACTIVITIES 2006-2007

Legal Aid Review Committee No 1 met on 8 occasions and held 1 teleconference.
Legal Aid Review Committee No 2 met on 8 occasions and held 2 teleconferences.
Legal Aid Review Committee No 3 met on 8 occasions and held 2 teleconferences.
Family Law Committee No 1 met on 12 occasions and held 2 teleconferences.
Family Law Committee No 2 met on 13 occasions and held 2 teleconferences.

Board Committees

Section 68 of the *Legal Aid NSW Act 1979* enables Legal Aid NSW to establish special consultative committees in order to advise the Board in the exercise of its functions under the Act.

In 2006-2007, a range of committees made recommendations to the Board in matters relating to Legal Aid NSW's operations.

In doing that, they each sought the advice of senior staff and considered all relative options as a prerequisite to framing recommendations to the Board.

Committees that played a significant role during the year were:

BOARD AUDIT AND FINANCE COMMITTEE

The primary objectives of the Board Audit and Finance Committee are to assist the members of the Board including the Chief Executive Officer in discharging their responsibilities relating to:

- financial reporting practices,
- business ethics, policies and practices,
- accounting policies, and
- management and internal controls.

It also provides a forum for communication between the Board, Chief Executive Officer, senior management, the internal and external auditors and ensures the integrity of the internal audit function.

The BAFC has a Terms of Reference stating the objectives, authority, duties and responsibilities, access and reporting procedures of the Committee.

The Terms of Reference recognise the recommendations of the Public Accounts Committee's Report on the Review of Operations of Audit Committees.

The Board nominates the Audit and Finance Committee members and the Chair.

The members are:

	Meetings Attended
Philip Bickerstaff, Chair, Independent	10
Phillip Taylor, Independent	11
Bill Grant, CEO, Legal Aid NSW*.	12
Russell Cox, Deputy CEO, Business & Client Services, Legal Aid NSW	11
Attendance Stephen O'Malley Director, Corporate Finance, Legal Aid NSW.	12

There were 12 meetings in 2006-2007.

CIVIL LAW SUB-COMMITTEE

The Civil Law Sub-Committee did not meet during 2006-2007.

COMMUNITY LEGAL CENTRES FUNDING SUB-COMMITTEE

Advised the Board on funding for community legal centres.

The members are:

Rev. Harry Herbert (Chair), Board Member
Sara Blazey, Board Member
Michelle Jones, Chairperson, Combined Community Legal Centre's Group NSW
Polly Porteous, Director, Combined Community Legal Centre's Group NSW
Louise Blazejowska, Manager, Community Programs, Legal Aid NSW
Dennis Roach, Manager CLC Funding Program, Legal Aid NSW

Three meetings were held in 2006-2007.

CRIMINAL LAW SUB-COMMITTEE

This committee did not meet in 2006-2007.

FAMILY LAW SUB-COMMITTEE

This committee did not meet in 2006-2007.

APPENDICES

GRANTS COMMITTEE

Made recommendations to the Board in relation to the work of the Grants Division.

The members are:

Phillip Taylor (Chair), Board Member

Richard Gulley, NSW Law Society

Geoff Lindsay SC, Bar Association, Board Member

Richard Funston, Director, Grants, Legal Aid NSW July 2006 to January 2007

Anita Anderson, Director, Grants, Legal Aid NSW February 2007 to June 2007.

Two meetings were held in 2006–2007.

Advisory Committees

COOPERATIVE LEGAL SERVICE DELIVERY STEERING COMMITTEE

Advised the CEO on the CLSD program (See page 14).

The members are:

Louise Blazejowska (Chair), Manager, Community Programs, Legal Aid NSW

Alison Aggarwal, Combined Community Legal Centre Group

Amanda English, Court Service

Amelia-Jane Davis, Blake Dawson Waldron

Angela Pollard, Northern Rivers Community Legal Centre

Anne Cregan, Blake Dawson Waldron

Annie West, Community Justice Centres

Deborah Sharp, Community Justice Centres

Dina Lioumis, Family Law Division, Legal Aid NSW

Dorothy Allan, Law Society NSW

Grant Arbuthnot, Tenants Union NSW

Judi Teesdale, Law Society NSW

Lauren Finestone, LawAccess NSW

Kim Gabler, Strategic Policy and Planning Division, Legal Aid NSW

Jenny Lovric, National Pro Bono Resource Centre

John McKenzie, Aboriginal Legal Service (NSW/ACT) Limited

Polly Porteous, Combined Community Legal Centres

Sonia Van de Pol, Attorney General's Department, Crime Prevention Division

Sue Scott, Law and Justice Foundation of NSW

Sandra Stevenson, Public Interest Law Clearing House

Sue Walden, Legal Information Access Centre

Four meetings were held in 2006–2007.

ENVIRONMENTAL CONSULTATIVE COMMITTEE

Advised the Board on public interest environmental law matters and made recommendations on whether grants of legal aid should be made.

The members are:

Professor David Farrier, (Chair) University of Wollongong

Dr Alan Jones, Australian Museum

Andrew Kelly, University of Wollongong (alternate member) Associate Professor

Paul Adams (alternate member)

Professor Ben Boer, University of Sydney (alternate member)

Richard Major, Australian Museum (alternate member)

Linda Pearson

Phillip Jenkyn, University of NSW (alternate member)

Lalitha Raman, Legal Aid NSW

Lyndsay Brooker, Legal Aid NSW

Nine meetings were held in 2006–2007.

HUMAN RIGHTS COMMITTEE

Advised the Board on public interest human rights matters and made recommendations on whether grants of legal aid should be made. See page 48.

The members are:

Associate Professor Andrea Durbach (Chair), University of New South Wales

Professor George Williams (alternate Chair), University of New South Wales

Dr Christine Nolan, University of New South Wales

Dr Ben Saul, University of Sydney

Dr Sarah Pritchard, Barrister

Nicholas Poynder, Barrister (alternate member)

Sauna Jarrett, Solicitor

Pauline Wright, Solicitor (alternate member)

Alex Grosart, Legal Aid NSW (Executive Officer)

Five meetings were held in 2006–2007.

WOMEN'S DOMESTIC VIOLENCE COURT ASSISTANCE PROGRAM ADVISORY COMMITTEE

Advised the CEO on the implementation, administration and guidelines of the WDVCAP including funding priorities.

The members are:

Louise Blazejowska (Chair) Manager, Community Programs, Legal Aid NSW

Tracey Corbin-Matchett, Manager WDVCAP, Legal Aid NSW

Jacqui Lane until May 2007, WDVCAP Legal Aid NSW

Julie Stewart from August 2006, WDVCAP, Legal Aid NSW

Cheryl Alexander, Penrith WDVCA Coordinator

Deborah Sykes, Moree WDVCA Coordinator

Bev Lazarou, Southern Sydney WDVCA Coordinator

Kim Price, Manager, Women's Legal Service NSW

Amanda English, Local Courts, Attorney General's Department

April Pham, VAW Specialist Unit, Department of Community Services

Jane Corpuz-Brock, Executive Officer, Immigrant Women's Speakout

Jane Thomson, Intellectual Disability Rights Service

Janette Prichard, WDVCAP Training & Resource Unit

Christine Robinson, Manager, Wirringa Baiya Aboriginal Women's Legal Centre

Sara Blazey, Board Member, Legal Aid NSW

Victoria Colebrook, Aboriginal Specialist Worker, Taree WDVCA

Greg Urch, NSW Police Force July 2006 to December 2006

Rod Smith, NSW Police Force from January 2007

Four meetings were held in 2006–2007.

Internal Committees

ABORIGINAL JUSTICE COMMITTEE

Advised the CEO on Aboriginal justice initiatives, service delivery, Legal Aid NSW employment strategies, and building strong partnerships with external bodies.

The members are:

Steve O'Connor (Chair), Deputy CEO, Legal

Richard Funston, Director, Strategic Planning and Policy

Annmarie Lumsden, Executive Officer

Louise Blazejowska, Strategic Planning and Policy

Carol Thomas, Director, Aboriginal Services

Stella Sykiotis, Director, Civil Law

The committee held five meetings in 2006–2007.

ACCESS AND EQUITY COMMITTEE

This committee's terms of reference include EEO issues, and "diversity" issues relating to staff or community members from culturally and linguistically diverse backgrounds, persons with disabilities, Aboriginal people, women, and people in rural areas. The committee advised the CEO on policies and strategies to ensure Legal Aid NSW delivers equitable services to the community and its staff.

The members are:

Anita Anderson (Chair), Director, Grants Division

Leshia Bubniuk, Access and Equity Coordinator, Strategic Planning and Policy

Dora Dimos, Grants Division

Dina Lioumis, Family Law Division

Christine Johnson, Executive

David Fenech, Business and Client Services

Sue Emery, Legal Officer (until February 2007)

Alex Grosart, Civil Law Division

Bronwyn McCutcheon, Human Resource Management

Jan Pittard, Training and Development

Carol Thomas, Director, Aboriginal Services

Two meetings were held in 2006–2007.

OCCUPATIONAL HEALTH AND SAFETY (OH&S) COMMITTEE

In accordance with s18 of the *Occupational Health and Safety Act*, the committee's role is to ensure the health, safety and welfare of people in the workplace.

The members are:

Employer representatives

Russell Cox, Executive

Jennifer Bulkeley, Human Resources

Nohad Ghibely, (Executive Officer), Human Resources

June Woolcott, Business and Client Services

Christine Johnson, Executive

Employee representatives

Jane Costigan, Northern Region

Graham Lamond, Northern Region

Susan Davitt, Southern Region

Sylvia Coleman, Southern Region

Siobhan Mullany, Metropolitan Region

Kathy Trajkovski

(alternate), Metropolitan Region

Jacqueline Green, Metropolitan Region

Four meetings were held in 2006–2007.

Other committees

ATLAS/CASES Steering Committee

ATLAS/CASES/TRIM Sub Working Group

CASES Steering Committee

Conflict of Interest Working Party

Criminal Case Conferencing Committee

Expensive Cases Committee

Homeless Persons Client Group Committee

Human Resources Sub-committee

IT Executive Committee

Peak Consultative Committee

Training and Development Consultative Committee

Older Persons Client Group Committee

Plain Language Policy Consultative Committee

Proceeds of Crime Committee

APPENDICES

POLICIES IN BRIEF

Legal Aid NSW is a state funded body providing legal assistance in matters arising under New South Wales law. Legal Aid NSW also has an agreement with the Commonwealth to provide legal assistance in matters arising under Commonwealth law.

Legal Aid NSW has developed a range of policies to make decisions which are fair, consistent and financially responsible and target those individuals in the community who have been determined as having high priority for our services. In deciding whether an applicant is eligible for legal aid, Legal Aid NSW may apply the following four tests which are summarised below:

1. JURISDICTION TEST

Looks at the type of matter for which aid is sought.

Legal aid is only available in the following areas of law:

Family law: State

- Proceedings under the *Property (Relationships) Act 1984* for persons who have been in a de facto relationship
- Adoption proceedings in exceptional circumstances
- Domestic violence proceedings as set out in the criminal law policies

Family law: Commonwealth

Matters arising under the *Family Law Act 1975*, the *Child Support (Assessment) Act 1989* and the *Child Support (Registration And Collection) Act 1988* limited to;

- Separate representation of children
- Other orders relating to children, including parenting orders, location and recovery orders
- Parenting plans
- Injunctions relating to family violence
- Child support and child maintenance
- Spousal maintenance
- Dissolution and nullity of marriage
- Property proceedings
- Enforcement proceedings, or
- Contempt and breach of court orders proceedings

Civil law: State

- Matters where there is a likelihood of loss of the applicant's dwelling
- Matters involving loss of civil liberties, eg. false imprisonment, malicious prosecution
- *Protected Estates Act 1983* matters
- Matters under Part 3 Division 6 or section 41 of the *Public Health Act 1991*
- Matters before the Equal Opportunity Division of the Administrative Decisions Tribunal

- Inquests in limited circumstances
- Matters under the *Crimes (Serious Sex Offenders) Act 2006*
- Consumer protection matters
- Public interest environment matters
- Proceedings to obtain an exemption under Part 7 Division 2 of the *Commission for Children and Young People Act 1998*.

Legal aid is also available in state civil law matters where the applicant is at 'special disadvantage.'

Applicants at special disadvantage

Applicants at special disadvantage may be granted assistance in a wider range of matters, for example, personal injury, professional negligence and employment matters. An applicant at special disadvantage is a child or person having substantial difficulty in dealing with the legal system by reason of a substantial psychiatric condition, developmental disability, intellectual impairment or a physical disability.

Civil law: Commonwealth

Matters arising under a Commonwealth Act, limited to:

- A decision affecting the receipt or amount of a Commonwealth employee's compensation or a Commonwealth pension, benefit or allowance
- A decision or action by the Commonwealth in relation to a person that has a real prospect of affecting the person's capacity to continue in their usual occupation
- Discrimination
- Migration matters, in limited circumstances (aid is also available under the Immigration Advice & Application Assistance Scheme (IAAAS) contract between Legal Aid NSW and the Commonwealth Government.)
- Consumer protection
- Proceedings under the *Proceeds of Crime Act 2002*

Veterans' pension

- Appeals from decisions of the veterans' review board about war-caused disability pension entitlement or assessment claims under Part II of the *Veterans' Entitlements Act 1988*
- Appeals from decisions of the veterans' review board about claims under the *Military Rehabilitation and Compensation Act 2004*

Human rights matters

Legal aid is available for public interest human rights matters where a case has a significant wider public interest or is of overwhelming importance to the client or raises significant human rights issues.

Mental health

- Magistrates inquiries under the *Mental Health Act 1990*
- Proceedings before the Mental Health Review Tribunal
- Representation of forensic patients
- *Guardianship Act 1987* matters
- *Protected Estates Act 1983* matters

Criminal law: State and Commonwealth Local Court

- Most criminal matters commenced by a police charge, except for drink driving and related offences unless policies in brief there is a real possibility of gaol or exceptional circumstances exist
- Committal proceedings
- Domestic violence proceedings
- Annulment applications under Part 2 of the *Crimes (Appeal And Review) Act 2001*
- Drug court matters

Criminal law: State and Commonwealth District, Supreme and High Court

- Indictable matters
- Appeals
- Proceedings under Part 7 of the *Crimes (Appeal and Review) Act 2001*
- Defendants in prosecutions in the Land And Environment Court under environmental protection legislation in limited circumstances
- Defended charges arising under Commonwealth statute (excluding the *Proceeds of Crime Act 1987*) in certain circumstances
- Where an application is made to the Court of Criminal Appeal on behalf of the DPP for an acquitted person to be retried, pursuant to Part 8 of the *Crimes (Appeal & Review) Act 2001*

Prisoners' matters

- Visiting justice proceedings
- Parole Board Review Hearings
- Life re-sentencing applications
- Reviews of segregation directions
- Advice and minor assistance in other matters

Children's matters

Children's criminal matters

- Proceedings in the Children's Court
- Appeals to District Court
- Committal proceedings
- Sentence matters and trials in the District Court and Supreme Court
- Court Of Criminal Appeal and High Court.

Children's care matters

- Proceedings under the *Children and Young Persons (Care And Protection) Act 1998* in the:
 - Children's Court
 - District Court, Supreme Court and High Court
- Proceedings in the Community Services Division of the Administrative Decisions Tribunal and Appeals`

2. MEANS TEST

Legal Aid NSW applies a means test which takes into account an applicant's income and assets. Eligibility is determined by assessing the net assessable income (after allowable deductions) and the assets of the applicant and financially associated persons. The means test applies to both State and Commonwealth matters.

The means test does NOT apply to:

- Legal advice
- Family law duty matters where the applicant is in custody
- Children in the Children's Court and appeals to the District Court in care matters
- Children in the Community Services Division of the Administrative Decisions Tribunal and appeals to the Supreme Court from the Tribunal
- Children where an order for separate representation is made by the Family Court
- First appearance bail applications in the Local Court
- Most Mental Health Advocacy Service matters
- *Veterans' Entitlements Act 1986* matters for ex-service personnel and their dependants (except for war service pension claims)
- Disabled persons before the Guardianship Tribunal and in Supreme Court appeals
- Drug Court matters.

Applicants for legal aid receiving one of the eligible Centrelink income support payments, at the maximum rate can use their Centrelink statement of benefit to satisfy the income part of the means test. For further details, see Legal Aid NSW website at www.legalaid.nsw.gov.au.

APPENDICES

POLICIES IN BRIEF

3. MERIT TEST

There are two merit tests: one for State law matters; and another for Commonwealth law matters.

In State law matters, Legal Aid NSW considers whether it is reasonable in all the circumstances to grant legal aid. Matters considered include, but are not limited to, whether the applicant has reasonable prospects of success and any detriment to the applicant if aid is refused or benefit if aid is granted. In Commonwealth law matters, the applicant must satisfy the following three criteria. They are the:

- reasonable prospects of success test;
- prudent self-funding litigant test; and
- appropriateness of spending limited public legal aid funds test.

A merit test applies to:

- Most non-criminal matters (civil, family, administrative law matters and veterans' matters)
- Appeals in criminal matters
- Supreme Court bail matters
- Some matters associated with Children's Court proceedings (eg appeals from the Children's Court to the District Court).

A merit test does not apply to:

- Criminal law matters (except appeals and Supreme Court bail applications)
- Children in the Children's Court
- Disabled persons for matters before the Guardianship Tribunal
- Separate representation of children in Family Court proceedings
- Some *Mental Health Act 1990* matters.

4. AVAILABILITY OF FUNDS TEST

Legal aid will only be granted if Legal Aid NSW determines that sufficient funds are available.

Contributions

In most cases Legal Aid NSW requires an initial contribution based on income and assets from a person granted legal aid. Certain cases are exempt. At the conclusion of the case or the legal aid grant, Legal Aid NSW may, (depending on the person's financial situation) recover the total costs of a matter where the applicant has recovered a sum of money or other asset or there is a substantial improvement in their financial circumstances.

For further details of our policies, please contact the Review & Reform Branch in the Strategic Planning and Policy Division on 9219 5859 or 9219 5034.

GLOSSARY

Advice

Legal advice provided to a client by Legal Aid NSW solicitors. Includes advice given over the telephone.

Applications approved/granted

Applications for legal aid that have been approved within this reporting period. Includes authorisations under s33 of the *Legal Aid NSW Act 1979*.

Applications determined

Applications that have been approved or refused within the reporting period.

Applications received

Applications for legal aid received within this reporting period.

Applications refused

Applications for legal aid that have been refused within this reporting period.

Applications undetermined

Applications for legal aid where no determination has been made, including applications which are pending or suppressed (e.g. while the client is asked to provide further material in order to determine the application).

Assigned

Refers to legal services performed by private lawyers.

CALD

People from culturally and linguistically diverse backgrounds.

CASES

Legal Aid NSW's new computerised case management system.

Casework

Civil, family, criminal, administrative law, mental health and veterans' matters for which legal aid is granted. Does not include duty appearances.

Community Legal Education (CLE)

Information sessions about legal aid and the law given to the public, professional groups, community organisations and agencies.

Current applications on hand

Applications for legal aid which have not been finalised by the end of the reporting period.

Dependant

A person who is financially dependent on the legal aid client, whether or not they reside with the legal aid client.

Determination date

In casework matters, the date when an application is approved or refused.

Duty appearances

Legal advice and representation for some first-time court appearances.

EAPS

Ethnic Affairs Priority Statement.

EEO

Equal Employment Opportunity.

EFT

Effective full-time. Represents the number of staff positions equating to 35 hours per week.

E-Lodgement

Online lodgement/transfer of an application or proforma invoice from a private practitioner's practice or inhouse family law office.

Family Dispute Resolution (FDR)

A non-adversarial dispute resolution process facilitated by a neutral third party, resolving disputes by consensus.

Family law conference

A meeting/mediation session between the people involved in a family law dispute, arranged by Legal Aid NSW.

Grants of aid

Approval for casework matters.

Information

General information services about the justice system or information about legal aid services provided by Legal Aid NSW staff.

Inhouse

Refers to any legal or other service provided by employees of Legal Aid NSW.

Means test

Income and assets test used to determine eligibility for legal aid. Applies to both State and Commonwealth matters.

MERIT (Magistrates Early Referral Into Treatment)

A diversionary program designed to open the door to medical treatment rather than custody for those accused of non-violent drug-related crimes.

Merit test

Test used to determine the eligibility for aid. There are different merit tests for State and Commonwealth matters.

Minor assistance

Advice and work done in the giving of advice (i.e. simple correspondence, phone call) but not where a formal legal aid application is submitted.

NESB

Non English-Speaking Background

NESC

Born in non-English-Speaking country.

Reporting period

From 1 July 2006 to 30 June 2007.

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Note: Entries in italics are reported in accordance with the *Annual Reports (Departments) Regulation 2005 and the Annual Reports (Statutory Bodies) Regulation 2005*.

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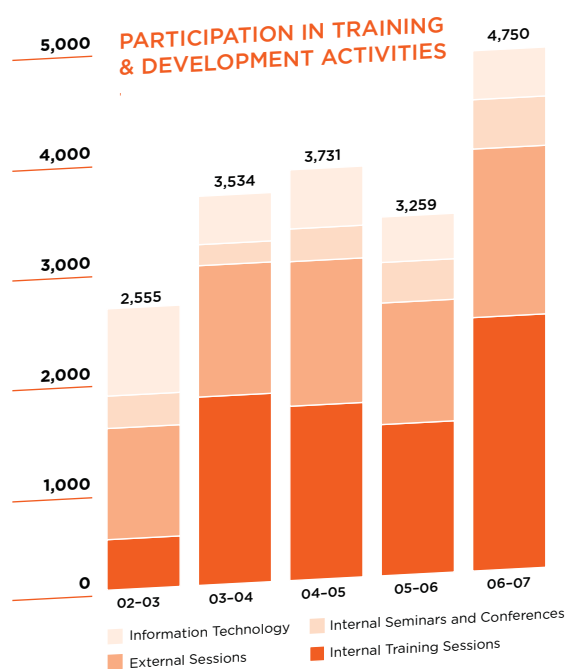
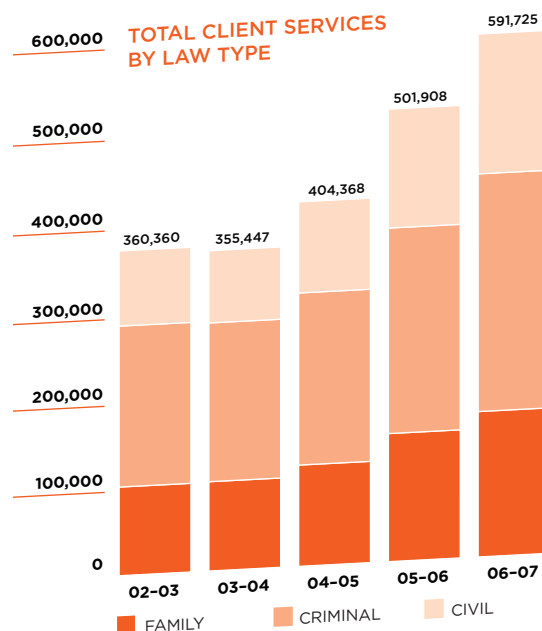
FIVE YEAR PERFORMANCE — KEY TRENDS

To view trends in key areas, the following results are provided.

INCREASED OUR SERVICES TO CLIENTS BY 64.2% OVER FIVE YEARS

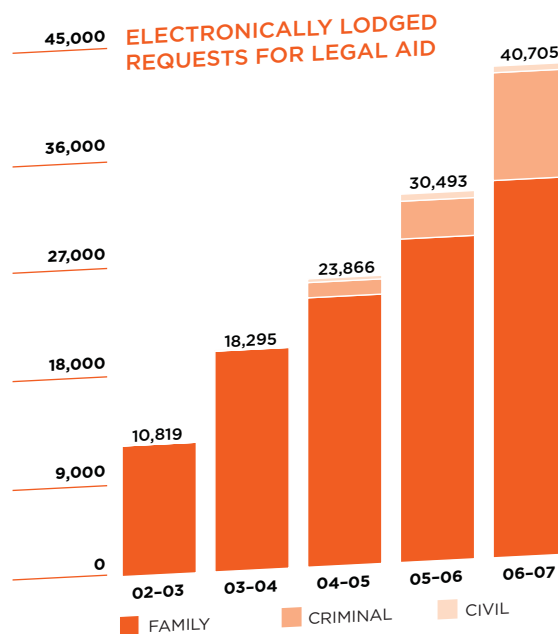
Services include cases grants, duty appearances, legal advice, information services and community legal education.

We work in partnership with private practitioners who receive funding from Legal Aid NSW to represent legally aided clients. This year, private practitioners represented 45.8% of all legal aid clients.



RECORD PARTICIPATION IN TRAINING—AN 86% INCREASE OVER FIVE YEARS

This graph represents attendance by both Legal Aid staff and external participants (such as private practitioners who undertake legal aid work) at training sessions which were hosted or sponsored by Legal Aid NSW. Individuals who attended more than one training session during the year are therefore included multiple times.



A 33% INCREASE IN NUMBER OF ONLINE REQUESTS

We have made it quicker and easier for private practitioners to do business with us. As a result, the number of legal aid applications lodged online has increased fourfold in five years.

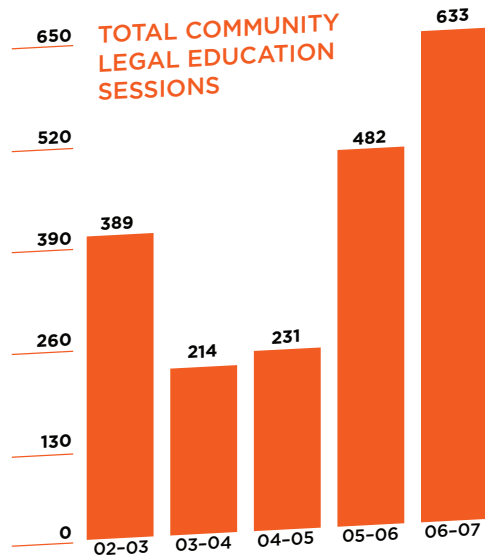
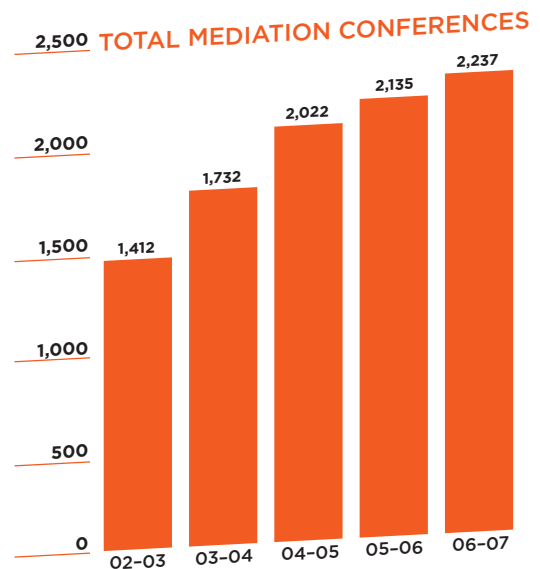
WE INCREASED OUR SERVICES TO ABORIGINAL CLIENTS

Services to Aboriginal people have increased over five years in all practice areas, Criminal law remains the largest area accessed; however, increases have also occurred in civil and family law.

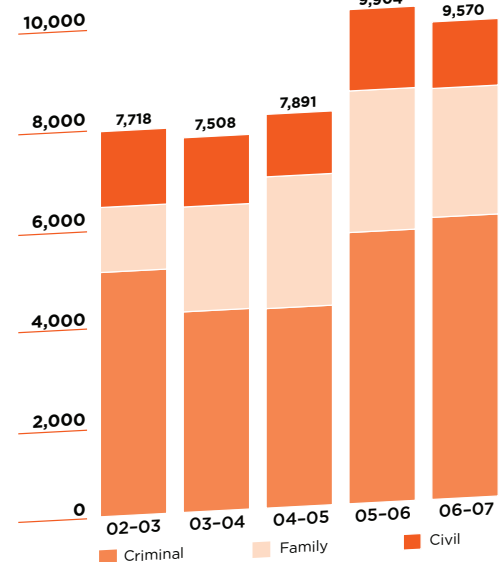


WE SURPASSED OUR TARGET OF 2,000 CONFERENCES

We are assisting growing numbers of clients to resolve their family law disputes without going to court. Our Family Dispute Resolution Service held 2,237 conferences this year and assisted people to reach full or partial agreement in 84.7% of them.



TOTAL OUTREACH SERVICES



COMMUNITY LEGAL EDUCATION SESSIONS ROSE BY 31.3%. THIS IS 19.4% OVER TARGET

Community legal education is integral to Legal Aid NSW's strategy of informing the community of its service and a means by which the community is informed of legal issues and possible ways to resolve them. In five years, our community legal education program has been steady and in the last two years we have achieved a significant increase due to more structured and strategic programs.

A 24% INCREASE IN OUTREACH SERVICES OVER FIVE YEARS

In recognition of the needs of people who live long distances from the nearest Legal Aid NSW office, lawyers from Legal Aid NSW conduct regular visits to towns throughout the State to provide assistance on an 'outreach' basis. The most significant growth is in family law, at 98.2% between 2002-2003 and 2006-2007.