



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

**QTON No. 09**

**STANDING COMMITTEE ON JUSTICE AND COMMUNITY SAFETY**

**JEREMY HANSON CSC MLA (CHAIR), MARISA PATERSON MLA (DEPUTY CHAIR), JO CLAY MLA**

**Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020–21**  
**ANSWER TO QUESTION TAKEN ON NOTICE**  
**19 FEBRUARY 2021**

Asked by Ms Jo Clay MLA:

In relation to: **Tenancy Advice Service client figures – pre and post absorption into Legal Aid ACT**

Could you please provide summary figures of the number of clients engaging the Tenancy Advice Service pre and post absorption into Legal Aid ACT?

Dr John Boersig: The answer to the Member's question is as follows:–

Summary figures of the number of clients engaging the Tenants Union before Legal Aid ACT offered a Tenancy Advice Service are not available to Legal Aid ACT.

The Justice and Community Safety Directorate advises the following:

The Tenant's Union reported to the Justice and Community Safety Directorate in relation to services delivered through the Tenants Advice Service. Their 2019 client survey report provides a holistic summary of the clients supported through the service from February 2016 – June 2019 and is extracted below:

Period	TAS Clients
1 January – 30 June 2019	779
1 July – 31 December 2018	769
1 January – 30 June 2018	734
15 December 2017 – 31 March 2018	492
1 July – 14 December 2017	753
1 April – 30 June 2017	462
1 January – 31 March 2017	323
1 October – 31 December 2016	321
1 July – 30 September 2016	322
1 April – 30 June 2016	344
11 February – 31 March 2016	162

Legal Aid ACT advises the following:

Since the 1<sup>st</sup> of March, 2020, through to the 24<sup>th</sup> of February, 2021, Legal Aid ACT provided assistance to 4,602 people through in person and telephone/chatline services.



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Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:

A handwritten signature in black ink, appearing to be "John Boersig", written over a horizontal line.

Date: 1/3/21

By the Chief Executive Officer of Legal Aid ACT, Mr John Boersig