

Legal Aid Commission of Tasmania Leads the Way in Automated Grant Processing

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- Norman Reaburn, Director, Legal Aid Commission of Tasmania

Managing a High Volume of Grants

The Legal Aid Commission of Tasmania must maintain an outstanding level of service delivery to its customers by effectively managing a large number of grants of legal aid. For the 2006-2007 financial year the Commission provided 20,822 grants of legal aid, with an additional 7,000 cases of providing legal advice in clinic sessions, and they offered over 25,000 individuals legal advice over the telephone.

These high volumes of activity require a robust matter management system that can automate ‘everyday’ tasks to streamline the delivery of services. The Commission also required the development of an integrated grants and case management system to capture and report accurate data at file level. The system needed to automate the processing of grants and associated payment for the work completed. LA Office’s underlying architecture was becoming dangerously complex and at a stage where it was difficult to safely enhance its performance. Therefore the replacement system needed to be tailored to the Commission’s specific requirements.

The Preferred Workflow Solution

After considering a number of case management systems, The Legal Aid Commission of Tasmania selected the Lexis Visualfiles system as its preferred solution. Lexis Visualfiles offers the diversity to address change and the flexibility to develop a system to the specific needs of the Legal Aid Commission – whilst guaranteeing value for money.

Lexis Visualfiles delivers value through the use of structured, automated and customised workflow tools that improved the Commission’s efficiency by 50%. It also streamlines grant processing via an easy-to-use email interface allowing the Commission to process a greater number of grants in any one day.

Company Profile

The Legal Aid Commission of Tasmania was established in 1991. The Commission’s goal is to increase access to legal and social justice for all Tasmanians through the provision of representation, advice and education on legal issues in an effective, efficient and economic manner.

The Commission achieves this through state-wide programs of advice, representation, events, and community education. They offer services through four office locations around the state and employ 82 staff members, of which 48 are lawyers. It has an extensive range of clients including solicitors from not-for-profit organisations.

For more information visit www.legalaid.tas.gov.au

Streamlining Grant Management

As a result of deploying the Lexis Visualfiles system, the Legal Aid Commission of Tasmania can now process and allocate grants of aid more efficiently than any other Legal Aid Commission in Australia. The Commission has developed a system which is able to fully automate the granting of legal aid to its clients. It also streamlines and automates grant payments of aid to both solicitor firms and service providers. Currently there are 200 private legal firms registered as users of the electronic lodgement facility of the Lexis Visualfiles system.

Norman Reaburn, Director of Legal Aid Commission of Tasmania said *"The software has enabled a simpler more streamlined system to be developed, which is easier for users to operate. It reflects the Commission's business needs more accurately and also enables more precise reporting, quickly."*

A Winning Combination

Following the implementation of Lexis Visualfiles the Legal Aid Commission of Tasmania has seen an increase of over 50% in accuracy, and a decrease in the amount of time taken to process applications for grants of aid. It now takes up to 5 minutes to process a grant of aid whereas in the past this may have taken up to 15 minutes.

The Commission have also been able to reduce the size of their team from 3 to 2 people, whilst continuing to increase productivity. Users have found the system to be easy to use, with simple drop down options and automatic validation of field combinations.

The Lexis Visualfiles software package has proved very beneficial to the Commission's requirements due to its flexibility and the absence of usage restrictions after purchase.

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About Visualfiles

Released in Australia in 2003, Lexis Visualfiles is a business process solution for the daily tasks performed across your firm. It delivers value through structured, automated, and customised workflow tools to improve your firm's efficiency, quality assurance, and compliance.

Today the system is favoured by numerous Australian top tier and boutique law firms, corporations and government departments. Lexis Visualfiles is a powerful, cost-effective option that is scalable to meet your requirements. It delivers immediate business value with affordable subscription options. For more information visit www.lexisnexis.com.au/visualfiles

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