



## Sixth Annual Performance Report on the National Pro Bono Aspirational Target

October 2013

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The **National Pro Bono Resource Centre** operates with the financial assistance it receives from the Commonwealth and States and Territories Attorney-General's Departments, and support from the Faculty of Law at the University of New South Wales.

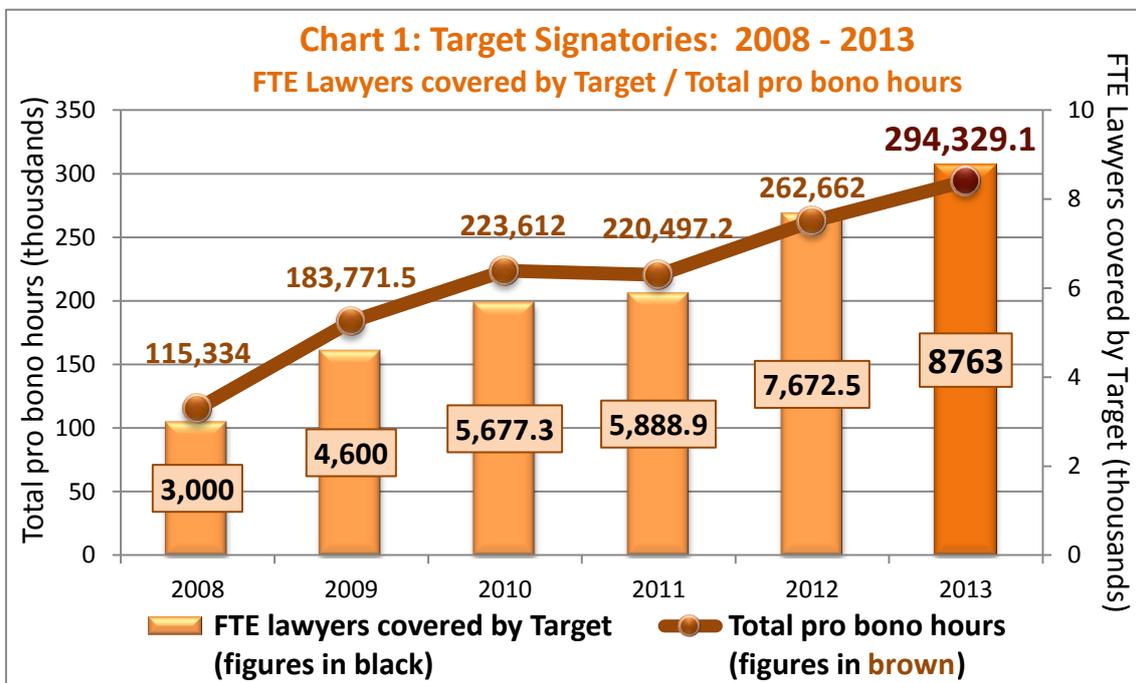
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## 1 EXECUTIVE SUMMARY

*“The Target led to increased awareness of the ethical and social aspects of lawyers’ professional responsibilities within the firm and encouraged participation of staff in the firm’s pro bono scheme.” (Law firm pro bono coordinator)*

The National Pro Bono Aspirational Target (“the Target”) is a voluntary target that law firms, incorporated legal practices, individual solicitors and barristers can become a signatory to by signing a ‘Statement of Principles’ (see [Appendix 2](#)). Signatories to the Target agree to aspire to provide at least 35 hours of ‘pro bono legal services’ per lawyer per year.<sup>1</sup>

The 2012/2013 financial year was marked by the continuing increase in the number of law firms and incorporated legal practices signing up to the Target, with 16 new signatories added to the Target Register.



As at 30 June 2013, the Target had a total of 104 signatories, comprising of 79 law firms and incorporated legal practices (referred to collectively as ‘firms’ hereafter) and 25 individual solicitors and barristers. The Target covers 8,763 FTE legal professionals, or approximately 15% of the Australian legal profession.<sup>2</sup> This represents a 14.2 percent increase in the number of

<sup>1</sup> For more information on the history and development of the Target, please refer to the National Pro Bono Resource Centre’s [website](#). The [Target](#) section includes the [definition](#) of ‘pro bono legal services’ used for the purpose of the Target and recently updated guidelines (see [Appendix 2](#)) for reporting.

<sup>2</sup> As at October 2011, there were 59,280 practising solicitors in Australia: 2011 Law Society National Profile, Final Report, July 2012, available at: <http://www.lawsociety.com.au/idc/groups/public/documents/internetcontent/640216.pdf>

lawyers covered by the Target since the 2011/2012 financial year, and a 48.8 percent increase since 2010/2011. These signatories are listed in [Appendix 1](#).

A factor influencing the decision of many firms to sign up to the Target was the inclusion of the pro bono conditions in the application process for the Commonwealth Legal Services Multi-Use List (LSMUL) (see [box](#) on next page). The impact of the LSMUL is expected to continue, particularly given that from 1 July 2014 all firms on the List with more than 50 lawyers will need to become signatories to the Target.

Despite this influx of new signatories, some of which are at the early stages of establishing or developing a pro bono practice and do not as yet do many pro bono hours, more than a third of those who reported met or exceeded the Target (36.6% in 2012/13, compared to 38.4% in 2011/12).

This year, 94 of the 104 Target signatories reported on their pro bono performance in the 2012/2013 financial year. The response rate by signatories was 90.4 percent, which is similar to last year's response rate (92 percent). Seventy-three out of 78<sup>3</sup> law firm signatories, reporting 8,719 legal professionals, reported on their pro bono performance. Twenty out of 25 individual barristers and solicitors reported on their performance.

Responses indicate that 8,741 legal professionals (99.7 percent of all legal professionals covered by the Target) collectively undertook 294,329.1 hours of pro bono work, up 12.1 percent from 262,662 hours in 2011/2012. This equates to an average of 33.7 hours per lawyer for the 2012/2013 financial year, down slightly from 34.2 hours per lawyer last year. This slight decrease in the number of hours is explained by the significant increase in new signatories.

The impact of new signatories on the average number of pro bono hours per lawyer can be deduced by excluding them in a direct comparison of signatories that reported both this year (2012/2013) and last year (2011/2012). These longer-term signatories performed 279,100.6 hours of pro bono legal work in 2012/2013, or 36.3 hours per lawyer per year, an increase of 5.6 percent on 2011/2012 (34.4 hours per lawyer).

### **Stronger pro bono performance among long term signatories**

In order to discover whether being a signatory to the Target has an effect on the pro bono performance of a firm, the Centre analysed and compared the reported figures of all signatory firms with those that have been signatories to the Target for at least one, two or three years. This analysis clearly indicates that in all metrics, including pro bono hours per lawyer, participation rate and confidence in meeting the Target next year, pro bono performance is consistently stronger in firms that have been signatories for longer.

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<sup>3</sup> For the purposes of this Report, Salvos Legal and Salvos Legal Humanitarian are counted as one signatory although they are separate legal entities and have signed on to the Target as such. This is because they provided one joint report for the purpose of reporting on their performance against the Target. Figures throughout the report exclude their significant pro bono contribution, due to their not-for profit status and the different pro bono model they use. See their website for more information: <http://www.salvoslegal.com.au>

Details of this analysis can be found in [3. Law firm and incorporated legal practice signatories](#) (page 5) - see Charts 3, 4, 5 and 8.

The responses from law firms and incorporated legal practices, solicitors and barristers have been analysed separately below. The Centre will invite those law firm signatories that have not yet achieved the Target to confidentially discuss their firm's pro bono practice, their plans to work towards meeting the Target, and any help or support the Centre may be able to offer in this regard.

### **Commonwealth Legal Services Multi-Use List**

The Commonwealth Attorney-General's Department established a whole-of-government multi-use list for purchasing legal services in 2012, the Legal Services Multi-Use List (LSMUL). The LSMUL includes service providers who have been pre-qualified to provide legal services to all Commonwealth agencies subject to the *Financial Management and Accountability Act 1997* or *Commonwealth Authorities and Companies Act 1997* (with some exceptions). Those law firms and incorporated legal practices that wish to be included on the LSMUL have to satisfy the conditions for participation outlined in the Application for Inclusion.

The pro bono provisions in the application process require agencies to consider each applicant's pro bono contribution when awarding tenders.

In 'PART 1 - Important Information and Guidance for Applicants' of the Application for Inclusion it states:

**14.4.** Applicants **must** include, in Table 5c;

- a.** Confirmation that the Applicant subscribes to the National Pro Bono Resource Centre's Aspirational Target; **or**
- b.** A nominated target value of Pro Bono Work over a financial year.

As of 1 July 2014, firms with more than 50 lawyers will no longer be able to nominate a target value (**b.**) and will instead be required to select **a.** and ensure that they have signed up to the Target (based on hours of pro bono legal work per lawyer per annum rather than the financial value of the work).

For more information on the pro bono conditions please refer to: <http://www.ag.gov.au/LegalSystem/LegalServicesCoordination/Pages/Legalservicesmultiuselistandserviceproviders.aspx>

## 2 METHODOLOGY

In July 2013, the Centre provided each signatory with a questionnaire to report their pro bono performance against the Target for the 2012/2013 financial year, which could be completed online. The questionnaires varied for individual solicitors or barristers, law firms and incorporated legal practices. All signatories were asked to advise whether they had met the Target, and asked to describe the impact of the Target on the pro bono legal work that they had undertaken.

Between July and September 2013, 94 (out of 104) signatories reported back to the Centre on their performance against the Target. These responses form the basis of this report. Signatories that failed to report have been contacted by the Centre and advised that they will be removed from the Register if they fail to report again.

## 3 LAW FIRM AND INCORPORATED LEGAL PRACTICE SIGNATORIES

Seventy-two signatory law firms and incorporated legal practices<sup>4</sup> (referred to collectively as 'firms' hereafter) (93.6%) reported on the Target, up from 62 in 2012. Of these, 26 firms (36.1%) indicated that they had met the Target. Collectively, 8,705 FTE lawyers undertook 292,533.6 hours of pro bono legal work in the 2012/2013 financial year<sup>5</sup>, up from 261,010 hours in 2011/2012. This is equivalent to 163 lawyers working pro bono full-time for one year<sup>6</sup>, or an average of 33.6 hours per lawyer per year.

Firms that reported both this year (2012/2013) and last year (2011/2012) performed 277,525.1 hours of pro bono legal work, or 36.2 hours per lawyer per year, an increase of 5.6 percent.

### 3.1 Pro bono hours per lawyer

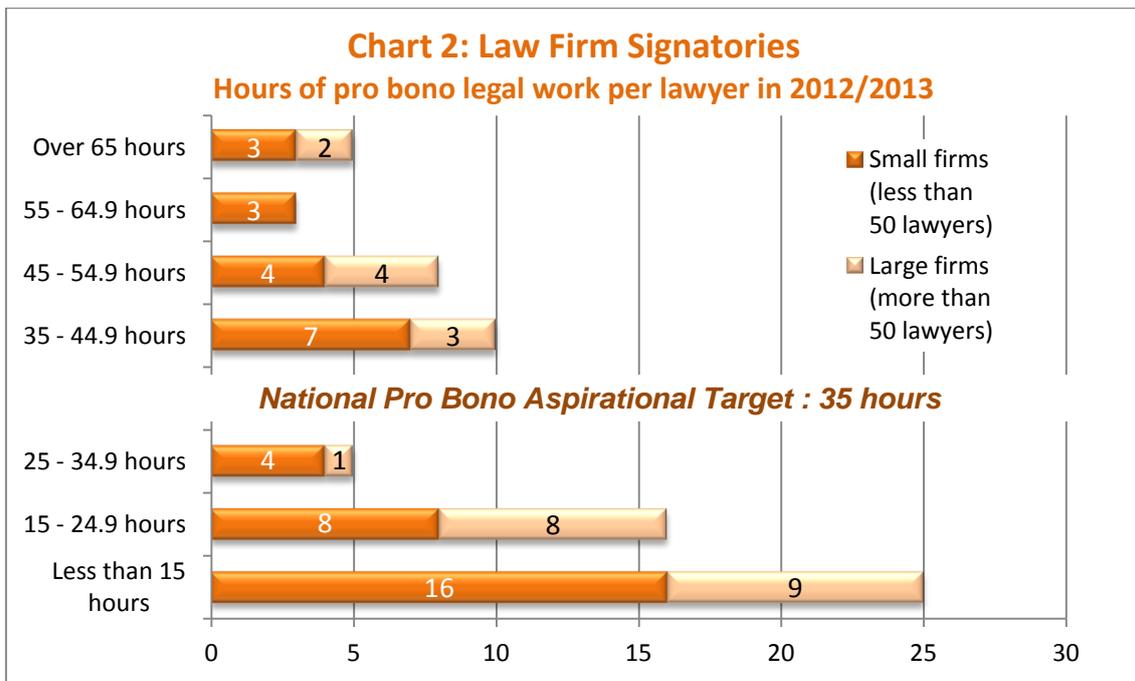
A significant number of signatory firms met or exceeded the Target, with five firms (6.9%) reporting that they performed over 65 hours of pro bono legal work per FTE lawyer, three firms (4.2 %) between 55 and 64.9 hours, eight firms (11.1%) between 45 and 54.9 hours, and ten firms (13.9%) between 35 and 44.9 hours.

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<sup>4</sup> See 3 above.

<sup>5</sup> See 3 above.

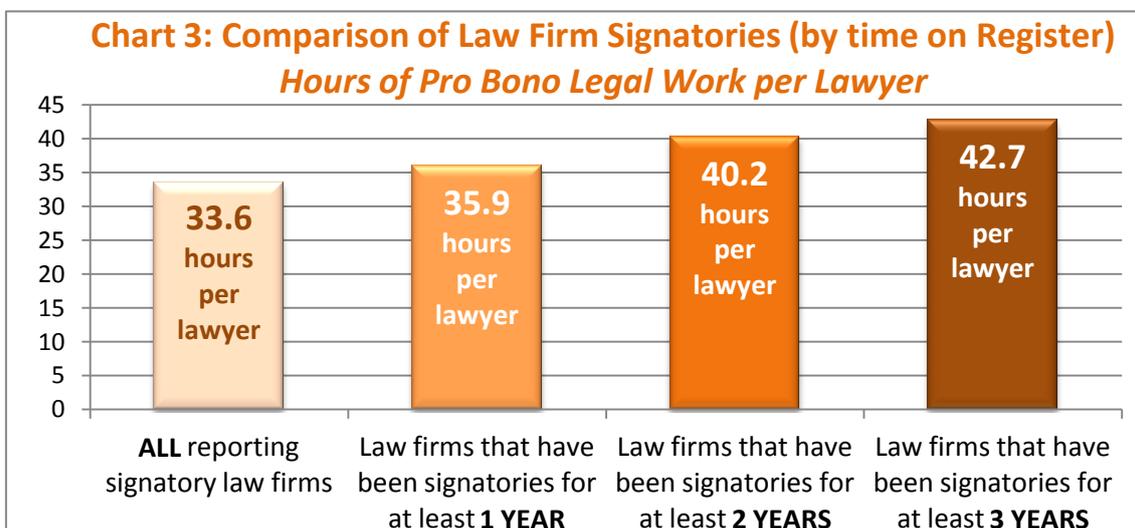
<sup>6</sup> This figure is calculated based on a 37.5 hour working week over 48 weeks.



Although the total pro bono hours undertaken by law firm signatories increased by 12.1 percent from 261,010 hours in 2011/2012 (and 33.7 percent from 218,902 hours in 2010/2011), the number of hours per lawyer dropped slightly, from 34.2 hours last year to 33.6 hours per lawyer this year. This decline in the number of hours per lawyer per year can be primarily attributed to the significant increase in new law firm signatories with recently established pro bono programs.

The impact of new signatories on the average number of pro bono hours per lawyer can be seen by excluding them in a direct comparison of signatories that reported both this year (2012/2013) and last year (2011/2012). These longer-term signatory firms performed 277,525.1 hours of pro bono legal work in 2012/2013, or 36.2 hours per lawyer per year, an increase of 5.6 percent on 2011/2012 (34.3 hours per lawyer).

The impact of new law firm signatories to the Target can also be seen in Chart 3 below, which compares the overall average number of pro bono hours per lawyer with the performance of firms that have been signatories for at least one, two or three years.



### 3.2 Lawyer participation in pro bono

Participation rates by lawyers increased in the 2012/2013 financial year, with 65 percent of lawyers at reporting firms involved in pro bono work, compared to 61 percent in 2011/2012.<sup>7</sup>

The participation rates for firms that have been signatories for at least three years are significantly higher than the participation of firms that have been signatories for less time. This difference may be attributed not only to the increased maturity and sophistication of these firms' pro bono practices, but also to the influx of new firms in the early stages of establishing a pro bono practice that have signed up to the Target influenced by the pro bono provisions in the application to be included in the LSMUL.



### 3.3 Whether firms expect to meet the Target next year

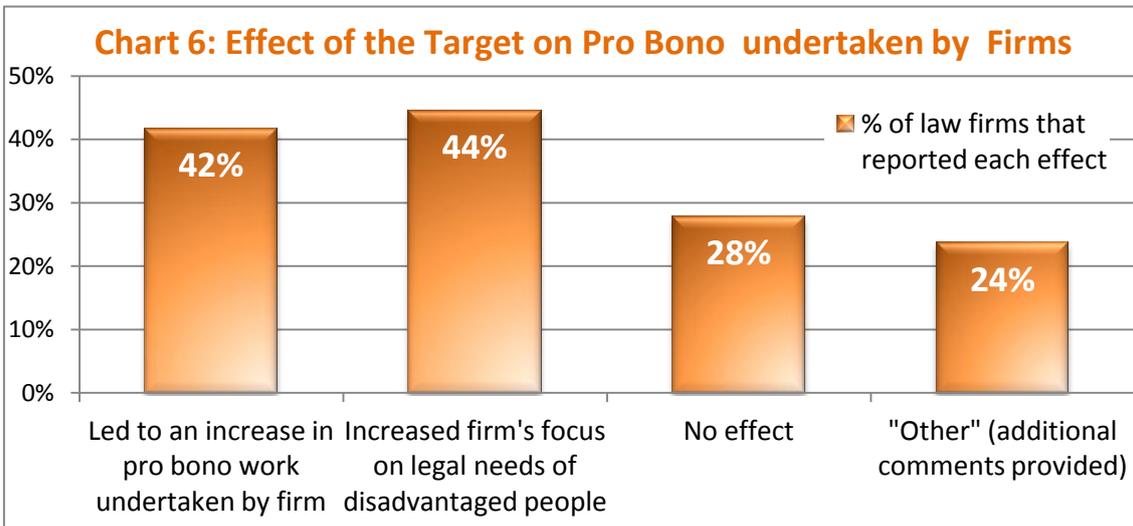
Forty-three firms (59.7%) reported that they expect to meet the Target of 35 hours per lawyer per year in the 2013/2014 financial year, while 18 firms (25%) were not expecting to meet the Target and 11 firms (15.3%) were unsure whether they would meet the Target. The longer that a firm has been a signatory to the Target, the more confident they are in meeting it. Nineteen of 27 firms (70.4%) which have been signatories for more than three years expect to meet the Target in 2013/2014.

<sup>7</sup> Participation rates are calculated by dividing the total number of FTE lawyers in each firm by the number of lawyers in each firm who provided at least one hour of pro bono legal work in the 2012/2013 financial year.



### 3.4 Effect of the Target

Firms were also asked to report on the effect of the Target on their pro bono practice. Thirty-two firms (44.4%) reported that the target increased their focus on the legal needs of disadvantaged people and the organisations that assist those people, and 30 firms (41.7%) indicated that being a signatory to the Target led to an increase in the amount of pro bono work being undertaken.<sup>8</sup> A further 20 firms (27.8%) indicated that the Target had no effect on their pro bono practice, with many already exceeding 35 hours per lawyer.



<sup>8</sup> When answering this question, respondent firms were able to choose more than one option from a list.

Additional comments from firms on the effect of being signatories to the Target, or on the Target itself, included:

*“It has sharpened our focus on pro bono work. We will continue to encourage our lawyers to do pro bono work in keeping with our strategic plan, which expresses the principle that our lawyers, leaders and support staff must maintain the highest standards of corporate and community responsibility.”*

*“The Target provides a minimum benchmark for pro bono hours, which encourages us to set an internal, higher target.”*

*“Our being a signatory to the Target has enabled the allocation of company resources to launch, promote, manage and monitor Author performance in pro bono aspirational targets... In preparing for the forthcoming new financial year, we have promulgated a firm wide company pro bono policy and procedure, this has now been distributed to all Professional staff and is available on the company intranet.”*

*“Our firm is in a period of growth and having the Target is enabling the firm to properly assess our pro bono commitment and make necessary changes to our budgeting and financial contributions... The target is a positive tool to have in discussions.”*

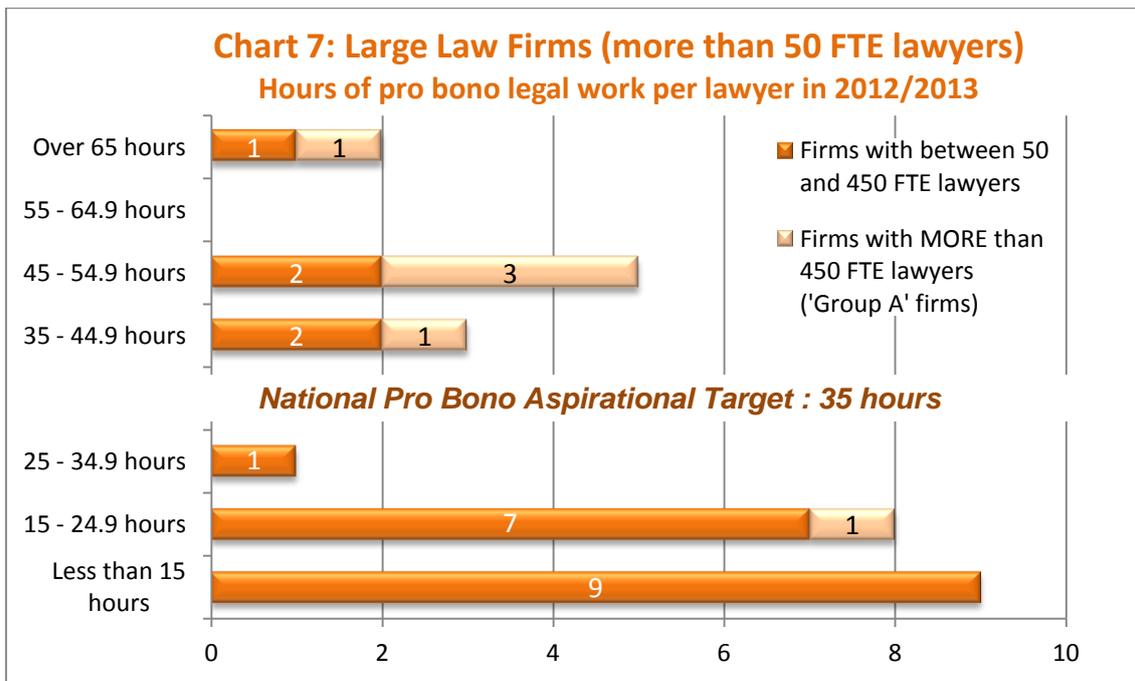
*“Thank you for the great work that the NPBR has done this year in relation to the Target and pro bono. We found the reporting guidelines very helpful and we’ve also benefitted greatly from the report on pro bono partnerships.”*

*“The firm is now committed to significantly increasing the amount of pro bono legal work performed each year with the aim of meeting the Target in the next 3 years.”*

### **3.5 Large law firms (more than 50 lawyers)**

All twenty-eight signatory firms with 50 or more FTE lawyers reported on the Target this year. Collectively, they employed 8,274.3 FTE lawyers (94.4% of all lawyers covered by the Target) and undertook 283,795.1 hours of pro bono legal work, or 34.3 hours per lawyer, compared to 34.9 hours per lawyer last year. A direct comparison of firms that reported both this year (2012/2013) and last year (2011/2012) shows that the amount of pro bono work performed actually rose by 4.9 percent to 271,841.7 hours of pro bono legal work in 2012/2013, or 36.6 hours per lawyer per year compared to 34.9 in 2011/2012.

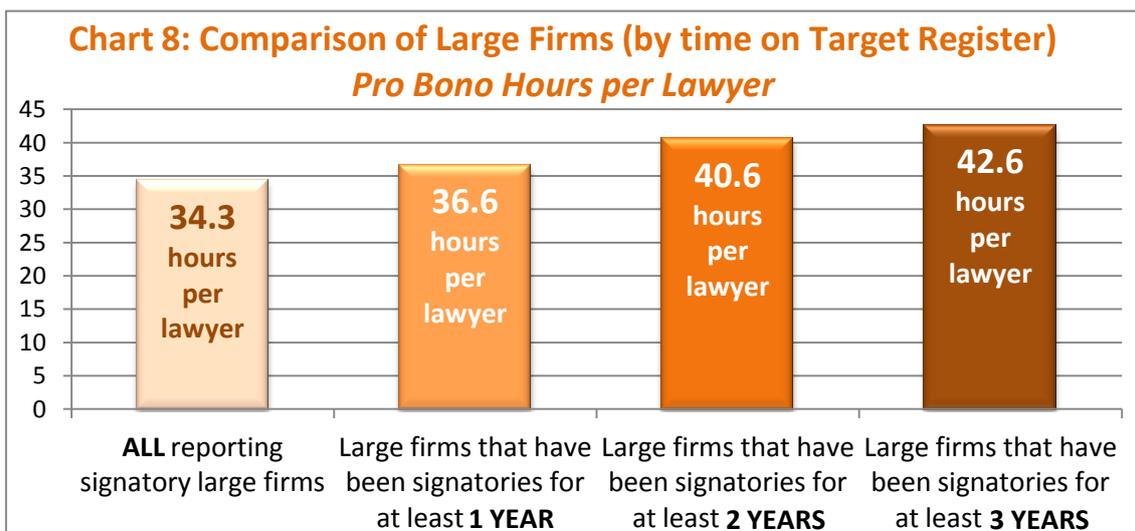
In the Centre’s [National Law Firm Pro Bono Survey 2012: Final Report](#) we classed firms with more than 450 FTE lawyers as ‘Group A’ firms. Six firms in this category were signatories in 2012/2013, providing 191,519.9 hours of pro bono work or 47.7 pro bono hours per lawyer, an increase of 7.6 percent compared to their 2011/2012 figure (43.8 hours per lawyer).



#### Signatories that met the Target

Ten of the 28 large firms met the Target. The pro bono contribution of these firms represents a disproportionately large share of the overall pro bono legal work undertaken by signatories. While they accounted for just over half (51.7%) of FTE lawyers at large law firms (4,278.2), they represented 77.1 percent of all pro bono work conducted by large law firms and 74.4 percent of work undertaken by all signatories. Collectively, they provided a total of 218,933.7 hours of pro bono work, equating to 51.2 hours per lawyer per year.

When comparing all large law firms that have been Target signatories for different periods of time, firms that have been signatories to the Target for longer, perform better against the Target (see Chart 8 below).

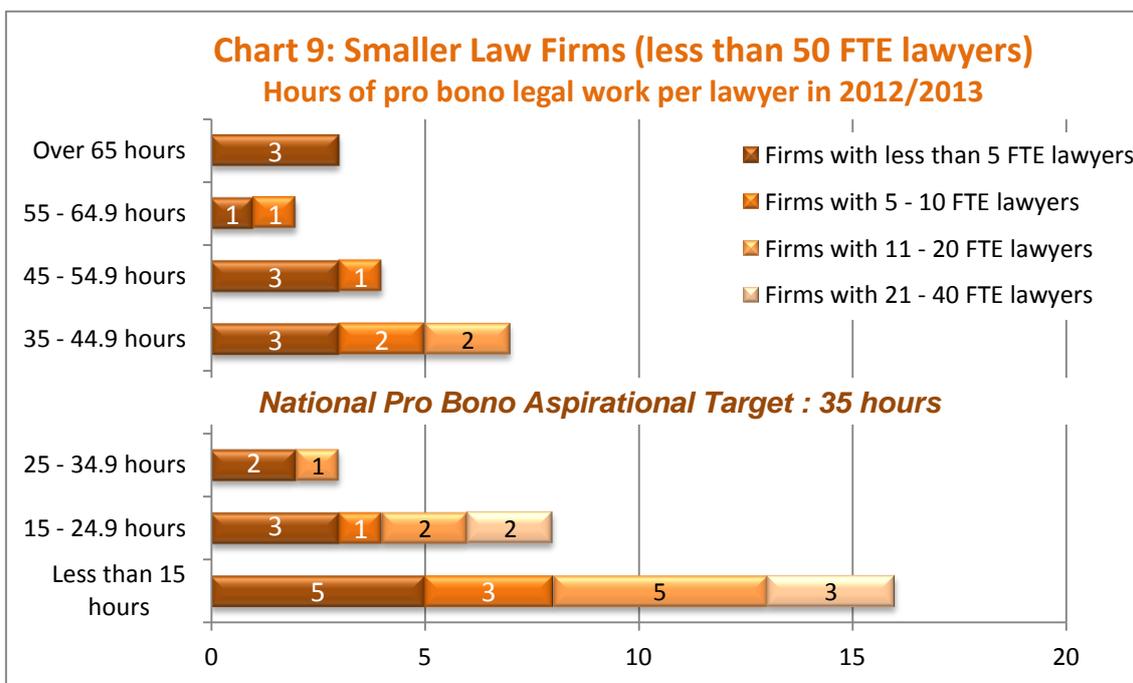


The participation rate amongst large law firms was 54.7 percent, up slightly from 53.6 percent in 2011/2012.<sup>9</sup> Firms that had been signatories for at least a year reported a participation rate of 55.2 percent, compared with firms that had been signatories for at least two years (62.5%) and firms that had been signatories for at least three years (64.5%). The participation rate of the ten firms that met the Target, however, was significantly higher overall at 79.1 percent.

### 3.6 Smaller law firms (less than 50 lawyers)

Forty-four of the 49 smaller signatory firms (defined as those with less than 50 FTE lawyers) reported on the Target.<sup>10</sup> Of these, 20 firms had less than five lawyers, eight had between five and ten lawyers, 11 had between 11 and 20 lawyers, and five had between 21 and 40 lawyers.

Collectively the 444.7 FTE lawyers from these smaller firms provided 8,738.5 pro bono hours, or an average of 19.7 pro bono hours per lawyer, similar to the 19.5 hours per lawyer performed by this group in 2011/2012. Sixteen firms met the Target, collectively providing 4,546.5 hours of pro bono work or 58.5 hours per lawyer.



However, a direct comparison of firms that reported both this year (2012/2013) and last year (2011/2012), shows that the amount of pro bono work performed rose significantly in these firms by 45.6 percent to 5,683.4 hours of pro bono legal work in 2012/2013, or 22.7 hours per lawyer per year (compared to 15.6 hour per lawyer in 2011/2012). These figures demonstrate

<sup>9</sup> See above at 7

<sup>10</sup> See above at 3

the strong influence on our statistics by the influx of firms in the early stages of developing their pro bono practice in the last two years.

The participation rate<sup>11</sup> amongst small law firms was 71.3 percent, down slightly from 73.4 percent in 2011/2012 but higher than the overall law firm participation rate of 65 percent. This may be, in part, attributed to the size of the pool of sole practitioners in the smaller law firm category (where participation rate is reported as 100%). The effect of sole practitioners on these statistics is particularly noticeable in the average participation rate of those smaller firms that met the Target (98.4%).

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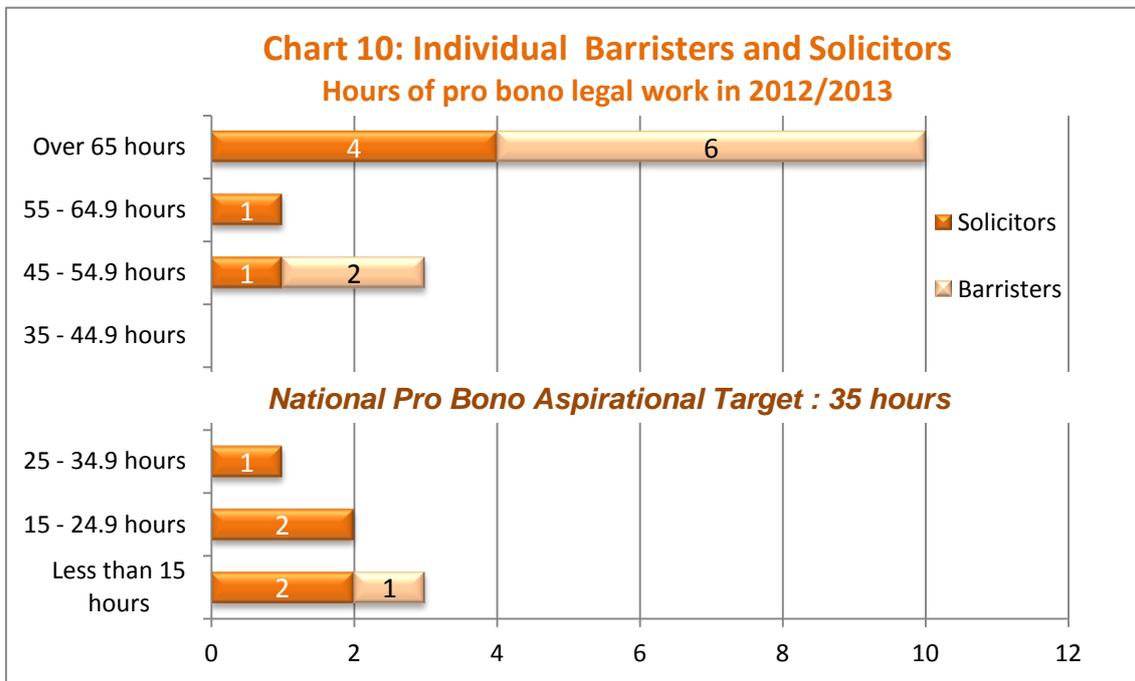
<sup>11</sup> See above at 7

## 4 INDIVIDUAL SOLICITOR AND BARRISTER SIGNATORIES

Eleven of the 13 individual solicitor signatories (87%) reported on their pro bono performance against the Target. Of those who reported, six solicitors (55%) met the Target, which is similar to 2011/2012 (54%). On average, each solicitor spent 62.3 hours undertaking pro bono work, compared with 60.2 hours in 2011/2012.

Additionally, two solicitors chose to continue as signatories but appear on the register as sole-practice firms. Their figures are counted in [3. Law Firm and Incorporated Legal Practice Signatories](#). One solicitor on the register retired.

Nine of the 12 barrister signatories (75%) reported on the Target.<sup>12</sup> Of those who reported, eight (88.9%) indicated that they had met the Target, up from 80 percent in 2011/2012. The majority of barristers performed more than 100 hours of pro bono work, averaging 123.3 hours per barrister per year, up from 83.4 hours in 2011/2012.



Ten individual signatories (40%) reported that the Target had no effect on the pro bono work done. Six individual signatories (24%) reported that the Target increased the amount of pro bono work done and five (20%) indicated that the target increased their focus on the needs of disadvantaged people and the organisations that assist those people.

<sup>12</sup> One lawyer previously registered as a sole-practice firm became a barrister during the year and is counted in this number.

## APPENDIX 1: TARGET SIGNATORIES

As at 30 June 2013, the Target had 104 signatories:

### Law Firm Signatories

Allen & Overy	Gilbert+Tobin*	McPhee Lawyers*
Allens Linklaters*	Hallett Legal**	Meyer Vandenberg
Allygroup (Syd)	Harmers Workplace Lawyers	Mills Oakley**
Aneesa Parker Pty Ltd	Harris Carlson Lawyers**	Minter Ellison Group
Arnold Bloch Leibler*	Hemming + Hart**	Moray & Agnew
Ashurst Australia	Hemsley Lawyers**	Moulis Legal
Australian Business Lawyers and Advisors**	Henry Davis York	MSP Legal
Australian Government Solicitor	HHG Legal Group	Proximity Legal
Bainbridge Legal	Hicksons Lawyers	Roberts Nehmer McKee**
Baker & McKenzie (Melb & Syd)	Holman Webb Lawyers (Melb & Syd)	Rostron Carlyle
BTLawyers	Hunt & Hunt	Russell Kennedy
Chamberlains	HWL Ebsworth	Ryan Lawyers*
Clayton Utz*	Jucha Legal*	Sabelberg Morcos Lawyers
Colin Biggers & Paisley**	K & L Gates**	Sachs Gerace Lawyers*
Corrs Chambers Westgarth	Kennedys	Salvos Legal
Curwoods Lawyers	KWS Legal**	Salvos Legal Humanitarian
Devenish Law	Lander & Rogers	Sarah & Associates*
DibbsBarker (Canberra)	Lawson Smith Lawyers	Siracusa Legal
DLA Piper Australia	Littles Lawyers	Slattery Thompson*
Doyles Construction Lawyers	Logical Legal Solicitors*	Sparke Helmore Lawyers**
Eakin McCaffery Cox**	Maddocks	SRB Legal
Equanimity International	Makinson & d'Apice**	Stuthridge Legal
FOI Solutions**	Marsh and Maher	Switch Legal**
FoodLegal	McCullough Robertson	Talbot Olivier
G & D Lawyers Pty Ltd	McDonnell Schroder Solicitors*	TressCox
Gelin Murdoch Spinks*	McInnes Wilson Lawyers	Wilson/Ryan/Grose**
		Winn Legal*

### Individual signatories

Kerrin Anderson (Qld)	Nicholas Linke (SA)	Alexandra Rose (NSW)
Robert Cook (ACT)	Julia Lonergan SC (NSW)*	Noeline Rudland (NSW)*
David Crompton (NSW)	Virginia Marshall (NSW)	Richard Thomas (ACT)*
Nick Eastman (NSW)	Elena Mastyuk (Qld)	Jacqueline Townsend (NSW)
Simon Freitag (WA)*	Helen McGowan (Vic)	Michael Tucak (Vic)
Philip Greenwood (NSW)*	Craig McIntosh (WA)*	Nerida J. Wallace (Vic)
Graham Jones (NSW)*	Fiona McLeod SC (Vic)	Justin Zeeman (Tas)
Paul Kerr (NSW)*	F.J. Purnell SC (ACT)*	
Ashok Kumar (NSW)	Stephen Rees (Qld)*	

\* indicates Foundation Signatories

\*\* indicates those signatories that signed up between 1 July 2012 and 30 June 2013

## APPENDIX 2: STATEMENTS OF PRINCIPLES & GUIDANCE NOTES

### Law Firm/Incorporated Legal Practice Statement

**MINDFUL** of the professional responsibility of all lawyers to provide pro bono legal services to address the unmet legal needs of the poor and disadvantaged in the communities in which we live, and

**RECOGNISING** that pro bono is not a substitute for the proper funding by government of Legal Aid agencies, Community Legal Centres and other government funded legal services.

**OUR FIRM/PRACTICE** is pleased to join with other firms/practices across the country in subscribing to the following statement of principles and in pledging our best efforts to achieve the voluntary target described below.

- Our firm/practice recognises its professional obligation to provide pro bono legal services.
- In furtherance of that obligation, our firm/practice agrees to encourage and support the provision of pro bono legal services by all its lawyers.
- We agree to use our best efforts to ensure that, by no later than 30 June in each year, our firm/practice's lawyers will undertake an average of a minimum of 35 hours of [pro bono legal services](#) each year per lawyer.
- In furtherance of these principles, our firm/practice also agrees:
  - To provide training and supervision as required to enable our lawyers to meet the need for pro bono legal services in the community in matters undertaken by our firm/practice and
  - To monitor the firm/practice's progress towards the targets established in this statement and to report its progress annually to the partners and staff of the firm/practice and to the National Pro Bono Resource Centre.
- We acknowledge that when a lawyer provides pro bono legal services, he or she owes the pro bono client the same professional and ethical obligations that are owed to any paying client and accordingly the lawyer must give that work the same priority, attention and care as would apply to paid work.

### Individual Lawyer (Solicitor or Barrister) Statement

**MINDFUL** of the professional responsibility of all lawyers to provide pro bono legal services to address the unmet legal needs of the poor and disadvantaged in the communities in which we live, and

**RECOGNISING** that pro bono is not a substitute for the proper funding by government of Legal Aid agencies and Community Legal Centres.

- I am pleased to join with other lawyers across the country in subscribing to the following statement of principles and in pledging my best efforts to achieve the voluntary target described below.
- I recognise my professional obligation to provide pro bono legal services. I agree to use my best efforts to ensure that, by no later than 30 June in each financial year, I will undertake a minimum of 35 hours of [pro bono legal services](#) each year.
- In furtherance of these principles, I also agree to monitor my progress towards the target established in this statement and to report annually to the National Pro Bono Resource Centre (the Centre) whether I have met the Target in the previous year.
- I acknowledge that when I provide pro bono legal services, I owe the pro bono client the same professional and ethical obligations that are owed to any paying client and accordingly I must give that work the same priority, attention and care as would apply to paid work.

*These Statements were developed by the Australian National Pro Bono Resource Centre in 2006 and incorporate, in part, language developed by the US Pro Bono Institute and utilized in its Law Firm Pro Bono Challenge SM. That language is used with the specific permission of the Institute and cannot be further utilized, copied, disseminated, or adapted, in whole or in part, without prior written permission from the Institute. To request permission please contact the Institute at [probono@probonoinst.org](mailto:probono@probonoinst.org).*

### **Guidance Notes on Reporting 'Pro Bono Legal Services'**

1. Only work that involves the delivery of [pro bono legal services](#) as defined for the purposes of the Target should be reported.
2. Many firms have Community Service and Corporate Social Responsibility programs under which their lawyers and non-lawyers provide a broad range of community service work. Examples of this include literacy and mentoring work, and volunteering to provide services at community organisations. These programs may also involve the firm donating to charities. These activities do not fall within the definition of “pro bono legal services” and should not be reported.
3. Signatories should calculate the number of FTE lawyers for the year by using the average of the number of FTE lawyers at the first day and the last day of the reporting financial year.

$$(FTE\ lawyers\ at\ 1\ July + FTE\ lawyers\ at\ 30\ June) \div 2$$

(Where a new Target firm is reporting for a period less than a full financial year, the number of FTE lawyers should be calculated by using the average number of FTE lawyers at the first day and the last day of the reporting period).

4. “Firm's lawyers” includes law graduates not yet admitted to legal practice and thus their pro bono hours should be reported. It does not include paralegals, and their pro bono hours should not be reported.

5. Time recorded for the purpose of delivering pro bono legal services should be treated in the same way that work performed for commercial clients is treated. In this respect, each signatory firm's policies for the treatment of travel time should apply to their pro bono legal work.
6. Each signatory should have systems in place to ensure that accurate records are kept of the pro bono legal work performed.
7. Pro bono legal services may include international pro bono legal services, that is pro bono legal work undertaken:
  - outside Australia, by lawyers who are supervised by, or provided from, an office based in Australia
  - for clients based outside Australia, by lawyers based in Australia; or
  - for organisations based in Australia where the work concerns an initiative outside Australia.

In this context references to "community" in the definition of "pro bono legal services" include communities outside of Australia.