

## Legal Service Statistics

### Student Advisory Group 2 of Semester 1 January - March 2014

#### January – March 2014

Total New Files Opened:	74
Total Clients for Period:	74
Total contacts (face to face, phone, email & follow up):	341
Files currently open:	49

<b>Graduate</b>	33	44.59%
<b>Undergraduate</b>	41	55.41%

<b>Domestic</b>	39	52.70%
<b>International</b>	35	47.30%

#### January – March 2013

Total New Files Opened:	90
Total Clients for Period:	89
Total contacts (face to face, phone, email & follow up):	155
Files currently open:	36

<b>Graduate</b>	32	35.96%
<b>Undergraduate</b>	57	64.04%

<b>Domestic</b>	63	70.00%
<b>International</b>	26	28.89%

#### January – March 2014

By Matter:

<b>Motor Vehicle Accident</b>	10	13.51%
<b>Other</b>	8	10.81%
<b>Employment</b>	8	10.81%
<b>Family Law</b>	8	10.81%
<b>Tenancy</b>	6	8.11%
<b>Fine (Traffic/MET)</b>	6	8.11%
<b>Witness/Certify documents</b>	5	6.76%
<b>Migration</b>	4	5.41%
<b>Small Business</b>	3	4.05%
<b>Debt/Finance</b>	3	4.05%
<b>Consumer</b>	3	4.05%
<b>Contract</b>	2	2.70%
<b>Intellectual Property</b>	2	2.70%
<b>Indictable Offence</b>	1	1.35%
<b>Fine (other)</b>	1	1.35%
<b>Neighbour Dispute</b>	1	1.35%
<b>Scam</b>	1	1.35%
<b>Summary Offence</b>	1	1.35%
<b>Insurance</b>	1	1.35%

**January – March 2013**

By Matter:

Other	19	21.11%
Fine (Traffic/MET)	14	15.56%
Motor Vehicle Accident	13	14.44%
Employment	9	10.00%
Tenancy	6	6.67%
Family Law	5	5.56%
Consumer	5	5.56%
Summary Offence	4	4.44%
Debt/Finance	3	3.33%
Insurance	3	3.33%
Intellectual Property	3	3.33%
Neighbour Dispute	2	2.22%
Witness/Certify documents	1	1.11%
Scam	1	1.11%
Small Business	1	1.11%
Will/Power of Attorney	1	1.11%

**January – March 2014**

**New files opened versus follow up work**

Follow Up	83	25.08%
Email received	82	24.77%
Provided Advice Verbally	51	15.41%
Phone Out	24	7.25%
Received Instructions	23	6.95%
Provided Letter of Advice to Client	21	6.34%
Draft Letter to Other Party	11	3.32%
Send Letter to Other Party	10	3.02%
Phone In	8	2.42%
Received Letter from other Party	6	1.81%
Drafting (Other)	6	1.81%
Research	3	0.91%
Perusal	1	0.30%
New	1	0.30%
File review	1	0.30%

### Complex Files Requiring Follow-up

There were two files which required two requiring seventeen separate followups, three requiring twelve follow ups, two requiring eight, three requiring six follow ups, four requiring five, three requiring four follow up actions, eight requiring three, and nineteen files required two follow up actions.

Number of files	Follow ups required
19	2
8	3
3	4
4	5
3	6
2	8
3	12
2	17

### January – March 2013

#### New files opened versus follow up work

Follow Up	51	37.50%
Provided Advice Verbally	48	35.29%
Provided Letter of Advice to Client	10	7.35%
Send Letter to Other Party	8	5.88%
Other	8	5.88%
Drafting (Other)	5	3.68%
Received Instructions	4	2.94%
File review	1	0.74%
Email received	1	0.74%

### Complex Files Requiring Follow-up

There were three files which required six separate follow up actions, four requiring four, seven requiring three, seventeen requiring two follow up actions.

Number of files	Follow ups required
17	2
7	3
4	4
3	6