

OTHER ACTIONS

These achievements are reported against Legal Aid NSW Plan objectives

Key Outcome areas	What we achieved
To promote access to justice through early intervention and prevention and better targeting of legal assistance to disadvantaged people	<p>We delivered community legal education to elderly clients about the dangers of helping family members with credit contracts and mortgages.</p> <p>We developed an Elder Abuse Strategy for the delivery of high quality, client centred services to people experiencing, or at risk of, elder abuse.</p> <p>During Law Week, we partnered with the Seniors Rights Service to provide CLE to older people. The sessions involved Piano Forte – a film that explores legal issues such as wills, enduring powers of attorney and elder abuse by following one family's story – followed by audience discussion led by a panel of experts.</p>
To support and develop our people and improve our systems to meet organisational goals	We conducted workshops on client journey mapping for frontline staff to understand and improve how clients with complex needs experience our services.
To build strong, effective service partnerships to respond to the legal and non-legal needs of our clients	We collaborated with pro bono partners to provide community legal education and assistance with drafting wills, powers of attorney and enduring guardianships for targeted disadvantaged clients.

Appendix 10 Private law firm expenditure

Based on payments made for case and duty services during 2017–2018

Top 20 earning firms					
Firm Name	Case payments \$	Number of case files on which payments made	Duty payments \$	Number of duty services provided	Total amount paid* \$
1 MALLINSON RAKE LAWYERS PTY LIMITED	\$898,407	203			\$888,835
2 ROSS HILL & ASSOCIATE SOLICITORS	\$869,531	109			\$862,874
3 GEORGE STEN & CO	\$663,415	87			\$842,357
4 NYMAN GIBSON MIRALIS (SYDNEY)	\$642,647	85			\$697,520
5 O'BRIEN SOLICITORS	\$662,391	212	\$54,000	442	\$691,044
6 OXFORD LAWYERS PTY LTD	\$627,100	137			\$666,428
7 ZAHR & ZAHR LAWYERS	\$623,514	43			\$620,623
8 MATOUK JOYNER LAWYERS	\$542,791	65			\$617,048
9 RAMSLAND LAIDLER	\$501,401	181	\$34,163	339	\$614,685
10 TIM MARA SOLICITOR WITH RAFTON FAMILY LAWYERS PARRAMATTA	\$577,285	339	\$31,250	113	\$613,465
11 SCOTT MACKENZIE LAWYERS	\$575,686	212	\$42,584	450	\$582,111
12 ARCHBOLD LEGAL SOLUTIONS	\$572,951	123			\$581,748
13 BANNISTERS LAWYERS	\$543,845	113			\$572,808
14 BLAIR CRIMINAL LAWYERS PTY LIMITED	\$562,962	155			\$558,224
15 GREGORY J GOOLD	\$420,998	19			\$552,270
16 DOUGLASS & FORD CRIMINAL LAW	\$513,435	245	\$70,525	506	\$527,558
17 RICE MORE & GIBSON	\$480,707	143	\$15,775	70	\$526,935
18 KATSOOLIS & CO	\$487,797	54			\$526,815
19 VOROS LAWYERS	\$476,913	126	\$34,713	247	\$522,699
20 MORRISONS LAW GROUP	\$367,086	191	\$13,925	139	\$514,283