

Legal Service Statistics
Student Advisory Group 1 of Semester 2
August 2013

Year to date (10/08/2012 – 09/08/2013)

Total New Files Opened:	291
Total Clients for Period:	289
Total contacts (face to face, phone, email & follow up):	925
Files currently open:	167

Graduate	111	38.81%
Undergraduate	175	61.19%

Unknown	5	1.72%
Domestic	183	62.89%
International	103	35.40%

By Matter:

Fine (Traffic/MET)	43	14.78%
Other	40	13.75%
Motor Vehicle Accident	31	10.65%
Employment	28	9.62%
Consumer	19	6.53%
Family Law	19	6.53%
Intellectual Property	18	6.19%
Tenancy	12	4.12%
Debt/Finance	11	3.78%
Not Specified	11	3.78%
Migration	8	2.75%
Witness/Certify documents	8	2.75%
Insurance	8	2.75%
Scam	7	2.41%
Small Business	6	2.06%
Summary Offence	6	2.06%
Crime (Victim)	6	2.06%
Indictable Offence	4	1.37%
Will/Power of Attorney	4	1.37%
Neighbour Dispute	2	0.69%

Contacts by new files versus follow up work

Follow Up	342	55.52%
Provided Advice Verbally	115	18.67%
New	57	9.25%
Send Letter to Other Party	31	5.03%
Provided Letter of Advice to Client	30	4.87%
Other	18	2.92%
Received Instructions	14	2.27%
Drafting	9	1.46%

Complex Files requiring multiple follow-up

There were two files which required 17 separate follow up actions, three requiring 13, three requiring 10, three requiring eight follow ups, two files required six follow up actions, seven files required six follow ups, eight required five, and over 60 files required between two and four follow up actions.

Number of files	Follow ups required
29	2
18	3
11	4
8	5
7	6
2	7
3	8
3	10
3	13
2	17

Last Quarter (May – July 2013)

Total New Files Opened:	64
Total Clients for Period:	64
Total contacts (face to face, phone, email & follow up):	287
Files currently open:	39

Graduate	24	37.50%
Undergraduate	40	62.50%

Domestic	39	60.94%
International	25	39.06%

By Matter:

Fine (Traffic/MET)	11	17.19%
Employment	8	12.50%
Family Law	5	7.81%
Motor Vehicle Accident	5	7.81%
Migration	4	6.25%
Consumer	3	4.69%
Crime (Victim)	3	4.69%
Debt/Finance	3	4.69%
Not Specified	3	4.69%
Intellectual Property	3	4.69%
Witness/Certify documents	3	4.69%
Small Business	3	4.69%
Tenancy	3	4.69%
Other	2	3.13%
Indictable Offence	1	1.56%
Scam	1	1.56%
Summary Offence	1	1.56%
Will/Power of Attorney	1	1.56%
Insurance	1	1.56%

New files opened versus follow up work

Follow Up	178	67.68%
Provided Advice Verbally	41	15.59%
Provided Letter of Advice to Client	13	4.94%
Send Letter to Other Party	9	3.42%
Received Instructions	9	3.42%
New	6	2.28%
Other	5	1.90%
Drafting	2	0.76%

Complex Files Requiring Follow-up

There were two files which required 10 separate follow up actions, four requiring seven, four requiring six, two requiring five follow ups, and 15 files required between two and three follow up actions.

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