

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
A member of a participating law firm at your firm's request?	40.5% (17)	51.9% (27)	26.7% (4)	68.8% (11)	47.2% (59)
An interested individual on your own initiative?	59.5% (25)	48.1% (25)	73.3% (11)	31.3% (5)	52.8% (66)
answered question	42	52	15	16	125
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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Count
	17 replies	26 replies	4 replies	11 replies	58
answered question	17	26	4	11	58
skipped question					67

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
A sole practice with one practising certificate holder	100.0% (42)	0.0% (0)	0.0% (0)	0.0% (0)	33.6% (42)
A sole practice with a principal and employed solicitors	0.0% (0)	100.0% (52)	0.0% (0)	0.0% (0)	41.6% (52)
A partnership with two or more principals	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
A partnership with two or more principals and employed solicitors	0.0% (0)	0.0% (0)	100.0% (15)	0.0% (0)	12.0% (15)
An incorporated legal practice with one practising certificate holder	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
An incorporated legal practice with a principal and employed solicitors	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (16)	12.8% (16)
An incorporated legal practice with two or more principals	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
An incorporated legal practice with two or more principals and employed solicitors	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Other (please specify)	0 replies (0.0%)	0 replies (0.0%)	0 replies (0.0%)	0 replies (0.0%)	0.0% (0)
answered question	42	52	15	16	125
skipped question					0

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
General practice	26.2% (11)	25.0% (13)	71.4% (10)	12.5% (2)	29.0% (36)
Personal injuries	2.4% (1)	3.8% (2)	0.0% (0)	0.0% (0)	2.4% (3)
Conveyancing	11.9% (5)	3.8% (2)	0.0% (0)	6.3% (1)	6.5% (8)
Wills and estate planning	7.1% (3)	1.9% (1)	0.0% (0)	0.0% (0)	3.2% (4)
Family Law	11.9% (5)	19.2% (10)	0.0% (0)	6.3% (1)	12.9% (16)
Deceased estates and trusts	0.0% (0)	0.0% (0)	7.1% (1)	0.0% (0)	0.8% (1)
Commercial	11.9% (5)	19.2% (10)	14.3% (2)	50.0% (8)	20.2% (25)
Other (please specify)	12 replies (28.6%)	14 replies (26.9%)	1 reply (7.1%)	4 replies (25.0%)	25.0% (31)
answered question	42	52	14	16	124
skipped question					1

5. Where is your law practice located?

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Brisbane CBD	17.1% (7)	21.2% (11)	0.0% (0)	37.5% (6)	19.5% (24)
Brisbane Suburbs	43.9% (18)	34.6% (18)	14.3% (2)	12.5% (2)	32.5% (40)
Regional City	26.8% (11)	23.1% (12)	64.3% (9)	50.0% (8)	32.5% (40)
Regional Town	12.2% (5)	21.2% (11)	21.4% (3)	0.0% (0)	15.4% (19)
Interstate	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
answered question	41	52	14	16	123
skipped question					2

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Principal	100.0% (42)	48.1% (25)	57.1% (8)	56.3% (9)	67.7% (84)
Employed solicitor	0.0% (0)	38.5% (20)	42.9% (6)	31.3% (5)	25.0% (31)
Paralegal	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Law clerk	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Conveyancing clerk	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Other	0 replies (0.0%)	7 replies (13.5%)	0 replies (0.0%)	2 replies (12.5%)	7.3% (9)
answered question	42	52	14	16	124
skipped question					1

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?

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Yes	100.0% (42)	100.0% (52)	100.0% (14)	93.8% (15)	99.2% (123)
No	0.0% (0)	0.0% (0)	0.0% (0)	6.3% (1)	0.8% (1)
Other (please specify)	0 replies	0 replies	0 replies	0 replies	0
answered question	42	52	14	16	124
skipped question					1

8. Do you hold a current practising certificate?

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Yes	100.0% (41)	94.2% (49)	100.0% (14)	87.5% (14)	95.9% (118)
No	0.0% (0)	5.8% (3)	0.0% (0)	12.5% (2)	4.1% (5)
answered question	41	52	14	16	123
skipped question					2

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
<5 years	2.4% (1)	18.4% (9)	35.7% (5)	37.5% (6)	17.4% (21)
5 to 9 years	9.5% (4)	10.2% (5)	7.1% (1)	12.5% (2)	9.9% (12)
10 to 14 years	16.7% (7)	12.2% (6)	0.0% (0)	0.0% (0)	10.7% (13)
15 to 19 years	7.1% (3)	10.2% (5)	14.3% (2)	18.8% (3)	10.7% (13)
20 to 24 years	19.0% (8)	14.3% (7)	14.3% (2)	6.3% (1)	14.9% (18)
25 to 29 years	19.0% (8)	10.2% (5)	21.4% (3)	6.3% (1)	14.0% (17)
30 to 34 years	11.9% (5)	20.4% (10)	0.0% (0)	6.3% (1)	13.2% (16)
35 to 39 years	2.4% (1)	0.0% (0)	7.1% (1)	0.0% (0)	1.7% (2)
40+ years	11.9% (5)	2.0% (1)	0.0% (0)	0.0% (0)	5.0% (6)
N/A	0.0% (0)	2.0% (1)	0.0% (0)	12.5% (2)	2.5% (3)
answered question	42	49	14	16	121
skipped question					4

10. What is your gender?

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	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Male	81.0% (34)	51.0% (25)	64.3% (9)	43.8% (7)	62.0% (75)
Female	19.0% (8)	49.0% (24)	35.7% (5)	56.3% (9)	38.0% (46)
answered question	42	49	14	16	121
skipped question					4

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

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The basis for calculating their bill for legal costs	Yes	90.5% (38)	92.3% (48)	92.9% (13)	100.0% (15)	
	No	9.5% (4)	3.8% (2)	0.0% (0)	0.0% (0)	
	I don't know	0.0% (0)	3.8% (2)	7.1% (1)	0.0% (0)	
		42	52	14	15	123
Preferred billing method (eg hourly rate, fixed fee etc)	Yes	85.7% (36)	80.8% (42)	92.9% (13)	71.4% (10)	
	No	14.3% (6)	17.3% (9)	0.0% (0)	21.4% (3)	
	I don't know	0.0% (0)	1.9% (1)	7.1% (1)	7.1% (1)	
		42	52	14	14	122
Preferred format of bills	Yes	29.3% (12)	21.6% (11)	46.2% (6)	21.4% (3)	
	No	68.3% (28)	74.5% (38)	46.2% (6)	57.1% (8)	
	I don't know	2.4% (1)	3.9% (2)	7.7% (1)	21.4% (3)	
		41	51	13	14	119

Arrangements for on going costs disclosure	Yes	56.1% (23)	73.1% (38)	71.4% (10)	71.4% (10)	
	No	43.9% (18)	25.0% (13)	21.4% (3)	21.4% (3)	
	I don't know	0.0% (0)	1.9% (1)	7.1% (1)	7.1% (1)	
		41	52	14	14	121
Time frames for costs updates	Yes	53.7% (22)	50.0% (26)	53.8% (7)	57.1% (8)	
	No	46.3% (19)	44.2% (23)	30.8% (4)	35.7% (5)	
	I don't know	0.0% (0)	5.8% (3)	15.4% (2)	7.1% (1)	
		41	52	13	14	120
Arrangements for dealing with complaints	Yes	51.2% (21)	40.4% (21)	15.4% (2)	28.6% (4)	
	No	48.8% (20)	55.8% (29)	69.2% (9)	57.1% (8)	
	I don't know	0.0% (0)	3.8% (2)	15.4% (2)	14.3% (2)	
		41	52	13	14	120
How often the client would like to receive accounts	Yes	46.3% (19)	27.5% (14)	46.2% (6)	50.0% (7)	
	No	53.7% (22)	64.7% (33)	46.2% (6)	42.9% (6)	
	I don't know	0.0% (0)	7.8% (4)	7.7% (1)	7.1% (1)	
		41	51	13	14	119
Who in the practice will be working on the matter and their charge out rates	Yes	85.7% (36)	84.6% (44)	78.6% (11)	85.7% (12)	
	No	14.3% (6)	13.5% (7)	14.3% (2)	14.3% (2)	

	I don't know	0.0% (0)	1.9% (1)	7.1% (1)	0.0% (0)	
		42	52	14	14	122
How and when payment will be made	Yes	82.9% (34)	78.8% (41)	78.6% (11)	76.9% (10)	
	No	17.1% (7)	17.3% (9)	14.3% (2)	15.4% (2)	
	I don't know	0.0% (0)	3.8% (2)	7.1% (1)	7.7% (1)	
		41	52	14	13	120
Other (please specify)		1 reply	4 replies	0 replies	0 replies	5
answered question		42	52	14	15	123
skipped question						2

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

		What best describes the legal practice where you work?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Use of historical costs information to identify what similar work has cost	Yes	89.2% (33)	95.3% (41)	100.0% (11)	83.3% (10)	
	No	10.8% (4)	4.7% (2)	0.0% (0)	16.7% (2)	
		37	43	11	12	103
Predicted time-cost calculation	Yes	77.1% (27)	82.1% (32)	100.0% (11)	84.6% (11)	
	No	22.9% (8)	17.9% (7)	0.0% (0)	15.4% (2)	
		35	39	11	13	98
Going over earlier accounts	Yes	50.0% (15)	32.1% (9)	37.5% (3)	55.6% (5)	
	No	50.0% (15)	67.9% (19)	62.5% (5)	44.4% (4)	
		30	28	8	9	75
Reference to standard fees	Yes	83.3% (25)	75.8% (25)	100.0% (8)	60.0% (6)	
	No	16.7% (5)	24.2% (8)	0.0% (0)	40.0% (4)	
		30	33	8	10	81
Other (please specify)		2 replies	6 replies	0 replies	2 replies	10
answered question		41	50	14	13	118
skipped question						7

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

		What best describes the legal practice where you work?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Time based (hourly)	Yes	94.9% (37)	93.5% (43)	100.0% (14)	80.0% (12)	
	No	5.1% (2)	6.5% (3)	0.0% (0)	20.0% (3)	
		39	46	14	15	114
Hourly fee with cap or limit	Yes	39.4% (13)	47.4% (18)	25.0% (2)	28.6% (4)	
	No	60.6% (20)	52.6% (20)	75.0% (6)	71.4% (10)	
		33	38	8	14	93
No win No Fee	Yes	2.9% (1)	16.7% (6)	50.0% (5)	0.0% (0)	
	No	97.1% (33)	83.3% (30)	50.0% (5)	100.0% (14)	
		34	36	10	14	94
Fixed fee by agreement	Yes	86.5% (32)	85.7% (36)	92.9% (13)	80.0% (12)	
	No	13.5% (5)	14.3% (6)	7.1% (1)	20.0% (3)	
		37	42	14	15	108
Task based billing (for routine work eg production of wills, EPAs)	Yes	81.1% (30)	79.1% (34)	92.3% (12)	53.8% (7)	
	No	18.9% (7)	20.9% (9)	7.7% (1)	46.2% (6)	

		37	43	13	13	106
Value billing (value agreed at the end of the matter)	Yes	22.9% (8)	12.1% (4)	40.0% (4)	38.5% (5)	
	No	77.1% (27)	87.9% (29)	60.0% (6)	61.5% (8)	
		35	33	10	13	91
Other (partial) conditional fee arrangements	Yes	21.2% (7)	18.8% (6)	22.2% (2)	9.1% (1)	
	No	78.8% (26)	81.3% (26)	77.8% (7)	90.9% (10)	
		33	32	9	11	85
Interim billing	Yes	65.8% (25)	90.2% (37)	100.0% (14)	85.7% (12)	
	No	34.2% (13)	9.8% (4)	0.0% (0)	14.3% (2)	
		38	41	14	14	107
Hybrid arrangements (eg part fixed/part time-costing)	Yes	52.9% (18)	62.9% (22)	44.4% (4)	54.5% (6)	
	No	47.1% (16)	37.1% (13)	55.6% (5)	45.5% (5)	
		34	35	9	11	89
Other (please specify)		0 replies	1 reply	0 replies	2 replies	3
answered question		41	52	14	15	122
skipped question						3

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)

	What best describes the legal practice where you work?				
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There is no policy	28.9% (11)	15.7% (8)	0.0% (0)	0.0% (0)	16.4% (19)
Immediately	42.1% (16)	33.3% (17)	78.6% (11)	61.5% (8)	44.8% (52)
Same day	15.8% (6)	31.4% (16)	14.3% (2)	30.8% (4)	24.1% (28)
Within the week	0.0% (0)	3.9% (2)	0.0% (0)	0.0% (0)	1.7% (2)
By the end of the month	7.9% (3)	3.9% (2)	0.0% (0)	0.0% (0)	4.3% (5)
Other (please specify)	2 replies (5.3%)	6 replies (11.8%)	1 reply (7.1%)	1 reply (7.7%)	8.6% (10)
answered question	38	51	14	13	116
skipped question					9

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

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Manage the matter to ensure consistency with the original estimate (s)	Yes	77.8% (28)	69.4% (34)	57.1% (8)	92.9% (13)	
	No	22.2% (8)	30.6% (15)	42.9% (6)	7.1% (1)	
		36	49	14	14	113
Ensure the costs being charged are consistent with the practice's own internal costs/billing policies	Yes	86.1% (31)	78.3% (36)	69.2% (9)	100.0% (14)	
	No	13.9% (5)	21.7% (10)	30.8% (4)	0.0% (0)	
		36	46	13	14	109
Discuss a provisional bill with the client	Yes	63.9% (23)	53.2% (25)	38.5% (5)	69.2% (9)	
	No	36.1% (13)	46.8% (22)	61.5% (8)	30.8% (4)	
		36	47	13	13	109
Make valid costs disclosures	Yes	89.2% (33)	85.4% (41)	84.6% (11)	100.0% (15)	
	No	10.8% (4)	14.6% (7)	15.4% (2)	0.0% (0)	
		37	48	13	15	113
Adhere to the costs agreement	Yes	94.7% (36)	86.4% (38)	92.9% (13)	93.3% (14)	
	No	5.3% (2)	13.6% (6)	7.1% (1)	6.7% (1)	

	38	44	14	15	111
Other (please specify)	3 replies	2 replies	0 replies	2 replies	7
answered question	38	50	14	15	117
skipped question					8

16. Do you provide clients with regular costs updates?

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Yes	60.5% (23)	76.9% (40)	78.6% (11)	86.7% (13)	73.1% (87)
No	10.5% (4)	15.4% (8)	21.4% (3)	0.0% (0)	12.6% (15)
The matters I deal with have short time frames only	28.9% (11)	7.7% (4)	0.0% (0)	13.3% (2)	14.3% (17)
answered question	38	52	14	15	119
skipped question					6

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

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IT systems (time recording/accounts) to prompt when milestones are met in terms of accrued WIP	15.6% (5)	20.5% (9)	25.0% (3)	15.4% (2)	18.8% (19)
A personal bring up system	37.5% (12)	38.6% (17)	50.0% (6)	30.8% (4)	38.6% (39)
The client can check WIP or current costs on-line	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Regular itemized accounts unless inappropriate eg for a routine conveyance	62.5% (20)	72.7% (32)	50.0% (6)	92.3% (12)	69.3% (70)
Other (please specify)	3 replies (9.4%)	5 replies (11.4%)	0 replies (0.0%)	0 replies (0.0%)	7.9% (8)
answered question	32	44	12	13	101
skipped question					24

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

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Ensure the costs you charge are consistent with the client agreement	Yes	100.0% (39)	96.2% (50)	100.0% (14)	100.0% (15)	
	No	0.0% (0)	1.9% (1)	0.0% (0)	0.0% (0)	
	I don't know	0.0% (0)	1.9% (1)	0.0% (0)	0.0% (0)	
		39	52	14	15	120
Ensure the costs you charge are consistent with your professional obligations	Yes	100.0% (39)	96.0% (48)	92.9% (13)	93.3% (14)	
	No	0.0% (0)	2.0% (1)	0.0% (0)	6.7% (1)	
	I don't know	0.0% (0)	2.0% (1)	7.1% (1)	0.0% (0)	
		39	50	14	15	118
Ensure that disbursements claimed have been reasonably incurred	Yes	100.0% (40)	96.0% (48)	100.0% (14)	93.3% (14)	
	No	0.0% (0)	2.0% (1)	0.0% (0)	6.7% (1)	
	I don't know	0.0% (0)	2.0% (1)	0.0% (0)	0.0% (0)	
		40	50	14	15	119
Ensure that disbursements claimed are reasonable in amount	Yes	97.4% (38)	94.0% (47)	100.0% (14)	93.3% (14)	

	No	2.6% (1)	4.0% (2)	0.0% (0)	6.7% (1)	
	I don't know	0.0% (0)	2.0% (1)	0.0% (0)	0.0% (0)	
		39	50	14	15	118
Ensure the amount of the bill is fair and reasonable and not excessive	Yes	100.0% (40)	94.1% (48)	100.0% (14)	100.0% (15)	
	No	0.0% (0)	5.9% (3)	0.0% (0)	0.0% (0)	
	I don't know	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	
		40	51	14	15	120
Other (please specify)		2 replies	0 replies	0 replies	1 reply	3
answered question		40	52	14	15	121
skipped question						4

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Yes	67.5% (27)	61.5% (32)	57.1% (8)	92.9% (13)	66.7% (80)
No	32.5% (13)	38.5% (20)	42.9% (6)	7.1% (1)	33.3% (40)
answered question	40	52	14	14	120
skipped question					5

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?

		What best describes the legal practice where you work?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Send an email to the client detailing the change	Yes	65.4% (17)	82.5% (33)	80.0% (8)	75.0% (9)	
	No	34.6% (9)	17.5% (7)	20.0% (2)	25.0% (3)	
		26	40	10	12	88
Discuss the change in person with the client	Yes	85.3% (29)	81.0% (34)	77.8% (7)	75.0% (9)	
	No	14.7% (5)	19.0% (8)	22.2% (2)	25.0% (3)	
		34	42	9	12	97
Follow up an initial phone call with a letter that requires a response	Yes	53.8% (14)	47.1% (16)	66.7% (6)	72.7% (8)	
	No	46.2% (12)	52.9% (18)	33.3% (3)	27.3% (3)	
		26	34	9	11	80
Inform the client of the change and assume they have no objection to the change if they do not respond	Yes	44.8% (13)	53.7% (22)	60.0% (6)	45.5% (5)	
	No	55.2% (16)	46.3% (19)	40.0% (4)	54.5% (6)	
		29	41	10	11	91
Other (please specify)		3 replies	4 replies	0 replies	0 replies	7
answered question		38	50	14	14	116
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).

		What best describes the legal practice where you work?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Routinely at regular billing intervals	yes	68.8% (22)	71.7% (33)	76.9% (10)	71.4% (10)	
	no	31.3% (10)	28.3% (13)	23.1% (3)	28.6% (4)	
		32	46	13	14	105
Not routinely, only when requested by the client	yes	28.0% (7)	40.6% (13)	50.0% (4)	22.2% (2)	
	no	72.0% (18)	59.4% (19)	50.0% (4)	77.8% (7)	
		25	32	8	9	74
Routinely at the completion of the matter	yes	71.0% (22)	64.7% (22)	80.0% (8)	40.0% (4)	
	no	29.0% (9)	35.3% (12)	20.0% (2)	60.0% (6)	
		31	34	10	10	85
Dependent on agreed client preference at the start of the matter	yes	53.8% (14)	33.3% (10)	33.3% (2)	50.0% (5)	
	no	46.2% (12)	66.7% (20)	66.7% (4)	50.0% (5)	
		26	30	6	10	72
Other (please specify)		3 replies	7 replies	1 reply	1 reply	12

answered question	40	51	14	15	120
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?

		What best describes the legal practice where you work?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Drafting/document preparation	Yes	84.2% (32)	82.4% (42)	64.3% (9)	71.4% (10)	
	No	15.8% (6)	17.6% (9)	35.7% (5)	28.6% (4)	
		38	51	14	14	117
Research	Yes	63.2% (24)	75.0% (36)	64.3% (9)	64.3% (9)	
	No	36.8% (14)	25.0% (12)	35.7% (5)	35.7% (5)	
		38	48	14	14	114
Travel	Yes	64.9% (24)	73.5% (36)	71.4% (10)	71.4% (10)	
	No	35.1% (13)	26.5% (13)	28.6% (4)	28.6% (4)	
		37	49	14	14	114
Waiting (eg for Court/meetings)	Yes	59.5% (22)	68.1% (32)	71.4% (10)	50.0% (7)	
	No	40.5% (15)	31.9% (15)	28.6% (4)	50.0% (7)	
		37	47	14	14	112

Internal conferences	Yes	55.6% (20)	63.3% (31)	53.8% (7)	64.3% (9)	
	No	44.4% (16)	36.7% (18)	46.2% (6)	35.7% (5)	
		36	49	13	14	112
Internal reviews of files	Yes	47.2% (17)	59.2% (29)	53.8% (7)	57.1% (8)	
	No	52.8% (19)	40.8% (20)	46.2% (6)	42.9% (6)	
		36	49	13	14	112
Supervision meetings	Yes	33.3% (12)	54.2% (26)	46.2% (6)	64.3% (9)	
	No	66.7% (24)	45.8% (22)	53.8% (7)	35.7% (5)	
		36	48	13	14	111
File Management	Yes	55.6% (20)	61.7% (29)	46.2% (6)	64.3% (9)	
	No	44.4% (16)	38.3% (18)	53.8% (7)	35.7% (5)	
		36	47	13	14	110
Administration	Yes	52.8% (19)	65.2% (30)	50.0% (7)	64.3% (9)	
	No	47.2% (17)	34.8% (16)	50.0% (7)	35.7% (5)	
		36	46	14	14	110
Recycling a document prepared for another client	Yes	32.4% (11)	31.8% (14)	30.8% (4)	42.9% (6)	
	No	67.6% (23)	68.2% (30)	69.2% (9)	57.1% (8)	
		34	44	13	14	105
Please comment if you wish		3 replies	4 replies	1 reply	3 replies	11
answered question		38	52	14	14	118
skipped question						7

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Yes	20.5% (8)	27.5% (14)	28.6% (4)	0.0% (0)	21.8% (26)
No	79.5% (31)	72.5% (37)	71.4% (10)	100.0% (15)	78.2% (93)
answered question	39	51	14	15	119
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?

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Yes	41.7% (10)	18.5% (5)	44.4% (4)	37.5% (3)	32.4% (22)
No	58.3% (14)	81.5% (22)	55.6% (5)	62.5% (5)	67.6% (46)
answered question	24	27	9	8	68
skipped question					57

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Yes	60.0% (18)	68.9% (31)	54.5% (6)	62.5% (5)	63.8% (60)
No	40.0% (12)	31.1% (14)	45.5% (5)	37.5% (3)	36.2% (34)
answered question	30	45	11	8	94
skipped question					31

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Count
	22 replies	32 replies	10 replies	7 replies	71
answered question	22	32	10	7	71
skipped question					54

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Regularly as a matter of course	52.6% (20)	38.8% (19)	57.1% (8)	76.9% (10)	50.0% (57)
When there are legislative changes	50.0% (19)	69.4% (34)	64.3% (9)	46.2% (6)	59.6% (68)
If it seems problems are arising for clients	28.9% (11)	49.0% (24)	57.1% (8)	23.1% (3)	40.4% (46)
If prompted by good advice received when attending external training	39.5% (15)	69.4% (34)	57.1% (8)	30.8% (4)	53.5% (61)
I am confident that my billing practices always comply with my professional obligations	39.5% (15)	18.4% (9)	35.7% (5)	7.7% (1)	26.3% (30)
answered question	38	49	14	13	114
skipped question					11

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

		What best describes the legal practice where you work?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
We ask the client at the end of the matter through a meeting or phone call	Yes	33.3% (11)	15.8% (6)	16.7% (2)	55.6% (5)	
	No	66.7% (22)	84.2% (32)	83.3% (10)	44.4% (4)	
		33	38	12	9	92
We monitor for any problems arising	Yes	82.9% (29)	76.1% (35)	76.9% (10)	88.9% (8)	
	No	17.1% (6)	23.9% (11)	23.1% (3)	11.1% (1)	
		35	46	13	9	103
We ask clients to complete our client satisfaction survey	Yes	6.1% (2)	19.5% (8)	8.3% (1)	66.7% (6)	
	No	93.9% (31)	80.5% (33)	91.7% (11)	33.3% (3)	
		33	41	12	9	95
We rely on clients telling us if they are dissatisfied with costs disclosures or billing	Yes	86.1% (31)	86.7% (39)	85.7% (12)	70.0% (7)	
	No	13.9% (5)	13.3% (6)	14.3% (2)	30.0% (3)	
		36	45	14	10	105
We gauge satisfaction by the recovery percentage or % of bill amounts that are ultimately recovered	Yes	39.4% (13)	36.8% (14)	38.5% (5)	37.5% (3)	
	No	60.6% (20)	63.2% (24)	61.5% (8)	62.5% (5)	

	33	38	13	8	92
Other (please specify)	4 replies	4 replies	0 replies	2 replies	10
answered question	37	51	14	12	114
skipped question					11

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

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
None	43.6% (17)	47.1% (24)	57.1% (8)	30.8% (4)	45.3% (53)
Less than one hour	23.1% (9)	15.7% (8)	14.3% (2)	23.1% (3)	18.8% (22)
One to two hours	23.1% (9)	25.5% (13)	14.3% (2)	30.8% (4)	23.9% (28)
More than two hours	10.3% (4)	11.8% (6)	14.3% (2)	15.4% (2)	12.0% (14)
Please describe the training that took place if you received training	6 replies	8 replies	2 replies	5 replies	21
answered question	39	51	14	13	117
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.

		What best describes the legal practice where you work?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
In your opinion, is the billing practice ethically appropriate?	Yes	18.9% (7)	5.9% (3)	0.0% (0)	0.0% (0)	
	No	81.1% (30)	94.1% (48)	100.0% (13)	100.0% (12)	
		37	51	13	12	113
Would your practice encourage this practice?	Yes	15.8% (6)	6.0% (3)	0.0% (0)	0.0% (0)	
	No	84.2% (32)	94.0% (47)	100.0% (13)	100.0% (11)	
		38	50	13	11	112
Does your practice have a policy/procedure in relation to this issue?	Yes	40.5% (15)	42.6% (20)	69.2% (9)	33.3% (4)	
	No	59.5% (22)	57.4% (27)	30.8% (4)	66.7% (8)	
		37	47	13	12	109
Have you ever been given guidance/advice in relation to the practices described above?	Yes	20.0% (7)	34.7% (17)	23.1% (3)	33.3% (4)	
	No	80.0% (28)	65.3% (32)	76.9% (10)	66.7% (8)	
		35	49	13	12	109
Please comment further if, for example,						

some answers depend on the circumstances or the matter.	9 replies	16 replies	2 replies	2 replies	29
answered question	38	51	13	13	115
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?

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Nothing	8.1% (3)	0.0% (0)	0.0% (0)	0.0% (0)	2.6% (3)
Discuss the matter with a supervisor or managing partner/legal practitioner director	43.2% (16)	69.2% (36)	75.0% (9)	84.6% (11)	63.2% (72)
Inform the Legal Services Commission after speaking to management.	2.7% (1)	3.8% (2)	0.0% (0)	7.7% (1)	3.5% (4)
Other (please specify)	17 replies (45.9%)	14 replies (26.9%)	3 replies (25.0%)	1 reply (7.7%)	30.7% (35)
answered question	37	52	12	13	114
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?

	What best describes the legal practice where you work?				
	A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
4 hours for each matter	2.6% (1)	1.9% (1)	0.0% (0)	0.0% (0)	1.7% (2)
The actual time spent on each matter	78.9% (30)	73.1% (38)	92.3% (12)	69.2% (9)	76.7% (89)
Other (please describe)	7 replies (18.4%)	13 replies (25.0%)	1 reply (7.7%)	4 replies (30.8%)	21.6% (25)
answered question	38	52	13	13	116
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.

		What best describes the legal practice where you work?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
Do you bill the second client the same as you did for the first client?	Yes	11.1% (4)	5.9% (3)	7.7% (1)	15.4% (2)	
	No	88.9% (32)	94.1% (48)	92.3% (12)	84.6% (11)	
		36	51	13	13	113
In your opinion, is it ethical to use recycled work product which leads a practitioner to billing more than the number of hours actually worked?	Yes	16.7% (6)	14.6% (7)	7.7% (1)	25.0% (3)	
	No	83.3% (30)	85.4% (41)	92.3% (12)	75.0% (9)	
		36	48	13	12	109
Would the culture of your firm encourage this practice?	Yes	8.3% (3)	14.6% (7)	7.7% (1)	9.1% (1)	
	No	91.7% (33)	85.4% (41)	92.3% (12)	90.9% (10)	
		36	48	13	11	108
Does your firm have a policy/procedure in relation to this issue?	Yes	38.9% (14)	36.0% (18)	53.8% (7)	45.5% (5)	
	No	61.1% (22)	64.0% (32)	46.2% (6)	54.5% (6)	
		36	50	13	11	110
Have you ever been given guidance/advice in relation to the practices described above?	Yes	23.5% (8)	24.5% (12)	15.4% (2)	33.3% (4)	

	No	76.5% (26)	75.5% (37)	84.6% (11)	66.7% (8)	
		34	49	13	12	108
Please comment further if, for example, some answers depend on the circumstances or the matter.		11 replies	13 replies	2 replies	4 replies	30
answered question		36	52	13	13	114
skipped question						11

34. 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?				
		A sole practice with one practising certificate holder	A sole practice with a principal and employed solicitors	A partnership with two or more principals and employed solicitors	An incorporated legal practice with a principal and employed solicitors	Response Totals
That the survey was easy to work through	Satisfied	97.3% (36)	82.4% (42)	92.3% (12)	76.9% (10)	
	Not satisfied	0.0% (0)	5.9% (3)	0.0% (0)	0.0% (0)	
	Neutral	2.7% (1)	11.8% (6)	7.7% (1)	23.1% (3)	
		37	51	13	13	114
That the questions are relevant to your small law practice	Satisfied	59.5% (22)	72.5% (37)	84.6% (11)	69.2% (9)	
	Not satisfied	10.8% (4)	5.9% (3)	7.7% (1)	7.7% (1)	
	Neutral	29.7% (11)	21.6% (11)	7.7% (1)	23.1% (3)	
		37	51	13	13	114

That the questions raised useful issues for your small law practice	Satisfied	63.9% (23)	80.4% (41)	76.9% (10)	84.6% (11)	
	Not satisfied	11.1% (4)	3.9% (2)	0.0% (0)	7.7% (1)	
	Neutral	25.0% (9)	15.7% (8)	23.1% (3)	7.7% (1)	
		36	51	13	13	113
That the majority of scenarios are relevant to your small law practice	Satisfied	56.8% (21)	74.0% (37)	69.2% (9)	61.5% (8)	
	Not satisfied	13.5% (5)	10.0% (5)	0.0% (0)	15.4% (2)	
	Neutral	29.7% (11)	16.0% (8)	30.8% (4)	23.1% (3)	
		37	50	13	13	113
The the majority of scenarios raised useful issues for your small law practice	Satisfied	62.2% (23)	76.0% (38)	76.9% (10)	76.9% (10)	
	Not satisfied	8.1% (3)	12.0% (6)	0.0% (0)	15.4% (2)	
	Neutral	29.7% (11)	12.0% (6)	23.1% (3)	7.7% (1)	
		37	50	13	13	113
Please comment further if you wish		5 replies	10 replies	0 replies	1 reply	16
answered question		37	51	13	13	114
skipped question						11