

# Financial report

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LEGAL AID COMMISSION OF NSW  
**Independent Audit Report**

LEGAL AID COMMISSION OF NSW  
**Statement by Members of the Board**



INDEPENDENT AUDIT REPORT

LEGAL AID COMMISSION OF NEW SOUTH WALES

GPO BOX 12  
 SYDNEY NSW 2001

To Members of the New South Wales Parliament

**Audit Opinion**

In my opinion the financial report of the Legal Aid Commission of New South Wales:

- (a) presents fairly the Commission's financial position as at 30 June 2003 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with section 45E of the Public Finance and Audit Act 1983 (the Act).

The opinion should be read in conjunction with the rest of this report.

**The Chief Executive Officer's Role**

The financial report is the responsibility of the Chief Executive Officer of the Legal Aid Commission of New South Wales. It consists of the statement of financial position, the statement of financial performance, the statement of cash flows, the program statement - expenses and revenues, the summary of compliance with financial directives and the accompanying notes.

**The Auditor's Role and the Audit Scope**

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides reasonable assurance to members of the New South Wales Parliament that the financial report is free of material misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Chief Executive Officer in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does not guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Chief Executive Officer had failed in his reporting obligations.

My opinion does not provide assurance:

- about the future viability of the Legal Aid Commission of New South Wales,
- that the Commission has carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

**Audit Independence**

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

D.A. Jones FCPA  
 Director of Audit  
 SYDNEY  
 20 October 2003

**START OF AUDITED FINANCIAL STATEMENTS**

**Statement by Members of the Board**

Pursuant of Section 41C (1B) of the *Public Finance and Audit Act 1983*, and in accordance with a resolution of the Legal Aid Commission of NSW, we declare on behalf of the Commission that in our opinion:

1. The statements have been prepared in accordance with the provision of the *Public Finance and Audit Act 1983*, the Financial Reporting Code of Budget Dependent General Government Sector Agencies, the applicable clauses of the *Public Finance and Audit Regulation 2000*, and Treasurer's Directions.
2. The accompanying financial statements exhibit a true and fair view of the financial position of the Legal Aid Commission of NSW as at 30 June 2003 and transactions for the year then ended.
3. There are no circumstances that render any particulars included in the financial statements to be misleading or inaccurate.
4. It should be noted that the Commission is required to bring to account as revenue all funds received from the Commonwealth during the year. When these funds are not fully spent, the balance is held for use in subsequent years. In 2002/03 the Commission utilised \$1.959m of these funds to support its Commonwealth aid programs.

Phillip Taylor

**Chairman**

William Grant

**Chief Executive Officer**

17 October 2003

LEGAL AID COMMISSION OF NSW

## Statement of Financial Performance for the Year Ended 30 June 2003

	Notes	Actual 2003 \$'000	Budget 2003 \$'000	Actual 2002 \$'000
<b>Expenses</b>				
Operating Expenses				
Employee related	2(a)	50,516	43,355	46,252
Other operating expenses	2(b)	10,553	10,266	9,011
Maintenance		1,141	1,719	921
Depreciation and amortisation	2(c)	2,232	2,171	1,992
Grants and subsidies	2(d)	12,717	11,988	11,365
Other expenses	2(e)	52,704	52,821	42,711
<b>Total Expenses</b>		<b>129,863</b>	<b>122,320</b>	<b>112,252</b>
Less:				
<b>Retained Revenue</b>				
Sale of goods and services	3(a)	38,393	41,248	38,153
Investment income	3(b)	1,998	1,650	1,497
Grants and contributions	3(c)	21,668	18,955	19,219
Other revenue	3(d)	222	150	331
<b>Total Retained Revenue</b>		<b>62,281</b>	<b>62,003</b>	<b>59,200</b>
<b>Loss on disposal of non-current assets</b>	4	<b>(99)</b>	<b>-</b>	<b>(299)</b>
<b>Net Cost of Services</b>	20	<b>67,681</b>	<b>60,317</b>	<b>53,351</b>
<b>Government Contributions</b>				
Recurrent appropriation	5(a)	62,536	61,230	52,071
Capital appropriation	5(b)	2,147	1,762	1,799
<b>Total Government Contributions</b>		<b>64,683</b>	<b>62,992</b>	<b>53,870</b>
<b>SURPLUS/(DEFICIT) FOR THE YEAR FROM ORDINARY ACTIVITIES</b>		<b>(2,998)</b>	<b>2,675</b>	<b>519</b>
Extraordinary Items		-	-	-
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>(2,998)</b>	<b>2,675</b>	<b>519</b>
<b>TOTAL REVENUES, EXPENSES AND VALUATION ADJUSTMENTS RECOGNISED DIRECTLY IN EQUITY</b>		<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH OWNERS AS OWNERS</b>	16	<b>(2,998)</b>	<b>2,675</b>	<b>519</b>

The accompanying notes form part of these statements

LEGAL AID COMMISSION OF NSW

## Statement of Financial Position as at 30 June 2003

	Notes	Actual 2003 \$'000	Budget 2003 \$'000	Actual 2002 \$'000
<b>ASSETS</b>				
<b>Current Assets</b>				
Cash	10	24,554	23,340	20,251
Receivables	11	3,168	3,686	3,599
Other	13	749	469	628
<b>Total Current Assets</b>		<b>28,471</b>	<b>27,495</b>	<b>24,478</b>
<b>Non-Current Assets</b>				
Receivables	11	2,700	5,790	5,621
Plant and equipment	12	9,293	8,247	7,660
Other	13	-	3,269	3,269
<b>Total Non-Current Assets</b>		<b>11,993</b>	<b>17,306</b>	<b>16,550</b>
<b>Total Assets</b>		<b>40,464</b>	<b>44,801</b>	<b>41,028</b>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Payables	14	14,469	16,983	15,713
Provisions	15	3,280	2,768	2,967
<b>Total Current Liabilities</b>		<b>17,749</b>	<b>19,751</b>	<b>18,680</b>
<b>Non-Current Liabilities</b>				
Payables	14	7	36	36
Provisions	15	10,705	7,338	7,311
<b>Total Non-Current Liabilities</b>		<b>10,712</b>	<b>7,374</b>	<b>7,347</b>
<b>Total Liabilities</b>		<b>28,461</b>	<b>27,125</b>	<b>26,027</b>
<b>Net Assets</b>		<b>12,003</b>	<b>17,676</b>	<b>15,001</b>
<b>EQUITY</b>				
Accumulated Funds	16	12,003	17,676	15,001
<b>Total Equity</b>		<b>12,003</b>	<b>17,676</b>	<b>15,001</b>

The accompanying notes form part of these statements



LEGAL AID COMMISSION OF NSW  
**Statement of Cash Flows for  
the Year Ended 30 June 2003**

	Note	Actual 2003 \$'000	Budget 2003 \$'000	Actual 2002 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>				
<b>Payments</b>				
Employee related		(43,318)	(43,159)	(41,373)
Grants and subsidies		(12,717)	(11,988)	(11,365)
Other		(74,015)	(69,831)	(55,400)
<b>Total Payments</b>		<b>(130,050)</b>	<b>(124,978)</b>	<b>(108,138)</b>
<b>Receipts</b>				
Sale of goods and services		41,550	40,885	38,352
Interest received		1,997	1,650	1,497
Other		30,087	25,298	25,945
<b>Total Receipts</b>		<b>73,634</b>	<b>67,833</b>	<b>65,794</b>
<b>Cash Flows from Government</b>				
Recurrent appropriation		62,536	61,230	52,071
Capital appropriation		2,147	1,762	1,799
<b>Net Cash Flows from Government</b>		<b>64,683</b>	<b>62,992</b>	<b>53,870</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	20	<b>8,267</b>	<b>5,847</b>	<b>11,526</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>				
Proceeds from sale of plant and equipment		32	360	199
Purchase of plant and equipment		(3,996)	(3,118)	(3,272)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(3,964)</b>	<b>(2,758)</b>	<b>(3,073)</b>
<b>NET INCREASE IN CASH</b>		<b>4,303</b>	<b>3,089</b>	<b>8,453</b>
Opening cash and cash equivalents		20,251	20,251	11,798
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	10	<b>24,554</b>	<b>23,340</b>	<b>20,251</b>

The accompanying notes form part of these statements

LEGAL AID COMMISSION OF NSW  
**Program Statement  
Expenses and Revenues for the year ended 30 June 2002**

AGENCY EXPENSES AND REVENUES	Program 1* Family Law		Program 2* Criminal Law		Program 3* Civil Law		Program 4* Community Legal Services		Not Attributable		Total	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
<b>Expenses</b>												
Operating expenses	14,899	13,068	28,400	25,464	6,852	7,414	365	306			50,516	46,252
Employee related	3,564	2,781	5,418	4,787	1,469	1,366	102	77			10,553	9,011
Other operating expenses	360	268	619	517	156	131	6	5			1,141	921
Maintenance	740	589	1,143	1,071	332	318	17	14			2,232	1,992
Depreciation and amortisation							12,717	11,365			12,717	11,365
Grants and subsidies											52,704	42,711
Other Expenses	18,751	14,533	30,793	24,579	3,160	3,599						
<b>Total Expenses</b>	<b>38,314</b>	<b>31,239</b>	<b>66,373</b>	<b>56,418</b>	<b>11,969</b>	<b>12,828</b>	<b>13,207</b>	<b>11,767</b>			<b>129,863</b>	<b>112,252</b>
<b>Retained Revenue</b>												
Sale of goods and services	(32,766)	(29,115)	(3,644)	(4,331)	(1,983)	(4,707)					(38,393)	(38,153)
Investment income	(1,208)	(694)	(481)	(483)	(309)	(320)					(1,998)	(1,497)
Grants and contributions	(1,088)	(855)	(11,844)	(9,841)	(3,046)	(2,955)	(5,637)	(5,568)	(53)		(21,668)	(19,219)
Other revenue	(19)	(42)	(14)	(59)	(25)	(12)	(1)	(1)	(163)	(217)	(222)	(331)
<b>Total Retained Revenue</b>	<b>(35,081)</b>	<b>(30,706)</b>	<b>(15,983)</b>	<b>(14,714)</b>	<b>(5,363)</b>	<b>(7,994)</b>	<b>(5,638)</b>	<b>(5,569)</b>	<b>(216)</b>	<b>(217)</b>	<b>(62,281)</b>	<b>(59,200)</b>
(Gain)/Loss on disposal of non-current assets	27	(7)	13	18	10	19			49	269	99	299
<b>NET COST OF SERVICES</b>	<b>3,260</b>	<b>526</b>	<b>50,403</b>	<b>41,722</b>	<b>6,616</b>	<b>4,853</b>	<b>7,569</b>	<b>6,198</b>	<b>(167)</b>	<b>52</b>	<b>67,681</b>	<b>53,351</b>
Government Contributions **											(64,683)	(53,870)
<b>NET EXPENDITURE/(REVENUE) Extraordinary items</b>	<b>3,260</b>	<b>526</b>	<b>50,403</b>	<b>41,722</b>	<b>6,616</b>	<b>4,853</b>	<b>7,569</b>	<b>6,198</b>	<b>(64,850)</b>	<b>(53,818)</b>	<b>2,998</b>	<b>(519)</b>
<b>NET EXPENDITURE/(REVENUE) FOR THE YEAR</b>	<b>3,260</b>	<b>526</b>	<b>50,403</b>	<b>41,722</b>	<b>6,616</b>	<b>4,853</b>	<b>7,569</b>	<b>6,198</b>	<b>(64,850)</b>	<b>(53,818)</b>	<b>2,998</b>	<b>(519)</b>

\* The name and purpose of each program is summarised in Note 9

\*\* Appropriations are made on an agency basis and not to individual programs. Consequently, government contributions must be included in the 'Not Attributable' column

	2003				2002			
	Recurrent Appropriation \$'000	Expenditure/Net Claim on Consolidated Fund \$'000	Capital Appropriation \$'000	Expenditure/Net Claim on Consolidated Fund \$'000	Recurrent Appropriation \$'000	Expenditure/Net Claim on Consolidated Fund \$'000	Capital Appropriation \$'000	Expenditure/Net Claim on Consolidated Fund \$'000
<b>ORIGINAL BUDGET APPROPRIATION/EXPENDITURE</b> Appropriation Act Additional appropriations S21A PF&AA - special appropriation S24 PF&AA -Transfers of functions between departments S26 PF&AA -Commonwealth specific purpose payments	61,230	61,230	1,762	1,762	50,508	50,508	689	689
<b>OTHER APPROPRIATIONS/EXPENDITURE</b> Treasurer's Advance Section 22 - expenditure for certain works and services Transfers from another agency (section 25 of the Appropriation Act)	556 750 1,306	556 750 1,306	385	385	1,461 102 1,563	1,461 102 1,563	1,219	1,110
<b>Total Appropriations/Expenditure/Net Claim on Consolidated Fund (includes transfer payments)</b>	62,536	62,536	2,147	2,147	52,071	52,071	1,908	1,799
Amount drawn down against Appropriation		62,536		2,147		52,071		1,799
<b>Liability to Consolidated Fund</b>								

Note: The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).

LEGAL AID COMMISSION OF NSW  
**Notes to and forming part of the Financial Report  
 for the Year Ended 30 June 2003**

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**(a) Reporting Entity**

The Legal Aid Commission of NSW (the Commission), as a reporting entity, comprises all the operating activities under the control of the Commission. Transactions relating to the Legal Aid Commission Trust Account and the General Trust Fund are not included in the Statement of Financial Performance, Statement of Financial Position or Statement of Cash Flows of the Commission, as the Commission does not control or use these funds for the achievement of its objectives.

**(b) Basis of Accounting**

The Commission's financial statements are a general purpose financial report which has been prepared on an accruals basis and in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), Urgent Issues Group (UIG) Consensus Views, the requirements of the Public Finance and Audit Act and Regulations, and the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under section 9(2)(n) of the Act.

The Statement of Cash Flows has been prepared using the 'direct method' in accordance with AAS 28 "Statement of Cash Flows" by adjusting items in the Statement of Financial Performance for Non-Cash items.

Where there are inconsistencies between the above requirements, the legislative provisions have prevailed.

In the absence of a specific Accounting Standard, other authoritative pronouncement of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS 6 "Accounting Policies" is considered.

The financial statements are prepared in accordance with the historical cost convention. All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

**(c) Change in Accounting Policy**

The Commission has changed its accounting policy with respect to the recognition of revenue from contributions by legally aided clients. Previously, the Commission utilised a statistical model to estimate the value of contributions made by legally aided clients. In the light of the changing nature of cases undertaken by the Commission, industry practice and the uncertainty of judgements made in Court cases, the Commission will recognise revenue associated with client contributions at the conclusion of a case only when a judgement has been made by a Court with respect to the costs in a particular matter. Refer to Note 1(e)ii, 3(a) & 11.

The change in accounting policy has a one-off effect of a:

- reduction in the Revenue item 'Sale of goods and services' of \$3.181m;
- reduction in the Current Assets item 'Receivables' of \$0.743m;
- reduction in the Non-Current Assets item 'Receivables' of \$2.438m;
- increase in the Expense item 'Other Expenses' of \$0.185m and
- increase in the Current Liability item 'Payables' of \$0.185m.

**(d) Administered Activities**

The Commission does not administer or control any activities on behalf of the Crown Entity.

**(e) Revenue Recognition**

Revenue is recognised when the Commission has control of the good or right to receive, it is probable that the economic benefits will flow to the Commission and the amount of revenue can be measured reliably. Additional comments regarding the accounting policies for the recognition of revenue are discussed below.

**(i) Parliamentary Appropriations and Contributions from other Bodies**

Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as revenues when the agency obtains control over the assets comprising the appropriations and contributions. Control over appropriations and contributions are normally obtained upon the receipt of cash.

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

An exception to the above is when appropriations are unspent at year-end. In this case, the authority to spend money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are now accounted for as liabilities rather than revenue. The Commission had no liability to the Consolidated Fund as at 30 June 2003.

### (ii) Sale of Goods and Services

Revenue from the sale of goods and services comprises contributions by legally aided clients toward the cost of the service provided by the Commission and funding provided by the Commonwealth for the provision of legal assistance to clients under Commonwealth law. Contributions by legally aided clients and the Commonwealth funding are recognised as revenue when the Commission obtains control of the assets that result from them. Refer to Note 1(c).

### (iii) Investment income

Interest revenue from investments with TCorp and deposits with the Commonwealth Bank of Australia is recognised as it accrues.

### (f) Employee Benefits and other provisions

#### (i) Salaries and Wages, Annual Leave, Sick Leave, Accrued Flex Leave and On-costs.

Liabilities for salaries and wages (including non-monetary benefits), annual leave and accrued flex leave are recognised and measured in respect of employees' services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the entitlements accrued in the future.

The outstanding amounts of payroll tax and workers' compensation insurance premiums which are consequential to employment, are recognised as liabilities and expenses where the employee entitlements to which they relate have been recognised. Refer to Note 15.

#### (ii) Accrued salaries and wages – reclassification

As a result of the adoption of Accounting Standard AASB 1044 "Provisions, Contingent Liabilities and Contingent Assets", accrued salaries and wages and on-costs has been reclassified to "payables" instead of "provisions" in the Statement of Financial Position and the related note disclosures, for the current and comparative period. On the face of the Statement of Financial Position and in the notes, reference is now made to "provisions" in place of "employee entitlements and other provisions". Total employee benefits (including accrued salaries and wages) are reconciled in Note 15 "Provisions".

#### (iii) Long Service Leave

Provision has been made for amounts expected to be paid to employees for long service leave based on the employer's liability at balance date. Provision has been made to meet the liability for long service leave entitlements of all employees with a minimum of five years appropriate service, based on the remuneration rates at year-end. In relation to the Australian Accounting Standard AAS 30 "Accounting for Employee Entitlements", the Commission has adopted the nominal or undiscounted method as it is considered that the use of the discounted or present value method would not result in a material difference in the financial statements. Refer to Note 15.

#### (iv) Superannuation

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The Commission's superannuation position is calculated based on economic assumptions determined by the independent actuary, William Mercer Ltd, as advised by the SAS Trustee Corporation. Any variation between the Commission's gross superannuation liability and employer reserve account balance is recognised in the Statement of Financial Position as an unfunded liability or prepaid contribution. Refer to Notes 2(a), 6(i), 13 & 19.

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

### (g) Insurance

The Commission's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past experience.

### (h) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- the amount of GST incurred by the Commission as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

### (i) Acquisition of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Commission. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition. Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable, willing seller in an arm's length transaction. Items of plant and equipment having a purchase cost of more than \$1,000 are capitalised and depreciated over their estimated useful life. Assets of \$1,000 or less that are at risk of theft, are monitored, kept on a register, and treated as an expense in the month of purchase.

### (j) Revaluation of Physical Non-Current Assets

Due to the nature of assets held by the Commission, the written down value of the non-current assets is considered to be representative of the market value of these assets. Most of the Commission's assets are either minor office fitouts, which are being depreciated over the term of the lease or information technology projects. As a result of this, no external revaluation of these assets has been conducted over the 5 year period.

The recoverable amount test has not been applied, as the Commission is a not-for-profit entity whose service potential is not related to the ability to generate cash flows.

### (k) Depreciation of Non-Current Physical Assets

Depreciation is provided for on a straight line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Commission. Leasehold improvements are amortised over the unexpired period of the lease or estimated useful life whichever is the lesser. Contractor's fees relating to the Computer Replacement Project and the E-Lodgement project are capitalised and depreciated at the rate of 20% per annum. The depreciation rate of 7% for motor vehicles is based on historical realisation values. Refer to Notes 1(i), 2(c), & 12.

	%	
Computer Equipment	20	
Contractors Fees relating to Computer	20	
Replacement & E-Lodgement Projects	20	
Office Equipment	15	
Furniture and Fittings	12.5	Or the term of lease
Motor Vehicles	7	

### (l) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated.

### (m) Trust Funds

The Commission receives monies in a trustee capacity for trusts as set out in Note 21. As the Commission performs a custodial role in respect of these monies, and because the monies cannot be used for the achievement of the Commission's own objectives, they are not brought to account in the financial statements.



## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

### (n) Estimated Commitment for Legal Expenditure

An estimate of the net cost of work in progress by external legal practitioners for referred casework undertaken but not invoiced as at balance date has been included as a provision in the financial statements. Refer to Notes 2(e) & 14. The estimated net cost of referred work that is yet to be performed on current grants of aid is disclosed by way of a note. Refer to Note 17(b). An assessment of the future commitment of incomplete in-house cases has not been undertaken as the present costing systems do not allocate costs to individual cases.

### (o) Receivables

Receivables are recognised and carried at the original invoice amount less a provision for any uncollectable debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred.

### (p) Leases

Operating lease payments are charged to the Statement of Financial Performance in the periods in which they are incurred. The Commission does not have any finance leases. Refer to Note 17(c).

### (q) Budgeted amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s 21A, s 24 and/or s 26 of the *Public Finance and Audit Act 1983*.

The budgeted amounts in the Statement of Financial Performance and the Statement of Cash Flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Statement of Financial Position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts ie per the audited financial statements (rather than carried forward estimates). Refer to Note 19.

## 2. EXPENSES

### (a) Employee related expenses comprise the following specific items:

	2003 \$'000	2002 \$'000
Salaries and wages (including recreation leave)	37,715	35,662
Superannuation	8,126	6,723
Long Service Leave	1,932	1,495
Workers' compensation insurance	364	286
Payroll tax	2,379	2,086
<b>Total</b>	<b>50,516</b>	<b>46,252</b>

Salaries and wages include payment of salaries and allowances, leave loading, leave on termination, recreation leave, medical examination costs and redundancy payments.

Salaries and wages expenditure capitalised in 2002/03 was \$0.086m (Nil in 2001/02).

The Commission's Prepaid Superannuation Contributions Reserve (PSCR) for 2002/03 decreased by \$4.127m (\$4.204m in 2001/02) as a result of the actuarial review of the State Authorities Superannuation Board Pooled Fund as at 30 June 2003. The superannuation expense item includes the \$4.127m (\$4.204m in 2001/02) decrement. The decrease of the PSCR is shown as an Individually Significant item. Refer to Notes 1(e)(iii), 6(i), 13, 15 and 19.

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

### (b) Other operating expenses

	2003 \$'000	2002 \$'000
Operating lease rental - minimum lease payments	3,735	3,362
Telephone	589	488
Library resources	479	502
Consultants	175	193
Stationery, stores and provisions	456	387
Computer running costs	613	931
Printing	179	181
Records management	377	282
Travel compensation	496	331
Interpreters' fees (non-case)	212	202
Postage	361	253
Cleaning	146	149
Practicing certificates	139	131
Electricity and gas	148	143
Insurance	99	98
Auditor's remuneration - audit or review of financial reports	88	98
Courier and freight	56	85
Internal audit and audit of Trust Account	32	41
Bad and doubtful debts - Provision adjustment	235	139
Operating lease payments	913	218
Other	1,025	797
<b>Total</b>	<b>10,553</b>	<b>9,011</b>

### (c) Depreciation and amortisation expenses

Fit Out Costs - Office accommodation	1,125	941
Equipment	32	39
Motor Vehicles	47	46
Computer equipment	436	88
Computer Replacement Project	566	840
Low value assets	26	38
<b>Total</b>	<b>2,232</b>	<b>1,992</b>

Refer to Notes 1(j) & 12.

### (d) Grants and Subsidies

Domestic Violence Court Assistance Program	3,132	2,696
Community Legal Centres	9,585	8,669
<b>Total</b>	<b>12,717</b>	<b>11,365</b>

Grants to Community Legal Centres are funded by way of specific Commonwealth and discretionary State funds.

### (e) Other expenses

Solicitor services provided by private practitioners	31,754	24,837
Barrister services provided by private practitioners	14,839	11,571
Disbursements	6,111	6,303
<b>Total</b>	<b>52,704</b>	<b>42,711</b>

Includes a provision for the estimated net cost of work in progress by external legal practitioners who have provided services but not submitted an invoice to the Commission at balance date.

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

	2003 \$'000	2002 \$'000
<b>3. REVENUES</b>		
<b>(a) Sale of goods and services</b>		
Family Law <sup>1</sup>	907	905
Criminal Law <sup>1</sup>	455	525
Civil Law <sup>1</sup>	(1,925)	386
Commonwealth funding <sup>2</sup>	38,956	36,337
<b>Total</b>	<b>38,393</b>	<b>38,153</b>
<b>(b) Investment Income</b>		
Interest on outstanding accounts	130	137
Interest on deposits at call	1,868	1,360
<b>Total</b>	<b>1,998</b>	<b>1,497</b>
<b>(c) Grants and contributions</b>		
Law Society Public Purpose Fund <sup>1</sup>	15,965	13,839
Commonwealth Government Community Legal Centre base grants <sup>2</sup>	4,798	4,802
Other grants and contributions <sup>3</sup>	905	578
<b>Total</b>	<b>21,668</b>	<b>19,219</b>

<sup>1</sup> A change in accounting policy with respect to the recognition of revenue from contributions by legally aided clients has resulted in an overall reduction of \$3.181m in 2002/03. Refer to Note 1(c).

<sup>2</sup> Base funding of \$38.956m (\$36.337m in 2001/02) was received from the Commonwealth Government under the Provision of Legal Assistance Agreement. This is a four-year agreement between the Commission and the Commonwealth that commenced on 1 July 2000. In this the third year of the agreement, expenditure exceeded income by \$1.959m (income exceeded expenditure by \$1.541m in 2001/02).

**(b) Investment Income**  
Interest on outstanding accounts  
Interest on deposits at call

Refer to Notes 1(d)(iii) & 22(c)

**(c) Grants and contributions**  
Law Society Public Purpose Fund<sup>1</sup>  
Commonwealth Government Community Legal Centre base grants<sup>2</sup>  
Other grants and contributions<sup>3</sup>

<sup>1</sup> Law Society Public Purpose Fund.  
This fund provided a grant of \$15.218m (\$13.000m in 2001/02) to provide legal aid services in State matters.

Other specific grants from this fund include:

Environmental Defenders Office	260	260
Public Interest Advocacy Centre	414	414
Expansion of Court assistance to children	73	-
Maintenance of private practitioner services in NW NSW	-	165

<sup>2</sup> \$4.798m in Community Legal Centre (CLC) base grants (\$4.802m in 2001/02) received from the Commonwealth Government were distributed to various CLCs. The amount of the grant to individual CLCs is determined by the Commonwealth.

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

	2003 \$'000	2002 \$'000
<b>3. Other Grants and contributions include:</b>		
• Part of the Commonwealth Government Community Legal Centre base grants used to meet administrative costs	94	92
• Commonwealth Government special purposes funds for refugee matters under separate contract	93	77
• Commonwealth Indigenous People's Primary Dispute Resolution Scheme	313	205
• State Department of Juvenile Justice for the Juvenile Justice Visiting Legal Service	147	144
• State Attorney General's Department Youth Drug Court	60	60
• State Attorney General's Department - to establish and run video conferencing facilities within the Commission	120	-
• State Attorney General's Department - to develop and deliver training to legal practitioners and judicial officers in the MERIT program	25	-
• State Premiers Department - funding for the Commission's Electronic Self Service project	53	-
<b>Total</b>	<b>905</b>	<b>578</b>
<b>(d) Other revenue</b>		
Miscellaneous	222	331
<b>Total</b>	<b>222</b>	<b>331</b>
<b>4. GAIN/(LOSS) ON DISPOSAL OF NON-CURRENT ASSETS</b>		
Proceeds from disposal of plant and equipment	32	199
Less: Written down value of assets disposed	131	498
<b>Net gain/(loss) on disposal of plant and equipment</b>	<b>(99)</b>	<b>(299)</b>
<b>5. APPROPRIATIONS</b>		
<b>(a) Recurrent Appropriations</b>		
Funds were received through the Consolidated Fund (per summary of compliance) to meet operational requirements as follows:		
Total recurrent drawdowns from Treasury (per Summary of Compliance) <sup>1</sup>	62,536	52,071
<b>Total</b>	<b>62,536</b>	<b>52,071</b>
Comprising:		
Recurrent appropriations (per Statement of Financial Performance)	62,536	52,071
<b>Total</b>	<b>62,536</b>	<b>52,071</b>
<sup>1</sup> The Consolidated Fund Appropriation includes State Government's special purpose recurrent funding and other specific schemes.		
<b>(b) Capital Appropriations</b>		
Total capital drawdowns from Treasury (per Summary of Compliance)	2,147	1,799
<b>Total</b>	<b>2,147</b>	<b>1,799</b>
Comprising:		
Capital appropriations (per Statement of Financial Performance)	2,147	1,799
<b>Total</b>	<b>2,147</b>	<b>1,799</b>



## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

	2003 \$'000	2002 \$'000
<b>6. INDIVIDUALLY SIGNIFICANT ITEMS</b>		
(i) The decrease in the Prepaid Superannuation Contribution reserve as at 30 June was taken up as superannuation expense Refer to Notes 1(e)(iii), 2(a), 13, 15 & 19.	4,127	4,204
(ii) The change of accounting policy for Revenue Recognition Refer to Note 1(c).	3,366	-
<b>Total</b>	<b>7,493</b>	<b>4,204</b>

### 7. ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE ENTITLEMENTS AND OTHER LIABILITIES

There are no liabilities and/or expenses that have been assumed by the Crown Entity or other government agencies.

### 8. TRANSFER PAYMENTS

The Commission did not have any transfer payments in 2002/03.

### 9. PROGRAMS/ACTIVITIES OF THE COMMISSION

#### Program 1

Legal Aid and Other Legal Services for Eligible Persons in Disputes Arising from Family Relationships

*Objective:*

To provide legal services for eligible persons under Commonwealth Family law and relevant State legislation.  
To promote the role of alternative dispute resolution in family law matters.

#### Program 2

Legal Aid and Other Legal Services for Eligible Persons in Criminal Law Matters

*Objective:*

To provide legal services for eligible persons in relation to criminal charges, including domestic violence.

#### Program 3

Legal Aid and Other Legal Services for Eligible Persons in Civil Law Matters

*Objective:*

To provide legal services for eligible persons in civil law matters that fall within Commission guidelines.

#### Program 4

Funding for Community Legal Centres and Other Community Legal Services

*Objective:*

To provide community based legal services in generalist and specialised legal areas. To provide court assistance and other support to female victims of domestic violence. To undertake community legal education and provide advice to the socially and economically disadvantaged.

### 10. CURRENT ASSETS - CASH

	2003 \$'000	2002 \$'000
Cash at bank and on hand	1,553	3,290
Deposits at call and short term	23,001	16,961
<b>Total Cash</b>	<b>24,554</b>	<b>20,251</b>

Refer to Notes 22(a) & 22(c).

For the purposes of the Statement of Cash Flows, cash includes cash on hand, cash at bank and deposits on call and short term.

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

	2003 \$'000	2002 \$'000
Cash assets recognised in the Statement of Financial Position are reconciled to the cash at the end of the financial year as shown in the Statement of Cash Flows as follows:		
Cash (per Statement of Financial Position)	24,554	20,251
<b>Closing Cash and Cash Equivalents (per Statement of Cash Flows)</b>	<b>24,554</b>	<b>20,251</b>

### 11. CURRENT/NON-CURRENT ASSETS - RECEIVABLES

#### Current

Client contributions/recoveries receivable	1,400	1,203
Less: Provision for doubtful debts	339	286
	1,061	917
Other debtors	269	137
GST recoverable from Australian Taxation Office	1,838	1,802
Estimated receivables on legal matters in progress <sup>1</sup>	-	743
<b>Total Current</b>	<b>3,168</b>	<b>3,599</b>

#### Non-Current

Client contributions/recoveries receivable	4,228	4,751
Less: Provision for doubtful debts	1,528	1,568
	2,700	3,183
Estimated receivables on legal matters in progress <sup>1</sup>	-	2,438
<b>Total Non-Current</b>	<b>2,700</b>	<b>5,621</b>

<sup>1</sup> Following a change of accounting policy the Commission will now recognise revenue associated with client contributions at the conclusion of a case only when a judgement has been made by a Court with respect to the costs in a particular matter. Refer to Note 1(c).

Client contributions/recoveries receivable (both current and non-current) in the amount of \$3.683m (\$3.934m in 2001/02) are secured by way of caveat.

### 12. NON-CURRENT ASSETS - PLANT AND EQUIPMENT

#### Plant and Equipment

At Cost	20,423	17,558
Less: Accumulated Depreciation at Cost	11,130	9,898
<b>Total Plant and Equipment At Net Book Value</b>	<b>9,293</b>	<b>7,660</b>

Refer Notes 1(j) & 2(c).

#### Reconciliations

Reconciliations of the carrying amounts of plant and equipment at the beginning and end of the current and previous financial year are set out below.

#### Plant and Equipment

<b>Carrying amount at start of year</b>	7,660	6,878
Additions	3,996	3,272
Disposals	(1,131)	(1,870)
Depreciation expense	(2,232)	(1,992)
Write back on disposal	1,000	1,372
<b>Carrying amount at end of year</b>	<b>9,293</b>	<b>7,660</b>

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

		2003 \$'000	2002 \$'000
The Commission continues to derive service potential and economic benefits from the following fully depreciated assets:			
Number of Items	Description		
83	Computer Replacement Project	1,433	1,148
27	Fit Out - Office Accommodation	673	673
7	Other Computer & Related	18	82
41	Office Equipment	138	120
886	Low Value Assets	229	228
<b>1,044</b>	<b>Total</b>	<b>2,491</b>	<b>2,251</b>

### 13. CURRENT/NON-CURRENT ASSETS - OTHER

#### Current

Prepayments - Other	749	628
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<b>Total Current</b>	<b>749</b>	<b>628</b>
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#### Non-Current

Prepaid Superannuation Contributions Reserve <sup>1</sup>	-	3,269
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<b>Total Non-Current</b>	<b>-</b>	<b>3,269</b>
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<sup>1</sup> Represents the balance of the Prepaid Superannuation Contributions Reserve held by the SAS Trustee Corporation (STC). The Prepaid Superannuation Contributions Reserve includes interest earned by the reserve. Refer to Notes 1(e)(iii), 2(a), 6(i), 15 & 19.

### 14. CURRENT/NON-CURRENT LIABILITIES - PAYABLES

#### Current

Accrued salaries, wages and on-costs	1,334	1,112
Legal	2,692	5,311
Administrative	1,551	1,776
Prepaid grants received	159	346
Provision for estimated legal expenses <sup>1</sup>	8,733	7,168

<b>Total Current</b>	<b>14,469</b>	<b>15,713</b>
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#### Non-Current

Legal	-	10
Provision for estimated legal expenses <sup>1</sup>	7	26

<b>Total Non-Current</b>	<b>7</b>	<b>36</b>
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<sup>1</sup> Being provision for the estimated net cost of work in progress by external legal practitioners who have not submitted an invoice to the Commission at balance date. The allocation between current and non-current is system generated, based on the experience of payment of accounts within 1 year and over 1 year of the work done by external legal practitioners. Refer to Notes 1(m) & 2(e).

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

	2003 \$'000	2002 \$'000
<b>15. CURRENT/NON-CURRENT LIABILITIES - PROVISIONS</b>		
<b>Current</b>		
<b>Employee benefits and related on-costs</b>		
Provision for recreation leave	2,483	1,758
Provision for long service leave	401	671
Provision for related on-costs	396	538
<b>Total Current</b>	<b>3,280</b>	<b>2,967</b>
<b>Non-Current</b>		
<b>Employee benefits and related on-costs</b>		
Provision for recreation leave	1,199	1,077
Provision for long service leave	7,448	5,828
Provision for related on-costs	1,200	406
	<b>9,847</b>	<b>7,311</b>
<b>Other Provisions</b>		
Superannuation liability funding deficiency <sup>1</sup>	858	-
	<b>858</b>	<b>-</b>
<b>Total Non-Current</b>	<b>10,705</b>	<b>7,311</b>
<b>Aggregate employee benefits and related on-costs</b>		
Provisions - current	3,280	2,967
Provisions - non-current	9,847	7,311
Accrued salaries, wages and on-costs (Note 14)	1,334	1,112
	<b>14,461</b>	<b>11,390</b>

<sup>1</sup> Represents the balance of the Prepaid Superannuation Contributions Reserve held by the SAS Trustee Corporation (STC). The Prepaid Superannuation Contributions Reserve includes interest earned by the reserve. Refer to Notes 1(e)(iii), 2(a), 6(i), 13 & 19.

The position of the superannuation funds at 30 June 2003 is as follows:

	SASS Employer's Reserve \$'000	SANCS Reserve \$'000	SSS Employer's Reserve \$'000	Total \$'000
Accrued Liability	7,286	2,867	21,472	31,625
Less: Estimated Reserve Account				
Closing Balance as at 30/06/03	5,987	2,886	21,894	30,767
<b>Prepaid Contributions as at 30/06/03</b>	<b>(1,299)</b>	<b>19</b>	<b>422</b>	<b>(858)</b>

The calculation of SSS, SASS and SANCS liabilities is based on the requirements of AAS25. The SAS Trustee Corporation advised the financial assumptions applied by the Actuary, William Mercer Ltd, for the calculations are:

	2003/04 %	2004/05 %	2005/06 %
Rate of investment return	7.0	7.0	7.0
Rate of Salary increase	4.0	4.0	4.0
Rate of increase in CPI	2.5	2.5	2.5

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

	2003 \$'000	2002 \$'000
<b>16. CHANGES IN EQUITY</b>		
<b>Accumulated Funds</b>		
Balance at the beginning of the financial year	15,001	14,482
(Deficit)/Surplus for the year	(2,998)	519
<b>Balance at the end of the financial year</b>	<b>12,003</b>	<b>15,001</b>
<b>17. COMMITMENTS FOR EXPENDITURE</b>		
<b>(a) Capital Commitments</b>		
Aggregate capital expenditure contracted for at balance date and not provided for in the financial statements:		
Not later than one year - including GST	49	84
<b>Total</b>	<b>49</b>	<b>84</b>
<b>(b) Other Expenditure Commitments</b>		
Aggregate other expenditure contracted for at balance date and not provided for in the financial statements:		
<b>Not later than one year</b>		
Redundancy commitments <sup>1</sup>	-	374
Outstanding purchase orders <sup>2</sup>	66	186
Estimated future net commitment of external legal services <sup>2,3</sup>	38,184	28,640
<b>Later than one year and not later than 5 years</b>		
Estimated future net commitment of external legal services <sup>2,3</sup>	7,513	5,235
<b>Total</b>	<b>45,763</b>	<b>34,435</b>
<b>(c) Operating Lease Commitments</b>		
Future non-cancellable operating lease rentals not provided for and payable:		
Not later than one year	5,444	4,650
Later than one year and not later than 5 years	7,788	8,585
Later than 5 years	74	-
<b>Total (including GST)</b>	<b>13,306</b>	<b>13,235</b>

Refer to Note 1(o).

The above operating lease commitments relate to the rental of office accommodation and supply of computer hardware.

### 18. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

The Commission has no contingent liabilities in 2002/03.

Amounts of \$0.004m, \$4.160m and \$1.298m (2001/02 \$0.008m, \$3.184m and \$1.203m) for Capital, Other Expenditure and Operating Lease Commitments respectively, represent the Contingent Asset GST recoverable from the Australian Taxation Office (ATO) when the items included in Commitments for Expenditure are paid (Refer to Note 17).

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

### 19. BUDGET REVIEW

#### Budget Overview

The Commission's 2002/03 overall budget position was affected by:

- a non-cash adjustment of \$4.127m in the value of prepaid Superannuation Contribution Reserve held by the SAS Trustee Corporation. Refer notes 1(e)(iii), 2(a), 6(i), 13 & 15.
- an increase in long service leave and related on-costs from adopting the present value methodology of calculating the liability.
- a one-off effect of \$3.366m resulting from a change in accounting policy with respect to the recognition of revenue from contributions by legally aided clients.

Refer notes 1(c), 3(a) & 6(ii)

#### Statement of Financial Performance

##### Net Cost of Services

The Net Cost of Services was over budget by \$7.364m or 12.2% due primarily to:

- Employee Related expenditure exceeding budget by \$7.161m due mainly to a \$4.127m change in the Commission's future liability for superannuation and \$3.021m from increased employee benefits and related on-costs, most of which result from applying present value methodology to the calculation of long service leave and related on-costs.
- additional grants expended on the Domestic Violence Court Assistance Program and Community Legal Centres to provide for salary increases to workers employed under the Social and Community Services Award.
- a one-off effect of \$3.366m resulting from a change in accounting policy with respect to the recognition of future revenue from contributions by legally aided clients.
- an increase of \$2.218m in grants received from The Law Society Public Purpose Fund providing for increased private practitioner fees.
- an increase of \$0.348m in investment income resulting from higher average cash balances held during the year.

##### Recurrent Appropriation

The variation of \$1.306m or 2.1% reflects increased funding from the State Government during 2002/03 to provide for:

- a salary increase for workers employed under the Social and Community Services Award (\$0.750m),
- recurrent costs of the new Dubbo office of the Commission (\$0.500m),
- funding of the Parramatta Drug Court extension (\$0.056m).

##### Capital Appropriation

The variation of \$0.385m or 21.9% reflects increased funding from the State Government during 2002/03 to provide for capital works at the Dubbo office of the Commission (\$0.385m).

#### Statement of Financial Position

##### Assets and Liabilities

##### Current Assets

###### Cash - \$1.214m or 5% over budget

The variation is mainly due to underexpenditure in the Commonwealth program.

Receivables - \$0.518m or 14% under budget

The reduction in receivables reflects, mainly, a change in accounting policy with respect to the recognition of revenue from contributions by legally aided clients. Refer Note 1(c).

##### Non-Current Assets

###### Receivables - \$3.090m or 53% under budget

The reduction in receivables reflects, mainly, a change in accounting policy with respect to the recognition of revenue from contributions by legally aided clients. Refer Note 1(c).

###### Plant and equipment - \$1.046m or 13% over budget

The increase reflects additional capital works at the Dubbo office of the Commission (\$0.385m) funded by the State Government and additional fitout costs relating to other regional offices.



## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

Other - \$3.269m or 100% under budget

The reduction reflects the reduction of the Prepaid Superannuation Contributions Reserve of \$3.269m as at 30 June 2002 to nil at 30 June 2003.

### Current Liabilities

*Payables - \$2.514m or 15% under budget*

The variation is due to:

- an increase in the value of assigned work undertaken by private legal practitioners but not invoiced at balance date.
- a decrease in the value of claims received but not paid.
- the GST component of the accruals for 2002/03 has been included

### Non-Current Liabilities

*Provisions - \$3.367m or 46% over budget*

The variation is due to:

- increased employee benefits and related on-costs, most of which result from applying present value methodology to the calculation of long service leave and related on-costs.
- a deficiency in the funding of employee superannuation benefits as at 30 June 2003.

### Statement of Cash Flows

#### Cash Flows from Operating Activities

##### Payments

*Other - \$4.176m or 6% over budget*

The variation reflects

- an increase in the value of claims received and paid at year-end.
- the payment of GST to suppliers, which was not fully reflected in the budget.

##### Receipts

*Other - \$4.789m or 19% over budget*

The variation is mainly due to the refund of GST from the Australian Taxation Office, which was not fully reflected in the budget.

#### Cash Flows from Government

*Recurrent Appropriation - \$1.306m or 2% over budget*

Reflects increased funding from the State Government during 2002/03 to provide for:

- a salary increase for workers employed under the Social and Community Services Award (\$0.750m),
- recurrent costs of the new Dubbo office of the Commission (\$0.500m),
- funding of the Parramatta Drug Court extension (\$0.056m).

#### Cash Flows from Operating Activities

*Purchase of plant and equipment - \$0.878m or 28% over budget.*

The increase reflects additional capital works at the Dubbo office of the Commission (\$0.385m) funded by the State Government and additional fitout costs relating to other offices of the Commission.

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

	2003 \$'000	2002 \$'000
<b>20. RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET COST OF SERVICES</b>		
Reconciliation of cash flows from operating activities to the net cost of services as reported in the Statement of Financial Performance:		
Net cash used on operating activities	(8,267)	(11,526)
Cash flows from Government/Appropriations	64,683	53,870
Depreciation	2,232	1,992
(Increase)/decrease in provision for doubtful debts	(53)	2
Increase in provisions	3,707	675
Decrease in prepayments and other assets	6,553	4,360
(Decrease)/increase in creditors	(1,273)	3,679
Net loss/(gain) on disposal of plant and equipment	99	299
<b>Net cost of services</b>	<b>67,681</b>	<b>53,351</b>
<b>21. TRUST FUNDS</b>		
The Commission administers, but does not control the funds in the following trusts:		
Legal Aid Commission General Trust Fund <sup>1</sup>		
Cash balance at the beginning of the financial year	391	149
Add: Receipts	132	267
Less: Expenditure	79	25
<b>Cash balance at the end of the reporting period</b>	<b>444</b>	<b>391</b>
Legal Aid Commission Trust Account <sup>2</sup>		
Cash balance at the beginning of the financial year	559	307
Add: Receipts	803	1,309
Less: Expenditure	1,135	1,057
<b>Cash balance at the end of the reporting period</b>	<b>227</b>	<b>559</b>

As the Commission performs only a custodial role in respect of trust monies, and because the monies cannot be used for the achievement of its objectives, that is the definition criteria for assets is not met, trust funds are not brought to account in the financial statements, but are included here for information purposes. Refer to Note 1(i).

<sup>1</sup> Legal Aid Commission General Trust Fund

Pursuant to Section 63(3) of the *Legal Aid Commission Act 1979*, a separate account is maintained for verdict and settlement moneys held on behalf of legally aided persons represented by private practitioners, substantially in the civil law program. The Commission may recover some costs upon finalisation of these matters.

<sup>2</sup> Legal Aid Commission Trust Account

Pursuant to Section 64A of the *Legal Aid Commission Act 1979*, a Legal Aid Commission Trust Account is maintained for verdict and settlement moneys held on behalf of legally aided persons represented by Commission in-house practitioners. The Commission may recover some costs upon finalisation of these matters.

## Notes to and forming part of the Financial Report for the Year Ended 30 June 2003

### 22. FINANCIAL INSTRUMENTS

#### (a) Cash

Cash comprises cash on hand and Commission funds that are held in advance accounts, the general operating bank account and deposits on call with TCorp. Interest is earned on the daily balances of the bank accounts and deposits on call with TCorp. Refer to Notes 10, & 22(c).

#### (b) Receivables

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Debts, which are known to be uncollectable, are written off. A provision for doubtful debts is raised when some doubt as to collection exists. The credit risk is the carrying amount (net of any provision for doubtful debts). Interest is earned on overdue trade debtors' account under section 71A of the *Legal Aid Commission Act 1979* as amended. The carrying amount approximates net fair value.

#### (c) Authority Deposits

The Commission has placed funds on deposit with TCorp, which has been rated "AAA" by Standard and Poors. These deposits are similar to money market or bank deposits and can be placed "at call" or for a fixed term. The interest rate payable by TCorp is negotiated initially and is fixed for the term of the deposit.

	2003 Carrying Amount \$'000	2003 Net Fair Value \$'000	2002 Carrying Amount \$'000	2002 Net Fair Value \$'000
At call	8,001	8,001	6,981	6,961
Less than one year	15,000	15,000	10,000	10,000
one to five years	-	-	-	-
greater than five years	-	-	-	-
<b>Total</b>	<b>23,001</b>	<b>23,001</b>	<b>16,981</b>	<b>16,961</b>

The deposits at balance date were earning an average interest rate of 4.76% (2001/02 4.76%), while over the year the average interest rate was 4.79% (2001/02 4.57%) on a weighted average balance during the year of \$36.933m (2001/02 \$27.488m).

#### (d) Bank Overdraft

The Commission does not have a bank overdraft facility.

#### (e) Trade Creditors and Accruals

The liabilities are recognised for amounts due to be paid in the future for goods and services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made within 14 days from the date of the receipt of the invoice. The Commission paid no penalty interest for late payment.

### 23. AFTER BALANCE DATE EVENTS

No events have occurred subsequent to balance date, which will materially affect the financial statements

END OF FINANCIAL STATEMENTS

## Other information

### 1 Payment performance

#### (a) Payments to Creditors

The Commission processed 89.58% of invoices received within 30 days during 2002/03 compared to 86.07% in 2001/02.

Period	2003		2002	
	Invoices	%	Invoices	%
Within 30 days	65,669	89.58	53,944	86.07
Over 30 days	7,640	10.42	8,733	13.93
<b>Total</b>	<b>73,309</b>	<b>100.00</b>	<b>62,677</b>	<b>100.00</b>

Creditors aged analysis at the end of each quarter is as follows:

Quarter	Current (ie within due date) \$'000	Less than 30 days overdue \$'000	Between 30 and 60 days overdue \$'000	Between 60 and 90 days overdue \$'000	More than 90 days overdue \$'000
September Quarter	3,390	398	134	72	1,134
December Quarter	2,689	344	158	76	862
March Quarter	2,885	98	58	573	1,145
June Quarter	1,969	97	56	9	561

Accounts paid within 30 days by quarter as follows:

Quarter	Target %			Actual %		Total Amount Paid	
	Target %	Actual %	\$'000	\$'000	\$'000	\$'000	
September Quarter	100.0	88.96	19,649	22,034			
December Quarter	100.0	89.40	20,901	20,173			
March Quarter	100.0	89.23	15,086	17,340			
June Quarter	100.0	90.61	22,942	25,740			

#### (b) Ageing of Unpaid Creditors (Private Practitioners)

Legal creditors at 30 June 2003 and 2002 were aged as follows:

0 – 60 days		61 – 90 days		91 – 120 days		Over 120 days		Total	
2002/03 \$'000	2001/02 \$'000	2002/03 \$'000	2001/02 \$'000	2002/03 \$'000	2001/02 \$'000	2002/03 \$'000	2001/02 \$'000	2002/03 \$'000	2001/02 \$'000
2,066	3,164	56	184	9	290	561	1,682	2,692	5,320
76.8%	59.5%	2.1%	3.5%	0.3%	5.4%	20.8%	31.6%	100%	100%

The above table indicates 76.8% (2001/02 59.5%) of invoices on hand are aged within 60 days of invoice date.

Due to the complexity of some matters, payment of private practitioner accounts may be deferred for a number of reasons, including:

1. The account is not sufficiently detailed and further information has to be obtained from the private practitioner.
2. There is a dispute over whether the work billed for was actually authorised under the terms of the grant of aid.
3. The account has been prepared using an inappropriate scale of fees and has to be amended by the Commission.
4. The private practitioner has rendered an account before a court judgement has been handed down, and assessment of the account has been deferred until judgment, in order to ensure the application of the appropriate scale of fees.
5. The private practitioner has not responded to an inquiry initiated by the Commission as a result of the proceedings, which may finalise in a Section 46 cost recovery.
6. Party/party costs in favour of the legally assisted person have yet to be recovered.

In these circumstances, a large proportion of the "overdue" accounts are not in fact overdue, but deferred. This is especially so in the civil law practice.

## Other information

### 2. Annual Reporting Legislation Requirements

The following information, not disclosed elsewhere in these accounts and reports, is required to be disclosed under annual reporting legislation.

The *Legal Aid Commission Act 1979* prescribes the method by which the Commission is to administer its finances. The Act provides for the establishment of a Legal Aid Fund for legal and administrative payments, and the maintenance of a separate account for monies received for and on behalf of legally assisted persons represented by private practitioners and those represented by Commission solicitors.

#### Funding

A new 4-year agreement between the Commission and the Commonwealth to provide legal aid services in Commonwealth matters commenced from 1/7/00.

The agreement provides annual funding as follows;

Year	\$'000
2000/01	33,719
2001/02	36,337
2002/03	38,956
2003/04	41,574
<b>Total</b>	<b>150,586</b>

Refer to Note 3(a).

The State Government provides annual funding for State based matters from the Consolidated Fund and for capital projects including the progressive upgrade of the Commissions information systems.

An annual contribution is also received from the Public Purpose Fund for State based matters. Refer to Note 3(c).

Certain clients utilising legal aid contribute to the cost of their representation. Refer to 3(a).

#### Audit Remuneration

	2003 \$'000	2002 \$'000
Audit fees comprise		
Deloitte Touche Tohmatsu	39	39
Audit Office of NSW	79	98
Thomas Davis	2	2
<b>Total</b> (Refer to Note 2(b).)	<b>120</b>	<b>139</b>

#### Consultants

Amounts paid to consultants during the year totalled \$0.175m (2001/02 \$0.193m).

	2003		2002	
	Number	\$'000	Number	\$'000
(a) Consultancies costing more than \$30,000	2	127	1	130
(b) Consultancies costing less than \$30,000 individually	3	48	10	63
<b>Total</b> Refer to Note 2(b)	<b>5</b>	<b>175</b>	<b>11</b>	<b>193</b>

#### Charitable and Deductible Gift Recipient Institution

The Commission is a Charitable Institution and a Deductible Gift Recipient institution under The New Tax System. Gifts to the Commission of monies or property with a value of \$2, or more, may be claimed by the donor as a tax deduction.

#### Unclaimed Monies

Pursuant to Section 14 of the Public Finance and Audit Act 1983, all unclaimed monies are forwarded to the Treasury for credit to the Consolidated Fund and are available for refund from that account. No unclaimed amounts have been held in the accounts of the Legal Aid Commission.

## Other information

### Risk Management

The Commission maintains insurance policies for motor vehicles, workers compensation, miscellaneous, property and liability with the NSW Treasury Managed Fund.

The 2002/03 premiums for workers compensation insurance increased by 48.7% to \$310,920 (2001/02 \$209,118), whilst the premium for motor vehicles increased by 5.6% to \$26,500 (2001/02 \$25,097). The premiums were based on a mixture of claims experience benchmarks for similar organisations and a premium incentive system.

### Worker's Compensation

The cost incurred to 30 June of new claims reported in 2002/03 was \$116,931 (2001/02 \$41,530), a increase of \$75,401 over 2001/02. The number of claims increased from 21 in 2001/02 to 23 in 2002/03.

There were 3 stress related claims amounting to \$45,446 or 39% of the value of workers compensation claims incurred in 2002/03 compared to 4 claims amounting to \$21,769 or 52% of the value of claims incurred in 2001/02. There were 12 Fall/Slip and Body Stress related claims amounting to \$50,954 in 2002/03 compared to 11 claims in 2001/02 with a value of \$15,169.

The number of full time equivalent staff (FTE) (on average) for the year was 634, an increase of 68 from 566 in 2001/02. This equates to an average claim cost of \$184 per employee (\$73 in 2001/02).

### Motor Vehicle Claims

The number of claims was 12 in 2002/03 (10 in 2001/02) which incurred a cost of \$20,723 (\$27,210 in 2001/02). The number of vehicles in the Commission fleet increased by 1 to 45 in 2002/03 (an increase of 4 to 42 in 2001/02), giving an average claim cost per vehicle of \$461 (\$648 in 2001/02).

### Investment Performance

The Commission is authorised under section 65 of The Legal Aid Commission Act 1979 to invest funds that are not immediately required. The avenues of investment are restricted to any securities approved by the Treasurer on the recommendation of the Minister.

During 2002/03 the Commission invested its available funds in the Treasury Corporation's 11am call account. The average yield for this account was 4.70% (2001/02 : 4.47%). Since November 2000, the Commission invested available funds in 30 days Fixed Term deposits with the Treasury Corporation. The average yield from this deposit was 4.83% (2001/02 : 4.56%). The Commission provides for its daily expenditure needs via an on call account which is domiciled with the Commonwealth Bank of Australia. The average yield obtained from this account was 4.25% (2001/02 : 4.02%).

Income of \$1.998m was derived from the investment of Commission funds during 2002/03 compared to \$1.497m in 2001/02. The variation is due to higher average cash balances held during the year.

#### 2003/04 Budget Estimates

	\$'000
<b>Total Income</b>	<b>136,629</b>
<b>Total Expenditure</b>	<b>141,949</b>
<b>Operating (Deficit)/Surplus</b>	<b>(5,320)</b>



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**PERFORMANCE STATEMENT  
CHIEF EXECUTIVE OFFICER, LEGAL AID COMMISSION OF NSW**

**NAME:** Bill Grant  
**POSITION:** Chief Executive Officer, Legal Aid Commission of NSW (SES 6)  
**PERIOD:** 1 July 2002 to 30 June 2003

Results

During the period 1 July 2002 to 30 June 2003 the Commission, under the direction of Bill Grant, Chief Executive Officer, has undertaken a broad range of new initiatives, many linked to the Commission's 2002-2003 Corporate Plan aimed at expanding client services across the State and improving business performance.

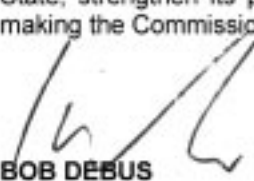
One matter of great significance to the Commission is its strong relationship with private practitioners who undertake legal aid work on behalf of legal aid clients. With funding increases from the State Government and the Public Purpose Fund the Commission has been able to increase its fees for legal aid work across a broad spectrum of work categories.

The Commission's electronic lodgement initiative in family law matters has steadily grown throughout 2002-2003. One hundred percent of the Commission's in-house family law matters are now lodged electronically and forty percent of all applications received from private practitioners are lodged electronically. Over 260 private firms are now registered to lodge their family law applications electronically.

The Commission has greatly expanded its family law services across the State. It has done this by encouraging more private practitioners to undertake legal aid work and by increasing its in-house family law practitioners in a number of its regional offices across the State including Wagga Wagga, Lismore, Tamworth, Gosford and Parramatta. The Commission has piloted a duty law service at the Parramatta Family Court and Federal Magistrates Court which has proved to be very successful. The Commission has also established an office in Nowra providing family law services to the South Coast of NSW.

During 2002-2003 the Commission opened its new office in Dubbo providing a full range of services to Western NSW. Of particular significance is the fact that the Commission now, for the first time, provides a full range of civil law services in Western NSW and the Commission considers that this new office will provide an excellent springboard for enhanced service delivery to its clients and to Aboriginal communities.

During the year, the Commission's Board and staff participated in the development of the Commission's new Corporate Plan for 2003-2004. When implemented the strategies in the new Corporate Plan will further enhance the Commission's delivery of services to its clients across the State, strengthen its partnerships with its justice system partners and continue the process of making the Commission a positive and productive work environment for its staff.

  
**BOB DEBUS**



## Our policies in brief

We have developed a range of policies about who is eligible for legal aid

**The Commission is a state funded body providing legal assistance in matters arising under New South Wales law ("state law"). The Commission has an agreement with the Commonwealth to provide legal assistance in matters arising under Commonwealth law.**

We have a range of policies about who is eligible for legal aid. Advice on these policies is available from all our offices. Our policies help us 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.

### Who makes the policies?

The Board members decide our policies for state law matters. When developing policies they consider the relevant matters including the need for legal aid to be accessible to disadvantaged people and the resources available to the Commission.

The Commonwealth Government decides the priorities and guidelines for Commonwealth law matters.

### What are our policies?

We have four tests which may be used when deciding whether a person is eligible for legal aid:

- Jurisdiction test: looks at the type of case and the area of law of the matter for which aid is sought
- Merit test: looks at whether the case will succeed and other issues
- Means test: looks at the income and assets of the person applying for legal aid and usually also the means of any persons providing financial support to them ('financially associated persons')
- Availability of funds test: legal aid will only be granted if the Commission determines that sufficient funds are available.

### Summary of our policies

The jurisdiction, merit and means tests are summarised below. It is important to note that this is only a summary and that when we make a decision about who gets aid the full policies are used.

### Jurisdiction Test

Areas of law where legal aid is available as at 1 July 2003:

#### Family Law – State Law

- *De facto Relationships Act 1984* matters
- Adoption

#### Family Law – Commonwealth Law

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
- Parenting plans and orders
- Location and recovery orders
- Other orders relating to children
- Injunctions relating to family violence
- Child support
- Child and spousal maintenance
- Divorce in certain circumstances
- Some property matters

#### Civil Law – State Law

- Anti-discrimination cases
- Certain consumer protection matters
- Cases where there is a likelihood that the person will lose his/her home
- Cases involving questions of civil liberties, such as false imprisonment and malicious prosecution
- Public interest environment matters
- Inquests in limited circumstances
- *Protected Estates Act 1983* matters

#### Applicants at special disadvantage

Applicants at special disadvantage may be granted assistance in a wider range of matters, including personal injury, professional negligence and employment matters.

Applicants are at special disadvantage when "proceedings are taken by or for the benefit of a child or a person having substantial difficulty in dealing with the legal system by reason of a substantial psychiatric condition, developmental disability, intellectual impairment or physical disability".

#### Civil Law – Commonwealth Law

Matters arising under a Commonwealth statute limited to:

- A decision affecting the receipt or amount of Commonwealth employees' compensation or a Commonwealth pension, benefit or allowance
- A decision or action by a Commonwealth authority that has a real prospect of affecting a 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 the Commission and the Commonwealth Government)
- Consumer protection

#### Veterans' Pension Matters

Appeals in the Administrative Appeals Tribunal and higher courts from decisions of the Veterans' Review Board about war-caused disability pension entitlement or assessment claims and war-caused death claims under Part II of the *Veterans' Entitlements Act 1986*.

#### Criminal Law – State Law

- In the Local Court for:
- Criminal proceedings commenced by a court attendance notice issued by a police officer where the offence carries a term of imprisonment as an available penalty, or exceptional circumstances exist
  - Criminal proceedings commenced by a court attendance notice issued by a person other than a police officer where there is a real possibility of a term of imprisonment being imposed, or exceptional circumstances exist
  - Committal proceedings
  - Domestic violence proceedings for complainants and, in some limited circumstances, defendants
  - Annulment applications under Part 2 of the *Crimes (Local Courts Appeal and Review) Act 2001*
  - Motor traffic offences, only where there is a real possibility of a term of imprisonment being imposed, or exceptional circumstances exist

In the District, Supreme and High Courts for:

- Indictable matters
- Appeals
- Inquiries under Part 13A of the *Crimes Act 1900* arising from evidence taken at the Police Royal Commission
- Defendants in prosecutions in the Land and Environment Court under environmental protection legislation in some limited circumstances
- Drug Court matters

#### Criminal Law – Commonwealth Law

- Defended charges arising under Commonwealth statute (excluding the *Proceeds of Crime Act 1987*) in certain circumstances
- Pleas of guilty in limited circumstances

#### Mental Health Matters – State Law

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

#### Children's Matters – State and Commonwealth Law

- Children's criminal matters
  - proceedings in the Children's Court
  - committal proceedings
  - sentence matters and trials in the District Court and Supreme Court
  - criminal appeals
  - Drug Court (Youth)
- Children's care matters (children, parents, guardians and others)
  - proceedings in the Children's Court, Supreme Court and High Court
  - proceedings in the Community Services Division of the Administrative Decisions Tribunal
  - proceedings in the Guardianship Tribunal concerning special medical procedures

#### Child Support Matters – Commonwealth Law

Representation and assistance for certain child maintenance/child support matters under *Child Support (Assessment) Act 1989* and *Family Law Act 1975*.

#### Prisoners' Matters – State Law and Commonwealth Law

- Visiting justice proceedings
- Parole Board review hearings
- Life resentencing applications
- Review of segregation directions
- Advice and minor assistance in other matters

### Merit Test

There are two merit tests – one for state law matters and another for Commonwealth law matters.

In applying the merit test for state law

matters, we ask the question: Is it reasonable in all the circumstances to grant legal aid?

Several matters are considered in answering this question. The main ones are:

- The benefit to the applicant if aid is granted or the detriment that the applicant may suffer if aid is refused
- Whether the case has reasonable prospects of success

#### The merit test for Commonwealth law matters has three parts. These are:

- A test of the legal and factual merits – the 'reasonable prospects of success' test
- The 'prudent self-funding litigant' test
- The 'appropriateness of spending limited public legal aid funds' test

#### A merit test applies in:

- Most non-criminal matters (civil law, family law 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 for:

- Criminal law matters (except appeals and Supreme Court Bail applications)
- Children in the Children's Court
- Separate representation of a child in Guardianship Tribunal proceedings for consent to carry out a special medical procedure on the child
- For disabled persons for matters before the Guardianship Tribunal
- Separate representation of children in Family Court proceedings
- Some *Mental Health Act 1990* matters

### Means Test

We apply different means tests depending on the type of matter for which legal aid is sought.

Our means tests are all income and assets tests. Eligibility is determined by assessing the net assessable income (after allowable deductions) and the assets of the applicant and financially associated persons.

The means tests apply to both State and Commonwealth matters.

The means test does NOT apply for:

- 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 and for proceedings in the Supreme Court for prerogative relief or pursuant to the Court's inherent jurisdiction
- Separate representation of a child in Guardianship Tribunal proceedings for consent to carry out a special medical procedure on the child
- 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 to ex-service personnel and their dependents (except for war service pension claims)
- Disabled persons before the Guardianship Tribunal and in Supreme Court appeals
- Drug Court matters

All other matters are means tested.

### Contributions

A person receiving a grant of legal aid is usually required to pay a contribution at the beginning of the case based on their income and assets. If the contribution is greater than the estimated cost of the proceedings, the person is ineligible for aid.

If the person recovers a sum of money or other asset, or if there is a substantial improvement in their financial situation, then they are also usually required to make a contribution at the end of the case.

The final contribution is usually the full cost of the grant of legal aid.

For further details of our policies contact the Legal Policy Unit on (02) 9219 5882 or (02) 9219 5034.

1 July 2003



# Access and Equity Plan

## Includes Ethnic Affairs Priority Statement (EAPS), Disability Plan and NSW Government Action Plan for Women

The Commission's efforts to ensure equitable access to legal services by disadvantaged groups was boosted when in September, 2002 it filled a permanent part-time position dedicated to promoting access and equity in the organisation. The Access and Equity Co-ordinator's role involves developing, monitoring and reporting on strategies to enhance access for people of culturally and linguistically diverse (CALD) backgrounds and people with disabilities.

### Increasing access to Legal Aid for:

#### People from culturally and linguistically diverse (CALD) backgrounds.

The Commission has been identified by the Minister for Community Relations as a 'key agency' in the delivery of services to people from CALD backgrounds. To meet this commitment, we develop and implement an Ethnic Affairs Priority Statement (EAPS) Plan and report on that Plan to the Community Relations Commission.

#### Achievements in 2002–2003

- Across all of the Commission's services, 13.3% of our clients were born in a non-English speaking country and 3.9% were assisted with use of interpreters.
- A permanent part-time Access and Equity Co-ordinator was appointed in September 2002.
- Two new Criminal Law pamphlets – *Are You Pleading Guilty to a Drink Driving Charge* and *Character References* were translated into Chinese, Vietnamese and Arabic.
- The ongoing management of the Community Language Allowance Scheme (CLAS) was reviewed to assist the organisation to better match the language skills of staff to language needs of clients. Currently, 25 staff receive the CLAS allowance and between them cover 15 community languages.
- LAC's most popular pamphlet, *Do you have a legal problem?* was updated in Croatian, Khmer, Serbian, Laotian, Italian and Turkish.
- Regular divorce classes were held across the state, with the assistance of interpreters when necessary.
- A number of advice and community

legal education sessions were conducted with the East Timorese and Thai communities.

- The Family Law Conference included a paper on *Cultural conflict impacting on family law—a Vietnamese perspective*.
- The Women's Domestic Violence Court Assistance Program (WDVCAP) Conference in 2002 covered domestic violence as a child protection issue. It featured workshops in cross-cultural awareness and discussed topics from the perspectives of indigenous and migrant women. As a result of increased funding for specialist worker positions at four schemes, in 2002–2003 a total of 3,052 women from Non English Speaking Backgrounds (NESB) accessed the program compared to 2,757 in 2001–2002.
- Regional offices also worked to actively pursue access and equity outcomes. Some of the highlights included:
  - participating in information days in conjunction with migrant resource centres
  - working with partners such as local council and police cultural liaison officers to increase access to law and legal information for non-English speaking communities.
  - regular advice sessions to the Cambodian and Laotian communities, using a Khmer speaking legal officer.
  - extensive usage of over the phone and face to face professional interpreters at interviews, community legal education sessions and court hearings.

#### Plans for 2003–2004

- The Care and Protection Legal Service (within the Family and Civil Law Division) will translate fact sheets aimed at providing basic information to parents and children involved in the Court's care jurisdiction into 5 major community languages.
- An EAPS-specific intranet site will be developed to hold policies and resources to assist staff to service culturally and linguistically diverse clients. Limited access to the site will be made available to panel solicitors.
- Assistance will be given to Regional Offices to compile demographic profiles of their area using the 2001

ABS Census package located in Head Office.

- The Veterans' Advocacy Service will conduct a workshop at the Vietnam Veterans' Association where participants will include volunteers assisting Vietnamese allied veterans to lodge claims for service pensions.

#### People with a disability

The Commission was advised by the Department of Ageing, Disability and Home Care (DADHC) that a new Disability Action Plan would be required for the 2003–2006 period. Widespread internal and external consultations were conducted to formulate the new three-year Plan, while the current Plan was reviewed and achievements noted.

#### Achievements in 2002–2003

- 6.1% of the Commission's staff reported having a disability, while 2.2% reported requiring workplace adjustment for their disability.
- A proposal was forwarded to include questions about disability in the Commission's paper and electronic application forms, to capture numerically, the number of Legal Aid clients who have a disability. Our paper application forms were modified to capture qualitative data about clients' disabilities and the impact these might have on the running of their case.
- The Care and Protection Legal Service held a conference for inhouse and private solicitors on care and protection issues. A major paper was delivered by the Intellectual Disability Rights Service on the communication and legal issues facing clients with an intellectual disability.
- The Commission held a major conference organised by the Mental Health Advocacy Service and the Law Society of NSW *Opening Doors: Keys to effective mental health advocacy*. The conference was very well attended by both inhouse and private solicitors.
- The Client Assessment and Referral Unit commenced recording the number of clients with disabilities that it provided psychosocial reports for and the impact that disability had on the client's legal circumstances.
- The Veterans' Advocacy Service increased the opportunity for access to services for people with disability by

conducting advice clinics in regional NSW, home visits, hospital and nursing home visits.

- Lawyers undertook training in EEO and anti-discrimination law as part of their Mandatory Continuing Legal Education (MCLE).
- Regional offices also worked to actively pursue access and equity outcomes. Some of the highlights included:
  - providing training workshops to mental health workers at psychiatric hospitals.
  - liaising with non-government organisations that support parents of children with intellectual disabilities.
  - conducting a major test case on behalf of a mentally ill client who suffered injuries whilst an inpatient.
  - all refurbishments and outfitting of new offices have been done with a view to maximising access for people with disabilities.
  - developing or strengthening ties with mental health court liaison services in order to refer clients with severe mental health disorders.

#### Plans for 2003–2004

- a new 3-year Disability Action Plan will be endorsed and implementation will begin on strategies within the Plan.
- a Disability Advisory Group will be formed to oversee the implementation of the Plan and advise the Commission on disability issues generally.
- a disability-specific intranet site will be launched, with policies and resources for inhouse solicitors. The site will also include fact sheets on cross-cultural issues and how these relate to disability. Private lawyers on Commission panels will also have access to this site.
- new training on mental illness issues will be offered to staff and through enhanced databases, better monitoring and reporting of training attended by staff will occur.
- Tamworth Regional Office plans to run workshops for staff of disability support services who increasingly are playing a support role for clients with disabilities who become part of the criminal justice system.

#### Women

The NSW Government Action Plan for Women identifies the Legal Aid Commission as a 'related agency' under the sections: *Violence and Safety* and *Access to Justice and Equity Before the Law*. Accordingly, we reviewed our achievements for the year.

#### Achievements in 2002–2003

- 39.7% of the Commission's clients were women.
- 69% (474 out of 683) of our staff are women.
- Of the 32 Community Legal Centres (CLCs) across NSW funded by Legal Aid, three centres specifically target women: the Domestic Violence Advocacy Service; Wirringa Baiya Aboriginal Women's Legal Centre; and the Women's Legal Resource Centre. Funding administered to these three centres accounts for 17% of the total budget for CLCs.
- 33 Women's Domestic Violence Court Assistance Schemes assisted 30,188 women in courts throughout NSW, an increase of 21.9% on last year. An unfunded Scheme was set up at Orange Court in response to an identified gap. It is a joint initiative between Legal Aid, the Department for Women and the NSW Attorney General, and although presently unfunded, it has been set up under WDVCAP guidelines so that it can easily be incorporated into the Program should funding become available.
- The Veterans' Advocacy Service conducted a seminar in Armidale for ex-service women regarding veterans' entitlements. Women from Armidale, Inverell, Glen Innes and Bingara attended and sought advice regarding disability or war widows' pensions.
- For the second year in a row, family lawyers participated in Women on Wheels, a project co-ordinated by the Department for Women. The group travelled to remote areas in the north west of NSW, providing outreach services to women in remote areas.
- The Child Support Service focussed on providing services to isolated women in western NSW. Operating from the new Dubbo Office, the legal officer travelled extensively, assisting low-income Aboriginal women who had not previously been able to obtain assistance with their child

support issues.

- The Alternative Dispute Resolution (ADR) Unit provided specific training on women, domestic violence issues and power imbalances for its conference mediators at a number of venues across the State.
- Regional offices also worked to actively pursue access and equity outcomes. Highlights included:
  - running regular divorce classes, attended predominantly by women;
  - participating in seminars, information days and show days at a variety of locations, always with a view to taking information and advice to women who may be culturally or geographically isolated;
  - family lawyers regularly taking part in the AVO rosters at local courts;
  - lawyers continuing a long involvement with issues surrounding sexually transmitted debt—an issue impacting significantly on women; and
  - working closely with women's refuges by providing information about family law issues.

#### Plans for 2003–2004

- Wollongong office will make services more accessible to women by holding regular community legal education (CLE) and information days.
- Tamworth will provide advice and assistance to communities beyond Tamworth, specifically targeting women in remote locations and Aboriginal women.
- The 2003 WDVCAP Conference will focus on violence in Aboriginal and Torres Strait Island communities and its effect on indigenous women and children.
- The Women's Domestic Violence Best Practice Project will identify ways to improve service delivery and access for marginalised women.

#### Aboriginal and Torres Strait Islander (ATSI) people

##### Achievements in 2002–2003

- The Aboriginal Justice Advisory Council (AJAC) and Community Justice Centres, in collaboration with the Commission, held a forum in May 2003 to discuss a new approach to dispute settlement for indigenous people.



## Access and Equity Plan cont'd

- Wagga Wagga Legal Aid office signed a Statement of Cooperation with the Coalition of Aboriginal Legal Services. The Statement aims to improve access to legal services for indigenous people.
- Developed protocols for lawyers working in child care matters involving ATSI children and their families.
- The Aboriginal and Torres Strait Islander Family Mediation (ATSIFAM) program being piloted in Dubbo and South West Sydney held 18 mediations in Dubbo and South West Sydney.
- The Veterans' Advocacy Service doubled the number of Aboriginal clients assisted.
- Established a Traineeship Working Party in May 2003 to develop and implement a best practice legal cadetship program for the Commission; employment practices, that acknowledge and value the contribution of Aboriginal and Torres Strait Islander employees, employees with disabilities and employees from culturally and linguistically different backgrounds in all aspects of the organisation; review the Commission's current traineeship arrangements and make recommendations to enable these arrangements to meet best practice.
- Recruited eight Aboriginal/Torres Strait Islander trainees to provide clerical support at Bankstown, Burwood, Dubbo, Gosford, Parramatta, Tamworth and Head Office. Trainees undertook on-the-job clerical training combined with a formal TAFE component of training in Business/Administration Certificate.
- Developed initiatives under an ATSI Justice Plan to provide employment and career opportunities for ATSI people and improve culturally sensitive service delivery to ATSI clients.
- Conducted recruitment action to fill the ATSI Career Development Officer position in the HRM Branch.

### Plans for 2003–2004

- Explore the feasibility of providing an out-of-hours telephone advice service to Aboriginal clients who are in custody.
- Provide outreach family law services to Aboriginal communities in Taree, Kempsey and Port Macquarie which have large indigenous populations.
- Establish a pilot 12 month graduate-at-law program within the Commission and review the ATSI traineeship program with a view to making recommendations for improvements to the program such as establishing paralegal positions, developing a marketing strategy, developing recruitment and selection processes, an induction and training program, and supervision and assessment procedures. The aim is to commence the program in December 2003.

### People in regional and rural areas

#### Achievements in 2002–2003

- Our Child Support Service held regular outreach programs in the Upper Hunter, Central West, Albury, Northern Tablelands, and the far north and far west of the State. Regular outreach services were also established in Bathurst, Cowra, Coonabarabran, Forster, Gilgandra, Kempsey, Mudgee, Parkes, Port Macquarie and Orange.
- Veterans' advocates conducted 25 regional advice clinics across the State. Veterans from Batemans Bay to Lismore and inland from Armidale to Wagga Wagga were targeted during the year.
- By locating new family lawyers in Dubbo, Gosford, Lismore and Tamworth, advice and representation in family law increased by 25%.

### Plans for 2003-2004

- In 2002–2003, a key priority was to identify unmet legal needs across the State with particular focus on regional and isolated areas. In 2003-2004, we will address these needs by employing additional staff in key offices, increasing outreach services and working closely with other legal service providers to implement our Cooperative Service Delivery Model.

### Significant cases and legislative amendments

There were no significant cases relating to the provision of legal aid this year.

No amendments to the *Legal Aid Commission Act 1979* were passed or introduced during 2002–2003.

### Privacy and personal information protection

The *Privacy and Personal Information Protection Act 1998* introduces a set of privacy standards for New South Wales public sector agencies. As required by section 33 of the Act, the Commission has prepared a privacy management plan including policies and practices to ensure compliance with the information protection principles contained in the Act. These principles have been modified through a Privacy Code of Practice for the Legal Aid Commission approved by the Attorney General.

The Commission has received no applications for internal review of its conduct under Part 5 of the *Privacy and Personal Information Protection Act* during the reporting year.

## Freedom of Information Report

### Name of Agency: Legal Aid Commission of NSW

Period: from 1 July 2002 to 30 June 2003

Agency Reference Number: 48

Nil Return: No

Contact Name: David Cox,  
Telephone (02) 9219 5003

The Legal Aid Commission is an "agency" under the *Freedom of Information Act 1989* (the "FOI Act"). As an agency, the Commission is required to publish certain information and to determine requests for access to, or amendment of, information held by the Commission.

In accordance with its obligations under the *FOI Act*, the Commission published its Summary of Affairs in December 2002 and June 2003, and its Statement of Affairs in June 2003.

As in previous years, the Commission received few FOI applications and the administration of the *FOI Act* did not cause any major diversion of the Commission's resources and had no impact on the Commission's activities.

During 2002–2003 the Commission continued to make information about legal aid and other matters available to the public, where possible, free of charge. The Commission also provided specific information without requiring a formal application and application fee.

The Commission provides advice to staff, members of the public and others about the use and application of the *FOI Act*.

FOI Requests	2001–2002			2002–2003		
	Personal	Other	Total	Personal	Other	Total
New (includes transferred in)	4	1	5	6	0	6
Brought forward	0	1	1	0	0	0
Total to be processed	4	2	6	6	0	6
Completed	4	1	5	6	0	6
Transferred out	0	0	0	0	0	0
Withdrawn	0	1	1	0	0	0
Total Processed	4	2	6	6	0	6
Unfinished (Carried Forward)	0	0	0	0	0	0
Results of FOI Requests						
Granted in full	2	0	2	5	0	5
Granted in part	2	1	3	1	0	1
Refused	0	0	0	0	0	0
Deferred	0	0	0	0	0	0
Completed	4	1	5	6	0	6
<b>Ministerial Certificates</b>						
Issued	0	0	0	0	0	0
<b>Amendment of Personal Records</b>						
Requests	0	0	0	0	0	0
<b>Narration of Personal Records</b>						
Requests	0	0	0	0	0	0
<b>Basis of Disallowing or Restricting Access</b>						
Section 19 (Application incomplete, wrongly directed)	0	0	0	0	0	0
Section 22 (Deposit not paid)	0	0	0	0	0	0
Section 22 (Diversion of resources)	0	0	0	0	0	0
Section 25 (1)(a) (Exempt)	2	1	3	0	0	0
Section 25(1)(b),(c),(d) (Otherwise available)	0	0	0	0	0	0
Section 28(1)(b) (Documents not held)	1	0	1	1	0	1
Section 24(2) (Deemed refused – over 21 days)	0	0	0	0	0	0
Section 31(4) (Released to Medical Practitioner)	0	0	0	0	0	1
<b>Total</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>All Completed Requests</b>						
Assessed Costs	\$960	0	\$960	0	0	0
FOI Fees Received	\$255	\$105	\$360	\$105	0	\$105
<b>Type of Discount Allowed</b>						
Public Interest	0	0	0	0	0	0
Financial Hardship Pensioner/Child	3	0	3	5	0	5
Financial Hardship Non Profit Organisation	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>5</b>
<b>Days to Process</b>						
0-21 days	4	0	4	6	0	6
22-35 days	0	0	0	0	0	0
Over 35 days	0	1	1	0	0	0
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>6</b>
<b>Processing Hours</b>						
0-10 hrs	4	1	5	4	0	4
11-20 hrs	0	0	0	2	0	2
21-40 hrs	0	0	0	0	0	0
Over 40 hrs	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>6</b>
<b>Number of requests requiring formal consultation(s)</b>						
	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>	
<b>Reviews and appeals</b>						
Number of internal reviews finalised	0	0		0	0	
Number of Ombudsman reviews finalised	0	0		0	0	
Number of Administrative Decisions	0	0		0	0	
Tribunal appeals finalised	1	1		0	0	
<b>Internal Review Results</b>						
	<b>Personal</b>	<b>Other</b>		<b>Personal</b>	<b>Other</b>	
	<b>Upheld</b>	<b>Varied</b>	<b>Upheld</b>	<b>Upheld</b>	<b>Varied</b>	<b>Upheld</b>
Access refused	0	0	0	0	0	0
Deferred	0	0	0	0	0	0
Exempt matter	0	0	0	0	0	0
Unreasonable charges	0	0	0	0	0	0
Charge unreasonably incurred	0	0	0	0	0	0
Amendment refused	0	0	0	0	0	0
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Legal program operational statistics

### Commission total

#### Legal Program Operational Statistics — Commission total

	2000–2001 <sup>(1)</sup>	2001–2002 <sup>(1)</sup>	% change to previous year	2002–2003	% change to previous year
<b>Case Matters</b>					
Applications Received	32,700	59,274	81.3 %	62,750	5.9 %
Applications Refused	7,468	10,054	34.6 %	8,998	-10.5 %
Inhouse Grants	10,303	32,041	211.0 %	35,350	10.3 %
Assigned Grants	13,590	16,304	20.0 %	17,908	9.8 %
<b>Total Case Grants</b>	<b>23,893</b>	<b>48,345</b>	<b>102.3 %</b>	<b>53,258</b>	<b>10.2 %</b>
Grant Rate	76.2 %	82.8 %	8.7 %	85.5 %	3.3 %
Applications Determined	31,361	58,399	86.2 %	62,256	6.6 %
Applications Undetermined	1,402	920	-34.4 %	518	-43.7 %
Grants Finalised	22,107	41,002	85.5 %	50,114	22.2 %
Current Grants On Hand@Year End	21,086	30,974	46.9 %	36,188	16.8 %
<b>Duty Appearances</b>					
Inhouse Appearances	117,234	59,906	-48.9 %	57,500	-4.0 %
Assigned Appearances	51,496	54,176	5.2 %	53,319	-1.6 %
<b>Total Duty Appearances</b>	<b>168,730</b>	<b>114,082</b>	<b>-32.4 %</b>	<b>110,819</b>	<b>-2.9 %</b>
<b>Other Services</b>					
Advice and Minor Assistance Information	43,515	49,769	14.4 %	64,356	29.3 %
Information	93,853	106,625	13.6 %	131,927	23.7 %
<b>Total Other Services</b>	<b>137,368</b>	<b>156,394</b>	<b>13.9 %</b>	<b>196,283</b>	<b>25.5 %</b>
<b>Total Client Services<sup>(3)</sup></b>	<b>329,991</b>	<b>318,821</b>	<b>-3.4 %</b>	<b>360,360</b>	<b>13.0 %</b>

#### Criminal Law

<b>Case Matters</b>					
Applications Received	18,364	43,455	136.6 %	45,321	4.3 %
Applications Refused	3,041	5,834	91.8 %	4,330	-25.8 %
Inhouse Grants	7,540	29,024	284.9 %	31,675	9.1 %
Assigned Grants	6,980	7,972	14.2 %	8,929	12.0 %
<b>Total Case Grants</b>	<b>14,520</b>	<b>36,996</b>	<b>154.8 %</b>	<b>40,604</b>	<b>9.8 %</b>
Grant Rate	82.7 %	86.4 %	4.5 %	90.4 %	4.6 %
Applications Determined	17,561	42,830	143.9 %	44,934	4.9 %
Applications Undetermined	828	650	-21.5 %	397	-38.9 %
Grants Finalised	13,833	31,884	130.5 %	39,133	22.7 %
Current Grants On Hand @ Year End	11,409	18,428	61.5 %	21,246	15.3 %
<b>Duty Appearances</b>					
Inhouse Appearances	104,435	48,541	-53.5 %	44,881	-7.5 %
Assigned Appearances	41,091	44,668	8.7 %	42,909	-3.9 %
<b>Total Duty Appearances</b>	<b>145,526</b>	<b>93,209</b>	<b>-36.0 %</b>	<b>87,790</b>	<b>-5.8 %</b>
<b>Other Services</b>					
Advice and Minor Assistance Information	9,187	15,458	68.3 %	20,833	34.8 %
Information	22,582	24,904	10.3 %	29,098	16.8 %
<b>Total Other Services</b>	<b>31,769</b>	<b>40,362</b>	<b>27.0 %</b>	<b>49,931</b>	<b>23.7 %</b>
<b>Total Client Services<sup>(3)</sup></b>	<b>191,815</b>	<b>170,567</b>	<b>-11.1 %</b>	<b>178,325</b>	<b>4.5 %</b>

(1) In July 2001, changes to case grant and duty appearance service definitions brought the Commission closer to national legal aid standard service delivery definitions.

(2) Includes Civil Law, Veteran's Advocacy Service and Mental Health Advocacy Service matters.

(3) Includes Grants of Legal Aid, Duty Appearances, Advice and Minor Assistance and Information Services.

## Legal program operational statistics

### Primary Programs

#### Family Law

	2000/2001 <sup>(1)</sup>	2001/2002 <sup>(1)</sup>	% change to previous year	2002/2003	% change to previous year
<b>Case Matters</b>					
Applications Received	12,164	13,769	13.2 %	15,291	11.1 %
Applications Refused	3,510	3,272	-6.8 %	3,689	12.7 %
Inhouse Grants	2,080	2,314	11.2 %	2,949	27.4 %
Assigned Grants	6,199	7,963	28.5 %	8,596	8.0 %
<b>Total Case Grants</b>	<b>8,279</b>	<b>10,277</b>	<b>24.1 %</b>	<b>11,545</b>	<b>12.3 %</b>
Grant Rate	70.2 %	75.9 %	8.0 %	75.8 %	-0.1 %
Applications Determined	11,789	13,549	14.9 %	15,234	12.4 %
Applications Undetermined	407	238	-41.5 %	62	-73.9 %
Grants Finalised	6,716	7,792	16.0 %	9,615	23.4 %
Current Grants On Hand @ Year End	6,686	9,690	44.9 %	12,274	26.7 %
<b>Duty Appearances</b>					
Inhouse Appearances	3,261	1,010	-69.0 %	1,389	37.5 %
Assigned Appearances	4,234	3,849	-9.1 %	3,792	-1.5 %
<b>Total Duty Appearances</b>	<b>7,495</b>	<b>4,859</b>	<b>-35.2 %</b>	<b>5,181</b>	<b>6.6 %</b>
<b>Other Services</b>					
Advice and Minor Assistance Information	20,872	19,929	-4.5 %	24,165	21.3 %
Information	35,241	38,305	8.7 %	42,338	10.5 %
<b>Total Other Services</b>	<b>56,113</b>	<b>58,234</b>	<b>3.8 %</b>	<b>66,503</b>	<b>14.2 %</b>
<b>Total Client Services<sup>(3)</sup></b>	<b>71,887</b>	<b>73,370</b>	<b>2.1 %</b>	<b>83,229</b>	<b>13.4 %</b>

#### Civil Law<sup>(2)</sup>

<b>Case Matters</b>					
Applications Received	2,172	2,050	-5.6 %	2,138	4.3 %
Applications Refused	917	948	3.4 %	979	3.3 %
Inhouse Grants	683	704	3.1 %	727	3.3 %
Assigned Grants	411	368	-10.5 %	382	3.8 %
<b>Total Case Grants</b>	<b>1,094</b>	<b>1,072</b>	<b>-2.0 %</b>	<b>1,109</b>	<b>3.5 %</b>
Grant Rate	54.4 %	53.1 %	-2.4 %	53.1 %	0.1 %
Applications Determined	2,011	2,020	0.4 %	2,088	3.4 %
Applications Undetermined	167	32	-80.8 %	59	84.4 %
Grants Finalised	1,558	1,326	-14.9 %	1,366	3.0 %
Current Grants On Hand@ Year End	2,991	2,856	-4.5 %	2,668	-6.6 %
<b>Duty Appearances</b>					
Inhouse Appearances	9,538	10,355	8.6 %	11,230	8.5 %
Assigned Appearances	6,171	5,659	-8.3 %	6,618	16.9 %
<b>Total Duty Appearances</b>	<b>15,709</b>	<b>16,014</b>	<b>1.9 %</b>	<b>17,848</b>	<b>11.5 %</b>
<b>Other Services</b>					
Advice and Minor Assistance Information	13,456	14,382	6.9 %	19,358	34.6 %
Information	36,030	43,416	20.5 %	60,491	39.3 %
<b>Total Other Services</b>	<b>49,486</b>	<b>57,798</b>	<b>16.8 %</b>	<b>79,849</b>	<b>38.2 %</b>
<b>Total Client Services<sup>(3)</sup></b>	<b>66,289</b>	<b>74,884</b>	<b>13.0 %</b>	<b>98,806</b>	<b>31.9 %</b>

(1) In July 2001, changes to case grant and duty appearance service definitions brought the Commission closer to national legal aid standard service delivery definitions.

(2) Includes Civil Law, Veteran's Advocacy Service and Mental Health Advocacy Service matters.

(3) Includes Grants of Legal Aid, Duty Appearances, Advice and Minor Assistance and Information Services.

# Legal program operational statistics

## Civil Law Sub-Programs

Civil Law					
	2000–2001 <sup>(1)</sup>	2001–2002 <sup>(1)</sup>	% change to previous year	2002–2003	% change to previous year
<b>Case Matters</b>					
Applications Received	1,607	1,514	-5.8%	1,657	9.4%
Applications Refused	856	863	0.8%	946	9.6%
Inhouse Grants	546	492	-9.9%	555	12.8%
Assigned Grants	172	133	-22.7%	161	21.1%
<b>Total Case Grants</b>	<b>718</b>	<b>625</b>	<b>-13.0%</b>	<b>716</b>	<b>14.6%</b>
Grant Rate	45.6%	42.0%	-7.9%	43.1%	2.6%
Applications Determined	1,574	1,488	-5.5%	1,662	11.7%
Applications Undetermined	150	28	-81.3%	48	71.4%
Grants Finalised	1,154	858	-25.6%	988	15.2%
Current Grants On Hand @ Year End	2,241	1,984	-11.5%	1,829	-7.8%
<b>Other Services</b>					
Advice and Minor Assistance	12,033	12,542	4.2%	17,437	39.0%
Information	34,758	42,456	22.1%	59,636	40.5%
<b>Total Other Services</b>	<b>46,791</b>	<b>54,998</b>	<b>17.5%</b>	<b>77,073</b>	<b>40.1%</b>
<b>Total Client Services<sup>(3)</sup></b>	<b>47,509</b>	<b>55,623</b>	<b>17.1%</b>	<b>77,789</b>	<b>39.9%</b>

Veterans' Advocacy Service					
	2000–2001 <sup>(1)</sup>	2001–2002 <sup>(1)</sup>	% change to previous year	2002–2003	% change to previous year
<b>Case Matters</b>					
Applications Received	404	377	-6.7%	343	-9.0%
Applications Refused	45	42	-6.7%	23	-45.2%
Inhouse Grants	111	125	12.6%	140	12.0%
Assigned Grants	222	207	-6.8%	209	1.0%
<b>Total Case Grants</b>	<b>333</b>	<b>332</b>	<b>-0.3%</b>	<b>349</b>	<b>5.1%</b>
Grant Rate	88.1%	88.8%	0.8%	93.8%	5.7%
Applications Determined	378	374	-1.1%	372	-0.5%
Applications Undetermined	15	3	Not Applicable	5	66.7%
Grants Finalised	349	374	7.2%	305	-18.4%
Current Grants On Hand @ Year End	469	514	9.6%	547	6.4%
<b>Other Services</b>					
Advice and Minor Assistance	904	1,229	36.0%	1,694	37.8%
Information	59	42	-28.8%	221	426.2%
<b>Total Other Services</b>	<b>963</b>	<b>1,271</b>	<b>32.0%</b>	<b>1,915</b>	<b>50.7%</b>
<b>Total Client Services<sup>(3)</sup></b>	<b>1,296</b>	<b>1,603</b>	<b>23.7%</b>	<b>2,264</b>	<b>41.2%</b>

(1) In July 2001, changes to case grant and duty appearance service definitions brought the Commission closer to national legal aid standard service delivery definitions.

(3) Includes Grants of Legal Aid, Duty Appearances, Advice and Minor Assistance and Information Services.

Mental Health Advocacy Service					
	2000–2001 <sup>(1)</sup>	2001–2002 <sup>(1)</sup>	% change to previous year	2002–2003	% change to previous year
<b>Case Matters</b>					
Applications Received	161	159	-1.2%	138	-13.2%
Applications Refused	16	43	168.8%	10	-76.7%
Inhouse Grants	26	87	234.6%	32	-63.2%
Assigned Grants	17	28	64.7%	12	-57.1%
<b>Total Case Grants</b>	<b>43</b>	<b>115</b>	<b>167.4%</b>	<b>44</b>	<b>-61.7%</b>
Grant Rate	72.9%	72.8%	-0.1%	81.5%	11.9%
Applications Determined	59	158	167.8%	54	-65.8%
Applications Undetermined	2	1	-50.0%	6	500.0%
Grants Finalised	55	94	70.9%	73	-22.3%
Current Grants On Hand @ Year End	281	358	27.4%	292	-18.4%
<b>Duty Appearances</b>					
Inhouse Appearances	9,538	10,355	8.6%	11,230	8.5%
Assigned Appearances	6,171	5,659	-8.3%	6,618	16.9%
<b>Total Duty Appearances</b>	<b>15,709</b>	<b>16,014</b>	<b>1.9%</b>	<b>17,848</b>	<b>11.5%</b>
<b>Other Services</b>					
Advice and Minor Assistance	519	611	17.7%	227	-62.8%
Information	1,213	918	-24.3%	634	-30.9%
<b>Total Other Services</b>	<b>1,732</b>	<b>1,529</b>	<b>-11.7%</b>	<b>861</b>	<b>-43.7%</b>
<b>Total Client Services<sup>(3)</sup></b>	<b>17,484</b>	<b>17,658</b>	<b>1.0%</b>	<b>18,753</b>	<b>6.2%</b>

## Inhouse and private practitioner allocation of legal work

	Inhouse Practitioner	Inhouse Practitioner%	Private Practitioner	Private Practitioner%	Total
<b>Family Law</b>					
Duty Appearances	1,389	26.8%	3,792	73.2%	5,181
Grants of Legal Aid	2,949	25.5%	8,596	74.5%	11,545
<b>Total</b>	<b>4,338</b>	<b>25.9%</b>	<b>12,388</b>	<b>74.1%</b>	<b>16,726</b>
<b>Criminal Law</b>					
Duty Appearances	44,881	51.1%	42,909	48.9%	87,790
Grants of Legal Aid	31,675	78.0%	8,929	22.0%	40,604
<b>Total</b>	<b>76,556</b>	<b>59.6%</b>	<b>51,838</b>	<b>40.4%</b>	<b>128,394</b>
<b>Civil Law</b>					
Duty Appearances	11,230	62.9%	6,618	37.1%	17,848
Grants of Legal Aid	727	65.6%	382	34.4%	1,109
<b>Total</b>	<b>11,957</b>	<b>63.1%</b>	<b>7,000</b>	<b>36.9%</b>	<b>18,957</b>
<b>Commission Total</b>					
Duty Appearances	57,500	51.9%	53,319	48.1%	110,819
Grants of Legal Aid	35,350	66.4%	17,908	33.6%	53,258
<b>Total</b>	<b>92,850</b>	<b>56.6%</b>	<b>71,227</b>	<b>43.4%</b>	<b>164,077</b>

(1) In July 2001, changes to case grant and duty appearance service definitions brought the Commission closer to national legal aid standard service delivery definitions.

(3) Includes Grants of Legal Aid, Duty Appearances, Advice and Minor Assistance and Information Services.



## Legal program operational statistics

### Commonwealth and State allocation of Legal Aid Services

	State Matter	State Matter%	C'wealth Matter	C'wealth Matter%	Total
<b>Family Law</b>					
Grants	2,657	23.0%	8,888	77.0%	11,545
Duty Appearances	4,316	83.3%	865	16.7%	5,181
Advice & Minor Assistance	2,107	8.7%	22,058	91.3%	24,165
Information Services	6,281	14.8%	36,057	85.2%	42,338
<b>Total</b>	<b>15,361</b>	<b>18.5%</b>	<b>67,868</b>	<b>81.5%</b>	<b>83,229</b>
<b>Criminal Law</b>					
Grants	40,094	98.7%	510	1.3%	40,604
Duty Appearances	87,285	99.4%	505	0.6%	87,790
Advice & Minor Assistance	20,000	96.0%	833	4.0%	20,833
Information Services	25,066	86.1%	4,032	13.9%	29,098
<b>Total</b>	<b>172,445</b>	<b>96.7%</b>	<b>5,880</b>	<b>3.3%</b>	<b>178,325</b>
<b>Civil Law</b>					
Grants	487	43.9%	622	56.1%	1,109
Duty Appearances	17,837	99.9%	11	0.1%	17,848
Advice & Minor Assistance	14,261	73.7%	5,097	26.3%	19,358
Information Services	52,240	86.4%	8,251	13.6%	60,491
<b>Total</b>	<b>84,825</b>	<b>85.9%</b>	<b>13,981</b>	<b>14.1%</b>	<b>98,806</b>
<b>Commission Total</b>					
Grants	43,238	81.2%	10,020	18.8%	53,258
Duty Appearances	109,438	98.8%	1,381	1.2%	110,819
Advice & Minor Assistance	36,368	56.5%	27,988	43.5%	64,356
Information Services	83,587	63.4%	48,340	36.6%	131,927
<b>Total</b>	<b>272,631</b>	<b>75.7%</b>	<b>87,729</b>	<b>24.3%</b>	<b>360,360</b>

## Alternative Dispute Resolution (ADR)

	Family Law Conferencing			Civil Law Conferencing			Total ADR			Latest Year Variation Against Previous Year
	00-01	01-02	02-03	00-01	01-02	02-03	00-01	01-02	02-03	
No. Conferences/Mediations	905	1,402	1,410	5	2	2	910	1,404	1,412	0.6%
Agreements Reached	807	1,259	1,189	3	2	2	810	1,261	1,191	-5.6%
Agreement Rate	89.2%	89.8%	84.3%	60.0%	100.0%	100.0%	89.0%	89.8%	84.3%	-6.1%

## Law reform

### We participated in law reform debates, drawing on staff expertise

#### Civil Law

##### Submissions were made to:

- Senate Legal and Constitutional Legislation Committee (as part of the National Legal Aid submission) on the Australian Human Rights Commission Legislation Bill 2003.
- Department of Fair Trading in relation to draft legislation on unfair contract.
- Human Rights and Equal Opportunity Commission in relation to discrimination against disabled people by insurers in relation to the terms of insurance policies.

Civil lawyers met with representatives of the Consumer Trader Tenancy Tribunal for the Penrith and Parramatta registries and made informal submissions on the operation of the Tribunal.

#### Criminal Law

##### Submissions were made to:

NSW Attorney General's Department on:

- Proposed amendments to the *Criminal Procedure Amendment (Justices and Local Courts) Act 2001*.
- Criminal Procedure Amendment (Community Aid Panels Intervention Program) Regulation, 2003.
- Comments on Legislative Council Standing Committee on Law and Justice Report on Child Sexual Assault Prosecutions.
- Comments on proposals for the introduction of appeal rights on a refusal to grant a re-hearing pursuant to Section 100D.
- Comments on Legal Aid Commission views about a proposal to amend Sections 18 and 19 of the *Crimes (Appeal and Review) Act 2001*.
- Comments on the operation of the NSW Court of Criminal Appeal.
- The availability of certificates under Section 2 of the *Costs in Criminal Cases Act 1967* following a special hearing under Section 19 of the *Mental Health (Criminal Procedure) Act, 1990*.
- The introduction of Commonwealth Legal Aid Guidelines concerning National Security and *Proceeds of Crime Act, 2002* matters.
- Proposed amendments to the *Evidence (Audio and Audio Visual Links) Act 1990*.

- Proposed legislative amendments for consideration by the Criminal Law Review Division.

- Various proposed amendments to the laws relating to sentencing.
- Chief Magistrate on:
  - Comments on draft Practice Note concerning representations for withdrawal and time standards.
  - Comments on draft Practice Note on committals involving co-defendants.
  - Comments on Committal Proceeding Directions by Consent.

- Inspector of the Police Integrity Commission on Inquiry and Report into Police Integrity Commission Practices and Procedures.

- Inspector General of Corrective Services on Comments on Review of the Operation of Department of Corrective Services in relation to its responsibilities to those under its supervision in the community.
- Commonwealth Attorney General's Department on Independent Review of Part 1D of the *Crimes Act 1914*.
- The Honourable Mervyn Finlay, QC on The review of the law of manslaughter in NSW.
- Law Reform Commission on Issues Paper 22, Questioning of Complainants by Unrepresented Accused in Sexual Assault Trials.
- Legislative Council Standing Committee on Social Issues, the Legislative Council on Inquiry into the Equal Age of Consent.

#### Family Law

##### Submissions were made to:

- Chief Justices Committee on Guidelines for the Child's Representative.
- Family Court Review of Family Violence Policies.
- Redrafting of the Rules of the Family Court as part of a National Legal Aid submission.
- Reform of the law relating to Expert Witnesses as part of a National Legal Aid submission.
- Court Advisory Committee's subcommittee on the possibility of AVOs in Children's Court care proceedings.

- Senior Children's Magistrate on the proposal for Practice Directions about Emergency Care and Protection Orders and Assessment Orders.
- Department of Community Services on the proposal for legislative and administrative change regarding Temporary Care Arrangements.

Through our involvement in the Regional Registrar's Advisory Panel and the Child Support Legal Liaison meetings, we have supported the imminent reform to the objection procedure in the *Child Support (Assessment) Act 1989*.

## Community Legal Centres (CLCs) Funding Program Budget 2002–2003

We funded 32 community legal centres across New South Wales

	Commonwealth Funding \$000s	CLSIS* \$000s	State Funding \$000s	Public Purpose Fund \$000s	Centre Total Funding \$000s
1 Blue Mountains CLS	86,202		143,195		229,397
2 Central Coast LC	168,175		18,868	17,500	204,543
3 Combined CLC Group			220,422		220,422
4 Consumer Credit LC	118,713		107,302		226,015
5 Court Support Scheme	28,300		5,775	2,500	36,575
6 Domestic Violence Advocacy Service			344,934		344,934
7 Environmental Defender's Office	80,491		146,438	260,000	486,929
8 Far West CLC	213,498				213,498
9 Hawkesbury/Nepean CLC	118,841		104,374		223,215
10 HIV/AIDS LC	58,044		67,877		125,921
11 Hunter CLC	179,521	1,623	204,731		385,874
12 Illawarra LC	345,502		169,187	17,500	532,188
13 Immigration Advice & Rights Centre	83,704	4,255	192,882		280,841
14 Inner City LC	86,200		130,050		216,250
15 Kingsford LC	145,260		99,530		244,790
16 Macarthur LC	188,699		162,430	17,500	368,629
17 Macquarie LC	133,065		220,270	17,500	370,835
18 Marrickville LC	131,561	523	230,825		362,909
19 Mt Druitt & Area CLC	167,954		18,845		186,799
20 NSW Disability Discrimination LC	234,748	1,332	25,815		261,895
21 North & North West CLS	172,218		34,815		207,033
22 Northern Rivers CLC	168,867		18,943		187,810
23 Public Interest Advocacy Centre	97,873		99,681	414,000	611,553
24 Redfern Legal Centre	133,932		192,262		326,194
25 Shoalcoast CLC	214,701		102,770		317,471
26 South West Sydney LC	168,610		192,039		360,649
27 Tenants' Union of NSW	64,342		98,450		162,791
28 The Aged-care Rights Service	28,949	1,713	1,912		32,573
29 Welfare Rights Centre	194,814		103,242		298,056
30 Western NSW LC	237,826	10,782	26,131		274,739
31 Wirringa Baiya Aboriginal Women's LC			278,238		278,238
32 Women's Legal Resources Centre	727,928		277,231		1,005,159
<b>TOTAL</b>	<b>4,778,534</b>	<b>20,228</b>	<b>4,039,464</b>	<b>746,500</b>	<b>9,584,725</b>

\*Community Legal Service Information System

## Women's Domestic Violence Court Assistance Program (WDVCAP) Budget 2002–2003

We funded 34 WDVCAP schemes in NSW

	Auspice Organisation	Corresponding WDVCAS	Centre Funding* Incl. GST \$000s
1 Bankstown Community Service	Bankstown	Bankstown WDVCAS	74,078.96
2 Blacktown Community Cottage Club Ltd	Blacktown	Blacktown WDVCAS	94,944.47
3 Blue Mountains Community LC	Blue Mountains	Blue Mountains/Lithgow WDVCAS	79,158.07
4 Broken Hill	Broken Hill	Broken Hill WDVCAS	76,178.34
5 Burnside	Hastings	Hastings WDVCAS	52,903.11
6 Burwood Community Welfare Service	Inner West	Inner West WDVCAS	103,389.51
7 Catholic Development Club	Hornsby	Hornsby WDVCAS	50,803.67
8 Central Coast	Central Coast	Central Coast WDVCAS	125,892.32
9 Domestic Violence Advocacy Service	Domestic Violence Advocacy Service	Domestic Violence Advocacy Service	214,632.69
10 Dubbo Women's Housing	Dubbo	Dubbo WDVCAS	102,433.32
11 Eastern Suburbs DV Committee	Waverley	Waverley WDVCAS	80,114.25
12 Edith Edwards Women's Centre	Bourke/Brewarrina	Bourke/Brewarrina WDVCAS	96,130.86
13 Hawkesbury/Nepean Community LC	Hawkesbury	Hawkesbury WDVCAS	60,975.12
14 Hunter Community LC	Hunter	Hunter WDVCAS	135,051.46
15 Kempsey	Kempsey	Kempsey WDVCAS	68,419.95
16 Macarthur LC	Macarthur	Macarthur WDVCAS	96,613.67
17 Macquarie LC	Parramatta/Ryde	Parramatta/Ryde WDVCAS	94,944.47
18 Maitland City Council	Maitland	Maitland WDVCAS	52,903.11
19 Manly/Warringah Women's Resource Centre	Manly - Warringah	Manly - Warringah WDVCAS	80,114.25
20 Manning Valley Neighbourhood Service	Taree	Taree WDVCAS	68,419.95
21 Marrickville LC	Newtown	Newtown WDVCAS	66,320.51
22 Moree Family Support Inc	Moree	Moree WDVCAS	76,178.34
23 Northern Rivers Pilot Cluster Model	Lismore/Northern Rivers	Lismore/Northern Rivers WDVCAS	256,722.90
24 Penrith Women's Health Centre	Penrith/Mt Druitt	Penrith/Mt Druitt WDVCAS	146,835.99
25 Redfern LC	Redfern	Redfern WDVCAS	94,944.47
26 Sister Housing Enterprise Inc	Wagga	Wagga WDVCAS	68,419.95
27 South West Sydney LC	Liverpool/Fairfield	Liverpool/Fairfield WDVCAS	127,607.72
28 Southern Women's Group Inc	Bega	Bega WDVCAS	47,681.90
29 Sutherland Shire Family Support Service	Southern Sydney	Southern Sydney WDVCAS	104,332.46
30 Warrina Women's Children's Refuge	Coffs Harbour	Coffs Harbour WDVCAS	52,903.11
31 Wollongong Women's Info Centre	Illawarra	Illawarra WDVCAS	97,934.07
32 Women's Centre Albury Wodonga Inc	Albury	Albury WDVCAS	52,903.11
33 Women's Shelter Armidale	Armidale	Armidale WDVCAS	63,224.39
34 YWCA Sydney	Nowra	Nowra WDVCAS	68,419.95
<b>TOTAL</b>			<b>3,132,530.42</b>

Legend: LC: Legal Centre

# Staff training and development

Courses conducted 1 July 2002 to 30 June 2003

Course Title	Sessions	Participants
<b>Internal Training Programs</b>		
Aboriginal Awareness	3	27
Corporate Induction Program	3	45
First Aid	2	18
Interpersonal Skills	2	27
Job Analysis	2	26
Job Seeking Follow-up	4	15
Job Seeking Skills	4	33
Management Development Program- Session 1	1	17
Managing Aggressive and Violent Behaviour	1	11
OHS Consultation/Committees	1	14
OHS Induction	3	45
Presentation Skills	2	20
Project Management	1	8
Selection Techniques	3	27
Selection Techniques Refresher	3	15
Social Security Training	1	23
Stress Management	2	28
Telephone Techniques	1	10
Time Management	1	15
Visiting Local Courts	3	35
<b>Subtotal</b>	<b>43</b>	<b>459</b>
<b>Mandatory Continuing Legal Education</b>		
Civil Law Seminars	2	50
Criminal Law Seminars	1	121
Family Law Seminars	5	202
Other Law Seminars	10	260
<b>Subtotal</b>	<b>18</b>	<b>633</b>
<b>Conferences</b>		
Civil Law Conferences	1	47
Criminal Law Conferences	2	218
Family Law Conferences	1	28
OM & SIC Combined	3	42
Office Manager's Conferences	3	20
Solicitor-In-Charge Conferences	3	20
WDVCAAP	1	2
<b>Subtotal</b>	<b>14</b>	<b>377</b>
<b>Total</b>	<b>75</b>	<b>1,469</b>
<b>External Training Programs</b>		
Attendance at external training programs	93	174
Attendance at external seminars	51	105
Attendance at external conferences	10	15
<b>Total</b>	<b>154</b>	<b>294</b>
<b>Information Management and Technology</b>		
LA Office	59	151
LA Office (all other)	24	39
Lawdocs	29	104
E-Lodgement (IM&T run courses)	7	45
E-Lodgement (non IM&T run courses)	4	24
Word	7	31
Excel	24	88
PowerPoint	17	70
Outlook & Intra/Internet	14	70
Internet	9	39
Windows Explorer	7	41
Other	11	44
On-line learning	1	28
External	14	18
<b>Total</b>	<b>227</b>	<b>792</b>
<b>Grants Officer Training</b>		
Criminal Session	60	532
E-Lodgement (Grants Run)	30	532
Family Clinic	60	532
Family Session	90	532
Veterans Session	16	112
<b>Total</b>	<b>256</b>	<b>2,240</b>

# People

Human resource information

## Head Office/Regional EFT Staff as at 30 June 2003

Head Office	381
Regional Offices	253
<b>Total Staff</b>	<b>634</b>

## Effective Full-time EFT Staff as at 30 June 2003

CEO/SES	5
Legal Officers	296
Legal and Admin Support Staff	333
<b>Total</b>	<b>634</b>

## Number of Actual Staff by Employment Basis

Salary Range	Total Staff	Men	Women	ATSI	Minority <sup>(1)</sup>	1st Language not English	PWD <sup>(2)</sup>	PWD requiring work-related adjustment
Permanent Full Time	474	169	305	3	103	80	34	11
Part-time	86	8	78	0	13	9	3	2
Temporary Full Time	90	26	64	7	13	6	2	0
Part-time	28	2	26	0	4	2	3	2
Contract SES	5	4	1	0	0	0	0	0
Non-SES	0	0	0	0	0	0	0	0
Casual	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>683</b>	<b>209</b>	<b>474</b>	<b>10</b>	<b>133</b>	<b>97</b>	<b>42</b>	<b>15</b>

## Number of Actual Staff by Level

Salary Range	Total Staff	Men	Women	ATSI	Minority <sup>(1)</sup>	1st Language not English	PWD <sup>(2)</sup>	PWD requiring work-related adjustment
< \$28,710	9	1	8	5	1	1	1	1
\$28,710-\$37,708	155	13	142	0	30	20	12	4
\$37,709-\$42,156	21	6	15	0	8	6	2	1
\$42,157-\$53,345	123	20	103	3	31	24	4	1
\$53,346-\$68,985	221	83	138	2	36	29	14	4
\$68,986-\$86,231	140	76	64	0	27	17	9	4
> \$86,231 (non SES)	9	6	3	0	0	0	0	0
> \$86,231 (SES)	4	3	1	0	0	0	0	0
\$227,374 (SES 6)	1	1	0	0	0	0	0	0
<b>Total</b>	<b>683</b>	<b>209</b>	<b>474</b>	<b>10</b>	<b>133</b>	<b>97</b>	<b>42</b>	<b>15</b>

## Number of Actual Staff by Area of Work<sup>(3)</sup>

	Head Office	Regional	Total
Legal Officers	153	170	323
Administrative	234	126	360
<b>Total</b>	<b>387</b>	<b>296</b>	<b>683</b>

<sup>(1)</sup>People from racial, ethnic, ethno-religious minority groups.

<sup>(2)</sup>PWD: People with a disability.

<sup>(3)</sup>Does not include leave without pay (LWOP), Maternity LWOP and staff seconded to other agencies where LAC is paying less than 50% of salary.



# Significant committees of the Commission

## Committees that played a significant role during 2002–2003

### Legal Aid Review Committees

Five Legal Aid Review Committees determine appeals which relate to legal aid applications and grants of legal aid.

They consider:

- appeals against refusals of legal aid
- conditions imposed on grants of legal aid
- variations and terminations of grants
- decisions to decline payment of costs ordered against legally assisted clients.

The committees allowed appeals in 154 of submitted matters. The table below shows further details of committee caseload and successful appeals by program areas.

Committee membership as at 30 June 2003:

#### Legal Aid Review Committee No 1

Mr I Linwood, Chairperson, Minister's Nominee (alternates Mr P Anet and Ms W McMichael)

Mr J A McCarthy, QC, Bar Association/Law Society Nominee (alternates Mr P Menzies QC and Mr P Blacket SC)

Ms W Faulkes, Lay Member (alternate Mrs Y Maley)

#### Legal Aid Review Committee No 2

Mr D Norris, Chairperson, Minister's Nominee (alternates Ms C Johnpulle and Ms G Fuller)

Mr D Higgs, SC, Bar Association/Law Society Nominee (alternates Mr W Terracini SC and Ms A Healey)

Mr D Kelly, Lay Member (alternate Dr W Porges)

#### Legal Aid Review Committee No 3

Mr K Garling, Chairperson, Minister's Nominee (alternates Ms M Adofaci and Ms N Johnston)

Mr W Ball, Bar Association/Law Society Nominee (alternates Mr G Walsh and Mr D Scarlett)

Ms T Heness, Lay Member (alternate Mr D Kelly)

#### Family Law Legal Aid Review Committee No 1

Ms D Ward, Chairperson, Minister's Nominee (alternates Ms G Basaglia and Mr B Cantrill)

Mr G Moore, Bar Association/Law Society Nominee (alternates Mr R Schonell and Ms A Rees)

Ms B Smith, Lay Member (alternate Ms R Kusuma)

#### Family Law Legal Aid Review Committee No 2

Mr J McDonnell, Chairperson, Minister's Nominee (alternates Ms A Stanizzo and Ms A Lye)

Mr D Holmes, Bar Association/Law Society Nominee (alternates Mr P Lewis and Ms S Christie)

Ms L Fisher, Lay Member (alternate Ms R Kusuma)

#### Committee Activities 2002–2003

Legal Aid Review Committee No 1 met on 9 occasions and held 5 ad hoc meetings.

Legal Aid Review Committee No 2 met on 7 occasions and held 2 ad hoc meetings.

Legal Aid Review Committee No 3 met on 10 occasions and held 2 ad hoc meetings.

Family Law Committee No 1 met on 11 occasions and held 1 ad hoc meetings.

Family Law Committee No 2 met on 9 occasions and held 1 ad hoc meetings.

### Board Committees

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

In 2002–2003, a range of committees made recommendations to the Board in matters relating to the Commission's operations. In doing that, they each sought the advice of senior staff and considered all relative options as a pre-requisite to framing recommendations to the Commission.

#### Audit and Finance Committee

Made recommendations on accounting, budgetary and financial operations and matters of audit relative to the concerns and operation of the Commission.

*The members are:*

Robert Corben (Chair), Board Member  
Phillip Taylor, Chair of the Board of Members

Bill Grant, CEO, Legal Aid Commission and Board Member

Margaret Brodie, Director Business Services Division, Legal Aid Commission (to April 2003)

Stephen O'Malley, Director Corporate Finance, Legal Aid Commission (from May 2003)

#### Civil Law Sub-Committee

Made recommendations in relation to general law matters.

*The members are:*

Danaë Harvey (Chair), Board Member

Margaret Curran, NSW Law Society

Jane Needham, Bar Association

Chris Whitelaw, Barrister

Frances Gibson, Kingsford Legal Centre

Kim Cull, Director Family and Civil Law Division, Legal Aid Commission

#### Community Legal Centres Funding Sub-Committee

Advised the Board on funding for Community Legal Centres.

*The members are:*

Rev Harry Herbert, Board Member

Janet Loughman

Danaë Harvey, Board Member

Brigid Inder, Director of the Combined Community Legal Centres

Monique Hitter, Client Services Coordinator, Legal Aid Commission

Dennis Roach, Manager CLC Funding, Legal Aid Commission

#### Criminal Law Sub-Committee

Made recommendations in relation to criminal law matters relative to the concerns and operation of the Commission.

*The members are:*

John North (Chair), Board Member

Jack Grahame, Board Member

Brett Thomas, NSW Law Society

Steven Odgers, SC, Bar Association

Doug Humphreys, Director Criminal Law Division, Legal Aid Commission

#### Family Law Sub-Committee

Made recommendations about family law matters regarding the concerns and operation of the Commission.

*The members are:*

Geoff Lindsay, SC (Chair), Board Member

Denese Vale, NSW Law Society

Robert Lethbridge, Bar Association

Catherine Carney, Women's Legal Resources Centre

Kim Cull, Director Family and Civil Division, Legal Aid Commission

#### 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

Ian Temby, QC, Bar Association

Richard Funston, Director Grants Division, Legal Aid Commission

### Advisory Committees

#### Environmental 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:*

Michael Connors, (Chair)

Professor David Farrier, University of Wollongong

Dr Alan Jones, Australian Museum

Professor Ben Boer, University of Sydney

(alternate member)

Associate Professor Paul Adam, University of NSW (alternate member)

Andrew Kelly, University of Wollongong (alternate member)

Lyndsay Brooker, Manager, Policy, Grants Division, Legal Aid Commission

#### Women's Domestic Violence Court Assistance Program Committee

Consulted on the implementation, administration and guidelines of the Program, including funding priorities.

*The members are:*

Vicki Burge, Director Regional and Community Services Legal Aid Commission (until 10/02)

Tracey Corbin-Matchett, Manager WDVCA, Legal Aid Commission (from 12/02)

Monique Hitter, Regional Client Services Coordinator, Legal Aid Commission (from 09/02)

Jacqui Lane, Project Officer WDVCA, Legal Aid Commission (until 09/02)

Sohret Hussein, Project Officer Legal Aid Commission

Genevieve O'Neill, Project Officer Legal Aid Commission

Louise Chambers, WDVCA Network Rep

Lyndal Gowland, WDVCA Network Rep

Daphne Munro, WDVCA Network Rep

Danaë Harvey, Legal Aid Commission Board Member

Zoe Petridis, Department for Women

April Pham, VAW Specialist Unit AG's

Julie Harrison, Local Courts Attorney General's Department

Tony Quigley, Coordinator Domestic Violence Advocacy Service (until 02/03)

### Internal Committees

#### Aboriginal and Torres Strait Islander (ATSI) Justice Plan Committee

Established to examine a range of strategies aimed at improving and expanding Legal Aid services to indigenous people in NSW.

*The members are:*

Bill Grant (Chair): CEO

Carol Logan, Manager, HRM, Business Services Division

Lynne Bruce (Committee assistant)  
Acting Senior Consultant, Personnel and Equity, HRM, Business Services Division

Dennis Roach, Manager, Community Legal Centres

Michelle Crowther, Legal Officer, Criminal Law Section

Kate Escobar, Solicitor in Charge, Bankstown office, Family Law representative

Louise Blazejowska, Executive Officer, Executive

Ellen Downing, Senior Conference Organiser, Alternative Dispute Resolution, Family and Civil Law Division

Barry Cain, ATSI Field Officer, Alternative Dispute Resolution, Family and Civil Law Division

Frances Ralph, ATSI Field Officer, Alternative Dispute Resolution, Family and Civil Law Division

#### Communications Improvement Steering Committee

Advised the CEO on how to improve internal communications.

*The members are:*

Brian Sandland (Chair), Director, Regional and Community Services Division

Neville Brien, Information Management and Technology

Pip Brown, Grants Division

Jennifer Bulkeley, Director, Human Resources Management

Bronwyn Chamberlain, Newcastle office

Wayne Grogan, Wagga Wagga office

Paul Hayes, Fairfield office

John Moratelli, Parramatta office

Tim Smith, Parramatta office

Antony Townsden, Criminal Law Division

Alex Wearne, Family Law Division

#### Equal Employment Opportunity (EEO) Steering Committee

Provided advice to the CEO on strategies to promote EEO within the Commission.

*The members are:*

Richard Funston (Chair), Director Grants Division

## Significant committees of the Commission cont'd

Bronwyn McCutcheon (Executive Officer), HRM, Business Services Division

Lisa Staples (Committee Assistant), HRM, Business Services Division

Sue Emery (PSA representative), Family and Civil Law Division

Kylie O'Neill (PSA representative), Regional and Community Services Division

Sharonne Brainenberg, Family and Civil Law Division and Grants Division

Beth Jarman, Regional and Community Services Division

Julie Morgan, Criminal Law Division and Grants Division

Loris Scahill, Regional and Community Services Division

John Sheldon, Family and Civil Law Division

Bora Touch, Regional and Community Services Division

Elizabeth Watkins, Regional and Community Services Division

Edwina Hunter (Alternate PSA representative), Regional and Community Services Division

Helen Doyle, Grants Division

Atousa Khadem, Family and Civil Law Division

### Information Technology Steering Committee

Provided advice to the CEO on IT strategies within the Commission.

*The members are:*

Doug Humphreys, Director Criminal Law Division (Chair)

Heather Cullen, Manager, Information Management and Technology, Business Services Division

Julie Ausburn, Regional and Community Services Division

Tony Lynch, Criminal Law Division

Mary Whitehead, Grants Division

Alex Colquhoun, Family and Civil Law Division

Greg West, PSA representative

Kylie O'Neill, PSA representative

### Internal Audit Committee

The role of the committee is to assist the Board in fulfilling its responsibilities relating to accounting and reporting practices of the Commission.

*The members are:*

Bill Grant, Chief Executive Officer

Stephen O'Malley, Director, Corporate Finance, Business Services Division

Alan Turner, Manager Regional Operations, Regional and Community Services Division

Richard Kozanecki, Senior Solicitor Indictable, Criminal Law Division

Dora Dimos, Manager Audit, Professional Standards & Panels, Grants Division

Leshia Bubniuk, Coordinator, Family and Civil Law Division

Garry Somerville, Manager Business Planning & Improvement, Business Services Division

### Occupational Health and Safety (OH&S) Committee

In accordance with s18 of the *Occupational Health and Safety Act*, the role of the OH&S Committee is to ensure the health, safety and welfare of persons in the workplace.

*The members are:*

Susan Davitt, Fairfield office, Regional and Community Services Division, employee representative and Chair

Paul Batley, Coffs Harbour office, Regional and Community Services Division, employee representative

Kylie O'Neill, Wollongong office, Regional and Community Services Division, employee representative

Elizabeth Sadlier, Bankstown, Regional and Community Services Division, Alternate employee representative

Susan Emery, Family and Civil Law Division, employer representative

Adam Halstead, Family and Civil Law Division, employee representative

Jacqueline Green, Human Resource Management, Business Services Division, employer representative

Richard Funston, Director Grants Division, Employer Representative

Jennifer Bulkeley, Manager, Human Resource Management, Business Services Division, employer representative

June Woolcott, Manager, Operational Support, Business Services Division, employer representative

Antony Townsden, Senior Solicitor, Criminal Law Division, employer representative

Kate Escobar, Solicitor-in-Charge, Parramatta office, employer representative

### Traineeship Working Party

Established in May 2003 to develop and implement a best practice legal cadetship program and employment practices that acknowledge and value the contribution of Aboriginal and Torres Strait Islander employees, employees with disabilities and employees from culturally and linguistically different backgrounds in all aspects of the organisation.

*The members are:*

Louise Blazejowska (Chair), Executive

Kim Cull, Director, Family and Civil Law Division

Jennifer Bulkeley, Manager, Human Resources, Business Services Division

Doug Humphreys, Director, Criminal Law Division

Brian Sandland, Acting Director, Regional and Community Services Division

Frith Way, Legal Officer, Criminal Law Division

Stephen O'Malley, Director, Corporate Finance, Business Services Division

Sandra Degrassi, Manager, Training and Development, HRM, Business Services Division

## Work with other organisations

Working closely with other organisations in the community achieved better results for our clients.

### National Legal Aid Committees

Grants Benchmarking Committee  
**Mary Whitehead, Tracey Bosnich**

Legal Education Group  
**Penny Adams**

National Legal Aid  
**Bill Grant (Member)**

National Legal Aid—Australian Total Legal Aid Solution Subcommittee  
**Bill Grant (Board Member)**

Statistics Working Party  
**Richard Funston, Mary Whitehead**

### Law Society of NSW

Children's Law Specialist Accreditation Advisory Committee  
**Doug Humphreys, Richard Funston**

Children's Legal Issues Committee of the Law Society  
**Teresa O'Sullivan, Julie Morgan (until Jan 03), Deborah de Fina**

Client Capacity Sub-Committee of the Ethics Committee  
**Robert Wheeler**

Corporate Lawyers' Liaison Group  
**Kim Cull (Chair)**

Criminal Law Committee  
**Brian Van Zuyleen, Annmarie Lumsden, Doug Humphreys, Lester Fernandez**

Criminal Law Specialist Accreditation Advisory Committee  
**Phillipa Brown, Estelle Hawdon**

Equal Employment Opportunity Committee  
**Kim Cull (Chair)**

Ethics Committee  
**Justin Hutchinson**

Family Law Committee  
**Judith Walker**

Government Solicitors' Committee  
**Kim Cull (Chair)**

Law Week Planning Committee  
**Penny Adams**

Membership Committee  
**Doug Humphreys**

Personal Injury Committee  
**Kim Cull**

President, Law Society of NSW  
**Kim Cull (2002)**

Specialist Accreditation Committee  
**Estelle Hawdon**

Unrepresented Litigants Committee  
**Justin Hutchinson**

Voluntary Membership Taskforce  
**Kim Cull (Chair)**

Young Lawyers Civil Litigation Committee

### Jean-Anne Searson

Young Lawyers Criminal Law Committee  
**Lester Fernandez (Chair), Simon Healy (Deputy Chair), Te' res Sia, Nerissa Keay, Catherine Colquhoun, Angela Cook, Patricia Collins, Elissa Gordon**

Young Lawyers Family Law Committee  
**Alex Colquhoun, Jean-Anne Searson**

### Aboriginal Issues

Attendance before Coalition Of Aboriginal Legal Services of NSW  
**Bill Grant, Richard Funston, Doug Humphreys**

### Civil Law Committees

Administrative Appeals Tribunal Practice Committee  
**Bill Gerogiannis**

Administrative Decisions Tribunal Rules Sub-Committee  
**Atousa Khadem, Elaine Harrison, John Sheldon**

Asylum Seekers Interagency  
**Geraldine Read, Phillipa Martin**

Asylum Seekers Interagency Legal Working Party  
**Phillipa Martin**

Asylum Seekers Centre  
**Geraldine Read (Management Committee)**

Australian Lawyers for Human Rights  
**Elaine Harrison, Mandy Tibbey**

Australian Securities Investment Committee, Consumer Advisory Panel  
**Ingrid Gubbay**

Boarders and Lodgers Action Group  
**Damien Hennessey**

Coffs Harbour Reconciliation Group  
**Paul Batley**

Consumer Credit Legal Centre  
**Stella Sykiotis (Management Committee)**

Consumer Liaison Group (Department of Fair Trading)  
**Ingrid Gubbay**

Consumer, Trader and Tenancy Tribunal, Commercial Division Consultative Forum  
**Paul Batley, Cvetanka Jankulovska, David McMillan**

Fairfield Migrant Interagency  
**Paul Hayes, Sarah Burke**

Financial Counsellors in South West Sydney  
**Damien Hennessey**

Financial Industry Complaints Service  
**Ingrid Gubbay (Alternative Consumer Director)**

Financial Industry Complaints Service, Rules Committee

### Ingrid Gubbay

Illawarra Legal Centre  
**Michael Sergent (volunteer)**

Immigration Advice and Rights Centre  
**Lyn Payne, Phillipa Martin (volunteers)**

Industrial Relations Commission User Group  
**David McMillan**

Insurance Council of Australia, Subcommittee for Consumer Consultation  
**Alex Grosart, David Coorey, Guy Donnella**

Insurance Council of Australia, Subcommittee on Code Rewrite  
**Ingrid Gubbay**

Insurance Council of Australia, Subcommittee on Flood Liaison  
**Ingrid Gubbay**

Joint Justice Network, Management Committee  
**Paul Hayes and Sarah Burke**

Kingsford Legal Centre  
**Dave McMillan, Roger Harper (volunteers)**

Mental Health Legal Centre (MHLC), Victoria, Research Project Involuntary Patient Experience of MHRB. Steering Committee  
**Robert Wheeler**

Mental Health Advocacy Network  
**Robert Wheeler (Member)**

National Asylum Seekers and Refugee Forum  
**Bill Gerogiannis**

NSW Mental Health Review Systems Committee, (Health Department, Centre for Mental Health)  
**Robert Wheeler (Member)**

Park and Village Forum  
**Phillipa Martin, Lynne Wilkins, Damien Hennessey**

Refugee Review Tribunal Liaison Committee  
**Geraldine Read**

Residential Parks Consultative Committee (Department of Fair Trading)  
**Lynne Wilkins**

Retirement Villages Advisory Council (Department of Fair Trading)  
**Lynne Wilkins**

Tenancy Legal Working Party (Tenants Union)  
**Damien Hennessey, Lynne Wilkins, Phillipa Martin**

Uniform Consumer Credit Code Working Party (Department of Fair Trading)  
**David McMillan**

Welfare Rights Centre



## Glossary

### Elizabeth Biok (Management Board)

#### Criminal Law Committees

Amnesty International Legal Network

**Louise Jardim**

Australian Law Reform Commission

Inquiry into Genetic Material Working Party

**Doug Humphreys**

Bankstown Court Users Forum

**Anne Corbett**

Bankstown Court Redevelopment Project

**Anne Corbett**

Child Sexual Assault Jurisdiction Team, NSW Attorney General's Department

**Nigel Vertigan**

Child Sexual Jurisdiction Working Group on Practice and Procedure

**Nigel Vertigan**

Court of Criminal Appeal Users Group

**David Barrow**

Criminal Law Liaison Committee

**Kim Cull**

District Court Listing Committee

**Richard Kozanecki**

DNA Advisory Committee, Institute of Clinical Pathology and Medical Research

**Ross Mayne**

DNA Innocence Panel

**Doug Humphreys**

E-Brief Steering Committee

**Doug Humphreys, Margaret Brodie**

Interdepartmental Committee Reviewing Mental Health (Criminal Procedure) Act

**Doug Humphreys, Tania Evers**

Innovative Models Police and Community Training Project (IMPACT) Group

**Mia Prodigalidad**

Interdepartmental Working Party on the Bail Act

**Antony Townsden**

Juvenile Crime Prevention Advisory Committee

**Chris Grant**

Lawyers Reform Association, Criminal Law Action Group

**Siobhan Mullany**

Macarthur Community Legal Centre

**Mia Prodigalidad (volunteer lawyer)**

MERIT Steering committee and the Court Users Committee

**Karen Wilson**

Search Warrants Act Working Party, Criminal Law Review Division, Attorney General's Department

**Tony Lynch**

Standing Interagency Committee on Court Security

**Doug Humphreys**

Supreme Court Users Committee

**Estelle Hawdon**

Western NSW Community Legal Centre

**Michelle Swift (Board Member)**

Women's Advisory Committee to Corrective Services

**Janet Witmer**

Young Lawyers Human Rights Committee

**Louise Jardim**

Youth Action Policy Association (YAPA) Board

**Mia Prodigalidad**

Youth Justice Advisory Committee (YJAC)

**Teresa O'Sullivan, Julie Morgan (until Jan 03)**

Youth Justice Coalition (YJC)

**Mia Prodigalidad**

Youth Justice Coalition/Youth Action Policy Association Shopping Centre Protocol Committee

**Chris Grant**

Youth Action Policy Association (YAPA) Board

**Mia Prodigalidad**

**Family Law Committees**

Arts Law Centre

**Maya Ovenden (volunteer)**

Child Support Agency Registrar's Advisory Panel

**Ruth Pilkinton**

Children's Court Advisory Committee

**Deborah de Fina**

Family Courts National Stakeholders Committee

**Judith Walker**

Family Law Practitioners Association

**Jane Corcoran (Secretary)**

Children's Court Clinic Advisory Committee

**Deborah de Fina**

EnAct Reference Group, Department of Community Services

**Deborah de Fina**

Inner City Legal Centre

**Alexandra Colquhoun (volunteer)**

Interrelate Children's Contact

**Jane Corcoran (Secretary)**

**Other contacts**

Anti-Discrimination Board of NSW

**Cameron Murphy (Board Member)**

Apprehended Violence Legal Issues Coordinating Committee

**Tracey Corbin-Matchett, Genevieve O'Neill**

Australian Institute of Judicial Administration

**Kim Cull**

Bankstown Women's Domestic Violence Court Assistance Scheme

**Kate Escobar, Elizabeth Sadleir, Kate Weaver**

CHRIS Users Group

**Stephen May**

Community Legal Education Workers

**Penny Adams**

Courtlink Reference Group, Attorney General's Department

**Mary Whitehead**

Cultural Diversity and Disability Forum, Multicultural & Disability Advocacy Association

**Danielle Castles**

Fairfield Youth Accommodation Service

Paul Hayes (Secretary, Management Committee) Gosford City Family Support Service

**Lesley Jansen (Vice President)**

Juvenile Justice/Legal Aid Commission

Minimum Safety Standards Working Group

**Nohad Ghibely**

Law Council of Australia

**Kim Cull**

Legal Referral Forum

**Genevieve O'Neill**

Legal Information Access Centre

**Bill Grant (Board Member)**

Macquarie Legal Centre Management Committee

**Shalini Perera (Chair)**

Macarthur Legal Centre Member Board of Management (until May 2003)

**Kerrie O'Donnell**

NSW Council for Civil Liberties Inc.

**Cameron Murphy (President)**

Online Information Network

**Penny Adams, Miranda Jakich**

Orange Interim Court Support Project

**Tracey Corbin-Matchett, Genevieve O'Neill**

Pilot Cluster Model Consultative Committee

**Sohret Hussein, Jacqui Lane (until 09/02), Tracey Corbin-Matchett (until 12/07/02)**

Premiers Department Public Sector Management and Employment Act 2002 Working Party

**Jennifer Bulkeley**

Privacy Advisory Committee

**Bill Grant (Chair)**

Public Interest Advocacy Centre

**Bill Grant (Board Member)**

Salvation Army Oasis Centre Committee

**Cheryl Brown**

Victims' Advisory Board

**Bill Grant (Chair)**

Women's Legal Resources Centre

**Debra Maher (Director)**

**Aboriginal and Torres Strait Islander (ATSI)**

A person who identifies as Aboriginal or Torres Strait Islander.

#### Advice

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

#### Alternative Dispute Resolution (ADR)

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

#### Applications approved/granted

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

Includes authorisations under s33 of the LAC 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.

#### 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

Representation appearances at Local Courts on behalf of legally aided clients.

#### EEO

Equal Employment Opportunity.

#### EFT

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

#### E-Lodgement

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

#### Grants of aid

Approval for casework matters, including s33 authorisations.

#### Information

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

#### Inhouse

Refers to any legal or other service provided by employees of the Commission.

#### 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.

#### Reporting period

From 1 July 2002 to 30 June 2003.

#### Section 33 authorisations

Approval for expenditure under s33 Legal Aid Commission Act 1979 (e.g. medical reports or counsel opinion) to determine the merit of a matter in the granting of aid.

#### Total assistance

Total of numbers of applications approved, s33 authorisations granted, advice, minor assistance and community information services provided.

#### TTY

Telephone Type Writer for people with a speech or hearing impairment.



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\*\* For a more detailed version of Legal Aid Policies, go to our website at [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

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# NSW Offices

## Head Office

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## Bankstown

Civic Tower, Level 4  
Cnr Rickard Rd & Jacobs St Bankstown  
2200  
Tel: 9707 4555 Fax: 9708 6505

## Blacktown

Level 3, 85 Flushcombe Road  
Blacktown 2148  
Tel: 9621 4800 Fax: 9831 5597

## Burwood

Level 4, 74-76 Burwood Road  
Burwood 2134  
Tel: 9747 6155 Fax: 9744 6936  
TTY: 9745 4277

## Campbelltown

Suite 1, Level 4, 171-179 Queen  
Street, Campbelltown 2560  
Tel: 4628 2922 Fax: 4628 1192

## Coffs Harbour

4 Park Avenue, Coffs Harbour 2450  
Tel: 6651 7899 Fax: 6651 7897

## Dubbo

64 Talbragar Street, Dubbo 2830  
Tel: 6885 4233 Fax: 6885 4240

## Fairfield

Level 2, Fairfield Chase,  
25 Smart Street, Fairfield 2165  
Tel: 9727 3777 Fax: 9724 7605

## Gosford

Level 2, 37 William Street,  
Gosford 2250  
Tel: 4324 5611 TTY Fax: 4324 3503

## Lismore

Suite 6, Level 4, 29 Molesworth Street  
Lismore 2480  
Tel: 6621 2082 TTY Fax: 6621 9874

## Liverpool

Ground Floor, Interdell Centre  
47 Scott Street, Liverpool 2170  
Tel: 9601 1200 Fax: 9601 2249  
TTY: 9601 7547

## Manly

Suite 6, Level 4, 39 East Esplanade  
Manly 2095  
Tel: 9977 1479 Fax: 9977 3357

## Newcastle

51-57 Bolton Street, Newcastle 2300  
Tel: 4929 5482 Fax: 4929 3347  
TTY: 4929 4036  
Newcastle Civil Law Centre  
300 King Street, Newcastle 2300  
Tel: 4921 8666 Fax: 4921 8866

## Nowra

61 Kinghorne Street, Nowra 2541  
Tel: 4422 4351 Fax: 4422 4340

## Orange

121 Byng Street, Orange 2800  
Tel: 6362 8022 TTY Fax: 6361 3983

## Parramatta

Level 5, 91 Phillip Street,  
Parramatta 2150  
Tel: 9891 1600 Fax: 9689 1082  
TTY: 9891 5692

## Penrith

Ground Floor, 95 Henry Street  
Penrith 2750  
Tel: 4732 3077 Fax: 4721 0572

## Sutherland

Ground Floor, 3-5 Stapleton Avenue  
Sutherland 2232  
Tel: 9521 3733 Fax: 9521 8933

## Tamworth

Level 2, Mercantile Mutual Building  
454-456 Peel Street, Tamworth 2340  
Tel: 6766 6322 TTY Fax: 6766 8303

## Wagga Wagga

Ground Floor, 235-241 Baylis Street  
Wagga Wagga 2650  
Tel: 6921 6588 TTY Fax: 6921 7106

## Wollongong

Ground Floor, 73 Church Street  
Wollongong 2500  
Tel: 4228 8299 TTY Fax: 4229 4027



## Legal Aid HotLine

1800 10 18 10

TTY available at offices marked with  
TTY symbol

**Legal Aid**  
NEW SOUTH WALES

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