

Appendix 5 Legal practice operational statistics

Legal Aid NSW total	2020–21	2021–22	% change from previous year	2022–23	% change from previous year
Case matters					
Applications received	51,431	47,760	-7.1%	53,181	11.4%
Applications refused	8,809	7,206	-18.2%	7,638	6.0%
In-house grants	12,829	10,675	-16.8%	11,513	7.9%
Assigned grants	29,704	26,372	-11.2%	26,430	0.2%
Total case grants	42,533	37,047	-12.9%	37,943	2.4%
Grant rate	82.8%	83.7%	1.1%	83.2%	-0.5%
Applications determined	51,342	44,253	-13.8%	45,581	3.0%
Applications undetermined at year end	1,273	978	-23.2%	852	-12.9%
Grants finalised	37,601	38,467	2.3%	43,072	12.0%
Current grants on hand at year end	52,742	51,484	-2.4%	43,888	-17.3%
Duty services					
In-house duty services	117,486	112,275	-4.4%	123,055	8.8%
Assigned duty services	80,148	77,932	-2.8%	82,781	6.2%
Total duty services	197,634	190,207	-3.8%	205,836	7.6%
Other services					
Advice	99,547	84,946	-14.7%	93,968	9.6%
Minor assistance	19,456	20,709	6.4%	23,923	15.5%
Extended legal assistance	1,061	1,149	8.3%	1,305	13.6%
Early resolution assistance	239	2,500	946.0%	5,035	101.4%
Information	170,981	86,873	-49.2%	143,819	39.6%
Total other services	291,284	196,177	-32.7%	268,050	26.8%
Total client services	531,451	423,431	-20.3%	511,829	17.3%

Criminal law	2020–21	2021–22	% change from previous year	2022–23	% change from previous year
Case matters					
Applications received	33,877	30,371	-10.3%	33,961	11.8%
Applications refused	4,862	4,176	-14.1%	4,906	17.5%
In-house grants	9,887	8,386	-15.2%	9,581	14.2%
Assigned grants	19,066	17,776	-6.8%	18,672	5.0%
Total case grants	28,953	26,162	-9.6%	28,253	7.4%
Grant rate	85.6%	86.2%	0.7%	85.2%	-1.2%
Applications determined	33,815	30,338	-10.3%	33,159	9.3%
Applications undetermined at year end	653	616	-5.7%	577	-6.3%
Grants finalised	25,384	25,780	1.6%	29,712	15.3%
Current grants on hand at year end	27,434	27,946	1.9%	24,073	-13.9%

Duty services					
In-house duty services	107,113	100,229	-6.4%	109,925	9.7%
Assigned duty services	64,898	64,250	-1.0%	68,108	6.0%
Total duty services	172,011	164,479	-4.4%	178,033	8.2%
Other services					
Advice	32,282	28,089	-13.0%	30,366	8.1%
Minor assistance	6,251	5,883	-5.9%	6,125	4.1%
Extended legal assistance	88	134	52.3%	145	8.2%
Information	43,724	18,789	-57.0%	33,439	78.0%
Total other services	82,345	52,895	-35.8%	70,075	32.5%
Total client services	283,309	243,536	-14.0%	276,361	13.5%

Civil law	2020–21	2021–22	% change from previous year	2022–23	% change from previous year
Case matters					
Applications received	2,175	2,909	33.7%	3,080	5.9%
Applications refused	778	579	-25.6%	685	18.3%
In-house grants	826	790	-4.4%	674	-14.7%
Assigned grants	594	622	4.7%	679	9.2%
Total case grants	1,420	1,412	-0.6%	1,353	-4.2%
Grant rate	64.6%	70.9%	9.8%	66.4%	-6.4%
Applications determined	2,198	1,991	-9.4%	2,038	2.4%
Applications undetermined at year end	32	33	3.1%	12	-63.6%
Grants finalised	1,333	1,374	3.1%	1,450	5.5%
Current grants on hand at year end	1,906	1,927	1.1%	1,815	-5.8%
Duty services					
In-house duty services	1,463	1,035	-29.3%	1,002	-3.2%
Assigned duty services	12,927	11,539	-10.7%	12,508	8.4%
Total duty services	14,390	12,574	-12.6%	13,510	7.4%
Other services					
Advice	32,958	30,151	-8.5%	34,234	13.5%
Minor assistance	6,286	7,905	25.8%	10,252	29.7%
Extended legal assistance	800	919	14.9%	1,044	13.6%
Early resolution assistance	15	2	-86.7%	-	-100.0%
Information	86,383	52,856	-38.8%	83,503	58.0%
Total other services	126,442	91,833	-27.4%	129,033	40.5%
Total client services	142,252	105,819	-25.6%	143,896	36.0%

Family law	2020-21	2021-22	% change from previous year	2022-23	% change from previous year
Case matters					
Applications received	15,379	14,480	-5.8%	16,140	11.5%
Applications refused	3,169	2,451	-22.7%	2,047	-16.5%
In-house grants	2,116	1,499	-29.2%	1,258	-16.1%
Assigned grants	10,044	7,974	-20.6%	7,079	-11.2%
Total case grants	12,160	9,473	-22.1%	8,337	-12.0%
Grant rate	79.3%	79.4%	0.2%	80.3%	1.1%
Applications determined	15,329	11,924	-22.2%	10,384	-12.9%
Applications undetermined at year end	588	329	-44.0%	263	-20.1%
Grants finalised	10,884	11,313	3.9%	11,910	5.3%
Current grants on hand at year end	23,402	21,611	-7.7%	18,000	-16.7%
Duty services					
In-house duty services	8,910	11,011	23.6%	12,128	10.1%
Assigned duty services	2,323	2,143	-7.7%	2,165	1.0%
Total duty services	11,233	13,154	17.1%	14,293	8.7%
Other services					
Advice	34,307	26,706	-22.2%	29,368	10.0%
Minor assistance	6,919	6,921	0.0%	7,546	9.0%
Extended legal assistance	173	96	-44.5%	116	20.8%
Early resolution assistance	224	2,498	1015.2%	5,035	101.6%
Information	40,874	15,228	-62.7%	26,877	76.5%
Total other services	82,497	51,449	-37.6%	68,942	34.0%
Total client services	105,890	74,076	-30.0%	91,572	23.6%

Commonwealth and state allocation of legal aid services	State matter	State matter %	Commonwealth matter	Commonwealth matter %	Total
Family law					
Grants	3,777	45.3%	4,560	54.7%	8,337
Duty appearances	6,552	45.8%	7,741	54.2%	14,293
Advice	4,736	16.1%	24,632	83.9%	29,368
Minor assistance	1,894	25.1%	5,652	74.9%	7,546
Extended legal assistance	68	58.6%	48	41.4%	116
Early resolution assistance	3	0.1%	5,032	99.9%	5,035
Total	17,030	26.3%	47,665	73.7%	64,695
Criminal law					
Grants	27,737	98.2%	516	1.8%	28,253
Duty services	175,959	98.8%	2,074	1.2%	178,033
Advice	29,695	97.8%	671	2.2%	30,366
Minor assistance	6,065	99.0%	60	1.0%	6,125

Extended legal assistance	46	31.7%	99	68.3%	145
Total	239,502	98.6%	3,420	1.4%	242,922
Civil law					
Grants	1,059	78.3%	294	21.7%	1,353
Duty services	13,505	100.0%	5	0.0%	13,510
Advice	20,725	60.5%	13,509	39.5%	34,234
Minor assistance	5,160	50.3%	5,092	49.7%	10,252
Extended legal assistance	728	69.7%	316	30.3%	1,044
Total	41,177	68.2%	19,216	31.8%	60,393
Legal Aid NSW total					
Grants	32,573	85.8%	5,370	14.2%	37,943
Duty services	196,016	95.2%	9,820	4.8%	205,836
Advice	55,156	58.7%	38,812	41.3%	93,968
Minor assistance	13,119	54.8%	10,804	45.2%	23,923
Extended legal assistance	842	64.5%	463	35.5%	1,305
Early resolution assistance	3	0.1%	5,032	99.9%	5,035
Total	297,709	80.9%	70,301	19.1%	368,010

*A breakdown of information services by jurisdiction is not available.

In-house and private practitioner allocations of legal work	In-house practitioner %	In-house practitioner %	Private practitioner %	Private practitioner %	Total
Family law					
Duty services	12,128	84.9%	2,165	15.1%	14,293
Grants of legal aid	1,258	15.1%	7,079	84.9%	8,337
Total	13,386	59.2%	9,244	40.8%	22,630
Criminal law					
Duty services	109,925	61.7%	68,108	38.3%	178,033
Grants of legal aid	9,581	33.9%	18,672	66.1%	28,253
Total	119,506	57.9%	86,780	42.1%	206,286
Civil law					
Duty services	1,002	7.4%	12,508	92.6%	13,510
Grants of legal aid	674	49.8%	679	50.2%	1,353
Total	1,676	11.3%	13,187	88.7%	14,863
Legal Aid NSW total					
Duty services	123,055	59.8%	82,781	40.2%	205,836
Grants of legal aid	11,513	30.3%	26,430	69.7%	37,943
Total	134,568	55.2%	109,211	44.8%	243,779

Community legal education	2020–21	2021–22	% change from previous year	2022–23	% change from previous year
Criminal law	387	145	-62.5%	312	115.2%
Family law	195	208	6.7%	322	54.8%
Civil law	1,131	967	-14.5%	1,401	44.9%
Total	1,713	1,320	-22.9%	2,035	54.2%

*Community legal education figures for 2020–21 and 2021–22 have been revised following the identification of system issues that had previously resulted in undercounting.

Family dispute resolution	2020–21	2021–22	% change from previous year	2022–23	% change from previous year
Number of conferences	2,890	3,086	6.8%	2,753	-10.8%
Agreements reached	2,223	2,313	4.0%	2,001	-13.5%
Agreement rate	76.9%	75.0%	-2.5%	72.7%	-3.1%