



Billing Practices Survey

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? If you click this answer go to question 2. 	97.3%	503
An interested individual on your own initiative? If you answer this question, go straight to question 3. 	2.7%	14
answered question		517
skipped question		0

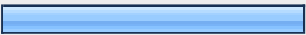
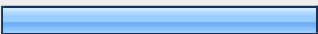
2. If you are completing this survey as a member of a participating law firm, please enter the code for your firm. IMPORTANT: PLEASE ENSURE YOU ENTER THE SIX LETTER CODE EXACTLY AS GIVEN TO YOU BY YOUR FIRM'S SURVEY MANAGER ENTER CODE HERE	
	Response Count
	490
answered question	490
skipped question	27


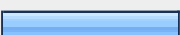





3. What best describes the legal practice where you work?		
	Response Percent	Response Count
Partnership 	66.2%	327
Incorporated legal practice 	27.7%	137
Government legal office 	0.4%	2
Other (please specify) 	5.7%	28
answered question		494
skipped question		23

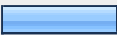









4. How many practising certificate holders are there in your law firm as a whole? Please tick the relevant box.		
	Response Percent	Response Count
<5	0.8%	4
5-9	22.5%	111
10-19	28.3%	140
20-49	20.9%	103
>50	27.5%	136
answered question		494
skipped question		23












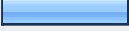




5. Where is your law firm located?		
	Response Percent	Response Count
Brisbane CBD	64.3%	317
Brisbane Suburbs	9.5%	47
Regional City	19.5%	96
Regional Town	6.3%	31
Interstate	0.4%	2
answered question		493
skipped question		24

6. Does your legal practice operate with multiple offices, or branches?		
	Response Percent	Response Count
Yes	40.6%	200
No	59.4%	293
If "yes", where is your state head office located?		178
answered question		493
skipped question		24


7. What is your gender?		
	Response Percent	Response Count
Male 	49.0%	234
Female 	51.0%	244
answered question		478
skipped question		39

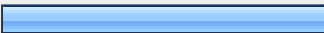






8. What best describes your role as a fee earner in your firm?		
	Response Percent	Response Count
Graduate/trainee lawyer 	6.1%	29
1st to 3rd year lawyer 	28.2%	135
4th + year lawyer 	13.4%	64
Senior associate 	11.9%	57
Partner/Director 	20.0%	96
Consultant/In-House Counsel/Special Counsel 	5.4%	26
Other (please specify) 	15.0%	72
answered question		479
skipped question		38

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 	18.5%	89
<5 years 	36.4%	175
5 to 9 years 	14.6%	70
10 to 14 years 	10.2%	49
15 to 19 years 	5.8%	28
20 to 24 years 	5.2%	25
25 to 29 years 	6.2%	30
30 to 34 years 	1.9%	9
35 to 39 years 	0.6%	3
40+ years 	0.6%	3
answered question		481
skipped question		36

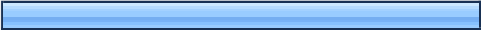




10. What is your own primary area of legal practice?		
	Response Percent	Response Count
Not applicable 	9.1%	44
Administrative law 	0.2%	1
Bankruptcy and insolvency 	0.6%	3
Building and construction law 	2.9%	14
Commercial and company law 	12.7%	61
Conveyancing 	2.1%	10
Criminal law 	0.4%	2
Deceased estates and trusts 	1.7%	8
Family/de facto law 	6.2%	30
Immigration law 	0.4%	2
Industrial and employment law 	2.1%	10
Litigation 	20.0%	96
Personal injury and workcover 	14.6%	70
Property law 	12.3%	59
Wills and estate planning 	4.0%	19
Other (please specify) 	10.8%	52
answered question		481
skipped question		36

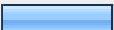

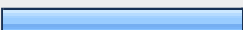

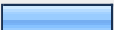
11. Which of the following billing methods does your firm use?					
	Always	Mostly	Sometimes	Never	Response Count
Time based (hourly)	27.8% (122)	61.7% (271)	9.8% (43)	0.7% (3)	439
Time based (No win No Fee)	5.9% (18)	12.1% (37)	30.5% (93)	51.5% (157)	305
Fixed fee by agreement	3.2% (11)	22.8% (78)	69.6% (238)	4.4% (15)	342
Other (please specify)					30
answered question					467
skipped question					50

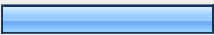
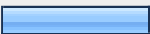
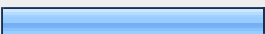
12. If you have a daily billable hour target or expectation, what is it?			Response Percent	Response Count
No daily billable hour target			23.3%	111
5			11.1%	53
5.5			13.7%	65
6			12.8%	61
6.5			28.8%	137
7			8.2%	39
7.5			1.5%	7
8			0.0%	0
8.5			0.4%	2
9			0.0%	0
9.5			0.0%	0
10			0.2%	1
answered question				476
skipped question				41








13. If you have an annual billable hours target or expectation, what is it?			
		Response Percent	Response Count
No annual billable hour target		52.5%	246
<1000 per year		6.6%	31
1000-1249		11.7%	55
1250-1499		20.3%	95
1500-1749		7.5%	35
1750-2000		0.6%	3
>2000		0.9%	4
answered question			469
skipped question			48

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	70.7% (331)	14.1% (66)	15.2% (71)	468
Time frames for costs updates	47.4% (221)	30.0% (140)	22.5% (105)	466
Arrangements for dealing with complaints about billing	34.6% (161)	42.8% (199)	22.6% (105)	465
How often the client would like to receive accounts	41.2% (192)	38.4% (179)	20.4% (95)	466
Which lawyers will be working on the matter and their charge out rates	77.0% (359)	10.5% (49)	12.4% (58)	466
answered question				468
skipped question				49

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 	77.9%	367
Client consulted orally 	26.5%	125
No formal procedure for gaining client consent 	3.6%	17
I do not know 	12.3%	58
Other (please specify) 	9.6%	45
answered question		471
skipped question		46

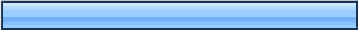

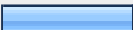
16. Which of the following procedures are used to ensure that clients receive costs updates.		
	Response Percent	Response Count
There are no procedures 	17.3%	80
Firm uses IT systems (time recording/accounts) to prompt you when you meet milestones in terms of accrued WIP 	47.4%	219
Personal bring up system 	39.0%	180
The client can check WIP or current costs on-line 	1.3%	6
Other (please specify) 	17.3%	80
answered question		462
skipped question		55

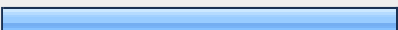

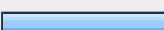
17. Does your firm audit and measure the promptness of costs updates to clients?		
	Response Percent	Response Count
Yes 	33.9%	159
No 	23.7%	111
I do not know 	42.4%	199
<i>answered question</i>		469
<i>skipped question</i>		48

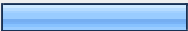
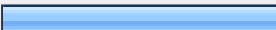
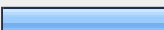
18. How often does your firm measure client satisfaction in relation to costs disclosure and billing?		
	Response Percent	Response Count
Never 	10.6%	50
At the end of a matter 	13.8%	65
At least quarterly 	3.6%	17
At least half yearly 	2.5%	12
At least annually 	4.9%	23
I don't know 	56.3%	265
Other (please specify) 	8.3%	39
<i>answered question</i>		471
<i>skipped question</i>		46




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	<input checked="" type="checkbox"/>		41.7%	172
Client satisfaction survey (on line)	<input type="checkbox"/>		5.1%	21
Client satisfaction survey (telephone calls)	<input type="checkbox"/>		10.4%	43
Client satisfaction survey (by post)	<input type="checkbox"/>		15.0%	62
Speed of payment of bill	<input checked="" type="checkbox"/>		39.3%	162
Other (please specify)	<input type="checkbox"/>		23.1%	95
			answered question	412
			skipped question	105

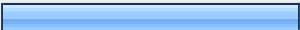

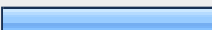

20. How often does your firm offer training (whether internal or external) to all fee earners about their costs disclosure obligations?				
			Response Percent	Response Count
Never	<input type="checkbox"/>		17.6%	82
Only at induction	<input type="checkbox"/>		12.6%	59
At least quarterly	<input type="checkbox"/>		7.7%	36
At least half yearly	<input type="checkbox"/>		8.4%	39
At least annually	<input checked="" type="checkbox"/>		29.3%	137
Other (please specify)	<input type="checkbox"/>		24.4%	114
			answered question	467
			skipped question	50

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		57.5% 271
No		21.4% 101
I don't know		21.0% 99
answered question		471
skipped question		46

22. Does your firm use historical costs information as a basis for providing costs estimates?		
		Response Percent Response Count
Yes		64.3% 302
No		9.4% 44
I do not know		26.4% 124
answered question		470
skipped question		47

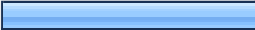



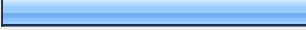
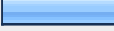
23. Does your firm offer training to all fee earners on providing estimates to clients?		
		Response Percent Response Count
Yes		29.6% 139
No		44.3% 208
I don't know		26.0% 122
answered question		469
skipped question		48

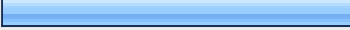
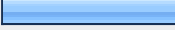

24. Do you believe that it is proper disclosure to provide a client with an estimate such as \$1,000.00 - \$200,000.00?		
	Response Percent	Response Count
Yes 	4.1%	19
No 	94.2%	440
I don't know 	1.7%	8
answered question		467
skipped question		50



25. Does your firm measure estimate accuracy? (eg by comparing initial estimates to the actual bill)		
	Response Percent	Response Count
Yes 	48.0%	226
No 	14.2%	67
I don't know 	34.2%	161
Other (please specify) 	3.6%	17
answered question		471
skipped question		46

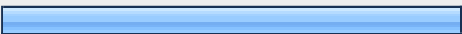

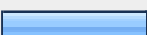
26. Does your firm provide clients with an itemised account:					
	always	mostly	sometimes	never	Response Count
at the completion of the matter?	50.2% (204)	20.9% (85)	22.7% (92)	6.2% (25)	406
at regular billing intervals?	46.0% (208)	29.0% (131)	18.6% (84)	6.4% (29)	452
as requested by the client?	81.9% (340)	8.0% (33)	8.9% (37)	1.2% (5)	415
answered question					468
skipped question					49

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?	63.6% (292)	8.5% (39)	27.9% (128)	459
reviewing the billing practices of individual partners or legal practitioner directors?	58.2% (267)	10.0% (46)	31.8% (146)	459
detection of improper billing practices?	50.2% (229)	13.2% (60)	36.6% (167)	456
regular review (at least monthly) of all solicitors timesheets	60.5% (277)	16.8% (77)	22.7% (104)	458
regular review (at least monthly) of all non-legal staff timesheets	25.9% (118)	29.0% (132)	45.1% (205)	455
reviewing all accounts rendered by the practice?	61.6% (282)	9.8% (45)	28.6% (131)	458
supervisors to review all your accounts each month?	66.9% (307)	15.9% (73)	17.2% (79)	459
dealing with complaints by clients about an account?	80.6% (370)	2.6% (12)	16.8% (77)	459
dealing with employee concerns about an account?	64.5% (296)	9.4% (43)	26.1% (120)	459
dealing with ethical concerns, or queries about billing practices by solicitors, other staff or partners?	63.2% (289)	10.5% (48)	26.3% (120)	457
reporting improper billing practices to the Legal Services Commissioner?	30.3% (139)	20.5% (94)	49.1% (225)	458
	answered question			460
	skipped question			57



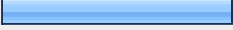



28. Does your firm use any of the following to address ethical concerns or queries of employees?(check all that apply)				
			Response Percent	Response Count
Designated ethics partner/solicitor			41.2%	159
Ethics committee			24.6%	95
Written policy encouraging reporting of misconduct			29.0%	112
Scheduled in-firm meetings			37.3%	144
Scheduled training on ethics issues			49.2%	190
Other (please specify)			17.9%	69
			answered question	386
			skipped question	131



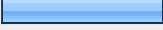
29. Does your firm have an internal discipline policy or procedure for dealing with practitioners who engage in improper billing activities?				
			Response Percent	Response Count
No, we have no internal policy/procedure I am aware of.			56.6%	254
Yes, we have an informal policy.			28.1%	126
Yes, we have a formal written policy.			15.4%	69
			answered question	449
			skipped question	68


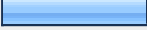
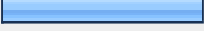
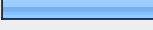
30. If yes, is this policy/procedure regularly communicated to all fee-earners?				
			Response Percent	Response Count
Yes			45.8%	115
No			54.2%	136
			answered question	251
			skipped question	266

31. Do all partners have access to the billing records of all legal practitioners?			
		Response Percent	Response Count
Yes		74.7%	342
No		2.0%	9
I don't know		23.4%	107
answered question			458
skipped question			59

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	73.1% (334)	11.6% (53)	15.3% (70)	457
Research	71.3% (326)	12.3% (56)	16.4% (75)	457
Travel	69.1% (315)	12.3% (56)	18.6% (85)	456
Waiting (eg for Court/meetings)	61.0% (278)	14.5% (66)	24.6% (112)	456
Internal conferences	70.0% (319)	14.0% (64)	16.0% (73)	456
Internal reviews of files	64.4% (293)	16.3% (74)	19.3% (88)	455
Preparing internal memoranda	66.4% (302)	15.4% (70)	18.2% (83)	455
Supervision	65.9% (300)	12.5% (57)	21.5% (98)	455
File Management	64.5% (294)	15.4% (70)	20.2% (92)	456
Administration	68.1% (309)	13.9% (63)	18.1% (82)	454
answered question				457
skipped question				60

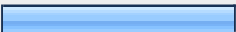
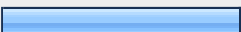
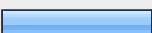
33. Where time billing is utilised in relation to hours worked, what is your firm's policy/guideline in relation to the timing when staff enter times onto a timesheet? (pick one only)		
	Response Percent	Response Count
There is no policy 	10.2%	46
Immediately 	39.6%	179
Same day 	37.2%	168
Within the week 	3.8%	17
By the end of the month 	3.3%	15
Other (please specify) 	6.0%	27
answered question		452
skipped question		65

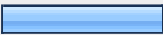

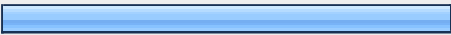
34. Is this policy/guideline enforced on a regular basis?		
	Response Percent	Response Count
Yes 	60.7%	264
No 	13.6%	59
I don't know 	25.7%	112
answered question		435
skipped question		82


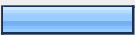
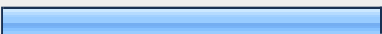
35. In the last 12 months, approximately how much training or instruction has your firm provided you on billing practices?		
	Response Percent	Response Count
None 	20.0%	91
Less than one hour 	23.3%	106
One to two hours 	32.3%	147
More than two hours 	24.4%	111
answered question		455
skipped question		62

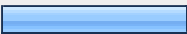
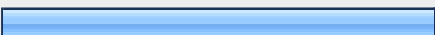
36. During any training offered by your firm regarding overcharging or improper billing practices, did it discuss any of the following caselaw?				
	Yes	No	I don't know	Response Count
Queensland Law Society v Roche (2003) QCA 469	24.6% (104)	45.2% (191)	30.3% (128)	423
D'Alessandro v Legal Practitioners Complaints Committee (1995) 15 WAR 198	9.8% (41)	53.8% (226)	36.4% (153)	420
De Pardo v Legal Practitioners Complaints Committee [2000] FCA 335	6.5% (27)	54.8% (229)	38.8% (162)	418
Re Law Society of the Australian Capital Territory and Roche (2002) 171 FLR 138	12.8% (54)	51.2% (216)	36.0% (152)	422
Law Society of New South Wales v. Foreman (1994) 34 NSWLR 408	9.3% (39)	52.7% (221)	37.9% (159)	419
Legal Practitioners Conduct Board v Hannaford (2002) 83 SASR 277	7.9% (33)	54.0% (225)	38.1% (159)	417
	answered question			424
	skipped question			93




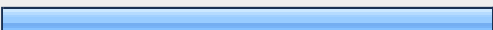
37. Does your firm measure and manage a fee earner's performance in relation to:						
	Always	Sometimes	Mostly	Never	I don't know	Response Count
the amount you have billed	64.0% (293)	13.1% (60)	13.1% (60)	0.2% (1)	9.6% (44)	458
the accuracy of your cost estimates	14.3% (65)	28.6% (130)	5.9% (27)	20.3% (92)	30.8% (140)	454
the use of costs updating	14.0% (63)	24.4% (110)	6.4% (29)	20.2% (91)	35.0% (158)	451
the number of pro-bono hours worked	8.6% (39)	17.7% (80)	3.3% (15)	35.3% (160)	35.1% (159)	453
the amount of supervisory work undertaken	17.6% (80)	24.6% (112)	8.8% (40)	15.4% (70)	33.6% (153)	455
the ethical reputation of the fee earner	23.3% (106)	15.0% (68)	4.6% (21)	18.3% (83)	38.8% (176)	454
the level of the fee earners diligence and competence	44.7% (204)	15.4% (70)	12.3% (56)	5.5% (25)	22.1% (101)	456
the efficiency of work performed	43.5% (199)	18.6% (85)	12.9% (59)	5.7% (26)	19.3% (88)	457
Client satisfaction	44.0% (199)	20.1% (91)	12.2% (55)	4.2% (19)	19.5% (88)	452
Other (please specify)						7
answered question						459
skipped question						58

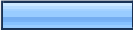
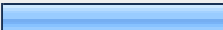

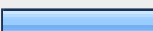

38. Does your firm have a system of rewarding fee earners who exceed their billable hour budget by way of bonuses or extra remuneration?			
		Response Percent	Response Count
Yes		37.6%	172
No		38.4%	176
I do not know		24.0%	110
answered question			458
skipped question			59


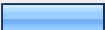
39. Does your firm publish a ranking (or list) of how fee earners are performing in respect of time or monetary budgets/targets vis a vis other fee earners?		
	Response Percent	Response Count
Yes, a list ranking performance by name 	25.9%	117
Yes, an anonymous list ranking performance only 	1.1%	5
No list is published 	73.0%	330
	answered question	452
	skipped question	65

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 	17.7%	79
No 	20.8%	93
I do not know 	61.5%	275
	answered question	447
	skipped question	70

41. Have you ever had concerns about the billing practices of other legal practitioners/staff in your firm?		
	Response Percent	Response Count
Yes 	29.7%	135
No 	70.3%	320
	answered question	455
	skipped question	62

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 	1.5%	7
Occasionally 	13.4%	61
Once 	5.0%	23
Never 	80.0%	365
answered question		456
skipped question		61

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 	21.2%	33
I discussed the matter with a supervisor or managing partner/legal practitioner director 	35.9%	56
I discussed the matter with another legal practitioner 	27.6%	43
I discussed the matter with the legal practitioner whose practices I questioned 	24.4%	38
Other (please specify) 	17.3%	27
answered question		156
skipped question		361

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			83.8%	367
No			16.2%	71
answered question				438
skipped question				79

45. Please indicate the extent to which you agree with each of the following statements.							Response Count
	Strongly disagree	Disagree	Neither agree nor disagree	Somewhat agree	Strongly agree		
Clear billing guidelines would help eliminate questionable billing practices.	3.1% (14)	4.4% (20)	6.3% (29)	33.7% (154)	52.5% (240)		457
Every individual fee earner should take responsibility for ensuring their own work is billed appropriately	2.6% (12)	2.8% (13)	3.1% (14)	28.7% (131)	62.8% (287)		457
Clear billing guidelines would help solicitors and non-legal staff to practice ethically.	3.5% (16)	3.7% (17)	7.0% (32)	34.0% (155)	51.8% (236)		456
It feels as if there is pressure to bill from the management of the practice	3.9% (18)	11.4% (52)	17.3% (79)	43.1% (197)	24.3% (111)		457
answered question							457
skipped question							60

46. 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
Time billing adversely effects the quality of mentoring within a law practice	8.8% (40)	25.3% (115)	22.7% (103)	30.8% (140)	12.3% (56)	454
Time billing is the only accurate way to give lawyers fair remuneration for the work they put in	12.3% (56)	34.7% (158)	18.7% (85)	27.0% (123)	7.3% (33)	455
Time billing results in solicitors competing against each other within the practice	4.8% (22)	20.9% (95)	22.6% (103)	37.4% (170)	14.3% (65)	455
Time billing is the only valid way to measure a fee earners performance	19.9% (90)	48.8% (221)	14.3% (65)	14.8% (67)	2.2% (10)	453
Time billing is the only realistic way to bill for most legal work	7.5% (34)	25.1% (114)	15.8% (72)	41.8% (190)	9.9% (45)	455
Time billing fails to discourage excessive duplication of effort	3.3% (15)	21.9% (99)	30.1% (136)	36.5% (165)	8.2% (37)	452
Time billing does not encourage project or case planning	5.5% (25)	35.2% (160)	29.3% (133)	24.2% (110)	5.7% (26)	454
Time billing encourages cutting corners when there is pressure to meet a client budget	6.6% (30)	34.7% (157)	23.2% (105)	28.9% (131)	6.6% (30)	453
answered question						455
skipped question						62


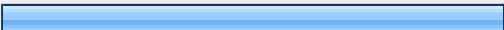


47. A client retains a firm on the basis that they will be charged on an hourly rate. Partner A provides a client with an estimate of work for \$10,000.00. At the conclusion of the matter, the account comes to \$5,000.00 on a time costing basis. Partner A charges the client \$9,000.00 as the work performed 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?	10.2% (46)	74.0% (335)	15.9% (72)	453
would the culture of your firm encourage this practice?	11.1% (50)	74.7% (337)	14.2% (64)	451
does your firm have a policy/procedure in relation to this issue?	37.1% (166)	38.6% (173)	24.3% (109)	448
have you ever been given guidance/advice in relation to the practices descibed above?	37.8% (169)	58.8% (263)	3.4% (15)	447
If you selected "maybe" please explain why				96
answered question				453
skipped question				64


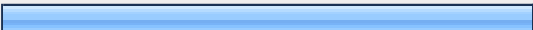

48. You are taking a two hour plane trip from Brisbane to Melbourne to conduct an interview in a matter involving client A. While on the plane, you review materials for another file you are working on for client B for the following week. Your firm has a billing procedure whereby you normally bill clients 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?	12.4% (56)	77.8% (350)	9.8% (44)	450
Would the culture of your firm encourage this practice?	10.2% (46)	72.4% (325)	17.4% (78)	449
Does your firm have a policy/procedure in relation to this issue?	33.2% (148)	43.7% (195)	23.1% (103)	446
Have you ever been given guidance/advice in relation to the practices descibed above?	35.0% (157)	61.8% (277)	3.1% (14)	448
If you selected "maybe" please explain why				70
answered question				451
skipped question				66


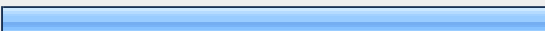
49. You work in a conveyancing practice where clients agree to pay professional fees plus disbursements. You become aware that your firm commenced a policy of including a surcharge of \$10.00 in all property search disbursements. (eg property search actual costs is \$20.00. The bill would show the disbursement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

	Response Percent	Response Count
Nothing 	10.2%	46
Discuss the matter with a supervisor or managing partner/legal practitioner director 	81.6%	369
Inform the Legal Services Commission after speaking to management. 	1.8%	8
Other (please specify) 	6.4%	29
answered question		452
skipped question		65



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 	1.1%	5
The actual time spent on each matter 	86.6%	387
Other (please describe) 	12.3%	55
answered question		447
skipped question		70

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?	5.6% (25)	84.0% (377)	10.5% (47)	449
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?	10.1% (45)	76.1% (340)	13.9% (62)	447
Would the culture of your firm encourage this practice?	10.6% (47)	73.3% (326)	16.2% (72)	445
Does your firm have a policy/procedure in relation to this issue?	28.1% (124)	48.6% (215)	23.3% (103)	442
Have you ever been given guidance/advice in relation to the practices descibed above?	30.9% (137)	64.6% (287)	4.5% (20)	444
If you selected "maybe" please explain why				100
	answered question			449
	skipped question			68

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 	11.5%	51
No 	88.5%	391
answered question		442
skipped question		75

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

		Response Percent	Response Count
Yes		97.8%	443
No		2.2%	10
answered question			453
skipped question			64

54. 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
	41
answered question	41
skipped question	476