



PANEL PRACTITIONER SURVEY RESULTS

In December 2022, we surveyed panel practitioners to better understand your needs and experiences representing clients through legally aided work. Thank you to each practitioner who provided their input.

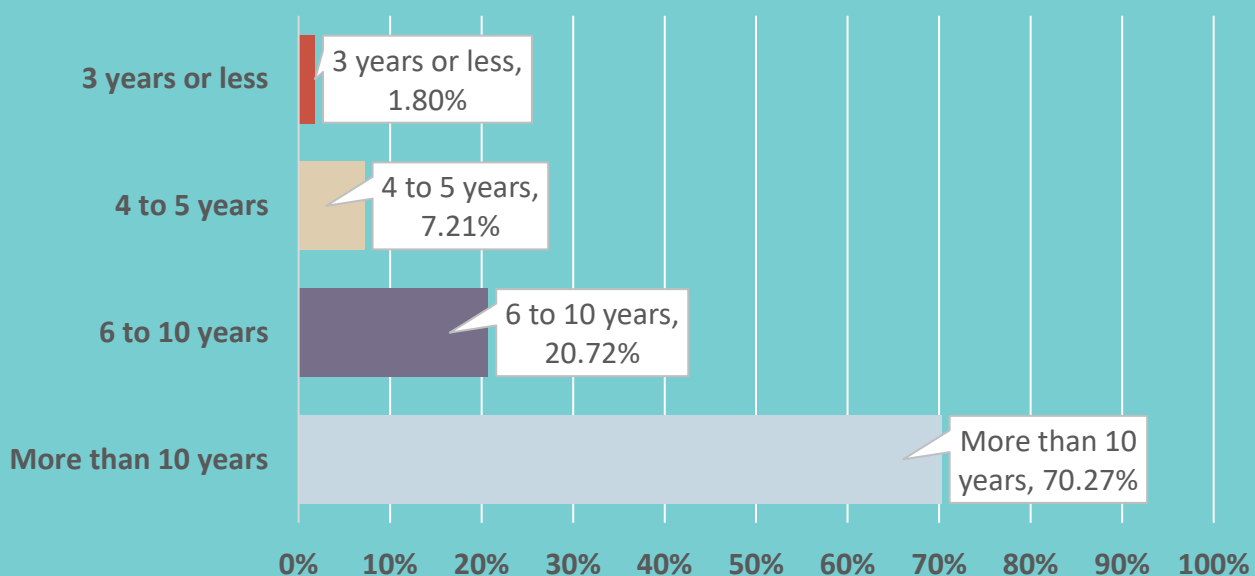
Over the past few months, we've been analysing your responses. A lot of the results highlighted issues that we're already aware of, and we're working hard to find ways to deliver better services to make legal aid work easier. We are committed to supporting private practitioners who deliver services to vulnerable Western Australians accessing justice.

Survey participation

Participation in the survey was voluntary and responses were anonymous. We received 111 responses in total, which represents 25% of our active panel members. Responses were received from practitioners across all panels and lists, with an even spread of experience (55% of respondents had been on a panel for 6 years or more, and 45% had been on a panel for 5 years or less). Not all questions were answered by all respondents.

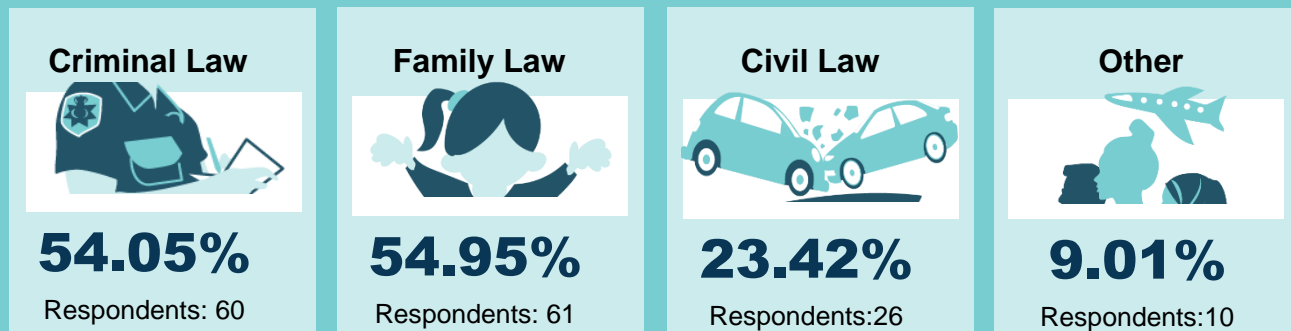
Insights

How long have you been a legal practitioner?



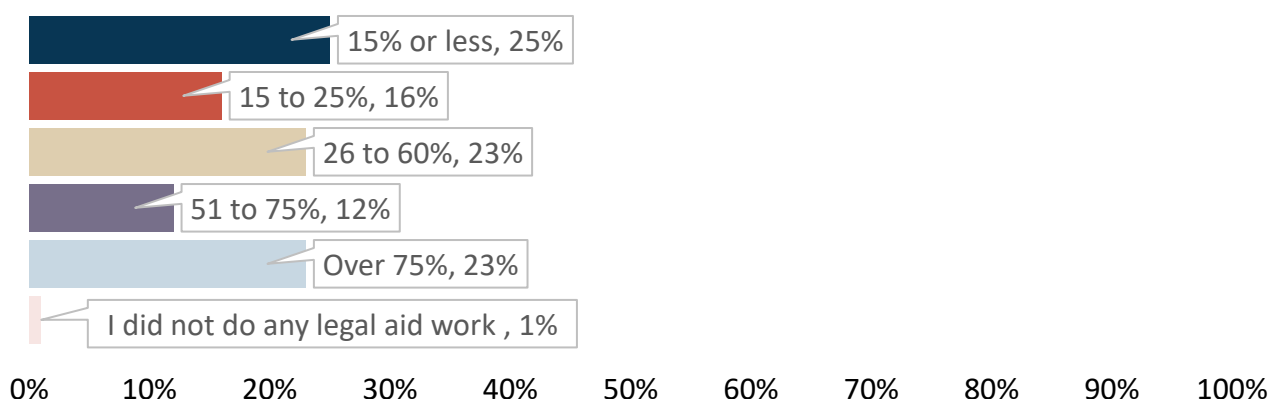


What areas of law do you practice in?

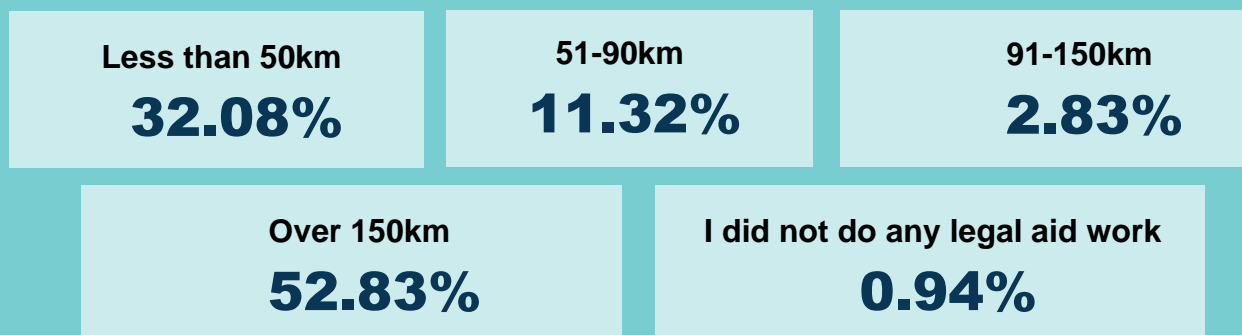


How much legal aid work do you do?

During 2022 approximately what % of your files were legally aided?



What is the furthest distance you have travelled to deliver legally aided services?





Which of the following Legal Aid WA Panels and Lists are you on?

Crime - Murder

16.04%

Respondents: 26

**Crime – Sexual
Offences**

34.91%

Respondents: 16

**Crime – Serious
Indictable**

41.51%

Respondents: 24

**Crime –
Magistrates
Court & Other
Indictable**

50.00%

Respondents: 24

**Crime –
Children’s Court**

39.62%

Respondents: 12

**Crime –
Corruption &
Crime
Commission**

14.15%

Respondents: 24

Crime – Appeals

13.21%

Respondents: 1

Family Law

40.57%

Respondents: 24

**Dispute
Resolution**

35.85%

Respondents: 26

**Protection
& Care**

23.58%

Respondents: 16

**Family Violence
Cross
Examination
Panel**

16.04%

Respondents: 24

**Restraining
Orders**

38.68%

Respondents: 24

Civil Law

8.49%

Respondents: 12

**Independent
Children’s
Lawyer / Child
Representative**

22.64%

Respondents: 24

**DR Chairperson
List**

0.94%

Respondents: 1





During the 2022 calendar year, approximately what percentage of your files were legally aided?

15% or less
25.24%

15 to 25%
15.53%

26 to 50%
23.30%

51 to 75%
11.65%

Over 75%
23.30%

I did not do any
legal aid work
0.97%



What is your gender?

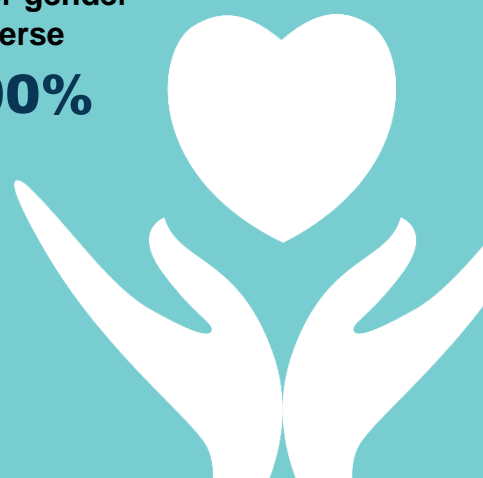
Male
49.55%

Female
47.75%

Trans or gender
diverse
0.00%

Prefer not to say
2.70%

Other
0.00%





Staff performance



Staff are responsive and helpful

	Strongly agree	Agree	No firm view	Disagree	Strongly disagree
Grants	35%	48%	12%	3%	3%
Audit	24%	45%	31%		

Legal Aid WA returns phone calls and responds to emails in a timely manner.

Strongly agree

13.27%

Agree

51.02%

No firm view

15.31%

Disagree

16.33%

Strongly disagree

3.06%

N/A

3.06%

Legal Aid WA listens and responds appropriately to feedback.

Strongly agree

11.22%

Agree

28.57%

No firm view

42.86%

Disagree

10.20%

Strongly disagree

5.10%

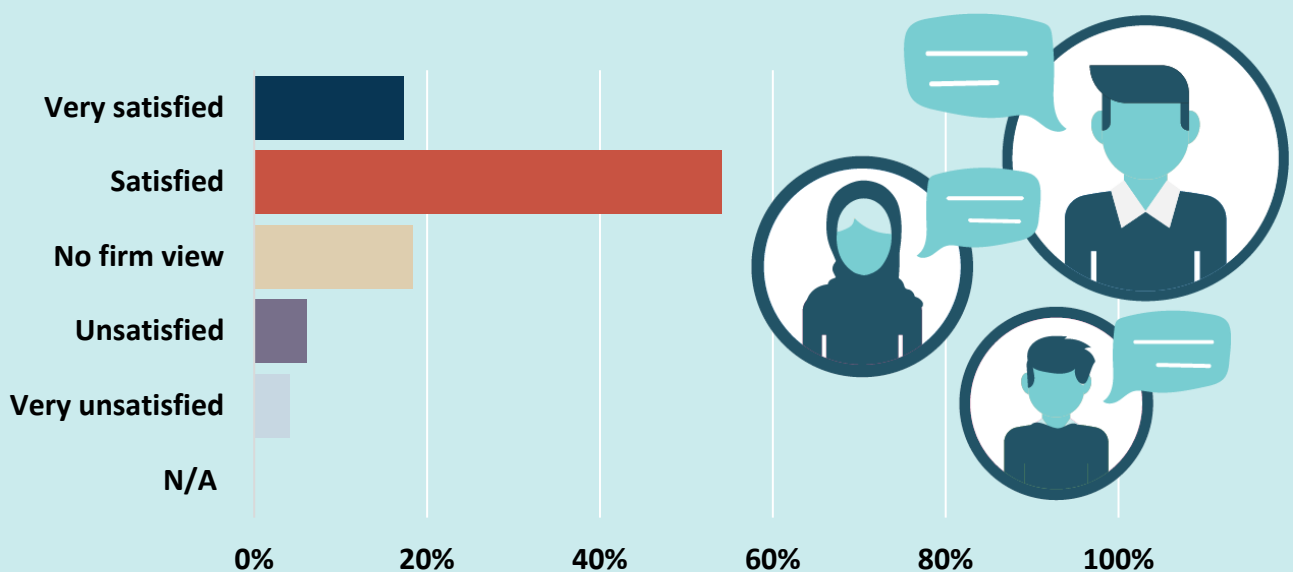
N/A

2.04%



Resources & communication

How satisfied are you with Legal Aid WA's general communication processes and supporting resources (email, website, newsletters, legal alerts) over the last two years?



Would you like to receive more or less general communications from Legal Aid WA?

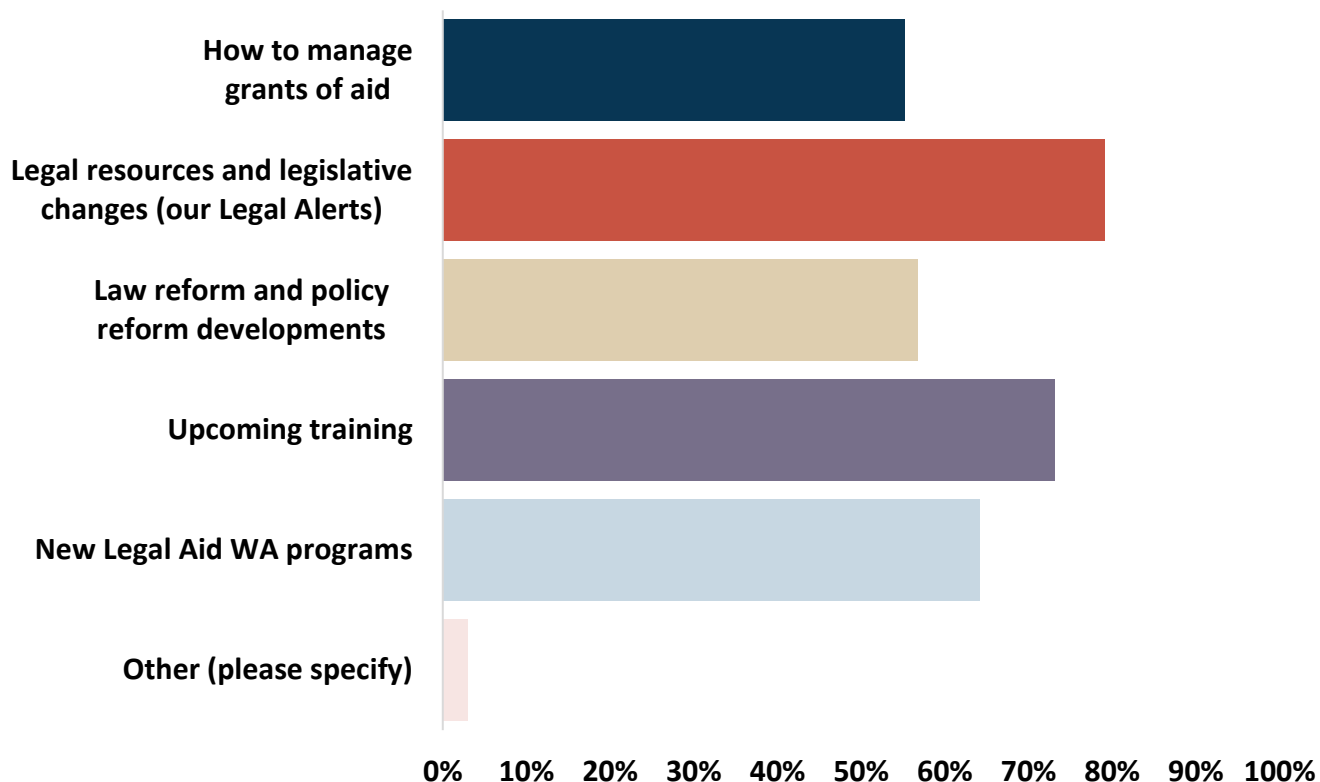
More
65.17%



Less
34.83%



What would you like to receive more communication about?



During the COVID pandemic, Legal Aid WA communicated clearly, provided helpful information and resources, and made appropriate adjustments to its processes.

Strongly agree

11.34%

Agree

40.21%

No firm view

32.99%

Disagree

9.28%

Strongly disagree

1.03%

N/A

5.15%





Grants

How satisfied are you with the transparency of grant of aid decisions?

Strongly agree

13.86%

Agree

45.54%

No firm view

17.82%

Disagree

16.83%

Strongly disagree

5.94%

N/A

0.00%



How satisfied are you with the time taken for Legal Aid WA to make a grants decision?

Strongly agree

7.92%

Agree

37.62%

No firm view

21.78%

Disagree

20.79%

Strongly disagree

11.88%

N/A

0.00%

How satisfied are you with the time taken to receive payments?

Strongly agree

20.79%

Agree

46.53%

No firm view

10.89%

Disagree

15.84%

Strongly disagree

4.95%

N/A

0.99%



Panel

Do you find the panel application process easy to navigate?

Strongly agree

11.11%

Respondents: 4

Agree

58.33%

Respondents: 21

No firm view

19.44%

Respondents: 7

Disagree

11.11%

Respondents: 4

Strongly disagree

0.00%

Respondents: 0

N/A

0.00%

Respondents: 0

Answered: 36 Skipped: 75

*Note: only respondents who have applied for the panels in the last 2 years were prompted to answer this question.

How satisfied are you with the transparency of panel entry decisions?

Strongly agree

11.43%

Respondents: 4

Agree

48.57%

Respondents: 17

No firm view

22.86%

Respondents: 8

Disagree

14.29%

Respondents: 5

Strongly disagree

2.86%

Respondents: 1

N/A

0.00%

Respondents: 0

Answered: 35 Skipped: 76

*Note: Only respondents who have applied for the panels in the last 2 years were prompted to answer this question.



Satisfaction level with administration of panels

61%

of respondents were satisfied or very satisfied with the general administration Legal Aid WA's private practitioner panels.

30%

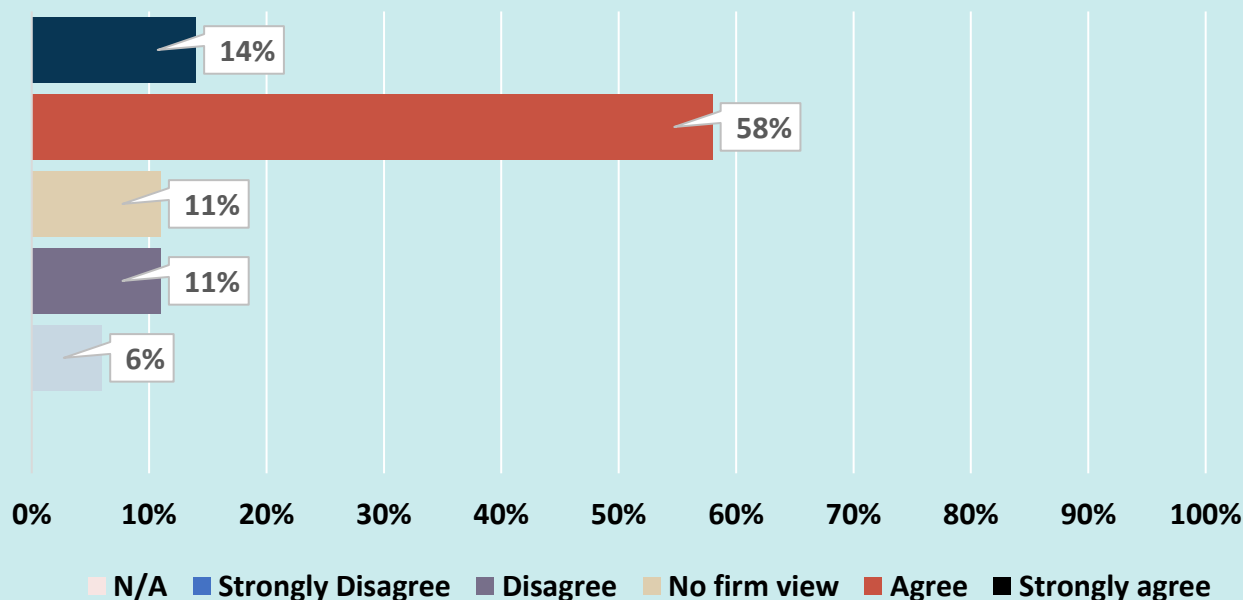
had no firm view.

9%

were unsatisfied or very unsatisfied.

*Note: Only respondents who have applied for the panels in the last 2 years were prompted to answer this question.

Panel entry requirements are set at an appropriate level



Answered:36 Skipped:75

*Note: Only respondents who have applied for the panels in the last 2 years were prompted to answer this question.



Audit

How satisfied are you generally with the administration of Legal Aid WA's audit function for panel practitioners?

Very satisfied

3.45%

Respondents: 1

Satisfied

34.48%

Respondents: 10

No firm view

27.59%

Respondents: 8

Unsatisfied

13.79%

Respondents: 4

Very unsatisfied

20.69%

Respondents: 6

N/A

0.00%

Respondents: 0

Answered: 29 Skipped: 82

Note: Only respondents who have been audited in the last 2 years were prompted to answer this question.

Audit related issues are addressed fairly and transparently.

Strongly agree

3.45%

Respondents: 1

Agree

58.62%

Respondents: 17

No firm view

20.69%

Respondents: 6

Disagree

10.34%

Respondents: 3

Strongly disagree

6.90%

Respondents: 2

N/A

0.00%

Respondents: 0

Answered: 29 Skipped: 82

Note: Only respondents who have been audited in the last 2 years were prompted to answer this question.



Audit related issues are dealt with in a timely way.

Strongly agree

10.34%

Respondents: 3

Agree

58.62%

Respondents: 17

No firm view

20.69%

Respondents: 6

Disagree

3.45%

Respondents: 1

Strongly disagree

6.90%

Respondents: 2

N/A

0.00%

Respondents: 0

Answered: 29 Skipped: 82

Note: Only respondents who have been audited in the last 2 years were prompted to answer this question.

Audit staff are helpful, responsive and professional.

Strongly agree

24.14%

Agree

44.83%

No firm view

31.03%

Answered: 29 Skipped 82

*Note: Only respondents who have been audited in the last 2 years were prompted to answer this question.



Willingness to do legal aid work

What are the 3 main reasons you do legal aid work?

To provide better access to justice for vulnerable clients
78.72%

Steady source of income
27.66%

Steady source of referrals
10.64%

Interesting work
48.94%

Good professional development opportunities
22.34%

Professional duty
53.19%

To help others
48.94%

Other
9.57%

*Note: Respondents were required to submit 3 responses to this question.

Would you take on more legal aid work (now) if it was available?

Yes
32%

No
42%

Not sure
26%

Do you expect to be taking on legal aid work in 5 years?

67%
expected to be taking on legal aid work

12%
were not expecting to take legal aid work

21%
were not sure



What are the three main barriers preventing you from taking on more legal aid work?



*Note: Respondents were required to submit 3 responses to this question.

Are you paid a reasonable hourly rate by Legal Aid WA?

Strongly agree

0.99%

Respondents: 1

Agree

5.94%

Respondents: 6

No firm view

5.94%

Respondents: 6

Disagree

30.69%

Respondents: 31

Strongly disagree

54.46%

Respondents: 55

N/A

1.98%

Respondents: 2



Legal Aid WA has a demonstrated understanding of the needs of panel practitioners.

Strongly agree

10.20%

Agree

24.49%

No firm view

27.55%

Disagree

22.45%

Strongly disagree

15.31%

N/A

0.00%

How satisfied are you generally with how Legal Aid WA is performing?

Very satisfied

10.87%

Satisfied

43.48%

Unsatisfied

16.30%

Very unsatisfied

4.35%

No firm view

25.00%

N/A

0.00%





What we are doing

Reviewing our fees

We are continuing to work closely with government to address the hourly rate.

Updating our grants management systems

Transforming our Business. We have commenced work on implementing a new Client Relationship Management (CRM) system to replace Grants Online. This will help address the administrative burden for panel practitioners.

A reference group with representatives from the private profession has been established.

Access to resources

Panel firms now have access to Legal Aid WA's LAW HUB. This provides access to:

Legal Essentials on specific topics and manuals that deal with a field of practice.

Legal Alerts about changes to law and practice with a focus on legislative changes to civil, criminal and family law.

Lawyer's News with general legal information for lawyers.

Health, safety and wellbeing information and resources for lawyers.

Attorney General's Community Service Law Award

We are continuing to recognise the outstanding contribution panel lawyers make by running the Attorney General's award again in September 2023.

The award recognises private lawyers on Legal Aid WA's panels who have made an exceptional contribution in assisting disadvantaged people, and is presented at the Law Society WA Gala dinner.



For any future feedback or comments, you are welcome to contact Kristen Ashton, Assistant Director – Lawyers Engagement Network at Kristen.ashton@legalaid.wa.gov.au or 08 9261 6309.