Legal Service Statistics
Student Advisory Group 1 of Semester 2
August 2013

Year to date (10/08/2012 – 09/08/2013)

Total New Files Opened: 291
Total Clients for Period: 289
Total contacts (face to face, phone, email & follow up): 925
Files currently open: 167

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate</td>
<td>111</td>
<td>38.81%</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>175</td>
<td>61.19%</td>
</tr>
<tr>
<td>Unknown</td>
<td>5</td>
<td>1.72%</td>
</tr>
<tr>
<td>Domestic</td>
<td>183</td>
<td>62.89%</td>
</tr>
<tr>
<td>International</td>
<td>103</td>
<td>35.40%</td>
</tr>
</tbody>
</table>

By Matter:

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fine (Traffic/MET)</td>
<td>43</td>
<td>14.78%</td>
</tr>
<tr>
<td>Other</td>
<td>40</td>
<td>13.75%</td>
</tr>
<tr>
<td>Motor Vehicle Accident</td>
<td>31</td>
<td>10.65%</td>
</tr>
<tr>
<td>Employment</td>
<td>28</td>
<td>9.62%</td>
</tr>
<tr>
<td>Consumer</td>
<td>19</td>
<td>6.53%</td>
</tr>
<tr>
<td>Family Law</td>
<td>19</td>
<td>6.53%</td>
</tr>
<tr>
<td>Intellectual Property</td>
<td>18</td>
<td>6.19%</td>
</tr>
<tr>
<td>Tenancy</td>
<td>12</td>
<td>4.12%</td>
</tr>
<tr>
<td>Debt/Finance</td>
<td>11</td>
<td>3.78%</td>
</tr>
<tr>
<td>Not Specified</td>
<td>11</td>
<td>3.78%</td>
</tr>
<tr>
<td>Migration</td>
<td>8</td>
<td>2.75%</td>
</tr>
<tr>
<td>Witness/Certify documents</td>
<td>8</td>
<td>2.75%</td>
</tr>
<tr>
<td>Insurance</td>
<td>8</td>
<td>2.75%</td>
</tr>
<tr>
<td>Scam</td>
<td>7</td>
<td>2.41%</td>
</tr>
<tr>
<td>Small Business</td>
<td>6</td>
<td>2.06%</td>
</tr>
<tr>
<td>Summary Offence</td>
<td>6</td>
<td>2.06%</td>
</tr>
<tr>
<td>Crime (Victim)</td>
<td>6</td>
<td>2.06%</td>
</tr>
<tr>
<td>Indictable Offence</td>
<td>4</td>
<td>1.37%</td>
</tr>
<tr>
<td>Will/Power of Attorney</td>
<td>4</td>
<td>1.37%</td>
</tr>
<tr>
<td>Neighbour Dispute</td>
<td>2</td>
<td>0.69%</td>
</tr>
</tbody>
</table>

Contacts by new files versus follow up work

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow Up</td>
<td>342</td>
<td>55.52%</td>
</tr>
<tr>
<td>Provided Advice Verbally</td>
<td>115</td>
<td>18.67%</td>
</tr>
<tr>
<td>New</td>
<td>57</td>
<td>9.25%</td>
</tr>
<tr>
<td>Send Letter to Other Party</td>
<td>31</td>
<td>5.03%</td>
</tr>
<tr>
<td>Provided Letter of Advice to Client</td>
<td>30</td>
<td>4.87%</td>
</tr>
<tr>
<td>Other</td>
<td>18</td>
<td>2.92%</td>
</tr>
<tr>
<td>Received Instructions</td>
<td>14</td>
<td>2.27%</td>
</tr>
<tr>
<td>Drafting</td>
<td>9</td>
<td>1.46%</td>
</tr>
</tbody>
</table>
Complex Files requiring multiple follow-up

There were two files which required 17 separate follow up actions, three requiring 13, three requiring 10, three requiring eight follow ups, two files required six follow up actions, seven files required six follow ups, eight required five, and over 60 files required between two and four follow up actions.

<table>
<thead>
<tr>
<th>Number of files</th>
<th>Follow ups required</th>
</tr>
</thead>
<tbody>
<tr>
<td>29</td>
<td>2</td>
</tr>
<tr>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>3</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>2</td>
<td>17</td>
</tr>
</tbody>
</table>
Last Quarter (May – July 2013)

Total New Files Opened: 64
Total Clients for Period: 64
Total contacts (face to face, phone, email & follow up): 287
Files currently open: 39

<table>
<thead>
<tr>
<th>Graduate</th>
<th>24</th>
<th>37.50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>40</td>
<td>62.50%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Domestic</th>
<th>39</th>
<th>60.94%</th>
</tr>
</thead>
<tbody>
<tr>
<td>International</td>
<td>25</td>
<td>39.06%</td>
</tr>
</tbody>
</table>

By Matter:

<table>
<thead>
<tr>
<th>Fine (Traffic/MET)</th>
<th>11</th>
<th>17.19%</th>
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<tbody>
<tr>
<td>Employment</td>
<td>8</td>
<td>12.50%</td>
</tr>
<tr>
<td>Family Law</td>
<td>5</td>
<td>7.81%</td>
</tr>
<tr>
<td>Motor Vehicle Accident</td>
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<td>Migration</td>
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<td>Tenancy</td>
<td>3</td>
<td>4.69%</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>3.13%</td>
</tr>
<tr>
<td>Indictable Offence</td>
<td>1</td>
<td>1.56%</td>
</tr>
<tr>
<td>Scam</td>
<td>1</td>
<td>1.56%</td>
</tr>
<tr>
<td>Summary Offence</td>
<td>1</td>
<td>1.56%</td>
</tr>
<tr>
<td>Will/Power of Attorney</td>
<td>1</td>
<td>1.56%</td>
</tr>
<tr>
<td>Insurance</td>
<td>1</td>
<td>1.56%</td>
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<tr>
<td>Received Instructions</td>
</tr>
<tr>
<td>New</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Drafting</td>
</tr>
</tbody>
</table>

Complex Files Requiring Follow-up
There were two files which required 10 separate follow up actions, four requiring seven, four requiring six, two requiring five follow ups, and 15 files required between two and three follow up actions.
<table>
<thead>
<tr>
<th>Number of files</th>
<th>Follow ups required</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>10</td>
</tr>
</tbody>
</table>