


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





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

		Response Percent	Response Count
A member of a participating law firm, at your firm's request?		0.0%	0
An interested individual on your own initiative?		100.0%	33
answered question			33
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

	Response Count
	0
answered question	0
skipped question	33






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

		Response Percent	Response Count
Partnership		73.3%	22
Incorporated legal practice		16.7%	5
Government legal office		6.7%	2
Other (please specify)		3.3%	1
answered question			30
skipped question			3



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

		Response Percent	Response Count
<5		6.7%	2
5-9		13.3%	4
10-19		26.7%	8
20-49		13.3%	4
>50		40.0%	12
answered question			30
skipped question			3

## 5. Where is your law firm located?

		Response Percent	Response Count
Brisbane CBD		73.3%	22
Brisbane Suburbs		0.0%	0
Regional City		23.3%	7
Regional Town		0.0%	0
Interstate		3.3%	1
answered question			30
skipped question			3

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



		Response Percent	Response Count
Yes		44.8%	13
No		55.2%	16

If "yes", where is your state head office located?







8

answered question			29
skipped question			4

## 7. What is your gender?

		Response Percent	Response Count
Male		46.7%	14
Female		53.3%	16
answered question			30
skipped question			3





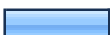





## 8. What best describes your role as a fee earner in your firm?

		Response Percent	Response Count
Graduate/trainee lawyer		0.0%	0
<b>1st to 3rd year lawyer</b>		<b>36.7%</b>	<b>11</b>
4th + year lawyer		13.3%	4
Senior associate		23.3%	7
Partner/Director		6.7%	2
Consultant/In-House Counsel/Special Counsel		10.0%	3
Other (please specify)		10.0%	3
<b>answered question</b>			<b>30</b>
<b>skipped question</b>			<b>3</b>

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

		Response Percent	Response Count
I do not hold a current practising certificate		10.0%	3
<5 years		53.3%	16
5 to 9 years		6.7%	2
10 to 14 years		13.3%	4
15 to 19 years		6.7%	2
20 to 24 years		10.0%	3
25 to 29 years		0.0%	0
30 to 34 years		0.0%	0
35 to 39 years		0.0%	0
40+ years		0.0%	0
answered question			30
skipped question			3

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

		Response Percent	Response Count
Not applicable		13.3%	4
Administrative law		3.3%	1
Bankruptcy and insolvency		3.3%	1
Building and construction law		6.7%	2
Commercial and company law		16.7%	5
Conveyancing		0.0%	0
Criminal law		0.0%	0
Deceased estates and trusts		0.0%	0
Family/de facto law		6.7%	2
Immigration law		0.0%	0
Industrial and employment law		0.0%	0
Litigation		16.7%	5
<b>Personal injury and workcover</b>		<b>20.0%</b>	<b>6</b>
Property law		6.7%	2
Wills and estate planning		0.0%	0
Other (please specify)		6.7%	2
answered question			30
skipped question			3

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









	Always	Mostly	Sometimes	Never	Response Count
Time based (hourly)	37.9% (11)	<b>48.3% (14)</b>	10.3% (3)	3.4% (1)	29
Time based (No win No Fee)	5.3% (1)	10.5% (2)	21.1% (4)	<b>63.2% (12)</b>	19
Fixed fee by agreement	4.3% (1)	8.7% (2)	<b>69.6% (16)</b>	17.4% (4)	23

Other (please specify) 1

answered question 30

skipped question 3








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

		Response Percent	Response Count
No daily billable hour target		23.3%	7
5		13.3%	4
5.5		6.7%	2
6		16.7%	5
6.5		23.3%	7
7		6.7%	2
7.5		6.7%	2
8		3.3%	1
8.5		0.0%	0
9		0.0%	0
9.5		0.0%	0
10		0.0%	0

answered question 30

skipped question 3


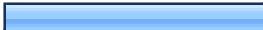


### 13. If you have an annual billable hours target or expectation, what is it?

		Response Percent	Response Count
No annual billable hour target		55.2%	16
<1000 per year		3.4%	1
1000-1249		13.8%	4
1250-1499		13.8%	4
1500-1749		3.4%	1
1750-2000		6.9%	2
>2000		3.4%	1
answered question			29
skipped question			4






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

	Yes	No	I don't know	Response Count
Arrangements for on going costs disclosure	66.7% (16)	25.0% (6)	8.3% (2)	24
Time frames for costs updates	34.8% (8)	47.8% (11)	17.4% (4)	23
Arrangements for dealing with complaints about billing	34.8% (8)	56.5% (13)	8.7% (2)	23
How often the client would like to receive accounts	39.1% (9)	47.8% (11)	13.0% (3)	23
Which lawyers will be working on the matter and their charge out rates	75.0% (18)	20.8% (5)	4.2% (1)	24
answered question				24
skipped question				9




**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?**

		Response Percent	Response Count
Client sent a letter		79.2%	19
Client consulted orally		41.7%	10
No formal procedure for gaining client consent		4.2%	1
I do not know		12.5%	3
Other (please specify)		0.0%	0
answered question			24
skipped question			9





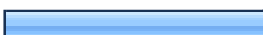

**16. Which of the following procedures are used to ensure that clients receive costs updates.**

		Response Percent	Response Count
There are no procedures		29.2%	7
Firm uses IT systems (time recording/accounts) to prompt you when you meet milestones in terms of accrued WIP		33.3%	8
Personal bring up system		45.8%	11
The client can check WIP or current costs on-line		4.2%	1
Other (please specify)		8.3%	2
answered question			24
skipped question			9






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

		Response Percent	Response Count
Yes		29.2%	7
No		33.3%	8
I do not know		37.5%	9
answered question			24
skipped question			9






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

		Response Percent	Response Count
Never		20.8%	5
At the end of a matter		12.5%	3
At least quarterly		4.2%	1
At least half yearly		0.0%	0
At least annually		12.5%	3
I don't know		41.7%	10
Other (please specify)		8.3%	2
answered question			24
skipped question			9




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

		Response Percent	Response Count
Meeting/Phone call with client relationship partner		42.9%	9
Client satisfaction survey (on line)		9.5%	2
Client satisfaction survey (telephone calls)		23.8%	5
Client satisfaction survey (by post)		28.6%	6
Speed of payment of bill		23.8%	5
Other (please specify)		0.0%	0
answered question			21
skipped question			12




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

		Response Percent	Response Count
Never		39.1%	9
Only at induction		17.4%	4
At least quarterly		0.0%	0
At least half yearly		4.3%	1
At least annually		30.4%	7
Other (please specify)		8.7%	2
answered question			23
skipped question			10




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

		Response Percent	Response Count
Yes		45.8%	11
No		29.2%	7
I don't know		25.0%	6
answered question			24
skipped question			9



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

		Response Percent	Response Count
Yes		75.0%	18
No		4.2%	1
I do not know		20.8%	5
answered question			24
skipped question			9




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

		Response Percent	Response Count
Yes		16.7%	4
No		62.5%	15
I don't know		20.8%	5
answered question			24
skipped question			9

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

		Response Percent	Response Count
Yes		4.3%	1
No		95.7%	22
I don't know		0.0%	0
answered question			23
skipped question			10

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

		Response Percent	Response Count
Yes		50.0%	12
No		16.7%	4
I don't know		33.3%	8
Other (please specify)		0.0%	0
answered question			24
skipped question			9







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

	always	mostly	sometimes	never	Response Count
at the completion of the matter?	57.1% (12)	9.5% (2)	14.3% (3)	19.0% (4)	21
at regular billing intervals?	54.2% (13)	20.8% (5)	12.5% (3)	12.5% (3)	24
as requested by the client?	95.2% (20)	0.0% (0)	4.8% (1)	0.0% (0)	21
answered question					24
skipped question					9




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

	Yes	No	I don't know	Response Count
monitoring the billing practices/ activities of the legal practitioner directors/partners?	<b>61.9% (13)</b>	4.8% (1)	33.3% (7)	21
reviewing the billing practices of individual partners or legal practitioner directors?	<b>61.9% (13)</b>	4.8% (1)	33.3% (7)	21
detection of improper billing practices?	28.6% (6)	14.3% (3)	<b>57.1% (12)</b>	21
regular review (at least monthly) of all solicitors timesheets	<b>61.9% (13)</b>	19.0% (4)	19.0% (4)	21
regular review (at least monthly) of all non-legal staff timesheets	<b>33.3% (7)</b>	<b>33.3% (7)</b>	<b>33.3% (7)</b>	21
reviewing all accounts rendered by the practice?	<b>61.9% (13)</b>	4.8% (1)	33.3% (7)	21
supervisors to review all your accounts each month?	<b>66.7% (14)</b>	14.3% (3)	19.0% (4)	21
dealing with complaints by clients about an account?	<b>71.4% (15)</b>	23.8% (5)	4.8% (1)	21
dealing with employee concerns about an account?	<b>57.1% (12)</b>	23.8% (5)	19.0% (4)	21
dealing with ethical concerns, or queries about billing practices by solicitors, other staff or partners?	<b>57.1% (12)</b>	19.0% (4)	23.8% (5)	21
reporting improper billing practices to the Legal Services Commissioner?	23.8% (5)	28.6% (6)	<b>47.6% (10)</b>	21
answered question				<b>21</b>
skipped question				<b>12</b>



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

		Response Percent	Response Count
Designated ethics partner/solicitor		41.2%	7
Ethics committee		23.5%	4
Written policy encouraging reporting of misconduct		17.6%	3
Scheduled in-firm meetings		23.5%	4
<b>Scheduled training on ethics issues</b>		<b>47.1%</b>	<b>8</b>
Other (please specify)		17.6%	3
<b>answered question</b>			<b>17</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?**

		Response Percent	Response Count
<b>No, we have no internal policy/procedure I am aware of.</b>		<b>57.1%</b>	<b>12</b>
Yes, we have an informal policy.		23.8%	5
Yes, we have a formal written policy.		19.0%	4
<b>answered question</b>			<b>21</b>
<b>skipped question</b>			<b>12</b>

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

		Response Percent	Response Count
Yes		16.7%	2
No		83.3%	10
answered question			12
skipped question			21





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

		Response Percent	Response Count
Yes		76.2%	16
No		0.0%	0
I don't know		23.8%	5
answered question			21
skipped question			12




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

	Yes	No	I don't know	Response Count
Drafting	<b>65.0% (13)</b>	20.0% (4)	15.0% (3)	20
Research	<b>65.0% (13)</b>	20.0% (4)	15.0% (3)	20
Travel	<b>65.0% (13)</b>	20.0% (4)	15.0% (3)	20
Waiting (eg for Court/meetings)	<b>35.0% (7)</b>	30.0% (6)	<b>35.0% (7)</b>	20
Internal conferences	<b>55.0% (11)</b>	25.0% (5)	20.0% (4)	20
Internal reviews of files	<b>55.0% (11)</b>	20.0% (4)	25.0% (5)	20
Preparing internal memoranda	<b>50.0% (10)</b>	25.0% (5)	25.0% (5)	20
Supervision	<b>55.0% (11)</b>	25.0% (5)	20.0% (4)	20
File Management	<b>50.0% (10)</b>	20.0% (4)	30.0% (6)	20
Administration	<b>60.0% (12)</b>	15.0% (3)	25.0% (5)	20
<b>answered question</b>				<b>20</b>
<b>skipped question</b>				<b>13</b>





**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)**

		Response Percent	Response Count
There is no policy		5.0%	1
<b>Immediately</b>		<b>40.0%</b>	<b>8</b>
<b>Same day</b>		<b>40.0%</b>	<b>8</b>
Within the week		15.0%	3
By the end of the month		0.0%	0
Other (please specify)		0.0%	0
<b>answered question</b>			<b>20</b>
<b>skipped question</b>			<b>13</b>

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

		Response Percent	Response Count
<b>Yes</b>		<b>50.0%</b>	<b>10</b>
No		30.0%	6
I don't know		20.0%	4
<b>answered question</b>			<b>20</b>
<b>skipped question</b>			<b>13</b>

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

		Response Percent	Response Count
None		28.6%	6
Less than one hour		28.6%	6
<b>One to two hours</b>		<b>38.1%</b>	<b>8</b>
More than two hours		4.8%	1
answered question			<b>21</b>
skipped question			<b>12</b>




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

	Yes	No	I don't know	Response Count
Queensland Law Society v Roche (2003) QCA 469	10.5% (2)	<b>57.9% (11)</b>	31.6% (6)	19
D'Alessandro v Legal Practitioners Complaints Committee (1995) 15 WAR 198	0.0% (0)	<b>63.2% (12)</b>	36.8% (7)	19
De Pardo v Legal Practitioners Complaints Committee [2000] FCA 335	0.0% (0)	<b>63.2% (12)</b>	36.8% (7)	19
Re Law Society of the Australian Capital Territory and Roche (2002) 171 FLR 138	0.0% (0)	<b>63.2% (12)</b>	36.8% (7)	19
Law Society of New South Wales v. Foreman (1994) 34 NSWLR 408	0.0% (0)	<b>63.2% (12)</b>	36.8% (7)	19
Legal Practitioners Conduct Board v Hannaford (2002) 83 SASR 277	0.0% (0)	<b>63.2% (12)</b>	36.8% (7)	19
answered question				<b>19</b>
skipped question				<b>14</b>

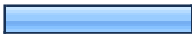

### 37. Does your firm measure and manage a fee earner's performance in relation to:

	Always	Sometimes	Mostly	Never	I don't know	Response Count
the amount you have billed	<b>85.0% (17)</b>	15.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	20
the accuracy of your cost estimates	20.0% (4)	25.0% (5)	0.0% (0)	<b>35.0% (7)</b>	20.0% (4)	20
the use of costs updating	25.0% (5)	10.0% (2)	0.0% (0)	<b>40.0% (8)</b>	25.0% (5)	20
the number of pro-bono hours worked	15.0% (3)	15.0% (3)	5.0% (1)	<b>55.0% (11)</b>	10.0% (2)	20
the amount of supervisory work undertaken	10.0% (2)	25.0% (5)	15.0% (3)	<b>30.0% (6)</b>	20.0% (4)	20
the ethical reputation of the fee earner	25.0% (5)	5.0% (1)	5.0% (1)	30.0% (6)	<b>35.0% (7)</b>	20
the level of the fee earners diligence and competence	<b>70.0% (14)</b>	15.0% (3)	5.0% (1)	10.0% (2)	0.0% (0)	20
the efficiency of work performed	<b>70.0% (14)</b>	10.0% (2)	10.0% (2)	10.0% (2)	0.0% (0)	20
Client satisfaction	<b>60.0% (12)</b>	15.0% (3)	10.0% (2)	15.0% (3)	0.0% (0)	20
Other (please specify)						0
<b>answered question</b>						<b>20</b>
<b>skipped question</b>						<b>13</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?

		Response Percent	Response Count
Yes		<b>45.0%</b>	<b>9</b>
No		35.0%	7
I do not know		20.0%	4
<b>answered question</b>			<b>20</b>
<b>skipped question</b>			<b>13</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?**

		Response Percent	Response Count
Yes, a list ranking performance by name		30.0%	6
Yes, an anonymous list ranking performance only		0.0%	0
<b>No list is published</b>		<b>70.0%</b>	<b>14</b>
answered question			<b>20</b>
skipped question			<b>13</b>


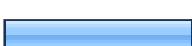

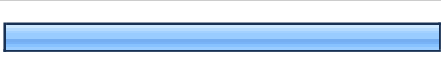
**40. Before the payment of any bonus or promotion within the firm, are a fee earner's billing practices audited to ensure that they have complied with their professional obligations?**

		Response Percent	Response Count
Yes		15.8%	3
No		21.1%	4
<b>I do not know</b>		<b>63.2%</b>	<b>12</b>
answered question			<b>19</b>
skipped question			<b>14</b>






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

		Response Percent	Response Count
Yes		45.0%	9
<b>No</b>		<b>55.0%</b>	<b>11</b>
answered question			<b>20</b>
skipped question			<b>13</b>


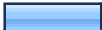
**42. During your employment with the firm, have you observed any instances of “padding” bills for work not actually performed?**

		Response Percent	Response Count
Regularly		0.0%	0
Occasionally		30.0%	6
Once		0.0%	0
<b>Never</b>		<b>70.0%</b>	<b>14</b>
<b>answered question</b>			<b>20</b>
<b>skipped question</b>			<b>13</b>

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

		Response Percent	Response Count
I did nothing		20.0%	2
I discussed the matter with a supervisor or managing partner/legal practitioner director		30.0%	3
<b>I discussed the matter with another legal practitioner</b>		<b>40.0%</b>	<b>4</b>
I discussed the matter with the legal practitioner whose practices I questioned		20.0%	2
Other (please specify)		10.0%	1
<b>answered question</b>			<b>10</b>
<b>skipped question</b>			<b>23</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?**

		Response Percent	Response Count
Yes		85.0%	17
No		15.0%	3
answered question			20
skipped question			13

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

	Strongly disagree	Disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Response Count
Clear billing guidelines would help eliminate questionable billing practices.	10.5% (2)	10.5% (2)	5.3% (1)	36.8% (7)	36.8% (7)	19
Every individual fee earner should take responsibility for ensuring their own work is billed appropriately	10.5% (2)	10.5% (2)	0.0% (0)	5.3% (1)	73.7% (14)	19
Clear billing guidelines would help solicitors and non-legal staff to practice ethically.	10.5% (2)	0.0% (0)	0.0% (0)	36.8% (7)	52.6% (10)	19
It feels as if there is pressure to bill from the management of the practice	10.5% (2)	10.5% (2)	21.1% (4)	36.8% (7)	21.1% (4)	19
answered question						19
skipped question						14

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

	<b>Strongly diagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat agree</b>	<b>Strongly agree</b>	<b>Response Count</b>
Time billing adversely effects the quality of mentoring within a law practice	10.5% (2)	<b>31.6% (6)</b>	10.5% (2)	26.3% (5)	21.1% (4)	19
Time billing is the only accurate way to give lawyers fair remuneration for the work they put in	15.8% (3)	26.3% (5)	26.3% (5)	<b>31.6% (6)</b>	0.0% (0)	19
Time billing results in solicitors competing against each other within the practice	0.0% (0)	<b>42.1% (8)</b>	5.3% (1)	31.6% (6)	21.1% (4)	19
Time billing is the only valid way to measure a fee earners performance	31.6% (6)	<b>52.6% (10)</b>	5.3% (1)	10.5% (2)	0.0% (0)	19
Time billing is the only realistic way to bill for most legal work	10.5% (2)	21.1% (4)	15.8% (3)	<b>52.6% (10)</b>	0.0% (0)	19
Time billing fails to discourage excessive duplication of effort	0.0% (0)	15.8% (3)	31.6% (6)	<b>42.1% (8)</b>	10.5% (2)	19
Time billing does not encourage project or case planning	5.3% (1)	<b>36.8% (7)</b>	31.6% (6)	26.3% (5)	0.0% (0)	19
Time billing encourages cutting corners when there is pressure to meet a client budget	5.6% (1)	<b>44.4% (8)</b>	11.1% (2)	27.8% (5)	11.1% (2)	18
<b>answered question</b>						<b>19</b>
<b>skipped question</b>						<b>14</b>


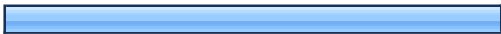

**47. A client retains a firm on the basis that they will be charged on an hourly rate. Partner A provides a client with an estimate of work for \$10,000.00. At the conclusion of the matter, the account comes to \$5,000.00 on a time costing basis. Partner A charges the client \$9,000.00 as the work performed by the firm was, in his view, of a high quality and the outcome exceptional.**

	Yes	No	Maybe	Response Count
in your opinion, is the billing practice ethically appropriate?	5.0% (1)	<b>75.0% (15)</b>	20.0% (4)	20
would the culture of your firm encourage this practice?	15.0% (3)	<b>55.0% (11)</b>	30.0% (6)	20
does your firm have a policy/procedure in relation to this issue?	31.6% (6)	<b>52.6% (10)</b>	15.8% (3)	19
have you ever been given guidance/advice in relation to the practices described above?	40.0% (8)	<b>60.0% (12)</b>	0.0% (0)	20
If you selected "maybe" please explain why				7
answered question				20
skipped question				13

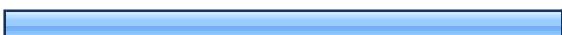

**48. You are taking a two hour plane trip from Brisbane to Melbourne to conduct an interview in a matter involving client A. While on the plane, you review materials for another file you are working on for client B for the following week. Your firm has a billing procedure whereby you normally bill clients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

	Yes	no	Maybe	Response Count
Would you bill both client A and B two hours each?	10.0% (2)	<b>85.0% (17)</b>	5.0% (1)	20
Would the culture of your firm encourage this practice?	15.0% (3)	<b>75.0% (15)</b>	10.0% (2)	20
Does your firm have a policy/procedure in relation to this issue?	<b>45.0% (9)</b>	40.0% (8)	15.0% (3)	20
Have you ever been given guidance/advice in relation to the practices described above?	<b>55.0% (11)</b>	45.0% (9)	0.0% (0)	20
If you selected "maybe" please explain why				2
answered question				20
skipped question				13

**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?**

		Response Percent	Response Count
Nothing		15.0%	3
Discuss the matter with a supervisor or managing partner/legal practitioner/director		80.0%	16
Inform the Legal Services Commission after speaking to management.		0.0%	0
Other (please specify)		5.0%	1
answered question			20
skipped question			13

**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?**

		Response Percent	Response Count
4 hours for each matter		0.0%	0
The actual time spent on each matter		90.0%	18
Other (please describe)		10.0%	2
answered question			20
skipped question			13

**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.**

	Yes	No	Maybe	Response Count
Do you bill the second client the same as you did for the first client?	10.0% (2)	<b>85.0% (17)</b>	5.0% (1)	20
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?	10.0% (2)	<b>75.0% (15)</b>	15.0% (3)	20
Would the culture of your firm encourage this practice?	25.0% (5)	<b>75.0% (15)</b>	0.0% (0)	20
Does your firm have a policy/procedure in relation to this issue?	20.0% (4)	<b>60.0% (12)</b>	20.0% (4)	20
Have you ever been given guidance/advice in relation to the practices described above?	30.0% (6)	<b>70.0% (14)</b>	0.0% (0)	20

If you selected "maybe" please explain why

4


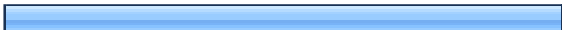
**answered question**

**20**

**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).**

		Response Percent	Response Count
Yes		10.0%	2
No		90.0%	18
<b>answered question</b>			<b>20</b>
<b>skipped question</b>			<b>13</b>

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

	satisfied	neutral	not satisfied	Response Count
that the survey was easy to work through	100.0% (4)	0.0% (0)	0.0% (0)	4
that the questions have relevance for your law firm	75.0% (3)	25.0% (1)	0.0% (0)	4
that the questions raised useful issues for your law firm	100.0% (4)	0.0% (0)	0.0% (0)	4
that the majority of scenarios have relevance for your law firm	75.0% (3)	25.0% (1)	0.0% (0)	4
that the majority of scenarios raised useful issues for your law firm	75.0% (3)	25.0% (1)	0.0% (0)	4
Please comment further if you wish				0
answered question				4
skipped question				29

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

		Response Percent	Response Count
Yes		95.0%	19
No		5.0%	1
answered question			20
skipped question			13

**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?**

Response Count	
	0
answered question	0
skipped question	33