

## Appendix 6 Legal practice operational statistics

	2016-17	2017-18	% change from previous year	2018-19	% change from previous year
<b>Case matters</b>					
Applications received	47,529	48,364	1.8%	45,442	-6.0%
Applications refused	8,824	9,242	4.7%	9,161	-0.9%
In-house grants	12,610	12,351	-2.1%	11,413	-7.6%
Assigned grants	25,264	27,034	7.0%	25,666	-5.1%
<b>Total case grants</b>	<b>37,874</b>	<b>39,385</b>	<b>4.0%</b>	<b>37,079</b>	<b>-5.9%</b>
Grant rate	81.1%	81.0%	-0.1%	80.2%	-1.0%
Applications determined	46,698	48,627	4.1%	46,240	-4.9%
Applications undetermined at year end	2,430	2,385	-1.9%	1,669	-30.0%
Grants finalised	35,985	34,953	-2.9%	40,754	16.6%
Current grants on hand at year end	42,174	46,238	9.6%	42,708	-7.6%
<b>Duty services</b>					
Inhouse duty services	117,598	120,296	2.3%	133,177	10.7%
Assigned duty services	73,903	76,742	3.8%	79,951	4.2%
<b>Total duty services</b>	<b>191,501</b>	<b>197,038</b>	<b>2.9%</b>	<b>213,128</b>	<b>8.2%</b>
<b>Other services</b>					
Advice	106,747	111,491	4.4%	107,105	-3.9%
Minor assistance	34,253	34,277	0.1%	31,534	-8.0%
Extended legal assistance	-	515	N/A	847	64.5%
Information	517,888	520,479	0.5%	325,156	-37.5%
<b>Total other services</b>	<b>658,888</b>	<b>666,762</b>	<b>1.2%</b>	<b>464,642</b>	<b>-30.3%</b>
<b>Total client services</b>	<b>888,263</b>	<b>903,185</b>	<b>1.7%</b>	<b>714,849</b>	<b>-20.9%</b>

	2016-17	2017-18	% change from previous year	2018-19	% change from previous year
<b>Criminal law</b>					
<b>Case matters</b>					
Applications received	29,129	30,252	3.9%	28,172	-6.9%
Applications refused	4,526	4,835	6.8%	4,513	-6.7%
In-house grants	9,237	8,968	-2.9%	8,244	-8.1%
Assigned grants	14,783	16,588	12.2%	15,776	-4.9%
<b>Total case grants</b>	<b>24,020</b>	<b>25,556</b>	<b>6.4%</b>	<b>24,020</b>	<b>-6.0%</b>
Grant rate	84.1%	84.1%	-0.1%	84.2%	0.1%
Applications determined	28,546	30,391	6.5%	28,533	-6.1%
Applications undetermined at year end	1,226	1,207	-1.5%	892	-26.1%
Grants finalised	21,757	22,402	3.0%	25,462	13.7%
Current grants on hand at year end	18,904	21,651	14.5%	20,280	-6.3%
<b>Duty services</b>					
Inhouse duty services	107,586	107,439	-0.1%	119,346	11.1%
Assigned duty services	58,528	61,294	4.7%	64,453	5.2%
<b>Total duty services</b>	<b>166,114</b>	<b>168,733</b>	<b>1.6%</b>	<b>183,799</b>	<b>8.9%</b>
<b>Other services</b>					
Advice	32,322	35,114	8.6%	32,240	-8.2%
Minor assistance	7,415	8,423	13.6%	7,410	-12.0%
Extended legal assistance	-	-	N/A	2	N/A
Information	214,387	210,328	-1.9%	115,660	-45.0%
<b>Total other services</b>	<b>254,124</b>	<b>253,865</b>	<b>-0.1%</b>	<b>155,312</b>	<b>-38.8%</b>
<b>Total client services</b>	<b>444,258</b>	<b>448,154</b>	<b>0.9%</b>	<b>363,131</b>	<b>-19.0%</b>

<b>Civil law</b>	<b>2016-17</b>	<b>2017-18</b>	<b>% change from previous year</b>	<b>2018-19</b>	<b>% change from previous year</b>
<b>Case matters</b>					
Applications received	1,950	2,178	11.7%	2,171	-0.3%
Applications refused	731	846	15.7%	908	7.3%
In-house grants	674	804	19.3%	781	-2.9%
Assigned grants	527	540	2.5%	506	-6.3%
<b>Total case grants</b>	<b>1,201</b>	<b>1,344</b>	<b>11.9%</b>	<b>1,287</b>	<b>-4.2%</b>
Grant rate	62.2%	61.4%	-1.3%	58.6%	-4.5%
Applications determined	1,932	2,190	13.4%	2,195	0.2%
Applications undetermined at year end	71	79	11.3%	63	-20.3%
Grants finalised	1,408	1,377	-2.2%	1,375	-0.1%
Current grants on hand at year end	1,764	1,730	-1.9%	1,663	-3.9%
<b>Duty services</b>					
Inhouse duty services	2,155	2,732	26.8%	2,625	-3.9%
Assigned duty services	12,805	12,937	1.0%	13,181	1.9%
<b>Total duty services</b>	<b>14,960</b>	<b>15,669</b>	<b>4.7%</b>	<b>15,806</b>	<b>0.9%</b>
<b>Other services</b>					
Advice	41,733	44,317	6.2%	43,140	-2.7%
Minor assistance	18,983	18,543	-2.3%	18,640	0.5%
Extended legal assistance	-	515	N/A	756	46.8%
Information	177,424	181,403	2.2%	127,454	-29.7%
<b>Total other services</b>	<b>238,140</b>	<b>244,778</b>	<b>2.8%</b>	<b>189,990</b>	<b>-22.4%</b>
<b>Total client services</b>	<b>254,301</b>	<b>261,791</b>	<b>2.9%</b>	<b>207,083</b>	<b>-20.9%</b>

<b>Family law</b>	<b>2016-17</b>	<b>2017-18</b>	<b>% change from previous year</b>	<b>2018-19</b>	<b>% change from previous year</b>
<b>Case matters</b>					
Applications received	16,450	15,934	-3.1%	15,099	-5.2%
Applications refused	3,567	3,561	-0.2%	3,740	5.0%
In-house grants	2,699	2,579	-4.4%	2,388	-7.4%
Assigned grants	9,954	9,906	-0.5%	9,384	-5.3%
<b>Total case grants</b>	<b>12,653</b>	<b>12,485</b>	<b>-1.3%</b>	<b>11,772</b>	<b>-5.7%</b>
Grant rate	78.0%	77.8%	-0.3%	75.9%	-2.5%
Applications determined	16,220	16,046	-1.1%	15,512	-3.3%
Applications undetermined at year end	1,133	1,099	-3.0%	714	-35.0%
Grants finalised	12,820	11,174	-12.8%	13,917	24.5%
Current grants on hand at year end	21,506	22,857	6.3%	20,765	-9.2%
<b>Duty services</b>					
Inhouse duty services	7,857	10,125	28.9%	11,206	10.7%
Assigned duty services	2,570	2,511	-2.3%	2,317	-7.7%
<b>Total duty services</b>	<b>10,427</b>	<b>12,636</b>	<b>21.2%</b>	<b>13,523</b>	<b>7.0%</b>
<b>Other services</b>					
Advice	32,692	32,060	-1.9%	31,725	-1.0%
Minor assistance	7,855	7,311	-6.9%	5,484	-25.0%
Extended legal assistance	-	-	N/A	89	N/A
Information	126,077	128,748	2.1%	82,042	-36.3%
<b>Total other services</b>	<b>166,624</b>	<b>168,119</b>	<b>0.9%</b>	<b>119,340</b>	<b>-29.0%</b>
<b>Total client services</b>	<b>189,704</b>	<b>193,240</b>	<b>1.9%</b>	<b>144,635</b>	<b>-25.2%</b>

<b>Commonwealth and NSW allocation of Legal Aid services</b>	<b>State matters</b>	<b>State matter %</b>	<b>Commonwealth matters</b>	<b>Commonwealth matter %</b>	<b>Total</b>
<b>Family law</b>					
Grants	4,087	34.7%	7,685	65.3%	11,772
Duty appearances	5,438	40.2%	8,085	59.8%	13,523
Advice	4,193	13.2%	27,532	86.8%	31,725
Minor assistance	1,203	21.9%	4,281	78.1%	5,484
Extended legal assistance	16	18.0%	73	82.0%	89
Information services*	-	-	-	-	82,042
<b>Total</b>	<b>14,937</b>	<b>23.9%</b>	<b>47,656</b>	<b>76.1%</b>	<b>144,635</b>
<b>Criminal law</b>					
Grants	23,693	98.6%	327	1.4%	24,020
Duty services	181,642	98.8%	2,157	1.2%	183,799
Advice	31,785	98.6%	455	1.4%	32,240
Minor assistance	7,377	99.6%	33	0.4%	7,410
Extended legal assistance	-	0.0%	2	100.0%	2
Information services*	-	-	-	-	115,660
<b>Total</b>	<b>244,497</b>	<b>98.8%</b>	<b>2,974</b>	<b>1.2%</b>	<b>363,131</b>
<b>Civil law</b>					
Grants	1,013	78.7%	274	21.3%	1,287
Duty services	15,294	96.8%	512	3.2%	15,806
Advice	28,797	66.8%	14,343	33.2%	43,140
Minor assistance	12,925	69.3%	5,715	30.7%	18,640
Extended legal assistance	363	48.0%	393	52.0%	756
Information services*	-	-	-	-	127,454
<b>Total</b>	<b>58,392</b>	<b>73.3%</b>	<b>21,237</b>	<b>26.7%</b>	<b>207,083</b>
<b>Legal Aid NSW total</b>					
Grants	28,793	77.7%	8,286	22.3%	37,079
Duty services	202,374	95.0%	10,754	5.0%	213,128
Advice	64,775	60.5%	42,330	39.5%	107,105
Minor assistance	21,505	68.2%	10,029	31.8%	31,534
Extended legal assistance	379	44.7%	468	55.3%	847
Information services*	-	-	-	-	325,156
<b>Total</b>	<b>317,826</b>	<b>81.6%</b>	<b>71,867</b>	<b>18.4%</b>	<b>714,849</b>

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

<b>In-house and private practitioner allocations of legal work</b>	<b>In-house practitioner</b>	<b>In-house practitioner %</b>	<b>Private practitioner</b>	<b>Private practitioner %</b>	<b>Total</b>
<b>Family law</b>					
Duty services	11,206	82.9%	2,317	17.1%	13,523
Grants of legal aid	2,388	20.3%	9,384	79.7%	11,772
<b>Total</b>	<b>13,594</b>	<b>53.7%</b>	<b>11,701</b>	<b>46.3%</b>	<b>25,295</b>
<b>Criminal law</b>					
Duty services	119,346	64.9%	64,453	35.1%	183,799
Grants of legal aid	8,244	34.3%	15,776	65.7%	24,020
<b>Total</b>	<b>127,590</b>	<b>61.4%</b>	<b>80,229</b>	<b>38.6%</b>	<b>207,819</b>
<b>Civil law</b>					
Duty services	2,625	16.6%	13,181	83.4%	15,806
Grants of legal aid	781	60.7%	506	39.3%	1,287
<b>Total</b>	<b>3,406</b>	<b>19.9%</b>	<b>13,687</b>	<b>80.1%</b>	<b>17,093</b>
<b>Legal Aid NSW total</b>					
Duty services	133,177	62.5%	79,951	37.5%	213,128
Grants of legal aid	11,413	30.8%	25,666	69.2%	37,079
<b>Total</b>	<b>144,590</b>	<b>57.8%</b>	<b>105,617</b>	<b>42.2%</b>	<b>250,207</b>

<b>Community legal education</b>	<b>2016-17</b>	<b>2017-18</b>	<b>% change from previous year</b>	<b>2018-19</b>	<b>% change from previous year</b>
<b>Criminal law</b>	757	514	-32.1%	715	-5.5%
Family law	535	571	6.7%	739	38.1%
Civil law	881	870	-1.2%	1,268	43.9%
<b>Total</b>	<b>2,173</b>	<b>1,955</b>	<b>-10.0%</b>	<b>2,722</b>	<b>25.3%</b>

<b>Family dispute resolution</b>	<b>2016-17</b>	<b>2017-18</b>	<b>% change from previous year</b>	<b>2018-19</b>	<b>% change from previous year</b>
Number of conferences	2,801	2,911	3.9%	2,879	2.8%
Agreements reached	2,261	2,311	2.2%	2,262	0.0%
Agreement rate	80.7%	79.4%	-1.7%	78.6%	-2.7%