

National Legal Aid (NLA)

STRATEGIC PLAN 2025-2030

Vision

All people experiencing disadvantage have access to legal assistance and fair justice outcomes that contribute to safe, thriving families and communities

About us

NLA is made up of 8 statewide Legal Aids who provide legal assistance to Australians experiencing disadvantage. The Legal Aids receive \$1.79 billion under the National Access to Justice Partnership to deliver family law and national civil law legal assistance

Each year under the NAJP we deliver:

- 32,000 family law legal representation grants
- Respect@Work, domestic & family violence, migration & income support legal assistance
- Non-legal supports such as social supports and law reform work.

72% of representation grants are handled by private lawyers.

Clients receiving legal representation include:

- 24% First Nations people
- 25% people with disabilities
- 100% under the poverty line

Purpose

- Establish a national legal aid system that is sustainable and responsive to the needs of local communities.
- Use our expertise and leadership to improve legal assistance and drive law reform.
- Foster trusted partnerships with government, community, and legal assistance providers.

Goals

1. Ensure people facing disadvantage obtain legal representation by increasing core funding from all levels of government

4. Advocate for people experiencing disadvantage in civil law strategic areas including income and child support, disability, migration and disaster

2. Advocate for the safety and well-being of families and children within the legal and justice systems

5. Establish a nationwide evidence base to demonstrate legal need and the impact of legal assistance for disadvantaged clients

3. Implement Closing the Gap including delivering culturally safe services, supporting more First Nations services, & partnering with First Nations legal assistance partners on justice issues

6. Ensure safe and sustainable working conditions and culture to attract and retain a strong and engaged legal aid workforce

How we work



Putting clients at the centre of trauma informed practice



In partnership with others



Informed by evidence



National Legal Aid

National Legal Aid (NLA)

OVERVIEW

Who we are

NLA is made up of 8 statewide Legal Aids (LAs) who provide legal assistance to Australians experiencing disadvantage.

Who we support

We are the 'safety net' of the legal system – offering to assist families and individuals in times when they are in highest need. We are the main providers of legal representation in criminal, government

and family law nationally. Our clients include people most in need of legal assistance including First Nations peoples, victim-survivors of domestic violence, and people with disabilities.

What we offer

Each year we deliver:

1.7 million
legal assistances

150,000
legal representation grants.

Legal Aid services include:

Legal Advice

Advice on various legal issues, including family law, criminal law, civil law, workplace and tenancy disputes.

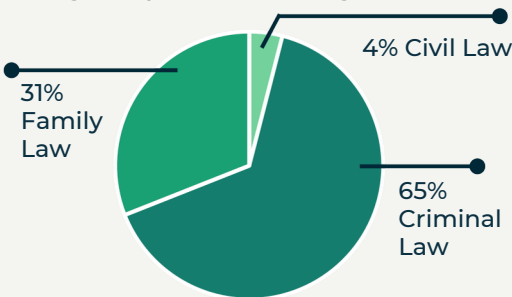
Duty Lawyer Services

Lawyers available at courts to assist with urgent legal matters, including representation for people facing criminal charges or family law proceedings.

Legal Information

Online and telephone services that provide general legal information and referrals.

Legal representation grants.



Legal Representation

Legal Aid provides lawyers to represent eligible clients in court, especially in serious criminal matters, family law disputes, and child protection cases.

Dispute Resolution Services

Assistance with mediation and alternative dispute resolution, especially in family law matters such as parenting arrangements.

Community Legal Education

Community Legal Education Programs to help the public understand their legal rights and responsibilities.

72% of representation grants are delivered by private lawyers.

Our impact

Family Law & Domestic Violence

86% of 32,000 family law representation grants involve risks of family violence.

Independent Children's Lawyers (ICLs) provide 6,000+ grants yearly to protect at-risk children.

Crisis Response

Delivering disaster legal assistance for communities affected by floods and bushfires including 5,000+ legal assistances during 2022 floods in NSW.

Advocacy

Led joint action against Robodebt, resulting in \$1.76 billion in waived and refunded 'debts' issued to over 443,000 people.