

Legal Service Statistics

Student Advisory Group 1 of Semester 1 March 2016

December 2015 – February 2016

Total New Files Opened:	43
Total Clients for Period:	42
Total contacts (face to face, phone, email & follow up):	202
Files currently open:	24

Graduate	23	54.76%
Undergraduate	19	45.24%

Domestic	13	32.56%
International	29	67.44%

December 2014 – February 2015

Total New Files Opened:	50
Total Clients for Period:	50
Total contacts (face to face, phone, email & follow up):	268

Graduate	26	52.00%
Undergraduate	24	48.00%

Domestic	21	42.00%
International	29	58.00%

December 2015 – February 2016

By Matter:

Migration	22	51.16%
Other	4	9.30%
Fine (Traffic/MET)	3	6.98%
Summary Offence	2	4.65%
Family Law	2	4.65%
Employment	2	4.65%
Witness/Certify documents	1	2.33%
Scam	1	2.33%
Insurance	1	2.33%
Indictable Offence	1	2.33%
Crime (Victim)	1	2.33%
Contract	1	2.33%
Consumer	1	2.33%
Not Specified	1	2.33%

December 2014 – February 2015

By Matter:

Migration	13	26.00%
Other	4	8.00%
Crime (Victim)	4	8.00%
Consumer	4	8.00%
Witness/Certify documents	3	6.00%
Small Business	3	6.00%
Fine (Traffic/MET)	3	6.00%
Employment	3	6.00%
Debt/Finance	3	6.00%
Tenancy	2	4.00%
Summary Offence	2	4.00%
Motor Vehicle Accident	2	4.00%
Contract	2	4.00%
Insurance	1	2.00%
Not Specified	1	2.00%

December 2015 – February 2016

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.

Follow Up	46	23.12%
Email received	39	19.60%
File review	28	14.07%
Provided Letter of Advice to Client	25	12.56%
Phone Out	19	9.55%
New	13	6.53%
Provided Advice Verbally	8	4.02%
Phone In	5	2.51%
Send Letter to Other Party	4	2.01%
Research	4	2.01%
Received Letter from other Party	4	2.01%
Draft Letter to Other Party	3	1.51%
Received Instructions	1	0.50%

Complex Files Requiring Follow-up

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

December 2014 – February 2015

New files opened versus follow up work

Follow Up	62	24.22%
Email received	55	21.48%
Provided Advice Verbally	27	10.55%
Phone Out	22	8.59%
Provided Letter of Advice to Client	17	6.64%
Send Letter to Other Party	12	4.69%
Received Instructions	12	4.69%
File review	12	4.69%
New	10	3.91%
Phone In	9	3.52%
Draft Letter to Other Party	9	3.52%
Received Letter from other Party	5	1.95%
Research	3	1.17%
Drafting (Other)	1	0.39%

Complex Files Requiring Follow-up

Number of files	Follow ups required
19	2
5	3
3	4
4	5
2	6
2	8
2	15