

Quarterly Report – Referral Service Victoria

April 2017 – June 2017

A. Quarter highlights

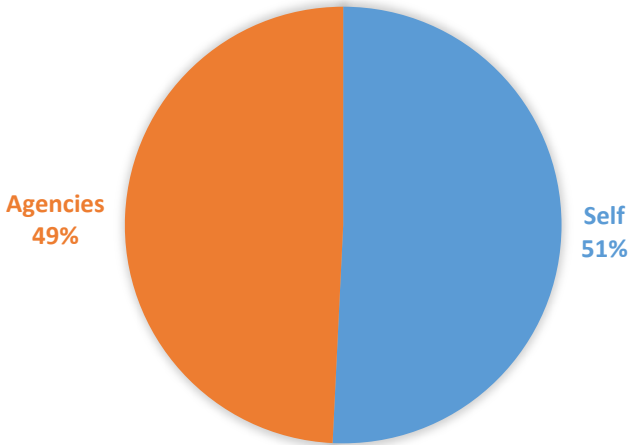
Top 3 highlights of the quarter

B. Client stories – What difference are we making?

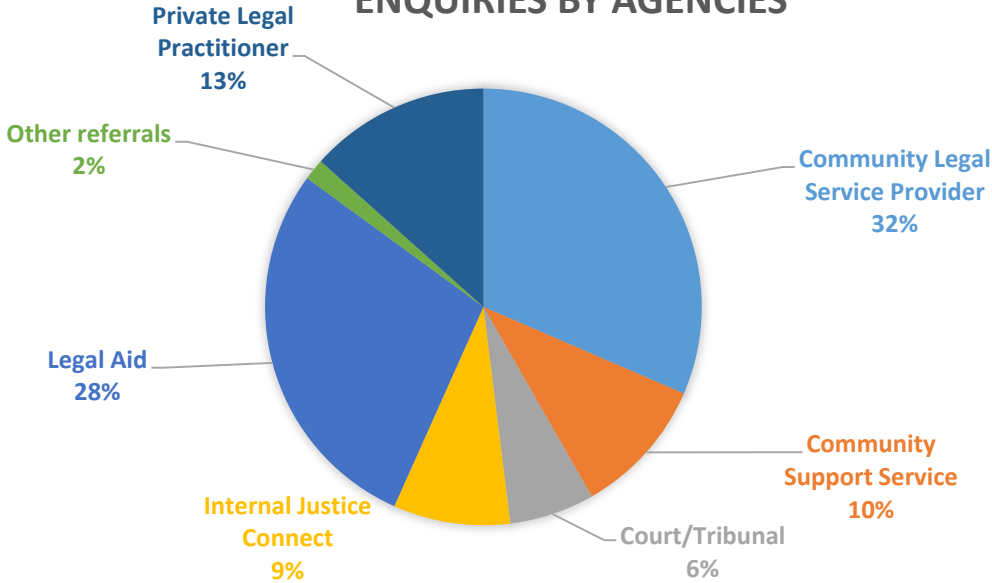
C. How well is the program performing? - Meaningful monitoring questions

1. How effective are key referral sources?

AGENCIES VS SELF



ENQUIRIES BY AGENCIES



Indicator	Q1	Q2	Q3	Q4	Year to date	Target	Progress ¹	Comment ²
2.1 # enquiries by referral source	CLC 47 VLA 8 Courts 14 Internal JC 12 Community support service 13 Private practitioners 7 Self 306 Others 1	CLC 50 VLA 13 Courts 8 Internal JC 9 Community support service 24 Private practitioners 12 Self 240 Other 0	CLC 48 VLA 23 Courts 2 Internal JC 12 Community support service 16 Private practitioners 5 Self 218 Other 1	CLC 40 VLA 36 Courts 8 Internal JC 11 Community support service 13 Private practitioners 17 Self 131 Other 2	CLC 185 Victoria Legal Aid 80 Courts 32 Internal JC 44 Community support service 66 Private practitioners 41 Self 895 Others 4	N/A		
2.2 Ratio from agencies - VIC	25%	33%	33%	49%	33%			

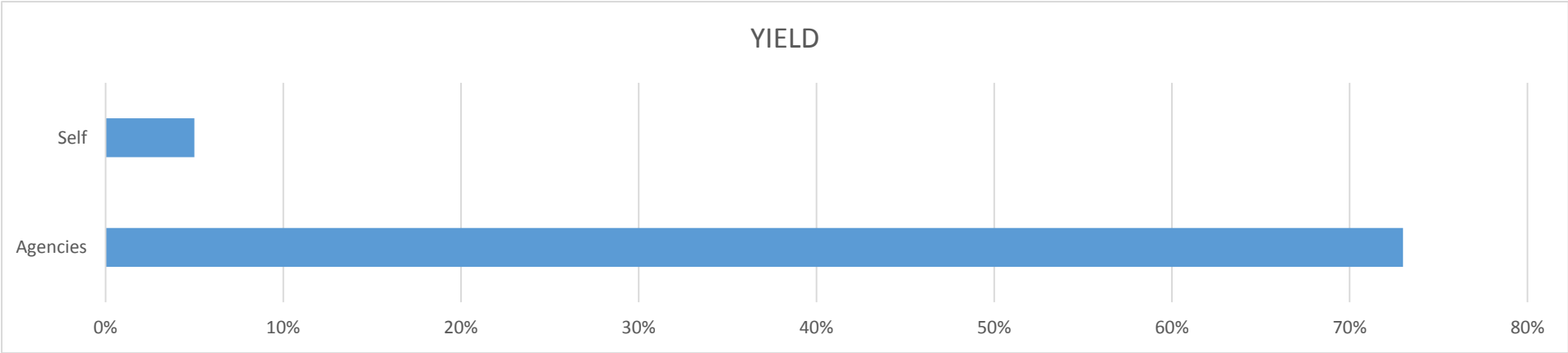
Conclusion³:

¹ Traffic light system: ● green = on track to meet target; ● amber = need to monitor, may not meet target; ● red = urgent attention, falling far short of target.

² Note whether target reached or not; any issues and action taken or options under consideration to address them.

In this quarter, around 51% of our enquiries came from individuals directly with the rest came from agencies on behalf of individuals. In terms of agencies, community legal centres and Victoria Legal Aid overwhelmingly account for most of the enquiries.

We've made a concerted effort to prioritise enquiries from agencies in order to build trust in the legal assistance sector and to reach more people. In this quarter, we saw 20 more enquiries from agencies, a 19% increase from the last quarter. Conversely, our decision to prioritise enquiries from agencies meant that there was a significant decrease in the number of enquiries from individuals. Again, despite the proportion of agencies/individual enquiries changed significantly compared to last quarter, the number of referrals we made were nearly identical to the last quarter (133 to 134).




Indicator	Q1	Q2	Q3	Q4	Year to date	Target ⁴	Progress	Comments ⁵
4.1 # of referrals to firms	42	65	58	53	218	238	●	There are a number of referrals that originated

³ Answer the MMQ; appraise the data collected and presented, and answer the monitoring question. The writer should make the value judgment. (E.g. "This approach is proving moderately effective." "The program is making excellent progress, having exceeded targets while remaining within budget.")

⁴ 10% increase from FY 2015-16

⁵ Note any issues and action taken or options under consideration to address them.

Indicator	Q1	Q2	Q3	Q4	Year to date	Target ⁴	Progress	Comments ⁵
								in Q4 but not placed until Q1 FY18
4.2 # of referrals to Bar	77	66	76	80	299	240		
4.3 Yield from agencies	99%	79%	68%	75%	78%	N/A	N/A	The yield is the number of referrals made in the quarter divided by the number of enquiries received in the quarter.
4.4 Yield from individuals	6%	12%	10%	5%	8.6%	N/A	N/A	
4.5 Overall yield	29%	37%	41%	51.6%	35.4%	N/A	N/A	

Conclusion⁶:

We define the term ‘yield’ as the number of referrals we made in a quarter divided by the number of enquiries received in the same quarter. While most of the referrals made in the quarter came from enquiries from the same quarter, there are quite a number of referrals made for enquiries from the earlier quarters. A comparable example would be the number of file opened in each quarter compared to file closed in each quarter. While not an exact science, the term yield gives us an insight as to how efficient we are, and where we should prioritise our resources. The data confirms that the most effective pathway to our service is through agencies. The service will cease to take calls directly from the public and will focus on building dedicated pathways through community legal centres and other organisations.

⁶ Answer the MMQ; appraise the data collected and presented, and answer the monitoring question. The writer should make the value judgment. (E.g. “This approach is proving moderately effective.” “The program is making excellent progress, having exceeded targets while remaining within budget.”)