

Legal Service Statistics
Student Advisory Group 2 of Semester 2
August - November 2014

August – November 2014

Total New Files Opened:	87
Total Clients for Period:	87
Total contacts (face to face, phone, email & follow up):	412
Files currently open:	67

Graduate	53	60.92%
Undergraduate	34	39.08%

Domestic	48	55.17%
International	39	44.83%

August – November 2013

Total New Files Opened:	68
Total Clients for Period:	68
Total contacts (face to face, phone, email & follow up):	412
Files currently open:	42

Graduate	32	47.06%
Undergraduate	36	52.94%

Domestic	38	55.88%
International	30	44.12%

August – November 2014

By Matter:

Migration	23	26.44%
Motor Vehicle Accident	12	13.79%
Fine (Traffic/MET)	12	13.79%
Tenancy	8	9.20%
Other	4	4.60%
Contract	4	4.60%
Intervention Order	3	3.45%
Small Business	3	3.45%
Debt/Finance	3	3.45%
Employment	3	3.45%
Neighbour Dispute	2	2.30%
Indictable Offence	2	2.30%
Family Law	2	2.30%
Consumer	1	1.15%
Not Specified	1	1.15%
Intellectual Property	1	1.15%
Witness/Certify documents	1	1.15%
Will/Power of Attorney	1	1.15%
Insurance	1	1.15%

August – November 2013

By Matter:

Fine (Traffic/MET)	13	19.12%
Employment	9	13.24%
Other	8	11.76%
Consumer	6	8.82%
Crime (Victim)	5	7.35%
Family Law	5	7.35%
Motor Vehicle Accident	4	5.88%
Witness/Certify documents	4	5.88%
Insurance	3	4.41%
Migration	2	2.94%
Tenancy	2	2.94%
Will/Power of Attorney	2	2.94%
Intellectual Property	2	2.94%
Scam	1	1.47%
Summary Offence	1	1.47%
Debt/Finance	1	1.47%

August – November 2014

New files opened versus follow up work

Shows the breakdown of file work between new files opened in this period and follow up work on already opened files.

Email received	103	26.82%
Follow Up	85	22.14%
Phone Out	53	13.80%
Provided Advice Verbally	42	10.94%
Received Instructions	25	6.51%
Provided Letter of Advice to Client	12	3.13%
Draft Letter to Other Party	12	3.13%
Send Letter to Other Party	11	2.86%
Received Letter from other Party	10	2.60%
File review	10	2.60%
Research	6	1.56%
Phone In	6	1.56%
Drafting (Other)	5	1.30%
Other	3	0.78%
No Show	1	0.26%

Complex Files Requiring Follow-up

There were three files which required two requiring fifteen separate follow ups, two requiring twelve follow ups, three requiring eleven and ten, four requiring seven, three requiring six follow ups, three requiring five and four follow up actions, ten requiring three, and eleven files required two follow up actions.

Number of files	Follow ups required
11	2
10	3
3	4
3	5
3	6
4	7
3	10
3	11
2	12
3	15

August – November 2013

New files opened versus follow up work

Follow Up	199	50.25%
Email received	35	8.84%
Provided Letter of Advice to Client	34	8.59%
Received Instructions	32	8.08%
Provided Advice Verbally	30	7.58%
Phone Out	16	4.04%
Send Letter to Other Party	16	4.04%
Phone In	7	1.77%
Received Letter from other Party	6	1.52%
Draft Letter to Other Party	4	1.01%
Other	4	1.01%
No Show	3	0.76%
Drafting (Other)	3	0.76%
New	2	0.51%
File review	2	0.51%
Perusal	2	0.51%
Research	1	0.25%

Complex Files Requiring Follow-up

There were two files which required fifteen separate follow up actions, three requiring eleven, four requiring nine, four requiring eight, two requiring seven, five requiring six follow up actions, two requiring five, six needing four, twelve with three follow ups and twelve files required two follow up actions.

Number of files	Follow ups required
12	2
12	3
6	4
2	5
5	6
2	7
4	8
4	9
3	11
2	15