

# ANNUAL REPORT

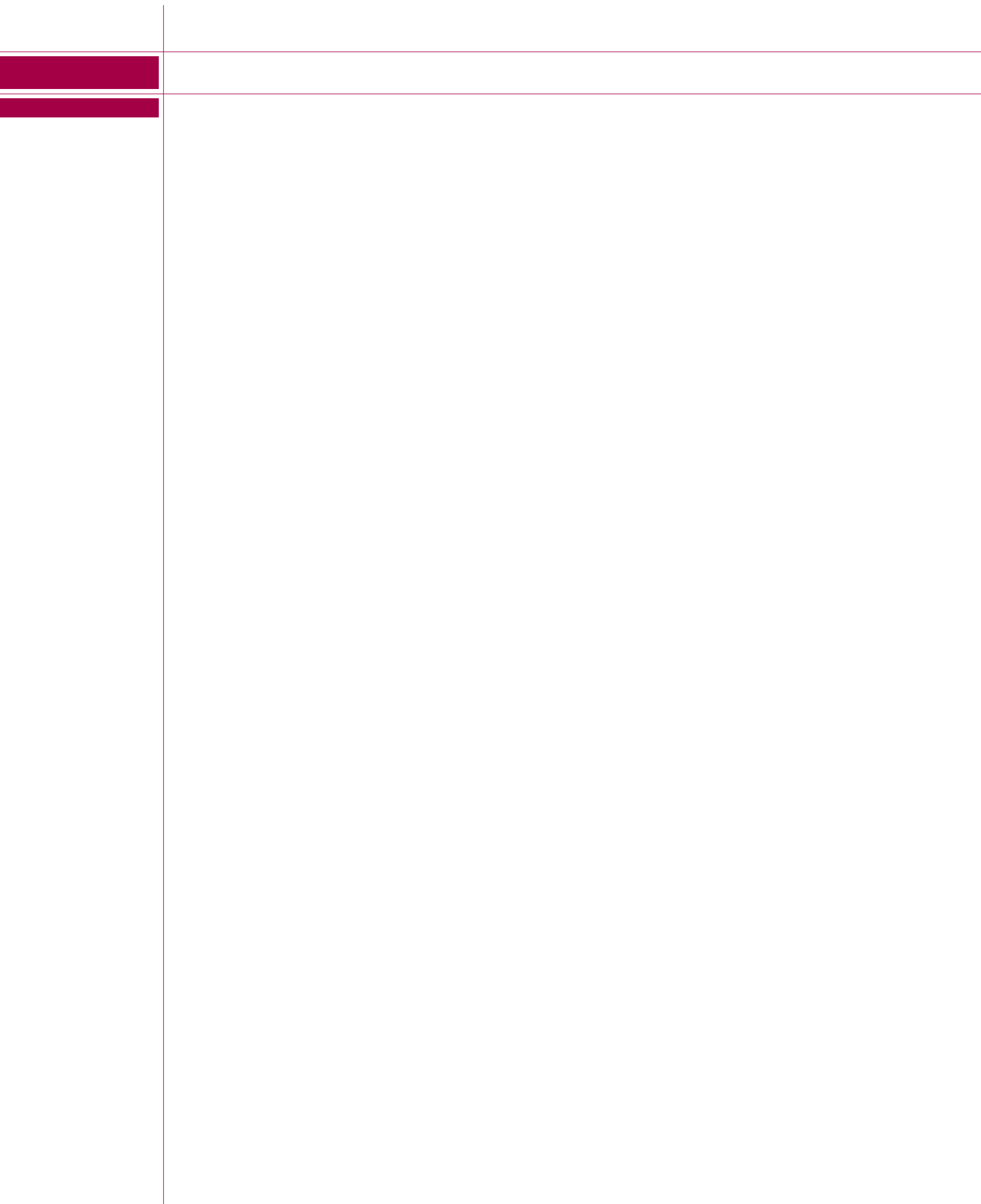
2005 | 2006



Legal Services  
Agency

*Pokapū Ratonga Ture*

HELPING PEOPLE ACCESS JUSTICE



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## LETTER TO THE MINISTER

Minister of Justice  
Parliament Buildings  
WELLINGTON

The Board of the Legal Services Agency is pleased to present the Agency's annual report for the year ending 30 June 2006, in accordance with section 102 of the Legal Services Act 2000.



**Carole Durbin**  
Chair

SECTION ONE

AT A GLANCE

## FROM THE CHAIR AND CHIEF EXECUTIVE

We are pleased to present the annual report of the Legal Services Agency for the year ended 30 June 2006.

The major event of the year was the passage of the Legal Services Amendment Act 2006, which will come into force on 1 March 2007. We also progressed a number of reviews that will lead to major changes to the Legal Aid, Duty Solicitor, and Police Detention Legal Assistance Schemes, as well as community legal services and Agency capability.

### Access to Justice

We have refined our mission to “helping people access justice”. This tells people why we exist. It puts our activities and developments in a clearer context, and reinforces the important role of our staff. We recognise there are many other people and organisations that help people access justice. We need to work collaboratively with them so that our mission is effective.

Publicly funded legal services address a range of matters that affect many people who cannot afford to pay a lawyer. It protects their rights and helps them to resolve disputes, or find out their rights, legal options, and responsibilities. All of this benefits the community as a whole, as outlined below.

During 2005/06:

- approximately 56,000 people received legal services through over 65,000 grants of aid under the Legal Aid Scheme (excludes Waitangi Tribunal applicants because a single applicant represents many potential beneficiaries);
- unrepresented defendants charged with an offence received around 84,000 hours of advice, assistance and representation under the Duty Solicitor Scheme;
- people questioned or detained by the police obtained legal advice and assistance from lawyers – 582 in person and 12,270 by phone; and
- people in communities across New Zealand were able to access legal services on issues affecting their daily lives through community law centres, and the LawAccess website.

The commitment of lawyers and supporting professionals involved in the provision of legal services is essential to the viability of our schemes and services to help people access justice.

### Legal Aid Administration

The passage of the Legal Services Amendment Act 2006 will give more people access to legal aid. The Amendment Act will also increase the number of people who will be required to pay back some, or all, of their legal aid grant, and increase the responsibility of the Agency to manage the recovery of the debt. There will be a significant impact on the size, shape and operations of the Agency, with staff numbers increasing by approximately 40% on 2004 levels to help manage the extra work, particularly the debt recovery function. We have taken the opportunity to design the new procedures derived from the Amendment Act in a streamlined manner so that we can continue work on reducing the costs for providers dealing with the Agency.

Alongside our current approach to granting family legal aid, we started testing a concept we call global granting. It simplifies the granting and claiming process and is intended to bring about efficiencies for both providers and the Agency.

There are 70 providers from 24 firms working with us in this test, which will continue until the end of 2006 and a decision will be made on the future of the concept in 2007.

Further, we initiated a test in two offices where applicants for legal aid do not need to provide documentation if they receive benefit income. Verification will take place through arrangements with Work and Income New Zealand. This is part of an overall examination of what documentation we actually need to approve applications for legal aid.

In 2004/05 we reported a 7% improvement in our timeliness for dealing with applications, amendments and claims. In 2005/06, there was a slight reduction in that achievement due to an increase in volumes processed.

### Listed providers

Private lawyers who are listed with the Agency undertake more than 96% of legal aid cases, with the balance carried out by the Public Defence Service. Eligible people who need legal help rely on the availability of appropriate listed providers.

This year we completed our second “snapshot” of listed providers and the number of legal aid cases they take, compared to legally aided people throughout the country. The data can be viewed either at national level or by the 51 defined locations. Nationally, the number of providers accredited in different law types is similar to last year. The locations where there are no providers, or providers who do not take many legal aid cases, compared to the number of legal aid recipients, are also similar to last year. This research provides an overview of the supply and distribution of providers and, in time, trends. It will not, however, identify location specific issues that might arise following the decision of providers to limit the number of legal aid cases they take on.

Providers are listed according to different law types, with some providers covering more than one type. The extent to which listed providers actually undertake legal aid cases, varies between the law types and the number of legal aid cases that providers undertake. Once again, there have been no major shifts nationally but we continue to monitor any local changes.

We are looking at how we can improve our methods to better identify risks around accessibility to justice in different locations. This is particularly relevant given the expected increase in legal aid cases with the implementation of the Amendment Act.

We have been aware of two major concerns raised by providers: the cost of transacting with the Agency, which we are addressing, and the level of remuneration. The Legal Services Amendment Act includes a new function for the Agency, which is to review from time to time, the rates of payment for legal services provided by listed providers. We will report to the Minister of Justice prior to the Act coming into force, proposing how the review should be conducted. This will facilitate a prompt review once the Act takes effect on 1 March 2007.

### Initial Criminal Legal Services

When people are arrested or detained by the police and/or they first appear before the court without representation they may need legal help. Services are provided through the Police Detention Legal Assistance and the Duty Solicitor Schemes.

We want to ensure people have access to quality services and to make sure that the schemes are effective for providers and the Agency. We initiated two reviews under the umbrella of initial criminal legal services, which cover the services from detention, or arrest, to the first appearance in court.

The review of the Duty Solicitor Scheme has resulted in a test design based on supervisors coordinating a roster of duty lawyers, and mentoring and supervising duty lawyer trainees. Rules have been clarified around participation on the roster, the links to legal aid assignments, and training requirements. The first test at the Waitakere District Court is under way. We are gratified by the support and commitment shown by lawyers, judges and representatives of Courts, Police, Community Probation and community service providers.

We also initiated a review of how to improve services under the Police Detention Legal Assistance Scheme. We are conscious that the level of services in this area, as recorded by us, had been reducing over the years. We anticipate testing options for change in the next year.

### Community Legal Services

Community law centres (CLCs) are an integral part of helping people access justice. There are 27 CLCs across the country, and with the aim of making access to justice as easy as possible, we have helped individual centres increase their area of coverage. We have also supported most of the Auckland CLCs, to let contracts to determine the legal needs of people with disabilities, and migrants.

The Lawyers and Conveyancers Act was passed during the year. When it comes into force (for planning purposes we are assuming 2008) an increased level of revenue is expected to be available from the interest earned on solicitors' trust accounts. It is this interest that is directed towards funding the operations of CLCs. We have increased the level of funding to CLCs by 12% going into 2006/07, using reserves accumulated as a result of the sustained levels of interest revenue being earned on solicitors' trust accounts. We are aiming to continue our funding to the CLCs at this higher level until the additional revenue becomes available.

### Public Defence Service pilot

We have now completed the second full year of the Public Defence Service pilot. This involves lawyers employed by the Agency defending criminal cases in the Auckland and Manukau courts. The pilot may be assigned up to 33% of cases allocated to these courts. However, given the higher than anticipated numbers of cases being undertaken in those courts, the Public Defence Service share of cases assigned was 23% for the year under review.

The pilot is focussed on quality and will test cost effectiveness. Early in 2005/06 an interim independent evaluation report was published covering the implementation of the Public Defence Service pilot. Some private lawyers expressed concerns to the evaluation team over whether the pilot did, or could, meet the aims of quality and related matters. The report recorded those views as well as other positive views, including those of the judiciary.


To date, we are pleased with progress, and recognise the commitment of the Public Defender and his staff to the pilot. They are engaged in a very important initiative to discover how the Agency can best help accused people access justice. The pilot is being independently evaluated and we look forward to reporting to the Minister of Justice on the evaluation at the appropriate time.

### Looking forward

The year to come will bring even more change as we meet the challenges of implementing the Amendment Act, and continuing to improve access to legal aid services for those members of the community who have a need.

We appreciate the continued commitment of providers and community law centres, as well as the Board, management and staff, in assisting the Agency to achieve its primary goal of helping people access justice.

Finally, we would like to acknowledge the services of Alf Kirk who is retiring from the Board. His contribution over the past three years has been substantial.



**Carole Durbin**  
Chair



**TJ Bannatyne**  
Chief Executive



## THE LEGAL SERVICES AGENCY

### Pokapū Ratonga Ture

The Legal Services Agency (the Agency) is an autonomous Crown Entity established under section 91 of the Legal Services Act 2000 (the Act). The Agency is defined as a Crown Agent under section 7 of the Crown Entities Act 2004.

A Board, which is comprised of six members, is responsible for the overall direction and management of the Agency. A Chief Executive, who is appointed by the Board, has delegated authority for the management of the Agency and its staff.

#### Mission, Vision, Values and Guiding Principles

The Agency is committed to the following:

##### Mission

- helping people access justice.

##### Vision

- ensuring all eligible people in New Zealand are able to access publicly funded legal services.

##### Values

- applying the values of fairness, integrity, responsiveness, and respect, in the delivery of services to help people:
  - access their entitlements; and
  - meet their legal obligations.

##### Guiding principles

- applying the guiding principles of:
  - equality before the law;
  - delivering effective and high quality services based on need;
  - recognising choice in responding to diverse communities;
  - being innovative and progressive in developing solutions;
  - being consistent, transparent, and accountable in decision-making; and
  - working collaboratively with government agencies, community organisations and key stakeholders to help people access justice services.

## ROLE OF THE AGENCY

The functions of the Agency are set out in the Legal Services Act 2000. These functions are the basis for the specific and more detailed role of the Agency, set out below.

### Administration of legal aid and related schemes

The schemes include:

- the Legal Aid Scheme (which includes criminal, family, Waitangi Tribunal and other civil legal aid, and the Public Defence Service pilot);
- the Duty Solicitor Scheme; and
- the Police Detention Legal Assistance Scheme.

The administration of legal aid and related schemes also includes registering approved providers according to Agency criteria, to enable them to undertake legal services under contracted arrangements.

### Administration of community legal services

The services comprise the establishment, funding, and contracting with community law centres, to enable the centres to provide the following services to their local community:

- legal advice, assistance and representation;
- legal information and law-related education; and
- law-reform advocacy work on behalf of the community served.

### Development and provision of law-related education and legal information

The law-related education and legal education services provided to the public, cover:

- rights and responsibilities under the law;
- how to avoid legal problems;
- how to address legal problems; and
- solutions to legal issues and problems.

In addition, the Agency may undertake or fund research into existing or proposed legal aid schemes and community legal services, and the unmet legal needs of communities.

### Advice to the Minister

The Agency investigates and advises on any matter that is referred to it by the Minister that relates to legal aid schemes or community legal services.

### Other functions

The Agency provides administrative support for two other functions conferred on it, by legislation.

#### Public Advisory Committee

A Public Advisory Committee, has been established to provide advice to the Agency on:

- community concerns about, and responses to schemes and community legal services that are or could be provided under the Act;
- community law centres and, in particular, funding for individual community law centres;
- the unmet legal needs of communities; and
- research, legal education programmes, legal information and forms.

The Public Advisory Committee includes people who represent the interests of women, Maori, Pacific Island people, young people, older people, people with disabilities, consumers, the legal profession and community law centres.

#### Legal Aid Review Panel

The Legal Aid Review Panel was established in accordance with the provisions of the Legal Services Act 2000 to enable applicants, who have sought or been granted legal aid, and providers, to obtain an independent review of the Agency's decision(s).

The Attorney-General is responsible for appointing members to the Review Panel. The members, who are to comprise a mix of suitably experienced lawyers and non-lawyers, are appointed for a term of not more than three years. Currently, the Review Panel has 35 members including the Convenor.

The Convenor of the panel, who is a lawyer and has held a practising certificate for at least 7 years, will appoint up to three panel members for each review, and the decisions reached by the panel may direct the Agency to reconsider its decision(s). The Agency may appeal decisions on points of law.



SECTION TWO

PROGRESS IN 2005/06

## OUTCOME FRAMEWORK FOR 2005/06

The outcome framework demonstrates the way in which the Agency's outputs contribute to its outcomes. This framework reflects the Agency's outputs agreed in the Statement of Intent 2005 – 2008, and is supported by the Key Priorities programme described in this section of the report.

### GOVERNMENT OUTCOMES<sup>1</sup>

The Legal Services Agency contributes to the generally intended Government goals, which among others, are to:

- Strengthen national identity and uphold the principles of the Treaty of Waitangi
- Maintain trust in Government and provide strong social services
- Reduce inequalities



### JUSTICE SECTOR OUTCOME

The relevant outcome in the Justice sector for the Agency is:

- A fairer, more credible and more effective justice system (being a system in which people's interactions are underpinned by the rule of law and justice services are more equitable, credible and accessible)



### LEGAL SERVICES OUTCOMES

The outcomes for the Agency are:

- People<sup>2</sup> who have the greatest need for legal services and the least capacity to pay for them:
  - have their legal needs met
  - have their rights and situation fairly represented in a dispute or hearing
  - can resolve or progress their legal problem themselves
  - know the options for resolving or progressing their legal problem
- People can find out easily:
  - their basic legal rights and responsibilities
  - whether they have a legal need and should seek further legal services
  - where and how to get the legal services they need
- Communities are represented on community legal issues



### AGENCY OUTPUTS

To achieve the Agency outcomes, the Agency provides administrative services represented by four outputs:

- The administration of legal aid and related schemes
- The administration of community legal services
- The administration of law-related education and legal information
- The development of access to justice.

These outputs deliver the administration of funding of legal aid, the management of pilot schemes (particularly the Public Defence Service pilot), community legal services and research and law-related education for the public.

<sup>1</sup> During this reporting period the Government Outcomes changed to: Economic transformation; Families – Young and Old; and National identity.

<sup>2</sup> People may include groups depending on the circumstance.

## ACHIEVEMENT AGAINST KEY PRIORITIES IN 2005/06

This section reports on progress against the key priorities set out in the Legal Services Agency's *Statement of Intent 2005-2008*. The priorities are broadly grouped by function and the Agency's output to which they make the most significant contribution.

### The Administration of Legal Aid and Related Schemes

#### Implement the changes arising from the Legal Services Amendment Act 2006

The Legal Services Amendment Act 2006 was passed into law on 9 April 2006. The provisions of the Amendment Act, which take effect from 1 March 2007, will result in a number of changes to the existing processes for the granting of legal aid.

Eligibility for criminal legal aid will be based on whether the applicant has 'sufficient means' to obtain legal assistance, taking into account their gross income and disposable capital, as set out in the Legal Services Regulations 2006. Assuming the applicant has insufficient means to pay for their legal assistance, aid may be granted whenever the offence is punishable by a term of imprisonment of six months or more, or whenever the interests of justice require that aid be granted. Specific criteria must be considered to determine whether the interests of justice require aid to be granted for matters with a statutory sentence of less than six months.

For civil and family matters, new financial eligibility thresholds have been set in the Legal Services Regulations 2006. The 'prospects of success' test is to be removed for most family matters, but it remains for relationship property matters. Where the 'prospects of success' test does not apply, the Agency will be required to have regard to a range of specific criteria detailed in the Act.

The financial means of both criminal and civil/family applicants will be assessed in terms of gross annual income, disposable capital and the number of dependants. This means that the family home will be included in the assessment for criminal legal aid. Income support benefits are to be considered income with some specified exceptions.

An important principle in the new Act is that there will be no changes for clients whose entitlement to aid and repayment has been assessed under the existing Act and associated policy regime.

The Amendment Act contains a number of new provisions including aid for private mediation, greater ability to recover repayments of aid, to verify and update financial information provided by applicants, the ability for the Agency to grant aid after the matter is resolved, and the ability to temporarily suspend or permanently remove providers from the list.

The changes will have a significant impact on the Agency. A structured project has been put in place to deal with:

- changed policies, guidelines and procedures leading to the development of new forms and manuals;
- the establishment of a new debt unit;
- the recruitment of around 40% more staff;
- changes to existing and development of new IT systems;
- new or expanded office accommodation;
- a new office in Waitakere;
- training for staff and providers; and
- providing information to providers, prospective clients and other stakeholders.

Under the Amendment Act, the Agency has a new function to review provider remuneration from 'time to time'. The Agency is planning to report to the Minister of Justice on the process and methodology for the provider remuneration review by the end of 2006, with the aim of enabling a prompt review after 1 March 2007.

In the year under review, the Agency was on track with the implementation project, although a significant part of the development and implementation work will be completed in 2006/07.

All in all, the Legal Services Amendment Act 2006 represents a singular and significant change to the administration of the Legal Aid Scheme.

**Develop pilots for, and implement as appropriate, the Legal Aid Improvement Programme projects, including:**

- **streamlining legal aid granting policies and procedures**
- **alternative forms of granting**

**Review alternative legal aid payment options**

The Agency continued its work to improve the quality of its decision-making, and to address cost effectiveness issues for providers and the Agency surrounding the granting process. This work has built on a number of reviews undertaken during 2004/05, conducted under the umbrella of a Legal Aid Improvement Programme.

The streamlining of legal aid granting processes is at the core of these initiatives. Changes resulting from the introduction of the Legal Services Amendment Act 2006 in March 2007, have provided an ideal opportunity to incorporate the streamlining of processes into the design of new and revised systems and procedures.

A review of the desirability and feasibility of applying alternative payments options to work undertaken by listed providers was completed in the previous year. This resulted in the design of an approach for family legal aid that simplifies and streamlines the granting and payment process for standard cases. Essentially, the approach involves a provider undertaking work that is appropriate to a case for a set payment amount, and the sending of a pro-forma invoice to the Agency.

A test was undertaken from 1 February to 30 June 2006 involving 70 providers from 24 firms, covering in excess of 500 legal aid files. The test will continue into 2006/07 to allow a full assessment of the overall efficiency and cost effectiveness of the new approach. The feedback received to date on the test has been positive.

In addition, two offices started a test where applicants for legal aid do not need to provide verification of their income if they receive a benefit from Work and Income New Zealand. The verification process takes place between the Agency and Work and Income New Zealand. This test is part of an examination of what documentation is actually needed to approve applications for legal aid.

**Investigate a provider standards regime**

**Implement a listed provider complaints process**

**Continue to implement an audit programme of listed providers**

To ensure eligible people have access to services, the Agency needs to have a level of assurance over the delivery of those services. In 2004/05 the Agency considered its role in relation to the development of standards of service provision by providers under the schemes provided for in the Legal Services Act 2000. It concluded that more work was needed to clarify its role in establishing overall service standards for providers.

In 2005/06 this work was continued. The Agency confirmed that it has a particular interest in the service standards of providers, on behalf of applicants for legal aid, the public, and the Crown (as the funder of legal aid schemes). However, that interest needed to be considered alongside the Agency's role in administering schemes and services, and the capacity to effect compliance with any defined service standards. As a first step, the focus will be directed towards facilitating the delivery of quality services through the administration of the schemes, and in particular through the listing process for providers. Participation in schemes requires providers to meet listing criteria,



either as a new provider, or in order to be appointed to a higher category (of service) level. The listing process has been improved through a greater emphasis on the reference requirements.

Following work commenced in 2004/05 on a listed provider complaints management policy, a two-tier complaints process has now been implemented. The first tier of the process is undertaken by grants staff at a local level; the second tier undertaken by Head Office grants management for matters that have the potential for more serious consequences. The approach taken to addressing complaints is based on:

- the principles of natural justice;
- applying appropriate review and remedy processes before a formal investigation;
- seeking remedies on any justified matter; and
- invoking the Suspension, Consideration and Review process for providers only as a last resort.

The Agency's Risk Management Committee approved a listed provider audit programme for 2005/06. This programme involved the audit of 114 files and focused on elements of the provider's participation, and the meeting of requirements of the Legal Aid Scheme. The files reviewed were selected at random and covered approximately 5% of active providers. The reviews, which included an assessment of quality and value for money, concluded that the standards being applied met expectations. Any issues arising from the audit were satisfactorily resolved with the provider concerned.

#### **Complete project tasks, on time and within budget, for the modernisation of the Agency's core IT application**

During 2005/06, the Agency has been focussed on researching and developing options to replace its core business application, LA Office. Work was initially concentrated on a modular approach to replacement in order to minimise the impact of change on the workload of grants staff. However, with the introduction of the Amendment Act, and the proposed changes to grants processing requirements from 1 March 2007, the Agency refocussed its redevelopment strategy into two projects:

- implementation of the proposed changes to the legal aid granting processes within the existing core business application; and
- development of a business case for a Legal Services Information Management System aimed at meeting the requirements of the Agency for the long term.

Both projects will continue into 2006/07.

#### **The Administration of Community Legal Services**

##### **Research legal needs:**

- **in priority areas (as identified in the Agency's national map of indicators of unmet legal need)**
- **to determine the priority legal needs for communities of interest**

##### **Develop options for a community legal services strategy**

During the year, the Agency initiated a national survey of unmet legal need. The research is the first of its kind, and is comparable to research recently conducted in England & Wales, Canada and Northern Ireland. With the involvement of more than 7000 households it is larger than overseas examples and will enable robust findings at a local level.

Following completion of the survey, a report will be published in late 2006. It is anticipated that the survey will provide a rich source of information regarding unmet legal need, how people deal with legal problems, and potential service delivery options.

The national survey findings are intended to help refine options and assist the Agency determine specific strategic objectives, including a community legal services strategy.

In addition to the national survey, the Agency has let two research contracts specifically to support community legal service development in the Auckland area. These projects are examining the legal needs and service delivery options for recent immigrants and for people with disabilities.

The research has been facilitated by the Auckland Community Legal Services Development Committee, which has been established by the Agency. This group comprises the majority of community law centres in Auckland. As a result of the research projects, the Committee will develop service delivery proposals for the Agency across Auckland.

#### **Continue to implement an audit programme of community law centres**

The Agency undertakes an audit programme of community law centres (CLCs) to gain assurance that the Agency's and CLCs' expectations and commitments are being met in accordance the Contract for the Provision of Community Legal Services. The audits are either random, or special, audits. Special audits are carried out where there are significant issues or concerns regarding the performance and/or operation of a CLC, and its ability to deliver services under the contract.

The Agency completed three random audits of community law centres during 2005/06 and no issues of concern were reported.

#### **The Administration of Law-Related Education and Legal Information**

**Consider, and if appropriate, initiate the development of alternative approaches to legal advice and information services, generally and for criminal matters.**

**Review alternative arrangements for providing legal advice and representation, in particular for initial criminal matters.**

During 2005/06, the Agency reviewed the Police Detention Legal Assistance and the Duty Solicitor Schemes, as part of the work which is focussed upon initial criminal legal services, ie the legal services required by people from the time they are questioned or detained by police through to a first appearance in court. The objective of the reviews was to maximise the opportunity for enhanced effectiveness and efficiencies between the schemes, as well as to facilitate quality improvement in the legal services delivered through improved administration of the two schemes.

A programme of alternative approaches to the Duty Solicitor Scheme was designed and tested during the year. The alternative design included:

- appointed supervisors;
- regular participation of duty lawyers who choose to provide services;
- team rostering of duty lawyers;
- mentoring and supervision of trainees prior to approval to join the roster;
- clear administrative guidelines and requirements for all duty lawyers; and
- criminal legal assignments not linked to duty lawyer participation.

The testing of the initial programme was undertaken at the Waitakere court, and it will be continued in 2006/07 at courts in Auckland and Wellington.

The review of the Police Detention Legal Assistance Scheme was nearing completion at year-end and a decision about its future will be taken in 2006/07. The cost of running the scheme has decreased by 15% over the past two years, although it is expected that the changes proposed will result in an increased cost as a greater number of people access the scheme.

Both reviews and developments will continue to rely on the participation of providers.

### **Complete the 2005/06 developments of the legal information and law-related education strategy**

Under its legal information and law-related education strategy, the Agency acts as a gateway or central repository for legal education and information resources.

During 2005/06, the Agency:

- published and launched a law-related education kit on Immigration matters, and established an ongoing distribution arrangement with Auckland Regional Migrant Services;
- established an ongoing arrangement with the National Collective of Independent Women's Refuges to distribute the Domestic Violence kit;
- completed user trials of the ACC kit to be put into production in 2006/07;
- undertook a scoping exercise for law-related resources concerning disability;
- was a member of the Justice Sector Information Strategy (JSIS) Information Access Working Group and participated in the pilot of the 'distributed legal information portal';
- carried out enhancements to LawAccess, which were identified in the 2004/05 review of the website, and implemented a communications plan to increase awareness of the site to a wider range of audiences;
- undertook a scoping exercise to update and review the Wellington Community Law Centre's 'Legal Reference Manual' for the purposes of updating the hard copy, and developing an online version to be integrated into LawAccess;
- held ongoing discussions with stakeholders over the development of quality programmes to be included in the delivery of law-related education and information services;
- contracted with the Westland and Buller Rural Education Activities Programme (REAP) for the delivery of legal information services in a number of Westland sites and the Buller region; and
- contracted with community law centres in Nelson Bays and Christchurch for law-related education seminars on the West Coast.

### **The Development of Access to Justice**

#### **Administer the Public Defence Service (PDS) evaluation group**

The evaluation of the PDS pilot continued in 2005/06. A second round of interviews were held with criminal lawyers and stakeholders, and evaluators commenced their review of data from the Agency and the Ministry of Justice on criminal services delivered in Auckland and Manukau courts.

### **Agency Capability**

#### **Complete the 2005/06 tasks of the Agency Development Plan**

The Agency continued with the implementation of an Agency Development Plan. The Development Plan was developed following the inaugural staff climate survey completed in 2004, and identified organisational initiatives that would build a safe and effective working environment for staff.

The Development Plan had 5 goals, focussing on the need to:

- improve training and development;
- improve IT systems;
- ensure a reasonable workload for grants staff;
- improve internal communications; and
- improve overall quality of service within the Agency.

Significant developments were completed during the year. A Training and Development policy was implemented, which included an improved way of recording individual training records. A review of the grants training framework was also completed, and a programme to review the grants training modules is being put in place.

Improvements were made to the Agency's core business application, LA Office, to improve the effectiveness of the system.

Additional numbers of grants staff were appointed to address the increasing volumes of applications for legal aid, to help balance the case workload, and to ensure quality. In 2005/06, actual volumes exceeded an increased forecast, so that in some areas the processing workload impacted adversely on turnaround times.

Internal audit reviews were initiated over particular operational areas to assess the quality of various processes. These included the establishment of debt, which was followed by a staff training programme. An internal quality review process was developed to supplement the existing peer review of grant files.

**Continue to implement cultural responsiveness, including the following specific initiatives:**

- **Treaty of Waitangi Policy**
- **Responsiveness Policy**

*Review of Initial Criminal Legal Services – improved administration of the Duty Solicitor and the Police Detention Legal Assistance Schemes*

A review of initial criminal legal services, which was focussed on better recognising and responding to the diversity of the client base, has been undertaken. Initiatives from the review, including specific training designed to ensure cultural needs are met, are being designed and tested.

*Analysis of barriers to access to services*

The Public Advisory Committee has worked with Agency staff to develop an analysis of the barriers faced by people in accessing legal services, and identifying ways that providers can remove barriers. This work was developed in draft during the year and will be finalised as a service improvement tool, particularly for community law centres.

*Accurate reporting on service delivery to Maori and other ethnic groups*

The Agency has developed a new reporting system for community law centres so that the delivery of services to Maori and other ethnic groups, can be accurately recorded and reported.

*National Survey of Unmet Legal Needs and Access to Services*

The Agency has conducted a nationwide survey of unmet legal needs, covering problems people have faced in accessing legal services, their experience of the services they received and their preferences for service delivery methods. The survey findings will help guide the development of services for readily identifiable groups in need.

*Public Defence Service pilot*

The Public Defence Service pilot has a specific objective to explore options for improved responsiveness in service delivery. The evaluation of the pilot will consider the effectiveness of service delivery to all clients.

*Legal information and education*

The Agency continues to maintain its focus on the most appropriate methods of delivery of legal information and education, and to meet the needs of diverse audiences. The Agency published a revised Te Reo version of the Legal Aid Guide during the year.

#### *Development of community legal services*

The Agency has worked with existing community law centres to increase and improve services in the Waikato region, and has commissioned a review of options for improved services to people with disabilities in the Auckland region. Both projects include services for Maori. More generally, the Agency has worked directly with a number of CLCs specialising in services to Maori to help them to identify and meet client needs.

#### *Treaty Sector support*

The Agency's Chief Executive has attended the regular meetings of this support group, which comprises representatives from the Waitangi Tribunal, Office of Treaty Settlements, Te Puni Kokiri, and Treasury. The meetings assist with sector information sharing and the development of common objectives.

The Agency sponsored and participated in the joint Waitangi Tribunal/New Zealand Law Society Treaty Sector Conference in November 2005 which had a focus on continuing legal education for lawyers undertaking work in the Treaty Sector.


SECTION THREE

REPORT ON OPERATIONS

## LEGAL AID AND RELATED SCHEMES

### LEGAL AID TRENDS – APPLICATIONS, GRANTS, CERTIFIED CLAIMS

#### National legal aid trends

During 2005/06, the Agency received 74,142 applications for legal aid (an increase of 7.3% over 2004/05). From these applications, 65,821 grants of aid were made (an increase of 7.2% over 2004/05), that enabled approximately 56,000 (2004/05 – 54,000) people to access legal services.

The national legal aid volume of applications and grants, and certified claim expenditure for the past three years is shown below, followed by a graphical presentation of historic trends:

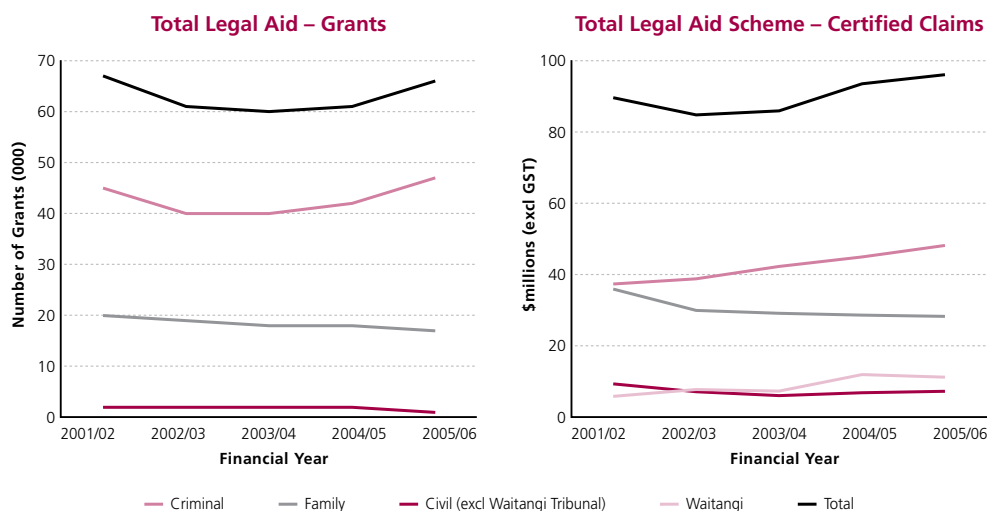
	Application Volumes			Grant Volumes		
	2003/04	2004/05	2005/06	2003/04	2004/05	2005/06
Criminal (private)	45,567	44,543	50,270	40,060	39,506	44,505
Criminal (PDS)	331*	2,328	2,331	331*	2,328	2,331
<b>Total Criminal</b>	<b>45,898</b>	<b>46,871</b>	<b>52,601</b>	<b>40,391</b>	<b>41,834</b>	<b>46,836</b>
Family	19,912	19,730	19,487	18,098	17,706	17,467
Civil	2,220	2,402	1,946	1,658	1,789	1,446
Waitangi	95	97	108	65	63	72
<b>Total</b>	<b>68,125</b>	<b>69,100</b>	<b>74,142</b>	<b>60,212</b>	<b>61,392</b>	<b>65,821</b>

\*From 3 May 2004 to 30 June 2004

	Certified Claims		
	2003/04 \$000 (excl GST)	2004/05 \$000 (excl GST)	2005/06 \$000 (excl GST)
Criminal (private)	38,264	40,652	43,535
Criminal (PDS)	918*	1,849	2,461
<b>Total Criminal</b>	<b>39,182</b>	<b>42,501</b>	<b>45,996</b>
Family	26,476	26,016	25,686
Civil	5,764	6,489	6,729
Waitangi	6,901	11,059	10,406
	<b>78,323</b>	<b>86,065</b>	<b>88,817</b>
Duty solicitor	6,104	6,331	6,780
Police detention legal assistance	526	499	449
<b>Total expenditure<sup>1</sup></b>	<b>84,953</b>	<b>92,895</b>	<b>96,046</b>

<sup>1</sup> Figures have been amended, from the 2004/05 Annual Report, to reflect the inclusion of the PDS Pilot.





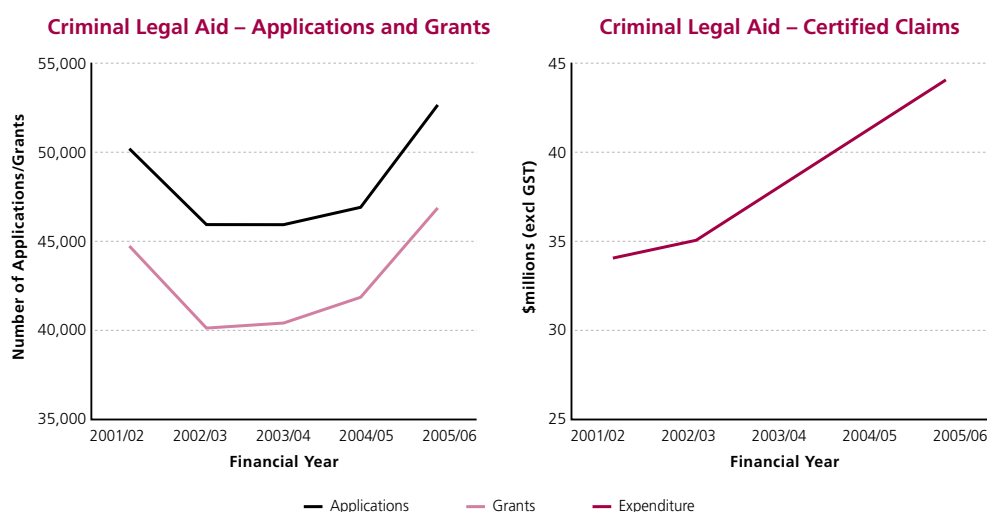
A full breakdown of regional trends in legal aid, by law type, is included in Section 6 – *National and Regional Grants Analysis and Expenditure Information*.

### Certified claims

Certified claims for legal aid and related schemes increased by \$3.2 million (3.4%) to \$96.0 million in 2005/06. The certified claims are those claims (and disbursements) approved for payment to providers (including the Public Defence Service pilot), and payments for the Duty Solicitor and Police Detention Legal Assistance Schemes. The volume of grants approved in any one financial year may not directly relate to the certified claims paid for that year, because the claims in respect of any one grant, may be paid out in subsequent years.

The hourly rates paid to providers for each category of legal aid work, have remained the same as in the previous year. Consequently, the movement in certified claims from the preceding financial year largely reflects a change in the volume of grants for which payment was made, the average amount of time spent on cases (either in the preparation or appearances), the amount of time spent by duty solicitors at courts, and any change in the category of providers engaged on cases.

## Criminal legal aid trends



Note: Grants are reported in the financial year of the first approved grant for an application. The application may have been made in a previous financial year.

## Volumes

Only criminal legal aid experienced an increase in both volumes and expenditure in 2005/06. Applications increased by 5,730 or 12% to 52,601 (2004/05 – 46,871).

This is regarded as a significant increase, given that in previous years the volumes had been relatively static. The increases varied through the country, however, the grants volumes in the Auckland region increased by 14%, and due to the size of the region this increase accounted for around 45% of the increase nationally.

Given the significance of the increase when compared to previous years, and the variance experienced across regions, it is not possible to identify any longer term trends emerging at this stage.

The three top areas of granting were cases relating to dishonesty, traffic, and assaults (excluding sexual assaults), which had the largest increase. Applications for homicide cases which generally result in high cost cases, increased by 50% to 132.

## Legal aid expenditure

In any given year, expenditure does not necessarily relate directly to volumes due to the length of cases and the timing of payments. Expenditure on criminal legal aid totalled \$46.0m, an increase of \$3.5m (8.2%). Over the past 5 years, expenditure has increased from \$33.8m to \$46.0m (36%), with volumes having returned to former levels.

Homicide accounted for 49% of the increased expenditure in criminal legal aid. The top three areas of expenditure were again dishonesty, assault, and matters relating to drugs.

As with volumes, the expenditure increases throughout the country were variable but not as marked. The Auckland region made up 33% of the increase in expenditure.

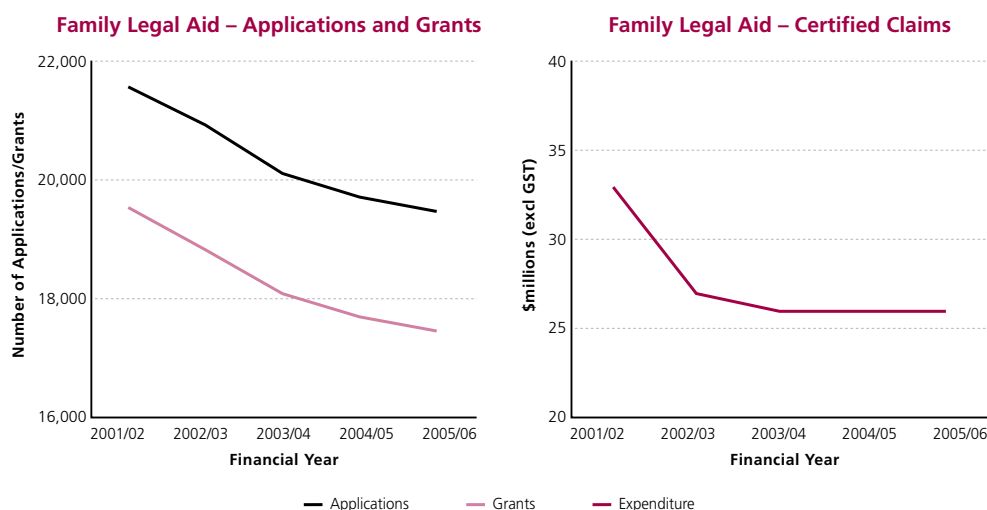
### Average case costs

The average cost of a criminal legal aid grant continues to increase. In 2005/06, the average cost of a finalised criminal case was \$1,029, which is 3% higher than 2004/05. The greatest increases in case costs were in Category 3 (26%) and Category 4 (67%), which includes homicide.

### Access to providers

847 providers were assigned a criminal legal aid case in 2005/06. This compares with 881 in 2004/05. An analysis of provider coverage is included in Section 6 – *Listed Provider Activity*.

## Family legal aid trends



Note: Grants are reported in the financial year of the first approved grant for an application. The application may have been made in a previous financial year.

### Volumes

The number of applications received, and claims certified for family legal aid cases have been decreasing since 2001/02. However, the trend in the last two years shows a levelling off, with only a 1% drop in both applications and grants of legal aid.

In 2005/06, 62.3% of family application matters were for cases dealing with Care of Children, which includes Custody and Access, and Guardianship; and Domestic Violence. The number of Mental Health applications increased by 88 in 2005/06, up 2.1% from the previous year.

### Legal aid expenditure

The Agency spent \$25.7 million in family legal aid in 2005/06, a decrease of \$0.33 million (-1.3%) on the previous year.

The majority of claims (70.9%) related to cases concerned with the Care of Children (55.5%) and Domestic Violence (15.4%). Certified claims for both of these matters totalled \$18.2 million, a drop of \$0.45 million compared with the previous year. Certified claims for Mental Health increased by 4.4%, to \$2 million.

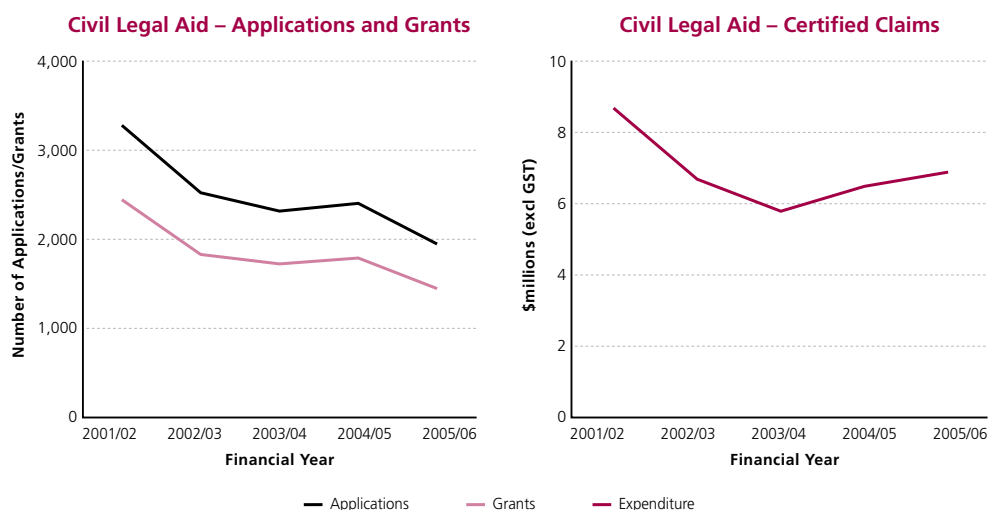
### Average case costs

In 2005/06, the average cost of a finalised family case was \$1,358 (which includes Mental Health cases), 1% lower than reported for the previous year. The average cost of a Mental Health case increased 4.9%, to \$503.

### Access to providers

As at 30 June 2006, there were 1,954 family providers listed with the Agency, compared with 2,012 at the same time the previous year. In 2005/06, 49% of family providers were assigned a case compared to 52% in 2004/05.

### Civil (excluding Waitangi Tribunal) legal aid trends



Note: Grants are reported in the financial year of the first approved grant for an application. The application may have been made in a previous financial year.

#### Volumes

The number of civil applications declined by 456 (19%) in 2005/06. The decline of civil applications is across all but one of the regions. Overall, the decline in civil applications is across all matters with the exception of a small increase in ACC cases. Over the years, there is no apparent reason for the trend in the level of civil matters.

In 2005/06, 79.5% of the civil applications were for Civil Proceedings, ACC and Employment cases.

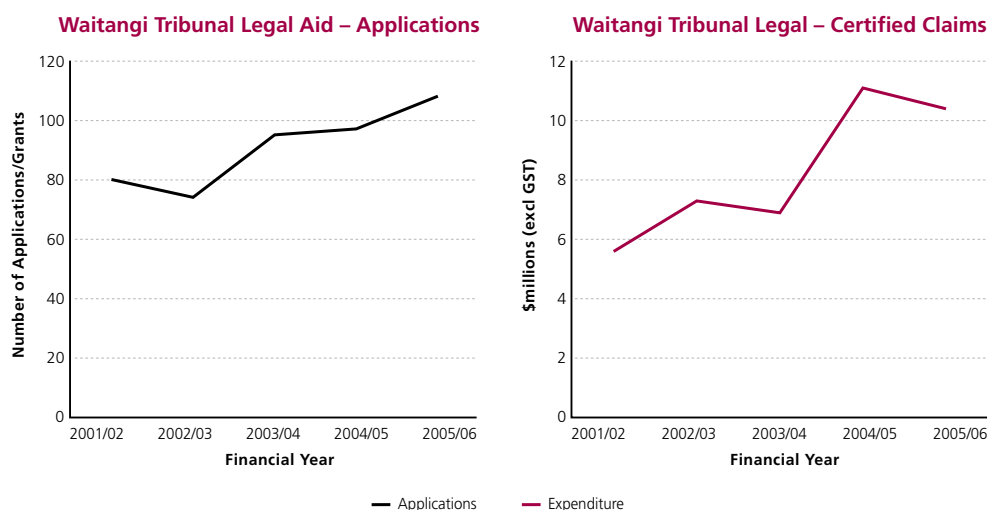
#### Legal aid expenditure

In 2005/06, certified claims for civil legal aid cases totalled \$6.8 million, an increase of \$0.2 million (3.4%) over the previous year.

#### Average case costs

The average cost of a finalised civil case was \$2,933, which is a 14% decrease from the previous year.

## Waitangi Tribunal legal aid trends



Note: Grants are reported in the financial year of the first approved grant for an application. The application may have been made in a previous financial year.

Legal aid is granted in this jurisdiction to provide funding for legal advice and representation in the preparation of Waitangi Tribunal claims, Waitangi Tribunal hearings, and legal processes in associated settlement negotiations.

Waitangi proceedings often take several years to finalise. The value of certified claims will vary from year to year depending on the size and complexity of the claims being considered by the Tribunal, and the stage that claims are at in the Tribunal process.

### Volumes

The number of Waitangi applications increased by 11 (11%) in 2005/06. Application numbers are expected to increase further in the next few years as a result of:

- the Foreshore and Seabed Act 2004, which has resulted in a large number of claims being lodged with the Waitangi Tribunal; and
- the proposal by the Government to set a deadline of 1 September 2008 for all historical claims to be lodged with the Waitangi Tribunal.

### Legal aid expenditure

In 2005/06, certified claims for Waitangi Tribunal cases totalled \$10.4 million, which is 5.9% less (\$0.7 million) than in 2004/05. Factors contributing to the decline include two major claims in the North Island being deferred, and Agency work with the Waitangi Tribunal to reduce the duplication of claims.

### Access to providers

As at 30 June 2006, there were 107 Waitangi practitioners listed with the Agency, compared with 111 at the same time the previous year. In 2005/06, 24% of Waitangi practitioners were assigned a case compared to 26% in 2004/05.

## DUTY SOLICITOR SCHEME

The Duty Solicitor Scheme provides unrepresented defendants, charged with an offence, with access to a lawyer for assistance, advice and representation.

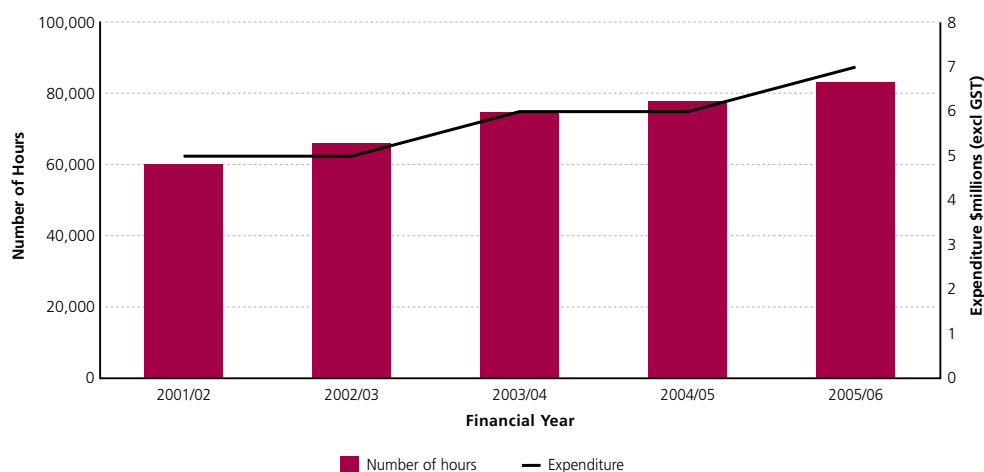
As at 30 June 2006, there were 976 law practitioners listed under the Duty Solicitor Scheme, compared with 928 at the same time the previous year.

### Services provided

Certified claims under this scheme increased by 7.9% in 2005/06 to \$6.8 million (2004/05 – \$6.3 million).

The hours recorded by lawyers on duty solicitor work increased by 7.1% to 84,440 hours (2004/05 – 78,853 hours). Of these PDS provided 1230 hours (2004/05 – 973 hours).

**Duty Solicitor Number of Hours and Expenditure**



## POLICE DETENTION LEGAL ASSISTANCE SCHEME

The Police Detention Legal Assistance (PDLA) Scheme arranges for lawyers to be available to provide advice and assistance to people questioned, or detained by the police.

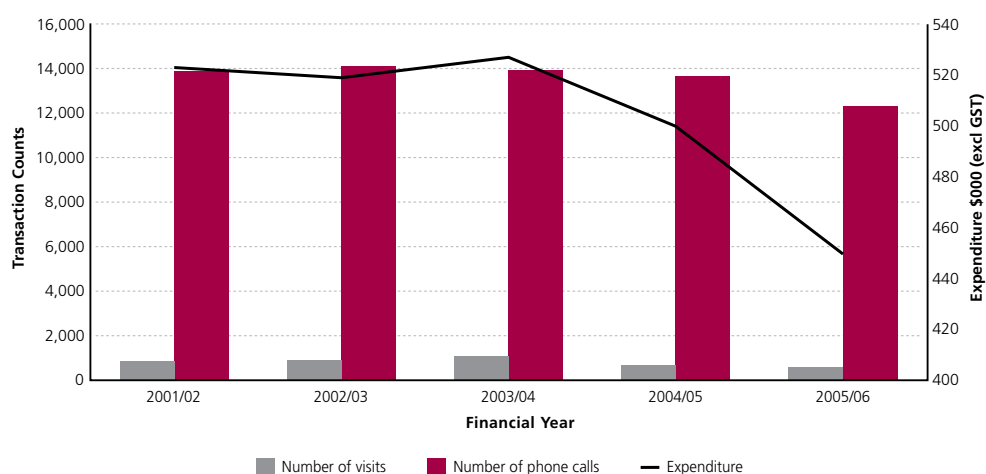
As at 30 June 2006, there were 380 lawyers listed to provide these services, compared with 398 at the same time last year.

### Services provided

The services provided by the scheme included 12,270 phone calls and 582 visits to police stations.

The cost of the services has decreased by 10% to \$0.45 million (2004/05 – \$0.50 million), although the true cost may be higher as lawyers do not invoice all instances of advice or assistance.

Police Detention Legal Assistance, Phone Calls, Visits and Expenditure





## LEGAL AID RECOVERIES

### Contributions by legally aided persons

Recoveries from legally-aided persons are derived from contributions set by the Agency and the former Legal Services Board (pre February 2001) as a condition of the grant of legal aid. Contributions are based on an assessment of the legally-aided person's ability to repay the grant, either from disposable income or capital assets owned. In addition, the legally aided person may be required to make a contribution from the proceeds of legal proceedings.

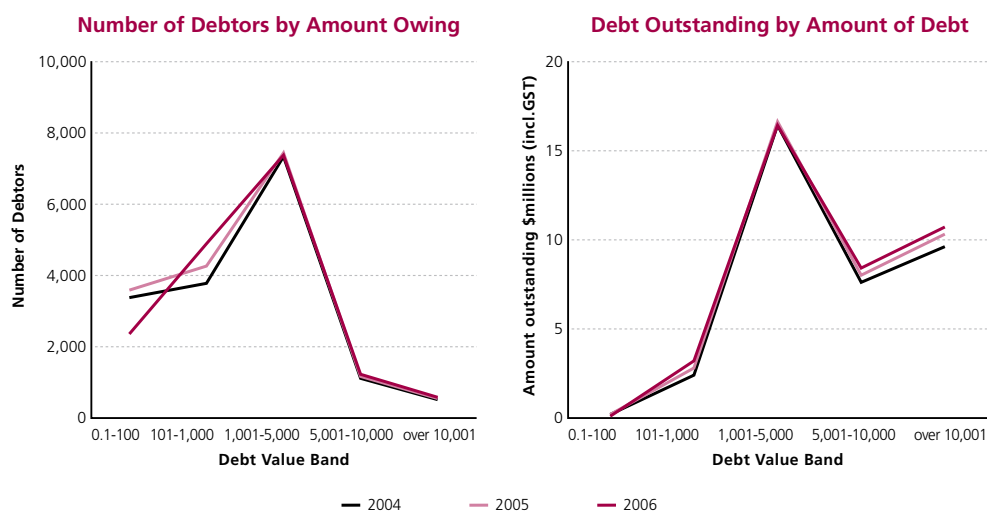
The majority of contributions set are secured by charges over property, and authorised by the legally-aided person. Although, the majority of this secured debt to the Agency is registered under the Land Transfer Act 1952, it may be many years before the secured asset is sold and the Agency can recover the debt.

### Debt profile

In 2005/06 income from legal aid recoveries increased by 2.7% to \$8.8 million (2004/05 – \$8.6 million). The Agency's debt is valued at \$38.8 million, before making adjustments to provide for the possibility of debt not being recovered, and to recognise the time it may take to achieve collection. The average debt per legally aided person outstanding at 30 June 2006 was \$2,363 (30 June 2005 – \$2,238), an increase of 5.5%.

The majority of debt owed to the Agency (78%) is attributable to grants of family legal aid. Although the number of grants for family legal aid in 2005/06 remained at a similar level to the previous year, the average cost per case rose slightly. This has contributed to the increase in overall debt value.

The amount of individual debt outstanding is predominantly in the \$1,001 to \$5,000 range, which comprises 45% of the debtors. The percentage of debtors who owe the agency over \$5,000 has risen from 10% last year to 11% this year.



## Management of recovery

In addition to the Agency's debt recoveries team, a national debt audit team was established in 2005/06 to specifically focus on reviewing existing debt files across the Agency and to contribute to improving the processes surrounding the management of debt. This followed the detection in 2004/05 that a number of files had not followed required processes. This work will help prepare the way for the introduction of new requirements for the management of debt under the Legal Services Amendment Act 2006.

## RECONSIDERATION AND REVIEW OF LEGAL AID DECISIONS

The Legal Services Act 2000 allows for the reconsideration of a granting decision by the Agency, or a review of an Agency decision by an independent authority, the Legal Aid Review Panel (LARP).

### Reconsideration

An applicant for legal aid, or a legally aided person, may apply for reconsideration of a legal aid decision. When an application is received, the Agency ensures that a grants officer, other than the one who made the original decision, carries out the reconsideration. When undertaking the reconsideration, the grants officer may take into account any new or additional information supplied by the person applying for the reconsideration.

In 2005/06, there were 2,107 reconsiderations, which represented a 7% reduction over the previous year. An analysis of the reconsiderations follows:

Reconsideration Outcome	2005/06		2004/05	
	No.	%	No.	%
Agency decision upheld	831	39%	1,019	45%
Agency decision changed	1,276	61%	1,240	55%
<b>Total reconsiderations</b>	<b>2,107</b>		<b>2,259</b>	

### Review

An applicant for legal aid, or a legally aided person, may apply for a review of an Agency legal aid decision. In addition, a listed provider may apply for a review of an Agency decision relating to the provider's claim for payment.

The reviews are carried out by the Legal Aid Review Panel (LARP). The functions of LARP are set out under *Role of the Agency* in Section 1 of this Annual Report.

The grounds for a review of an Agency decision are that the Agency decision is 'manifestly unreasonable' or 'wrong in law'. Decisions are made after the Panel review team have considered the related grant file and written submissions from both the applicant and the Agency. There is no oral hearing in the review process. The Panel concludes its review by confirming, reversing or modifying a decision(s) of the Agency, or it may direct the Agency to reconsider a decision. In that event it may set out matters that the Agency must take into account in the reconsideration.

In 2005/06, there was a 14% decrease in the number of applications to LARP for a review of an Agency decision. This is reflected in the outcome of the reviews which shows a 5% decrease in Agency decisions upheld, and a 4% decrease in decisions referred back to the Agency for reconsideration. There was a 3% increase in the number of Agency decisions reversed, and the percentage of Agency decisions modified remained the same as last year.

During the year, fourteen appeals of LARP decisions were made to the High Court and Court of Appeal. In the five appeals for which judgments have been received, the Agency was the appellant in four cases and the respondent in 1 case. Three judgments confirmed the Agency decisions, and two altered the decisions.

A summary of the applications for review received by LARP during 2005/06, and the review outcomes, follows:

Applications for Review and Review Outcome	2005/06		2004/05	
	No.	%	No.	%
Applications received	329		382	
Applications withdrawn	96		68	
Applications pending a decision	120		74	
Applications finalised				
Agency decision upheld	108	42%	132	47%
Agency decision modified	8	3%	8	3%
Agency decision reversed	56	22%	55	19%
Agency directed to reconsider	60	23%	76	27%
Other	26	10%	12	4%
	<b>258<sup>2</sup></b>		<b>283</b>	
Applications for review, excluding those withdrawn, as a percentage of legal aid applications received (applications received 74,142; 2004/05: 69,100)	0.31%		0.45%	

<sup>2</sup> This total will include applications received prior to 1 July 2006 but finalised after that date.

## PUBLIC DEFENCE SERVICE PILOT

The Public Defence Service pilot (PDS), which was established in 2004 to assess the merits of bulk funding a criminal defence service, has completed its second full year of operation.

The PDS has two offices, which provide lawyers for criminal defence cases at the Auckland and Manukau courts, along with duty solicitor attendances.

### Caseload

The caseload managed by the PDS offices rose steadily in its first year and stabilised in its second year. This resulted in a similar level of assignments over both periods. By agreement and because of its pilot status, PDS is limited to 33% of the available assignments in the courts where it operates.

During 2005/06, there has been a significant increase in criminal case assignments in the Auckland region. As a result of the regional increase in assignments, and the decision by the Agency to maintain PDS at its planned establishment level, the percentage of assignments actually taken by PDS in 2005/06 was 23% (2004/05 – 27%). To help manage the increasing caseload assigned by rotation, PDS introduced monthly assignment limits in the final quarter of 2005/06 to prevent overloading PDS's capacity to service its clients.

At the same time, the Manukau office had to reduce its duty solicitor commitments to enable it to meet its assignment caseload.

In so doing, the PDS pilot has actually sought to undertake its assignments in a manner that demonstrates a high degree of quality. The commitment of the PDS staff is recognised in this regard. The pilot is being independently evaluated.

### Financial performance

The financial performance of the PDS pilot is measured by comparing the cost of operating the services provided against a 'notional revenue'. The 'notional revenue', which substitutes for the certified claims normally paid to private providers, is derived from an analysis of a representative range of cases assigned to private providers, and their costs.

	2006 \$000 (excl GST)	2005 \$000 (excl GST)
Notional revenue (from cases undertaken)	2,887	2,085
Expenditure	2,461	1,849
Notional saving in legal aid expenditure	426	236

The PDS pilot has continued to produce notional savings in expenditure.

## COMMUNITY LAW CENTRES

The Legal Services Act 2000 defines Community Law Centres (CLCs) as bodies “whose primary function is, or includes, the provision of community legal services to communities with unmet legal needs, and in particular to people with insufficient means to pay for legal services”.

The Agency has a responsibility under the Act to fund and support community legal services. This requires the Agency to establish, fund and contract with CLCs to provide the following range of services to local communities:

- legal advice, assistance and representation;
- legal information and law-related education; and
- law-reform and advocacy work on behalf of the community served.

CLCs are independent organisations that have been formed to assist people address their legal needs, in a community setting.

The CLCs report that over 52,000 people received help through legal representation, assistance and advice. In addition, all CLCs are contracted to provide legal information. The means of achieving this were various and involved direct contact, written material, websites and radio. Setting aside the wide potential audiences of the latter two, the CLCs estimate around 34,000 people would have been assisted. Furthermore, over 17,000 people attended law-related education sessions.

The services are provided through 27 centres that cover all but one region and reflect two new centres coming up to full speed, and expanded services by some existing centres.

### Funding

The majority of funding for CLCs, is received from the New Zealand Law Society Special Fund, which earns interest income on solicitors’ nominated trust accounts.

In 2005/06, the Agency increased its funding to CLCs, by \$1.316 million or 19.2%, to \$8.187 million (2004/05 – \$6.871 million). This reflected funding for new and expanding services together with funding to deal with cost pressures. High returns from the nominated trust accounts meant that the Agency did not need to resort to using reserves in 2005/06.

CLCs have a special relationship with the Agency, and an extensive programme of consultation was undertaken with a view to formulating an Agency National Funding Policy in 2006/07.

### Relationship with CLCs

All CLCs submitted service delivery proposals in April 2005 setting out how they would deliver services to their communities during 2005/06. Funding allocations were notified to CLCs by 15 June 2005 in accordance with the requirements of the Agency’s Statement of Intent.

New five year contracts were offered to 25 CLCs whose previous contract terms had expired. Contract extensions were also offered to pilot CLCs so that the term expires at the conclusion of their pilot status in 2007. The Agency now has contracts with 27 CLCs.

In 2005/06 the Agency continued its commitment to improving the working relationship with CLCs with an increased focus on communication. The Agency took the opportunity to engage with CLCs through a revised visit programme, regional consultation forums, the introduction of a Community Legal Services Newsletter, and continuation of the annual Agency/CLC meeting. The Agency also engaged a number of individual CLCs in the development of a CLC reporting system aimed at providing feedback on the level of support being provided by CLCs to their local communities.

### **CLC performance**

The Agency monitors the performance of CLCs, and is able to intervene if service delivery standards are not being met.

The Agency continued to work with the Maori Legal Services Te Ture Manaaki o Rehua and the Hutt Valley CLC on the implementation of findings from previous reviews of these CLCs. During the year, the Agency commissioned independent assessments of Otara CLC and Te Tai Tokerau CLC. The latter assessment identified a number of issues concerning the delivery of services and financial management.

Since the period covered by this report, the Agency has cancelled the contracts with Te Tai Tokerau CLC and Maori Legal Services. The termination of the contracts is due to concerns about the capacity of both organisations to deliver the contracted services arising from issues of financial management.

SECTION FOUR

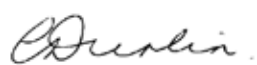
STATEMENT OF SERVICE PERFORMANCE  
AND FINANCIAL STATEMENTS

## STATEMENT OF RESPONSIBILITY

The Board and management of the Legal Services Agency is responsible for:

- the preparation of the financial statements and statement of service performance, and for judgements in them; and
- establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial and non-financial reporting.

In the opinion of the Board and management, the financial statements and statement of service performance for the year ended 30 June 2006, fairly reflect the financial position and operations of the Agency.



**Carole Durbin**

Chair

26 October 2006



**Tim Bannatyne**

Chief Executive

26 October 2006



## AUDITOR'S REPORT

### To the readers of the Legal Services Agency's Financial Statements for the year ended 30 June 2006

The Auditor-General is the auditor of the Legal Services Agency (the Agency). The Auditor-General has appointed me, Stephen Lucy, using the staff and resources of Audit New Zealand, to carry out the audit of the financial statements of the Agency, on his behalf, for the year ended 30 June 2006.

#### Unqualified opinion

In our opinion the financial statements of the Agency on pages 41 to 66:

- comply with generally accepted accounting practice in New Zealand; and
- fairly reflect:
  - the Agency's financial position as at 30 June 2006;
  - the results of its operations and cash flows for the year ended on that date; and
  - its service performance achievements measured against the performance targets adopted for the year ended on that date.

The audit was completed on 26 October 2006, and is the date at which our opinion is expressed.

The basis of our opinion is explained below. In addition, we outline the responsibilities of the Board and the Auditor, and explain our independence.

#### Basis of opinion

We carried out the audit in accordance with the Auditor-General's Auditing Standards, which incorporate the New Zealand Auditing Standards.

We planned and performed the audit to obtain all the information and explanations we considered necessary in order to obtain reasonable assurance that the financial statements did not have material misstatements, whether caused by fraud or error.

Material misstatements are differences or omissions of amounts and disclosures that would affect a reader's overall understanding of the financial statements. If we had found material misstatements that were not corrected, we would have referred to them in our opinion.

The audit involved performing procedures to test the information presented in the financial statements. We assessed the results of those procedures in forming our opinion.

Audit procedures generally include:

- determining whether significant financial and management controls are working and can be relied on to produce complete and accurate data;
- verifying samples of transactions and account balances;
- performing analyses to identify anomalies in the reported data;
- reviewing significant estimates and judgements made by the Board;
- confirming year-end balances;
- determining whether accounting policies are appropriate and consistently applied; and
- determining whether all financial statement disclosures are adequate.

We did not examine every transaction, nor do we guarantee complete accuracy of the financial statements.

We evaluated the overall adequacy of the presentation of information in the financial statements. We obtained all the information and explanations we required to support our opinion above.

### **Responsibilities of the Board and the Auditor**

The Board is responsible for preparing financial statements in accordance with generally accepted accounting practice in New Zealand. Those financial statements must fairly reflect the financial position of the Agency as at 30 June 2006. They must also fairly reflect the results of its operations and cash flows and service performance achievements for the year ended on that date. The Board's responsibilities arise from the Public Finance Act 1989 and the Legal Services Act 2000.

We are responsible for expressing an independent opinion on the financial statements and reporting that opinion to you. This responsibility arises from section 15 of the Public Audit Act 2001 and the Public Finance Act 1989.

### **Independence**

When carrying out the audit we followed the independence requirements of the Auditor-General, which incorporate the independence requirements of the Institute of Chartered Accountants of New Zealand.

Other than the audit, we have no relationship with or interests in the Agency.



### **S B Lucy**

Audit New Zealand  
On behalf of the Auditor-General  
Wellington, New Zealand

### **Matters relating to the electronic presentation of the audited financial statements.**

This audit report relates to the financial statements of the Legal Services Agency (the Agency) for the year ended 30 June 2006 included on the Agency's web-site. The Agency's Board is responsible for the maintenance and integrity of the Agency's web site. We have not been engaged to report on the integrity of the Agency's web site. We accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the web site.

The audit report refers only to the financial statements named above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements. If readers of this report are concerned with the inherent risks arising from electronic data communication they should refer to the published hard copy of the audited financial statements and related audit report dated 26 October 2006 to confirm the information included in the audited financial statements presented on this web site.

Legislation in New Zealand governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

## STATEMENT OF SERVICE PERFORMANCE

*For the year ended 30 June 2006*

### OUTPUT CLASSES

The Minister of Justice has purchased a range of services from the Agency which are aimed at helping people access justice through the following output classes:

Output Class 1: Administration of Legal Services

Output Class 2: Provision of and Access to Legal Aid Services

The objective of the services, and the financial and service performance delivered in respect of the services, are set out below.

### OUTPUT CLASS 1: ADMINISTRATION OF LEGAL SERVICES

#### Objectives

The objectives under this output class are:

- To administer the legal aid and related schemes by managing the:
  - Legal Aid Scheme (which includes criminal, family, Waitangi Tribunal and civil general);
  - Duty Solicitor Scheme; and
  - Police Detention Legal Assistance Scheme;
- To fund, provide, and support community legal services by:
  - establishing and funding community law centres ; and
  - contracting with the centres to provide legal advice, assistance and representation, legal information and law related education, and undertake law reform advocacy work on behalf of the community served; and
- To provide and fund law related education and legal information and fund research into rights and responsibilities under the law, how to address, avoid, and resolve legal problems.

#### Financial performance

	Actual 2006 (\$000)	Budget 2006 Original (\$000)	Budget 2006 Revised (\$000)	Actual 2005 (\$000)
Appropriation – Administration	15,141	16,232	15,141	11,228
Interest – Research & Education Fund	638	540	540	550
Interest – Administration funds	737	252	252	196
Other	14	–	–	18
<b>Total Income</b>	<b>16,530</b>	<b>17,024</b>	<b>15,933</b>	<b>11,992</b>
Administration expenditure	13,405	14,812	13,721	11,080
Research and Education expenditure	470	420	420	270
<b>Total Expenditure</b>	<b>13,875</b>	<b>15,232</b>	<b>14,141</b>	<b>11,350</b>
<b>Surplus/(Deficit)</b>	<b>2,655</b>	<b>1,792</b>	<b>1,792</b>	<b>642</b>

#### Explanation of major variances

Interest received on short term investments of cash reserves exceeded budget as a result of improved interest rates offered by banks, and a correction to the accrual of interest calculations for one investment.

## Service Performance

The Agency uses the following four outputs within this Output Class to manage the delivery of services and to monitor performance.

Output 1: The administration of legal aid and related schemes

Output 2: The administration of community legal services

Output 3: The administration of law-related education and legal information

Output 4: The development of access to justice

### Output 1: The administration of legal aid and related schemes

Description: This output involves:

- managing the payment of legal aid funds appropriated to the Minister of Justice for the provision of legal aid for persons of insufficient means to pay for those services;
- managing the decision making and processing of applications, amendments, claims and contributions for legal aid;
- providing and administering schemes, such as the Duty Solicitor and Police Detention Legal Assistance Schemes; and
- approving providers to deliver certain categories of legal representation and advice, and auditing their performance.

Performance Measures	Performance Standard 2005/06	Performance Actual 2005/06	Performance Actual 2004/05
<b>Quantity</b>			
No. of new criminal legal aid applications administered	43,000 – 47,000	52,601	46,871
No. of new civil legal aid (family) applications administered	16,800 – 20,800	19,487	19,730
No. of new civil legal aid (other) applications administered	2,300 – 2,950	2,054	2,499
No. of provider applications administered	600	539	557
<b>Timeliness</b>			
(a) % of civil applications, civil and criminal amendments and claims that are processed within the turnaround standard of:			
■ 5 working days	75.0%	74.1%	77.1%
■ 15 working days	95.0%	89.1%	91.5%
(b) % of criminal applications processed within the turnaround standard of:			
■ 1 working day	93%	93.5%	92.3%
■ 15 working days	95%	99.3%	97.8%
<b>Quality</b>			
(a) % accuracy for compliance with relevant legislation, regulations and Agency policy and standards	95%	93%	95%
(b) % of provider applicants approved that meet Agency listing criteria	100%	100%	100%

Performance Measures	Performance Standard 2005/06	Performance Actual 2005/06	Performance Actual 2004/05
<b>Explanation of major variances</b>			
<i>Timeliness</i>			
The timeliness of processing criminal applications has improved since last year and the performance standards were met. The timeliness of processing civil applications, civil and criminal amendments and claims fell short of the standards set (by only 0.9% in the 5 day measure). This was achieved in the face of a 12% increase in the volume of criminal applications, and a 7% overall increase in applications, over the year.			

## Output 2: The administration of community legal services

Description: This output involves:

- establishing new community law centres, supporting and funding community law centres, monitoring performance; and
- managing contracts for service from community law centres.

Performance Measures	Performance Standard 2005/06	Performance Actual 2005/06	Performance Actual 2004/05
<b>Quantity</b>			
Number of community law centres	27-28	27	27
<b>Quality</b>			
Number of contracts managed to the terms and conditions of the funding	27-28	27	27
<b>Timeliness</b>			
Percentage of community law centres advised of approved funding levels by 15 June 2006	100%	100%	100%

## Output 3: The administration of law-related education (LRE) and legal information

Description: This output involves:

- developing and providing law-related education (LRE) and legal information, either directly by the Agency, or through contracts with other appropriate individuals or organisations. LRE and legal information help an audience to better understand a law or body of laws, and promote access to justice by providing the audience with information to help them exercise their legal rights and responsibilities.

Performance Measures	Performance Standard 2005/06	Performance Actual 2005/06	Performance Actual 2004/05
<b>Quantity</b>			
Number of LRE packages developed by the Agency	2-5	2	0
<b>Quality</b>			
Evaluations of LRE packages that show that the package meets the needs of the course provider	80% of evaluations	0%	0%
<b>Explanation of major variances</b>			
<i>Quality</i>			
Evaluations of LRE packages could not be completed in 2005/06 due to the delay in production of the above kits.			

#### Output 4: The development of access to justice

Description: This output involves:

- providing information, research, analysis and advice on services, in accordance with the provisions of the Legal Services Act 2000, and
- providing the Minister of Justice with policy advice on issues relating to the provision of legal services including research management and pilot plans.

Performance Measures	Performance Standard 2005/06	Performance Actual 2005/06	Performance Actual 2004/05
Quantity			
Policy advice and information that the Agency provides to the Board and the Minister on strategic developments to improve access to justice and the delivery of legal aid	As needed	As needed	As needed
Quality			
Policy advice will conform to the quality criteria established, covering aims, logic, accuracy, options, consultation, practicality and presentation	95% of reports	100%	100%
Timeliness			
Policy advice and information will be provided in time to meet the requirements of the Board and the Minister	95% of reports	100%	100%

## OUTPUT CLASS 2: PROVISION OF AND ACCESS TO LEGAL AID SERVICES

### Objectives

The objectives under this output class are:

- To discharge the financial responsibilities of the Agency, mandated by the legislation, to make payments to:
  - Legal practitioners for services provided in respect of legal aid, the Duty Solicitor Scheme, and the Police Detention Legal Assistance Scheme; and
  - Community law centres; and
- To fund the operation of the Public Defence Service pilot.

### Financial performance

	Actual 2006 (\$000)	Budget 2006 Original (\$000)	Budget 2006 Revised (\$000)	Actual 2005 (\$000)
Appropriation – Legal Aid				
Private providers	87,118	88,888	91,688	79,938
Public Defence Service	2,434	2,434	2,434	2,218
Appropriation – community law centres (CLC)	267	267	267	267
New Zealand Law Society	8,000	8,000	8,000	7,000
Interest on legal aid funds	2,111	450	450	1,804
Interest on CLC funds	158	197	197	163
Recoveries from legally aided parties	9,619	9,500	9,500	9,609
<b>Total Income</b>	<b>109,707</b>	<b>109,736</b>	<b>112,536</b>	<b>100,999</b>
Operating – Public Defence Service	2,461	2,434	2,434	1,849
Payments to private providers	103,218	96,125	98,925	94,151
Payments to CLCs	8,187	8,536	8,536	6,871
<b>Total Expenditure</b>	<b>113,866</b>	<b>107,095</b>	<b>109,895</b>	<b>102,871</b>
<b>Surplus/(Deficit)</b>	<b>(4,159)</b>	<b>2,641</b>	<b>2,641</b>	<b>(1,872)</b>

### Explanation of major variances

Interest received on short term investments of cash reserves exceeded budget as a result of improved interest rates offered by banks, a correction to the interest accrual calculation, and the interest calculated on the amortisation of the discounting of secured receivables, which is not budgeted for, and was \$1.407 million in 2005/06.

Payments to private providers have increased primarily as a result of increases in certified claims for criminal legal aid over 2005/06.

### Service Performance

The Agency delivers services and monitors performance under this output class through the following areas of activity:

### Legal aid and related schemes

Performance Measures	Performance Standard 2005/06	Performance Actual 2005/06	Performance Actual 2004/05
<b>Quantity</b>			
Number of criminal cases granted	38,000 – 42,000	46,836	41,834
Number of family cases granted	15,800 – 19,800	17,467	17,706
Number of civil (other) cases granted	2,100 – 2,700	1,518	1,789
Number of Police Detention Legal Assistance Scheme contacts	13,000 – 17,000	12,852	14,330
Number of hours delivered under the Duty Solicitor Scheme	89,000 – 98,000	84,440	78,853
<b>Explanation of major variances</b>			
<p><i>Quantity</i></p> <p>The number of criminal cases granted has increased by nearly 12% in 2005/06. It is not possible to directly attribute the cause of this increase to any discernable factor(s) within the justice sector.</p> <p>The performance standard for 2005/06 was based upon an expectation that the volume of civil cases granted would increase from 2004/05 levels. This expected increase did not eventuate and the performance standard set for 2006/07 has been adjusted down to a more realistic level.</p>			

### Public Defence Service (PDS) pilot

Performance Measures	Performance Standard 2005/06	Performance Actual 2005/06	Performance Actual 2004/05
<b>Quantity</b>			
Number of criminal legal aid cases assigned to PDS	2,000 – 2,600	2,331	2,328
Number of duty solicitor hours provided to clients	1,800 – 2,200	1,230	973
<b>Quality</b>			
<p>Legal services will be delivered according to the Statement of Service, which includes:</p> <ul style="list-style-type: none"> <li>■ compliance with the Agency's Code of Conduct, and the Rules of Professional Conduct (for lawyers)</li> <li>■ a standard of service that best meets the legal needs of clients</li> <li>■ recognition, as appropriate, of the clients personal and social needs</li> </ul>	No more than 5% of complaints relating to the quality of legal service delivery are upheld	No complaints were reported	n/a
<b>Timeliness</b>			
LSA (Grants) advised of the lead PDS provider within 5 days of assignment of case	95%	93%	100%
<b>Explanation of major variances</b>			
<p><i>Quantity</i></p> <p>The setting of duty solicitor hours was a new measure for 2005/06. The performance standard was based upon an estimate of the number of sessions and staff resources necessary to service those sessions. Actual performance during 2005/06 has shown that the initial measure was set too high given the level of resources and the mix of caseload responsibilities. The performance standard has been adjusted down to a more realistic level for 2006/07.</p> <p><i>Quality</i></p> <p>The performance standard was introduced during 2005/06.</p>			



## STATEMENT OF ACCOUNTING POLICIES

*For the year ended 30 June 2006*

### Reporting Entity

These are the financial statements of the Legal Services Agency (the Agency), a Crown entity in terms of the Crown Entities Act 2004.

These financial statements have been prepared in accordance with section 102 of the Legal Services Act 2000, sections 411 and 44 of the Public Finance Act 1989, and section 152 of the Crown Entities Act 2004.

### Measurement Base

The financial statements have been prepared on an historical cost basis.

### Accounting Policies

The following accounting policies, which materially affect the measurement of financial performance and financial position, have been applied:

#### Budget Figures

The budget figures are those approved by the Agency at the beginning of the financial year, as set out in the Agency's 2005-2008 Statement of Intent and those amended by the revised estimates.

The budget figures have been prepared in accordance with generally accepted accounting practice and are consistent with the accounting policies adopted by the Agency for the preparation of the financial statements.

#### Revenue – Government Grants

The Agency derives revenue through the provision of outputs to the Crown and is funded by the Crown for providing legal aid. Funding is by way of annual appropriations from Vote Justice. The Agency records as revenue the amount actually received from Government.

#### Revenue – Income from Legally-Aided Parties

Revenue from legally-aided parties is derived from contributions ordered by the Agency as a condition of the legal aid grant. Contributions are based on an assessment of the legally-aided person's ability to repay the grant received, either from disposable income or capital, or from proceeds from legal proceedings. The majority of contributions are secured by charges over property, which have been authorised by the legally-aided person as a condition of the legal aid grant. Since most of the secured debt of the Agency is registered under the Land Transfer Act 1952, it may be many years before the secured asset is sold and the Agency can recover the original debt.

Contributions ordered by the Agency are recognised as revenue when they are established. The amount recognised as revenue for contributions secured by charges, is the present value of the amount receivable.

#### Revenue – Income from the New Zealand Law Society (NZLS)

Revenue is received from the NZLS Special Fund for the funding of community law centres. The NZLS derives this income from interest earned on solicitors' nominated trust accounts. The Agency records as revenue the amount actually received from the NZLS.

#### Legal Aid Expenditure

The Agency recognises legal aid as a liability and an expense, when contracts are entered into for the payment of lawyer's fees at the time the legal aid application is approved and remuneration is set.

Expenditure is accrued on legal aid cases to the extent that reasonable estimates can be made by the Agency. The amount recognised as expenditure is the present value of the amount payable.

### Goods and Services Tax (GST)

All items in the financial statements are exclusive of GST, with the exception of accounts receivable and accounts payable, which are stated with GST included.

### Taxation

The Agency is a public authority in terms of the Income Tax Act 2004 and consequently is exempt from income tax.

### Accounts Receivable

Accounts receivable are stated at their expected realisable value after providing for doubtful and uncollectible debts. Further, those accounts receivable secured by way of a charge over property, are discounted for the length of time it is expected to recover the debt. The discount is reversed over the life of the debt having regard to actual and forecast rates of recovery.

### Fixed Assets

Fixed assets are capitalised and recorded at historical cost. Any write-down of a fixed asset to its recoverable amount is recognised in the Statement of Financial Performance.

### Depreciation

Depreciation is provided on a straight-line basis on all fixed assets at a rate that will write down the cost of the assets to their estimated residual value, over their useful lives. The useful lives and associated depreciation rates of the major classes of assets have been estimated as follows:

Computer hardware	3 years	33%
Computer software	4 years	25%
Motor vehicles	3 years	33%
Office equipment	5 years	20%
Office furniture	5 years	20%

### Accounts Payable

Accounts payable are stated at the expected value of the Agency's obligation. As a result, legal aid accounts payable are discounted for the length of time that legal aid cases are not settled and obligations to providers are outstanding.

### Employee Entitlements

Provision is made in respect of the Agency's liability for annual leave.

Annual leave is measured at nominal values on an actual entitlement basis at current rates of remuneration.

### Leases

The Agency leases office premises and some equipment. As the lessor retains all the risks and benefits of ownership of the leased items, these leases are classified as operating leases. Operating lease expenses are recognised on a systematic basis over the period of the lease.

### Financial Instruments

The Agency is party to financial instruments as part of its normal operations. These financial instruments include bank accounts, short-term investments, accounts receivable and accounts payable. All financial instruments are recognised in the Statement of Financial Position and all revenues and expenses in relation to financial instruments are recognised in the Statement of Financial Performance.

All financial instruments are shown at their estimated fair value.

### Statement of Cash Flows

*Cash* means cash balances on hand, held in bank accounts, demand deposits and other highly liquid investments in which the Agency invests as part of its day-to-day cash management.

*Operating activities* include all activities other than investing and financing activities. The cash inflows include all receipts from the Crown, the New Zealand Law Society and other sources of revenue that support the Agency's service delivery. Cash outflows include payments made for legal aid, to community law centres, and to employees, suppliers and for taxes.

*Investing activities* are those activities relating to the acquisition and disposal of non-current assets.

*Financing activities* are those activities relating to changes in equity and the debt capital structure of the Agency.

### Changes in Accounting Policies

There have been no changes in accounting policies since the date of the last audited financial statements.

All policies have been applied on a consistent basis to the prior year.

## FINANCIAL STATEMENTS

### Statement of Financial Performance

For the year ended 30 June 2006

	Notes	Actual 2006 (\$000)	Budget 2006 Original Estimates (\$000)	Budget 2006 Revised Estimates (\$000)	Actual 2005 (\$000)
<b>Revenue</b>					
Government grant					
Administration		15,141	16,232	15,141	11,228
Legal aid		89,552	91,322	94,122	82,156
Community law centres		267	267	267	267
Interest received	1, 18	3,644	1,439	1,439	2,713
Contributions	2	9,619	9,500	9,500	9,609
New Zealand Law Society Special Fund		8,000	8,000	8,000	7,000
Other		14	–	–	18
<b>Total Revenue</b>		<b>126,237</b>	<b>126,760</b>	<b>128,469</b>	<b>112,991</b>
<b>Expenditure</b>					
Administration		13,412	14,812	13,721	11,080
Legal aid – private providers	3, 18	103,211	96,125	98,925	94,151
Legal aid – Public Defence Service		2,461	2,434	2,434	1,849
Community law centres	4	8,187	8,536	8,536	6,871
Research & education		470	420	420	270
<b>Total Expenditure</b>		<b>127,741</b>	<b>122,327</b>	<b>124,036</b>	<b>114,221</b>
<b>Operating (Deficit)/Surplus</b>	5	<b>(1,504)</b>	<b>4,433</b>	<b>4,433</b>	<b>(1,230)</b>

The accompanying accounting policies and notes form part of the Financial Statements.

For information on variances against budget refer to Note 18.

### Statement of Movements In Equity

For the year ended 30 June 2006

	Actual 2006 (\$000)	Budget 2006 Original Estimates (\$000)	Budget 2006 Revised Estimates (\$000)	Actual 2005 (\$000)
Net (deficit)/surplus	(1,504)	4,433	4,433	(1,230)
<b>Total recognised revenues and expenses for the period</b>	<b>(1,504)</b>	<b>4,433</b>	<b>4,433</b>	<b>(1,230)</b>
Public equity as at 1 July	(10,065)	(5,232)	(10,883)	(8,835)
<b>Public equity as at 30 June</b>	<b>(11,569)</b>	<b>(799)</b>	<b>(6,450)</b>	<b>(10,065)</b>

The accompanying accounting policies and notes form part of the Financial Statements.

## Statement of Financial Position

As at 30 June 2006

	Notes	Actual 2006 (\$000)	Budget 2006 Original Estimates (\$000)	Budget 2006 Revised Estimates (\$000)	Actual 2005 (\$000)
<b>Public Equity</b>					
General funds					
Administration		7,170	5,832	5,832	4,704
Legal aid		(31,551)	(19,096)	(24,747)	(27,161)
Community law centres		3,259	2,962	2,962	3,021
Research & education		9,553	9,503	9,503	9,371
<b>TOTAL PUBLIC EQUITY</b>	6	<b>(11,569)</b>	<b>(799)</b>	<b>(6,450)</b>	<b>(10,065)</b>
Represented by:					
<b>Assets</b>					
Current assets					
Cash and bank		492	2,405	2,405	38
Short-term investments	7	23,608	20,529	20,529	18,757
Receivables	8	2,874	3,894	3,894	2,440
<b>Total current assets</b>		<b>26,974</b>	<b>26,828</b>	<b>26,828</b>	<b>21,235</b>
Non-current assets					
Receivables	8	11,667	15,872	10,221	9,044
Fixed assets	9	922	3,401	3,401	770
<b>Total non-current assets</b>		<b>12,589</b>	<b>19,273</b>	<b>13,622</b>	<b>9,814</b>
<b>TOTAL ASSETS</b>		<b>39,563</b>	<b>46,101</b>	<b>40,450</b>	<b>31,049</b>
<b>Liabilities</b>					
Current liabilities					
Payables	10	41,684	36,680	36,680	31,992
Employee entitlements	11	355	282	282	285
<b>Total current liabilities</b>		<b>42,039</b>	<b>36,962</b>	<b>36,962</b>	<b>32,277</b>
Non-current liabilities					
Payables	10	9,093	9,938	9,938	8,837
<b>Total non-current liabilities</b>		<b>9,093</b>	<b>9,938</b>	<b>9,938</b>	<b>8,837</b>
<b>TOTAL LIABILITIES</b>		<b>51,132</b>	<b>46,900</b>	<b>46,900</b>	<b>41,114</b>
<b>NET ASSETS</b>		<b>(11,569)</b>	<b>(799)</b>	<b>(6,450)</b>	<b>(10,065)</b>

The accompanying accounting policies and notes form part of the Financial Statements.  
For information on variances against budget refer to Note 18.

## Statement of Cash Flows

For the year ended 30 June 2006

	Notes	Actual 2006 (\$000)	Budget 2006 Original Estimates (\$000)	Budget 2006 Revised Estimates (\$000)	Actual 2005 (\$000)
<b>Cash Flows From Operating Activities</b>					
Cash was provided from:					
Supply of outputs to the Crown		15,141	16,232	15,141	11,228
Legal aid funding from the Crown		88,955	91,322	94,122	82,156
Funding for the purchase of the 1969 Act debt from the Crown		2,659	–	–	–
Community law centre funding from the Crown		267	267	267	533
Legal aid recoveries		8,780	7,500	7,500	8,547
New Zealand Law Society		8,000	8,000	8,000	7,000
Other income		22	–	–	18
Interest received		3,704	1,439	1,439	2,719
Net Goods and Services Tax		275	–	–	628
		<b>127,803</b>	<b>124,760</b>	<b>126,469</b>	<b>112,829</b>
Cash was applied to:					
Payments for legal aid		95,871	96,388	96,529	95,518
Purchase of 1969 Act debt from the Crown		2,659	–	2,659	–
Payments to community law centres		8,187	8,536	8,536	6,848
Payments for law-related education		482	420	420	282
Payments to employees		9,642	10,390	10,390	7,860
Payments to suppliers		5,044	6,390	5,299	4,944
		<b>121,885</b>	<b>122,124</b>	<b>123,833</b>	<b>115,452</b>
<b>Net cash flows from operating activities</b>	12	<b>5,918</b>	<b>2,636</b>	<b>2,636</b>	<b>(2,623)</b>
<b>Cash Flows from Investing Activities</b>					
Cash provided from/(to):					
Investments (net)		(4,851)	283	283	2,338
Fixed assets		(613)	(3,079)	(3,079)	(313)
<b>Net cash flows from investing activities</b>		<b>(5,464)</b>	<b>(2,796)</b>	<b>(2,796)</b>	<b>2,025</b>
Net (decrease)/increase in cash held		454	(160)	(160)	(598)
Plus opening cash		38	2,565	2,565	636
<b>Closing Cash Balances</b>		<b>492</b>	<b>2,405</b>	<b>2,405</b>	<b>38</b>

The accompanying accounting policies and notes form part of the Financial Statements.  
For information on variances against budget refer to Note 18.

## Statement of Commitments

As at 30 June 2006

	2006 \$000	2005 \$000
<b>Non-Cancellable Operating Lease Commitments, Payable</b>		
The Agency has long-term leases on its premises throughout New Zealand. The annual lease payments are subject to regular reviews. The amounts disclosed below as future commitments are based on the current rental rates:		
Not later than one year	782	676
Later than one year and not later than two years	666	653
Later than two years and not later than five years	1,526	1,315
Later than five years	563	173
	<b>3,537</b>	<b>2,817</b>
<b>Other Non-Cancellable Contracts</b>		
At balance date the Agency had entered into non-cancellable contracts for the provision of services including information systems facility management and maintenance, software application management and office equipment. Commitments under these contracts are as follows:		
Not later than one year	383	617
Later than one year and not later than two years	–	392
Later than two years and not later than five years	–	–
	<b>383</b>	<b>1,009</b>
<b>Capital Commitments</b>	–	–
<b>Total Commitments</b>	<b>3,920</b>	<b>3,826</b>

The accompanying accounting policies and notes form part of the Financial Statements.



### Statement of Contingent Liabilities

#### As at 30 June 2006

The Agency accounts for civil, family, Waitangi Tribunal and criminal legal aid expenditure, based on estimates of expected costs. Due to the inherent uncertainty in knowing what the full costs of legal proceedings might be, the recorded expenditure might not represent the full costs to the Agency for the completion of legal proceedings. In addition, there are some legal aid cases that are currently under appeal through the Legal Aid Review Panel and higher judicial authorities that may result in additional legal aid or costs being incurred by the Agency.

In addition, quantifiable contingent liabilities are as follows:

	2006 \$000	2005 \$000
Conditional contractual claim	43	51
<b>Total Contingent Liabilities</b>	<b>43</b>	<b>51</b>

The accompanying accounting policies and notes form part of the Financial Statements.

## Notes to the Financial Statements

For the year ended 30 June 2006

### Note 1: Interest Received

	2006 \$000	2005 \$000
Interest from short-term investments and bank deposits	2,237	1,489
Interest from the amortisation of the discounting of secured receivables	1,407	1,224
	<b>3,644</b>	<b>2,713</b>

### Note 2: Contributions

	2006 \$000	2005 \$000
Contributions – civil legal aid (unsecured)	3,411	3,954
Contributions – criminal legal aid (unsecured)	919	453
Contributions (secured)	6,391	6,353
	<b>10,721</b>	<b>10,760</b>
Discounting of secured receivables to recognise the period of time it takes to recover debt	(1,102)	(1,151)
	<b>9,619</b>	<b>9,609</b>

### Note 3: Legal Aid

	2006 \$000	2005 \$000
Duty Solicitor & Police Detention Legal Assistance	7,229	6,830
Legal aid – civil family	24,127	22,656
Legal aid – civil other	7,148	5,429
Legal aid – criminal	51,892	39,128
Legal aid – Waitangi Tribunal	10,406	11,059
	<b>100,802</b>	<b>85,102</b>
Change in provision for doubtful debts	1,466	6,857
Bad debts written off	1,491	1,362
Discounting of payables to recognise the period of time legal aid contracts are outstanding	(548)	830
	<b>103,211</b>	<b>94,151</b>

**Note 4: Community Law Centres**

	2006 \$000	2005 \$000
Baywide Community Law Service	204	46
Community Law Canterbury	429	396
Community Legal Advice Whanganui	277	237
Dunedin Community Law Centre	339	324
Grey Lynn Neighbourhood Law Office	384	336
Hamilton District Community Law Centre Trust	292	285
Hawkes Bay Community Law Centre	302	294
Hutt Valley Community Law Centre	278	249
Manawatu Community Law Centre	248	242
Mangere Community Law Centre	373	335
Maori Legal Services – Te Ture Manaaki O Rehua	298	226
Marlborough Community Law Centre	266	240
Nelson Bays Community Law Service	277	256
Nga Ture Kaitiaki ki Waikato Community Law Centre	289	282
Ngai Tahu Maori Law Centre	226	202
Otara Community Law Centre	236	200
Rotorua District Community Law Centre	263	230
Southland Community Law Centre	324	305
Tairāwhiti Community Law Centre	270	244
Taranaki Community Law Centre	285	232
Te Ratonga Ture ki te Upoko o te Ika Community Law Centre	256	189
Te Tai Tokerau Community Legal Services	264	279
Wairarapa Community Law Centre	170	140
Waitakere Community Law Service	242	71
Wellington Community Law Centre	373	324
Whitireia Community Law Centre	306	266
YouthLaw Tino Rangatiratanga Taitamariki	417	362
Community law centre liaison	71	42
CLC Reporting Project	228	37
	<b>8,187</b>	<b>6,871</b>

**Note 5: Operating Surplus**

	2006 \$'000	2005 \$'000
The net operating surplus is after charging for:		
Board members' fees	109	112
Depreciation		
Computer hardware	238	281
Computer software	89	113
Motor vehicles	17	17
Office equipment	24	21
Office furniture	93	101
	461	533
Fees paid to auditors	86	69
Legal Aid Review Panel fees	299	229
Personnel	9,410	7,542
Public Advisory Committee fees	36	22
Rental expense on operating leases	740	672

**Note 6: Public Equity**

	2006 \$'000	2005 \$'000
<b>General funds</b>		
Opening balances		
Administration	4,704	4,360
Legal aid	(27,161)	(24,725)
Community law centres	3,021	2,462
Research & education	9,371	9,068
	<b>(10,065)</b>	<b>(8,835)</b>
Net surplus for the year		
Administration	2,466	344
Legal aid	(4,390)	(2,436)
Community law centres	238	559
Research & education	182	303
	<b>(1,504)</b>	<b>(1,230)</b>
Closing balances		
Administration	7,170	4,704
Legal aid <sup>1</sup>	(31,551)	(27,161)
Community law centres	3,259	3,021
Research & education	9,553	9,371
	<b>(11,569)</b>	<b>(10,065)</b>

<sup>1</sup> The Legal Services Agency recognises as liabilities the contracts entered into for the payment of lawyer's fees at the time the legal aid application is approved and full remuneration is set. This gives rise to negative equity, as the Agency is not funded for these obligations until they fall due.

**Note 7: Short-Term Investments**

	2006 \$000	2005 \$000
Short-term investments		
Legal aid and administration	12,291	6,619
Community law centres	2,260	2,929
Law-related research & education (Research & Education Fund)	9,057	9,209
	<b>23,608</b>	<b>18,757</b>
Weighted average effective interest rates:		
Short-term investments	7.24%	6.76%
Repricing maturities:		
Short-term investments (less than six months)	23,608	18,757

**Note 8: Receivables**

	2006 \$000	2005 \$000
Other receivables	858	197
Legal aid debtors		
current	14,599	13,587
provision for doubtful debts	(12,423)	(11,167)
discount for the period of time the debts are outstanding	(160)	(177)
<b>Current Receivables</b>	<b>2,874</b>	<b>2,440</b>
Other receivables	1,850	–
Legal aid debtors		
non-current	23,707	23,806
provision for doubtful debts	(1,824)	(1,614)
discount for the period of time debts are outstanding	(12,066)	(13,148)
<b>Non-Current Receivables</b>	<b>11,667</b>	<b>9,044</b>

**Note 9: Fixed Assets**

	Cost (\$000)	Accumulated Depreciation (\$000)	Net Book Value (\$000)
<b>2006</b>			
Computer hardware	1,926	1,718	208
Computer software	1,924	1,763	161
Motor vehicle	55	22	33
Office equipment	215	168	47
Office furniture	848	415	433
Work in progress	40	–	40
	<b>5,008</b>	<b>4,086</b>	<b>922</b>
<b>2005</b>			
Computer hardware	1,644	1,480	164
Computer software	1,843	1,674	169
Motor vehicle	53	32	21
Office equipment	193	145	48
Office furniture	673	305	368
	<b>4,406</b>	<b>3,636</b>	<b>770</b>

**Note 10: Payables**

	2006 \$000	2005 \$000
Other creditors and accruals	5,452	1,900
Legal aid contracts		
current	38,749	32,122
discount for the period of time payables are outstanding	(2,517)	(2,030)
<b>Current Payables</b>	<b>41,684</b>	<b>31,992</b>
Legal aid contracts		
non-current		
1-2 years	7,745	7,420
2-5 years	2,925	2,933
discount for the period of time payables are outstanding	(1,577)	(1,516)
<b>Non-Current Payables</b>	<b>9,093</b>	<b>8,837</b>

**Note 11: Employee Entitlements**

	2006 \$000	2005 \$000
Annual leave	355	285

**Note 12: Reconciliation of the Net Surplus from Operations with the Net Cash Flows from Operating Activities**

	2006 \$000	2005 \$000
Net surplus/(deficit) from operations	(1,504)	(1,230)
<b>Add non-cash items:</b>		
Depreciation	461	533
<b>Total non-cash items</b>	<b>461</b>	<b>533</b>
<b>Add/(less) movements in working capital items:</b>		
(Increase)/decrease in receivables	(3,057)	4,795
(Decrease)/increase in payables	9,948	(6,747)
Increase in employee entitlements	70	26
<b>Working capital movements – net</b>	<b>6,961</b>	<b>(1,926)</b>
<b>Net cash flow from operating activities</b>	<b>5,918</b>	<b>(2,623)</b>

**Note 13: Financial Instruments**

The Agency has policies providing risk management for interest rates, operating and capital expenditures denominated in a foreign currency, and the concentration of credit. The Agency is risk averse and seeks to minimise its exposure from its treasury activities. Its policies do not allow any transactions that are speculative in nature to be entered into.

**Credit Risk**

Credit risk is the risk that a third party will default on its obligation to the Agency, causing the Agency to incur a loss. Financial instruments, which potentially subject the Agency to risk, consist primarily of cash, short-term investments, legal aid receivables and trade receivables.

The Agency has a minimal credit risk in its holdings of various financial instruments, which include cash, bank and short-term investments. However, the Agency bears some risk in relation to non-recovery of legal aid receivables. The majority of the receivables are secured by charges over property, registered under the Land Transfer Act 1952, and recovery occurs when the secured asset is sold. The Agency discounts the value of the receivables in accordance with the period of time that the recovery is estimated to take.

The Agency places its investments with institutions that meet the credit rating requirements of section 158 of the Crown Entities Act 2004. It also reduces its exposure to risk by limiting the amount that can be invested in any one institution. The Agency believes that these policies reduce the risk of any loss that could arise from its investment activities. The Agency does not require any collateral or security to support financial instruments.

There is no significant concentration of credit risk.

The maximum amount of credit risk for each class is the carrying amount in the Statement of Financial Position.

### Currency Risk

Currency risk is the risk that the value of a financial instrument will fluctuate due to changes in foreign exchange rates.

The Agency has no exposure to currency risk.

### Interest Rate Risk

Interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates. There are no interest rate options or interest rate swap options in place as at 30 June 2006 (2005: nil). The Agency's policy is to hold those financial instruments subject to interest rate fluctuation, such as short-term investments, for a term not exceeding 365 days. The Agency believes that this policy reduces the risk of any loss that could arise from its investment activities. The interest rates on the Agency's investments are shown in Note 7.

The Board does not consider that there is any significant interest exposure on the Agency's investments.

### Note 14: Employees' Remuneration

Remuneration Band (\$)	Number of Employees	
	2006	2005
100,000 to 109,999	4	2
110,000 to 119,999	3	4
120,000 to 129,999	3	2
130,000 to 139,999	–	1
140,000 to 149,999	1	–
150,000 to 159,999	3	–
170,000 to 179,999	1	1
180,000 to 189,999	–	–
190,000 to 199,999	1	1
200,000 to 209,999	1	–

The Chief Executive's remuneration and benefits is within the \$200,000 to \$209,999 band.

### Note 15: Related Party Information

The Agency is a wholly owned entity of the Crown. The Government significantly influences the role of the Agency as well as being its major source of revenue.

The Agency entered into a number of transactions with government departments and state-owned enterprises on an arm's length basis, and where those parties only acted in the course of normal dealings with the Legal Services Agency. These transactions are not considered to be related party transactions.

During the year, the Agency purchased legal services from the following law firms in which Board members have an interest:



Law Firm	Related Party	Value of Service	
		2006 \$	2005 \$
Alister James – Barrister & Solicitor	Alister James (Board member from August 2004)	15,895	15,661
Simpson Grierson – Barristers & Solicitors	Carole Durbin Chair of the Board	262,637	302,048

The services purchased were for the provision of legal aid and related services, including disbursements, and were supplied using standard legal aid rates.

There were no other related party transactions.

#### Note 16: Board and Statutory Panel/Committee Members' Fees

Board/Committee/Panel members earned the following fees (gross of any withholding tax payable) during the year:

	2006 \$	2005 \$
<b>Legal Services Agency Board</b>		
Carole Durbin (Chair)	32,000	32,000
Harete Hipango	–	2,000
Alister James	16,000	14,000
Joy Liddicoat	16,000	14,000
Pare Keiha	16,000	16,000
Joanne Morris	–	2,000
Pauline A Winter	16,000	16,000
Alf Kirk	13,333	16,000
<b>Total</b>	<b>109,333</b>	<b>112,000</b>
<b>Legal Aid Review Panel</b>		
Julian Maze (Convenor)	71,881	65,220
Tavake Afeaki	–	833
Anet Kate	11,046	–
Andrew Beck	14,308	–
Ruth Buddicom	2,674	3,339
Bill Calver	5,915	5,780
Phillipa Cunningham	3,346	3,794
Nicky Darlow	7,669	–
Paul Fitzharris	3,010	4,144
Sione Fonua	–	665
Anne Gambrill	1,554	819
Robyn Glynn	–	3,472

	2006 \$	2005 \$
Rob Goldsbury	5,180	1,911
Belinda Greer	6,139	8,463
Lee Lee Heah	12,040	13,279
Sue Lane	7,252	7,112
Leigh Langridge	6,671	8,365
Alison MacDuff	4,564	-
Margaret Marshall	2,184	4,214
Dr Ian McAndrew	3,472	3,199
Geoffrey Melvin	13,132	11,921
Patrick Molloy	3,633	7,021
David More	10,045	11,108
Andrew Ogilvie	15,799	17,423
DJ O'Rourke	4,522	-
Dawn Patchett	3,836	4,760
Anjum Rahman	4,039	-
John Robertson	11,816	8,190
Joan Rotherham	6,188	13,020
Debra Smallholme	4,620	3,822
John Smith	5,215	-
Gail Tanner	4,473	5,362
Tania Tetitaha	10,332	2,198
Cordelia Thomas	7,154	-
Anne Todd-Lambie	7,882	-
Rhonda Tokona	1,365	2,324
Elizabeth Toomey	6,335	-
Clive Trotman	5,428	-
Gregory Woodcock	4,607	6,916
<b>Total</b>	<b>299,326</b>	<b>228,674</b>
<b>Public Advisory Committee</b>		
Sue Dodds (Co-Chair from March 2006)	4,750	2,265
Peter Walker (Co-Chair from March 2006)	6,566	5,985
Shae Ronald (Chair until March 2006)	8,205	5,390
Lynne Barraclough	3,775	1,739
Deb Christensen	960	-
Sue Gates	-	920
Jim Guest	250	-

	2006 \$	2005 \$
John Hancock	1,030	-
Emily Maea	3,173	692
Kim Morton	2,620	1,975
Dilki Rajapaske	1,135	-
Anne Stevens	1,928	899
Evan Thomas	2,050	2,435
<b>Total</b>	<b>36,442</b>	<b>22,300</b>

#### Note 17: Post Balance Date Events

No events have occurred between the balance date and date of signing these financial statements that materially affect the financial statements.

#### Note 18: Major Budget Variances

##### Statement of Financial Performance

##### Revenue

*Interest (actual \$3.644 million/budget \$1.439 million)*

Interest received on short term investments of cash reserves exceeded budget as a result of improved interest rates offered by banks, a correction to the interest accrual calculation, and the interest calculated on the amortisation of the discounting of secured receivables, which is not budgeted for, and was \$1.407 million in 2005/06 (Refer Note 1).

##### Expenditure

*Legal aid – private providers (actual \$103.211 million/budget \$96.125 million)*

Actual expenditure on legal aid, in particular criminal legal aid, increased significantly by \$12.764 million during the year. This expenditure is demand based, and is in line with the recorded increase in the volume of applications for criminal legal aid, which were granted during 2005/06.

### **Adoption of New Zealand International Financial Reporting Standards (IFRS)**

The Agency will be adopting New Zealand equivalents to International Financial Reporting Standards (NZ IFRS) for its financial year beginning 1 July 2007. This is consistent with the timeline for adoption in the New Zealand public sector and requires NZ IFRS comparative information to be collected and reported from 1 July 2006.

#### **NZ IFRS Project**

The Agency has established a project to manage the implementation of NZ IFRS. The project plan includes:

- a review of key differences in accounting policies under current and NZ IFRS
- a determination of the financial impact of implementing the changes necessary to comply with NZ IFRS; and
- an assessment of the impact on accounting policies, procedures and systems as a result of adopting NZ IFRS.

The project is currently focussed on the preparation and audit of the opening balance sheet as at 1 July 2006. Independent professional advice has been obtained on the accounting changes likely to be required by the Agency. A key issue to be addressed is whether the Agency is acting as a 'principal' or 'agent' in respect of legal aid transactions. Resolution of this issue will determine the nature and extent of changes necessary to the valuation and presentation of debt owed by legally aided persons, and the liability for legal aid payments to providers. External assistance will be obtained to undertake any necessary revaluation of financial assets and liabilities.

The Board has received a progress report, which set out the implications of the key issues and possible accounting changes, arising out of adopting NZ IFRS.

#### **Impact of Adoption of NZ IFRS**

The Agency has not fully assessed the impact on its accounting policies of adopting NZ IFRS, and is therefore not currently able to reliably measure the impact of any changes. In addition, the Agency cautions that the actual impact of adopting NZ IFRS may vary from the information presented here, and that the variation may be material.

SECTION FIVE

GOVERNANCE AND CAPABILITY

## GOVERNANCE AND ACCOUNTABILITY STATEMENT



(Left to right) Alister James, Dr Pare Keiha, Carole Durbin, Joy Liddicoat, Tim Bannatyne. Inset – Pauline Winter.

### Legal Services Agency Board

The Minister of Justice has appointed a governing Board. The Board is composed of not more than six members possessing diverse skills and experience to bring a wide range of perspectives to bear on policy and operational issues. All members are required to act in the best interests of the Agency. The Board members are:

**CAROLE DURBIN** (Chair) – Consultant at the law firm Simpson Grierson. Chair, Mighty River Power. Member of the Earthquake Commission. Fellow of the Institute of Directors. Director, Fidelity Life. Board member Southern Cross Healthcare Group.

**ALISTER JAMES** – Christchurch based barrister and youth advocate with extensive local government experience. Member of Canterbury District Health Board.

**DR PARE KEIHA** – Associate Professor, Dean of Maori Development Faculty, Auckland University of Technology. Iwi affiliations are with the principal tribes of Turanga. Member of the Board of the Foundation for Research, Science and Technology. Member of the Institute of Directors.

**ALF KIRK** (Until June 2006) – Wellington based consultant with management experience in the public sector across a range of strategic, policy, financial and human resource functions.

**JOY LIDDICOAT** – Wellington based sole practitioner specialising in public law. Human Rights Commissioner.

**PAULINE A WINTER** – Auckland consultant. Chair Pacific Business Trust. Deputy Commissioner of The Transport Accident Investigation Commission. Board member of the Government Innovation Advisory Board.

### Role of the Board

The Board's governance responsibilities include:

- communicating with the Minister and other stakeholders to ensure their views are reflected in the Agency's planning;
- delegating responsibility for achievement of specific objectives to the Chief Executive;
- monitoring organisational performance towards achieving objectives;

- accounting to the Minister on plans and progress against them; and
- maintaining effective systems of internal control.

### **Connection with stakeholders**

The Board acknowledges its responsibility to consult with stakeholders and, in particular, to remain cognisant of the responsible Minister's expectations as set out in the Statement of Intent.

### **Accountability**

The Board generally meets monthly to monitor the progress towards its strategic objectives and to ensure that the affairs of the Agency are being conducted in accordance with the Board's policies. Additional meetings are held as required.

### **Internal control**

While many of the Board's functions have been delegated, the overall responsibility for maintaining effective systems of internal control ultimately rests with the Board. Internal controls include the policies, systems, and procedures established to provide assurance that specific objectives of the Board will be achieved.

### **Legislative compliance**

The Board acknowledges its responsibility to ensure the organisation complies with all legislation. The Board has delegated this responsibility to the Chief Executive for the development and operation of a programme to systematically identify compliance issues and ensure that all staff are aware of legislative compliance requirements that are particularly relevant to them.

### **Ethics**

The Board has implemented a code of ethics. The Agency, through its corporate Code of Conduct, provides guidance to staff on expected standards of ethical behaviour and what constitutes "good corporate citizenship".

### **Division of responsibility between the Board and management**

A key to the efficient running of the Agency is that there is a clear division between the roles of the Board and management. The Board concentrates on setting policy and strategy, then monitors progress toward meeting objectives. Management is concerned with implementing policy and strategy. The Board clearly demarcates these roles by ensuring that the delegation of responsibility and authority to the Chief Executive is concise and complete.

### Legal Services Agency Senior Management Team

The Chief Executive is appointed by the Board to manage the Agency's operations in accordance with the Board's strategies and policies. All other employees of the Agency including the senior management team, are appointed by the Chief Executive. The Chief Executive and members of the Agency's management team are:



**TIM BANNATYNE**  
Chief Executive



**FRANCES BLYTH**  
Manager Strategic Development



**TIM BOWRON**  
Manager Corporate



**MARGARET PEARSON**  
Manager Service Contracts



**MICHAEL CORRY**  
Public Defender



**ROBYN NICHOLAS**  
Manager Grants



**CHRIS WOODHOUSE**  
Manager Information Services

### Risk Management Committee

The Board is responsible for the management of risks to the Agency. The Board has charged the Chief Executive with establishing and operating a risk management programme. The Agency has established a Risk Management Committee chaired by one of three external members, with two Board members (including the Board Chair) and the Chief Executive.

The role of the Committee is to provide oversight of the Agency's risk management framework, internal audit programme, external and internal audit findings, internal control framework and statutory compliance programme. The Committee seeks assurance on risk identification and mitigation and the development of robust internal controls and compliance requirements.

The Risk Management Committee members are:

**BASIL LOGAN** (Chair) – Chair, Opus International Consultants Ltd. Chair, Government Superannuation Fund Authority.

**TIM BANNATYNE** – LSA Chief Executive.

**DAME MARGARET BAZLEY**, DNZM – Chairperson, New Zealand Fire Service Commission. Chairperson, Foundation for Research, Science and Technology. Member, Waitangi Tribunal. Commissioner for the Inquiry into Police Misconduct.

**CAROLE DURBIN** – LSA Board Chair.



**ROSS TANNER** – Independent Consultant. Chair, Crown Health Financing Agency. Chair, St Peters (Wellington) Endowment Fund Trust Board. Chair, Internal Audit Committee, Education Review Office. Member, Internal Audit Committee, Office of the Controller and Auditor-General.

**PAULINE A WINTER** – LSA Board member.



(Left to right) Carole Durbin, Basil Logan, Pauline Winter, Tim Bannatyne, Dame Margaret Bazley, Ross Tanner

### Public Advisory Committee

The Public Advisory Committee (PAC), established in accordance with section 104 of the Legal Services Act 2000, is a committee of external advisers to the Agency, representing the interests of a range of community members, including women, Maori, Pacific Island people, young people, older people, people with disabilities, consumers, refugees and migrants, the legal profession and community law centres. PAC provides advice and feedback on:

- the legal aid and other schemes and services funded or delivered by the Agency;
- unmet legal needs;
- funding of community law centres (CLCs);
- research; and
- law-related education.

The statutory functions of the PAC are to:

- provide advice to the Agency on community concerns about, and responses to, schemes and community legal services that are or could be provided under the Legal Services Act 2000;
- provide advice to the Agency on the unmet legal needs of communities;
- provide advice to the Agency on funding for individual community law centres, and for community law centres in general;
- provide advice to the Agency on legal education programmes for the public or any section of the public;
- provide advice to the Agency on ways to make the information and forms relating to schemes understandable to, and usable by, as wide a range of people as possible;
- provide advice to the Agency on any other matters that the Agency asks it to provide advice on; and
- give reports to the Agency on any other matters that the PAC considers it should report on.

In order to carry out its functions and provide advice to the Agency, the PAC may determine its own procedures and, if required, establish regional or other subcommittees.

A number of PAC members come with expertise to represent the interests of more than one community.

The members of PAC are (with their primary area of representation):

- Sue Dodds – women (Co-Chair since March 2006)
- Peter Walker – CLCs (Co-Chair since March 2006)
- Lynne Barraclough – Maori
- Emily Maea – Pacific Island people
- Evan Thomas – older people
- Deb Christensen – people with disabilities
- Dilki Rajapakse – refugee and migrant people
- Penelope Nicholas – consumers (since November 2006)
- John Hanock – youth (since March 2006)
- Jim Guest – the legal profession (since May 2006)
- Shae Ronald – youth (Chair) (until March 2006)
- Anne Stevens – the legal profession (until May 2006)
- Kim Morton – consumers (until August 2006)

During the 2005/06 year, the PAC met 5 times and provided advice to the Agency on a range of issues including:

- funding allocation for individual CLCs in 2006/07;
- CLC funding (generally);
- National Survey of Unmet Legal Needs and Access to Services;
- the unmet legal need of Pacific Island people and the development of a scoping proposal for community legal services for this community in the Auckland region;
- contributing to the development of scoping proposals for meeting the unmet legal needs of people with disabilities and for the refugee and migrant communities in the Auckland region;
- overcoming barriers to access to community legal services for various communities of interest;
- Maori and Treaty of Waitangi issues;
- global granting and the pro-forma invoice;
- ACC and Benefit appeals;
- the review of publicly funded legal services; and
- new legal aid application forms.



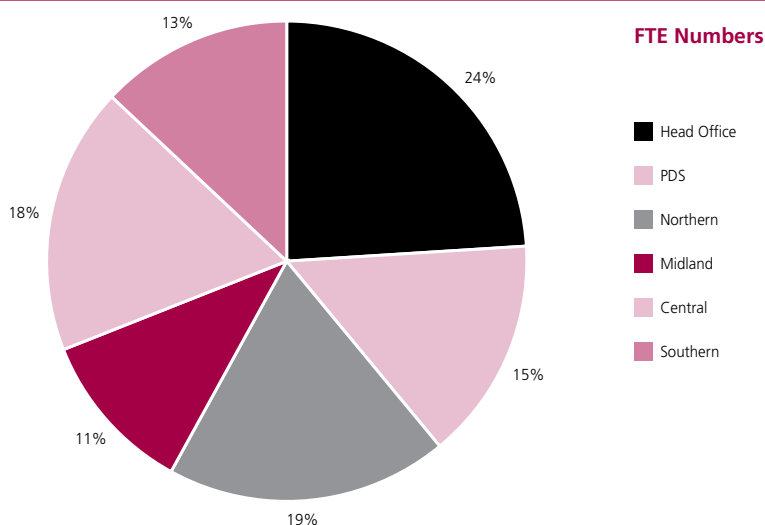
*(Left to right): Emily Maea, Lynne Barraclough, John Hanock, Peter Walker, Sue Dodds, Jim Guest, Penelope Nicholas, Deb Christensen. Absent: Evan Thomas, Dilki Rajapakse, Shae Ronald, Anne Stevens, Kim Morton.*

## OUR PEOPLE

### Permanent staff

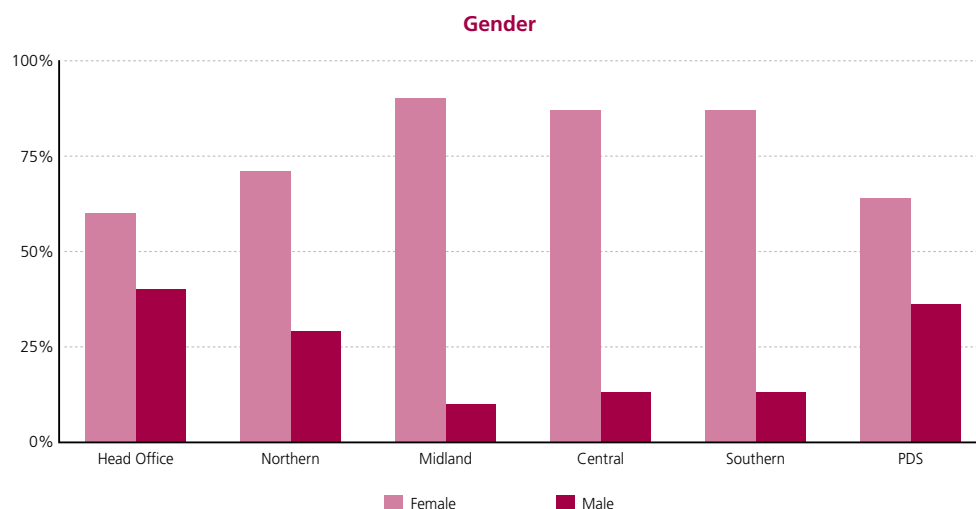
As at 30 June 2006, the permanent staffing level at the Agency was 160.1 full time equivalents (FTEs). The Agency's employees are located throughout the country from Whangarei to Invercargill, with the highest concentration of staff (24%) being located at the head office in Wellington.

The number of FTEs increased by 20 (12.5%) during 2005/06. Additional staff have been recruited to assist with increasing volumes of legal aid applications, to prepare for the implementation of the Legal Services Amendment Act 2006, and to bring the operation of the Public Defence Service (PDS) pilot up to the planned establishment level.



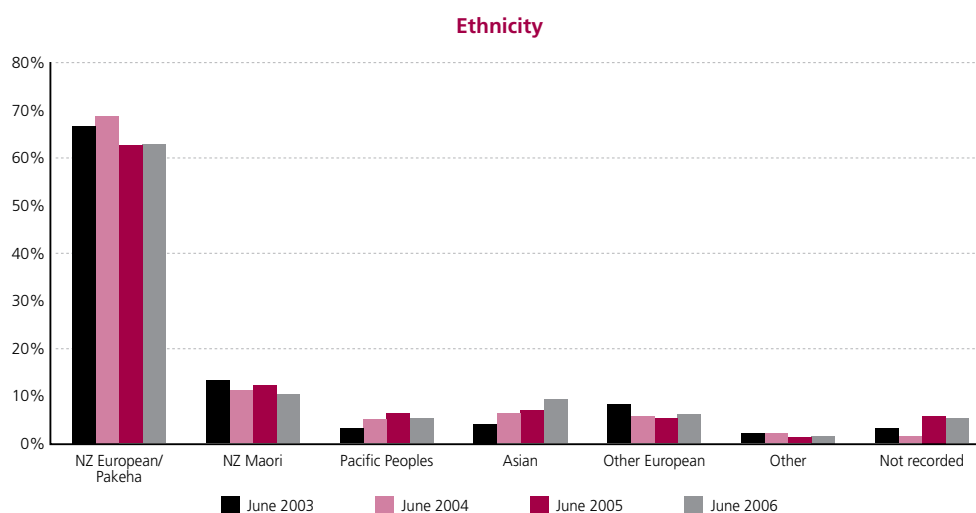
### Gender

The overall gender ratio of the Agency is 74:26 (female/male). This gender ratio varies between the Agency's business groups, eg the gender ratio of the PDS pilot is 64:36 (female/male), while the average ratio for legal aid offices is 83:17 (female/male).



## Ethnicity

The Agency's employees are predominantly of New Zealand European/Pakeha ethnicity. Over the past three financial years, there has been a small decrease in the percentage of staff of New Zealand European/Pakeha ethnicity, offset by a steady increase in people of Asian ethnicity. The percentage of staff of Maori ethnicity has slightly decreased to about 10% of total Agency staff numbers. The number of staff of other ethnicities has stayed largely the same.



## Agency Development Plan

An Agency Development Plan was prepared in 2004/05, following a staff survey.

During the 2005/06 year, the Agency completed a number of the Plan's initiatives, including the upgrading of IT systems throughout the Agency, improving the procedures for monitoring the quality of work, and addressing the workload issues through the employment of additional staff.

Another staff survey was held in June 2006, and the results of this survey will be integrated into the Agency Development Plan in 2006/07.

## Policy developments

The Agency continued its development of human resource policies during the 2005/06 year by updating the performance appraisal policy, and introducing a revised performance management system.

A new payroll and HR information system went live in June 2006. The system will enable the Agency to provide better information to managers through enhanced reporting features.

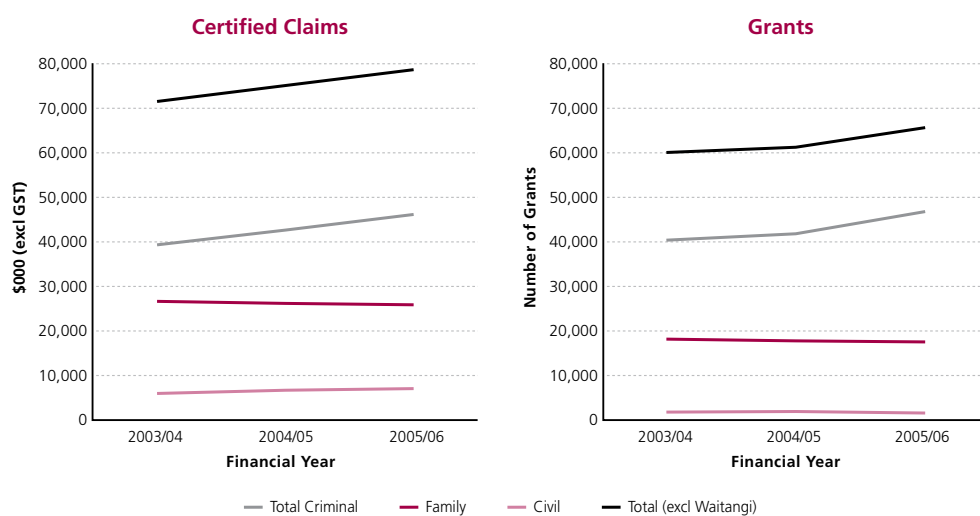
SECTION SIX

SUPPORTING INFORMATION

## NATIONAL AND REGIONAL GRANTS ANALYSIS AND EXPENDITURE INFORMATION

### National

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal – Pvte	40,060	88%	38,264	39,506	89%	40,652	44,505	89%	43,535
Criminal – PDS	331		918	2,328		1,849	2,331		2,461
	<b>40,391</b>		<b>39,182</b>	<b>41,834</b>		<b>42,501</b>	<b>46,836</b>		<b>45,996</b>
Family	18,098	91%	26,476	17,706	90%	26,016	17,467	90%	25,686
Civil	1,658	74%	5,764	1,789	74%	6,489	1,446	75%	6,729
Waitangi	65		6,901	63		11,059	72		10,406
	<b>60,212</b>		<b>78,323</b>	<b>61,392</b>		<b>86,065</b>	<b>65,821</b>		<b>88,817</b>
Duty Solicitor			6,104			6,331			6,780
PDLA			526			499			449
<b>Total</b>	<b>60,212</b>		<b>84,953</b>	<b>61,392</b>		<b>92,895</b>	<b>65,821</b>		<b>96,046</b>



### Notes

#### National

1. The national certified claims and grants analysis will differ slightly to the aggregated regional analysis due to the complexity of extracting data from the corporate databases at the regional level.
2. The approval percentage is the ratio of grants to applications.
3. Grants are counted in the financial year the application was first received by the Agency.
4. Certified claims includes payments to non GST registered providers.

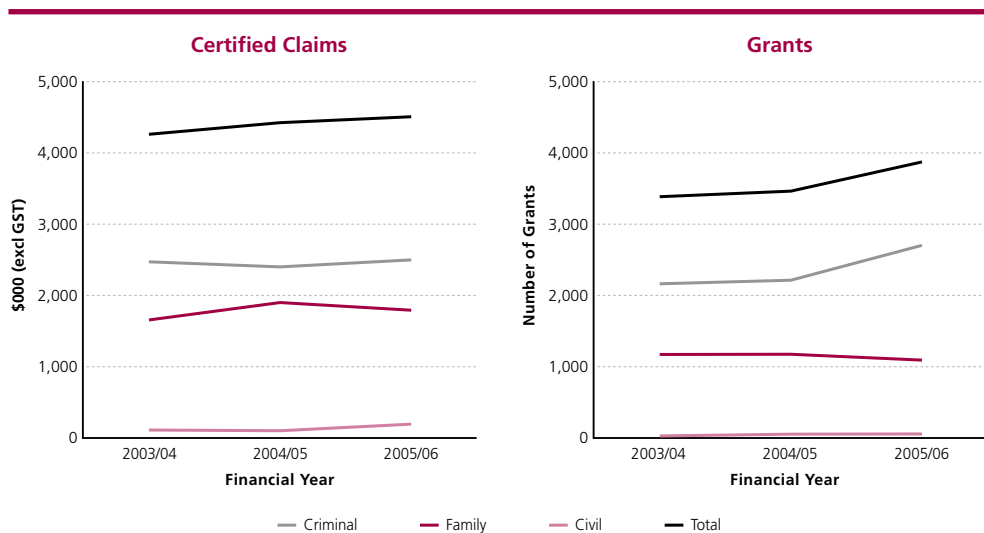
#### Regional

5. The Auckland regional excludes Public Defence Service providers from the number of providers analysis but includes the cases assigned to the Public Defence Service in the number of grants.
6. Civil information excludes Waitangi Tribunal providers and case count.
7. In the provider analysis section, the number of providers with nil cases is an estimation (within 10%), due to the complexity of tracking individual providers. This count is the number of providers who have not been assigned a case in the last 12 months.
8. The analysis of "Number of Providers" represent all lawyers assigned legal aid cases, including reassignments and multiple lawyers working for the same legally aided person.

## Northland

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	2,164	90%	2,471	2,214	91%	2,400	2,701	93%	2,498
Family	1,177	93%	1,659	1,180	92%	1,902	1,098	92%	1,795
Civil	39	64%	122	64	68%	112	67	74%	204
Duty Solicitor			337			406			389
PDLA			27			20			21
<b>Total</b>	<b>3,380</b>		<b>4,616</b>	<b>3,458</b>		<b>4,840</b>	<b>3,866</b>		<b>4,907</b>

No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	7	27	54				Criminal	6%	6%
1-5	7	9	17	0.5%	1.3%	85.4%	Family	6%	7%
6-20	4	14	1	1.4%	15.4%	14.6%	Civil	5%	3%
21-50	11	11	0	12.3%	31.9%	0.0%			
51-100	4	3	0	9.2%	15.9%	0.0%			
101-200	12	3	0	57.0%	35.5%	0.0%			
>200	2	0	0	19.6%	0.0%	0.0%			



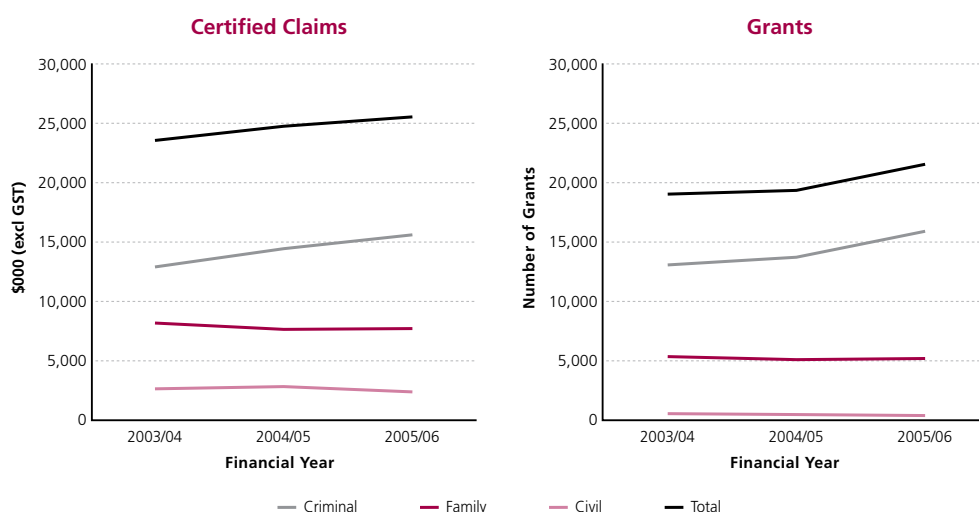
## Auckland

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants*	Approval %	Certified Claims \$000
Criminal	13,170	92%	12,886	13,822	93%	14,433	16,020	94%	15,608
Family	5,411	91%	8,139	5,153	88%	7,603	5,250	91%	7,672
Civil	581	82%	2,570	505	75%	2,760	421	76%	2,311
Duty Solicitor			2,441			2,558			2,804
PDLA			134			146			126
<b>Total</b>	<b>19,162</b>		<b>26,170</b>	<b>19,480</b>		<b>21,691</b>			<b>28,521</b>

No. of cases assigned	Number of providers**			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	85	403	646				Criminal	34%	36%
1-5	42	114	121	0.5%	4.3%	52.7%	Family	30%	30%
6-20	42	75	9	2.8%	15.0%	22.3%	Civil	29%	34%
21-50	49	64	3	9.8%	38.8%	25.0%			
51-100	46	20	0	21.0%	23.9%	0.0%			
101-200	37	5	0	31.2%	12.3%	0.0%			
>200	13	1	0	34.7%	5.7%	0.0%			

\* Includes grants to the Public Defence Service

\*\* Excludes Public Defence Service lawyers

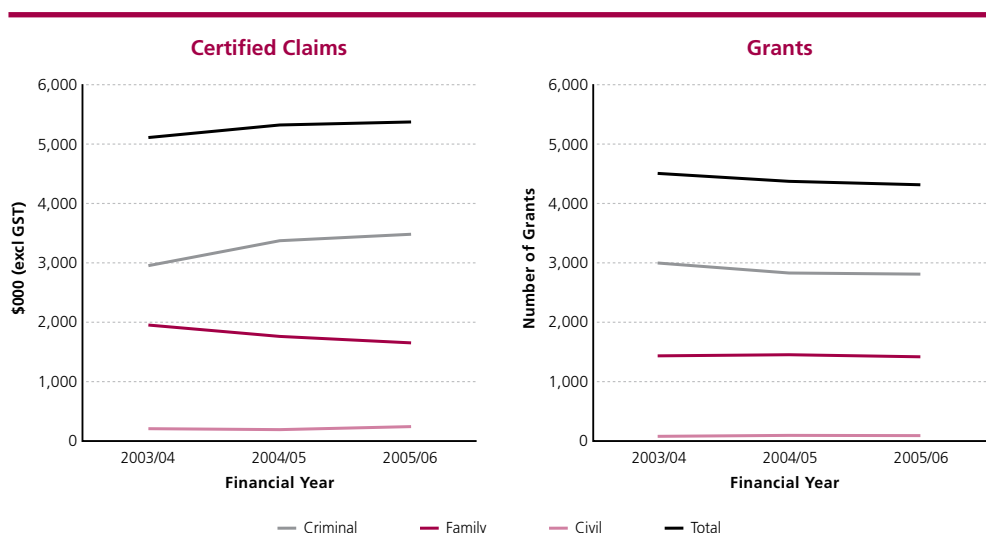




## Waikato

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	3,002	84%	2,958	2,833	87%	3,378	2,815	84%	3,487
Family	1,435	89%	1,955	1,454	91%	1,763	1,419	91%	1,654
Civil	77	76%	206	93	68%	190	89	70%	242
Duty Solicitor			436			443			463
PDLA			27			22			22
<b>Total</b>	<b>4,514</b>		<b>5,582</b>	<b>4,380</b>		<b>5,796</b>	<b>4,322</b>		<b>5,868</b>

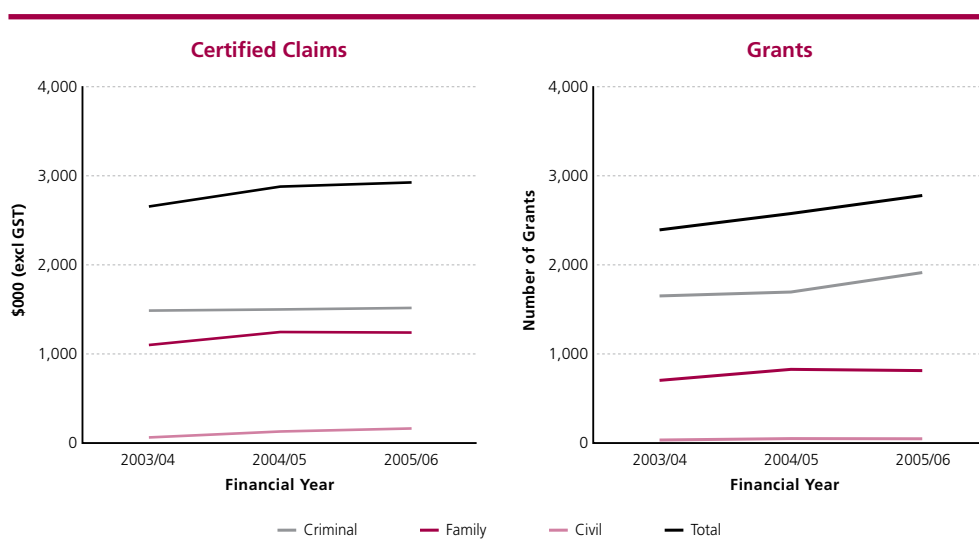
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	20	98	131				Criminal	6%	8%
1-5	5	14	30	0.6%	2.1%	66.7%	Family	8%	6%
6-20	12	22	2	5.5%	17.3%	33.3%	Civil	6%	4%
21-50	20	17	0	26.0%	34.8%	0.0%			
51-100	11	2	0	30.7%	9.0%	0.0%			
101-200	5	4	0	22.9%	36.9%	0.0%			
>200	2	0	0	14.4%	0.0%	0.0%			



## Rotorua

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	1,657	81%	1,493	1,701	85%	1,505	1,920	84%	1,522
Family	707	88%	1,106	831	93%	1,251	817	91%	1,245
Civil	36	72%	65	52	71%	132	50	85%	166
Duty Solicitor			218			230			254
PDLA			18			18			15
<b>Total</b>	<b>2,400</b>		<b>2,900</b>	<b>2,584</b>		<b>3,135</b>	<b>2,787</b>		<b>3,202</b>

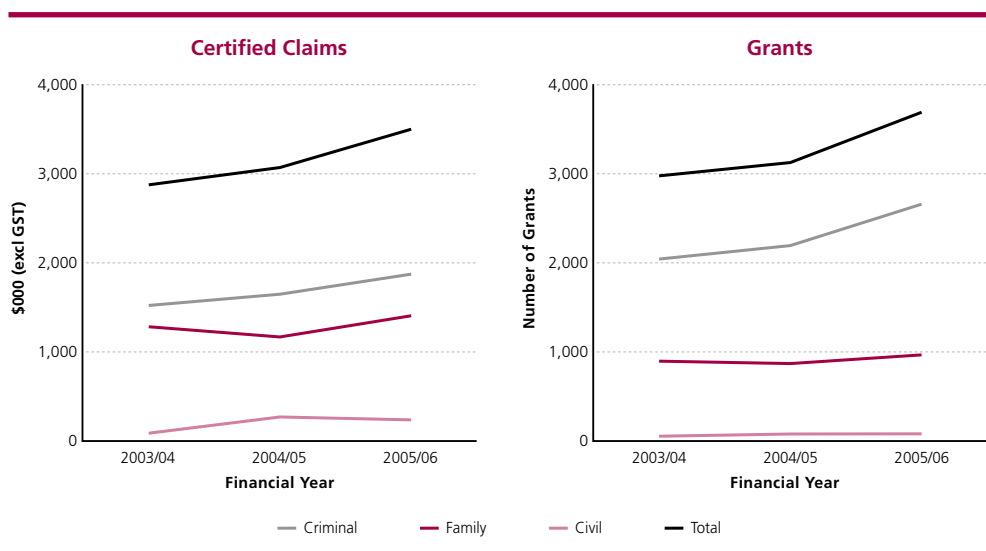
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	5	27	39				Criminal	4%	3%
1-5	5	8	23	0.4%	2.2%	100.0%	Family	5%	5%
6-20	7	10	0	4.8%	14.8%	0.0%	Civil	3%	2%
21-50	4	14	0	7.2%	50.3%	0.0%			
51-100	11	4	0	40.4%	32.7%	0.0%			
101-200	2	0	0	11.7%	0.0%	0.0%			
>200	3	0	0	35.5%	0.0%	0.0%			



### Bay of Plenty

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	2,043	86%	1,520	2,195	89%	1,648	2,662	90%	1,872
Family	892	89%	1,280	865	92%	1,165	963	93%	1,404
Civil	46	77%	80	71	74%	263	73	77%	230
Duty Solicitor			260			264			315
PDLA			20			13			19
<b>Total</b>	<b>2,981</b>		<b>3,160</b>	<b>3,131</b>		<b>3,353</b>	<b>3,698</b>		<b>3,840</b>

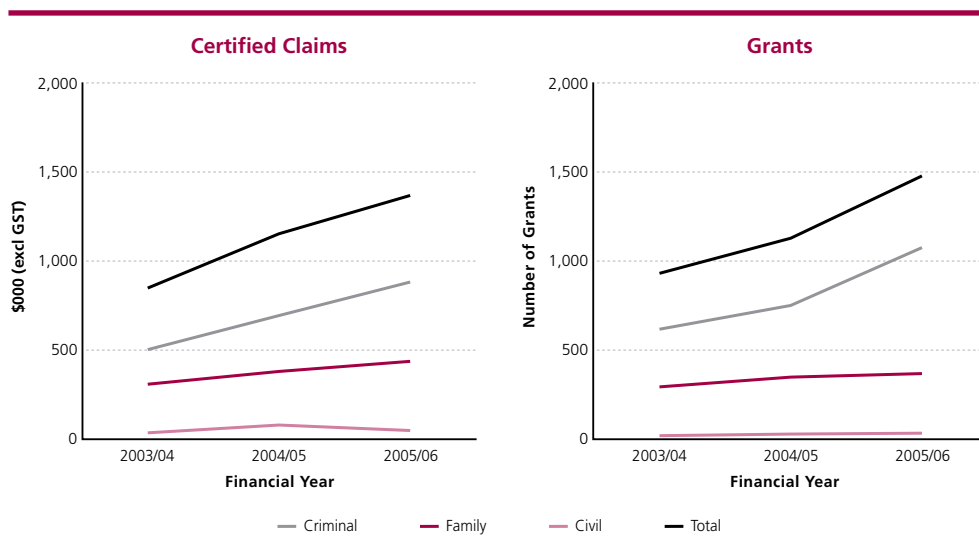
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	14	45	88				Criminal	6%	4%
1-5	6	25	22	0.7%	5.2%	100.0%	Family	6%	5%
6-20	9	6	0	4.0%	9.5%	0.0%	Civil	5%	3%
21-50	9	15	0	11.8%	51.9%	0.0%			
51-100	4	5	0	11.5%	33.4%	0.0%			
101-200	7	0	0	35.5%	0.0%	0.0%			
>200	3	0	0	36.6%	0.0%	0.0%			



## Gisborne

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	620	89%	506	754	92%	696	1,080	94%	886
Family	295	89%	310	350	95%	382	370	92%	439
Civil	20	77%	36	29	76%	80	34	85%	49
Duty Solicitor			85			109			122
PDLA			7			3			4
<b>Total</b>	<b>935</b>		<b>944</b>	<b>1,133</b>		<b>1,270</b>	<b>1,484</b>		<b>1,500</b>

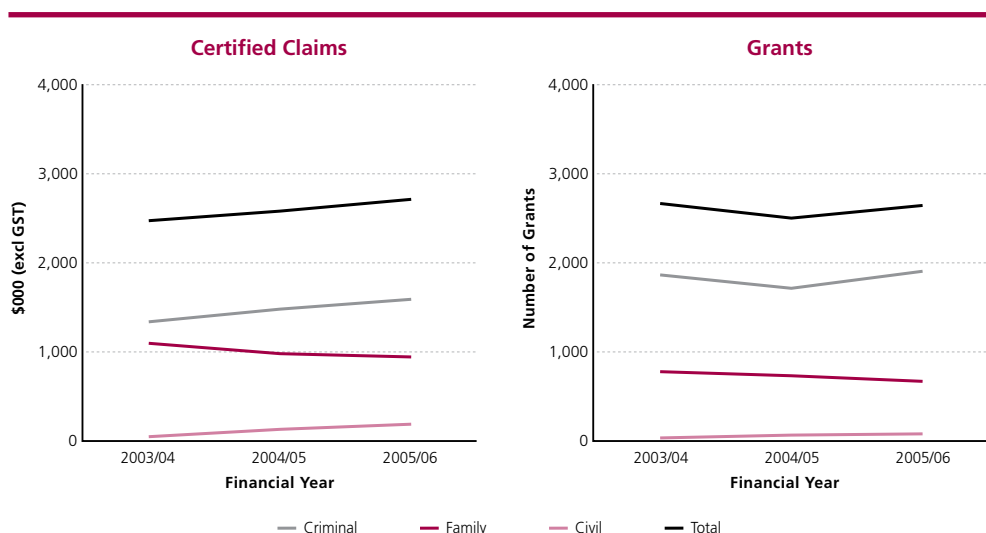
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	2	8	19				Criminal	2%	2%
1-5	2	6	8	0.2%	3.5%	100.0%	Family	2%	2%
6-20	2	5	0	2.3%	17.1%	0.0%	Civil	2%	1%
21-50	4	4	0	9.0%	31.0%	0.0%			
51-100	2	1	0	10.3%	17.7%	0.0%			
101-200	2	1	0	19.4%	30.7%	0.0%			
>200	2	0	0	58.8%	0.0%	0.0%			



### Hawkes Bay

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	1,867	88%	1,338	1,716	89%	1,481	1,908	89%	1,593
Family	776	90%	1,096	730	91%	979	667	87%	942
Civil	29	74%	43	61	81%	126	75	78%	184
Duty Solicitor			146			134			152
PDLA			25			26			21
<b>Total</b>	<b>2,672</b>		<b>2,648</b>	<b>2,507</b>		<b>2,745</b>	<b>2,650</b>		<b>2,892</b>

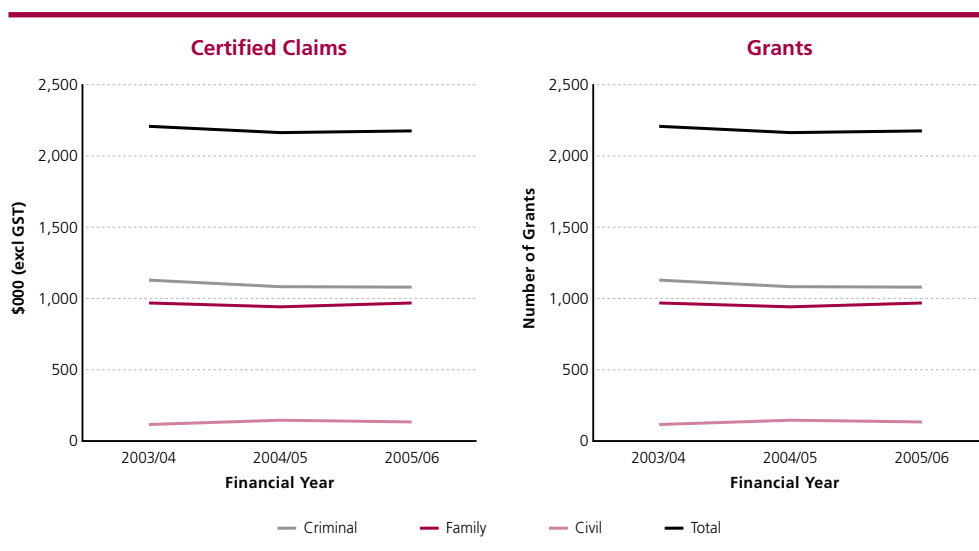
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	14	28	57				Criminal	4%	4%
1-5	5	13	16	0.5%	4.0%	46.3%	Family	4%	4%
6-20	2	14	3	1.8%	25.0%	53.7%	Civil	5%	3%
21-50	4	16	0	6.9%	71.0%	0.0%			
51-100	3	0	0	10.0%	0.0%	0.0%			
101-200	10	0	0	66.8%	0.0%	0.0%			
>200	1	0	0	13.9%	0.0%	0.0%			



## Taranaki

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	1,209	88%	965	1,163	91%	936	1,133	90%	963
Family	666	91%	1,124	692	95%	1,078	701	93%	1,075
Civil	54	78%	113	62	78%	143	63	62%	131
Duty Solicitor			107			102			91
PDLA			20			20			17
<b>Total</b>	<b>1,929</b>		<b>2,329</b>	<b>1,917</b>		<b>2,279</b>	<b>1,897</b>		<b>2,277</b>

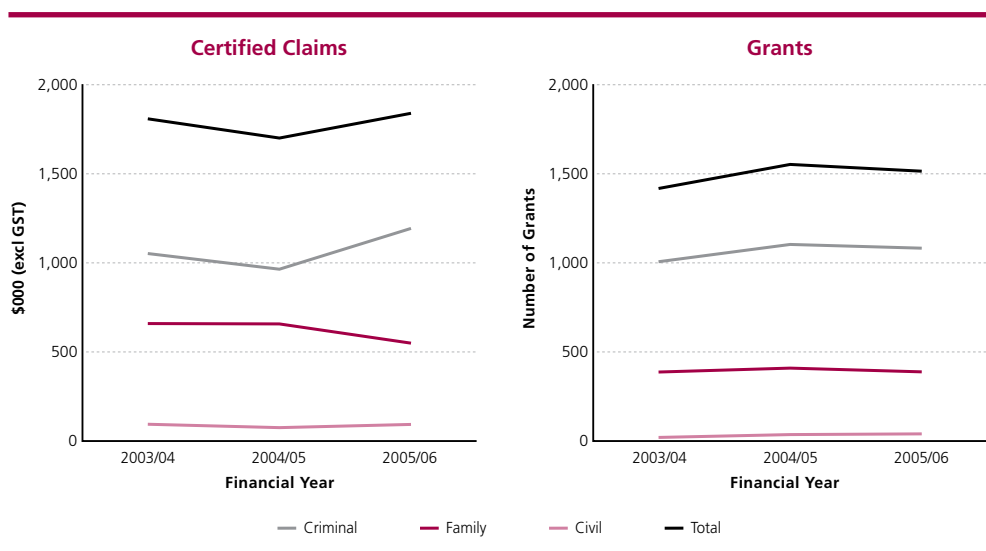
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	9	19	33				Criminal	2%	2%
1-5	5	11	15	1.7%	4.2%	56.0%	Family	4%	4%
6-20	3	6	3	3.8%	12.2%	44.0%	Civil	4%	2%
21-50	2	11	0	4.5%	50.1%	0.0%			
51-100	5	4	0	28.7%	33.5%	0.0%			
101-200	5	0	0	61.3%	0.0%	0.0%			
>200	0	0	0	0.0%	0.0%	0.0%			



## Whanganui

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	1,008	90%	1,054	1,105	92%	966	1,084	92%	1,195
Family	389	92%	660	411	96%	659	390	94%	551
Civil	22	73%	96	38	72%	77	42	86%	95
Duty Solicitor			150			155			150
PDLA			17			17			10
<b>Total</b>	<b>1,419</b>		<b>1,977</b>	<b>1,554</b>		<b>1,874</b>	<b>1,516</b>		<b>2,001</b>

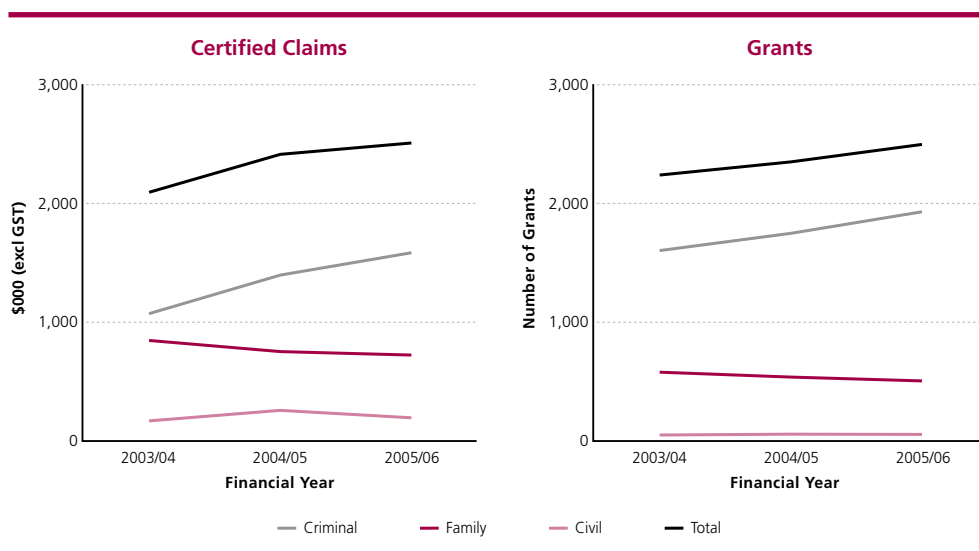
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	5	12	26				Criminal	2%	3%
1-5	6	12	11	1.3%	7.3%	100.0%	Family	2%	2%
6-20	4	5	0	5.5%	15.3%	0.0%	Civil	3%	1%
21-50	6	6	0	16.6%	46.7%	0.0%			
51-100	3	2	0	18.3%	30.8%	0.0%			
101-200	3	0	0	35.7%	0.0%	0.0%			
>200	1	0	0	22.7%	0.0%	0.0%			



## Manawatu

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	1,594	81%	1,067	1,738	84%	1,389	1,918	87%	1,576
Family	578	90%	843	537	87%	750	505	85%	720
Civil	53	78%	171	60	78%	259	58	74%	197
Duty Solicitor			235			251			261
PDLA			18			16			17
<b>Total</b>	<b>2,225</b>		<b>2,334</b>	<b>2,335</b>		<b>2,666</b>	<b>2,481</b>		<b>2,771</b>

No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	0	21	35				Criminal	4%	4%
1-5	4	14	13	0.2%	7.2%	66.7%	Family	3%	3%
6-20	3	11	1	1.7%	21.9%	33.3%	Civil	4%	3%
21-50	4	7	0	7.9%	34.9%	0.0%			
51-100	12	3	0	45.7%	36.0%	0.0%			
101-200	4	0	0	28.2%	0.0%	0.0%			
>200	1	0	0	16.3%	0.0%	0.0%			

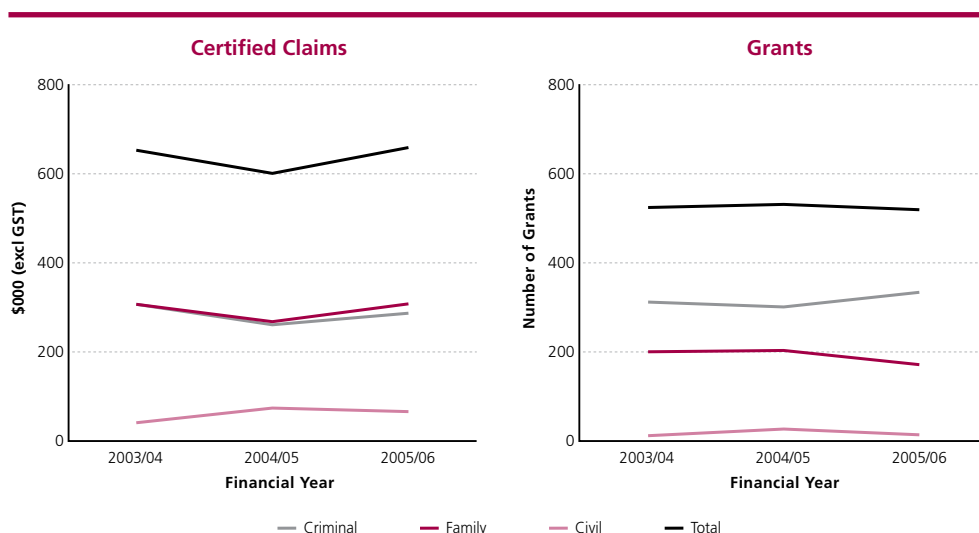




## Wairarapa

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	313	85%	306	302	91%	260	335	93%	286
Family	201	89%	306	204	93%	267	172	83%	307
Civil	12	57%	40	27	71%	73	14	78%	65
Duty Solicitor			46			49			43
PDLA			6			7			6
<b>Total</b>	<b>526</b>		<b>704</b>	<b>533</b>		<b>656</b>	<b>521</b>		<b>707</b>

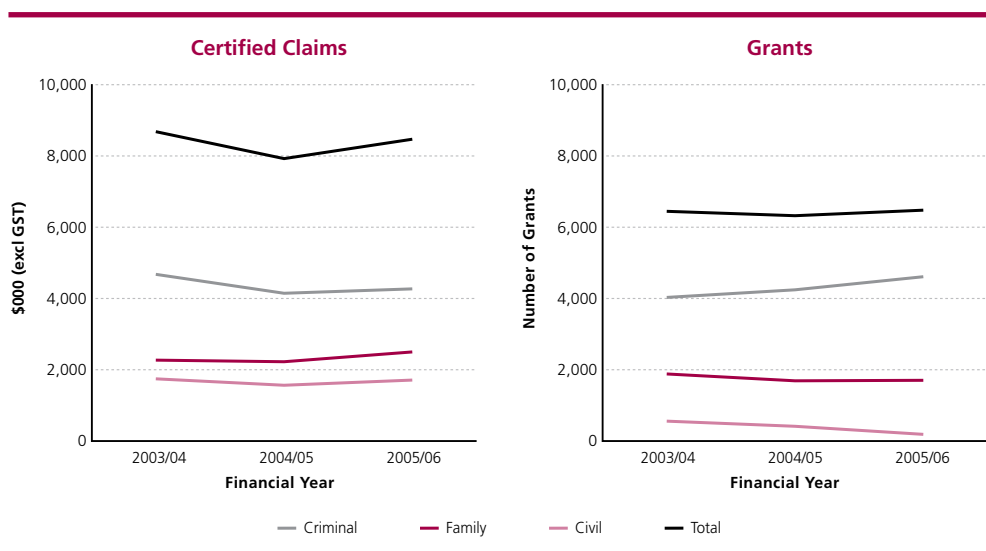
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	2	7	14				Criminal	1%	1%
1-5	1	3	6	0.9%	4.9%	100.0%	Family	1%	1%
6-20	0	6	0	0.0%	36.8%	0.0%	Civil	1%	1%
21-50	3	4	0	30.5%	58.4%	0.0%			
51-100	3	0	0	68.6%	0.0%	0.0%			
101-200	0	0	0	0.0%	0.0%	0.0%			
>200	0	0	0	0.0%	0.0%	0.0%			



## Wellington

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	4,011	85%	4,686	4,224	90%	4,154	4,591	89%	4,277
Family	1,867	91%	2,270	1,675	90%	2,226	1,689	90%	2,503
Civil	545	75%	1,745	401	82%	1,564	175	76%	1,710
Duty Solicitor			740			759			793
PDLA			75			71			65
<b>Total</b>	<b>6,423</b>		<b>9,516</b>	<b>6,300</b>		<b>8,774</b>	<b>6,455</b>		<b>9,348</b>

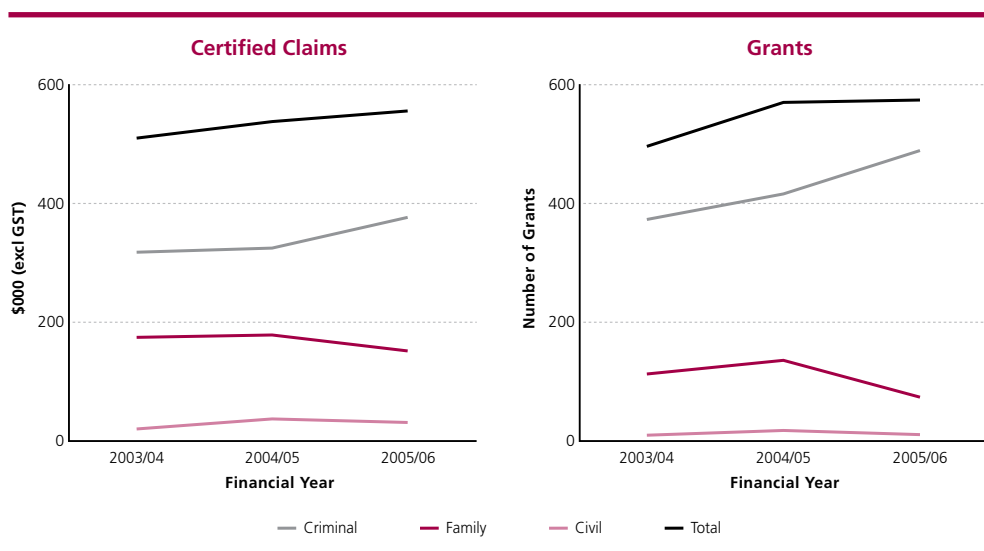
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	35	118	244				Criminal	10%	10%
1-5	27	46	59	1.1%	5.1%	17.4%	Family	10%	10%
6-20	25	40	3	6.1%	26.3%	5.6%	Civil	12%	25%
21-50	19	18	0	13.5%	30.4%	0.0%			
51-100	20	3	0	30.3%	12.7%	0.0%			
101-200	18	2	1	49.1%	14.5%	26.3%			
>200	0	1	1	0.0%	11.1%	50.7%			



### Marlborough

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	373	82%	317	416	86%	326	489	82%	377
Family	113	88%	174	136	88%	178	74	83%	150
Civil	10	71%	19	18	69%	36	11	69%	30
Duty Solicitor			74			61			87
PDLA			4			3			4
<b>Total</b>	<b>496</b>		<b>588</b>	<b>570</b>		<b>604</b>	<b>574</b>		<b>648</b>

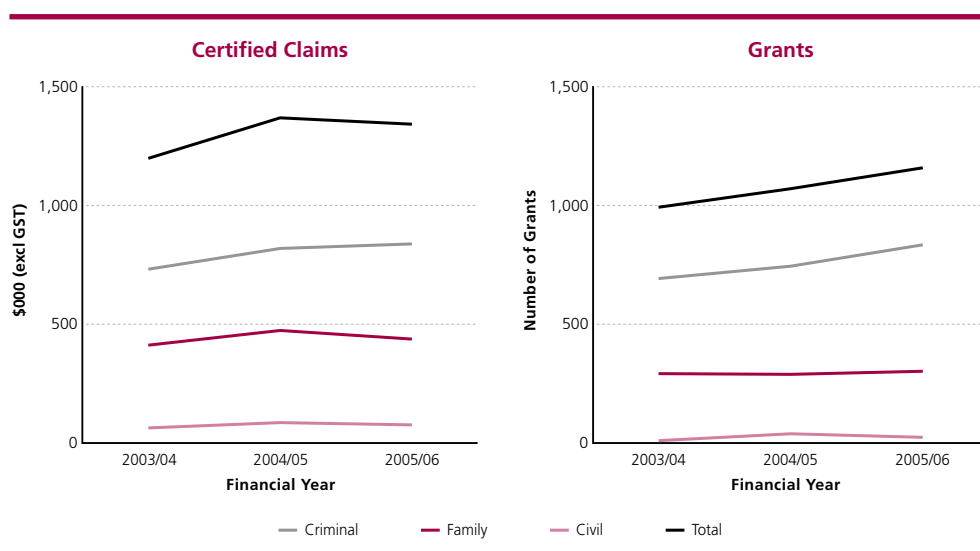
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	6	14	19				Criminal	1%	1%
1-5	2	3	2	0.9%	10.1%	100.0%	Family	0%	1%
6-20	0	7	0	0.0%	89.9%	0.0%	Civil	1%	0%
21-50	1	0	0	8.1%	0.0%	0.0%			
51-100	2	0	0	23.0%	0.0%	0.0%			
101-200	2	0	0	68.1%	0.0%	0.0%			
>200	0	0	0	0.0%	0.0%	0.0%			



## Nelson Bays

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	691	83%	682	743	87%	765	833	86%	782
Family	291	93%	383	288	91%	440	301	91%	406
Civil	9	53%	55	38	83%	76	23	68%	66
Duty Solicitor			111			106			112
PDLA			16			15			14
<b>Total</b>	<b>991</b>		<b>1,247</b>	<b>1,069</b>		<b>1,402</b>	<b>1,157</b>		<b>1,380</b>

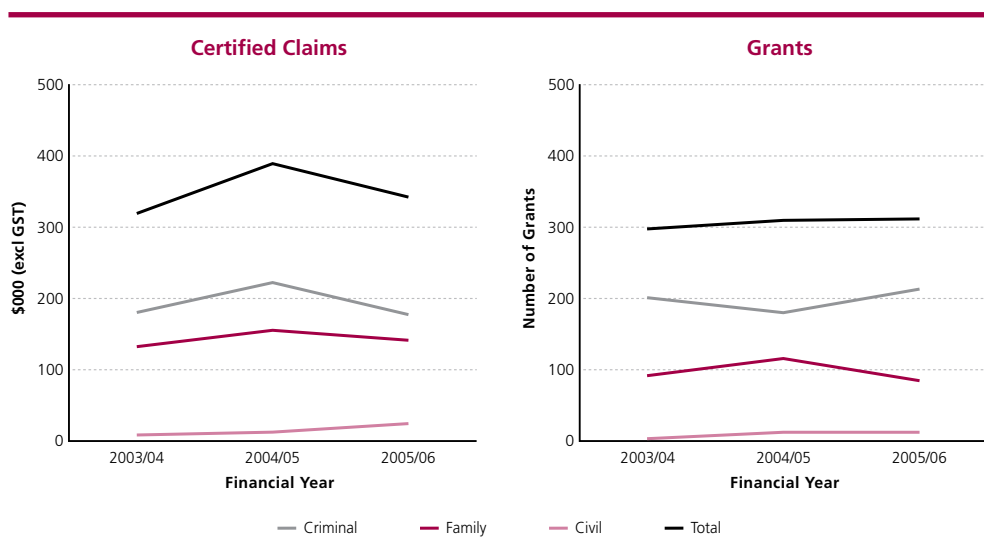
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	12	18	37				Criminal	2%	2%
1-5	3	11	5	0.5%	6.5%	37.5%	Family	2%	2%
6-20	2	12	1	2.2%	45.2%	62.5%	Civil	2%	1%
21-50	4	2	0	13.5%	25.9%	0.0%			
51-100	3	1	0	21.7%	22.4%	0.0%			
101-200	2	0	0	27.9%	0.0%	0.0%			
>200	1	0	0	34.2%	0.0%	0.0%			



## Westland

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	201	74%	180	180	73%	222	213	68%	177
Family	92	91%	132	116	91%	154	85	92%	142
Civil	4	67%	8	13	65%	12	13	93%	24
Duty Solicitor			36			35			38
PDLA			6			3			3
<b>Total</b>	<b>297</b>		<b>362</b>	<b>309</b>		<b>426</b>	<b>311</b>		<b>384</b>

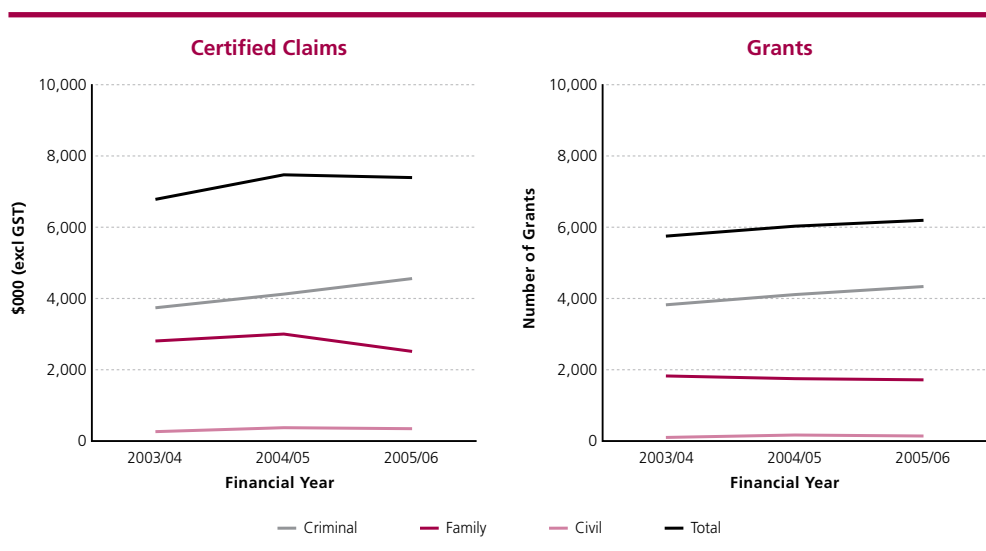
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	2	7	13				Criminal	0%	0%
1-5	1	1	1	0.5%	2.3%	100.0%	Family	0%	1%
6-20	2	5	0	7.4%	72.7%	0%	Civil	1%	0%
21-50	2	1	0	21.9%	25.0%	0%			
51-100	2	0	0	70.2%	0.0%	0%			
101-200	0	0	0	0.0%	0.0%	0%			
>200	0	0	0	0.0%	0.0%	0%			



## Canterbury

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	3,822	86%	3,730	4,109	89%	4,114	4,335	90%	4,550
Family	1,826	89%	2,796	1,750	89%	2,992	1,717	89%	2,504
Civil	101	72%	250	169	73%	360	141	72%	333
Duty Solicitor			353			349			363
PDLA			46			42			38
<b>Total</b>	<b>5,749</b>		<b>7,175</b>	<b>6,028</b>		<b>7,857</b>	<b>6,193</b>		<b>7,788</b>

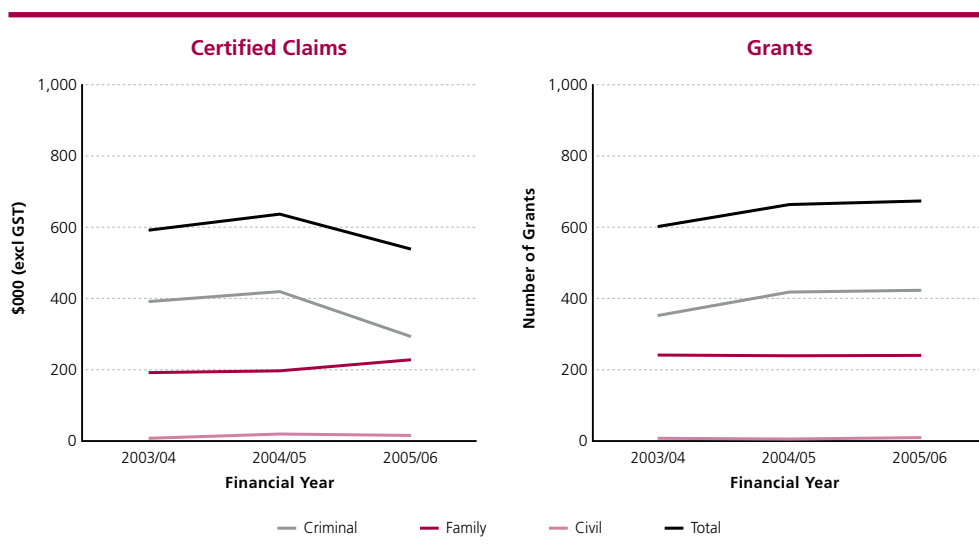
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	32	113	228				Criminal	9%	10%
1-5	26	59	50	1.0%	8.9%	64.0%	Family	10%	10%
6-20	31	52	4	8.0%	32.0%	36.0%	Civil	10%	5%
21-50	23	20	0	16.3%	37.8%	0.0%			
51-100	19	6	0	29.2%	21.4%	0.0%			
101-200	15	0	0	45.4%	0.0%	0.0%			
>200	0	0	0	0.0%	0.0%	0.0%			



### South Canterbury

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	353	72%	192	419	83%	197	424	81%	228
Family	242	91%	391	240	90%	419	241	88%	293
Civil	8	80%	8	6	60%	20	10	91%	16
Duty Solicitor			35			32			36
PDLA			2			3			2
<b>Total</b>	<b>603</b>		<b>628</b>	<b>665</b>		<b>671</b>	<b>675</b>		<b>575</b>

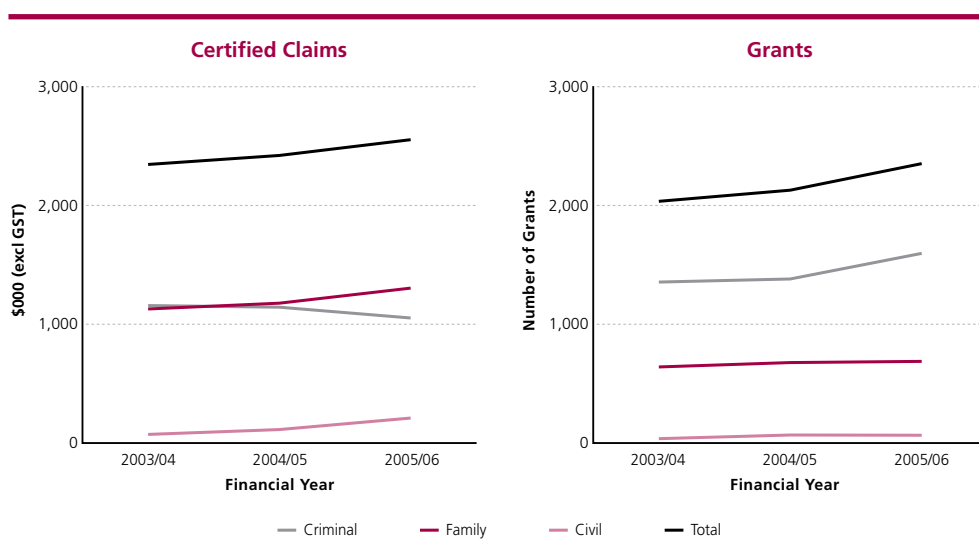
No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	5	11	25				Criminal	1%	1%
1-5	5	6	5	1.0%	8.9%	64.0%	Family	1%	1%
6-20	3	9	0	8.0%	32.0%	36.0%	Civil	1%	0%
21-50	0	3	0	16.3%	37.8%	0.0%			
51-100	0	1	0	29.2%	21.4%	0.0%			
101-200	2	0	0	45.4%	0.0%	0.0%			
>200	0	0	0	0.0%	0.0%	0.0%			



## Otago

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	1,359	86%	1,154	1,385	92%	1,139	1,601	91%	1,048
Family	643	87%	1,124	680	89%	1,174	690	88%	1,300
Civil	38	72%	66	69	70%	107	67	77%	204
Duty Solicitor			226			235			243
PDLA			35			32			28
<b>Total</b>	<b>2,040</b>		<b>2,605</b>	<b>2,134</b>		<b>2,687</b>	<b>2,358</b>		<b>2,823</b>

No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	9	59	113				Criminal	3%	2%
1-5	19	39	17	2.6%	13.9%	33.3%	Family	4%	5%
6-20	13	24	3	9.8%	36.6%	29.2%	Civil	5%	3%
21-50	12	8	1	26.4%	40.9%	37.5%			
51-100	4	1	0	16.9%	8.6%	0.0%			
101-200	6	0	0	44.4%	0.0%	0.0%			
>200	0	0	0	0.0%	0.0%	0.0%			

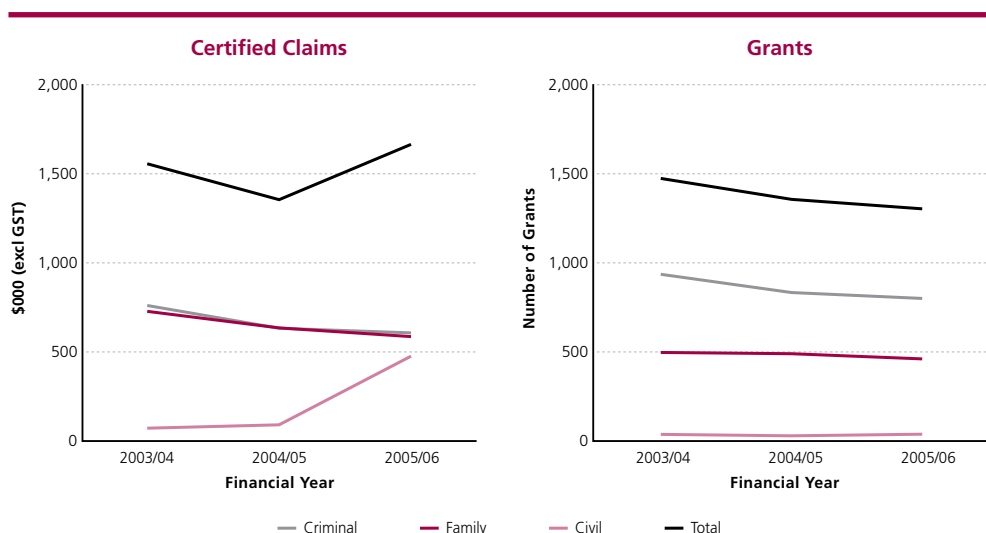




### Southland

	2003/04			2004/05			2005/06		
	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000	Grants	Approval %	Certified Claims \$000
Criminal	934	76%	760	832	74%	632	799	72%	607
Family	497	86%	727	490	87%	634	461	90%	585
Civil	39	81%	70	31	69%	89	40	80%	475
Duty Solicitor			67			55			63
PDLA			24			22			18
<b>Total</b>	<b>1,470</b>		<b>1,648</b>	<b>1,353</b>		<b>1,432</b>	<b>1,300</b>		<b>1,748</b>

No. of cases assigned	Number of providers			% of cases			Regional grants and expenditure activity as a % of national totals		
	Criminal	Family	Civil	Criminal	Family	Civil		Grants	Spend
0	12	29	54				Criminal	2%	1%
1-5	6	12	14	2.0%	6.0%	100.0%	Family	3%	2%
6-20	6	8	0	8.4%	22.5%	0.0%	Civil	3%	7%
21-50	3	10	0	11.5%	59.2%	0.0%			
51-100	1	1	0	10.7%	12.2%	0.0%			
101-200	1	0	0	11.7%	0.0%	0.0%			
>200	2	0	0	55.7%	0.0%	0.0%			



## LISTED PROVIDER ACTIVITY

**Table A – Provider Information**

As at 30 June	2001	2002	2003	2004	2005	2006
<b>Total number of listed providers</b>	<b>2799</b>	<b>2983</b>	<b>2847</b>	<b>2812</b>	<b>2908</b>	<b>2963</b>
Number of listed providers by law type						
Criminal	1,031	1,050	1,054	1,069	1,084	1,076
Family	2,243	2,383	2,211	2,048	2,012	1,954
Civil	2,560	2,743	2,549	2,337	2,267	2,185
Mental Health	596	600	569	559	551	547
Waitangi Tribunal	–	–	102	111	111	107
Maori Land/Maori Appellate Courts	–	–	54	66	73	70
Refugee	–	–	109	100	102	96
Duty Solicitors	769	790	819	873	928	976
PDLA	488	454	418	412	398	380
Supreme Court	–	–	–	–	58	77

### Notes to Table A

1. This table records the number of lawyers listed with the Agency to provide legal aid services. It includes a small number of conditional providers who have to meet specific conditions before receiving assignments.
2. Accreditation for Waitangi Tribunal, Maori Land/Maori Appellate Courts and Refugee law types commenced in 2003.
3. Accreditation for Supreme Court law type commenced in 2005.
4. As listed providers may be accredited for multiple law types, the total number of listed providers does not equate to the total number of listed providers by law type.

**Table B – Provider Case range**

2005/06	No. of providers			% of cases		
Range/number of cases assigned	criminal	family	civil	criminal	family	civil
0	276	1,064	1,875			
1-5	177	406	435	0.8%	5.0%	46.4%
6-20	170	331	30	4.2%	20.8%	18.4%
21-50	180	231	4	12.5%	40.3%	7.9%
51-100	155	57	0	23.3%	20.2%	0.0%
101-200	133	15	1	37.1%	10.9%	9.3%
> 200	31	2	1	22.1%	2.8%	17.9%

### Notes to Table B

1. This table reflects listed providers for the 12 month period – 2005/06.
2. The analysis represents all lawyers assigned legal aid cases, including reassignments and multiple lawyers working for the same legally aided person.
3. This information excludes Public Defence Service lawyers and Waitangi law type providers.
4. The number of providers with nil cases assigned is an estimate.
5. The % of cases is the percentage of the total volume of cases assigned to the number of lawyers in each band.

**Table C – Criminal Cases Assigned – National and Auckland**

Number of Cases Assigned	Preferred Lawyer	Rotation Off List	Duty Solicitor Preferred	PDLA Lawyer	2005/06 Total
National	29,654	14,146	2,790	246	46,836
Auckland – Private Providers	4,647	2,843	110	33	7,633
– Public Defence Service	406	1,922	3	0	2,331

**Notes to Table C**

1. Auckland includes the Manukau office
2. The number of criminal cases assigned excludes reassignments and multiple lawyers for the same legally aided person
3. The numbers of cases assigned are determined from the 'aid effective date', ie the date of the first approved grant on a case.

**Table D – Total Legal Aid Certified (excl GST) by Numbers of Law Firms**

Range (\$)/Numbers paid	2001/02	2002/03	2003/04	2004/05	2005/06
\$1-10,000	452	405	388	374	364
\$10,001-20,000	184	183	132	172	154
\$20,001-50,000	297	275	295	264	239
\$50,001-\$100,000	262	253	224	244	245
\$100,001-200,000	169	202	169	181	190
\$200,001-400,000	61	64	56	58	67
\$400,001-600,000	6	10	9	8	10
\$600,001-800,000	4	4	2	7	3
\$800,001-1,000,000	0	2	3	1	4
>\$1,000,000	1	1	0	3	1

**Notes to Table D**

1. The total legal aid expenditure by numbers of law firms excludes the Public Defence Service, but includes all assigned Waitangi Tribunal cases.

**Table E – Criminal Proceedings Categories**

Criminal Proceedings Categories	1	2	3	4	2005/06 Total
Number of criminal accredited lawyers	345	231	164	336	1,076

**Notes to Table E – Explanation of Proceedings Categories**

Proceedings Category 1 – Proceedings in a District Court or the High Court (other than a jury trial or the preliminary hearing of an offence). Proceedings transferred to a Youth Court (other than the preliminary hearing of an offence).

Proceedings Category 2 – Jury trials in any court or before a District Court or High Court judge alone following an application under section 361B of the Crimes Act 1961 (including the preliminary hearing of the offence) where the most serious charge carries a maximum penalty of not more than 10 years imprisonment. Proceedings before, and appeals from, the New Zealand Parole Board.

Proceedings Category 3 – Jury trials before any court or before a District Court or High Court judge alone following an application under section 361B of the Crimes Act 1961 (including the preliminary hearing of the offence) where the most serious charge carries a maximum penalty of more than 10 years' imprisonment (other than life imprisonment and other than where the person is convicted and a High Court judge indicates they are considering a sentence of preventive detention. The matter becomes a PC4 at that stage.)

Proceedings Category 4 – Jury trials in any court (including the preliminary hearing of the offence) where any charge carries a maximum penalty of life imprisonment or where the aided person, if charged, is likely to face a sentence of preventive detention.

**Table F – Listed Provider Litigation Experience**

Law Type/Experience Level	1	2	3	30 June 2006 Total
Criminal	92	201	783	1,076
Family	202	384	1,368	1,954
Civil	189	442	1,554	2,185
Mental Health	7	77	463	547
Waitangi Tribunal	9	26	72	107
Maori Land/Maori Appellate Courts	10	16	44	70
Refugee	14	30	52	96

**Notes to Table F – Explanation of Litigation Experience Levels**

Level 1 is up to four years

Level 2 is between four and nine years

Level 3 is nine or more years

## GENDER, ETHNICITY AND AGE OF LEGAL AID APPLICANTS

Ethnic Group** and Age of Applicant	Age Group*					Total Applicants	Legal Aid Applications
	18-29	30-44	45-64	65+	Not Stated		
<b>NZ European</b>							
Male	5,589	4,746	1,954	189	836	13,314	18,219
Female	3,213	3,810	1,053	99	290	8,465	9,786
Not Stated	0	0	0	0	2	2	2
<b>Total</b>	<b>8,802</b>	<b>8,556</b>	<b>3,007</b>	<b>288</b>	<b>1,128</b>	<b>21,781</b>	<b>28,007</b>
<b>NZ Maori</b>							
Male	6,585	5,029	1,350	71	880	13,915	20,177
Female	2,866	2,683	693	36	253	6,531	8,047
Not Stated	1	0	0	0	0	1	1
<b>Total</b>	<b>9,452</b>	<b>7,712</b>	<b>2,043</b>	<b>107</b>	<b>1,133</b>	<b>20,447</b>	<b>28,225</b>
<b>Pacific Peoples</b>							
Male	1,697	1,215	372	25	235	3,544	4,642
Female	388	443	129	10	23	993	1,141
Not Stated	0	1	0	0	0	1	1
<b>Total</b>	<b>2,085</b>	<b>1,659</b>	<b>501</b>	<b>35</b>	<b>258</b>	<b>4,538</b>	<b>5,784</b>
<b>Asian</b>							
Male	356	266	87	3	22	734	922
Female	107	179	47	4	7	344	375
Not Stated	1	0	0	0	0	1	1
<b>Total</b>	<b>464</b>	<b>445</b>	<b>134</b>	<b>7</b>	<b>29</b>	<b>1,079</b>	<b>1,298</b>
<b>European</b>							
Male	176	203	115	20	21	535	694
Female	81	200	64	8	5	358	413
Not Stated	0	0	0	0	0	0	0
<b>Total</b>	<b>257</b>	<b>403</b>	<b>179</b>	<b>28</b>	<b>26</b>	<b>893</b>	<b>1,107</b>
<b>MEAA***</b>							
Male	146	92	34	0	18	290	415
Female	37	35	12	1	4	89	102
Not Stated	0	0	0	0	0	0	0
<b>Total</b>	<b>183</b>	<b>127</b>	<b>46</b>	<b>1</b>	<b>22</b>	<b>379</b>	<b>517</b>
<b>Other</b>							
Male	647	424	120	5	83	1,279	1,745
Female	355	325	76	7	30	793	940
Not Stated	0	0	0	0	0	0	0
<b>Total</b>	<b>1,002</b>	<b>749</b>	<b>196</b>	<b>12</b>	<b>113</b>	<b>2,072</b>	<b>2,685</b>

Ethnic Group** and Age of Applicant	Age Group*					Total Applicants	Legal Aid Applications
	18-29	30-44	45-64	65+	Not Stated		
<b>Not Stated</b>							
Male	1,196	1,117	453	87	271	3,124	4,249
Female	378	631	398	88	118	1,613	2,124
Not Stated	0	0	1	0	29	30	38
<b>Total</b>	<b>1,574</b>	<b>1,748</b>	<b>852</b>	<b>175</b>	<b>418</b>	<b>4,767</b>	<b>6,411</b>
<b>National Total</b>							
Male	16,392	13,092	4,485	400	2,366	36,735	51,063
Female	7,425	8,306	2,472	253	730	19,186	22,928
Not Stated	2	1	1	0	31	35	43
Total Applicants	23,819	21,399	6,958	653	3,127	55,956	
<b>Total Applications</b>	<b>33,099</b>	<b>27,498</b>	<b>8,377</b>	<b>763</b>	<b>4,297</b>		<b>74,034</b>

\* The age of the applicant is calculated from the date of their first application for the financial year was received by the Legal Services Agency.

\*\* Ethnic group classification taken from Statistics New Zealand "Standard Classification of Ethnicity"

\*\*\* MEAA represents Middle Eastern/Americas/African

The analysis excludes Waitangi Tribunal applicants (and related applications) because these applicants represent claimant groups.

## LEGAL SERVICES AGENCY DIRECTORY

### HEAD OFFICE

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### LEGAL AID OFFICES

#### Northern Region

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Fax: 09 430 1081

**Auckland Legal Aid Office**  
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PO Box 33 702  
DX: BP66014  
TAKAPUNA  
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Fax: 09 488 5441

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PO Box 69147  
WAITAKERE  
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Fax: 09 837 1569

**Manukau Legal Aid Office**  
Level 2, Merial House  
Putney Way  
PO Box 98045, South Auckland Mail Centre  
DX: EP75512  
MANUKAU CITY  
Phone: 09 262 7750  
Fax: 09 262 7759

#### Midland Region

**Hamilton Legal Aid Office**  
1st floor, Arcadia Building  
Worley Place  
PO Box 19-204  
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HAMILTON  
Phone: 07 834 6124  
Fax: 07 834 6129

### Rotorua Legal Aid Office

Level 7, Trustbank House  
1154 Hinemoa Street  
PO Box 1576  
DX: JP30042  
ROTORUA  
Phone: 07 350 1090  
Fax: 07 350 1080

### Napier Legal Aid Office

1st floor, Dunvegan House  
Cnr Hastings and Station Streets  
PO Box 544  
DX: MP70001  
NAPIER  
Phone: 06 833 7750  
Fax: 06 833 7759

#### Central Region

**New Plymouth Legal Aid Office**  
Level 1, Devon Centre  
Cnr Liardet and Devon Street East  
PO Box 590  
DX: NP90031  
NEW PLYMOUTH  
Phone: 06 759 0451  
Fax: 06 759 0476

### Wellington Legal Aid Office

Level 2, Fulbright New Zealand House  
120-124 Featherston Street  
PO Box 24-149, Manners Street  
DX: SP20503, Boulcott Street  
WELLINGTON  
Phone: 04 472 9040  
Fax: 04 472 5250

#### Southern Region

**Christchurch Legal Aid Office**  
Level 1, 256 Oxford Terrace  
PO Box 8970  
DX: WX11123  
CHRISTCHURCH  
Phone: 03 341 4450  
Fax: 03 341 4459

### Dunedin Legal Aid Office

Level 1, Radio Otago House  
248 Cumberland Street  
PO Box 5641, Moray Place  
DX: YP80502  
DUNEDIN  
Phone: 03 477 5035  
Fax: 03 479 2517

#### **Invercargill Legal Aid Office**

35 Don Street  
PO Box 1301  
DX: YA90024  
INVERCARGILL  
Phone: 03 214 2680  
Fax: 03 214 2689

#### **LEGAL AID REVIEW PANEL OFFICE**

1st Floor, Rear  
40 Hurstmere Road  
Takapuna  
PO Box 65-487  
Mairangi Bay  
AUCKLAND  
Phone: 09 489 1300  
Fax: 09 489 1301

#### **PUBLIC DEFENCE SERVICE**

##### **Auckland Office**

Level 10, AFFCO House  
12 – 26 Swanson Street  
PO Box 90243, Auckland Mail Service Centre  
AUCKLAND  
Phone: 09 302 1961  
Fax: 09 302 1962

##### **Manukau Office**

Level 1, Osterley Chambers  
6 Osterley Way  
PO Box 76 715  
MANUKAU CITY  
Phone: 09 261 2501  
Fax: 09 261 2502

#### **COMMUNITY LAW CENTRES**

##### **Te Tai Tokerau Community Legal Service**

43 Cartwright Street  
PO Box 1506  
WHANGAREI  
Phone/Fax: 09 436 1714

##### **Youthlaw Tino Rangatiratanga Taitamariki**

Level 1, 219 Federal Street  
PO Box 7657, Wellesley Street  
AUCKLAND CBD  
Phone: 09 309 6967  
Fax: 09 307 5243

##### **Nga Ture Kaitiaki Ki Waikato Community Law Centre**

1st floor, 6 Osterley Way  
PO Box 76551  
Manukau Centre  
AUCKLAND  
Phone: 09 262 2007  
Fax: 09 262 2005

##### **Otara Community Law Centre**

121 Bairds Road  
PO Box 61-112  
Otara  
AUCKLAND  
Phone: 09 274 4966  
Fax: 09 274 4967

##### **Grey Lynn Neighbourhood Law Office**

449 Richmond Road  
Grey Lynn  
PO Box 78-045  
AUCKLAND  
Phone: 09 378 6085  
Fax: 09 378 7796

##### **Mangere Community Law Centre**

Shop 37, Mangere Town Centre  
PO Box 43-201  
Mangere  
AUCKLAND  
Phone: 09 275 4310  
Fax: 09 275 4693

##### **Waitakere Community Law Service**

1a Trading Place  
PO Box 121104  
Henderson  
WAITAKERE CITY  
Phone: 09 835 2130  
Fax: 09 835 2133

##### **Baywide Community Law Service**

38 Hamilton Street  
PO Box 13395  
TAURANGA  
Phone: 07 571 6812  
Fax: 07 571 6813

##### **Hamilton District Community Law Centre Trust**

2nd floor, Clayton House  
109 Anglesea Street  
PO Box 1319  
HAMILTON  
Phone: 07 839 0770  
Fax: 07 839 5185



**Rotorua District Community Law Centre**

1238 Haupapa Street  
PO Box 879  
ROTORUA  
Phone/Fax: 07 348 8060

**Tairāwhiti Community Law Centre**

137 Derby Street  
PO Box 1053  
GISBORNE  
Phone: 06 868 3392  
Fax: 06 868 3394

**Hawkes Bay Community Law Centre****Ture Amo Kura O Heretaunga**

204 Karamu Road North  
PO Box 789  
HASTINGS  
Phone: 06 878 4868  
Fax: 06 878 4191

**Taranaki Community Law Centre**

188 Powderham Street  
PO Box 216  
NEW PLYMOUTH  
Phone: 06 759 1492  
Fax: 06 759 1475

**Community Legal Advice Whanganui**

Left Wing, Victoria Court  
92 – 96 Victoria Avenue  
PO Box 351  
WHANGANUI  
Phone: 06 348 8288  
Fax: 06 348 8455

**Manawatu Community Law Centre**

Level 2  
14-19 The Square  
PO Box 2088  
PALMERSTON NORTH  
Phone: 06 357 7974  
Fax: 06 356 7952

**Wairarapa Community Law Centre**

Departmental Building  
33 – 35 Chapel Street  
PO Box 271  
MASTERTON  
Phone/Fax: 06 377 4601

**Whitireia Community Law Centre**

3rd floor, Pember House  
16 Hagley Street  
PORIRUA  
Phone: 04 237 6811  
Fax: 04 237 6816

**Hutt Valley Community Law Centre**

2nd floor, Apex House  
Cnr Laings Road and Queens Drive  
PO Box 31501  
LOWER HUTT  
Phone: 04 568 8964  
Fax: 04 566 0316

**Te Ratonga Ture Ki Te O Te Ika Community Law Centre**

Level 5, Old Wool House  
139 Featherston Street  
PO Box 134  
WELLINGTON  
Phone: 04 474 1249  
Fax: 04 474 1781

**Wellington Community Law Centre**

2nd floor, 84 Willis Street  
PO Box 24-005  
WELLINGTON  
Phone: 04 460 4462  
Fax: 04 472 2320

**Nelson Bays Community Law Service**

11 Wakatu Lane  
PO Box 1110  
NELSON  
Phone: 03 548 1288  
Fax: 03 548 8142

**Marlborough Community Law Centre**

Level 3, NZI House  
Market Street North  
PO Box 584  
BLENHEIM  
Phone: 03 577 9919  
Fax: 03 577 9910

**Community Law Canterbury**

281 Madras Street  
PO Box 2912  
CHRISTCHURCH  
Phone: 03 366 6870  
Fax: 03 366 6631

**Maori Legal Services – Te Ture Manaaki O Rehua**

First floor, 303 Durham Street  
PO Box 363  
CHRISTCHURCH  
Phone: 03 377 7734  
Fax: 03 374 9054

**Dunedin Community Law Centre**

52 Filleul Street

DUNEDIN

Phone: 03 474 1922

Fax: 03 474 9521

**Ngai Tahu Maori Law Centre**

Level 4, 258 Stuart Street

PO Box 633

DUNEDIN

Phone: 03 477 0855

Fax: 03 474 2766

**Southland Community Law Centre**

5 Tay Street

PO Box 552

INVERCARGILL

Phone: 03 214 3180

Fax: 03 214 3170





Legal Services  
Agency

*Pokapū Ratonga Ture*

[www.lsa.govt.nz](http://www.lsa.govt.nz)