

40th Annual Report 2017-18
Legal Services Commission of South Australia

Overview

Highlights 2017-18

Over 630 lawyers available to undertake legal representation for clients

Production of a new series of *Young People and the Law* factsheets

Provision of nearly 135 000 services to South Australians
(excluding website page views)

25 years of the *After Hours Custody Service*

Highly successful *Brave New World* conference, held for Commission staff, private practitioners and community legal centre staff

Implementation of an Electronic Document and Records Management system (EDRMS)

**Launch
of a new
Commission
website**

**First full year of the
integration of social
support services
with family law duty
lawyer services**

**Increased emphasis on
technology, in particular
the development of an
online dispute resolution
platform for family law
property settlements**

**Over 80% of family
dispute resolution
conferences achieved
settlement**

**Expanded role for the
Commission in the triage,
eligibility and referral of
clients as a consequence
of the *SA Community Legal
Centres Service Review***

Summary of Services 2017-18

	2015-16	2016-17	2017-18
Telephone information sessions	70 287	67 591	66 577
Advice appointments	21 365	20 601	18 373
Extended legal assistance			372
Legal Chat online sessions	3 289	4 788	5 090
²⁴ Legal (information accessed through a decision tree)		*1 401	8 686
Participants in legal education sessions	6 174	7 250	6 176
Duty lawyer services	16 234	14 249	13 610
Grants of aid for legal representation	16 509	16 727	15 805
Total client services (excluding website page views)	133 858	132 607	134 689
Distribution of publications	87 779	67 888	65 418
Law Handbook page views	1 545 363	2 089 860	2 521 500
Commission website page views	984 352	931 234	1 002 364
Applications for aid received	19 562	19 612	18 269
Applications assigned in-house	5 400	5 474	4 825
Applications assigned externally	11 110	11 253	10 980
FDR conferences held	780	953	863
FDR conferences settled - percentage	77%	79%	83%
ICL appointments	312	334	274

*²⁴Legal commenced in March 2017