

ETHICS CHECKS FOR LAW FIRMS

Instructions for employees at participating (volunteer) law firms

Background

- Your firm has decided to undertake an Ethics Check for Law Firms - one of a series of web-based surveys developed by the Legal Services Commission to enable law firms to take their ethical pulse by testing the strength of what commentators call their 'ethical infrastructure'. The process requires all the firm's employees to complete the survey, or in larger firms as many of the firm's employees as reasonably possible.
- You can learn more about the Ethics Checks for Law Firms on the Commission's website (www.lsc.qld.gov.au) but, in short, they allow law firms to check how their policies and procedures and systems are perceived and understood and implemented 'down the line' by the different levels and classifications of their staff and, if they have more than one office, by the staff at each of their different offices. They provide a rich source of information about the strength of the firm's management systems and the consistency of their application in practice.
- The surveys take less than 30 minutes to complete and have been designed to preserve the anonymity both of the individuals who complete them and their firms. You will not be asked to identify yourself, nor will your firm. We ask only that your firm gives itself a code name and that you use that code to identify yourself as a member of the firm.

Instructions for completing the survey

- There are no right or wrong answers. The survey is not an exam. It is designed among other things to get you thinking, but not to mark you or catch you out.
- Please answer every question. Think carefully about your answers - please don't enter your answers too hastily - and please be candid. Tick the answers that best reflect your honestly held beliefs and opinions, and if you don't know how to answer a question simply tick '*I don't know*'.
- Question 2 asks you to enter your firm's secret code or, if your firm has more than one office, your branch office code. Please enter the six digit (or longer) alpha-numeric code you've been given by your firm's survey manager. **It is absolutely crucial that you enter the code exactly as your survey manager gave it to you.** This is the only way we can bundle up your response with the other individual responses from people at your firm and collate the firm's results overall.
- Questions 3 and 4 ask you for some non-identifying data about your firm. Your Survey Manager will have told you the answers to these questions and again it's important you enter exactly those answers.
- Please complete the survey by the specified end date. That tells us when to collate the results. We will publish them on the Commission's website soon thereafter.
- **Thank you for your time.** Please contact your Survey Manager if you're unsure how to complete the survey or have any queries.