



PERFORMANCE AUDIT REPORT

30 June 2026

Accessing Legal Aid Queensland's representation services

Report 17: 2025–26

As the independent auditor of the Queensland public sector, including local governments, the Queensland Audit Office:

- provides professional audit services, which include our audit opinions on the accuracy and reliability of entities' financial statements
- provides insights on entities' financial performance, risk, and internal controls; and on the efficiency, effectiveness, and economy of public service delivery
- produces reports to parliament on the results of our audit work, insights, and advice, and provides recommendations for improvement
- connects our reports to regions and communities with graphics, tables, and other visualisations
- conducts investigations into claims of financial waste and mismanagement raised by elected members, state and local government employees, and the public
- shares wider learnings and best practice from our work with state and local government entities, our professional networks, industry, and peers.

We conduct all our audits and reports to parliament under the *Auditor-General Act 2009* (the Act).

Learn more about our publications on our website at www.qao.qld.gov.au/reports-resources/fact-sheets.

The Honourable P Weir MP
Speaker of the Legislative Assembly
Parliament House
BRISBANE QLD 4000

30 June 2026

This report is prepared under Part 3 Division 3 of the *Auditor-General Act 2009*.



Rachel Vagg
Auditor-General



© The State of Queensland (Queensland Audit Office) 2026.

The Queensland Government supports and encourages the dissemination of its information. The copyright in this publication is licensed under a Creative Commons Attribution-Non-Commercial-No Derivatives (CC BY-NC-ND) 4.0 International licence.



To view this licence visit <https://creativecommons.org/licenses/by-nc-nd/4.0/>

Under this licence you are free, without having to seek permission from QAO, to use this publication in accordance with the licence terms. For permissions beyond the scope of this licence contact copyright@qao.qld.gov.au

Content from this work should be attributed as: The State of Queensland (Queensland Audit Office) *Assessing Legal Aid Queensland's representation services* (Report 17: 2025–26) available under CC BY-NC-ND 4.0 International.

Cover image is a stock image purchased by QAO.

ISSN 1834-1128

Contents

Report summary	1
1. Audit conclusions	3
2. Recommendations	4
3. Legal aid in Queensland	5
4. Access to legal representation services	9
Appendices	17
A. Entity responses	18
B. How we prepared this report	24
C. Funding provided to community legal organisations in Queensland	27
D. Priority client groups	29
E. Eligibility for legal aid in selected Australian states	30

Acknowledgement

The Queensland Audit Office acknowledges the Traditional and Cultural Custodians of the lands, waters, and seas of Queensland. We pay our respects to Elders past and present.

We use the term 'First Nations peoples' in this report. We respect First Nations peoples' choices to describe their cultural identity using other terms, such as Aboriginal and Torres Strait Islander people, particular peoples, or by using traditional place names.

Report summary

This report examines whether Legal Aid Queensland is effectively enabling access to legal representation for people in need.



What is important to know about this audit?

Legal Aid Queensland is the state's largest provider of publicly funded legal services. It aims to make legal services available to financially disadvantaged people who might otherwise be unable to access that support and promote confidence in the justice system.

To access legal representation services, people must meet Legal Aid Queensland's eligibility criteria, which encompasses a means test, an assessment of the legal merit of the case, and whether it is a priority matter. Figure 1 shows key statistics for Legal Aid Queensland.

Figure A – Key statistics for Legal Aid Queensland



\$1.17 billion total funding received for 2025–30 from the Australian and state governments



31,162 grants of aid approved out of **46,072** initial applications in 2024–25



Over 80% of cases for representation allocated to external lawyers over the past 5 years



82% of approved applications were for criminal law matters in 2024–25

Source: Queensland Audit Office using data from Legal Aid Queensland and publicly available sources.



What did we find?

Legal Aid Queensland is providing access to representation services for those who meet its eligibility criteria, but needs to improve the quality and timeliness of its assessment decisions

Legal Aid Queensland is effectively enabling access to representation services for people who meet its eligibility criteria. The criteria applied is similar to models used in other jurisdictions nationally and in other Commonwealth countries, and provides Legal Aid Queensland with a structured framework for allocating grants of aid. Despite managing current application volumes for legal representation services, it can improve the quality and timeliness of its assessment decisions. It is not processing applications within target time frames, and an increasing number of decisions to reject applications are being overturned, largely through Legal Aid Queensland's internal review processes.

Demand for legal aid services is forecast to grow. Increasing cost and delivery pressures could impact Legal Aid Queensland's ability to provide effective access into the future

Legal Aid Queensland is forecasting an increase in demand for its services and associated costs in forward periods. It is also facing growing challenges in engaging private sector law firms to undertake representation work on its behalf to meet demand. While it has implemented temporary measures to address immediate pressures, Legal Aid Queensland needs to consider alternative longer-term solutions to address future challenges.

Legal Aid Queensland plans to consider these through a business transformation project that it started in December 2025. If successful, this will allow it to better inform government of the risks and options available to meet future demand and its ability to effectively deliver services into the future.



Means test thresholds have not kept pace with economic development

The eligibility means test thresholds that Legal Aid Queensland uses to assess financial disadvantage have not kept pace with broader economic developments. As a result, there may be an increasing cohort of people who do not meet Legal Aid Queensland eligibility criteria and who are unable to afford representation.

Income thresholds have not been updated since 2018 and home equity thresholds remain at the level set by Legal Aid Queensland in 1997. Since this time, minimum wages, poverty indexes, house prices, and other measures of economic growth have all increased.



What do entities need to do?

We recommend that Legal Aid Queensland:

- analyses options and risks to meet expected growth in demand and future access to representation services
- reviews its quality and timeliness targets and processes, and addresses performance challenges.



1. Audit conclusions

Legal Aid Queensland is effectively enabling access to legal representation for people in need, based on its eligibility criteria and definition of financial disadvantage. While this meets legislative requirements, the proportion of people in need who meet this definition is likely to reduce.

It is managing current application volumes for legal representation, but Legal Aid Queensland needs to analyse long-term solutions to reduce service delivery pressure and meet projected future demand growth. This will support it in continuing to meet its legislative requirements and intent, and in providing services for financially disadvantaged people.



2. Recommendations

We have directed the recommendations in the report to Legal Aid Queensland.

Working more effectively within available resources	Entity responses
1. We recommend that Legal Aid Queensland: <ul style="list-style-type: none"> • investigates and addresses root causes for quality and timeliness issues in assessing applications for grants of aid • reviews targets reported internally and externally for quality and application processing timeliness • strengthens quality assurance processes by adopting a risk-based approach to reviewing application decisions before they are finalised. 	Agree
Supporting future access to legal representation services	Entity responses
2. We recommend that Legal Aid Queensland identifies long-term solutions to support sustainable service delivery. This should consider: <ul style="list-style-type: none"> • the suitability of its current service delivery model, considering any outcomes from national reviews of the legal aid private lawyer model • risks relating to access to services and impacts of potential changes to eligibility thresholds. 	Agree

Reference to comments

In accordance with s. 64 of the *Auditor-General Act 2009*, we provided a copy of this report to the relevant entity. In reaching our conclusions, we considered their views and represented them to the extent we deemed relevant and warranted. Any formal responses from the entity are at [Appendix A](#).



3. Legal aid in Queensland

What is legal aid?

Legal aid, also referred to as legal assistance, refers to publicly funded legal services that help people experiencing financial disadvantage access legal representation and justice. Legal aid is available to a range of people, including victims, people involved in family law proceedings, and people accused of breaking the law. In Australia, legal aid is provided by legal aid commissions, such as Legal Aid Queensland.

Why legal aid matters

Legal aid exists to support fair access to justice for people who cannot afford professional legal help. Without proper support, people may need to represent themselves and may struggle to navigate complex laws. This can lead to unfair case outcomes and have negative consequences on people’s lives.

Legal aid also helps courts and the legal system run efficiently. This is achieved through reducing the number of people who self-represent, which supports better preparation for court matters, minimises unnecessary delays, and can bring matters to resolution faster. This also reduces the potential for poor outcomes, which can contribute to court delays.

Legal Aid Queensland is the largest of many publicly funded legal services in Queensland

The Department of Justice is the administrator of state and federal funding for publicly funded legal services in Queensland. It coordinates how services should work together to achieve them, and provides funding to service providers, including Legal Aid Queensland. Service providers have distinct but complementary roles in delivering legal services.

Figure 3A summarises the role of key entities in Queensland’s publicly funded legal sector. It shows the total amount of Queensland and Australian Government funding allocated to service providers for the period 1 July 2025 to 30 June 2030. Appendix C provides a further breakdown of funding allocations.

Figure 3A
2025–2030 Queensland and Australian Government funding given to providers



Audited entity

Source: Queensland Audit Office using publicly available information.



National Access to Justice Partnership agreement

Australian Government funding for legal assistance services is tied to the *National Access to Justice Partnership 2025–30* agreement between the Australian Government and all states and territories. A key purpose of the agreement is to provide access to legal services for people experiencing:

- financial disadvantage, who are unable to afford private legal services
- vulnerability, who are more likely to experience legal problems, less likely to seek assistance, or less able to access services for a range of reasons. These cohorts of people, referred to as national priority client groups, are listed in Appendix D.

About Legal Aid Queensland

Legal Aid Queensland is a statutory authority operating under the *Legal Aid Queensland Act 1997* (the Act). The Act has 2 objectives, which are to:

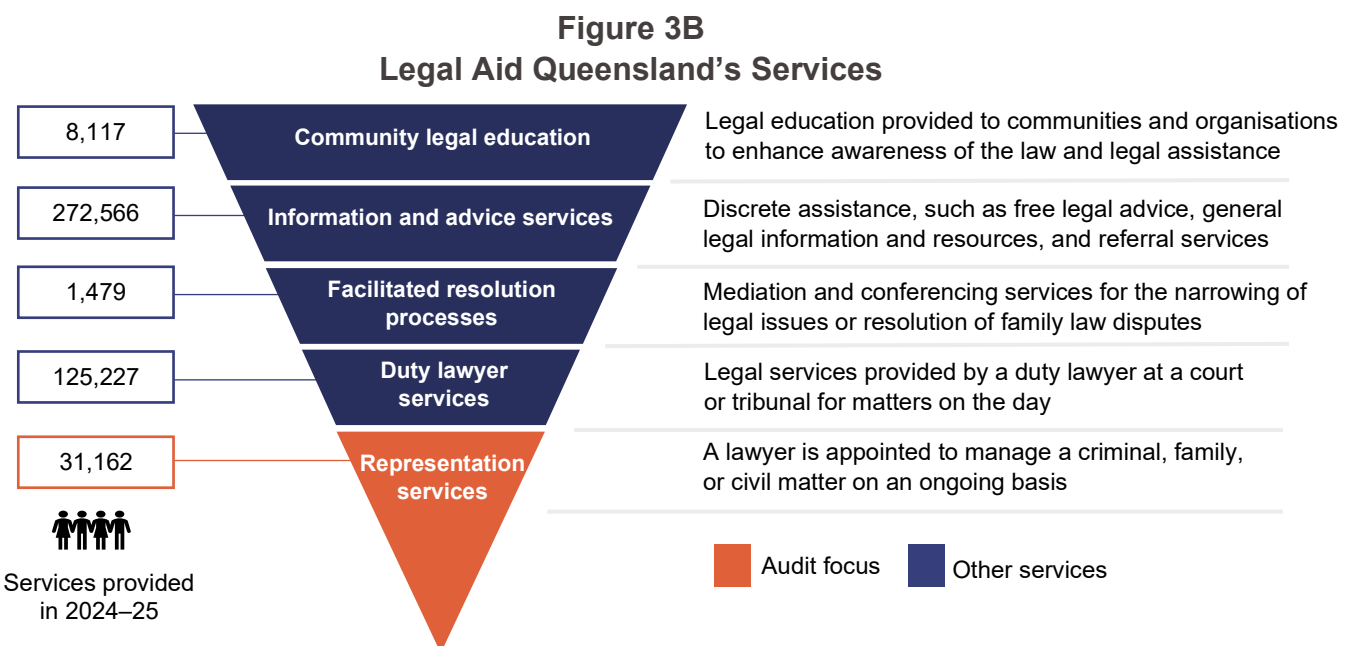
1. provide legal assistance to financially disadvantaged persons in the most effective, efficient, and economical way
2. pursue innovative commercial arrangements, including legal assistance arrangements, to deliver legal assistance at a reasonable cost to the community and on an equitable basis throughout the state.

Legal Aid Queensland's funding and services

Both the Queensland and Australian governments fund legal services provided by Legal Aid Queensland. Legal Aid Queensland's legal services are defined in the Act and also through an agreement with the Department of Justice, which incorporates the Australian Government requirements.

It receives a set amount of funding over 5 years to deliver services, with the Queensland Government providing 69 per cent of its \$1.17 billion of funding for the period 1 July 2025 to 30 June 2030. Legal Aid Queensland also receives time-limited funding to deliver additional programs required by the Queensland or Australian governments to address specific priority areas, clients, or services. Examples of these include domestic and family violence, child protection, and youth justice. Australian Government funding must be prioritised for the delivery of frontline legal assistance services to meet the legal needs of individuals, with a specific focus on priority clients.

Demand for Legal Aid Queensland's services is variable and can be influenced by factors outside of its control. To help it meet demand, Legal Aid Queensland designs access to its services in line with the level of funding it has available. The type and volume of legal services delivered by Legal Aid Queensland is summarised in Figure 3B.



Source: Queensland Audit Office using information from Legal Aid Queensland.

It prioritises early intervention services, such as education, information, and advice, to help people understand their rights and options. These services are accessible to everyone and aim to resolve issues sooner and avoid the need for further legal action, which can be expensive, time consuming, and distressing for people involved. This audit focused on ongoing legal representation services, which are for serious or complex matters and require the most resources.

Who is eligible to access legal representation services?

About legal representation services

Legal representation services refer to a lawyer acting on a person's behalf to deal with a legal problem in an ongoing capacity. Legal Aid Queensland delivers representation services through:

- its own lawyers
- an approved panel of private law firms
- some community legal centres.

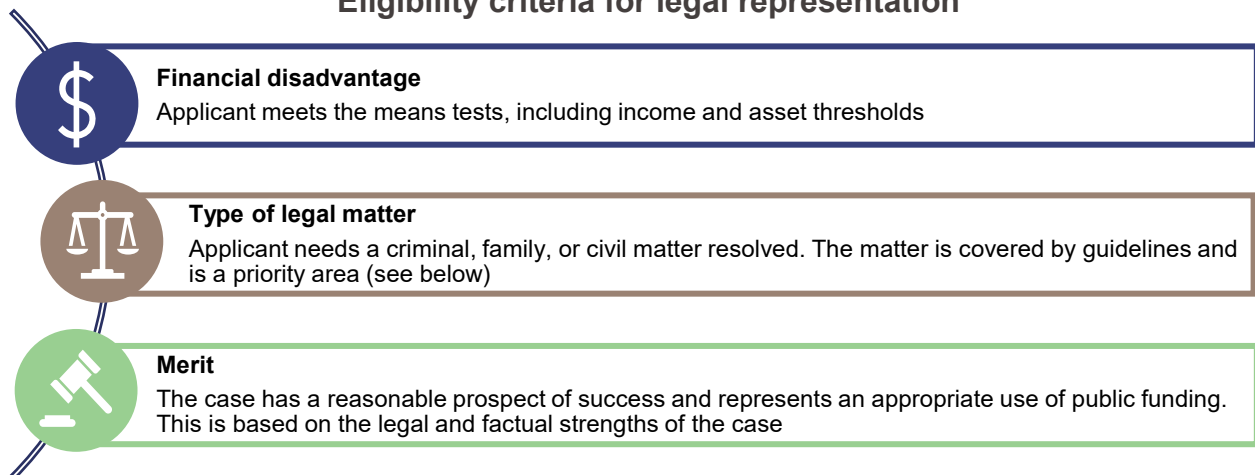
This mixed service delivery model provides Legal Aid Queensland with the flexibility to meet demand for legal representation and the needs of eligible people across Queensland.

Eligibility for legal representation

Legal Aid Queensland decides whether to provide publicly funded legal representation services by assessing applications for grants of aid against its eligibility criteria. Grants of aid are provided for each step of a legal matter. For matters that involve multiple steps, a person, through their lawyer, can apply for extensions to the original grant to cover the ongoing legal costs.

Legal Aid Queensland designed its criteria to direct its fixed funding to people with the greatest need and to matters where representation is considered necessary to support fairness and safety. Depending on their circumstances, applicants must meet some or all eligibility requirements, which are summarised in figure 3C.

Figure 3C
Eligibility criteria for legal representation



Note: The means test does not apply under some circumstances, such as when the applicant is aged 17 years or less. Special consideration may be given to applicants who experience multiple disadvantages where their assets exceed the limit set out in the means test.

Source: Queensland Audit Office using publicly available information.



Legal Aid Queensland developed guidelines for each matter type. These reflect government priorities, risk, and the seriousness of outcomes. For example, criminal matters involving a risk of imprisonment, child protection proceedings, and domestic and family violence matters are generally prioritised. Lower-risk civil disputes may only be funded in specific circumstances.

When assessing applications, Legal Aid Queensland considers whether alternative services may be appropriate. For example, advice, dispute resolution, or providing guidance on how applicants can manage the matter themselves. This helps to reserve legal representation services for cases where the absence of a lawyer would significantly compromise fairness or safety.

Snapshot of legal representation

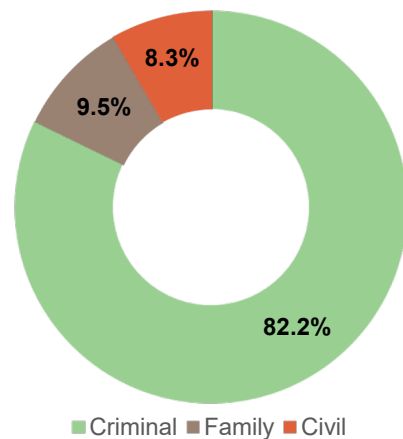
In 2024–25, Legal Aid Queensland received 46,072 applications for initial grants of aid. Of these, it approved 31,162. It also approved 73,911 extensions to grants of aid from the 85,306 applications received during the period.

As shown in Figure 3D, criminal law matters made up 82 per cent of approved applications. Criminal law matters are initiated by the state or the Commonwealth, usually by police or prosecutors, rather than the individual choosing to take action. This means the accused person must respond.

The Australian Government funds family law matters, which represent the second highest proportion of approved applications at 9.5 per cent. These include parenting cases and property proceedings, which depend on individuals bringing matters before the court.

Civil law matters represented the lowest portion of approvals. Examples of civil law matters include domestic and family violence, child protection, sexual harassment in the workplace, and discrimination law.

Figure 3D
Approvals for initial grants of aid by matter type in 2024–25



Source: Queensland Audit Office using data from Legal Aid Queensland.

What did we audit?

In this audit, we assessed whether Legal Aid Queensland is effectively enabling access to legal representation for people in need.

Appendix B provides further detail on our audit scope and methodology.

4. Access to legal representation services

In this chapter, we report on Legal Aid Queensland's effectiveness in providing access to legal representation services. We also consider how it is planning to meet demand into the future.

Legal Aid Queensland is effectively granting access to eligible people

Assessment frameworks are fit-for-purpose and appropriately designed

Legal Aid Queensland provides access to legal representation services for people who meet its eligibility criteria. Depending on their circumstances, applicants must meet some or all of the following 3 tests:

- means – assesses financial disadvantage through income and asset thresholds (not applicable for applicants aged 17 years and under)
- merit – considers the strength of the case and whether it is an efficient use of funding
- guideline – determines whether the matter falls within a funded policy priority area.

Its eligibility criteria is similar to models used nationally and in some other Commonwealth countries, and provides a structured framework for allocating grants of aid. This design supports the objects of the *Legal Aid Queensland Act 1997* and reflects state and federal funding priorities.

Legal Aid Queensland operates under a fixed funding model. Given this, having appropriate eligibility criteria and thresholds is critical to helping it direct services to those who need it most within available funding and resources.

Legal Aid Queensland is managing current application volumes, but needs to improve the quality and timeliness of assessment decisions

In 2024–25, Legal Aid Queensland approved 31,162 applications for initial grants of aid for legal representation, and a further 73,911 extensions of aid. The key reasons applicants were not successful were because they did not meet Legal Aid Queensland's eligibility criteria or did not provide sufficient information to inform the assessment.

While Legal Aid Queensland is managing current application volumes, it can improve the quality and timeliness of its assessment decisions. It does not conduct a formal review of its decisions to approve or reject an application for legal representation before communicating the decision to applicants. Additionally, Legal Aid Queensland's grants audit and compliance team only reviews a limited selection of assessment decisions.

The proportion of applicants being incorrectly refused grants of aid is increasing

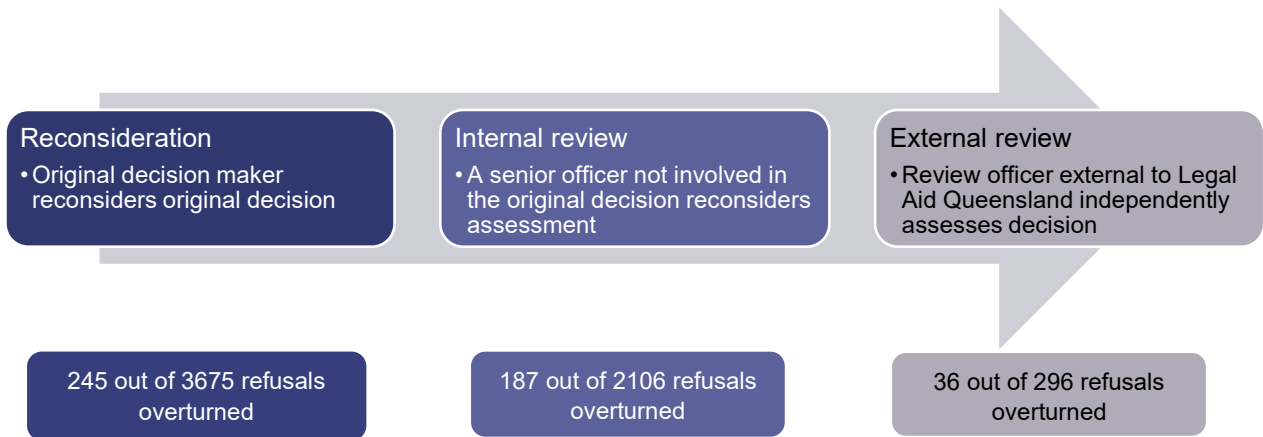
Applicants who Legal Aid Queensland refuses legal representation can ask for the decision to be reviewed. In 2024–2025, Legal Aid Queensland received 6,077 requests to reconsider refused applications, making up 23.3 per cent of all refused applications. This included both applications for initial grants of aid and extension requests.



Legal Aid Queensland overturned 7.7 per cent of the reviewed applications, approving funding for 468 applicants even though no new information was provided. This rate has increased from 5.3 per cent in 2020–2021. Legal Aid Queensland has not investigated why these decisions were overturned without requiring additional information or the root causes of the increased rate.

The review process is summarised in figure 4A.

Figure 4A
Decisions overturned without new information at each stage of the review process in 2024–25



Source: Queensland Audit Office using information and data provided by Legal Aid Queensland.

In its annual report, Legal Aid Queensland reports on the percentage of application refusals referred to the external review process, where the refusal decision is overturned. This measure does not provide a complete view of all overturned decisions, including those overturned through reconsideration or internal review.

Legal Aid Queensland is not meeting its application processing time frames

In 2024–25, applications for legal representation exceeded Legal Aid Queensland’s target processing times. Legal Aid Queensland aims to assess about 80 per cent of applications within 5 days, but it only processed 58 per cent of applications within this time frame. Delays in processing legal aid applications increase the risk of court inefficiencies and delays, and harm to applicants due to prolonged stress.

Legal Aid Queensland monitors the timeliness of its application assessment decisions against internal targets across each matter type. However:

- internal targets range from 6 to 9 days for criminal, civil, and family law matters and therefore all exceed the 5-day processing time frame communicated to clients in the application form
- over the past 4 years, it has consistently failed to meet these targets
- internal targets measure the time it takes to process applications for aid from the point an application is entered into the system until a decision is made about eligibility for aid. The measure does not take into account the date the application is lodged.

Across matter types, around 2 thirds of applications were processed within the target time frame. Family law applications generally took longer to process, averaging 12.1 days against the 9-day target. This is due to the complexity and sensitivity of these cases, and the need for detailed evidence and thorough assessment.

Legal Aid Queensland has identified that its outdated information technology system has impacted the efficiency of its processes. The table in figure 4B shows average application processing days by matter type.

Figure 4B
Average number of days for decisions on initial grants of aid applications in 2024–25

Matter type	Target days	LAQ's average processing days for grant decisions	QAO's calculation of average days to decision from lodgement	QAO's calculation of % of applications processed within target time frame
Civil law	8	7.4	8.9	65.8%
Criminal law	6	5.8	6.4	68.6%
Family law	9	6.7	12.1	66.4%

Note: Average processing days for grant decisions are calculated from the date Legal Aid Queensland enters the application into the system to when a decision is made. Average days to decision from lodgement are calculated from the date Legal Aid Queensland receives an application to the date a decision is made.

LAQ – Legal Aid Queensland
 QAO – Queensland Audit Office

Source: Queensland Audit Office using data provided by Legal Aid Queensland.

Recommendation 1

We recommend that Legal Aid Queensland:

- investigates and addresses root causes for quality and timeliness issues in assessing applications for grants of aid
- reviews targets reported internally and externally for quality and application processing timeliness
- strengthens quality assurance processes by adopting a risk-based approach to reviewing application decisions before they are finalised.

New approaches are being trialled to improve access to representation services

Legal Aid Queensland delivers services and initiatives that aim to improve access to justice for financially disadvantaged people across Queensland. These include local outreach services in regional areas, community legal education initiatives, and partnerships with other service providers to raise awareness and direct people to representation services.

Legal Aid Queensland uses data to understand barriers faced by applicants, and trials new approaches to address these. For example, it is redesigning its application form to address a growing trend of applications being refused due to incomplete or absent information. It is also implementing a pilot to more effectively follow up incomplete applications submitted by First Nations applicants, who are a priority client group, as shown in Figure 4C.



Figure 4C

New approaches being trialled to improve access to representation services

Pilot to improve application outcomes

Despite work to make its application form more accessible, Legal Aid Queensland recognises that it can be confronting and difficult for some applicants to complete. This can create a barrier to accessing representation services, particularly for people in priority client groups.

To address this, Legal Aid Queensland implemented a 6-month pilot in September 2025. This involved adding an additional step to its assessment process to further follow up incomplete or incorrectly prepared applications. The trial focused on First Nations applicants as the selected priority client group.

During the trial, assessing case officers followed up on 135 applicants who had already received a letter requesting further information. Thirty-two applicants responded to Legal Aid Queensland. Of these:

- 16 applicants were approved for a grant of aid
- 7 were refused
- 9 are yet to be finalised at the time of the audit.

Legal Aid Queensland plans to determine whether it will apply the revised process to all applications and priority client groups once it has finalised the remaining applications. It will consider this in the context of available resources and other priorities to improve access for eligible people.

Source: Queensland Audit Office using information provided by Legal Aid Queensland.

Legal Aid Queensland faces challenges in meeting future demand

While Legal Aid Queensland is effectively meeting current application volumes, its ability to continue to do so may be impacted by changes to demand into the future.

Demand for services and costs are forecast to increase

In 2023, Legal Aid Queensland established a funding model to forecast future demand and funding needs. The model includes demand indicators, such as police interactions and enforcement and court lodgements. It also includes an index for rates of pay to preferred suppliers.

Legal Aid Queensland estimates that in the period 1 July 2026 to 30 June 2028 it will have increased demand for non-discretionary services, including representation services. It estimates that, without any changes to its delivery model, additional funding of approximately \$63.4 million would be required to meet increases in costs as well as additional demand. This gap is based on current service levels, which assumes that the current means test thresholds are adequate to meet people's legal needs in Queensland.

Legal Aid Queensland has started to analyse alternative options to support future access to services

While Legal Aid Queensland has undertaken some analysis to date, much of this has focused on receiving increased funding from the state and federal governments. If the cost of services and demand continues to grow as predicted, this could delay or prevent people who are currently considered to be financially disadvantaged from getting legal help when they need it.

Legal Aid Queensland may need to consider options, such as:

- changes to its service delivery model
- finding efficiencies in services delivery, such as greater use of technology
- further limiting access by making other changes to eligibility requirements
- amending the scope, range, or number of services.

Legal Aid Queensland is reliant on a decreasing number of private law firms to meet growing demand

Legal Aid Queensland uses a mixed service delivery model, which involves both in-house lawyers and a network of private law firms and sole practitioners, delivering representation services to clients throughout Queensland. In 2024–25, it allocated 82 per cent of approved applications for initial grants of aid for legal representation to private law firms. The percentage of cases allocated to private law firms has been stable, at just over 80 per cent, over the past 5 years.

Between 1 July 2021 and 1 July 2025, the number of private law firms actively providing legal representation services on Legal Aid Queensland's behalf decreased by 20.1 per cent, from 373 to 298. This is shown in figure 4D below.

Figure 4D
Number of private law firms delivering legal representation services on Legal Aid Queensland's behalf and percentage of cases allocated



Source: Queensland Audit Office using data provided by Legal Aid Queensland.

Legal Aid Queensland has continued to meet service demand under this model. However, ongoing reductions in private law firms presents the risk of limiting the availability and coverage of legal representation services across the state.

Legal Aid Queensland has identified that the hourly rate it pays to private law firms is leading to a decrease in the number of private law firms delivering legal aid work. It currently pays \$153 per hour for private lawyers, which is the same hourly rate that it charges for its in-house lawyers.

This has been recognised as a challenge nationally, with the *Legal Aid Private Practitioners 2024 Census* reporting low fees as the most common reason practitioners did not intend to continue legal aid work in the next 12 months. In recent years, Legal Aid Queensland has responded to the challenge of declining private law firm numbers by:

- introducing a temporary, 4-year funding increase of 2 per cent with the state government in 2022–23
- flying in-house and private lawyers from South East Queensland based lawyers to deliver representation services in regions with private law firm shortages
- enhancing its communication and engagement strategy in 2024 to better attract and retain private law firms that provide legal aid services across the state.

While these measures have helped, the number of law firms delivering legal aid continues to decline. Legal Aid Queensland has requested additional funding to assist in managing this challenge, but needs to consider other longer-term solutions to manage these risks. This includes reviewing the appropriateness of its current service delivery model.

In November 2025, the Standing Council of Attorneys-General agreed to a review of the legal aid private lawyer model.

Legal Aid Queensland has commenced projects to enhance internal efficiency

Legal Aid Queensland is in the process of replacing its technology system to improve efficiency. It plans to explore other efficiency measures as part of its business transformation project, which commenced in December 2025.



Work in progress – Legal Aid Queensland business transformation project

In December 2025, Legal Aid Queensland commenced a business transformation project to set a 5 to 10-year vision and modernise its service delivery. A key aim of the review is to help Legal Aid Queensland better support its clients while meeting legal requirements for efficient and effective service delivery. It will consider key elements such as the decision-making framework and areas such as the appropriate work mix to support delivery of Legal Aid Queensland services.

Legal Aid Queensland plans to identify key priorities aligned with Queensland Government goals and agreement obligations under the **National Access to Justice Partnership 2025–30** agreement. The project will also consider future services and introduce a service catalogue to help identify where Legal Aid Queensland should focus service design work.

Recommendation 2

We recommend that Legal Aid Queensland identifies long-term solutions to support sustainable service delivery. This should consider:

- the suitability of its current service delivery model, considering any outcomes from national reviews of the legal aid private lawyer model
- risks relating to access to services and impacts of potential changes to eligibility thresholds.

The number of people who can access legal representation services may be reducing

Legal Aid Queensland is responsible for setting its own eligibility criteria. Within a fixed funding model, these thresholds become an effective way to manage demand within the available funding.

As highlighted earlier in this report, the assessment framework Legal Aid Queensland applies is consistent with other jurisdictions, however the requirements set within each test heavily influences the number of people who can access legal representation services.

Means test thresholds to assess financial eligibility may not accurately reflect cost of living or home equity increases

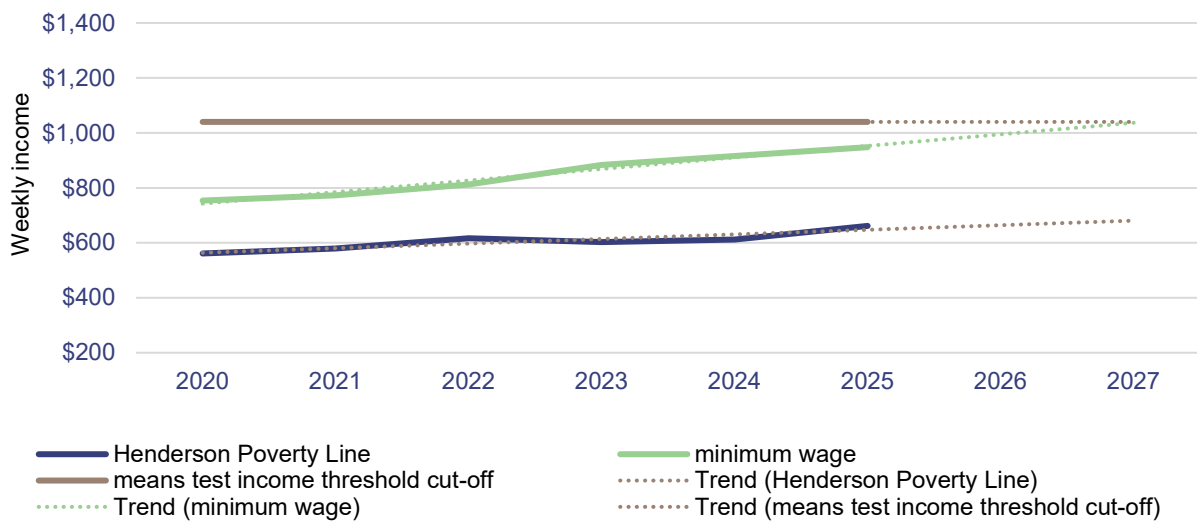
In 2024, a Legal Aid Queensland internal review noted in relation to its means test, that:

- the base home equity threshold – the difference between the market value of a property and the balance of the owner's mortgage – was set as \$146,000 in 1997. Since this time, there has been a significant increase in house prices.
- income thresholds have not increased since 2018 and are not benchmarked against socio-economic factors such as housing or cost of living pressures.

While the minimum wage and Henderson Poverty Line have increased over time, Legal Aid Queensland's income threshold has not increased, as shown in Figure 4E. Over time, this could result in more people being ineligible for publicly funded legal representation and facing challenges sourcing private representation. Applicants who receive full Centrelink payments remain eligible, and these payments are indexed annually. Legal Aid Queensland also offers some exemptions to the means test. For example, it does not apply when the applicant is aged 17 years or under. Special consideration may also be given to applicants in limited circumstances, however, most people must meet all parts of the means test.

Over time, not changing income and home equity test thresholds has resulted in the means test increasingly functioning as a demand management tool, rather than a reliable measure of financial disadvantage. Over the past 5 years, application approval and refusal volumes have remained constant.

Figure 4E
Means test income threshold and other indicators of financial disadvantage for a single person with no dependents



Note: The Henderson Poverty Line reflects net disposable income. The means test income threshold cut-off and minimum wage reflect gross income.

Source: Queensland Audit Office using publicly available information.

DEFINITION

The Henderson Poverty Line is a benchmark for measuring poverty in Australia. It estimates the minimum income a person or household needs to achieve a basic standard of living. It originated from the 1972 Commission of Inquiry into Poverty and is regularly updated to reflect changes in living costs.

Better analysis should be undertaken to inform decisions around eligibility criteria

Legal Aid Queensland has previously identified and requested additional funding to accommodate the cost of increasing and indexing its means test. Its funding submission highlighted risks of keeping thresholds unchanged, however, it has not yet analysed the impacts of these risks to inform decisions about future service delivery. If Legal Aid Queensland changes the means test, more people will be eligible to access legal representation services. Changes must therefore be considered in the context of other priorities and pressures, such as service gaps, eligibility criteria, and unmet need across the publicly funded legal system. Consideration should also be given to Legal Aid Queensland's operational constraints, such as the availability of in-house lawyers and private law firms and other partners to meet increased demand for representation services.



In addressing **Recommendation 2**, Legal Aid Queensland should incorporate risk analysis relating to access to services and impacts of potential changes to eligibility thresholds.

Legal Aid Queensland has made refinements to how it assesses financial eligibility

Over time, Legal Aid Queensland has made adjustments to the way it applies the means test and to make requirements more targeted to people with the greatest need. These changes are summarised in Figure 4F.

Figure 4F
Timeline of changes to the means test

<p>Pre-2015</p>	<ul style="list-style-type: none"> Income and asset test applied to all applicants Regular updates to income and asset thresholds from 2004 until 2009 Other sources of income incorporated into means test, including partner's income Some applicants required to contribute financially to the cost of legal assistance, based on income thresholds Asset threshold for home equity increased from \$146,000 to \$255,000 in 2008. These reverted back to \$146,000 in 2009 due to a surge in demand and financial constraints
<p>2015 to 2018</p>	<ul style="list-style-type: none"> Periodic means test introduced after receiving grant of aid to ensure ongoing eligibility Reinforced requirement to notify Legal Aid Queensland of changes to financial circumstances Income test amended to ensure clients with an income below the Henderson Poverty Line were not required to pay an initial contribution Increased income thresholds by 3 per cent
<p>2019 to 2020</p>	<ul style="list-style-type: none"> Clear rules set to ensure that clients who no longer need financial assistance pay back costs Adjusted the contribution policy to ensure the first \$2,000 of an applicant's cash savings were exempt from the assets test Standardised how the means test was applied across all types of applicants and legal matters
<p>2021 to 2022</p>	<ul style="list-style-type: none"> Made it clearer that, in exceptional circumstances, people could still receive legal aid even if they were over the asset thresholds, such as cases of serious hardship or vulnerability
<p>2022 to 2023</p>	<ul style="list-style-type: none"> Streamlined means testing for people receiving full Centrelink benefits

Source: Queensland Audit Office using information provided by Legal Aid Queensland.

While Legal Aid Queensland has made several changes to its means test, there are other approaches it can consider to assess financial eligibility. Appendix E shows the approaches that 3 other states adopt in assessing financial eligibility requirements.



Appendices

A.	Entity responses	18
B.	How we prepared this report	24
C.	Funding provided to community legal organisations in Queensland	27
D.	Priority client groups	29
E.	Eligibility for legal aid in selected Australian states	30



A. Entity responses

As mandated in Section 64 of the *Auditor-General Act 2009*, the Queensland Audit Office gave a copy of the report with a request for comments to:

- Attorney-General and Minister for Justice and Minister for Integrity
- Legal Aid Queensland

We also provided a copy of the report to the following entities and gave them the option of providing a response:

- Premier
- Director-General, Department of the Premier and Cabinet
- Department of Justice

The appendix contains the responses we received.

The heads of these entities are responsible for the accuracy, fairness and balance of their comments.



Comments received from Attorney-General and Minister for Justice and Minister for Integrity

The Honourable Deb Frecklington MP
Attorney-General and Minister
for Justice and Minister for Integrity



1 William Street Brisbane Q 4000
GPO Box 149 Brisbane
Queensland 4001 Australia
Telephone +61 7 3719 7170
Email attorney.general@ministerial.qld.gov.au

Our ref: CAS-04719-LOP1C4

22 JUN 2026

Ms Rachel Vagg
Auditor-General
Queensland Audit Office
QueenslandAuditOffice@qao.qld.gov.au

Dear Ms Vagg

Thank you for your correspondence dated 1 June 2026 enclosing the proposed report regarding Accessing Legal Aid Queensland's representation services.

I note the two recommendations that Legal Aid Queensland (LAQ):

- works more effectively within available resources; and
- supports future access to legal representation services.

In November 2024, I signed the *National Access to Justice Partnership* (NAJP) on behalf of Queensland. The NAJP saw a dedicated uplift for the legal assistance sector of \$142 million, which means there is an increase in federal government funding available to the legal assistance sector, from 2025-30.

Both National Legal Aid and LAQ have raised the issue of declining uptake by preferred suppliers. I am particularly concerned about the impact such a decline could have to regional, rural, and remote services, noting LAQ's preferred supplier model means 70-80% of representation services are provided through preferred suppliers.

Given my concerns, particularly at a national level, I have taken this issue to the Standing Council of Attorneys-General (SCAG) and lobbied for a review of the preferred supplier model. SCAG has noted the issues associated with the preferred supplier model and agreed to undertake a review of the preferred supplier model following the development of the Workforce Strategy under the NAJP. It is expected the review will be completed prior to the next National Partnership Agreement.

LAQ is currently upgrading its technology for grants processing. It is anticipated that this upgrade will remove the risk of end of life legacy systems and help bring some efficiencies in processing grant applications, including for representation.

I trust this information is of assistance.

Yours sincerely

DEB FRECKLINGTON MP
Attorney-General and Minister for Justice
Minister for Integrity

Comments received from Chief Executive Officer, Legal Aid Queensland



Your Ref:
Our Ref: ND: 2026/0865186
Date: 22 June 2026

Telephone:
Facsimile:
Email:

Ms Rachel Vagg
Auditor-General
Queensland Audit Office
Email: QueenslandAuditOffice@qao.qld.gov.au

Dear Ms Vagg

Re: Response to recommendations in the QAO proposed report - Accessing Legal Aid Queensland's representation services

Thank you for your email of 1 June 2026 providing the proposed report for the performance audit *Accessing Legal Aid Queensland's representation services*. Legal Aid Queensland appreciates the opportunity to review the report and respond to the recommendations.

Legal Aid Queensland welcomes the report and is committed to addressing the issues raised in the recommendations. We recognise the importance of ensuring that our services remain accessible, efficient and effective for financially disadvantaged Queenslanders.

There are a number of key projects currently underway which will help to address some of the report's recommendations:

- 1. Modernising core business technology systems**

Legal Aid Queensland acknowledges concerns raised about the quality and timeliness of assessing applications for grants of aid, as well as the need to review our targets for quality and processing times. To address some of these issues, we are undertaking a major project to replace our legacy core business technology systems, which are currently used to assess applications for aid and manage ongoing funding of legal matters. Our existing systems are outdated and limit our ability to innovate. This is an issue experienced by a number of legal aid commissions in Australia. This project, scheduled for completion in 2027, is expected to enhance efficiency, streamline application turnaround times, and improve the quality of decision-making.

- 2. Reviewing the service delivery model**

The report recommends Legal Aid Queensland examines the suitability of our current service delivery model, including the risks related to access to services and the potential impacts of changes to eligibility thresholds. Some of these issues will be addressed through the Standing Council of Attorneys General (SCAG) review of the Legal Aid preferred supplier (private lawyer) model, which is scheduled to take place before the next National Partnership Agreement in 2030.

44 Herschel Street
Brisbane Qld 4000

Telephone: 1300 65 11 88
www.legalaid.qld.gov.au
ABN: 69 062 423 924

GPO Box 2449
Brisbane Qld 4001

- 2 -

This review will provide a comprehensive understanding of the issues impacting the supply of private lawyers to undertake legal aid work and the provision of legal aid services to disadvantaged communities. The 2024 National Legal Aid Private Practitioner Census of more than 1000 private lawyers who represent legal aid clients highlighted that low fees and increasing complexity were the main drivers for practitioners across Australia wishing to stop or reduce their legal aid work. Additional funding to increase fees paid to private practitioners for legal aid work remains a critical issue for the sustainability of legal aid service delivery across Australia.

In addition, Legal Aid Queensland is undertaking a strategy renewal project which will include an analysis of access to services and the potential impact of changes to eligibility criteria on service demand and budget.

3. Developing a demand funding model

Legal Aid Queensland is working with the Queensland Government to develop a demand funding model that takes into account the variables that influence demand and impact service delivery. This model will improve our ability to forecast demand and identify the resources required to ensure that our services remain sustainable and accessible to those who need them most.

As the largest provider of legal assistance services in Queensland, Legal Aid Queensland faces the ongoing challenge of delivering high quality, accessible legal services across a geographically vast state. This challenge is compounded by increasing demand for our services, growing complexity of legal matters and client needs, and the constraints of finite funding.

Legal Aid Queensland remains committed to working collaboratively with our stakeholders to address these challenges and to implement the recommendations outlined in the report.

Please feel free to contact me if you have any questions.

Yours sincerely



Nicky Davies
A/Chief Executive Officer
Legal Aid Queensland



Responses to recommendations



Legal Aid Queensland

Accessing Legal Aid Queensland's representation services

Response to recommendations provided by Nicky Davies, Acting Chief Executive Officer, Legal Aid Queensland on 22 June 2026.

Recommendation	Agree/ Disagree	Time frame for implementation (Month and financial year)	Additional comments
<p>1. We recommend that Legal Aid Queensland:</p> <ul style="list-style-type: none"> investigates and addresses root causes for quality and timeliness issues in assessing applications for grants of aid reviews targets reported internally and externally for quality and application processing timeliness strengthens quality assurance processes by adopting a risk-based approach to reviewing application decisions before they are finalised. 	Agree	<p>Technology replacement Phase 1 project commenced.</p> <p>Root cause analysis (quality and timeliness) commences February 2027.</p> <p>Review of targets commences September 2026.</p> <p>Risk based approach to review processes analysis commences September 2026.</p>	<p>Legal Aid Queensland is currently implementing a major project to replace its legacy technology systems, including the systems used to assess applications and manage grants of aid. The new system is expected to increase efficiency, streamline application turnaround times and improve the quality of decision making.</p>



Recommendation	Agree/ Disagree	Time frame for implementation (Month and financial year)	Additional comments
<p>2. We recommend that Legal Aid Queensland identifies long-term solutions to support sustainable service delivery. This should consider:</p> <ul style="list-style-type: none"> the suitability of its current service delivery model, considering any outcomes from national reviews of the legal aid private lawyer model risks relating to access to services and impacts of potential changes to eligibility thresholds. 	<p>Agree</p>	<p>National reviews of the private lawyer model will be led by the Commonwealth and State and Territory Governments. Legal Aid Queensland will participate in the process. Dates to be determined.</p> <p>Business Transformation - strategic planning renewal expected by 30 June 2027. Following strategic planning renewal service catalogue work expected to commence (12-18 months).</p> <p>Technology project – Phase 1 expected to be completed by 30 June 2027</p> <p>Demand modelling ongoing.</p>	<p>Legal Aid Queensland has started work on a strategic planning renewal process, which will inform the development of a new strategic plan. The renewal process will include an analysis of options regarding eligibility for aid and service delivery approaches, within the context of updated strategic goals and objectives. (12-24 months).</p> <p>Legal Aid Queensland is working with the Queensland government to develop a funding model which incorporates the variables that influence demand and service delivery. The model will improve demand forecasting and will identify the funding required to ensure services remain sustainable. Work on the demand funding model is ongoing.</p>



B. How we prepared this report

Queensland Audit Office reports to parliament

The Queensland Audit Office (QAO) is Queensland's independent auditor of public sector entities and local governments.

QAO's independent public reporting is an important part of our mandate. It brings transparency and accountability to public sector performance and forms a vital part of the overall integrity of the system of government.

QAO provides valued assurance, insights and advice, and recommendations for improvement via the reports it tables in the Legislative Assembly, as mandated by the *Auditor-General Act 2009*. These reports may be on the results of our financial audits, on the results of our performance audits, or on our insights. Our insights reports may provide key facts or a topic overview, the insights we have gleaned from across our audit work, the outcomes of an investigation we conducted following a request for audit, or an update on the status of Auditor-General's recommendations.

We share our planned reports to parliament in our 3-year forward work plan, which we update annually: www.qao.qld.gov.au/audit-program.

A fact sheet how we prepare, consult on, and table our reports to parliament is available on our website: www.qao.qld.gov.au/reports-resources/fact-sheets.

Performance audits

Through our performance audit program, we evaluate the efficiency, effectiveness, and economy of public service delivery. We select the topics for these audits via a robust process that reflects strategic risks entities are facing. We develop or identify suitable criteria for each audit and evaluate the audited entities' performance against it. We report to parliament on the outcome.

Our performance audit reports help parliament hold entities to account for the use of public resources. In our reports, we provide recommendations or insights for improvement, and may include actions, advice, or better practice examples for entities to consider.

About this report

QAO prepares its reports on performance audits under the *Auditor-General Act 2009*:

- section 37A, which outlines that the Auditor-General may conduct a performance audit of all or any particular activities of a public sector entity.

This report communicates the findings, conclusions, and recommendations from our performance audit on accessing legal representation services. Our audit was a reasonable assurance engagement, conducted under the *Auditor-General Auditing Standards* and guided by the Australian Standard on Assurance Engagements ASAE 3500 *Performance Engagements*.

We complied with the independence and other relevant ethical requirements related to assurance engagements. The conclusions in our report provide reasonable assurance about the audited entities' performance against the identified criteria. Our objectives and criteria are set out below.

The objective of this audit

The objective of this audit was to examine whether Legal Aid Queensland is effectively enabling access to legal representation for people in need.

What we cover

This report looks at how Legal Aid Queensland is using its available resources to provide access to publicly funded legal representation. It focuses on the work that Legal Aid Queensland does to identify and manage demand for legal representation services, including how it has designed and applies its eligibility criteria.

The entity we audited

The entity subject to this audit is Legal Aid Queensland. Its aim is to promote fairness, equity, and confidence in the justice system by providing legal assistance to financially disadvantaged people. Legal representation is one of Legal Aid Queensland's key legal assistance services.

Our approach

Audit criteria

Sub-objective 1: Is Legal Aid Queensland effectively identifying and designing its services to access people who need legal representation?

- | | |
|---------------------|---|
| Criteria 1.1 | Legal Aid Queensland monitors needs and demand for representation services to identify and allocate resources. |
| Criteria 1.2 | Legal Aid Queensland provides outreach and referral pathways that are designed to address barriers to access and increase awareness of representation services. |
| Criteria 1.3 | Legal Aid Queensland designs its eligibility criteria and guidelines based on service usage, current datasets, and people in need of representation in line with state and national priorities. |

Sub-objective 2: Is Legal Aid Queensland granting access to representation services for eligible people?

- | | |
|---------------------|---|
| Criteria 2.1 | Legal Aid Queensland applies its eligibility criteria accurately, consistently, and efficiently. |
| Criteria 2.2 | Legal Aid Queensland embeds internal review and escalation protocols into its assessment process to support the integrity and quality of decisions. |

Sub-objective 3: Is Legal Aid Queensland reviewing and improving the effectiveness of its processes?

- | | |
|---------------------|--|
| Criteria 3.1 | Legal Aid Queensland monitors and reports on performance measures to understand whether its representation services are effective in providing access to justice for people in need. |
| Criteria 3.2 | Legal Aid Queensland monitors and responds to trends in demand, unmet needs, and service gaps. |
| Criteria 3.3 | Legal Aid Queensland uses learnings from quality assurance mechanisms to improve its processes. |



Scope exclusions

As part of the audit, we did not assess:

- the effectiveness of representation services or outcomes
- other types of services provided through Legal Aid Queensland, including duty lawyer services. While these are a type of representation service, they are not subject to the same eligibility criteria, are not provided in an ongoing capacity, and do not involve grants of aid
- our audit focused on initial grants of aid as the access point to legal representation services.

Method

Interviews

We interviewed a diverse range of stakeholders from across the legal assistance sector. This included:

- Legal Aid Queensland
- Department of Justice
- Community legal centres
- the Magistrates Court
- Queensland Civil and Administrative Tribunal
- Queensland Law Society.

Document review

We obtained and reviewed relevant documents from Legal Aid Queensland. This included legislation, strategic plans, annual plans, guidelines, correspondence with stakeholders, performance reports, reviews, and evaluations.

Data analysis

We analysed a range of data from Legal Aid Queensland, including:

- applications for grants of aid received and approved
- internal and external decision reviews
- timeliness of application processing
- funding model data.

We validated our data methods and analysis progressively with Legal Aid Queensland. Some assumptions and methods used may differ from those reported by Legal Aid Queensland. These assumptions have been communicated throughout this report where relevant.

Subject matter expert

We engaged a subject matter expert to review the factors considered and methodology used in designing Legal Aid Queensland's funding model. We also received advice on measures to demonstrate how eligibility thresholds are not keeping up with the costs of living.



C. Funding provided to community legal organisations in Queensland

Figure C1 shows a breakdown of state and Australian government funding provided to individual community organisations in Queensland for the period 1 July 2025 to 30 June 2030.

Figure C1
State and Australian government 2025–30 funding

Legal Aid Queensland	State and Australian government funding 2025–30
Legal Aid Queensland	\$1,168,335,000
ATSILS	State and Australian government funding 2025–30
Aboriginal and Torres Strait Islander Legal Service (QLD) Ltd	\$271,781,000
Women's legal services	State and Australian government funding 2025–30
First Nations Women's Legal Service Qld Inc.	\$12,767,000
North Queensland Women's Legal Service Inc.	\$40,132,000
Women's Legal Service Queensland Ltd	\$55,549,000
Community legal centres	State and Australian government funding 2025–30
Aged and Disability Advocacy Australia	\$4,817,000
Basic Rights Queensland Inc.	\$17,596,000
Bayside Community Legal Service Inc.	\$1,395,000
Cairns Community Legal Centre Inc.	\$9,127,000
Caxton Legal Centre Inc.	\$35,945,000
Central Queensland Community Legal Centre Inc.	\$10,401,000
Gold Coast Community Legal Centre & Advice Bureau Inc.	\$13,741,000
HUB Community Legal	\$10,139,000
LawRight Inc.	\$18,310,000
LGBTI Legal Service Inc.	\$5,201,000
Mackay Regional Community Legal Centre Inc.	\$6,170,000
My Community Legal*	\$1,025,000



Northside Connect Inc.	\$2,809,000
Pine Rivers Community Legal Service Inc (Encircle Ltd)	\$8,866,000
Prisoners' Legal Service Inc.	\$6,357,000
Queensland Advocacy for Inclusion	\$ 6,316,000
Refugee and Immigration Legal Service Inc.	\$ 9,464,000
Suncoast Community Legal Service Inc.	\$4,887,000
TASC National Ltd.	\$21,131,000
Tenants Queensland Ltd.	\$3,411,000
Townsville Community Law Inc.	\$8,172,000
Wide Bay Burnett Community Legal Service	\$4,877,000
YFS Ltd.	\$6,377,000
Youth Advocacy Centre Inc.	\$5,764,000
Family violence prevention and legal services	Australian Government funding 2025–30
Aboriginal Family Legal Service Queensland (MARUMA- LI- MARI) Indigenous Corporation	\$13,419,000
Queensland Indigenous Family Violence Legal Service	\$65,733,000
CLC peak body	State Government funding 2025–30
Community Legal Centres Queensland (CLCQ)	\$6,244,000

*This organisation receives only state funding.

Source: Queensland Audit Office using publicly available information published by the Department of Justice.



D. Priority client groups

Priority client groups are groups of people who experience higher levels of legal need or face systemic, social, or personal barriers to accessing justice. They are therefore prioritised for publicly funded legal assistance. These groups, which are described in Figure D1, are more likely to experience compounding disadvantage or face serious consequences if legal problems are not addressed early. Prioritisation supports targeted service delivery and effective use of limited legal assistance resources.

Figure D1
National priority client groups

Priority group	Priority reason
Aboriginal and Torres Strait Islander peoples	prioritised due to systemic disadvantage, over-representation in the justice system, and the need for culturally safe legal services
Children and young people (up to 24 years)	prioritised because of vulnerability, limited legal capacity, and reliance on adult and institutional systems
LGBTIQA+ people	prioritised where discrimination, safety concerns, or systemic barriers affect access to justice
Older people (over 65, or Aboriginal and Torres Strait Islander peoples over 50)	prioritised due to increased vulnerability, age-related disadvantage, and risk of exploitation or harm
People affected by natural disasters	Prioritised due to vulnerability and disadvantage arising from natural disasters that impair an individual's capacity to access or resolve legal problems.
People experiencing, or at risk of, family violence	prioritised due to the high risk of physical, emotional, and financial harm and the need for timely legal intervention
People experiencing, or at risk of, homelessness	prioritised because legal problems often directly contribute to housing instability and social exclusion
People in custody and/or prisoners	prioritised due to the immediate impact of legal outcomes on liberty, safety, and rights
People residing in outer regional and remote areas	prioritised where geographic isolation limits access to legal services and support
People who are culturally and linguistically diverse	prioritised where language, cultural, or migration-related barriers affect access to justice
People with a disability or mental illness	prioritised due to barriers to understanding, communication, and effective participation in legal processes
People with low education levels	prioritised where limited literacy or education affects the ability to understand rights, obligations, and legal processes
Refugees and migrants	prioritised due to migration-related legal complexity, language barriers, and vulnerability to exploitation
Single parents	prioritised due to increased financial pressure, caring responsibilities, and heightened exposure to legal vulnerability

E. Eligibility for legal aid in selected Australian states

The 3 largest Australian jurisdictions by population, being Queensland, New South Wales, and Victoria, use the same core approach to decide whether someone can receive a grant of aid. In each state, applicants must pass 3 tests, which include:

- a means test – assesses whether a person is financially disadvantaged
- a merit test – whether the case is reasonable and worthwhile funding
- a guidelines or priorities test – whether the type of legal problem is one that the legal aid system funds.

While all states assess an applicant's income and assets as part of the means test, key differences to Queensland are that New South Wales and Victoria:

- consider additional factors for applicants such as childcare costs, living expenses, and calculated allowances
- apply discretion through calculation-based assessments. This means applicants are more likely to be approved for legal aid subject to a contribution, rather than refused solely because the assessed contribution is high
- apply higher asset thresholds, including home equity.

Figure E1 below summarises the different considerations made by the 3 states when assessing an applicant's financial eligibility for legal aid. Each state applies different asset, income and applicant contribution thresholds, and exemptions when applying their means tests.

Figure E1
Means test considerations

	Assets				Income		Living expenses	Applicant contributions
	Home equity	Car	Cash	Other	Gross	Net		
Queensland	✓	✓	✓	✓	✓	✗	✗	✓
Victoria	✓	✓	✓	✓	✓	✓	✓	✓
New South Wales	✓	✗	✓	✓	✓	✓	✓	✓





qao.qld.gov.au/reports-resources/reports-parliament

qao.qld.gov.au/contact-us

T: (07) 3149 6000
E: qao@qao.qld.gov.au
W: www.qao.qld.gov.au
53 Albert Street, Brisbane Qld 4000
PO Box 15396, City East Qld 4002