

Legal Service Statistics
Student Advisory Group 2 of Semester 2
October 2013

Year to date (15/10/2012 – 14/10/2013)

Total New Files Opened:	281
Total Clients for Period:	279
Total contacts (face to face, phone, email & follow up):	973
Files currently open:	160

Graduate	109	39.21%
Undergraduate	169	60.79%
Unknown	3	1.07%
Domestic	176	62.63%
International	102	36.30%

By Matter:

Fine (Traffic/MET)	43	15.30%
Employment	32	11.39%
Other	31	11.03%
Motor Vehicle Accident	29	10.32%
Consumer	20	7.12%
Family Law	19	6.76%
Intellectual Property	16	5.69%
Tenancy	13	4.63%
Debt/Finance	10	3.56%
Not Specified	10	3.56%
Migration	8	2.85%
Witness/Certify documents	8	2.85%
Insurance	8	2.85%
Crime (Victim)	7	2.49%
Will/Power of Attorney	6	2.14%
Small Business	6	2.14%
Summary Offence	5	1.78%
Scam	4	1.42%
Indictable Offence	4	1.42%
Neighbour Dispute	2	0.71%

Contacts by new files versus follow up work

Follow Up	556	63.18%
Provided Advice Verbally	143	16.25%
Provided Letter of Advice to Client	47	5.34%
Send Letter to Other Party	42	4.77%
Received Instructions	26	2.95%
Other	24	2.73%
Drafting	13	1.48%
New	12	1.36%
Phone Out	4	0.45%
No Show	4	0.45%
Email Received	3	0.34%
Perusal	2	0.23%
Phone In	2	0.23%
Received Letter from Other Party	2	0.23%

Complex Files requiring multiple follow-up

There were two files which required twenty six separate follow up actions, three requiring nineteen, two requiring sixteen, two requiring fifteen follow ups, two files required twelve follow up actions, two files required eleven follow ups, four required ten, three required eight follow ups, four required seven, nine required six follow ups, eight required five, eighteen required four follow up actions twenty one required three, and 25 files required two follow up actions.

Number of files	Follow ups required
25	2
21	3
18	4
8	5
9	6
4	7
3	8
4	10
2	11
2	12
2	15
2	16
3	19
2	26

Last Quarter (July – September 2013)

Total New Files Opened:	71
Total Clients for Period:	71
Total contacts (face to face, phone, email & follow up):	506
Files currently open:	52

Graduate	35	49.30%
Undergraduate	36	50.70%

Domestic	40	56.34%
International	31	43.66%

By Matter:

Fine (Traffic/MET)	13	18.31%
Other	8	11.27%
Employment	7	9.86%
Witness/Certify Documents	6	8.45%
Motor Vehicle Accident	5	7.04%
Migration	4	5.63%
Crime (Victim)	4	5.63%
Consumer	4	5.63%
Intellectual Property	4	5.63%
Tenancy	4	5.63%
Family Law	3	4.23%
Insurance	3	4.23%
Debt/Finance	2	2.82%
Will/Power of Attorney	2	2.82%
Scam	1	1.41%

New files opened versus follow up work

Follow Up	357	73.76%
Provided Advice Verbally	41	8.47%
Provided Letter of Advice to Client	26	5.37%
Send Letter to Other Party	18	3.72%
Received Instructions	13	2.69%
Other	7	1.45%
New	6	1.24%
Drafting (Other)	6	1.24%
Phone Out	4	0.83%
No Show	3	0.62%
Phone In	1	0.21%
Perusal	1	0.21%
Email Received	1	0.21%

Complex Files Requiring Follow-up

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

Number of files	Follow ups required
12	2
5	3
10	4
5	5
7	6
2	7
2	9
2	10
2	15
2	25