

Legal Service Statistics
Student Advisory Group 1 of Semester 2
May - August 2014

May – August 2014

Total New Files Opened:	76
Total Clients for Period:	76
Total contacts (face to face, phone, email & follow up):	478
Files currently open:	40

Graduate	43	56.58%
Undergraduate	33	43.42%

Domestic	49	64.47%
International	27	35.53%

May – August 2013

Total New Files Opened:	67
Total Clients for Period:	67
Total contacts (face to face, phone, email & follow up):	328
Files currently open:	35

Graduate	26	38.81%
Undergraduate	41	61.19%

Domestic	41	61.19%
International	26	38.81%

May – August 2014

By Matter:

Family Law	9	11.84%
Other	9	11.84%
Fine (Traffic/MET)	8	10.53%
Tenancy	8	10.53%
Motor Vehicle Accident	7	9.21%
Consumer	6	7.89%
Migration	5	6.58%
Employment	5	6.58%
Witness/Certify documents	4	5.26%
Debt/Finance	4	5.26%
Intellectual Property	3	3.95%
Crime (Victim)	3	3.95%
Small Business	2	2.63%
Not Specified	1	1.32%
Contract	1	1.32%
Indictable Offence	1	1.32%

May – August 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%

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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	141	30%
Email received	109	23%
Phone Out	50	11%
Provided Advice Verbally	48	10%
File review	21	5%
Received Instructions	19	4%
Phone In	15	3%
Provided Letter of Advice to Client	12	3%
Draft Letter to Other Party	12	3%
Drafting (Other)	10	2%
Send Letter to Other Party	8	2%
Received Letter from other Party	6	1%
No Show	4	1%
New	3	1%
Research	3	1%
Other	3	1%

Complex Files Requiring Follow-up

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

Number of files	Follow ups required
14	2
3	3
4	4
8	5
3	6
4	7
2	9
2	10
3	11
3	15

May – August 2013

New files opened versus follow up work

Follow Up	212	69%
Provided Advice Verbally	45	15%
Provided Letter of Advice to Client	14	5%
Send Letter to Other Party	12	4%
Received Instructions	11	4%
New	6	2%
Other	5	2%
Drafting (Other)	3	1%

Complex Files Requiring Follow-up

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

Number of files	Follow ups required
10	2
8	3
4	4
2	5
4	6
3	7
2	11
2	13