

Our Clients 2010-11

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The Commission is committed to providing clients with accessible information, advice and representation to meet their legal needs. We recognise our role in ensuring that people have equal access to justice within the legal system.

A total of 15 452 services were provided to clients who were born in a non-English speaking country.

Services by Client Origin 2010-11

Country of Birth	Grants of Aid	Advice Services	Duty Lawyer Services
Not collected	10	4 209	2 866
Not stated	502	1 172	722
Born in Australia	10 047	13 695	9 390
Indigenous Australians	1 867	514	1 383
English speaking country	561	1 892	578
Non-English speaking country	1 183	12 765	1 504
Total	14 170	34 247	16 443

All Tables show the number of services provided and contain clients who have used the service more than once during the period

Aid Granted Services by Age Bracket, Gender and Law Type 2010-11

Age Bracket	Family				Crime			Civil				Total
	Female	Male	Other*	Total	Female	Male	Total	Female	Male	Other*	Total	
0 - 17	105	110	109	324	230	816	1 046	95	114	71	280	1 650
18 - 20	82	33	0	115	200	1 016	1 216	21	3	0	24	1 355
21 - 30	590	220	0	810	670	3 114	3 784	73	37	0	110	4 704
31 - 40	452	306	0	758	599	2 323	2 922	52	42	0	94	3 774
41 - 50	189	143	0	332	311	1 247	1 558	14	22	0	36	1 926
51 - 65	41	38	0	79	99	473	572	4	22	0	26	677
66+	6	5	0	11	9	53	62	1	2	0	3	76
Not provided	1	1	0	2	1	4	5	1	0	0	1	8
Total	1 466	856	109	2 131	2 119	9 046	11 165	261	242	71	574	14 170

**Other includes matters involving children and where the application for legal aid is from more than one gender*

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Legal Advice Services by Age Bracket, Gender & Law Type 2010-11

Age Bracket	Family				Crime			Civil				Total
	Female	Male	Other	Total	Female	Male	Total	Female	Male	Other	Total	
0 - 17	63	21	1	85	33	111	144	149	1 080	2	1 231	1 460
18 - 20	195	54	0	249	91	314	405	274	703	0	977	1 631
21 - 30	1 888	794	0	2 682	275	847	1 122	1 842	1 738	0	3 580	7 384
31 - 40	2 770	1 201	2	3 973	234	598	832	2 207	2 728	0	4 935	9 740
41 - 50	2 349	1 255	2	3 606	189	488	677	1 548	1 805	0	3 353	7 636
51 - 65	668	462	0	1 130	125	368	493	1 194	1 484	0	2 678	4 301
66+	109	108	4	221	42	112	154	740	828	0	1 568	1 943
Not provided	38	21	2	61	7	6	13	50	28	0	78	152
Total	8 080	3 916	11	12 007	996	2 844	3 840	8 004	10 394	2	18 400	34 247

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Includes prison service and child support unit

	Female	Male	Other	Total
Family	12 662	5 649	1	18 312
Crime	5 256	5 967	108	11 331
Civil	22 562	14 466	1	37 029
Total	40 480	26 082	110	66 672

Telephone Advice Services by Gender and Law Type 2010-11

Birth dates are not collected for Telephone Advice

Duty Lawyer Services by Age Bracket, Gender and Law Type 2010-11

Age Bracket	Family			Crime				Civil			Total
	Female	Male	Total	Female	Male	Other	Total	Female	Male	Total	
0 - 17	3	0	3	362	1 091	2	1 455	1	2	3	1 461
18 - 20	10	7	17	319	1 432	1	1 752	2	2	4	1 773
21 - 30	234	131	365	885	3 941	2	4 828	3	18	21	5 214
31 - 40	316	264	580	735	2 783	0	3 518	4	14	18	4 116
41 - 50	190	214	404	408	1 614	3	2 022	4	10	14	2 440
51 - 65	101	123	224	185	706	0	891	2	10	12	1 127
66+	11	23	34	19	132	0	151	1	4	5	190
Not provided	8	13	21	22	78	0	100	0	1	1	122
Total	873	775	1 648	2 935	11 777	5	14 717	17	61	78	16 443

Our Clients 2010-11

Promoting Independence

The Legal Services Commission of South Australia recognises our organisation's role in ensuring that aged people and people with disabilities have equal access to justice within the legal system.

The LSC Disability Action Plan identifies a number of strategies to review and improve access to our services and Commission buildings for people with a range of disabilities.

The Commission employs a Client Relations Co-ordinator to assist clients in their dealings with the Commission.

A telephone typewriter service is available to clients.

The Commission collects information on disability in our nationally mandated Legal Aid database, LA Office. These statistics do not include every client who has a disability as the provision of this information is voluntary. The data is drawn from information provided about a client's receipt of a disability support allowance or when the assistance provided relates to a disability specific problem.

The following table shows the number of identifiable clients in receipt of disability or aged allowances who accessed our services this year.

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Services to clients receiving age and disability pension

2010-11	Age			Disability				Total Pension
	Female	Male	Total	Female	Male	Other	Total	
Grants of Aid	15	65	80	530	1612	2	2144	2224
Legal Advice interviews	561	591	1152	996	1329	4	2329	3481
Duty Lawyer	16	85	101	412	1501	2	1915	2016
Total	592	741	1333	1938	4442	8	6388	7721