

Commission Clients

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 usually among the most disadvantaged in our community.

Commission Clients 2015-16

In 2015-16 the Commission provided **127 684** individual services (excluding education services) to clients. **26 384** clients received a grant of legal assistance, an advice appointment or a duty lawyer service. These clients came within the following priority client groups.

% of clients within each client group

Priority client group	2014-15	2015-16
Aboriginal or Torres Strait Islander	7.90%	8.77%
Culturally and linguistically diverse	15.86%	15.27%
Disability or mental illness	12.21%	13.8%
Under 18	5.63%	5.92%
65 or over	6.3%	6.12%
Receives a government benefit	49.42%	51.79%
Lives in regional or remote South Australia	14.7%	14.12%
Requires an interpreter	3.78%	3.81%
In custody	7.90%	9.68%

Services provided to each client group 2015-16

Priority client group	Grant of Aid	Advice Apptmt	Duty Lawyer	Total
Aboriginal or Torres Strait Islander	2 583	841	2 012	5 436
Culturally and linguistically diverse	1 380	7 093	1 716	10 189
Disability or mental illness	4 165	1 409	3 491	9 065
Under 18	1 592	165	1 164	2 921
65 or over	136	2 216	283	2 635
Receives a government benefit	12 497	8 163	10 340	31 000
Lives in regional or remote SA	2 791	1 997	2 330	7 118
Requires an interpreter	429	2 659	446	3 534
In custody	4 304	1 030	3 669	9 003

Commission Clients 2015-16

Strategies to improve services and access for people who fall within a priority group are regularly reviewed. In particular, the Commission provides–

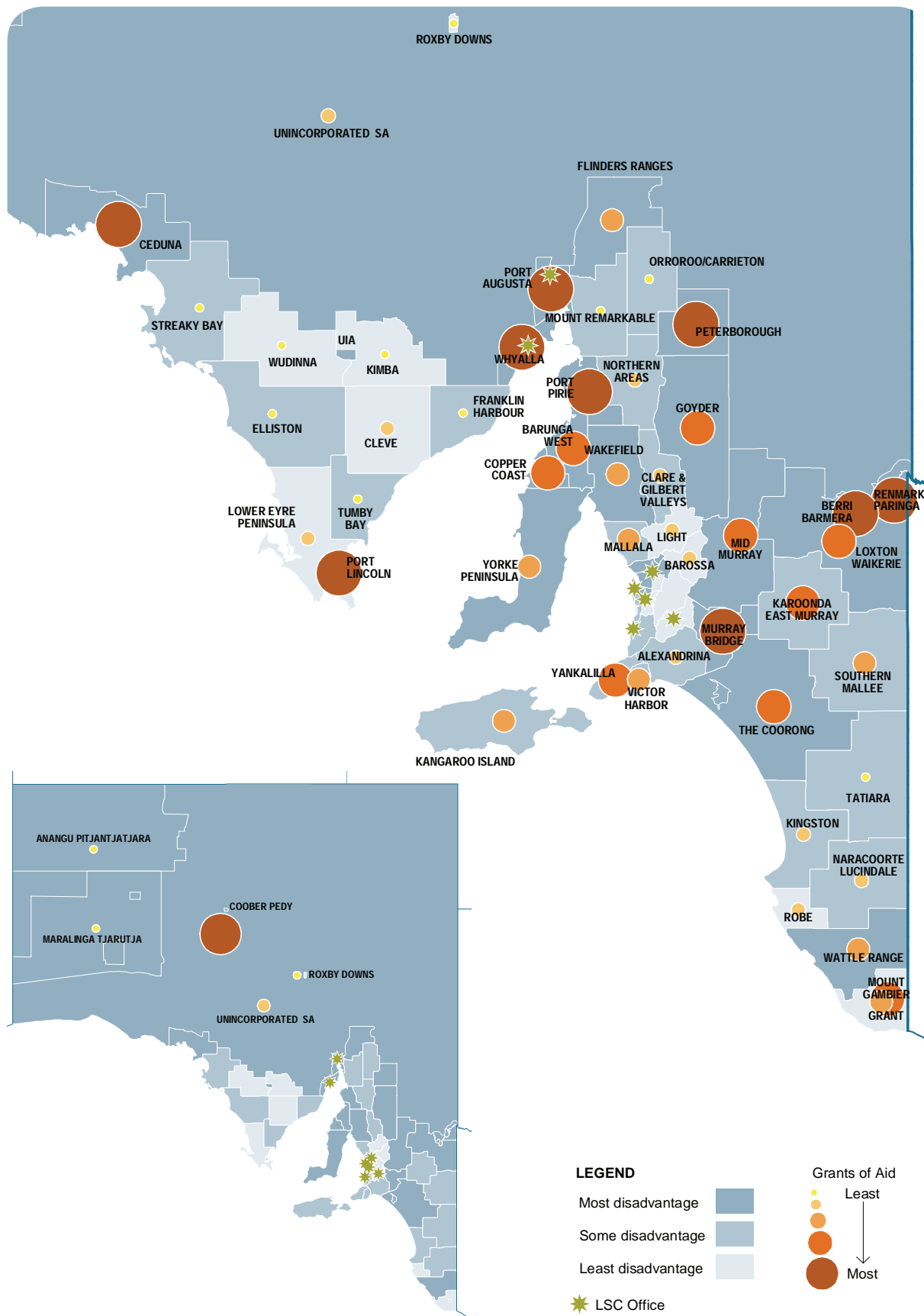
- interpreters;
- a telephone typewriter service;
- advice appointments by telephone so as not to disadvantage regional or remote clients or those with mobility issues;
- Readspeaker on the Commission website for clients who are visually impaired or prefer spoken language;
- regional offices;
- prison visits;
- video conferencing appointments;
- written advice available in community languages, including Braille;
- video information in Auslan.

Commission clients are amongst the most disadvantaged people in South Australia. The maps on the following pages indicate–

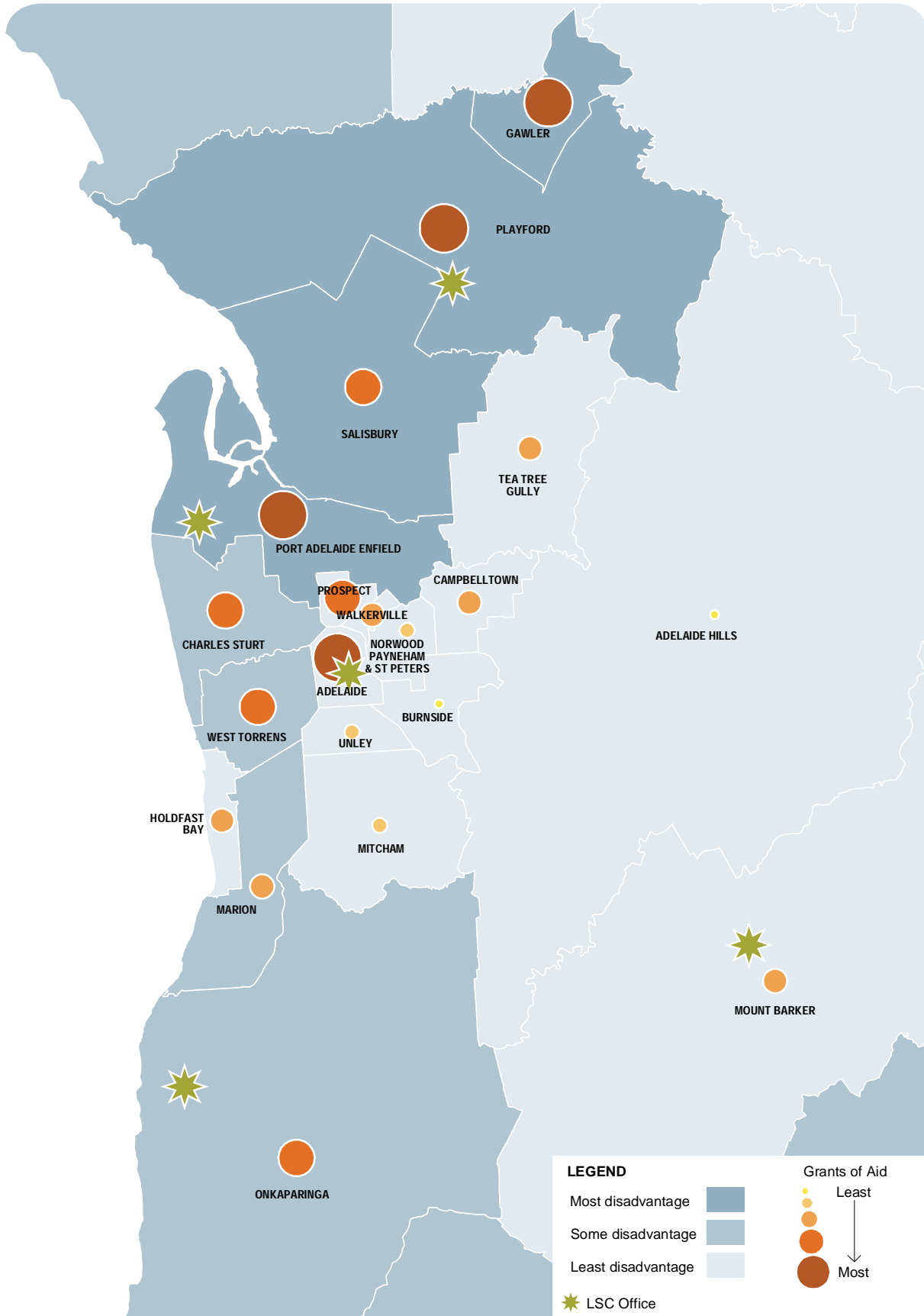
- the total number of information, advice, duty lawyer and representation services delivered by the Commission in each local government area as a percentage of the population of that area; and
- the number of grants of legal aid in each local government area as a percentage of the population of that area.

The number of services is overlaid on a map showing the relative socio-economic disadvantage of each area, using the Australian Bureau of Statistics' 2011 Index of Relative Socio-Economic Disadvantage.

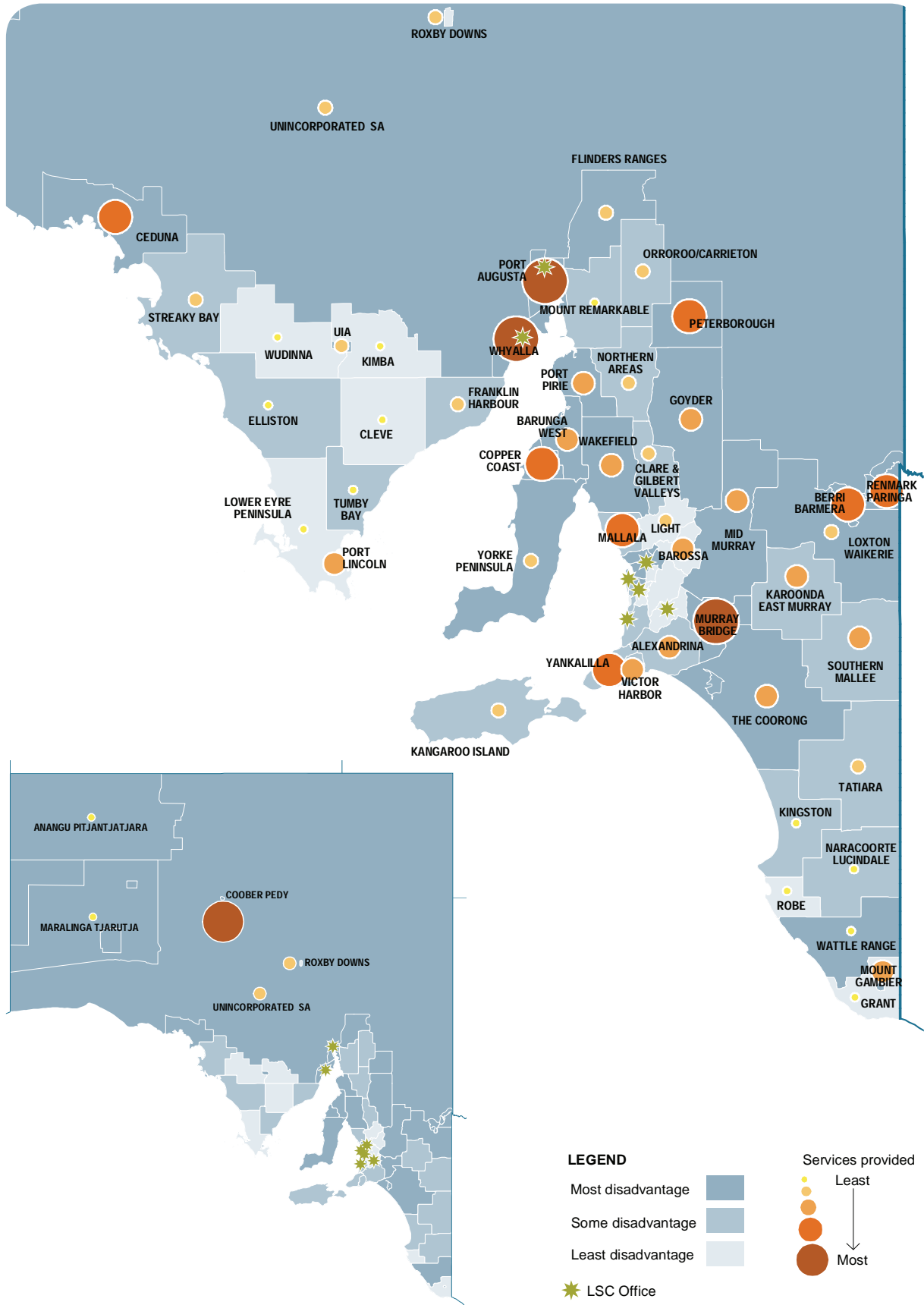
Grants of Aid – Regional and Rural 2015-16



Grants of Aid – Metropolitan Adelaide 2015-16



All Services—Regional and Rural 2015-16



All Services – Metropolitan Adelaide 2015-16

