

Legal Service Statistics
Student Advisory Group 1 of Semester 1
February 2014

Year to date (12/02/2013 – 11/02/2014)

Total New Files Opened:	297
Total Clients for Period:	296
Total contacts (face to face, phone, email & follow up):	1205
Files currently open:	168

Graduate	127	42.91%
Undergraduate	169	57.09%

Unknown	1	0.34%
Domestic	176	59.26%
International	120	40.40%

By Matter:

Fine (Traffic/MET)	48	16.16%
Other	39	13.13%
Employment	28	9.43%
Motor Vehicle Accident	24	8.08%
Consumer	23	7.74%
Family Law	20	6.73%
Intellectual Property	17	5.72%
Tenancy	16	5.39%
Debt/Finance	11	3.70%
Witness/Certify documents	10	3.37%
Crime (Victim)	9	3.03%
Migration	9	3.03%
Small Business	9	3.03%
Insurance	7	2.36%
Not Specified	5	1.68%
Summary Offence	5	1.68%
Will/Power of Attorney	5	1.68%
Indictable Offence	4	1.35%
Neighbour Dispute	4	1.35%
Scam	4	1.35%

Contacts by new files versus follow up work

Follow Up	548
Provided Advice Verbally	156
Provided Letter of Advice to Client	111
Email received	60
Received Instructions	57
Send Letter to Other Party	54
Phone Out	46
Other	21
Draft Letter to Other Party	16
Received Letter from other Party	15
Drafting (Other)	14
Phone In	12
New	10
File review	7
No Show	4
Research	3
Perusal	2

Complex Files requiring multiple follow-up

There were two files which required 26 separate follow up actions, four requiring 19, two requiring 16, four required 10, four required nine follow ups, 15 required six follow ups, 11 required five, 19 required four follow up actions 20 required three, and 35 files required two follow up actions.

Number of files	Follow ups required
2	26
2	25
2	21
4	19
2	16
2	15
2	12
5	11
3	10
4	9
2	8
5	7
15	6
11	5
19	4
20	3
35	2

Last Quarter (October – December 2013)

Total New Files Opened:	52
Total Clients for Period:	52
Total contacts (face to face, phone, email & follow up):	276
Files currently open:	52

Graduate	30	57.69%
Undergraduate	22	42.31%

Domestic	30	57.69%
International	22	42.31%

By Matter:

Other	9	17.31%
Fine (Traffic/MET)	8	15.38%
Consumer	6	11.54%
Employment	5	9.62%
Family Law	5	9.62%
Not Specified	5	9.62%
Crime (Victim)	3	5.77%
Intellectual Property	3	5.77%
Will/Power of Attorney	1	1.92%
Migration	1	1.92%
Motor Vehicle Accident	1	1.92%
Neighbour Dispute	1	1.92%
Debt/Finance	1	1.92%
Small Business	1	1.92%
Tenancy	1	1.92%
Insurance	1	1.92%

New files opened versus follow up work

Provided Letter of Advice to Client	64
Email received	48
Phone Out	35
Received Instructions	25
Provided Advice Verbally	20
Send Letter to Other Party	15
Draft Letter to Other Party	14
Received Letter from other Party	12
Phone In	11
Follow Up	8
File review	7
Research	3
Drafting (Other)	1
No Show	1
Perusal	1
Other	1

Complex Files Requiring Follow-up

There were two files which required 22 separate follow up actions, two requiring nine, four requiring seven, four requiring six follow ups, five requiring three, and twelve files required two follow up actions.

Number of files	Follow ups required
2	22
2	9
4	7
4	6
3	5
4	4
5	3
10	2
12	2