

1. Are you doing this survey as (please tick)

| | Please tick the box below that describes your role in the practice | | |
|--|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| A member of a participating law firm at your firm's request? | 48.5% (48) | 35.1% (13) | 44.9% (61) |
| An interested individual on your own initiative? | 51.5% (51) | 64.9% (24) | 55.1% (75) |
| answered question | 99 | 37 | 136 |
| skipped question | | | 0 |

2. If you are completing this survey as a member of a participating law firm, please enter the code for your firm. IMPORTANT: PLEASE ENSURE YOU ENTER THE SIX LETTER CODE EXACTLY AS GIVEN TO YOU BY YOUR FIRM'S SURVEY MANAGER ENTER CODE HERE

| | Please tick the box below that describes your role in the practice | | |
|-------------------|--|--------------------|----------------|
| | Principal | Employed solicitor | Response Count |
| | 48 replies | 12 replies | 60 |
| answered question | 48 | 12 | 60 |
| skipped question | | | 76 |

3. What best describes the legal practice where you work?

| | Please tick the box below that describes your role in the practice | | |
|--|--|-----------------------------|-----------------------------|
| | Principal | Employed solicitor | Response Totals |
| A sole practice with one practising certificate holder | 42.4% (42) | 0.0% (0) | 30.9% (42) |
| A sole practice with a principal and employed solicitors | 25.3% (25) | 54.1% (20) | 33.1% (45) |
| A partnership with two or more principals | 7.1% (7) | 8.1% (3) | 7.4% (10) |
| A partnership with two or more principals and employed solicitors | 8.1% (8) | 16.2% (6) | 10.3% (14) |
| An incorporated legal practice with one practising certificate holder | 3.0% (3) | 5.4% (2) | 3.7% (5) |
| An incorporated legal practice with a principal and employed solicitors | 9.1% (9) | 13.5% (5) | 10.3% (14) |
| An incorporated legal practice with two or more principals | 1.0% (1) | 0.0% (0) | 0.7% (1) |
| An incorporated legal practice with two or more principals and employed solicitors | 4.0% (4) | 2.7% (1) | 3.7% (5) |
| Other (please specify) | 0 replies (0.0%) | 0 replies (0.0%) | 0.0% (0) |
| answered question | 99 | 37 | 136 |
| skipped question | | | 0 |

4. What is the primary area of practice of your law firm?

| | Please tick the box below that describes your role in the practice | | |
|-----------------------------|--|----------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| General practice | 35.4% (35) | 32.4% (12) | 34.6% (47) |
| Personal injuries | 3.0% (3) | 2.7% (1) | 2.9% (4) |
| Conveyancing | 7.1% (7) | 2.7% (1) | 5.9% (8) |
| Wills and estate planning | 4.0% (4) | 2.7% (1) | 3.7% (5) |
| Family Law | 10.1% (10) | 10.8% (4) | 10.3% (14) |
| Deceased estates and trusts | 1.0% (1) | 0.0% (0) | 0.7% (1) |
| Commercial | 13.1% (13) | 27.0% (10) | 16.9% (23) |
| Other (please specify) | 26 replies (26.3%) | 8 replies (21.6%) | 25.0% (34) |
| answered question | 99 | 37 | 136 |
| skipped question | | | 0 |

5. Where is your law practice located?

| | Please tick the box below that describes your role in the practice | | |
|--------------------------|--|-----------------------------|-----------------------------|
| | Principal | Employed solicitor | Response Totals |
| Brisbane CBD | 22.4% (22) | 10.8% (4) | 19.3% (26) |
| Brisbane Suburbs | 31.6% (31) | 32.4% (12) | 31.9% (43) |
| Regional City | 30.6% (30) | 45.9% (17) | 34.8% (47) |
| Regional Town | 15.3% (15) | 10.8% (4) | 14.1% (19) |
| Interstate | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| answered question | 98 | 37 | 135 |
| skipped question | | | 1 |

6. Please tick the box below that describes your role in the practice

| | Please tick the box below that describes your role in the practice | | |
|--------------------------|--|------------------------------|-----------------------------|
| | Principal | Employed solicitor | Response Totals |
| Principal | 100.0% (99) | 0.0% (0) | 72.8% (99) |
| Employed solicitor | 0.0% (0) | 100.0% (37) | 27.2% (37) |
| Paralegal | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Law clerk | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Conveyancing clerk | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Other | 0 replies (0.0%) | 0 replies (0.0%) | 0.0% (0) |
| answered question | 99 | 37 | 136 |
| skipped question | | | 0 |

7. This survey is for legal practitioners and practice staff who are actively involved with clients and billing clients. Does your work in the practice meet that description?

| | Please tick the box below that describes your role in the practice | | |
|--------------------------|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| Yes | 100.0% (99) | 100.0% (37) | 100.0% (136) |
| No | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Other (please specify) | 0 replies | 0 replies | 0 |
| answered question | 99 | 37 | 136 |
| skipped question | | | 0 |

8. Do you hold a current practising certificate?

| | Please tick the box below that describes your role in the practice | | |
|--------------------------|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| Yes | 100.0% (98) | 100.0% (37) | 100.0% (135) |
| No | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| answered question | 98 | 37 | 135 |
| skipped question | | | 1 |

9. If you hold a current practising certificate, for how long have you held it?

| | Please tick the box below that describes your role in the practice | | |
|-------------------|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| <5 years | 4.0% (4) | 59.5% (22) | 19.1% (26) |
| 5 to 9 years | 13.1% (13) | 10.8% (4) | 12.5% (17) |
| 10 to 14 years | 14.1% (14) | 8.1% (3) | 12.5% (17) |
| 15 to 19 years | 15.2% (15) | 5.4% (2) | 12.5% (17) |
| 20 to 24 years | 17.2% (17) | 5.4% (2) | 14.0% (19) |
| 25 to 29 years | 16.2% (16) | 0.0% (0) | 11.8% (16) |
| 30 to 34 years | 13.1% (13) | 10.8% (4) | 12.5% (17) |
| 35 to 39 years | 2.0% (2) | 0.0% (0) | 1.5% (2) |
| 40+ years | 5.1% (5) | 0.0% (0) | 3.7% (5) |
| N/A | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| answered question | 99 | 37 | 136 |
| skipped question | | | 0 |

| 10. What is your gender? | | | |
|--------------------------|--|--------------------|-----------------|
| | Please tick the box below that describes your role in the practice | | |
| | Principal | Employed solicitor | Response Totals |
| Male | 75.5% (74) | 29.7% (11) | 63.0% (85) |
| Female | 24.5% (24) | 70.3% (26) | 37.0% (50) |
| answered question | 98 | 37 | 135 |
| skipped question | | | 1 |

11. At a client's first interview, do you (or does somebody in your practice) discuss the following with clients?

| | | Please tick the box below that describes your role in the practice | | |
|--|--------------|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| The basis for calculating their bill for legal costs | Yes | 91.8% (90) | 94.6% (35) | |
| | No | 7.1% (7) | 2.7% (1) | |
| | I don't know | 1.0% (1) | 2.7% (1) | |
| | | 98 | 37 | 135 |
| Preferred billing method (eg hourly rate, fixed fee etc) | Yes | 84.7% (83) | 86.1% (31) | |
| | No | 14.3% (14) | 11.1% (4) | |
| | I don't know | 1.0% (1) | 2.8% (1) | |
| | | 98 | 36 | 134 |
| Preferred format of bills | Yes | 27.1% (26) | 28.6% (10) | |
| | No | 70.8% (68) | 60.0% (21) | |
| | I don't know | 2.1% (2) | 11.4% (4) | |
| | | 96 | 35 | 131 |
| Arrangements for on going costs disclosure | Yes | 66.0% (64) | 72.2% (26) | |
| | No | 33.0% (32) | 25.0% (9) | |
| | I don't know | 1.0% (1) | 2.8% (1) | |
| | | | | |

| | | | | |
|--|--------------|-----------------------------|-----------------------------|-----|
| | | 97 | 36 | 133 |
| Time frames for costs updates | Yes | 52.1% (50) | 50.0% (18) | |
| | No | 46.9% (45) | 38.9% (14) | |
| | I don't know | 1.0% (1) | 11.1% (4) | |
| | | 96 | 36 | 132 |
| Arrangements for dealing with complaints | Yes | 40.6% (39) | 33.3% (12) | |
| | No | 58.3% (56) | 55.6% (20) | |
| | I don't know | 1.0% (1) | 11.1% (4) | |
| | | 96 | 36 | 132 |
| How often the client would like to receive accounts | Yes | 43.8% (42) | 27.8% (10) | |
| | No | 55.2% (53) | 63.9% (23) | |
| | I don't know | 1.0% (1) | 8.3% (3) | |
| | | 96 | 36 | 132 |
| Who in the practice will be working on the matter and their charge out rates | Yes | 82.7% (81) | 91.7% (33) | |
| | No | 16.3% (16) | 5.6% (2) | |
| | I don't know | 1.0% (1) | 2.8% (1) | |
| | | 98 | 36 | 134 |
| How and when payment will be made | Yes | 82.3% (79) | 69.4% (25) | |
| | No | 16.7% (16) | 25.0% (9) | |
| | I don't | 1.0% | 5.6% | |

| | know | (1) | (2) | |
|------------------------|------|-----------|---------|-----|
| | | 96 | 36 | 132 |
| Other (please specify) | | 6 replies | 1 reply | 7 |
| answered question | | 98 | 37 | 135 |
| skipped question | | | | 1 |

12. How does your practice estimate what the costs will be for a client?

| | | Please tick the box below that describes your role in the practice | | |
|--|-----|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| Use of historical costs information to identify what similar work has cost | Yes | 91.6% (76) | 93.8% (30) | |
| | No | 8.4% (7) | 6.3% (2) | |
| | | 83 | 32 | 115 |
| Predicted time-cost calculation | Yes | 80.5% (66) | 82.1% (23) | |
| | No | 19.5% (16) | 17.9% (5) | |
| | | 82 | 28 | 110 |
| Going over earlier accounts | Yes | 43.3% (29) | 40.9% (9) | |
| | No | 56.7% (38) | 59.1% (13) | |
| | | 67 | 22 | 89 |
| Reference to standard fees | Yes | 75.7% (53) | 77.8% (21) | |
| | No | 24.3% (17) | 22.2% (6) | |
| | | 70 | 27 | 97 |
| Other (please specify) | | 8 replies | 2 replies | 10 |

| | | | |
|--------------------------|----|----|------------|
| answered question | 94 | 36 | 130 |
| skipped question | | | 6 |

13. Does your practice use any of the following billing methods ?

| | | Please tick the box below that describes your role in the practice | | |
|--|-----|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| Time based (hourly) | Yes | 91.2% (83) | 91.7% (33) | |
| | No | 8.8% (8) | 8.3% (3) | |
| | | 91 | 36 | 127 |
| Hourly fee with cap or limit | Yes | 41.3% (31) | 39.3% (11) | |
| | No | 58.7% (44) | 60.7% (17) | |
| | | 75 | 28 | 103 |
| No win No Fee | Yes | 20.3% (16) | 10.7% (3) | |
| | No | 79.7% (63) | 89.3% (25) | |
| | | 79 | 28 | 107 |
| Fixed fee by agreement | Yes | 87.4% (76) | 85.3% (29) | |
| | No | 12.6% (11) | 14.7% (5) | |
| | | 87 | 34 | 121 |
| Task based billing (for routine work eg production of wills, EPAs) | Yes | 75.6% (65) | 81.3% (26) | |
| | No | 24.4% (21) | 18.8% (6) | |
| | | | | |

| | | | | |
|---|-----|-----------------------------|-----------------------------|------------|
| | | 86 | 32 | 118 |
| Value billing (value agreed at the end of the matter) | Yes | 24.0% (18) | 18.5% (5) | |
| | No | 76.0% (57) | 81.5% (22) | |
| | | 75 | 27 | 102 |
| Other (partial) conditional fee arrangements | Yes | 20.0% (14) | 18.5% (5) | |
| | No | 80.0% (56) | 81.5% (22) | |
| | | 70 | 27 | 97 |
| Interim billing | Yes | 80.7% (71) | 90.3% (28) | |
| | No | 19.3% (17) | 9.7% (3) | |
| | | 88 | 31 | 119 |
| Hybrid arrangements (eg part fixed/part time-costing) | Yes | 55.3% (42) | 53.6% (15) | |
| | No | 44.7% (34) | 46.4% (13) | |
| | | 76 | 28 | 104 |
| Other (please specify) | | 3 replies | 0 replies | 3 |
| answered question | | 97 | 37 | 134 |
| skipped question | | | | 2 |

14. Where time billing is utilised in relation to hours worked, what is your practice's policy/guideline as to when times should be entered onto a timesheet? (pick one only)

| | Please tick the box below that describes your role in the practice | | |
|--------------------------|--|-----------------------------|-----------------------------|
| | Principal | Employed solicitor | Response Totals |
| There is no policy | 17.6% (16) | 16.2% (6) | 17.2% (22) |
| Immediately | 53.8% (49) | 32.4% (12) | 47.7% (61) |
| Same day | 17.6% (16) | 32.4% (12) | 21.9% (28) |
| Within the week | 0.0% (0) | 8.1% (3) | 2.3% (3) |
| By the end of the month | 3.3% (3) | 2.7% (1) | 3.1% (4) |
| Other (please specify) | 7 replies (7.7%) | 3 replies (8.1%) | 7.8% (10) |
| answered question | 91 | 37 | 128 |
| skipped question | | | 8 |

15. Does your practice have a policy or procedure in place to

| | | Please tick the box below that describes your role in the practice | | |
|---|-----|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| Manage the matter to ensure consistency with the original estimate(s) | Yes | 75.6% (68) | 67.6% (25) | |
| | No | 24.4% (22) | 32.4% (12) | |
| | | 90 | 37 | 127 |
| Ensure the costs being charged are consistent with the practice's own internal costs/billing policies | Yes | 83.7% (72) | 78.4% (29) | |
| | No | 16.3% (14) | 21.6% (8) | |
| | | 86 | 37 | 123 |
| Discuss a provisional bill with the client | Yes | 57.5% (50) | 45.7% (16) | |
| | No | 42.5% (37) | 54.3% (19) | |
| | | 87 | 35 | 122 |
| Make valid costs disclosures | Yes | 92.2% (83) | 86.5% (32) | |
| | No | 7.8% (7) | 13.5% (5) | |
| | | 90 | 37 | 127 |
| Adhere to the costs agreement | Yes | 92.1% (82) | 91.7% (33) | |
| | No | 7.9% (7) | 8.3% (3) | |
| | | 89 | 36 | 125 |
| Other (please specify) | | 6 replies | 0 replies | 6 |
| answered question | | 93 | 37 | 130 |

16. Do you provide clients with regular costs updates?

| | Please tick the box below that describes your role in the practice | | |
|---|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| Yes | 74.5% (70) | 73.0% (27) | 74.0% (97) |
| No | 7.4% (7) | 21.6% (8) | 11.5% (15) |
| The matters I deal with have short time frames only | 18.1% (17) | 5.4% (2) | 14.5% (19) |
| answered question | 94 | 37 | 131 |
| skipped question | | | 5 |

17. If you provide clients with costs updates, which of the following methods or procedures do you most frequently use?

| | Please tick the box below that describes your role in the practice | | |
|--|--|-----------------------------|-----------------------------|
| | Principal | Employed solicitor | Response Totals |
| IT systems (time recording/accounts) to prompt when milestones are met in terms of accrued WIP | 17.1% (14) | 30.0% (9) | 20.5% (23) |
| A personal bring up system | 40.2% (33) | 23.3% (7) | 35.7% (40) |
| The client can check WIP or current costs on-line | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Regular itemized accounts unless inappropriate eg for a routine conveyance | 69.5% (57) | 70.0% (21) | 69.6% (78) |
| Other (please specify) | 6 replies (7.3%) | 3 replies (10.0%) | 8.0% (9) |
| answered question | 82 | 30 | 112 |
| skipped question | | | 24 |

18. Does your practice review a client's bill before sending to

| | | Please tick the box below that describes your role in the practice | | |
|---|--------------|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| Ensure the costs you charge are consistent with the client agreement | Yes | 97.9% (92) | 97.3% (36) | |
| | No | 2.1% (2) | 0.0% (0) | |
| | I don't know | 0.0% (0) | 2.7% (1) | |
| | | 94 | 37 | 131 |
| Ensure the costs you charge are consistent with your professional obligations | Yes | 97.8% (91) | 94.6% (35) | |
| | No | 1.1% (1) | 2.7% (1) | |
| | I don't know | 1.1% (1) | 2.7% (1) | |
| | | 93 | 37 | 130 |
| Ensure that disbursements claimed have been reasonably incurred | Yes | 98.9% (94) | 94.6% (35) | |
| | No | 1.1% (1) | 2.7% (1) | |
| | I don't know | 0.0% (0) | 2.7% (1) | |
| | | 95 | 37 | 132 |
| Ensure that disbursements claimed are reasonable in amount | Yes | 95.7% (90) | 91.9% (34) | |
| | No | 4.3% (4) | 5.4% (2) | |
| | I don't | 0.0% (0) | 2.7% (1) | |

| | | | | |
|--|---------------------|------------------------|-----------------------|------------|
| | know | | | |
| | | 94 | 37 | 131 |
| Ensure the amount of the bill is fair and reasonable and not excessive | Yes | 100.0% (95) | 91.9% (34) | |
| | No | 0.0% (0) | 8.1% (3) | |
| | I don't know | 0.0% (0) | 0.0% (0) | |
| | | 95 | 37 | 132 |
| Other (please specify) | | 3 replies | 1 reply | 4 |
| answered question | | 96 | 37 | 133 |
| skipped question | | | | 3 |

19. Does your practice measure estimate accuracy? (eg by comparing initial estimates to the actual bill)

| | | | |
|--------------------------|--|---------------------------|------------------------|
| | Please tick the box below that describes your role in the practice | | |
| | Principal | Employed solicitor | Response Totals |
| Yes | 71.6% (68) | 56.8% (21) | 67.4% (89) |
| No | 28.4% (27) | 43.2% (16) | 32.6% (43) |
| answered question | 95 | 37 | 132 |
| skipped question | | | 4 |

20. What is the procedure in your practice if it seems a client's bill will be different to the original estimate for dealing with their matter?

| | | Please tick the box below that describes your role in the practice | | |
|--|-----|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| Send an email to the client detailing the change | Yes | 69.7% (46) | 82.1% (23) | |
| | No | 30.3% (20) | 17.9% (5) | |
| | | 66 | 28 | 94 |
| Discuss the change in person with the client | Yes | 88.3% (68) | 65.4% (17) | |
| | No | 11.7% (9) | 34.6% (9) | |
| | | 77 | 26 | 103 |
| Follow up an initial phone call with a letter that requires a response | Yes | 58.3% (35) | 58.6% (17) | |
| | No | 41.7% (25) | 41.4% (12) | |
| | | 60 | 29 | 89 |
| Inform the client of the change and assume they have no objection to the change if they do not respond | Yes | 45.9% (34) | 58.6% (17) | |
| | No | 54.1% (40) | 41.4% (12) | |
| | | 74 | 29 | 103 |
| Other (please specify) | | 6 replies | 3 replies | 9 |
| answered question | | 92 | 35 | 127 |
| skipped question | | | | 9 |

21. Does your practice provide clients with an itemised account ("itemised" in this question broadly means that the account allows the client to readily see what services are being charged at what fees).

| | | Please tick the box below that describes your role in the practice | | |
|--|-----|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| Routinely at regular billing intervals | yes | 73.1% (57) | 65.7% (23) | |
| | no | 26.9% (21) | 34.3% (12) | |
| | | 78 | 35 | 113 |
| Not routinely, only when requested by the client | yes | 35.1% (20) | 44.0% (11) | |
| | no | 64.9% (37) | 56.0% (14) | |
| | | 57 | 25 | 82 |
| Routinely at the completion of the matter | yes | 64.2% (43) | 62.5% (15) | |
| | no | 35.8% (24) | 37.5% (9) | |
| | | 67 | 24 | 91 |
| Dependent on agreed client preference at the start of the matter | yes | 52.6% (30) | 30.4% (7) | |
| | no | 47.4% (27) | 69.6% (16) | |
| | | 57 | 23 | 80 |
| Other (please specify) | | 6 replies | 5 replies | 11 |
| answered question | | 95 | 36 | 131 |
| skipped question | | | | 5 |

22. Does your practice have billing policies and/or procedures in respect of when it is appropriate to bill for any of the following?

| | | Please tick the box below that describes your role in the practice | | |
|---------------------------------|-----|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| Drafting/document preparation | Yes | 80.6% (75) | 75.7% (28) | |
| | No | 19.4% (18) | 24.3% (9) | |
| | | 93 | 37 | 130 |
| Research | Yes | 69.2% (63) | 70.3% (26) | |
| | No | 30.8% (28) | 29.7% (11) | |
| | | 91 | 37 | 128 |
| Travel | Yes | 72.5% (66) | 70.3% (26) | |
| | No | 27.5% (25) | 29.7% (11) | |
| | | 91 | 37 | 128 |
| Waiting (eg for Court/meetings) | Yes | 65.6% (59) | 56.8% (21) | |
| | No | 34.4% (31) | 43.2% (16) | |
| | | 90 | 37 | 127 |
| Internal conferences | Yes | 59.3% (51) | 56.8% (21) | |
| | No | 40.7% (35) | 43.2% (16) | |
| | | 86 | 37 | 123 |
| Internal reviews of files | Yes | 54.1% (46) | 51.4% (19) | |

| | | | | |
|--|-----|------------------|---------------|-----|
| | No | 45.9% (39) | 48.6% (18) | 122 |
| | | 85 | 37 | |
| Supervision meetings | Yes | 46.4% (39) | 48.6% (18) | 121 |
| | No | 53.6% (45) | 51.4% (19) | |
| File Management | Yes | 58.8% (50) | 59.5% (22) | 122 |
| | No | 41.2% (35) | 40.5% (15) | |
| Administration | Yes | 60.5% (52) | 63.9% (23) | 122 |
| | No | 39.5% (34) | 36.1% (13) | |
| Recycling a document prepared for another client | Yes | 37.8% (31) | 34.3% (12) | 117 |
| | No | 62.2% (51) | 65.7% (23) | |
| Please comment if you wish | | 7 replies | 6 replies | 13 |
| answered question | | 93 | 37 | 130 |
| | | skipped question | | 6 |

23. Does your practice usually bill for care and consideration?

| | Please tick the box below that describes your role in the practice | | |
|-------------------|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| Yes | 19.1% (18) | 16.7% (6) | 18.5% (24) |
| No | 80.9% (76) | 83.3% (30) | 81.5% (106) |
| answered question | 94 | 36 | 130 |
| skipped question | | | 6 |

24. If you do bill for care and consideration, is it appropriate to charge care and consideration when the bill is drawn up on a time basis?

| | Please tick the box below that describes your role in the practice | | |
|-------------------|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| Yes | 34.5% (19) | 27.8% (5) | 32.9% (24) |
| No | 65.5% (36) | 72.2% (13) | 67.1% (49) |
| answered question | 55 | 18 | 73 |
| skipped question | | | 63 |

25. Is it appropriate to charge care and consideration when you draw the bill up on a court scale?

| | Please tick the box below that describes your role in the practice | | |
|-------------------|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| Yes | 68.1% (49) | 53.6% (15) | 64.0% (64) |
| No | 31.9% (23) | 46.4% (13) | 36.0% (36) |
| answered question | 72 | 28 | 100 |
| skipped question | | | 36 |

26. Under what circumstances do you believe you are entitled to claim care and consideration?

| | Please tick the box below that describes your role in the practice | | |
|-------------------|--|--------------------|----------------|
| | Principal | Employed solicitor | Response Count |
| | 57 replies | 20 replies | 77 |
| answered question | 57 | 20 | 77 |
| skipped question | | | 59 |

27. Do you review your billing practices to ensure that you comply with your professional obligations? Please tick any that apply

| | Please tick the box below that describes your role in the practice | | |
|---|--|-----------------------------|-----------------------------|
| | Principal | Employed solicitor | Response Totals |
| Regularly as a matter of course | 57.6% (53) | 44.1% (15) | 54.0% (68) |
| When there are legislative changes | 55.4% (51) | 76.5% (26) | 61.1% (77) |
| If it seems problems are arising for clients | 34.8% (32) | 64.7% (22) | 42.9% (54) |
| If prompted by good advice received when attending external training | 48.9% (45) | 67.6% (23) | 54.0% (68) |
| I am confident that my billing practices always comply with my professional obligations | 28.3% (26) | 20.6% (7) | 26.2% (33) |
| answered question | 92 | 34 | 126 |
| skipped question | | | 10 |

28. Does your firm gauge client satisfaction with costs disclosure and/or billing?

| | | Please tick the box below that describes your role in the practice | | |
|---|-----|--|--------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| We ask the client at the end of the matter through a meeting or phone call | Yes | 26.3% (20) | 18.8% (6) | |
| | No | 73.7% (56) | 81.3% (26) | |
| | | 76 | 32 | 108 |
| We monitor for any problems arising | Yes | 80.7% (67) | 81.8% (27) | |
| | No | 19.3% (16) | 18.2% (6) | |
| | | 83 | 33 | 116 |
| We ask clients to complete our client satisfaction survey | Yes | 14.3% (11) | 18.8% (6) | |
| | No | 85.7% (66) | 81.3% (26) | |
| | | 77 | 32 | 109 |
| We rely on clients telling us if they are dissatisfied with costs disclosures or billing | Yes | 83.1% (69) | 88.2% (30) | |
| | No | 16.9% (14) | 11.8% (4) | |
| | | 83 | 34 | 117 |
| We gauge satisfaction by the recovery percentage or % of bill amounts that are ultimately recovered | Yes | 40.0% (30) | 35.5% (11) | |
| | No | 60.0% (45) | 64.5% (20) | |
| | | 75 | 31 | 106 |
| Other (please specify) | | 8 replies | 3 replies | 11 |
| answered question | | 91 | 35 | 126 |

29. In the last 12 months, approximately how much training or instruction have you received from external providers on billing practices?

| | Please tick the box below that describes your role in the practice | | |
|---|--|--------------------|-----------------|
| | Principal | Employed solicitor | Response Totals |
| None | 41.3% (38) | 58.3% (21) | 46.1% (59) |
| Less than one hour | 17.4% (16) | 16.7% (6) | 17.2% (22) |
| One to two hours | 26.1% (24) | 22.2% (8) | 25.0% (32) |
| More than two hours | 15.2% (14) | 2.8% (1) | 11.7% (15) |
| Please describe the training that took place if you received training | 18 replies | 4 replies | 22 |
| answered question | 92 | 36 | 128 |
| skipped question | | | 8 |

30. A client retains a firm on the basis that they will be charged on an hourly rate. The client is given an estimate of work for \$10,000.00. At the conclusion of the matter, the account comes to \$5,000.00 on a time costing basis. The practice charges the client \$9,000.00 as the work performed by the firm was of a high quality and the outcome exceptional.

| | | Please tick the box below that describes your role in the practice | | |
|---|-----|--|-----------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| In your opinion, is the billing practice ethically appropriate? | Yes | 10.2% (9) | 2.8% (1) | |
| | No | 89.8% (79) | 97.2% (35) | |
| | | 88 | 36 | 124 |
| Would your practice encourage this practice? | Yes | 9.0% (8) | 8.3% (3) | |
| | No | 91.0% (81) | 91.7% (33) | |
| | | 89 | 36 | 125 |
| Does your practice have a policy/procedure in relation to this issue? | Yes | 48.3% (42) | 37.1% (13) | |
| | No | 51.7% (45) | 62.9% (22) | |
| | | 87 | 35 | 122 |
| Have you ever been given guidance/advice in relation to the practices described above? | Yes | 27.1% (23) | 44.4% (16) | |
| | No | 72.9% (62) | 55.6% (20) | |
| | | 85 | 36 | 121 |
| Please comment further if, for example, some answers depend on the circumstances or the matter. | | 23 replies | 11 replies | 34 |
| answered question | | 90 | 36 | 126 |
| skipped question | | | | 10 |

31. You work in a conveyancing practice where clients agree to pay professional fees plus disbursements. You become aware that your firm commenced a policy of including a surcharge of \$10.00 in all property search disbursements. (eg property search actual costs is \$20.00. The bill would show the disbursement as \$30.00). What would you do?

| | Please tick the box below that describes your role in the practice | | |
|--|--|-----------------------------|-----------------------------|
| | Principal | Employed solicitor | Response Totals |
| Nothing | 3.3% (3) | 0.0% (0) | 2.4% (3) |
| Discuss the matter with a supervisor or managing partner/legal practitioner director | 52.2% (47) | 91.4% (32) | 63.2% (79) |
| Inform the Legal Services Commission after speaking to management. | 3.3% (3) | 2.9% (1) | 3.2% (4) |
| Other (please specify) | 37 replies (41.1%) | 2 replies (5.7%) | 31.2% (39) |
| answered question | 90 | 35 | 125 |
| skipped question | | | 11 |

32. You act for a client in litigation and schedule court appearances for three different files on the same day which deal with the same issue (eg they are all applications by your client to strike out three different claims for want of prosecution). You spend a total of four hours at court (including waiting time). What do you bill the client?

| | Please tick the box below that describes your role in the practice | | |
|--------------------------------------|--|-----------------------|------------------------|
| | Principal | Employed solicitor | Response Totals |
| 4 hours for each matter | 1.1% (1) | 0.0% (0) | 0.8% (1) |
| The actual time spent on each matter | 78.0% (71) | 80.6% (29) | 78.7% (100) |
| Other (please describe) | 19 replies (20.9%) | 7 replies (19.4%) | 20.5% (26) |
| answered question | 91 | 36 | 127 |
| skipped question | | | 9 |

33. You research an area for one client which takes two hours. A few months later the same issue arises in respect of a second client and as a result of the previous work product, the time to complete the advice for the second client takes only one hour.

| | | Please tick the box below that describes your role in the practice | | |
|---|-----|--|-----------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| Do you bill the second client the same as you did for the first client? | Yes | 9.1% (8) | 8.3% (3) | |
| | No | 90.9% (80) | 91.7% (33) | |
| | | 88 | 36 | 124 |
| In your opinion, is it ethical to use re-cycled work product which leads a practitioner to billing more than the number of hours actually worked? | Yes | 16.5% (14) | 17.1% (6) | |
| | No | 83.5% (71) | 82.9% (29) | |
| | | 85 | 35 | 120 |
| Would the culture of your firm encourage this practice? | Yes | 10.5% (9) | 17.1% (6) | |
| | No | 89.5% (77) | 82.9% (29) | |
| | | 86 | 35 | 121 |
| Does your firm have a policy/procedure in relation to this issue? | Yes | 44.8% (39) | 33.3% (12) | |
| | No | 55.2% (48) | 66.7% (24) | |
| | | 87 | 36 | 123 |
| Have you ever been given guidance/advice in relation to the practices descibed above? | Yes | 21.4% (18) | 41.7% (15) | |
| | No | 78.6% (66) | 58.3% (21) | |
| | | 84 | 36 | 120 |

| | | | |
|---|------------|-----------|------------|
| Please comment further if, for example, some answers depend on the circumstances or the matter. | 26 replies | 8 replies | 34 |
| answered question | 89 | 36 | 125 |
| skipped question | | | 11 |

34. Please give us some feedback on this survey. In your experience of participating in the survey, how satisfied are you

| | | Please tick the box below that describes your role in the practice | | |
|--|----------------------|--|-----------------------|-----------------|
| | | Principal | Employed solicitor | Response Totals |
| That the survey was easy to work through | Satisfied | 93.3% (83) | 80.6% (29) | |
| | Not satisfied | 0.0% (0) | 5.6% (2) | |
| | Neutral | 6.7% (6) | 13.9% (5) | |
| | | 89 | 36 | 125 |
| That the questions are relevant to your small law practice | Satisfied | 68.5% (61) | 80.6% (29) | |
| | Not satisfied | 7.9% (7) | 5.6% (2) | |
| | Neutral | 23.6% (21) | 13.9% (5) | |
| | | 89 | 36 | 125 |
| That the questions raised useful issues for your small law practice | Satisfied | 73.9% (65) | 86.1% (31) | |
| | Not satisfied | 9.1% (8) | 0.0% (0) | |
| | Neutral | 17.0% (15) | 13.9% (5) | |
| | | 88 | 36 | 124 |
| That the majority of scenarios are relevant to your small law practice | Satisfied | 61.8% (55) | 80.6% (29) | |

| | | | | |
|--|----------------------|-----------------------|-----------------------|------------|
| | Not satisfied | 12.4% (11) | 2.8% (1) | |
| | Neutral | 25.8% (23) | 16.7% (6) | |
| | | 89 | 36 | 125 |
| The the majority of scenarios raised useful issues for your small law practice | Satisfied | 67.0% (59) | 88.9% (32) | |
| | Not satisfied | 10.2% (9) | 2.8% (1) | |
| | Neutral | 22.7% (20) | 8.3% (3) | |
| | | 88 | 36 | 124 |
| Please comment further if you wish | | 13 replies | 4 replies | 17 |
| answered question | | 89 | 36 | 125 |
| skipped question | | | | 11 |