

LAQ service delivery performance indicators 2014-15

Definitions

Measure	Definition
Legal Advice Efficiency - All Law Types	The average time taken to provide a legal advice service in minutes. Calculated by dividing the total time spent providing legal advices by the number of legal advice services.
Legal Advice Efficiency - Criminal Law	The average time taken to provide a Criminal Law related legal advice service in minutes. Calculated by dividing the total time spent providing legal advices by the number of legal advice services.
Legal Advice Efficiency - Family Law	The average time taken to provide a Family Law related legal advice service in minutes. Calculated by dividing the total time spent providing legal advices by the number of legal advice services.
Legal Advice Efficiency - Civil Law	The average time taken to provide a Civil Law related legal advice service in minutes. Calculated by dividing the total time spent providing legal advices by the number of legal advice services.
Duty Lawyer Disposition Rate	The percentage of Criminal Law duty lawyer cases that are resolved by the duty lawyer without the need for further court hearings.
Duty Lawyer Efficiency - Criminal Law	The average time taken per client to provide a Criminal Law related duty lawyer service. Calculated by dividing the total time spent providing the service by the number of clients.
Duty Lawyer Efficiency - Family Law	The average time taken per client to provide a Family Law related duty lawyer service. Calculated by dividing the total time spent providing the service by the number of clients.
Grants Accounts Processed	The percentage of grants of aid related preferred supplier accounts that are processed by the Grants Division within 14 days.

Grants Decisions Overturned	The percentage of appealed decisions made in relation to grants of aid requests that are overturned on review.
Call Centre Response Time	The average time in minutes for the Call Centre to respond to phone calls.
Call Centre Call Time	The average talk time in minutes for Call Centre calls. Excludes switch and grants related calls.