

## Legal Service Statistics

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

#### March – May 2015

Total New Files Opened:	84
Total Clients for Period:	84
Total contacts (face to face, phone, email & follow up):	165
Files currently open:	66

<b>Graduate</b>	45	53.57%
<b>Undergraduate</b>	39	46.43%

<b>Domestic</b>	33	39.29%
<b>International</b>	51	60.71%

#### March – May 2014

Total New Files Opened:	83
Total Clients for Period:	60
Total contacts (face to face, phone, email & follow up):	361
Files currently open:	39

<b>Graduate</b>	39	46.99%
<b>Undergraduate</b>	44	51.01%

<b>Domestic</b>	53	63.86%
<b>International</b>	30	31.14%

#### March – May 2015

By Matter:

<b>Fine (Traffic/MET)</b>	15	17.86%
<b>Migration</b>	13	15.48%
<b>Tenancy</b>	7	8.33%
<b>Consumer</b>	7	8.33%
<b>Other</b>	7	8.33%
<b>Motor Vehicle Accident</b>	7	8.33%
<b>Employment</b>	6	7.14%
<b>Contract</b>	5	5.95%
<b>Witness/Certify documents</b>	4	4.76%
<b>Intellectual Property</b>	3	3.57%
<b>Family Law</b>	3	3.57%
<b>Indictable Offence</b>	1	1.19%
<b>Not Specified</b>	1	1.19%
<b>Intervention Order</b>	1	1.19%
<b>Scam</b>	1	1.19%
<b>Small Business</b>	1	1.19%
<b>Summary Offence</b>	1	1.19%
<b>Insurance</b>	1	1.19%

### March – May 2014

By Matter:

<b>Motor Vehicle Accident</b>	12	14.46%
<b>Tenancy</b>	9	10.84%
<b>Other</b>	8	9.64%
<b>Consumer</b>	7	8.43%
<b>Fine (Traffic/MET)</b>	6	7.23%
<b>Debt/Finance</b>	6	7.23%
<b>Employment</b>	6	7.23%
<b>Family Law</b>	6	7.23%
<b>Contract</b>	5	6.02%
<b>Intellectual Property</b>	4	4.82%
<b>Witness/Certify documents</b>	3	3.61%
<b>Migration</b>	3	3.61%
<b>Fine (other)</b>	2	2.41%
<b>Crime (Victim)</b>	2	2.41%
<b>Indictable Offence</b>	2	2.41%
<b>Scam</b>	1	1.20%
<b>Will/Power of Attorney</b>	1	1.20%

### March – May 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.

<b>Follow Up</b>	31	22.63%
<b>Email received</b>	27	19.71%
<b>Provided Advice Verbally</b>	24	17.52%
<b>Received Instructions</b>	16	11.68%
<b>Send Letter to Other Party</b>	10	7.30%
<b>Draft Letter to Other Party</b>	9	6.57%
<b>Phone Out</b>	6	4.38%
<b>Provided Letter of Advice to Client</b>	4	2.92%
<b>Phone In</b>	3	2.19%
<b>New</b>	3	2.19%
<b>Drafting (Other)</b>	2	1.46%
<b>Research</b>	1	0.73%
<b>Other</b>	1	0.73%

### Complex Files Requiring Follow-up

Number of files	Follow ups required
4	2
5	3
3	4
3	6
2	8
2	12

### March – May 2014

#### New files opened versus follow up work

<b>Follow Up</b>	91	25.49%
<b>Email received</b>	75	21.01%
<b>Provided Advice Verbally</b>	62	17.37%
<b>Phone Out</b>	41	11.48%
<b>Received Instructions</b>	27	7.56%
<b>Phone In</b>	13	3.64%
<b>Draft Letter to Other Party</b>	13	3.64%
<b>Send Letter to Other Party</b>	12	3.36%
<b>Drafting (Other)</b>	8	2.24%
<b>Received Letter from other Party</b>	6	1.68%
<b>Provided Letter of Advice to Client</b>	6	1.68%
<b>Perusal</b>	1	0.28%
<b>Other</b>	1	0.28%
<b>File review</b>	1	0.28%

### Complex Files Requiring Follow-up

Number of files	Follow ups required
12	2
14	3
4	4
4	5
6	6
3	7
3	8
2	9
2	15

### Social Media Exposure

In a great initiative, the post below on behalf of the Legal Service became one of the most successful of the year, reaching over 21,300 people, 14 shares and 25+ comments so far!



University of Melbourne Student Union

Posted by Saraustralia Bosch [?] · 1 May at 12:24 · Edited ·



Got slammed with a myki fine this morning? The UMSU Legal service is free and may be able to help you dispute it. Contact them for advice via this form: [umsu.unimelb.edu.au/legal/appointment](https://umsu.unimelb.edu.au/legal/appointment)



### Commuters bullied into paying myki fines, claims Julian Burnside

Innocent commuters are being bullied into paying myki fines by the state's transport department, human rights barrister Julian Burnside QC says.

THEAGE.COM.AU

21,352 people reached

Boost Post

Like · Comment · Share · Hootlet

👍 Nadia Di Battista, Donna Markwell, Dani Sánchez and 105 others like this. Most Relevant ▾

↪ 14 shares



Write a comment...



**Helena Handbasket** So let me get this straight - you can pay a \$75 fine straight away (which is extortion), BUT YOU STILL CAN'T BUY A TICKET ON A TRAM. WThatactuallyF

Like · Reply · 👍 18 · 1 May at 13:01



**Marcus Feaver** Worth remembering that one catch, and, it could be said, the rather cynical aim of the \$75 penalty 'fare' option introduced last year is that they can't be disputed, as no details are taken.

Like · Reply · 👍 5 · 1 May at 12:30

↪ 1 Reply

💬 View 26 more comments