

Our Clients

41st Annual Report 2018-19

Legal Services Commission of South Australia
www.lsc.sa.gov.au

*Every member of the South
Australian public is entitled to
receive free legal information and
advice from the Commission.*

*Some people are also able to
access legal representation.
These people are among the most
disadvantaged in our community.*

Commission Clients 2018-19

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In 2018-19, nearly 28 000 individual clients received legal assistance from the Commission by way of a new grant of aid for legal representation, a legal advice appointment or a court based legal service. This count of clients does not include people who received telephone or website information, participated in community legal education or received ongoing representation services in a matter in which funding was initially granted in a previous year.

Commission clients are among the most disadvantaged in our community. Of the clients who received legal representation, a legal advice appointment or a court based legal service–

- 63% were receiving a government benefit
- 19% were under 25 years of age
- 17% were from a culturally and linguistically diverse background
- 16% self identified as having a disability or mental illness
- 14% were living in regional or remote South Australia
- 11% were in custody
- 9% identified as Aboriginal or Torres Strait Islander
- 6% were 65 years of age or over
- 5% required the assistance of an interpreter.

**Based on the ABS definition of people from culturally and linguistically diverse backgrounds.*

Strategies to improve services and access for people who fall within one of these priority client groups are regularly reviewed. The Commission assists clients to access services by providing–

- interpreters
- a telephone typewriter service
- advice appointments by telephone so as not to disadvantage regional or remote clients, or those with mobility issues
- online legal information services
- Readspeak on the Commission website for clients who are visually impaired or prefer spoken language
- regional offices
- prison visits

Commission Clients 2018-19

- video conferencing appointments
- written information in community languages, including Braille
- video information for newly emerging new arrival communities in Arabic, Farsi, Liberian English, Nepali, Pashto, Sierra Leone Krio, Sudanese, Arabic and Swahili
- dedicated community legal education projects for new arrivals (culturally and linguistically diverse), people with a disability, young people and community workers
- 'Easy English' legal information factsheets
- social media engagement
- regional and remote areas radio interviews
- Webinar legal training for community workers who assist priority groups
- video information in Auslan.

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Client group	Grant of Aid	Advice Appointment	Duty Lawyer Service	Total
Receives a government benefit	12 460	8 032	8 920	29 412
Disability or mental illness	4 211	1 268	3 300	8 779
In custody	4 111	589	3 069	7 769
Under 25 years of age	3 897	1 229	2 617	7 743
Lives in regional or remote SA	2 433	1 439	1 794	5 666
Aboriginal or Torres Strait Islander	2 582	480	1 703	4 765
Culturally and linguistically diverse	1 133	2 388	1 089	4 610
Requires an interpreter	434	1 676	449	2 559
65 years of age or over	157	1 971	274	2 402

