

## Appendix 5 Legal practice operational statistics

Legal Aid NSW total	2021–22	2022–23	% change from previous year	2023–24	% change from previous year
<b>Case matters</b>					
Applications received	47,760	53,181	11.4%	59,658	12.2%
Applications refused	7,206	7,638	6.0%	8,280	8.4%
In-house grants	10,675	11,513	7.9%	13,789	19.8%
Assigned grants	26,372	26,430	0.2%	28,667	8.5%
<b>Total case grants</b>	<b>37,047</b>	<b>37,943</b>	<b>2.4%</b>	<b>42,456</b>	<b>11.9%</b>
Grant rate	83.7%	83.2%	-0.5%	83.7%	0.5%
Applications determined	44,253	45,581	3.0%	50,736	11.3%
Applications undetermined at year end	978	852	-12.9%	2,722	219.5%
Grants finalised	38,467	43,072	12.0%	40,879	-5.1%
Current grants on hand at year end	51,484	43,888	-17.3%	53,417	21.7%
<b>Duty services</b>					
In-house duty services	112,275	123,055	8.8%	137,840	12.0%
Assigned duty services	77,932	82,781	6.2%	87,843	6.1%
<b>Total duty services</b>	<b>190,207</b>	<b>205,836</b>	<b>7.6%</b>	<b>225,683</b>	<b>9.6%</b>
<b>Other services</b>					
Advice	84,946	93,968	9.6%	95,812	2.0%
Minor assistance	20,709	23,923	15.5%	25,408	6.2%
Extended legal assistance	1,149	1,305	13.6%	1,627	24.7%
Early resolution assistance	2,500	5,035	101.4%	6,561	30.3%
Information	86,873	143,819	39.6%	163,517	13.7%
<b>Total other services</b>	<b>196,177</b>	<b>268,050</b>	<b>26.8%</b>	<b>292,925</b>	<b>9.3%</b>
<b>Total client services</b>	<b>423,431</b>	<b>511,829</b>	<b>17.3%</b>	<b>561,064</b>	<b>9.6%</b>

  

Criminal law	2021–22	2022–23	% change from previous year	2023–24	% change from previous year
<b>Case matters</b>					
Applications received	30,371	33,961	11.8%	37,873	11.5%
Applications refused	4,176	4,906	17.5%	5,650	15.2%
In-house grants	8,386	9,581	14.2%	11,073	15.6%
Assigned grants	17,776	18,672	5.0%	20,791	11.3%
<b>Total case grants</b>	<b>26,162</b>	<b>28,253</b>	<b>7.4%</b>	<b>31,864</b>	<b>12.8%</b>
Grant rate	86.2%	85.2%	-1.2%	84.9%	-0.3%
Applications determined	30,338	33,159	9.3%	37,514	13.1%
Applications undetermined at year end	616	577	-6.3%	1,752	203.6%
Grants finalised	25,780	29,712	15.3%	29,601	-0.4%
Current grants on hand at year end	27,946	24,073	-13.9%	26,440	9.8%
<b>Duty services</b>					
In-house duty services	100,229	109,925	9.7%	121,118	10.2%
Assigned duty services	64,250	68,108	6.0%	72,795	6.9%

<b>Total duty services</b>	<b>164,479</b>	<b>178,033</b>	<b>8.2%</b>	<b>193,913</b>	<b>8.9%</b>
<b>Other services</b>					
Advice	28,089	30,366	8.1%	29,576	-2.6%
Minor assistance	5,883	6,125	4.1%	6,338	3.5%
Extended legal assistance	134	145	8.2%	137	-5.5%
Information	18,789	33,439	78.0%	38,959	16.5%
<b>Total other services</b>	<b>52,895</b>	<b>70,075</b>	<b>32.5%</b>	<b>75,010</b>	<b>7.0%</b>
<b>Total client services</b>	<b>243,536</b>	<b>276,361</b>	<b>13.5%</b>	<b>300,787</b>	<b>8.8%</b>

<b>Civil law</b>	<b>2021–22</b>	<b>2022–23</b>	<b>% change from previous year</b>	<b>2023–24</b>	<b>% change from previous year</b>
<b>Case matters</b>					
Applications received	2,909	3,080	5.9%	4,130	34.1%
Applications refused	579	685	18.3%	644	-6.0%
In-house grants	790	674	-14.7%	1,461	116.8%
Assigned grants	622	679	9.2%	695	2.4%
<b>Total case grants</b>	<b>1,412</b>	<b>1,353</b>	<b>-4.2%</b>	<b>2,156</b>	<b>59.3%</b>
Grant rate	70.9%	66.4%	-6.4%	77.0%	16.0%
Applications determined	1,991	2,038	2.4%	2,800	37.4%
Applications undetermined at year end	33	12	-63.6%	36	200.0%
Grants finalised	1,374	1,450	5.5%	1,849	27.5%
Current grants on hand at year end	1,927	1,815	-5.8%	3,350	84.6%
<b>Duty services</b>					
In-house duty services	1,035	1002	-3.2%	1,705	70.2%
Assigned duty services	11,539	12,508	8.4%	13,051	4.3%
<b>Total duty services</b>	<b>12,574</b>	<b>13,510</b>	<b>7.4%</b>	<b>14,756</b>	<b>9.2%</b>
<b>Other services</b>					
Advice	30,151	34,234	13.5%	32,086	-6.3%
Minor assistance	7,905	10,252	29.7%	9,090	-11.3%
Extended legal assistance	919	1,044	13.6%	1,329	27.3%
Early resolution assistance	2	0	-100.0%	6	N/A
Information	52,856	83,503	58.0%	92,925	11.3%
<b>Total other services</b>	<b>91,833</b>	<b>129,033</b>	<b>40.5%</b>	<b>135,436</b>	<b>5.0%</b>
<b>Total client services</b>	<b>105,819</b>	<b>143,896</b>	<b>36.0%</b>	<b>152,348</b>	<b>5.9%</b>

<b>Family law</b>	<b>2021–22</b>	<b>2022–23</b>	<b>% change from previous year</b>	<b>2023–24</b>	<b>% change from previous year</b>
<b>Case matters</b>					
Applications received	14,480	16,140	11.5%	17,655	9.4%
Applications refused	2,451	2,047	-16.5%	1,986	-3.0%
In-house grants	1,499	1,258	-16.1%	1,255	-0.2%
Assigned grants	7,974	7,079	-11.2%	7,181	1.4%
<b>Total case grants</b>	<b>9,473</b>	<b>8,337</b>	<b>-12.0%</b>	<b>8,436</b>	<b>1.2%</b>
Grant rate	79.4%	80.3%	1.1%	80.9%	0.8%
Applications determined	11,924	10,384	-12.9%	10,422	0.4%
Applications undetermined at year end	329	263	-20.1%	934	255.1%
Grants finalised	11,313	11,910	5.3%	9,429	-20.8%
Current grants on hand at year end	21,611	18,000	-16.7%	23,627	31.3%
<b>Duty services</b>					
In-house duty services	11,011	12,128	10.1%	15,017	23.8%
Assigned duty services	2,143	2,165	1.0%	1,997	-7.8%
<b>Total duty services</b>	<b>13,154</b>	<b>14,293</b>	<b>8.7%</b>	<b>17,014</b>	<b>19.0%</b>
<b>Other services</b>					
Advice	26,706	29,368	10.0%	34,150	16.3%
Minor assistance	6,921	7,546	9.0%	9,980	32.3%
Extended legal assistance	96	116	20.8%	161	38.8%
Early resolution assistance	2,498	5,035	101.6%	6,555	30.2%
Information	15,228	26,877	76.5%	31,633	17.7%
<b>Total other services</b>	<b>51,449</b>	<b>68,942</b>	<b>34.0%</b>	<b>82,479</b>	<b>19.6%</b>
<b>Total client services</b>	<b>74,076</b>	<b>91,572</b>	<b>23.6%</b>	<b>107,929</b>	<b>17.9%</b>

<b>Commonwealth and state allocation of legal aid services</b>	<b>State matter</b>	<b>State matter %</b>	<b>Commonwealth matter</b>	<b>Commonwealth matter %</b>	<b>Total</b>
<b>Family law</b>					
Grants	3,412	40.4%	5,024	59.6%	8,436
Duty appearances	7,591	44.6%	9,423	55.4%	17,014
Advice	5,712	16.7%	28,438	83.3%	34,150
Minor assistance	2,305	23.1%	7,675	76.9%	9,980
Extended legal assistance	89	55.3%	72	44.7%	161
Early resolution assistance	155	2.4%	6,400	97.6%	6,555
<b>Total</b>	<b>19,264</b>	<b>25.2%</b>	<b>57,032</b>	<b>74.8%</b>	<b>76,296</b>
<b>Criminal law</b>					
Grants	31,288	98.2%	576	1.8%	31,864
Duty services	191,395	98.7%	2,518	1.3%	193,913
Advice	28,880	97.6%	696	2.4%	29,576
Minor assistance	6,280	99.1%	58	0.9%	6,338
Extended legal assistance	34	24.8%	103	75.2%	137
<b>Total</b>	<b>257,877</b>	<b>98.5%</b>	<b>3,951</b>	<b>1.5%</b>	<b>261,828</b>

<b>Civil law</b>					
Grants	1,867	86.6%	289	13.4%	2,156
Duty services	14,750	100.0%	6	0.0%	14,756
Advice	21,012	65.5%	11,074	34.5%	32,086
Minor assistance	5,232	57.6%	3,858	42.4%	9,090
Extended legal assistance	912	68.6%	417	31.4%	1,329
Early resolution assistance	-	0.0%	6	100.0%	6
<b>Total</b>	<b>43,773</b>	<b>73.7%</b>	<b>15,650</b>	<b>26.3%</b>	<b>59,423</b>
<b>Legal Aid NSW total</b>					
Grants	36,567	86.1%	5,889	13.9%	42,456
Duty services	213,736	94.7%	11,947	5.3%	225,683
Advice	55,604	58.0%	40,208	42.0%	95,812
Minor assistance	13,817	54.4%	11,591	45.6%	25,408
Extended legal assistance	1,035	63.6%	592	36.4%	1,627
Early resolution assistance	155	2.4%	6,406	97.6%	6,561
<b>Total</b>	<b>320,914</b>	<b>80.7%</b>	<b>76,633</b>	<b>19.3%</b>	<b>397,547</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	15,017	88.3%	1,997	11.7%	17,014
Grants of legal aid	1,255	14.9%	7,181	85.1%	8,436
<b>Total</b>	<b>16,272</b>	<b>63.9%</b>	<b>9,178</b>	<b>36.1%</b>	<b>25,450</b>
<b>Criminal law</b>					
Duty services	121,118	62.5%	72,795	37.5%	193,913
Grants of legal aid	11,073	34.8%	20,791	65.2%	31,864
<b>Total</b>	<b>132,191</b>	<b>58.5%</b>	<b>93,586</b>	<b>41.5%</b>	<b>225,777</b>
<b>Civil law</b>					
Duty services	1,705	11.6%	13,051	88.4%	14,756
Grants of legal aid	1,461	67.8%	695	32.2%	2,156
<b>Total</b>	<b>3,166</b>	<b>18.7%</b>	<b>13,746</b>	<b>81.3%</b>	<b>16,912</b>
<b>Legal Aid NSW total</b>					
Duty services	137,840	61.1%	87,843	38.9%	225,683
Grants of legal aid	13,789	32.5%	28,667	67.5%	42,456
<b>Total</b>	<b>151,629</b>	<b>56.5%</b>	<b>116,510</b>	<b>43.5%</b>	<b>268,139</b>

<b>Community legal education</b>	<b>2021–22</b>	<b>2022–23</b>	<b>% change from previous year</b>	<b>2023–24</b>	<b>% change from previous year</b>
Criminal law	145	312	115.2 %	286	-8.3 %
Family law	208	322	54.8 %	362	12.4 %
Civil law	967	1,401	44.9 %	1,073	-23.4 %
<b>Total</b>	<b>1,320</b>	<b>2,035</b>	<b>54.2 %</b>	<b>1,721</b>	<b>-15.4 %</b>

<b>Family dispute resolution</b>	<b>2021–22</b>	<b>2022–23</b>	<b>% change from previous year</b>	<b>2023–24</b>	<b>% change from previous year</b>
Number of conferences	3,086	2,753	-10.8 %	3,307	20.1 %
Agreements reached	2,313	2,001	-13.5 %	2,400	19.9 %
Agreement rate	75.0%	72.7 %	-3.1 %	72.6%	-.2 %