

# Billing Practices Check for medium to large law firms 2012 SurveyMonkey

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

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
A member of a participating law firm, at your firm's request?	33.3% (11)	80.0% (20)	53.4% (31)
An interested individual on your own initiative?	66.7% (22)	20.0% (5)	46.6% (27)
<b>answered question</b>	33	25	58
<b>skipped question</b>			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

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Count
	11 replies	20 replies	31
<b>answered question</b>	11	20	31
<b>skipped question</b>			27

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

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Partnership	100.0% (33)	0.0% (0)	56.9% (33)
Incorporated legal practice	0.0% (0)	100.0% (25)	43.1% (25)
Government legal office	0.0% (0)	0.0% (0)	0.0% (0)
Other (please specify)	0 replies (0.0%)	0 replies (0.0%)	0.0% (0)
<b>answered question</b>	33	25	<b>58</b>
<b>skipped question</b>			<b>0</b>

**4. How many practising certificate holders are there in your law firm as a whole? Please tick the relevant box.**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
<5	0.0% (0)	0.0% (0)	0.0% (0)
5-9	12.1% (4)	<b>52.0%</b> <b>(13)</b>	29.3% (17)
10-19	<b>42.4%</b> <b>(14)</b>	36.0% (9)	<b>39.7%</b> <b>(23)</b>
20-49	12.1% (4)	4.0% (1)	8.6% (5)
>50	33.3% (11)	8.0% (2)	22.4% (13)
<b>answered question</b>	<b>33</b>	<b>25</b>	<b>58</b>
<b>skipped question</b>			<b>0</b>

## 5. Where is your law firm located?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Brisbane CBD	78.8% (26)	68.0% (17)	74.1% (43)
Brisbane Suburbs	0.0% (0)	0.0% (0)	0.0% (0)
Regional City	18.2% (6)	28.0% (7)	22.4% (13)
Regional Town	3.0% (1)	0.0% (0)	1.7% (1)
Interstate	0.0% (0)	4.0% (1)	1.7% (1)
<b>answered question</b>	33	25	<b>58</b>
<b>skipped question</b>			<b>0</b>

## 6. Does your legal practice operate with multiple offices, or branches?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	43.8% (14)	40.0% (10)	42.1% (24)
No	56.3% (18)	60.0% (15)	57.9% (33)
If "yes", where is your state head office located?	8 replies	10 replies	18
<b>answered question</b>	32	25	<b>57</b>
<b>skipped question</b>			<b>1</b>

7. What is your gender?			
	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Male	46.9% (15)	56.0% (14)	50.9% (29)
Female	53.1% (17)	44.0% (11)	49.1% (28)
answered question	32	25	57
skipped question			1

## 8. What best describes your role as a fee earner in your firm?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Graduate/trainee lawyer	0.0% (0)	0.0% (0)	0.0% (0)
1st to 3rd year lawyer	<b>31.3%</b> <b>(10)</b>	16.0% (4)	<b>24.6%</b> <b>(14)</b>
4th + year lawyer	12.5% (4)	20.0% (5)	15.8% (9)
Senior associate	18.8% (6)	12.0% (3)	15.8% (9)
Partner/Director	18.8% (6)	20.0% (5)	19.3% (11)
Consultant/In-House Counsel/Special Counsel	9.4% (3)	0.0% (0)	5.3% (3)
Other (please specify)	3 replies (9.4%)	<b>8 replies</b> <b>(32.0%)</b>	19.3% (11)
<b>answered question</b>	<b>32</b>	<b>25</b>	<b>57</b>
<b>skipped question</b>			<b>1</b>

## 9. Do you hold a current practising certificate and if so, for how long have you held it?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
I do not hold a current practising certificate	6.3% (2)	20.0% (5)	12.3% (7)
<5 years	<b>46.9%</b> <b>(15)</b>	<b>24.0%</b> <b>(6)</b>	<b>36.8%</b> <b>(21)</b>
5 to 9 years	6.3% (2)	<b>24.0%</b> <b>(6)</b>	14.0% (8)
10 to 14 years	12.5% (4)	8.0% (2)	10.5% (6)
15 to 19 years	9.4% (3)	4.0% (1)	7.0% (4)
20 to 24 years	9.4% (3)	8.0% (2)	8.8% (5)
25 to 29 years	6.3% (2)	8.0% (2)	7.0% (4)
30 to 34 years	0.0% (0)	0.0% (0)	0.0% (0)
35 to 39 years	0.0% (0)	4.0% (1)	1.8% (1)
40+ years	3.1% (1)	0.0% (0)	1.8% (1)
<b>answered question</b>	<b>32</b>	<b>25</b>	<b>57</b>
<b>skipped question</b>			<b>1</b>

## 10. What is your own primary area of legal practice?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Not applicable	9.4% (3)	12.0% (3)	10.5% (6)
Administrative law	3.1% (1)	0.0% (0)	1.8% (1)
Bankruptcy and insolvency	3.1% (1)	0.0% (0)	1.8% (1)
Building and construction law	3.1% (1)	4.0% (1)	3.5% (2)
Commercial and company law	<b>21.9%</b> <b>(7)</b>	0.0% (0)	12.3% (7)
Conveyancing	0.0% (0)	0.0% (0)	0.0% (0)
Criminal law	0.0% (0)	0.0% (0)	0.0% (0)
Deceased estates and trusts	0.0% (0)	0.0% (0)	0.0% (0)
Family/de facto law	9.4% (3)	24.0% (6)	15.8% (9)
Immigration law	0.0% (0)	0.0% (0)	0.0% (0)
Industrial and employment law	6.3% (2)	0.0% (0)	3.5% (2)
Litigation	12.5% (4)	12.0% (3)	12.3% (7)
Personal injury and workcover	12.5% (4)	12.0% (3)	12.3% (7)
Property law	12.5% (4)	4.0% (1)	8.8% (5)
Wills and estate planning	0.0% (0)	0.0% (0)	0.0% (0)

Other (please specify)	2 replies (6.3%)	8 replies (32.0%)	17.5% (10)
answered question	32	25	57
skipped question			1

## 11. Which of the following billing methods does your firm use?

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
Time based (hourly)	Always	33.3% (10)	36.0% (9)	
	Mostly	60.0% (18)	52.0% (13)	
	Sometimes	6.7% (2)	12.0% (3)	
	Never	0.0% (0)	0.0% (0)	
		30	25	55
Time based (No win No Fee)	Always	0.0% (0)	5.9% (1)	
	Mostly	9.5% (2)	5.9% (1)	
	Sometimes	38.1% (8)	29.4% (5)	
	Never	52.4% (11)	58.8% (10)	
		21	17	38
Fixed fee by agreement	Always	4.3% (1)	0.0% (0)	
	Mostly	13.0% (3)	14.3% (3)	

	<b>Sometimes</b>	<b>73.9% (17)</b>	<b>81.0% (17)</b>	
	<b>Never</b>	8.7% (2)	4.8% (1)	
		23	21	44
Other (please specify)		1 reply	1 reply	2
<b>answered question</b>		31	25	<b>56</b>
<b>skipped question</b>				<b>2</b>

## 12. If you have a daily billable hour target or expectation, what is it?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
No daily billable hour target	12.9% (4)	32.0% (8)	21.4% (12)
5	16.1% (5)	4.0% (1)	10.7% (6)
5.5	16.1% (5)	28.0% (7)	21.4% (12)
6	16.1% (5)	28.0% (7)	21.4% (12)
6.5	22.6% (7)	8.0% (2)	16.1% (9)
7	6.5% (2)	0.0% (0)	3.6% (2)
7.5	6.5% (2)	0.0% (0)	3.6% (2)
8	3.2% (1)	0.0% (0)	1.8% (1)
8.5	0.0% (0)	0.0% (0)	0.0% (0)
9	0.0% (0)	0.0% (0)	0.0% (0)
9.5	0.0% (0)	0.0% (0)	0.0% (0)
10	0.0% (0)	0.0% (0)	0.0% (0)
answered question	31	25	56
skipped question			2

### 13. If you have an annual billable hours target or expectation, what is it?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
No annual billable hour target	41.9% (13)	60.0% (15)	50.0% (28)
<1000 per year	3.2% (1)	0.0% (0)	1.8% (1)
1000-1249	25.8% (8)	4.0% (1)	16.1% (9)
1250-1499	12.9% (4)	36.0% (9)	23.2% (13)
1500-1749	6.5% (2)	0.0% (0)	3.6% (2)
1750-2000	6.5% (2)	0.0% (0)	3.6% (2)
>2000	3.2% (1)	0.0% (0)	1.8% (1)
answered question	31	25	56
skipped question			2

**14. At a client's first interview, do you (or does the lawyer responsible) discuss the following with clients?**

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
Arrangements for on going costs disclosure	Yes	<b>78.6%</b> <b>(22)</b>	<b>78.3%</b> <b>(18)</b>	
	No	10.7% (3)	17.4% (4)	
	I don't know	10.7% (3)	4.3% (1)	
		28	23	51
Time frames for costs updates	Yes	<b>44.4%</b> <b>(12)</b>	<b>60.9%</b> <b>(14)</b>	
	No	37.0% (10)	30.4% (7)	
	I don't know	18.5% (5)	8.7% (2)	
		27	23	50
Arrangements for dealing with complaints about billing	Yes	40.7% (11)	39.1% (9)	
	No	<b>44.4%</b> <b>(12)</b>	<b>56.5%</b> <b>(13)</b>	
	I don't know	14.8% (4)	4.3% (1)	
		27	23	50
How often the client would like to receive accounts	Yes	<b>59.3%</b> <b>(16)</b>	43.5% (10)	
	No	25.9% (7)	<b>52.2%</b> <b>(12)</b>	
	I don't know	14.8% (4)	4.3% (1)	

		27	23	50
Which lawyers will be working on the matter and their charge out rates	Yes	75.0% (21)	78.3% (18)	
	No	17.9% (5)	17.4% (4)	
	I don't know	7.1% (2)	4.3% (1)	
		28	23	51
answered question		28	23	51
skipped question				7

**15. Which of the following procedures are used to ensure that clients consent to any changes to the basis on which legal costs will be calculated?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Client sent a letter	82.1% (23)	95.8% (23)	88.5% (46)
Client consulted orally	39.3% (11)	29.2% (7)	34.6% (18)
No formal procedure for gaining client consent	3.6% (1)	0.0% (0)	1.9% (1)
I do not know	10.7% (3)	0.0% (0)	5.8% (3)
Other (please specify)	0 replies (0.0%)	2 replies (8.3%)	3.8% (2)
answered question	28	24	52
skipped question			6

**16. Which of the following procedures are used to ensure that clients receive costs updates.**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
There are no procedures	17.9% (5)	8.3% (2)	13.5% (7)
Firm uses IT systems (time recording/accounts) to prompt you when you meet milestones in terms of accrued WIP	<b>46.4%</b> <b>(13)</b>	<b>66.7%</b> <b>(16)</b>	<b>55.8%</b> <b>(29)</b>
Personal bring up system	39.3% (11)	54.2% (13)	46.2% (24)
The client can check WIP or current costs on-line	3.6% (1)	4.2% (1)	3.8% (2)
Other (please specify)	2 replies (7.1%)	3 replies (12.5%)	9.6% (5)
<b>answered question</b>	<b>28</b>	<b>24</b>	<b>52</b>
<b>skipped question</b>			<b>6</b>

**17. Does your firm audit and measure the promptness of costs updates to clients?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	28.6% (8)	<b>62.5%</b> <b>(15)</b>	<b>44.2%</b> <b>(23)</b>
No	32.1% (9)	25.0% (6)	28.8% (15)
I do not know	<b>39.3%</b> <b>(11)</b>	12.5% (3)	26.9% (14)
<b>answered question</b>	<b>28</b>	<b>24</b>	<b>52</b>
<b>skipped question</b>			<b>6</b>

**18. How often does your firm measure client satisfaction in relation to costs disclosure and billing?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Never	21.4% (6)	16.7% (4)	19.2% (10)
At the end of a matter	14.3% (4)	8.3% (2)	11.5% (6)
At least quarterly	3.6% (1)	4.2% (1)	3.8% (2)
At least half yearly	0.0% (0)	0.0% (0)	0.0% (0)
At least annually	7.1% (2)	8.3% (2)	7.7% (4)
I don't know	<b>46.4%</b> <b>(13)</b>	25.0% (6)	<b>36.5%</b> <b>(19)</b>
Other (please specify)	2 replies (7.1%)	<b>9 replies</b> <b>(37.5%)</b>	21.2% (11)
<b>answered question</b>	28	24	<b>52</b>
<b>skipped question</b>			<b>6</b>

**19. What methods are used by your firm to measure client satisfaction in relation to costs disclosure and billing. (Tick all that apply)**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Meeting/Phone call with client relationship partner	<b>60.9%</b> <b>(14)</b>	39.1% (9)	<b>50.0%</b> <b>(23)</b>
Client satisfaction survey (on line)	4.3% (1)	21.7% (5)	13.0% (6)
Client satisfaction survey (telephone calls)	17.4% (4)	<b>47.8%</b> <b>(11)</b>	32.6% (15)
Client satisfaction survey (by post)	26.1% (6)	8.7% (2)	17.4% (8)
Speed of payment of bill	30.4% (7)	43.5% (10)	37.0% (17)
Other (please specify)	0 replies (0.0%)	2 replies (8.7%)	4.3% (2)
<b>answered question</b>	<b>23</b>	<b>23</b>	<b>46</b>
<b>skipped question</b>			<b>12</b>

**20. How often does your firm offer training (whether internal or external) to all fee earners about their costs disclosure obligations?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Never	29.6% (8)	12.5% (3)	21.6% (11)
Only at induction	11.1% (3)	12.5% (3)	11.8% (6)
At least quarterly	3.7% (1)	4.2% (1)	3.9% (2)
At least half yearly	3.7% (1)	16.7% (4)	9.8% (5)
At least annually	<b>44.4%</b> <b>(12)</b>	<b>33.3%</b> <b>(8)</b>	<b>39.2%</b> <b>(20)</b>
Other (please specify)	2 replies (7.4%)	5 replies (20.8%)	13.7% (7)
<b>answered question</b>	<b>27</b>	<b>24</b>	<b>51</b>
<b>skipped question</b>			<b>7</b>

**21. Does your firm have a procedure for calculating or determining the amount of the estimate to be given to clients?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	50.0% (14)	83.3% (20)	65.4% (34)
No	28.6% (8)	12.5% (3)	21.2% (11)
I don't know	21.4% (6)	4.2% (1)	13.5% (7)
<b>answered question</b>	<b>28</b>	<b>24</b>	<b>52</b>
<b>skipped question</b>			<b>6</b>

**22. Does your firm use historical costs information as a basis for providing costs estimates?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	74.1% (20)	87.5% (21)	80.4% (41)
No	7.4% (2)	4.2% (1)	5.9% (3)
I do not know	18.5% (5)	8.3% (2)	13.7% (7)
<b>answered question</b>	<b>27</b>	<b>24</b>	<b>51</b>
<b>skipped question</b>			<b>7</b>

### 23. Does your firm offer training to all fee earners on providing estimates to clients?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	28.6% (8)	54.2% (13)	40.4% (21)
No	50.0% (14)	41.7% (10)	46.2% (24)
I don't know	21.4% (6)	4.2% (1)	13.5% (7)
answered question	28	24	52
skipped question			6

### 24. Do you believe that it is proper disclosure to provide a client with an estimate such as \$1,000.00 - \$200,000.00?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	3.7% (1)	0.0% (0)	2.0% (1)
No	96.3% (26)	95.8% (23)	96.1% (49)
I don't know	0.0% (0)	4.2% (1)	2.0% (1)
answered question	27	24	51
skipped question			7

**25. Does your firm measure estimate accuracy? (eg by comparing initial estimates to the actual bill)**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	57.1% (16)	62.5% (15)	59.6% (31)
No	14.3% (4)	20.8% (5)	17.3% (9)
I don't know	28.6% (8)	0.0% (0)	15.4% (8)
Other (please specify)	0 replies (0.0%)	4 replies (16.7%)	7.7% (4)
<b>answered question</b>	28	24	<b>52</b>
<b>skipped question</b>			<b>6</b>

## 26. Does your firm provide clients with an itemised account:

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
at the completion of the matter?	always	63.6% (14)	30.0% (6)	
	mostly	18.2% (4)	20.0% (4)	
	sometimes	9.1% (2)	30.0% (6)	
	never	9.1% (2)	20.0% (4)	
		22	20	42
at regular billing intervals?	always	46.4% (13)	33.3% (8)	
	mostly	42.9% (12)	20.8% (5)	
	sometimes	7.1% (2)	33.3% (8)	
	never	3.6% (1)	12.5% (3)	
		28	24	52
as requested by the client?	always	87.5% (21)	95.5% (21)	
	mostly	8.3% (2)	0.0% (0)	
	sometimes	4.2% (1)	4.5% (1)	
	never	0.0% (0)	0.0% (0)	
		24	22	46
answered question		28	24	52

## 27. Does your firm have a policy and/or procedure in place for:

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
monitoring the billing practices/ activities of the legal practitioner directors/partners?	Yes	62.5% (15)	73.9% (17)	
	No	4.2% (1)	4.3% (1)	
	I don't know	33.3% (8)	21.7% (5)	
		24	23	47
reviewing the billing practices of individual partners or legal practitioner directors?	Yes	62.5% (15)	73.9% (17)	
	No	4.2% (1)	4.3% (1)	
	I don't know	33.3% (8)	21.7% (5)	
		24	23	47
detection of improper billing practices?	Yes	37.5% (9)	69.6% (16)	
	No	12.5% (3)	8.7% (2)	
	I don't know	50.0% (12)	21.7% (5)	
		24	23	47
regular review (at least monthly) of all solicitors timesheets	Yes	70.8% (17)	60.9% (14)	
	No	12.5% (3)	21.7% (5)	

	<b>I don't know</b>	16.7% (4)	17.4% (4)	
		24	23	47
regular review (at least monthly) of all non-legal staff timesheets	<b>Yes</b>	<b>45.8% (11)</b>	<b>39.1% (9)</b>	
	<b>No</b>	25.0% (6)	34.8% (8)	
	<b>I don't know</b>	29.2% (7)	26.1% (6)	
		24	23	47
reviewing all accounts rendered by the practice?	<b>Yes</b>	<b>62.5% (15)</b>	<b>73.9% (17)</b>	
	<b>No</b>	4.2% (1)	13.0% (3)	
	<b>I don't know</b>	33.3% (8)	13.0% (3)	
		24	23	47
supervisors to review all your accounts each month?	<b>Yes</b>	<b>79.2% (19)</b>	<b>69.6% (16)</b>	
	<b>No</b>	8.3% (2)	17.4% (4)	
	<b>I don't know</b>	12.5% (3)	13.0% (3)	
		24	23	47
dealing with complaints by clients about an account?	<b>Yes</b>	<b>75.0% (18)</b>	<b>87.0% (20)</b>	
	<b>No</b>	16.7% (4)	8.7% (2)	
	<b>I don't know</b>	8.3% (2)	4.3% (1)	
		24	23	47

dealing with employee concerns about an account?	<b>Yes</b>	<b>66.7%</b> <b>(16)</b>	<b>78.3%</b> <b>(18)</b>	
	<b>No</b>	16.7% (4)	13.0% (3)	
	<b>I don't know</b>	16.7% (4)	8.7% (2)	
		24	23	47
dealing with ethical concerns, or queries about billing practices by solicitors, other staff or partners?	<b>Yes</b>	<b>62.5%</b> <b>(15)</b>	<b>78.3%</b> <b>(18)</b>	
	<b>No</b>	16.7% (4)	8.7% (2)	
	<b>I don't know</b>	20.8% (5)	13.0% (3)	
		24	23	47
reporting improper billing practices to the Legal Services Commissioner?	<b>Yes</b>	29.2% (7)	<b>43.5%</b> <b>(10)</b>	
	<b>No</b>	29.2% (7)	17.4% (4)	
	<b>I don't know</b>	<b>41.7%</b> <b>(10)</b>	39.1% (9)	
		24	23	47
<b>answered question</b>		24	23	<b>47</b>
<b>skipped question</b>				<b>11</b>

**28. Does your firm use any of the following to address ethical concerns or queries of employees?(check all that apply)**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Designated ethics partner/solicitor	45.5% (10)	30.0% (6)	38.1% (16)
Ethics committee	22.7% (5)	0.0% (0)	11.9% (5)
Written policy encouraging reporting of misconduct	27.3% (6)	15.0% (3)	21.4% (9)
Scheduled in-firm meetings	27.3% (6)	<b>55.0%</b> <b>(11)</b>	40.5% (17)
Scheduled training on ethics issues	<b>54.5%</b> <b>(12)</b>	30.0% (6)	<b>42.9%</b> <b>(18)</b>
Other (please specify)	4 replies (18.2%)	4 replies (20.0%)	19.0% (8)
<b>answered question</b>	22	20	<b>42</b>
<b>skipped question</b>			<b>16</b>

**29. Does your firm have an internal discipline policy or procedure for dealing with practitioners who engage in improper billing activities?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
No, we have no internal policy/procedure I am aware of.	<b>47.8%</b> <b>(11)</b>	<b>60.9%</b> <b>(14)</b>	<b>54.3%</b> <b>(25)</b>
Yes, we have an informal policy.	34.8% (8)	30.4% (7)	32.6% (15)
Yes, we have a formal written policy.	17.4% (4)	8.7% (2)	13.0% (6)
<b>answered question</b>	<b>23</b>	<b>23</b>	<b>46</b>
<b>skipped question</b>			<b>12</b>

**30. If yes, is this policy/procedure regularly communicated to all fee-earners?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	25.0% (4)	<b>66.7%</b> <b>(8)</b>	42.9% (12)
No	<b>75.0%</b> <b>(12)</b>	33.3% (4)	<b>57.1%</b> <b>(16)</b>
<b>answered question</b>	<b>16</b>	<b>12</b>	<b>28</b>
<b>skipped question</b>			<b>30</b>

### 31. Do all partners have access to the billing records of all legal practitioners?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	70.8% (17)	78.3% (18)	74.5% (35)
No	4.2% (1)	4.3% (1)	4.3% (2)
I don't know	25.0% (6)	17.4% (4)	21.3% (10)
<b>answered question</b>	<b>24</b>	<b>23</b>	<b>47</b>
<b>skipped question</b>			<b>11</b>

**32. Does your firm have billing policies and/or procedures in respect of when it is appropriate to bill for any of the following:**

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
Drafting	Yes	73.9% (17)	73.9% (17)	
	No	17.4% (4)	8.7% (2)	
	I don't know	8.7% (2)	17.4% (4)	
		23	23	46
Research	Yes	73.9% (17)	69.6% (16)	
	No	17.4% (4)	8.7% (2)	
	I don't know	8.7% (2)	21.7% (5)	
		23	23	46
Travel	Yes	73.9% (17)	60.9% (14)	
	No	17.4% (4)	21.7% (5)	
	I don't know	8.7% (2)	17.4% (4)	
		23	23	46
Waiting (eg for Court/meetings)	Yes	52.2% (12)	47.8% (11)	
	No	21.7% (5)	26.1% (6)	
	I don't know	26.1% (6)	26.1% (6)	

		23	23	46
Internal conferences	Yes	65.2% (15)	56.5% (13)	
	No	26.1% (6)	21.7% (5)	
	I don't know	8.7% (2)	21.7% (5)	
		23	23	46
Internal reviews of files	Yes	60.9% (14)	65.2% (15)	
	No	21.7% (5)	17.4% (4)	
	I don't know	17.4% (4)	17.4% (4)	
		23	23	46
Preparing internal memoranda	Yes	56.5% (13)	65.2% (15)	
	No	26.1% (6)	17.4% (4)	
	I don't know	17.4% (4)	17.4% (4)	
		23	23	46
Supervision	Yes	60.9% (14)	65.2% (15)	
	No	26.1% (6)	13.0% (3)	
	I don't know	13.0% (3)	21.7% (5)	
		23	23	46
File Management	Yes	60.9% (14)	65.2% (15)	
	No	21.7% (5)	13.0% (3)	
	I don't know	17.4% (4)	21.7% (5)	

		23	23	46
Administration	Yes	60.9% (14)	65.2% (15)	
	No	17.4% (4)	17.4% (4)	
	I don't know	21.7% (5)	17.4% (4)	
		23	23	46
answered question		23	23	46
skipped question				12

**33. Where time billing is utilised in relation to hours worked, what is your firm's policy/guideline in relation to the timing when staff enter times onto a timesheet? (pick one only)**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
There is no policy	4.3% (1)	13.0% (3)	8.7% (4)
Immediately	43.5% (10)	60.9% (14)	52.2% (24)
Same day	30.4% (7)	17.4% (4)	23.9% (11)
Within the week	13.0% (3)	8.7% (2)	10.9% (5)
By the end of the month	4.3% (1)	0.0% (0)	2.2% (1)
Other (please specify)	1 reply (4.3%)	0 replies (0.0%)	2.2% (1)
answered question	23	23	46
skipped question			12

### 34. Is this policy/guideline enforced on a regular basis?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	65.2% (15)	52.4% (11)	59.1% (26)
No	17.4% (4)	19.0% (4)	18.2% (8)
I don't know	17.4% (4)	28.6% (6)	22.7% (10)
<b>answered question</b>	23	21	<b>44</b>
<b>skipped question</b>			<b>14</b>

### 35. In the last 12 months, approximately how much training or instruction has your firm provided you on billing practices?

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
None	20.8% (5)	17.4% (4)	19.1% (9)
Less than one hour	20.8% (5)	21.7% (5)	21.3% (10)
One to two hours	54.2% (13)	21.7% (5)	38.3% (18)
More than two hours	4.2% (1)	39.1% (9)	21.3% (10)
<b>answered question</b>	24	23	<b>47</b>
<b>skipped question</b>			<b>11</b>

**36. During any training offered by your firm regarding overcharging or improper billing practices, did it discuss any of the following caselaw?**

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
Queensland Law Society v Roche (2003) QCA 469	Yes	8.7% (2)	13.6% (3)	
	No	65.2% (15)	54.5% (12)	
	I don't know	26.1% (6)	31.8% (7)	
		23	22	45
D'Alessandro v Legal Practitioners Complaints Committee (1995) 15 WAR 198	Yes	4.3% (1)	4.8% (1)	
	No	65.2% (15)	61.9% (13)	
	I don't know	30.4% (7)	33.3% (7)	
		23	21	44
De Pardo v Legal Practitioners Complaints Committee [2000] FCA 335	Yes	4.3% (1)	4.8% (1)	
	No	65.2% (15)	61.9% (13)	
	I don't know	30.4% (7)	33.3% (7)	
		23	21	44
Re Law Society of the Australian Capital Territory and Roche (2002) 171 FLR 138	Yes	4.3% (1)	4.8% (1)	
	No	65.2% (15)	61.9% (13)	

	<b>I don't know</b>	30.4% (7)	33.3% (7)	
		23	21	44
Law Society of New South Wales v. Foreman (1994) 34 NSWLR 408	<b>Yes</b>	4.3% (1)	4.8% (1)	
	<b>No</b>	<b>65.2% (15)</b>	<b>61.9% (13)</b>	
	<b>I don't know</b>	30.4% (7)	33.3% (7)	
		23	21	44
Legal Practitioners Conduct Board v Hannaford (2002) 83 SASR 277	<b>Yes</b>	4.3% (1)	4.8% (1)	
	<b>No</b>	<b>65.2% (15)</b>	<b>61.9% (13)</b>	
	<b>I don't know</b>	30.4% (7)	33.3% (7)	
		23	21	44
<b>answered question</b>		23	22	<b>45</b>
<b>skipped question</b>				<b>13</b>

### 37. Does your firm measure and manage a fee earner's performance in relation to:

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
the amount you have billed	Always	75.0% (18)	63.6% (14)	
	Sometimes	20.8% (5)	22.7% (5)	
	Mostly	4.2% (1)	13.6% (3)	
	Never	0.0% (0)	0.0% (0)	
	I don't know	0.0% (0)	0.0% (0)	
		24	22	46
the accuracy of your cost estimates	Always	25.0% (6)	22.7% (5)	
	Sometimes	20.8% (5)	31.8% (7)	
	Mostly	12.5% (3)	4.5% (1)	
	Never	25.0% (6)	22.7% (5)	
	I don't know	16.7% (4)	18.2% (4)	
		24	22	46
the use of costs updating	Always	20.8% (5)	27.3% (6)	
	Sometimes	12.5% (3)	27.3% (6)	
	Mostly	12.5% (3)	9.1% (2)	

	<b>Never</b>	<b>29.2%</b> <b>(7)</b>	13.6% (3)	
	<b>I don't know</b>	25.0% (6)	22.7% (5)	
		24	22	46
the number of pro-bono hours worked	<b>Always</b>	20.8% (5)	4.5% (1)	
	<b>Sometimes</b>	16.7% (4)	27.3% (6)	
	<b>Mostly</b>	8.3% (2)	0.0% (0)	
	<b>Never</b>	<b>41.7%</b> <b>(10)</b>	<b>45.5%</b> <b>(10)</b>	
	<b>I don't know</b>	12.5% (3)	22.7% (5)	
		24	22	46
the amount of supervisory work undertaken	<b>Always</b>	12.5% (3)	18.2% (4)	
	<b>Sometimes</b>	<b>33.3%</b> <b>(8)</b>	22.7% (5)	
	<b>Mostly</b>	8.3% (2)	13.6% (3)	
	<b>Never</b>	20.8% (5)	18.2% (4)	
	<b>I don't know</b>	25.0% (6)	<b>27.3%</b> <b>(6)</b>	
		24	22	46
the ethical reputation of the fee earner	<b>Always</b>	25.0% (6)	<b>36.4%</b> <b>(8)</b>	
	<b>Sometimes</b>	4.2% (1)	13.6% (3)	
	<b>Mostly</b>	4.2% (1)	9.1% (2)	
	<b>Never</b>	25.0% (6)	18.2% (4)	

	<b>I don't know</b>	<b>41.7% (10)</b>	<b>22.7% (5)</b>	
		24	22	46
the level of the fee earners diligence and competence	<b>Always</b>	<b>58.3% (14)</b>	<b>54.5% (12)</b>	
	<b>Sometimes</b>	25.0% (6)	18.2% (4)	
	<b>Mostly</b>	12.5% (3)	9.1% (2)	
	<b>Never</b>	4.2% (1)	9.1% (2)	
	<b>I don't know</b>	0.0% (0)	9.1% (2)	
		24	22	46
the efficiency of work performed	<b>Always</b>	<b>62.5% (15)</b>	<b>54.5% (12)</b>	
	<b>Sometimes</b>	16.7% (4)	18.2% (4)	
	<b>Mostly</b>	16.7% (4)	13.6% (3)	
	<b>Never</b>	4.2% (1)	9.1% (2)	
	<b>I don't know</b>	0.0% (0)	4.5% (1)	
		24	22	46
Client satisfaction	<b>Always</b>	<b>50.0% (12)</b>	<b>50.0% (11)</b>	
	<b>Sometimes</b>	20.8% (5)	18.2% (4)	
	<b>Mostly</b>	20.8% (5)	18.2% (4)	
	<b>Never</b>	8.3% (2)	4.5% (1)	
	<b>I don't know</b>	0.0% (0)	9.1% (2)	

	24	22	46
Other (please specify)	0 replies	0 replies	0
<b>answered question</b>	24	22	<b>46</b>
<b>skipped question</b>			<b>12</b>

**38. Does your firm have a system of rewarding fee earners who exceed their billable hour budget by way of bonuses or extra remuneration?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	<b>54.2%</b> <b>(13)</b>	27.3% (6)	<b>41.3%</b> <b>(19)</b>
No	29.2% (7)	<b>54.5%</b> <b>(12)</b>	<b>41.3%</b> <b>(19)</b>
I do not know	16.7% (4)	18.2% (4)	17.4% (8)
<b>answered question</b>	24	22	<b>46</b>
<b>skipped question</b>			<b>12</b>

**39. Does your firm publish a ranking (or list) of how fee earners are performing in respect of time or monetary budgets/targets vis a vis other fee earners?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes, a list ranking performance by name	16.7% (4)	47.6% (10)	31.1% (14)
Yes, an anonymous list ranking performance only	4.2% (1)	0.0% (0)	2.2% (1)
No list is published	<b>79.2% (19)</b>	<b>52.4% (11)</b>	<b>66.7% (30)</b>
<b>answered question</b>	<b>24</b>	<b>21</b>	<b>45</b>
<b>skipped question</b>			<b>13</b>

**40. Before the payment of any bonus or promotion within the firm, are a fee earner's billing practices audited to ensure that they have complied with their professional obligations?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	13.0% (3)	23.8% (5)	18.2% (8)
No	17.4% (4)	14.3% (3)	15.9% (7)
I do not know	<b>69.6% (16)</b>	<b>61.9% (13)</b>	<b>65.9% (29)</b>
<b>answered question</b>	<b>23</b>	<b>21</b>	<b>44</b>
<b>skipped question</b>			<b>14</b>

**41. Have you ever had concerns about the billing practices of other legal practitioners/staff in your firm?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	37.5% (9)	23.8% (5)	31.1% (14)
No	62.5% (15)	76.2% (16)	68.9% (31)
answered question	24	21	45
skipped question			13

**42. During your employment with the firm, have you observed any instances of “padding” bills for work not actually performed?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Regularly	0.0% (0)	0.0% (0)	0.0% (0)
Occasionally	25.0% (6)	9.1% (2)	17.4% (8)
Once	0.0% (0)	4.5% (1)	2.2% (1)
Never	75.0% (18)	86.4% (19)	80.4% (37)
answered question	24	22	46
skipped question			12

**43. If you answered yes to either or both of the previous questions, how did you handle those concerns? (Check all that apply).**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
I did nothing	20.0% (2)	16.7% (1)	18.8% (3)
I discussed the matter with a supervisor or managing partner/legal practitioner director	20.0% (2)	33.3% (2)	25.0% (4)
I discussed the matter with another legal practitioner	50.0% (5)	33.3% (2)	43.8% (7)
I discussed the matter with the legal practitioner whose practices I questioned	20.0% (2)	16.7% (1)	18.8% (3)
Other (please specify)	1 reply (10.0%)	1 reply (16.7%)	12.5% (2)
<b>answered question</b>	<b>10</b>	<b>6</b>	<b>16</b>
<b>skipped question</b>			<b>42</b>

**44. Do you think sanctions should apply to fee earners who "pad" bills even if the client subsequently agrees to the bill or there is no economic harm to the client?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	87.5% (21)	95.2% (20)	91.1% (41)
No	12.5% (3)	4.8% (1)	8.9% (4)
<b>answered question</b>	<b>24</b>	<b>21</b>	<b>45</b>
<b>skipped question</b>			<b>13</b>

**45. Please indicate the extent to which you agree with each of the following statements.**

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
Clear billing guidelines would help eliminate questionable billing practices.	<b>Strongly disagree</b>	8.7% (2)	4.5% (1)	
	<b>Disagree</b>	13.0% (3)	9.1% (2)	
	<b>Neither agree nor disagree</b>	8.7% (2)	9.1% (2)	
	<b>Somewhat agree</b>	26.1% (6)	31.8% (7)	
	<b>Strongly agree</b>	<b>43.5% (10)</b>	<b>45.5% (10)</b>	
		23	22	45
Every individual fee earner should take responsibility for ensuring their own work is billed appropriately	<b>Strongly disagree</b>	4.3% (1)	4.5% (1)	
	<b>Disagree</b>	13.0% (3)	0.0% (0)	
	<b>Neither agree nor disagree</b>	13.0% (3)	0.0% (0)	
	<b>Somewhat agree</b>	8.7% (2)	18.2% (4)	
	<b>Strongly agree</b>	<b>60.9% (14)</b>	<b>77.3% (17)</b>	
		23	22	45
Clear billing guidelines would help solicitors and non-legal staff to practice ethically.	<b>Strongly disagree</b>	8.7% (2)	9.1% (2)	
	<b>Disagree</b>	4.3% (1)	13.6% (3)	
	<b>Neither agree nor disagree</b>	8.7% (2)	0.0% (0)	

	<b>disagree</b>			
	<b>Somewhat agree</b>	30.4% (7)	27.3% (6)	
	<b>Strongly agree</b>	<b>47.8% (11)</b>	<b>50.0% (11)</b>	
		23	22	45
It feels as if there is pressure to bill from the management of the practice	<b>Strongly disagree</b>	4.3% (1)	4.5% (1)	
	<b>Disagree</b>	4.3% (1)	13.6% (3)	
	<b>Neither agree nor disagree</b>	34.8% (8)	9.1% (2)	
	<b>Somewhat agree</b>	<b>39.1% (9)</b>	<b>36.4% (8)</b>	
	<b>Strongly agree</b>	17.4% (4)	<b>36.4% (8)</b>	
		23	22	45
answered question		23	22	45
skipped question				13

**46. Please indicate the extent to which you agree with each of the following statements.**

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
Time billing adversely effects the quality of mentoring within a law practice	<b>Strongly disagree</b>	17.4% (4)	0.0% (0)	
	<b>Disagree</b>	<b>34.8%</b> <b>(8)</b>	19.0% (4)	
	<b>Neither agree nor disagree</b>	17.4% (4)	28.6% (6)	
	<b>Somewhat agree</b>	17.4% (4)	<b>42.9%</b> <b>(9)</b>	
	<b>Strongly agree</b>	13.0% (3)	9.5% (2)	
		23	21	44
Time billing is the only accurate way to give lawyers fair remuneration for the work they put in	<b>Strongly disagree</b>	13.0% (3)	<b>28.6%</b> <b>(6)</b>	
	<b>Disagree</b>	<b>34.8%</b> <b>(8)</b>	19.0% (4)	
	<b>Neither agree nor disagree</b>	26.1% (6)	23.8% (5)	
	<b>Somewhat agree</b>	26.1% (6)	<b>28.6%</b> <b>(6)</b>	
	<b>Strongly agree</b>	0.0% (0)	0.0% (0)	
		23	21	44
Time billing results in solicitors competing against each other within the practice	<b>Strongly disagree</b>	4.3% (1)	0.0% (0)	
	<b>Disagree</b>	<b>34.8%</b> <b>(8)</b>	<b>31.8%</b> <b>(7)</b>	
	<b>Neither agree nor disagree</b>	13.0% (3)	27.3% (6)	

	<b>disagree</b>			
	<b>Somewhat agree</b>	30.4% (7)	27.3% (6)	
	<b>Strongly agree</b>	17.4% (4)	13.6% (3)	
		23	22	45
Time billing is the only valid way to measure a fee earners performance	<b>Strongly disagree</b>	26.1% (6)	27.3% (6)	
	<b>Disagree</b>	<b>43.5% (10)</b>	<b>54.5% (12)</b>	
	<b>Neither agree nor disagree</b>	17.4% (4)	18.2% (4)	
	<b>Somewhat agree</b>	13.0% (3)	0.0% (0)	
	<b>Strongly agree</b>	0.0% (0)	0.0% (0)	
		23	22	45
Time billing is the only realistic way to bill for most legal work	<b>Strongly disagree</b>	8.7% (2)	18.2% (4)	
	<b>Disagree</b>	17.4% (4)	<b>50.0% (11)</b>	
	<b>Neither agree nor disagree</b>	26.1% (6)	13.6% (3)	
	<b>Somewhat agree</b>	<b>43.5% (10)</b>	18.2% (4)	
	<b>Strongly agree</b>	4.3% (1)	0.0% (0)	
		23	22	45
Time billing fails to discourage excessive duplication of effort	<b>Strongly disagree</b>	4.5% (1)	4.5% (1)	
	<b>Disagree</b>	27.3% (6)	27.3% (6)	
	<b>Neither agree nor</b>	<b>31.8%</b>	9.1%	

	<b>disagree</b>	27.3% (6)	54.5% (12)	
	<b>Somewhat agree</b>	9.1% (2)	4.5% (1)	
	<b>Strongly agree</b>			
		22	22	44
Time billing does not encourage project or case planning	<b>Strongly disagree</b>	8.7% (2)	0.0% (0)	
	<b>Disagree</b>	43.5% (10)	36.4% (8)	
	<b>Neither agree nor disagree</b>	30.4% (7)	36.4% (8)	
	<b>Somewhat agree</b>	17.4% (4)	22.7% (5)	
	<b>Strongly agree</b>	0.0% (0)	4.5% (1)	
		23	22	45
Time billing encourages cutting corners when there is pressure to meet a client budget	<b>Strongly disagree</b>	8.7% (2)	0.0% (0)	
	<b>Disagree</b>	43.5% (10)	42.9% (9)	
	<b>Neither agree nor disagree</b>	17.4% (4)	19.0% (4)	
	<b>Somewhat agree</b>	26.1% (6)	28.6% (6)	
	<b>Strongly agree</b>	4.3% (1)	9.5% (2)	
		23	21	44
answered question		23	22	45
skipped question				13

**47. A client retains a firm on the basis that they will be charged on an hourly rate. Partner A provides a client with 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. Partner A charges the client \$9,000.00 as the work performed by the firm was, in his view, of a high quality and the outcome exceptional.**

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
in your opinion, is the billing practice ethically appropriate?	Yes	4.2% (1)	0.0% (0)	
	No	70.8% (17)	86.4% (19)	
	Maybe	25.0% (6)	13.6% (3)	
		24	22	46
would the culture of your firm encourage this practice?	Yes	12.5% (3)	4.5% (1)	
	No	58.3% (14)	95.5% (21)	
	Maybe	29.2% (7)	0.0% (0)	
		24	22	46
does your firm have a policy/procedure in relation to this issue?	Yes	39.1% (9)	45.5% (10)	
	No	47.8% (11)	36.4% (8)	
	Maybe	13.0% (3)	18.2% (4)	
		23	22	45
have you ever been given guidance/advice in relation to the practices described above?	Yes	43.5% (10)	45.5% (10)	
	No	47.8% (11)	54.5% (12)	

	<b>Maybe</b>	8.7% (2)	0.0% (0)	
		23	22	45
If you selected "maybe" please explain why		9 replies	4 replies	13
	<b>answered question</b>	24	22	<b>46</b>
<b>skipped question</b>				<b>12</b>

**48. You are taking a two hour plane trip from Brisbane to Melbourne to conduct an interview in a matter involving client A. While on the plane, you review materials for another file you are working on for client B for the following week. Your firm has a billing procedure whereby you normally bill clients for your time spent travelling/waiting on their behalf.**

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
Would you bill both client A and B two hours each?	<b>Yes</b>	8.3% (2)	4.5% (1)	
	<b>no</b>	<b>79.2% (19)</b>	<b>90.9% (20)</b>	
	<b>Maybe</b>	12.5% (3)	4.5% (1)	
		24	22	46
Would the culture of your firm encourage this practice?	<b>Yes</b>	12.5% (3)	9.1% (2)	
	<b>no</b>	<b>79.2% (19)</b>	<b>81.8% (18)</b>	
	<b>Maybe</b>	8.3% (2)	9.1% (2)	
		24	22	46
Does your firm have a policy/procedure in relation to this issue?	<b>Yes</b>	<b>50.0% (12)</b>	27.3% (6)	
	<b>no</b>	33.3% (8)	<b>59.1% (13)</b>	

	<b>Maybe</b>	16.7% (4)	13.6% (3)	
		24	22	46
Have you ever been given guidance/advice in relation to the practices described above?	<b>Yes</b>	<b>58.3% (14)</b>	36.4% (8)	
	<b>no</b>	37.5% (9)	<b>63.6% (14)</b>	
	<b>Maybe</b>	4.2% (1)	0.0% (0)	
		24	22	46
If you selected "maybe" please explain why		5 replies	2 replies	7
<b>answered question</b>		24	22	<b>46</b>
<b>skipped question</b>				<b>12</b>

**49. 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?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Nothing	17.4% (4)	9.5% (2)	13.6% (6)
Discuss the matter with a supervisor or managing partner/legal practitioner director	<b>69.6% (16)</b>	<b>76.2% (16)</b>	<b>72.7% (32)</b>
Inform the Legal Services Commission after speaking to management.	0.0% (0)	4.8% (1)	2.3% (1)
Other (please specify)	3 replies (13.0%)	2 replies (9.5%)	11.4% (5)
<b>answered question</b>	23	21	<b>44</b>
<b>skipped question</b>			<b>14</b>

**50. You act for a corporate client in litigation (say an insurer) 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?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
4 hours for each matter	0.0% (0)	4.8% (1)	2.2% (1)
The actual time spent on each matter	<b>91.7%</b> <b>(22)</b>	<b>85.7%</b> <b>(18)</b>	<b>88.9%</b> <b>(40)</b>
Other (please describe)	2 replies (8.3%)	2 replies (9.5%)	8.9% (4)
<b>answered question</b>	24	21	<b>45</b>
<b>skipped question</b>			<b>13</b>

**51. 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.**

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
Do you bill the second client the same as you did for the first client?	Yes	8.3% (2)	4.8% (1)	
	No	<b>75.0% (18)</b>	<b>81.0% (17)</b>	
	Maybe	16.7% (4)	14.3% (3)	
		24	21	45
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	20.8% (5)	14.3% (3)	
	No	<b>62.5% (15)</b>	<b>71.4% (15)</b>	
	Maybe	16.7% (4)	14.3% (3)	
		24	21	45
Would the culture of your firm encourage this practice?	Yes	25.0% (6)	19.0% (4)	
	No	<b>75.0% (18)</b>	<b>66.7% (14)</b>	
	Maybe	0.0% (0)	14.3% (3)	
		24	21	45
Does your firm have a policy/procedure in relation to this issue?	Yes	34.8% (8)	28.6% (6)	
	No	<b>47.8% (11)</b>	<b>52.4% (11)</b>	
	Maybe	17.4% (4)	19.0% (4)	

		23	21	44
Have you ever been given guidance/advice in relation to the practices described above?	Yes	34.8% (8)	38.1% (8)	
	No	65.2% (15)	57.1% (12)	
	Maybe	0.0% (0)	4.8% (1)	
		23	21	44
If you selected "maybe" please explain why		6 replies	5 replies	11
answered question		24	21	45
skipped question				13

**52. When you are revising and recycling a document prepared for another client, do you bill the current client for more than the revision time? (When answering this question, assume that you are billing the current client on an hourly basis).**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Totals
Yes	16.7% (4)	13.6% (3)	15.2% (7)
No	83.3% (20)	86.4% (19)	84.8% (39)
answered question	24	22	46
skipped question			12

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

		What best describes the legal practice where you work?		
		Partnership	Incorporated legal practice	Response Totals
that the survey was easy to work through	satisfied	71.4% (5)	70.0% (14)	
	neutral	28.6% (2)	30.0% (6)	
	not satisfied	0.0% (0)	0.0% (0)	
		7	20	27
that the questions have relevance for your law firm	satisfied	57.1% (4)	55.0% (11)	
	neutral	14.3% (1)	35.0% (7)	
	not satisfied	28.6% (2)	10.0% (2)	
		7	20	27
that the questions raised useful issues for your law firm	satisfied	57.1% (4)	55.0% (11)	
	neutral	42.9% (3)	45.0% (9)	
	not satisfied	0.0% (0)	0.0% (0)	
		7	20	27
that the majority of scenarios have relevance for your law firm	satisfied	57.1% (4)	47.4% (9)	
	neutral	28.6% (2)	36.8% (7)	
	not satisfied	14.3% (1)	15.8% (3)	

		7	19	26
that the majority of scenarios raised useful issues for your law firm	<b>satisfied</b>	<b>57.1% (4)</b>	<b>50.0% (10)</b>	
	<b>neutral</b>	28.6% (2)	40.0% (8)	
	<b>not satisfied</b>	14.3% (1)	10.0% (2)	
		7	20	27
Please comment further if you wish		1 reply	1 reply	2
	<b>answered question</b>	7	20	<b>27</b>
<b>skipped question</b>				<b>31</b>

**54. Have you answered all the questions in this survey? If no, please go back and complete any unanswered questions.**

	<b>What best describes the legal practice where you work?</b>		
	<b>Partnership</b>	<b>Incorporated legal practice</b>	<b>Response Totals</b>
Yes	<b>95.8% (23)</b>	<b>100.0% (21)</b>	<b>97.8% (44)</b>
No	4.2% (1)	0.0% (0)	2.2% (1)
<b>answered question</b>	24	21	<b>45</b>
<b>skipped question</b>			<b>13</b>

**55. YOU HAVE NOW COMPLETED THE SURVEY. IF YOU WANT TO CHECK OR CHANGE ANY OF YOUR ANSWERS BEFORE SUBMITTING THE COMPLETED SURVEY, SIMPLY CLICK THE <<PREV BUTTON AT THE FOOT OF EACH PAGE AND BROWSE THROUGH YOUR RESPONSES. ONCE YOU ARE SATISFIED, CLICK ON "DONE" TO SAVE YOUR ANSWERS AND SUBMIT THE SURVEY. THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY. WOULD YOU LIKE TO MAKE ANY OTHER COMMENTS, SUGGESTIONS OR FEEDBACK?**

	What best describes the legal practice where you work?		
	Partnership	Incorporated legal practice	Response Count
	1 reply	2 replies	3
answered question	1	2	3
skipped question			55