

Appendix 6 Legal practice operational statistics

Legal Aid NSW totals	2013–2014	2014–2015	% change from previous year	2015–2016	% change from previous year
Case Matters					
Applications Received	44,715	44,205	-1.1%	46,253	4.6%
Applications Refused	9,280	8,839	-4.8%	8,864	0.3%
Inhouse Grants	11,138	11,231	0.8%	11,837	5.4%
Assigned Grants	24,634	24,106	-2.1%	25,294	4.9%
Total Case Grants	35,772	35,337	-1.2%	37,131	5.1%
Grant Rate	79.4%	80.0%	0.7%	80.7%	0.9%
Applications Determined	45,052	44,176	-1.9%	45,995	4.1%
Applications Undetermined at year end	1,011	1,116	10.4%	1,278	14.5%
Grants Finalised	24,006	54,717	127.9%	35,691	-34.8%
Current Grants on Hand at year end	64,749	39,321	-39.3%	40,450	2.9%
Duty Services					
Inhouse Duty Services	111,132	110,974	-0.1%	125,239	12.9%
Assigned Duty Services	60,633	63,588	4.9%	70,765	11.3%
Total Duty Services	171,765	174,562	1.6%	196,004	12.3%
Other Services					
Advice	98,939	96,410	-2.6%	104,547	8.4%
Minor assistance	41,790	53,986	29.2%	42,872	-20.6%
Information	654,958	564,958	-13.7%	528,798	-6.4%
Total Other Services	795,687	715,354	-10.1%	676,217	-5.5%
Total Client Services	1,003,224	925,253	-7.8%	909,352	-1.7%

Criminal Law Totals	2013–2014	2014–2015	% change from previous year	2015–2016	% change from previous year
Case Matters					
Applications Received	25,432	24,782	-2.6%	26,359	6.4%
Applications Refused	4,184	3,954	-5.5%	4,334	9.6%
Inhouse Grants	8,194	7,730	-5.7%	8,334	7.8%
Assigned Grants	13,015	13,019	0.0%	13,689	5.1%
Total Case Grants	21,209	20,749	-2.2%	22,023	6.1%
Grant Rate	83.5%	84.0%	0.6%	83.6%	-0.5%
Applications Determined	25,393	24,703	-2.7%	26,357	6.7%
Applications Undetermined at year end	384	502	30.7%	595	18.5%
Grants Finalised	16,207	30,578	88.7%	20,848	-31.8%
Current Grants on Hand at year end	29,275	15,812	-46.0%	16,795	6.2%
Duty Services					
Inhouse Duty Services	101,343	102,001	0.6%	115,246	13.0%
Assigned Duty Services	47,332	48,124	1.7%	55,654	15.6%
Total Duty Services	148,675	150,125	1.0%	170,900	13.8%
Other Services					
Advice	28,408	27,080	-4.7%	30,733	13.5%
Minor assistance	4,246	4,569	7.6%	6,583	44.1%
Information	317,938	262,063	-17.6%	244,858	-6.6%
Total Other Services	350,592	293,712	-16.2%	282,174	-3.9%
Total Client Services	520,476	464,586	-10.7%	475,097	2.3%

Family Law totals	2013–2014	2014–2015	% change from previous year	2015–2016	% change from previous year
Case Matters					
Applications Received	17,251	17,295	0.3%	17,953	3.8%
Applications Refused	4,209	4,072	-3.3%	3,801	-6.7%
Inhouse Grants	2,219	2,798	26.1%	2,845	1.7%
Assigned Grants	11,101	10,469	-5.7%	11,057	5.6%
Total Case Grants	13,320	13,267	-0.4%	13,902	4.8%
Grant Rate	76.0%	76.5%	0.7%	78.5%	2.6%
Applications Determined	17,529	17,339	-1.1%	17,703	2.1%
Applications Undetermined at year end	582	572	-1.7%	629	10.0%
Grants Finalised	6,711	21,546	221.1%	13,591	-36.9%
Current Grants on Hand at year end	32,034	21,524	-32.8%	21,691	0.8%
Duty Services					
Inhouse Duty Services	7,096	6,652	-6.3%	7,263	9.2%
Assigned Duty Services	2,268	2,772	22.2%	2,885	4.1%
Total Duty Services	9,364	9,424	0.6%	10,148	7.7%
Other Services					
Advice	30,133	28,253	-6.2%	30,447	7.8%
Minor assistance	16,927	20,981	23.9%	11,131	-46.9%
Information	141,814	128,360	-9.5%	124,093	-3.3%
Total Other Services	188,874	177,594	-6.0%	165,671	-6.7%
Total Client Services	211,558	200,285	-5.3%	189,721	-5.3%
Civil Law totals	2013–2014	2014–2015	% change from previous year	2015–2016	% change from previous year
Case Matters					
Applications Received	2,032	2,128	4.7%	1,941	-8.8%
Applications Refused	887	813	-8.3%	729	-10.3%
Inhouse Grants	725	703	-3.0%	658	-6.4%
Assigned Grants	518	618	19.3%	548	-11.3%
Total Case Grants	1,243	1,321	6.3%	1,206	-8.7%
Grant Rate	58.4%	61.9%	6.1%	62.3%	0.7%
Applications Determined	2,130	2,134	0.2%	1,935	-9.3%
Applications Undetermined at year end	45	42	-6.7%	54	28.6%
Grants Finalised	1,088	2,593	138.3%	1,252	-51.7%
Current Grants on Hand at year end	3,440	1,985	-42.3%	1,964	-1.1%
Duty Services					
Inhouse Duty Services	2,693	2,321	-13.8%	2,730	17.6%
Assigned Duty Services	11,033	12,692	15.0%	12,226	-3.7%
Total Duty Services	13,726	15,013	9.4%	14,956	-0.4%
Other Services					
Advice	40,398	41,077	1.7%	43,367	5.6%
Minor assistance	20,617	28,436	37.9%	25,158	-11.5%
Information	195,206	174,535	-10.6%	159,847	-8.4%
Total Other Services	256,221	244,048	-4.8%	228,372	-6.4%
Total Client Services	271,190	260,382	-4.0%	244,534	-6.1%

Commonwealth and State allocation of Legal Aid Services	State Matter	State Matter %	Commonwealth Matter	Commonwealth Matter %	Total
Family Law					
Grants	5,421	39.0%	8,481	61.0%	13,902
Duty Appearances	4,701	46.3%	5,447	53.7%	10,148
Advice	2,886	9.5%	27,561	90.5%	30,447
Minor assistance	1,530	13.7%	9,601	86.3%	11,131
Information Services	15,999	12.9%	108,094	87.1%	124,093
Total	30,537	16.1%	159,184	83.9%	189,721
Criminal Law					
Grants	21,682	98.5%	341	1.5%	22,023
Duty Services	167,989	98.3%	2,911	1.7%	170,900
Advice	30,359	98.8%	374	1.2%	30,733
Minor assistance	6,570	99.8%	13	0.2%	6,583
Information Services	224,507	91.7%	20,351	8.3%	244,858
Total	451,107	95.0%	23,990	5.0%	475,097
Civil Law					
Grants	1,009	83.7%	197	16.3%	1,206
Duty Services	14,895	99.6%	61	0.4%	14,956
Advice	28,979	66.8%	14,388	33.2%	43,367
Minor assistance	16,355	65.0%	8,803	35.0%	25,158
Information Services	121,088	75.8%	38,759	24.2%	159,847
Total	182,326	74.6%	62,208	25.4%	244,534
Legal Aid NSW Total					
Grants	28,112	75.7%	9,019	24.3%	37,131
Duty Services	187,585	95.7%	8,419	4.3%	196,004
Advice	62,224	59.5%	42,323	40.5%	104,547
Minor assistance	24,455	57.0%	18,417	43.0%	42,872
Information Services	361,594	68.4%	167,204	31.6%	528,798
Total	663,970	73.0%	245,382	27.0%	909,352

Inhouse and private lawyer allocations of legal work	Inhouse lawyer	Inhouse lawyer %	Private lawyer	Private lawyer %	Total
Family Law					
Duty Services	7,263	71.6%	2,885	28.4%	10,148
Grants of Legal Aid	2,845	20.5%	11,057	79.5%	13,902
Total	10,108	42.0%	13,942	58.0%	24,050
Criminal Law					
Duty Services	115,246	67.4%	55,654	32.6%	170,900
Grants of Legal Aid	8,334	37.8%	13,689	62.2%	22,023
Total	123,580	64.1%	69,343	35.9%	192,923
Civil Law					
Duty Services	2,730	18.3%	12,226	81.7%	14,956
Grants of Legal Aid	658	54.6%	548	45.4%	1,206
Total	3,388	21.0%	12,774	79.0%	16,162
Legal Aid NSW Total					
Duty Services	125,239	63.9%	70,765	36.1%	196,004
Grants of Legal Aid	11,837	31.9%	25,294	68.1%	37,131
Total	137,076	58.8%	96,059	41.2%	233,135

Community Legal Education	2013–2014	2014–2015	% change from previous year	2015–2016	% change from previous year
Criminal Law	785	913	16.3%	715	-21.7%
Family Law	1,084	843	-22.2%	575	-31.8%
Civil Law	1,291	1,219	-5.6%	953	-21.8%
Total	3,160	2,975	-5.9%	2,243	-24.6%

Family Dispute Resolution - Family Law	2013–2014	2014–2015	% change from previous year	2015–2016	% change from previous year
Number of conferences	2,726	2,676	-1.8%	2,796	4.5%
Agreements reached	2,173	2,137	-1.7%	2,196	2.8%
Agreement rate	79.7%	79.9%	0.2%	78.5%	-1.6%