

Legal Service Statistics
Student Advisory Group 1 of Semester 1
November 2014 - February 2015

November 2014 – February 2015

Total New Files Opened:	62
Total Clients for Period:	62
Total contacts (face to face, phone, email & follow up):	139
Files currently open:	44

Graduate	32	51.61%
Undergraduate	30	48.39%

Domestic	26	41.94%
International	36	58.06%

November 2013 – February 2014

Total New Files Opened:	60
Total Clients for Period:	60
Total contacts (face to face, phone, email & follow up):	308
Files currently open:	34

Graduate	34	56.67%
Undergraduate	26	43.33%

Domestic	27	45.00%
International	33	55.00%

November 2014 – February 2015

By Matter:

Migration	15	24.19%
Other	6	9.68%
Witness/Certify documents	6	9.68%
Fine (Traffic/MET)	5	8.06%
Tenancy	4	6.45%
Crime (Victim)	4	6.45%
Employment	4	6.45%
Small Business	3	4.84%
Motor Vehicle Accident	3	4.84%
Contract	3	4.84%
Consumer	2	3.23%
Debt/Finance	2	3.23%
Family Law	1	1.61%
Not Specified	1	1.61%
Intellectual Property	1	1.61%
Summary Offence	1	1.61%
Insurance	1	1.61%

November 2013 – February 2014

By Matter:

Other	7	11.67%
Family Law	6	10.00%
Fine (Traffic/MET)	6	10.00%
Employment	5	8.33%
Not Specified	5	8.33%
Intellectual Property	4	6.67%
Tenancy	4	6.67%
Consumer	4	6.67%
Small Business	4	6.67%
Debt/Finance	3	5.00%
Witness/Certify documents	3	5.00%
Migration	2	3.33%
Neighbour Dispute	2	3.33%
Motor Vehicle Accident	1	1.67%
Scam	1	1.67%
Crime (Victim)	1	1.67%
Summary Offence	1	1.67%
Insurance	1	1.67%

November 2014 – February 2015

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	25	24.51%
Email received	16	15.69%
Provided Advice Verbally	13	12.75%
Phone Out	10	9.80%
Send Letter to Other Party	8	7.84%
Draft Letter to Other Party	7	6.86%
Received Instructions	5	4.90%
Provided Letter of Advice to Client	5	4.90%
File review	4	3.92%
Received Letter from other Party	3	2.94%
Phone In	2	1.96%
Research	1	0.98%
Other	1	0.98%
No Show	1	0.98%
New	1	0.98%

Complex Files Requiring Follow-up

Number of files	Follow ups required
8	2
3	3
2	7

November 2013 – February 2014

New files opened versus follow up work

Email received	63	20.86%
Provided Letter of Advice to Client	56	18.54%
Phone Out	40	13.25%
Provided Advice Verbally	29	9.60%
Follow Up	27	8.94%
Received Instructions	26	8.61%
Send Letter to Other Party	14	4.64%
Draft Letter to Other Party	12	3.97%
Received Letter from other Party	11	3.64%
Phone In	10	3.31%
File review	6	1.99%
Research	3	0.99%
Drafting (Other)	2	0.66%
New	1	0.33%
Other	1	0.33%
No Show	1	0.33%

Complex Files Requiring Follow-up

Number of files	Follow ups required
2	14
2	12
2	11
2	10
2	9
2	7
6	6
5	5
6	4
7	3
20	2