

Appendix 5 Legal practice operational statistics

Legal Aid NSW total	2018–19	2019–20	% change from previous year	2020–21	% change from previous year
Case matters					
Applications received	45,442	47,729	5.0%	51,431	7.8%
Applications refused	9,161	9,633	5.2%	8,809	-8.6%
In-house grants	11,413	12,955	13.5%	12,829	-1.0%
Assigned grants	25,666	25,978	1.2%	29,704	14.3%
Total case grants	37,079	38,933	5.0%	42,533	9.2%
Grant rate	80.2%	80.2%	0.0%	82.8%	3.3%
Applications determined	46,240	48,566	5.0%	51,342	5.7%
Applications undetermined at year end	1,669	923	-44.7%	1,273	37.9%
Grants finalised	40,754	34,390	-15.6%	37,601	9.3%
Current grants on hand at year end	42,708	47,295	10.7%	52,742	11.5%
Duty services					
In-house duty services	133,177	125,463	-5.8%	117,486	-6.4%
Assigned duty services	79,951	76,650	-4.1%	80,148	4.6%
Total duty services	213,128	202,113	-5.2%	197,634	-2.2%
Other services					
Advice	107,105	100,121	-6.5%	99,547	-0.6%
Minor assistance	31,534	24,880	-21.1%	19,456	-21.8%
Extended legal assistance	847	950	12.2%	1,061	11.7%
Early resolution assistance	N/A	53	N/A	239	350.9%
Information	325,156	196,435	-39.6%	170,981	-13.0%
Total other services	464,642	322,439	-30.6%	291,284	-9.7%
Total client services	714,849	563,485	-21.2%	531,451	-5.7%
Criminal law					
	2018–19	2019–20	% change from previous year	2020–21	% change from previous year
Case matters					
Applications received	28,172	29,984	6.4%	33,877	13.0%
Applications refused	4,513	4,692	4.0%	4,862	3.6%
In-house grants	8,244	9,889	20.0%	9,887	0.0%
Assigned grants	15,776	15,863	0.6%	19,066	20.2%
Total case grants	24,020	25,752	7.2%	28,953	12.4%
Grant rate	84.2%	84.6%	0.5%	85.6%	1.2%
Applications determined	28,533	30,444	6.7%	33,815	11.1%
Applications undetermined at year end	892	472	-47.1%	653	38.3%
Grants finalised	25,462	22,491	-11.7%	25,384	12.9%
Current grants on hand at year end	20,280	23,565	16.2%	27,434	16.4%
Duty services					
In-house duty services	119,346	113,813	-4.6%	107,113	-5.9%
Assigned duty services	64,453	61,609	-4.4%	64,898	5.3%
Total duty services	183,799	175,422	-4.6%	172,011	-1.9%
Other services					
Advice	32,240	30,062	-6.8%	32,282	7.4%
Minor assistance	7,410	6,875	-7.2%	6,251	-9.1%
Extended legal assistance	2	84	4100.0%	88	4.8%
Information	115,660	52,335	-54.8%	43,724	-16.5%
Total other services	155,312	89,356	-42.5%	82,345	-7.8%
Total client services	363,131	290,530	-20.0%	283,309	-2.5%

Civil law	2018–19	2019–20	% change from previous year	2020–21	% change from previous year
Case matters					
Applications received	2,171	2,272	4.7%	2,175	-4.3%
Applications refused	908	911	0.3%	778	-14.6%
In-house grants	781	818	4.7%	826	1.0%
Assigned grants	506	566	11.9%	594	4.9%
Total case grants	1,287	1,384	7.5%	1,420	2.6%
Grant rate	58.6%	60.3%	2.9%	64.6%	7.1%
Applications determined	2,195	2,295	4.6%	2,198	-4.2%
Applications undetermined at year end	63	47	-25.4%	32	-31.9%
Grants finalised	1,375	1,247	-9.3%	1,333	6.9%
Current grants on hand at year end	1,663	1,805	8.5%	1,906	5.6%
Duty services					
In-house duty services	2,625	2,122	-19.2%	1,463	-31.1%
Assigned duty services	13,181	12,855	-2.5%	12,927	0.6%
Total duty services	15,806	14,977	-5.2%	14,390	-3.9%
Other services					
Advice	43,140	37,627	-12.8%	32,958	-12.4%
Minor assistance	18,640	12,996	-30.3%	6,286	-51.6%
Extended legal assistance	756	669	-11.5%	800	19.6%
Early resolution assistance	-	-	N/A	15	N/A
Information	127,454	93,413	-26.7%	86,383	-7.5%
Total other services	189,990	144,705	-23.8%	126,442	-12.6%
Total client services	207,083	161,066	-22.2%	142,252	-11.7%

Family law	2018–19	2019–20	% change from previous year	2020–21	% change from previous year
Case matters					
Applications received	15,099	15,473	2.5%	15,379	-0.6%
Applications refused	3,740	4,030	7.8%	3,169	-21.4%
In-house grants	2,388	2,248	-5.9%	2,116	-5.9%
Assigned grants	9,384	9,549	1.8%	10,044	5.2%
Total case grants	11,772	11,797	0.2%	12,160	3.1%
Grant rate	75.9%	74.5%	-1.8%	79.3%	6.5%
Applications determined	15,512	15,827	2.0%	15,329	-3.1%
Applications undetermined at year end	714	404	-43.4%	588	45.5%
Grants finalised	13,917	10,652	-23.5%	10,884	2.2%
Current grants on hand at year end	20,765	21,925	5.6%	23,402	6.7%
Duty services					
In-house duty services	11,206	9,528	-15.0%	8,910	-6.5%
Assigned duty services	2,317	2,186	-5.7%	2,323	6.3%
Total duty services	13,523	11,714	-13.4%	11,233	-4.1%
Other services					
Advice	31,725	32,432	2.2%	34,307	5.8%
Minor assistance	5,484	5,009	-8.7%	6,919	38.1%
Extended legal assistance	89	197	121.3%	173	-12.2%
Early resolution assistance	N/A	53	N/A	224	322.6%
Information	82,042	50,687	-38.2%	40,874	-19.4%
Total other services	119,340	88,378	-25.9%	82,497	-6.7%
Total client services	144,635	111,889	-22.6%	105,890	-5.4%

Commonwealth and State allocation of Legal Aid services	State matters	State matter %	Commonwealth matters	Commonwealth matter %	Total
Family law					
Grants	4,316	35.5%	7,844	64.5%	12,160
Duty services	5,999	53.4%	5,234	46.6%	11,233
Advice	5,800	16.9%	28,507	83.1%	34,307
Minor assistance	1,658	24.0%	5,261	76.0%	6,919
Extended legal assistance	53	30.6%	120	69.4%	173
Early resolution assistance	1	0.4%	223	99.6%	224
Information services*	-	-	-	-	40,874
Total	17,827	16.8%	47,189	44.6%	105,890
Criminal law					
Grants	28,477	98.4%	476	1.6%	28,953
Duty services	170,142	98.9%	1,869	1.1%	172,011
Advice	31,820	98.6%	462	1.4%	32,282
Minor assistance	6,202	99.2%	49	0.8%	6,251
Extended legal assistance	60	68.2%	28	31.8%	88
Information services*	-	-	-	-	43,724
Total	236,701	83.5%	2,884	1.0%	283,309
Civil law					
Grants	1,166	82.1%	254	17.9%	1,420
Duty services	14,031	97.5%	359	2.5%	14,390
Advice	22,208	67.4%	10,750	32.6%	32,958
Minor assistance	4,436	70.6%	1,850	29.4%	6,286
Extended legal assistance	414	51.8%	386	48.3%	800
Early resolution assistance	7	46.7%	8	53.3%	15
Information services*	-	-	-	-	86,383
Total	42,262	29.7%	13,607	9.6%	142,252
Legal Aid NSW total					
Grants	33,959	79.8%	8,574	20.2%	42,533
Duty services	190,172	96.2%	7,462	3.8%	197,634
Advice	59,828	60.1%	39,719	39.9%	99,547
Minor assistance	12,296	63.2%	7,160	36.8%	19,456
Extended legal assistance	527	49.7%	534	50.3%	1,061
Early resolution assistance	8	3.3%	231	96.7%	239
Information services*	-	-	-	-	170,981
Total	296,790	55.8%	63,680	12.0%	531,451

* 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	8,910	79.3%	2,323	20.7%	11,233
Grants of legal aid	2,116	17.4%	10,044	82.6%	12,160
Total	11,026	47.1%	12,367	52.9%	23,393
Criminal law					
Duty services	107,113	62.3%	64,898	37.7%	172,011
Grants of legal aid	9,887	34.1%	19,066	65.9%	28,953
Total	117,000	58.2%	83,964	41.8%	200,964
Civil law					
Duty services	1,463	10.2%	12,927	89.8%	14,390
Grants of legal aid	826	58.2%	594	41.8%	1,420
Total	2,289	14.5%	13,521	85.5%	15,810
Legal Aid NSW total					
Duty services	117,486	59.4%	80,148	40.6%	197,634
Grants of legal aid	12,829	30.2%	29,704	69.8%	42,533
Total	130,315	54.3%	109,852	45.7%	240,167

Community legal education	2018–19	2019–20	% change from previous year	2020–21	% change from previous year
Criminal law	715	470	-34.3%	376	-20.0%
Family law	739	427	-42.2%	193	-54.8%
Civil law	1,268	892	-29.7%	724	-18.8%
Total	2,722	1,789	-34.3%	1,293	-27.7%

Family dispute resolution	2018–19	2019–20	% change from previous year	2020–21	% change from previous year
Number of conferences	2,879	2,708	-5.9%	2,890	6.7%
Agreements reached	2,262	2,061	-8.9%	2,223	7.9%
Agreement rate	78.6%	76.1%	-3.1%	76.9%	1.1%