

## Legal Service Statistics

### Student Advisory Group 1 of Semester 2 September 2015

#### June – August 2015

Total New Files Opened:	130
Total Clients for Period:	130
Total contacts (face to face, phone, email & follow up):	580
Files currently open:	94

<b>Graduate</b>	68	52.31%
<b>Undergraduate</b>	62	47.69%

<b>Domestic</b>	60	46.15%
<b>International</b>	70	53.85%

#### June – August 2014

Total New Files Opened:	73
Total Clients for Period:	73
Total contacts (face to face, phone, email & follow up):	473

<b>Graduate</b>	44	60.27%
<b>Undergraduate</b>	29	39.73%

<b>Domestic</b>	41	56.16%
<b>International</b>	32	43.84%

#### June – August 2015

##### By Matter:

<b>Migration</b>	31	23.85%
<b>Fine (Traffic/MET)</b>	22	16.92%
<b>Employment</b>	13	10.00%
<b>Motor Vehicle Accident</b>	9	6.92%
<b>Witness/Certify documents</b>	9	6.92%
<b>Consumer</b>	8	6.15%
<b>Other</b>	7	5.38%
<b>Contract</b>	5	3.85%
<b>Debt/Finance</b>	5	3.85%
<b>Small Business</b>	4	3.08%
<b>Family Law</b>	4	3.08%
<b>Insurance</b>	2	1.54%
<b>Tenancy</b>	2	1.54%
<b>Crime (Victim)</b>	2	1.54%
<b>Not Specified</b>	2	1.54%

### June – August 2014

By Matter:

Migration	10	13.70%
Fine (Traffic/MET)	9	12.33%
Tenancy	8	10.96%
Motor Vehicle Accident	8	10.96%
Family Law	7	9.59%
Employment	6	8.22%
Other	4	5.48%
Debt/Finance	4	5.48%
Consumer	4	5.48%
Small Business	3	4.11%
Intellectual Property	3	4.11%
Witness/Certify documents	2	2.74%
Contract	2	2.74%
Not Specified	2	2.74%
Crime (Victim)	1	1.37%

### June – August 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	139	25.00%
Email received	117	21.04%
Provided Advice Verbally	64	11.51%
Phone Out	54	9.71%
Provided Letter of Advice to Client	42	7.55%
Received Instructions	37	6.65%
Draft Letter to Other Party	19	3.42%
Send Letter to Other Party	18	3.24%
File review	18	3.24%
Received Letter from other Party	13	2.34%
Phone In	11	1.98%
New	8	1.44%
Research	6	1.08%
Other	4	0.72%
Drafting (Other)	3	0.54%
Perusal	2	0.36%
No Show	1	0.18%

**Complex Files Requiring Follow-up**

Number of files	Follow ups required
28	2
19	3
12	4
4	5
4	6
4	7
4	8
5	9
4	10
2	11

**June – August 2014**

**New files opened versus follow up work**

Follow Up	122	26.87%
Email received	102	22.47%
Phone Out	51	11.23%
Provided Advice Verbally	48	10.57%
Received Instructions	33	7.27%
File review	21	4.63%
Provided Letter of Advice to Client	14	3.08%
Phone In	13	2.86%
Draft Letter to Other Party	10	2.20%
Research	8	1.76%
Received Letter from other Party	8	1.76%
Send Letter to Other Party	7	1.54%
Drafting (Other)	7	1.54%
Other	5	1.10%
No Show	3	0.66%
New	2	0.44%

**Complex Files Requiring Follow-up**

Number of files	Follow ups required
23	2
15	3
10	4
6	5
5	6
4	7
3	9
2	11