

Appendix 5 Legal practice operational statistics

Legal Aid NSW total	2019–20	2020–21	% change from previous year	2021–22	% change from previous year
Case matters					
Applications received	47,729	51,431	7.8%	47,760	-7.1%
Applications refused	9,633	8,809	-8.6%	7,206	-18.2%
In-house grants	12,955	12,829	-1.0%	10,675	-16.8%
Assigned grants	25,978	29,704	14.3%	26,372	-11.2%
Total case grants	38,933	42,533	9.2%	37,047	-12.9%
Grant rate	80.2%	82.8%	3.3%	83.7%	1.1%
Applications determined	48,566	51,342	5.7%	44,253	-13.8%
Applications undetermined at year end	923	1,273	37.9%	978	-23.2%
Grants finalised	34,390	37,601	9.3%	38,467	2.3%
Current grants on hand at year end	47,295	52,742	11.5%	51,484	-2.4%
Duty services					
In-house duty services	125,463	117,486	-6.4%	112,275	-4.4%
Assigned duty services	76,650	80,148	4.6%	77,932	-2.8%
Total duty services	202,113	197,634	-2.2%	190,207	-3.8%
Other services					
Advice	100,121	99,547	-0.6%	84,946	-14.7%
Minor assistance	24,880	19,456	-21.8%	20,709	6.4%
Extended legal assistance	950	1,061	11.7%	1,149	8.3%
Early resolution assistance	53	239	350.9%	2,500	946.0%
Information	196,435	170,981	-13.0%	86,873	-49.2%
Total other services	322,439	291,284	-9.7%	196,177	-32.7%
Total client services	563,485	531,451	-5.7%	423,431	-20.3%
Criminal law					
Case matters					
Applications received	29,984	33,877	13.0%	30,371	-10.3%
Applications refused	4,692	4,862	3.6%	4,176	-14.1%
In-house grants	9,889	9,887	0.0%	8,386	-15.2%
Assigned grants	15,863	19,066	20.2%	17,776	-6.8%
Total case grants	25,752	28,953	12.4%	26,162	-9.6%
Grant rate	84.6%	85.6%	1.2%	86.2%	0.7%
Applications determined	30,444	33,815	11.1%	30,338	-10.3%
Applications undetermined at year end	472	653	38.3%	616	-5.7%
Grants finalised	22,491	25,384	12.9%	25,780	1.6%
Current grants on hand at year end	23,565	27,434	16.4%	27,946	1.9%
Duty services					
In-house duty services	113,813	107,113	-5.9%	100,229	-6.4%
Assigned duty services	61,609	64,898	5.3%	64,250	-1.0%
Total duty services	175,422	172,011	-1.9%	164,479	-4.4%
Other services					
Advice	30,062	32,282	7.4%	28,089	-13.0%
Minor assistance	6,875	6,251	-9.1%	5,883	-5.9%
Extended legal assistance	84	88	4.8%	134	52.3%
Information	52,335	43,724	-16.5%	18,789	-57.0%
Total other services	89,356	82,345	-7.8%	52,895	-35.8%
Total client services	290,530	283,309	-2.5%	243,536	-14.0%

Civil law	2019–20	2020–21	% change from previous year	2021–22	% change from previous year
Case matters					
Applications received	2,272	2,175	-4.3%	2,909	33.7%
Applications refused	911	778	-14.6%	579	-25.6%
In-house grants	818	826	1.0%	790	-4.4%
Assigned grants	566	594	4.9%	622	4.7%
Total case grants	1,384	1,420	2.6%	1,412	-0.6%
Grant rate	60.3%	64.6%	7.1%	70.9%	9.8%
Applications determined	2,295	2,198	-4.2%	1,991	-9.4%
Applications undetermined at year end	47	32	-31.9%	33	3.1%
Grants finalised	1,247	1,333	6.9%	1,374	3.1%
Current grants on hand at year end	1,805	1,906	5.6%	1,927	1.1%
Duty services					
In-house duty services	2,122	1,463	-31.3%	1,035	-29.3%
Assigned duty services	12,855	12,927	0.6%	11,539	-10.7%
Total duty services	14,977	14,390	-3.9%	12,574	-12.6%
Other services					
Advice	37,627	32,958	-12.4%	30,151	-8.5%
Minor assistance	12,996	6,286	-51.6%	7,905	25.8%
Extended legal assistance	669	800	19.6%	919	14.9%
Early resolution assistance	-	15	N/A	2	-86.7%
Information	93,413	86,383	-7.5%	52,856	-38.8%
Total other services	144,705	126,442	-12.6%	91,833	-27.4%
Total client services	161,066	142,252	-11.7%	105,819	-25.6%

Family law	2019–20	2020–21	% change from previous year	2021–22	% change from previous year
Case matters					
Applications received	15,473	15,379	-0.6%	14,480	-5.8%
Applications refused	4,030	3,169	-21.4%	2,451	-22.7%
In-house grants	2,248	2,116	-5.9%	1,499	-29.2%
Assigned grants	9,549	10,044	5.2%	7,974	-20.6%
Total case grants	11,797	12,160	3.1%	9,473	-22.1%
Grant rate	74.5%	79.3%	6.5%	79.4%	0.2%
Applications determined	15,827	15,329	-3.1%	11,924	-22.2%
Applications undetermined at year end	404	588	45.5%	329	-44.0%
Grants finalised	10,652	10,884	2.2%	11,313	3.9%
Current grants on hand at year end	21,925	23,402	6.7%	21,611	-7.7%
Duty services					
In-house duty services	9,528	8,910	-6.5%	11,011	23.6%
Assigned duty services	2,186	2,323	6.3%	2,143	-7.7%
Total duty services	11,714	11,233	-4.1%	13,154	17.1%
Other services					
Advice	32,432	34,307	5.8%	26,706	-22.2%
Minor assistance	5,009	6,919	38.1%	6,921	0.0%
Extended legal assistance	197	173	-12.2%	96	-44.5%
Early resolution assistance	53	224	322.6%	2,498	1015.2%
Information	50,687	40,874	-19.4%	15,228	-62.7%
Total other services	88,378	82,497	-6.7%	51,449	-37.6%
Total client services	111,889	105,890	-5.4%	74,076	-30.0%

Commonwealth and State allocation of Legal Aid services	State matters	State matter %	Commonwealth matters	Commonwealth matter %	Total
Family law					
Grants	3,977	42.0%	5,496	58.0%	9,473
Duty appearances	7,144	54.3%	6,010	45.7%	13,154
Extended legal assistance	48	50.0%	48	50.0%	96
Early resolution assistance	4	0.2%	2,494	99.8%	2,498
Total	11,173	44.3%	14,048	55.7%	25,221
Criminal law					
Grants	25,671	98.1%	491	1.9%	26,162
Duty services	162,141	98.6%	2,338	1.4%	164,479
Extended legal assistance	67	50.0%	67	50.0%	134
Total	187,879	98.5%	2,896	1.5%	190,775
Civil law					
Grants	1,109	78.5%	303	21.5%	1,412
Duty services	12,556	99.9%	18	0.1%	12,574
Extended legal assistance	618	67.2%	301	32.8%	919
Early resolution assistance	2	100.0%	-	0.0%	2
Total	14,285	95.8%	622	4.2%	14,907
Legal Aid NSW total					
Grants	30,757	83.0%	6,290	17.0%	37,047
Duty services	181,841	95.6%	8,366	4.4%	190,207
Extended legal assistance	733	63.8%	416	36.2%	1,149
Early resolution assistance	6	0.2%	2,494	99.8%	2,500
Total	213,337	92.4%	17,566	7.6%	230,903

* 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	11,011	83.7%	2,143	16.3%	13,154
Grants of legal aid	1,499	15.8%	7,974	84.2%	9,473
Total	12,510	55.3%	10,117	44.7%	22,627
Criminal law					
Duty services	100,229	60.9%	64,250	39.1%	164,479
Grants of legal aid	8,386	32.1%	17,776	67.9%	26,162
Total	108,615	57.0%	82,026	43.0%	190,641
Civil law					
Duty services	1,035	8.2%	11,539	91.8%	12,574
Grants of legal aid	790	55.9%	622	44.1%	1,412
Total	1,825	13.0%	12,161	87.0%	13,986
Legal Aid NSW total					
Duty services	112,275	59.0%	77,932	41.0%	190,207
Grants of legal aid	10,675	28.8%	26,372	71.2%	37,047
Total	122,950	54.1%	104,304	45.9%	227,254

Community legal education	2019–20	2020–21	% change from previous year	2021–22	% change from previous year
Criminal law	470	376	-20.0%	153	-59.3%
Family law	427	193	-54.8%	207	7.3%
Civil law	892	724	-18.8%	437	-39.6%
Total	1,789	1,293	-27.7%	797	-38.4%

Family dispute resolution	2019–20	2020–21	% change from previous year	2021–22	% change from previous year
Number of conferences	2,708	2,890	6.7%	3,086	6.8%
Agreements reached	2,061	2,223	7.9%	2,313	4.0%
Agreement rate	76.1%	76.9%	1.1%	75.0%	-2.5%