

Legal Service Statistics

Student Advisory Group 2 of Semester 2

November 2015

September – November 2015

Total New Files Opened:	57
Total Clients for Period:	57
Total contacts (face to face, phone, email & follow up):	120
Files currently open:	43

Graduate	32	56.14%
Undergraduate	25	43.86%

Domestic	21	36.84%
International	36	63.16%

September – November 2014

Total New Files Opened:	66
Total Clients for Period:	66
Total contacts (face to face, phone, email & follow up):	410

Graduate	37	56.06%
Undergraduate	29	43.94%

Domestic	36	54.55%
International	30	45.45%

September – November 2015

By Matter:

Migration	14	24.56%
Fine (Traffic/MET)	13	22.81%
Not Specified	10	17.54%
Insurance	4	7.02%
Witness/Certify documents	3	5.26%
Motor Vehicle Accident	3	5.26%
Other	2	3.51%
Employment	2	3.51%
Summary Offence	1	1.75%
Intervention Order	1	1.75%
Indictable Offence	1	1.75%
Fine (other)	1	1.75%
Debt/Finance	1	1.75%
Contract	1	1.75%

September – November 2014

By Matter:

Migration	19	28.79%
Fine (Traffic/MET)	9	13.64%
Motor Vehicle Accident	7	10.61%
Tenancy	6	9.09%
Intervention Order	3	4.55%
Contract	3	4.55%
Other	3	4.55%
Small Business	2	3.03%
Neighbour Dispute	2	3.03%
Employment	2	3.03%
Family Law	2	3.03%
Indictable Offence	2	3.03%
Debt/Finance	1	1.52%
Consumer	1	1.52%
Intellectual Property	1	1.52%
Witness/Certify documents	1	1.52%
Will/Power of Attorney	1	1.52%
Insurance	1	1.52%

September – November 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.

Email received	23	27.06%
Follow Up	20	23.53%
Phone Out	12	14.12%
Received Instructions	7	8.24%
Provided Advice Verbally	7	8.24%
New	4	4.71%
Provided Letter of Advice to Client	3	3.53%
Send Letter to Other Party	2	2.35%
Research	2	2.35%
Received Letter from other Party	2	2.35%
Draft Letter to Other Party	2	2.35%
Drafting (Other)	1	1.18%

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

September – November 2014

New files opened versus follow up work

Email received	107	26.95%
Follow Up	83	20.91%
Phone Out	57	14.36%
Provided Advice Verbally	34	8.56%
Received Instructions	28	7.05%
Provided Letter of Advice to Client	18	4.53%
Send Letter to Other Party	14	3.53%
File review	14	3.53%
Draft Letter to Other Party	13	3.27%
Received Letter from other Party	9	2.27%
Research	6	1.51%
Phone In	6	1.51%
Drafting (Other)	5	1.26%
Other	3	0.76%

Complex Files Requiring Follow-up

Number of files	Follow ups required
12	2
12	3
5	4
3	5
4	6
2	7
4	8
2	10
3	11
3	12
3	13
2	22