

Snapshot 2018-19

Who we are and what we do

The Legal Services Commission (the Commission) is an independent statutory authority. It is established by the *Legal Services Commission Act 1977* (the Act) to provide legal assistance to people throughout the State. It seeks to give all South Australians equal access to justice through the legal system, providing free legal information, legal advice and legal education to all. To those most in need, legal representation is also provided. The Commission is funded by both the South Australian government and the Commonwealth government and has the powers, functions and duties prescribed or imposed on it by the Act. In 2018-19 the Commission received income of \$51 836 000.

The Commission is the largest legal assistance service in South Australia, with 181 staff, 103 of whom are legal practitioners. Legal representation is provided by those Commission legal practitioners and 542 private lawyers who have been accepted onto the Commission's panel of legal practitioners. Five Commissioners, four appointed by the Governor on the nomination of the Attorney-General, plus the Director, determine the policy and set the direction of the Commission. Delivering more than 135 000 legal assistance services, the Commission plays a vital role in the justice system through a central office in Adelaide, five suburban and regional offices in Elizabeth, Noarlunga, Port Adelaide, Port Augusta and Whyalla and outreach clinics at Murray Bridge and Mt Barker. Legal information and advice can also be accessed from a free call legal helpline on 1300 366 424 and through the online legal services of legal chat, 24Legal and the Law Handbook, all available through the Commission website at www.lsc.sa.gov.au.

In performing its functions the Commission must—

- seek to ensure legal assistance is provided in the most efficient and economical manner
- use its best endeavours to make legal assistance available to persons throughout the State, and
- have regard to the following factors:
 - the need for legal assistance to be readily available and easily accessible to disadvantaged persons
 - the desirability of enabling all assisted persons to obtain the services of legal practitioners of their choice
 - the importance of maintaining the independence of the legal profession, and
 - the desirability of enabling legal practitioners employed by the Commission to utilise and develop their expertise and maintain their professional standards by conducting litigation and doing other kinds of professional legal work.

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The Commission's Corporate Plan provides for–

Vision

The provision of quality, independent legal assistance to South Australians

Beliefs

- The rule of law
- People matter
- Our clients have an entitlement to fair treatment
- Integrity and quality are important
- Our staff are valuable
- We deliver an essential service
- Cost efficiency matters
- Accountability is necessary
- Change for beneficial purposes is desirable

Goals

- To provide clients with accessible information, advice and representation to meet their legal needs.
- To work in partnership with other members of the legal community to deliver to our clients equitable access to the justice system.
- To provide a safe, healthy, rewarding, satisfying work environment.
- To provide quality legal assistance efficiently and effectively.
- To satisfy the community that we fulfil our statutory and contractual obligations and are deserving of ongoing financial support.
- To provide timely research and advice on legal issues to the government and the community.
- To inform governments of the likely impact on the Legal Services Commission and the community of proposed changes to legislation and policy.

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Offices

The Commission offices are located at the following addresses:

Adelaide

159 Gawler Place
Adelaide 5000

T: 08 8111 5555
F: 08 8111 5599

Elizabeth

Windsor Building
Elizabeth Shopping Centre
Elizabeth 5112

T: 08 8111 5400
F: 08 8207 9333

Noarlunga

Noarlunga House
Centro Colonnades
Shopping Centre
Noarlunga Centre 5168

T: 08 8111 5340
F: 08 8207 3880

Port Adelaide

ANL House
306 Vincent Street
Port Adelaide 5015

T: 08 8111 5460
F: 08 8207 6277

Port Augusta

34 Flinders Street
Port Augusta 5700

T: 08 8686 2200
F: 08 8648 5370

Whyalla

Tenancy 7
169 Nicolson Avenue
Whyalla Norrie 5608

T: 08 8620 8500
F: 08 8648 8950