



**– National Survey –**

**Report on the pro bono legal work of individual  
Australian Solicitors**

**December 2007**

**Appendix V**

**Responses to Survey Questions; Victoria**

## **NATIONAL PRO BONO RESOURCE CENTRE**

Centres Precinct, Law School Building  
University of New South Wales NSW 2052  
[www.nationalprobono.org.au](http://www.nationalprobono.org.au)

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## **Acknowledgements**

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## Appendix V

### Responses to Survey Questions; Victoria

Please indicate the state or territory where your office is located:

**Table 1**

State	Number	Percentage
ACT	7	1%
NSW	327	37%
NT	9	1%
SA	43	5%
Tas	23	3%
<b>Vic</b>	<b>200</b>	<b>23%</b>
WA	53	6%
Qld	225	25%
<b>Total</b>	<b>887</b>	<b>100%</b>

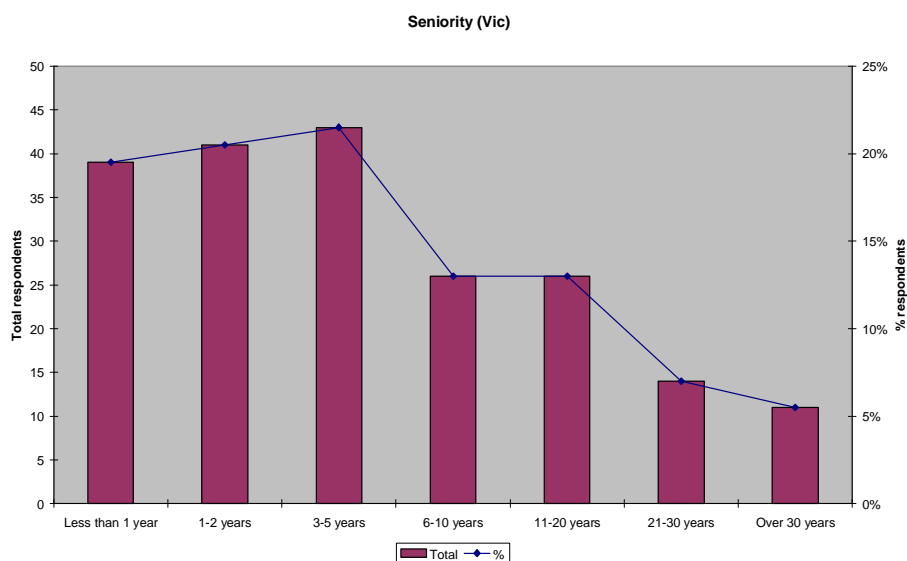
### Section 1 - About you

1. How long have you been admitted to practice?

**Table 1.1**

Seniority	Total	%
Less than 1 year	39	20%
1-2 years	41	21%
3-5 years	43	22%
6-10 years	26	13%
11-20 years	26	13%
21-30 years	14	7%
Over 30 years	11	6%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 1.1**

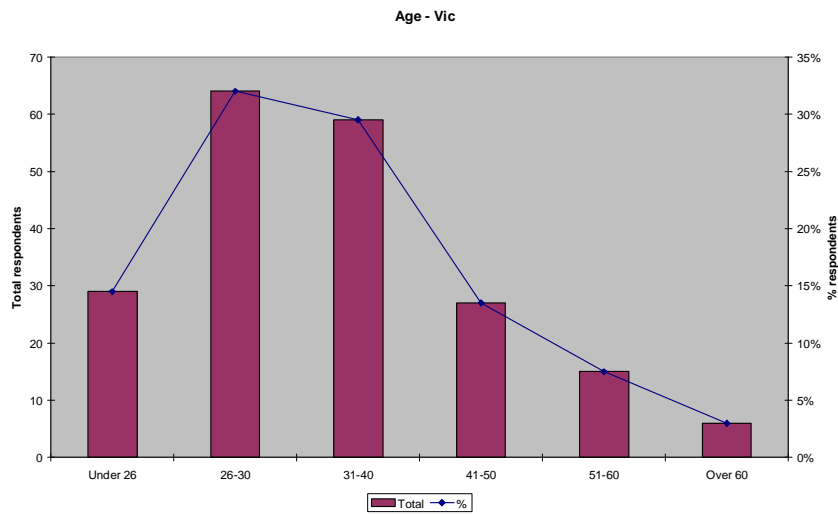


2. How old are you?

**Table 1.2**

	<b>Total</b>	<b>%</b>
Under 26	29	15%
26-30	64	32%
31-40	59	30%
41-50	27	14%
51-60	15	8%
Over 60	6	3%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 1.2**

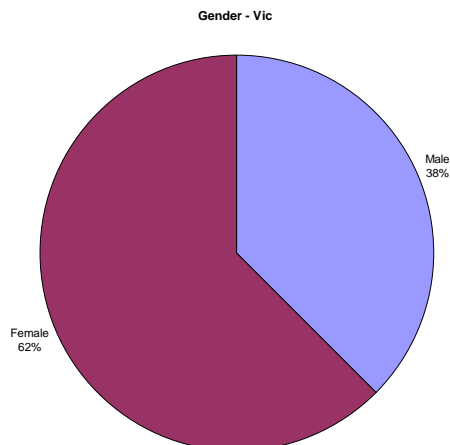


3. Are you...?

**Table 1.3**

	<b>Total</b>	<b>%</b>
Male	75	38%
Female	125	63%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 1.3**



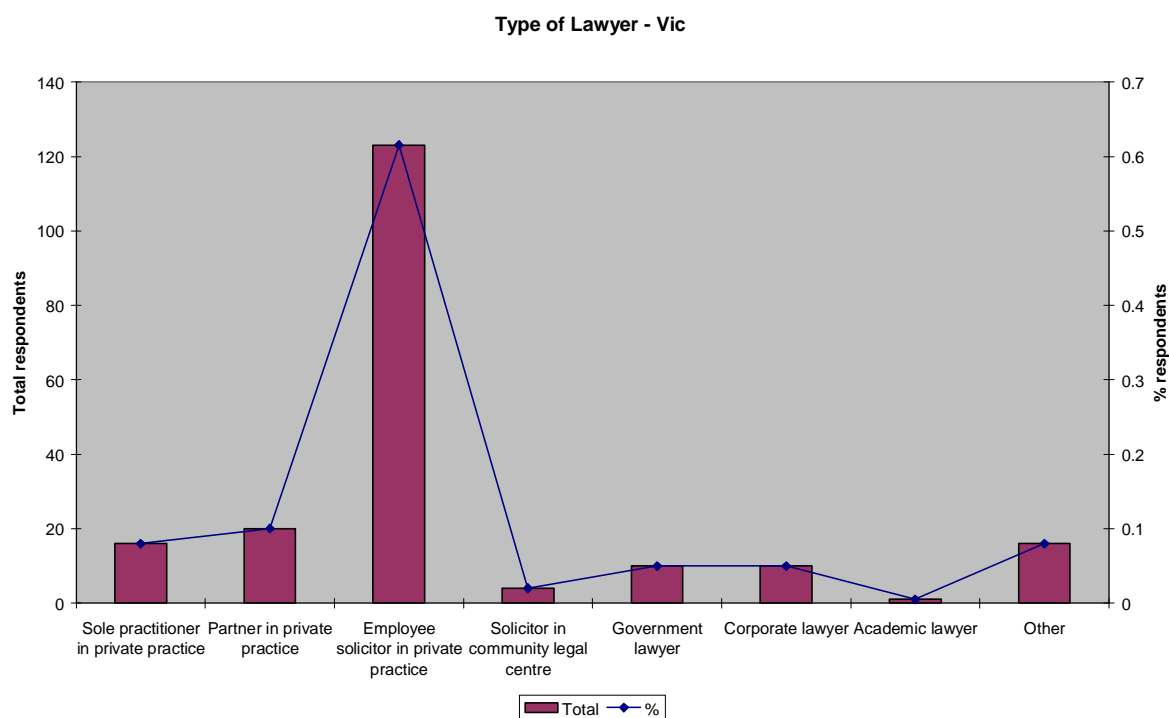
## Section 2 - About your job

1. What is your position?

**Table 2.1**

	<b>Total</b>	<b>%</b>
Sole practitioner in private practice	16	8%
Partner in private practice	20	10%
Employee solicitor in private practice	123	62%
Solicitor in community legal centre	4	2%
Government lawyer	10	5%
Corporate lawyer	10	5%
Academic lawyer	1	1%
Other	16	8%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 2.1**

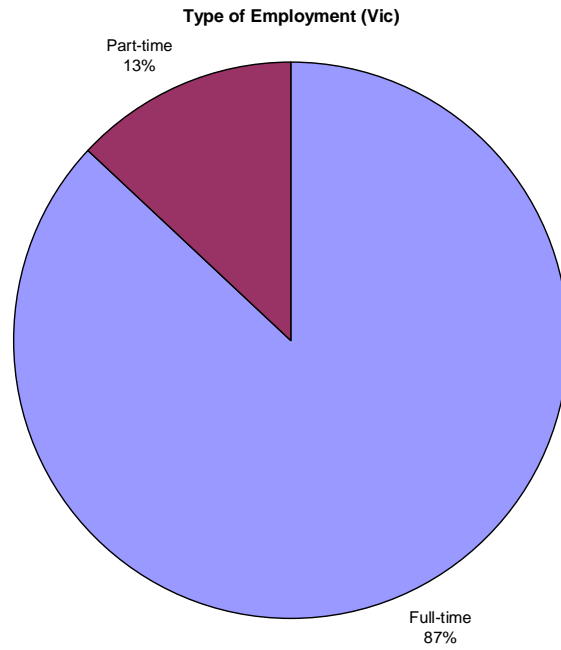


2. Do you work...?

**Table 2.2**

	<b>Total</b>	<b>%</b>
Full-time	174	87%
Part-time	26	13%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 2.2**

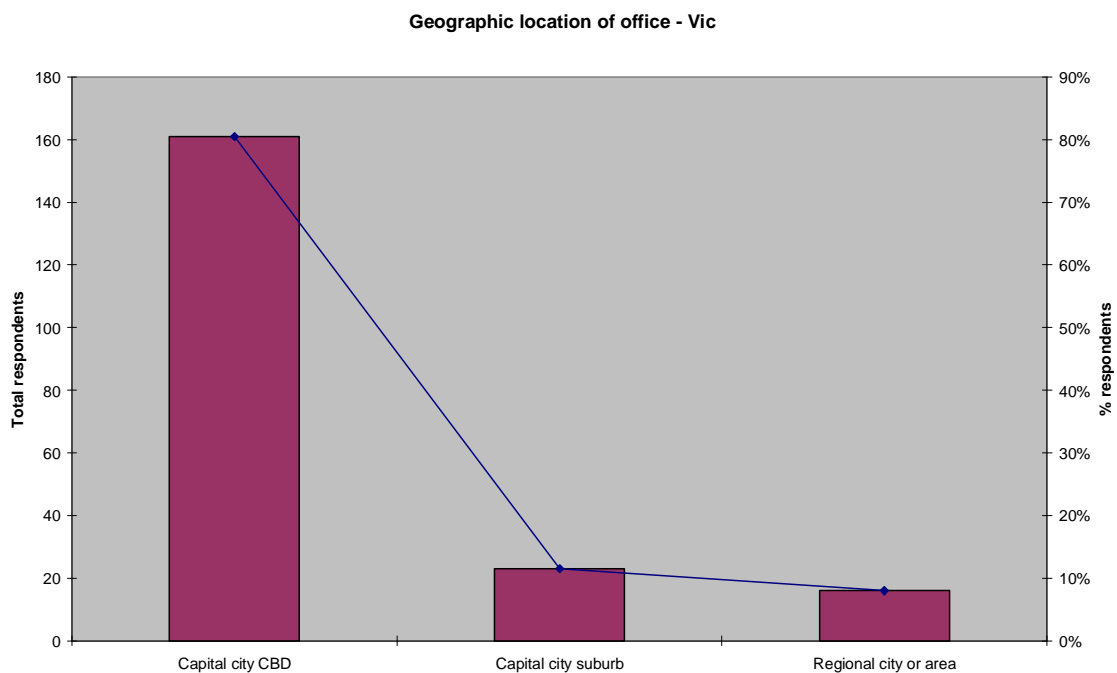


3. Where is your office located?

**Table 2.3**

	<b>Total</b>	<b>%</b>
Capital city CBD	161	81%
Capital city suburb	23	12%
Regional city or area	16	8%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 2.3**

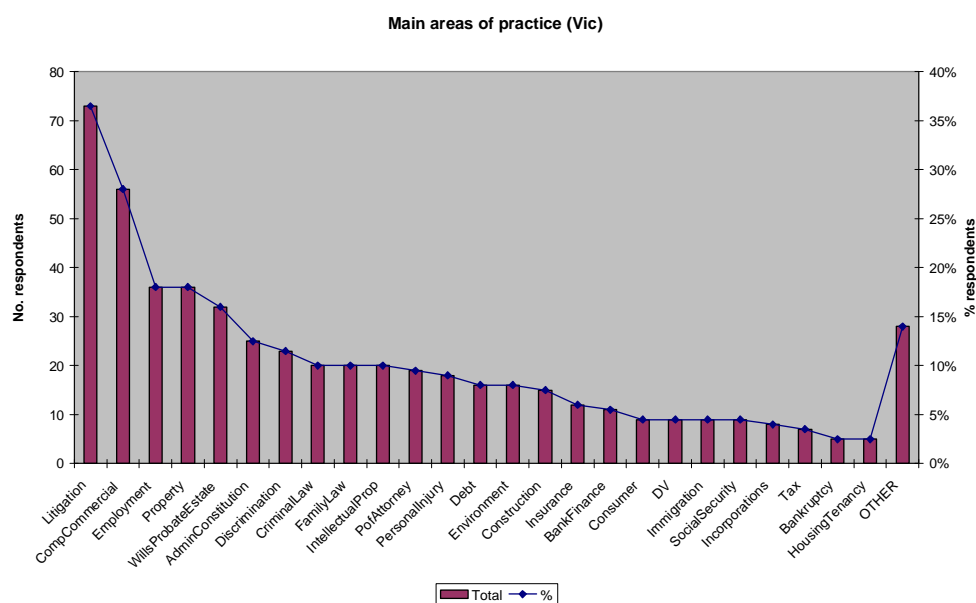


4. In which area(s) do you practice?

**Table 2.4**

Main areas of practice (Vic)	Total	%
Litigation	73	37%
Company / Commercial	56	28%
Employment	36	18%
Property	36	18%
Wills / Probate / Estate	32	16%
Administration & Constitution	25	13%
Discrimination	23	12%
Criminal Law	20	10%
Family Law	20	10%
Intellectual Property	20	10%
Powers of Attorney	19	10%
Personal Injury	18	9%
Debt	16	8%
Environment	16	8%
Construction	15	8%
Insurance	12	6%
Banking & Finance	11	6%
Consumer	9	5%
Domestic Violence	9	5%
Immigration	9	5%
Social Security	9	5%
Incorporations	8	4%
Tax	7	4%
Bankruptcy	5	3%
Housing & Tenancy	5	3%
OTHER	28	14%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 2.4**



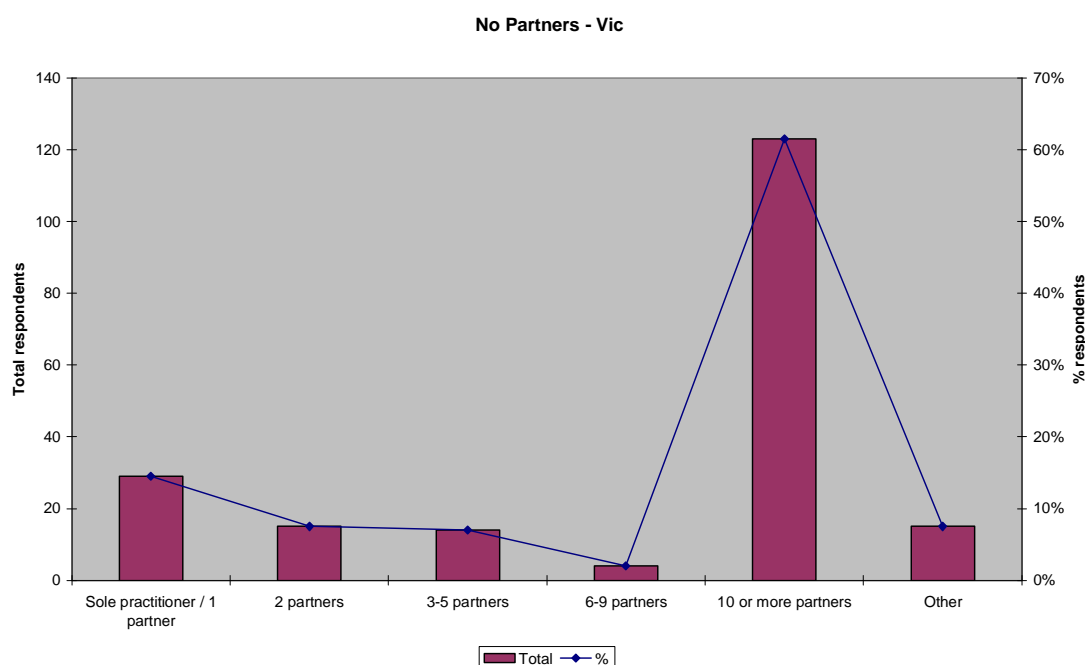
### Section 3 - Brief details of your firm/office

1. How many partners are there in your office?

**Table 3.1**

No. partners (Vic)	Total	%
Sole practitioner / 1 partner	29	15%
2 partners	15	8%
3-5 partners	14	7%
6-9 partners	4	2%
10 or more partners	123	62%
Other	15	8%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 3.1**



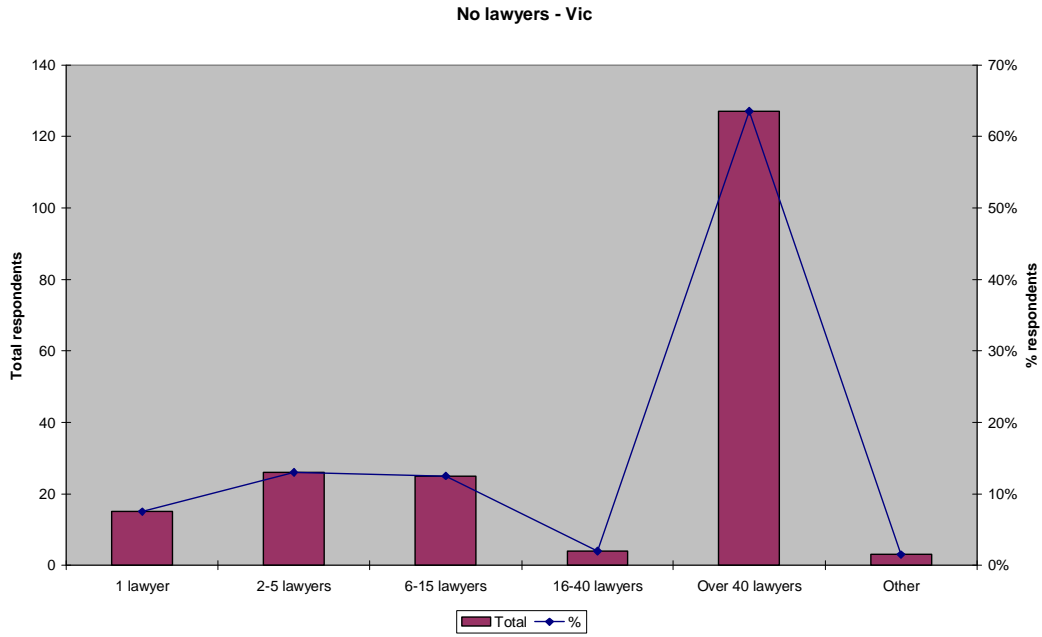
2. How many lawyers (including partners) are there in your office?

**Table 3.2**

No of lawyers (Vic)	Total	%
1 lawyer	15	8%
2-5 lawyers	26	13%
6-15 lawyers	25	13%
16-40 lawyers	4	2%
Over 40 lawyers	127	64%
Other	3	2%
<b>Total</b>	<b>200</b>	<b>100%</b>



**Figure 3.2**

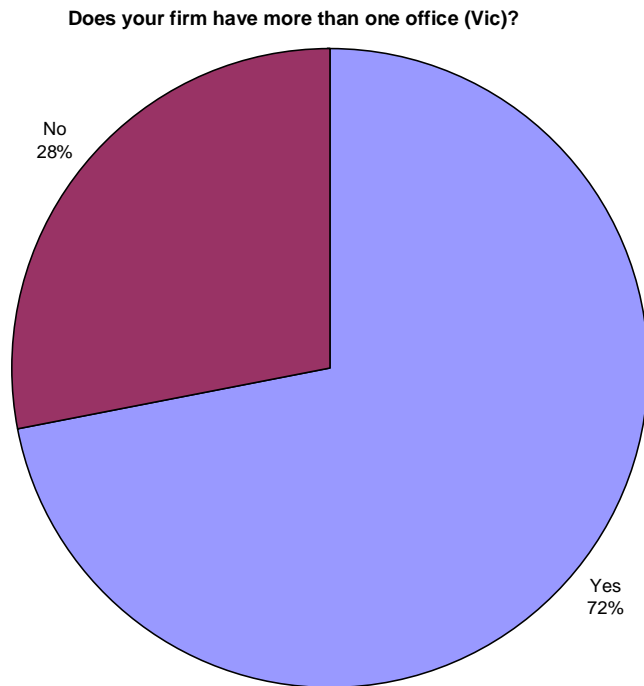


3. Does your firm have more than one office?

**Table 3.3**

	<b>Total</b>	<b>%</b>
Yes	144	72%
No	56	28%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 3.3**

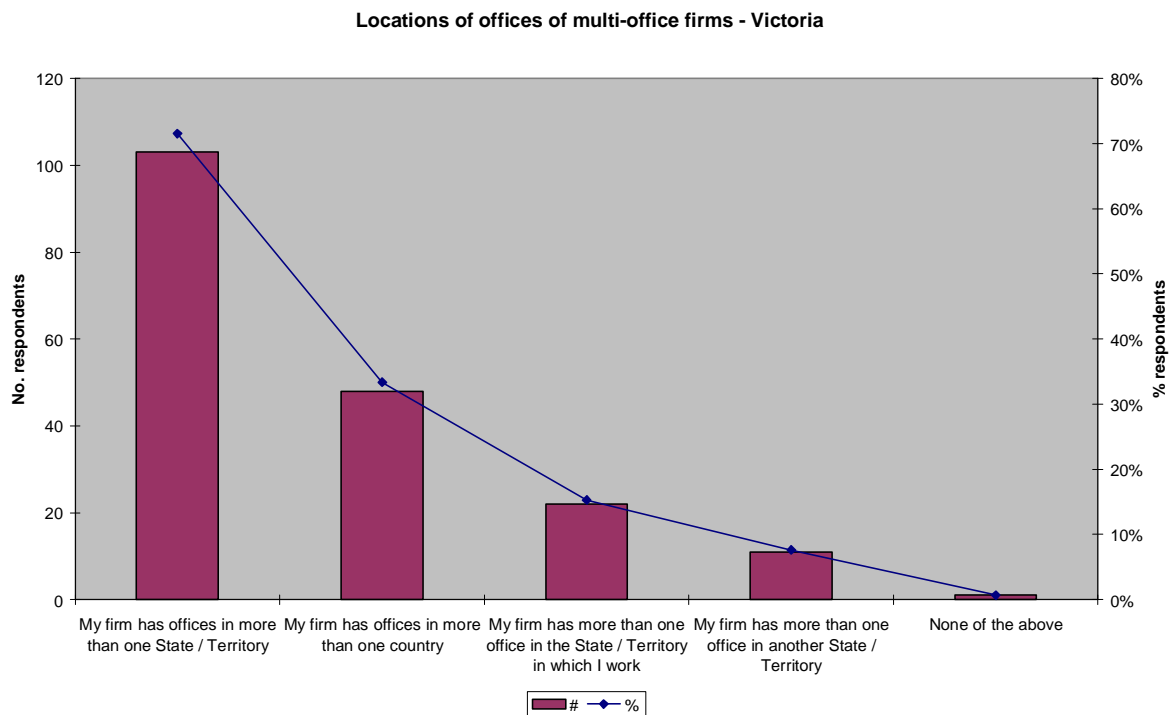


4. About your firm's offices...

**Table 3.4**

<b>Locations of offices of multi-office firms</b>	<b>#</b>	<b>%</b>
My firm has offices in more than one State / Territory	103	72%
My firm has offices in more than one country	48	33%
My firm has more than one office in the State / Territory in which I work	22	15%
My firm has more than one office in another State / Territory	11	8%
None of the above	1	1%
<b>Total</b>	<b>144</b>	<b>100%</b>

**Figure 3.4**



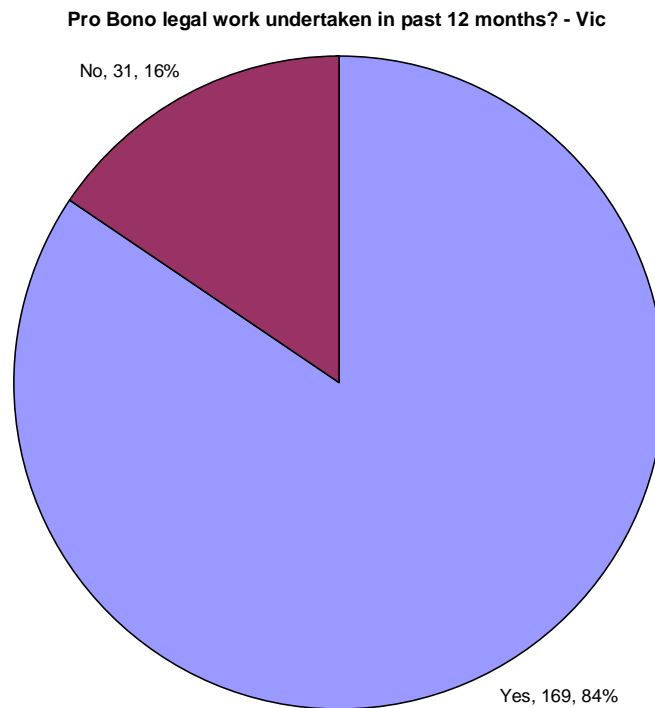
## **Section 4 - Your Participation**

1. In the past 12 months have you spent time doing or coordinating the provision of pro bono legal work?

**Table 4.1**

<b>Pro Bono legal work undertaken in past 12 months?</b>	<b>Total</b>	<b>%</b>
Yes	169	85%
No	31	16%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 4.1**

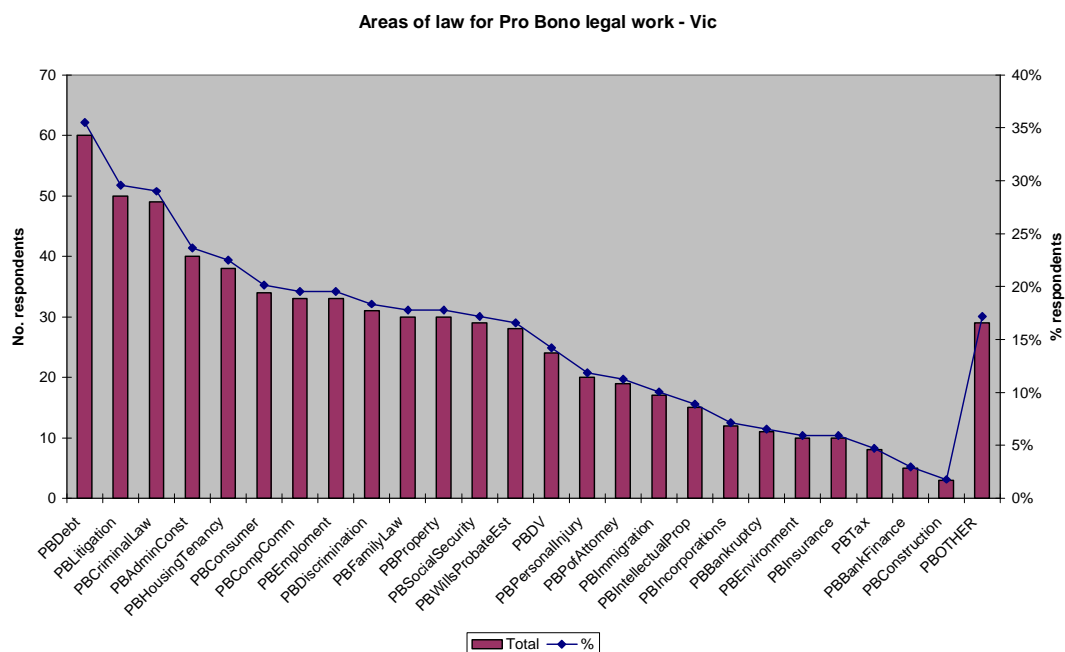


2. In which of the following areas of law have you done pro bono legal work in the last 12 months?

**Table 4.2**

Areas of law for Pro Bono legal work	Total	%
PBDebt	60	36%
PBLitigation	50	30%
PBCriminalLaw	49	29%
PBAdminConst	40	24%
PBHousingTenancy	38	22%
PBConsumer	34	20%
PBCompComm	33	20%
PBEmploment	33	20%
PBDiscrimination	31	18%
PBFamilyLaw	30	18%
PBProperty	30	18%
PBSocialSecurity	29	17%
PBWillsProbateEst	28	17%
PBDV	24	14%
PBPersonalInjury	20	12%
PBPofAttorney	19	11%
PBImmigration	17	10%
PBIntellectualProp	15	9%
PBIncorporations	12	7%
PBBankruptcy	11	7%
PBEnvironment	10	6%
PBInsurance	10	6%
PBTax	8	5%
PBBankFinance	5	3%
PBConstruction	3	2%
PBOTHER	29	17%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 4.2**

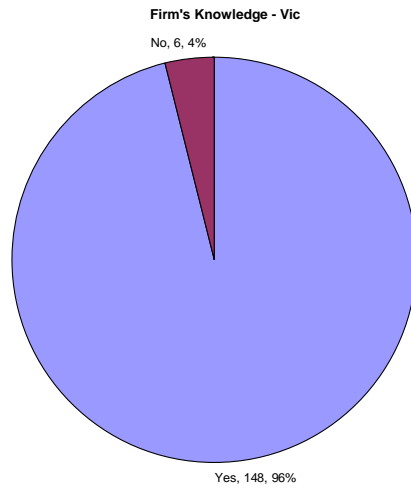


3. Is your pro bono legal work undertaken with your firm's knowledge?

**Table 4.3**

Firms' Knowledge	Count	%
Yes	148	96%
No	6	4%
<b>Total</b>	<b>154</b>	<b>100%</b>

**Figure 4.3**



4. Have you ever done pro bono legal work?

**Table 4.4**

	Total	%
Did pro bono legal work in past 12 months	169	85%
Done pro bono legal work previously	20	10%
Never done pro bono legal work	11	6%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 4.4**



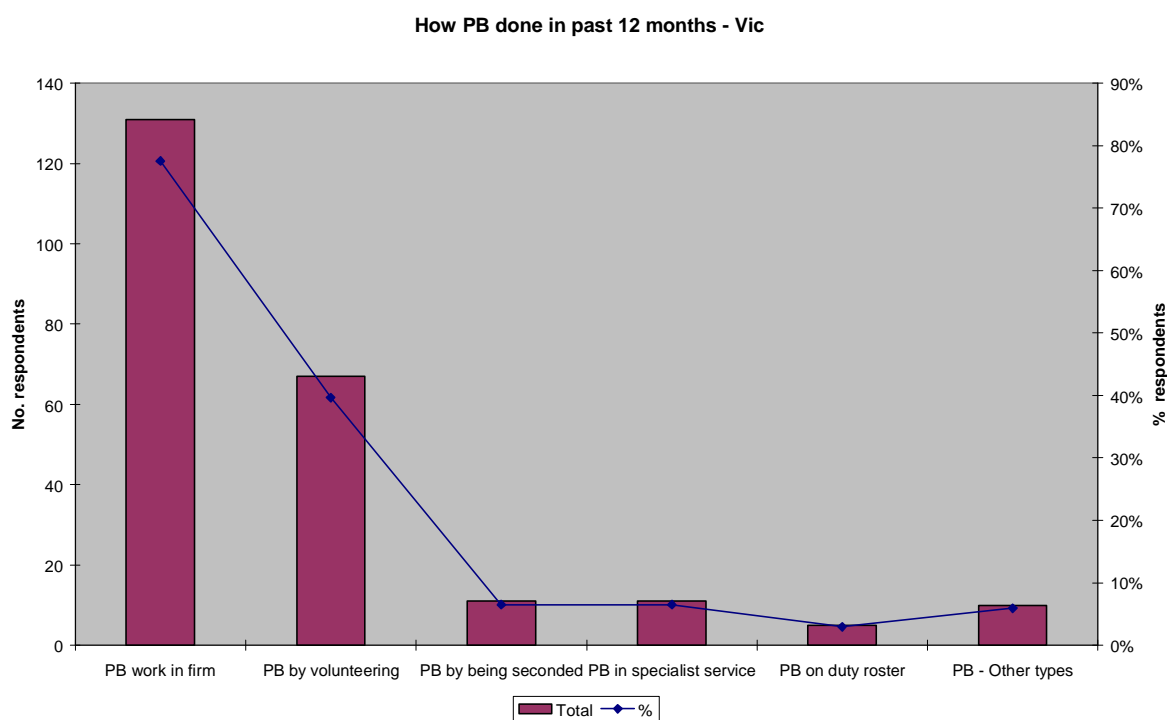
## Section 5 - Types of pro bono legal work

1. How have you done pro bono legal work in the past 12 months?

**Table 5.1**

	<b>Total</b>	<b>%</b>
PB work in firm	131	78%
PB by volunteering	67	40%
PB by being seconded	11	7%
PB in specialist service	11	7%
PB on duty roster	5	3%
Other types	10	6%
<b>Total</b>	<b>169</b>	<b>100%</b>

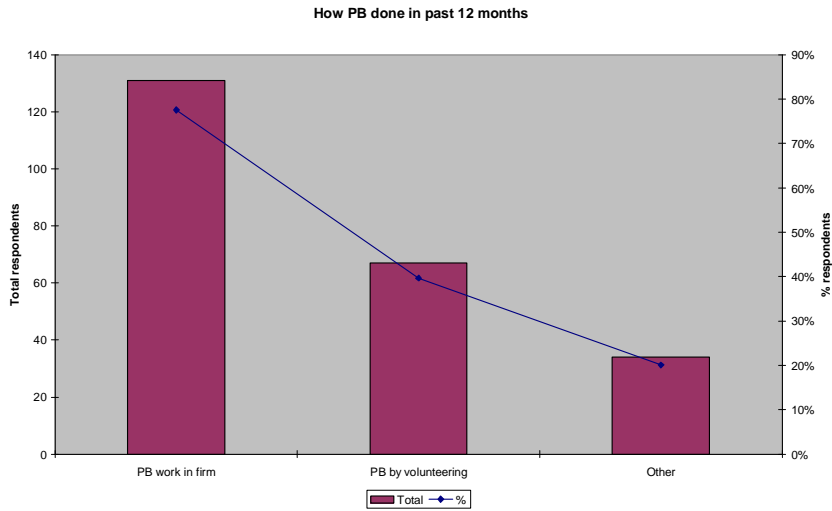
**Figure 5.1**



**Table 5.2**

<b>How Pro Bono legal work was done in past 12 mths</b>	<b>Total</b>	<b>%</b>
PB work in firm	131	78%
PB by volunteering	67	40%
Other	34	20%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 5.2**

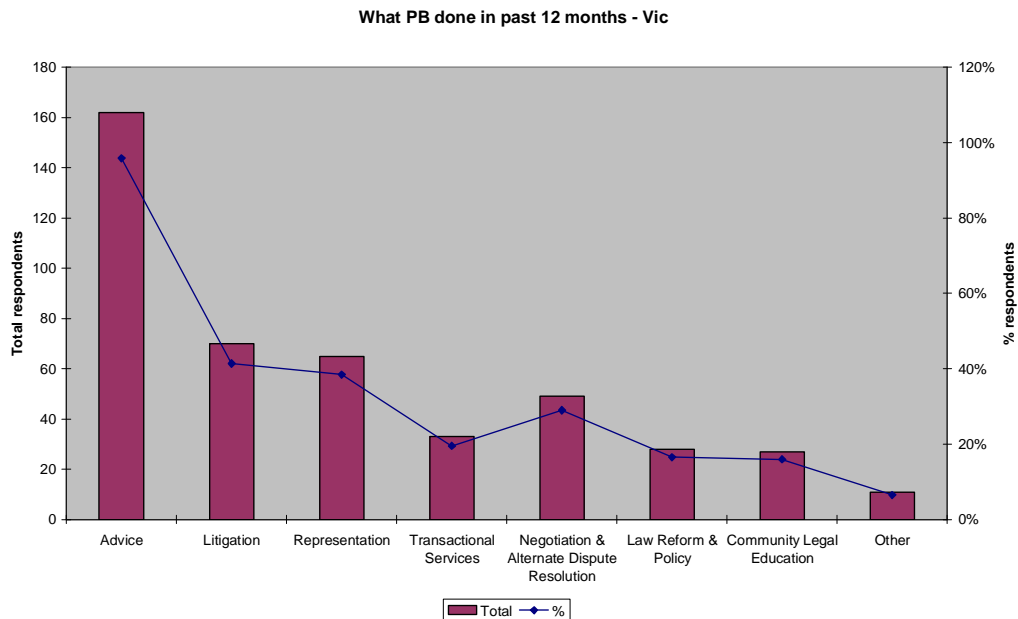


2. Which of the following pro bono legal work have you done in the past 12 months?

**Table 5.3**

What PB done in past 12 months	Total	%
Advice	162	96%
Litigation	70	41%
Representation	65	38%
Transactional Services	33	20%
Negotiation & Alternate Dispute Resolution	49	29%
Law Reform & Policy	28	17%
Community Legal Education	27	16%
Other	11	7%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 5.3**

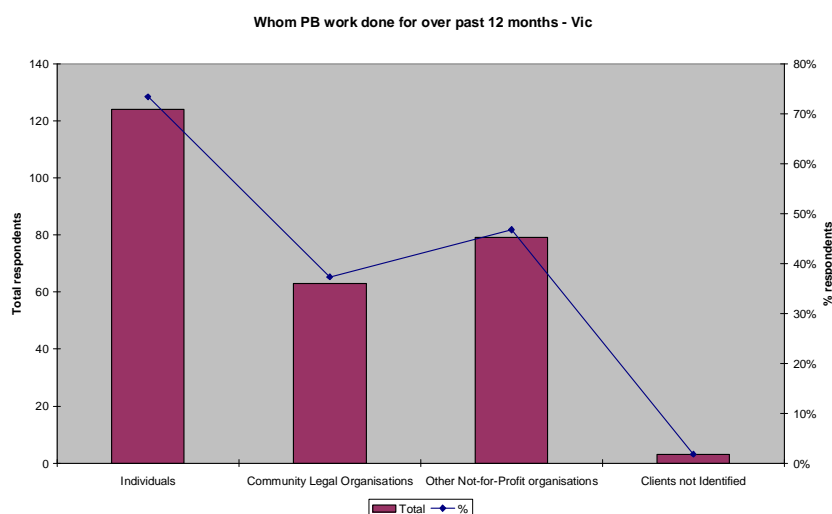


4. Please could you tell us for whom this pro bono legal work was done?

**Table 5.4**

<b>PB undertaken in past 12 mths, by 3 client groups</b>	<b>Total</b>	<b>%</b>
Individuals	124	73%
Community Legal Organisations	63	37%
Other Not-for-Profit organisations	79	47%
Clients not Identified	3	2%
<b>Total</b>	<b>169</b>	<b>100%</b>

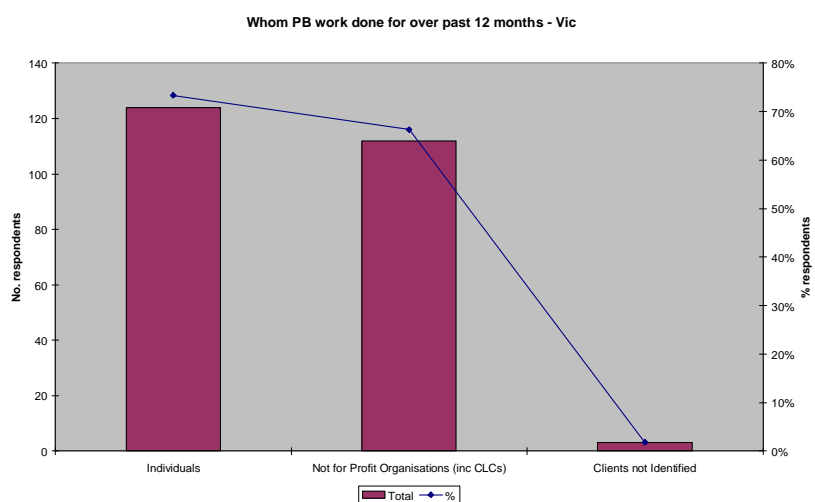
**Figure 5.4**



**Table 5.5**

<b>Pro bono legal work undertaken, by 2 client groups</b>	<b>Total</b>	<b>%</b>
Individuals	124	73%
Not for Profit Organisations (inc CLCs)	112	66%
Clients not Identified	3	2%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 5.5**





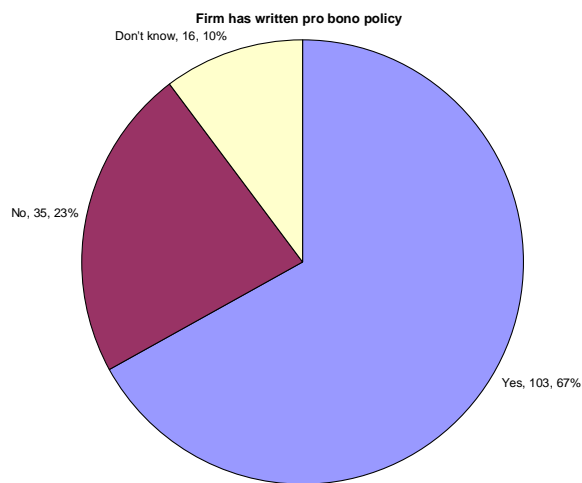
## Section 6 - Practice Issues

1. Does your firm have a written pro bono policy?

**Table 6.1**

Written Policy	Total	%
Yes	103	67%
No	35	23%
Don't know	16	10%
<b>Total</b>	<b>154</b>	<b>100%</b>

**Figure 6.1**

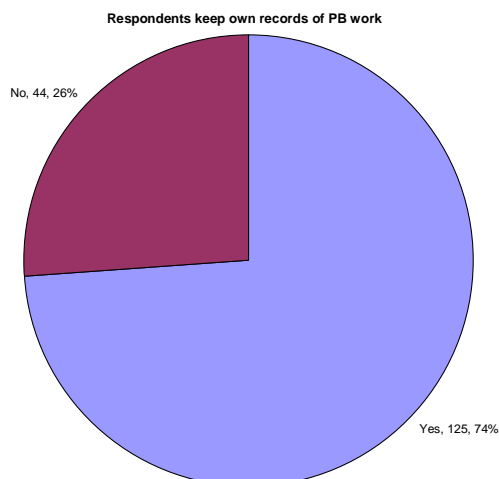


2. Do you keep any record of the pro bono work that you are doing?

**Table 6.2**

You Keep Record	Total	%
Yes	125	74%
No	44	26%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 6.2**

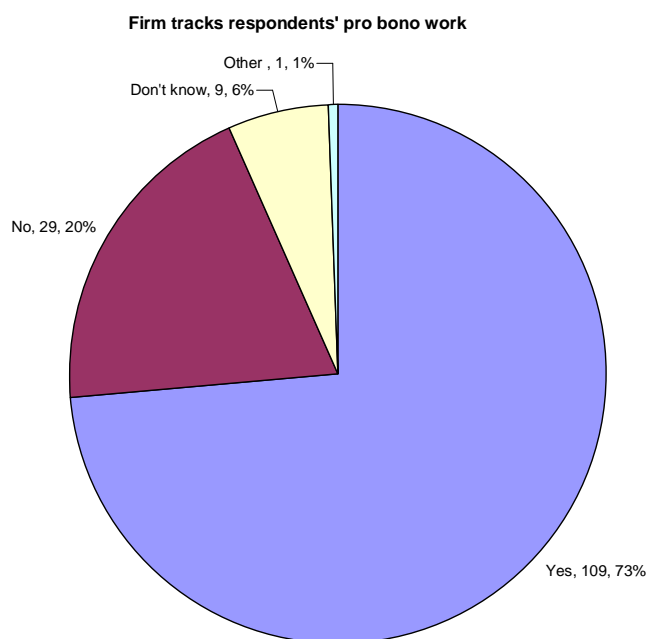


3. Does your firm track how much pro bono work you do?

**Table 6.3**

Firm track probono work?	Total	%
Yes	109	74%
No	29	20%
Don't know	9	6%
Other	1	1%
<b>Total</b>	<b>148</b>	<b>100%</b>

**Figure 6.3**



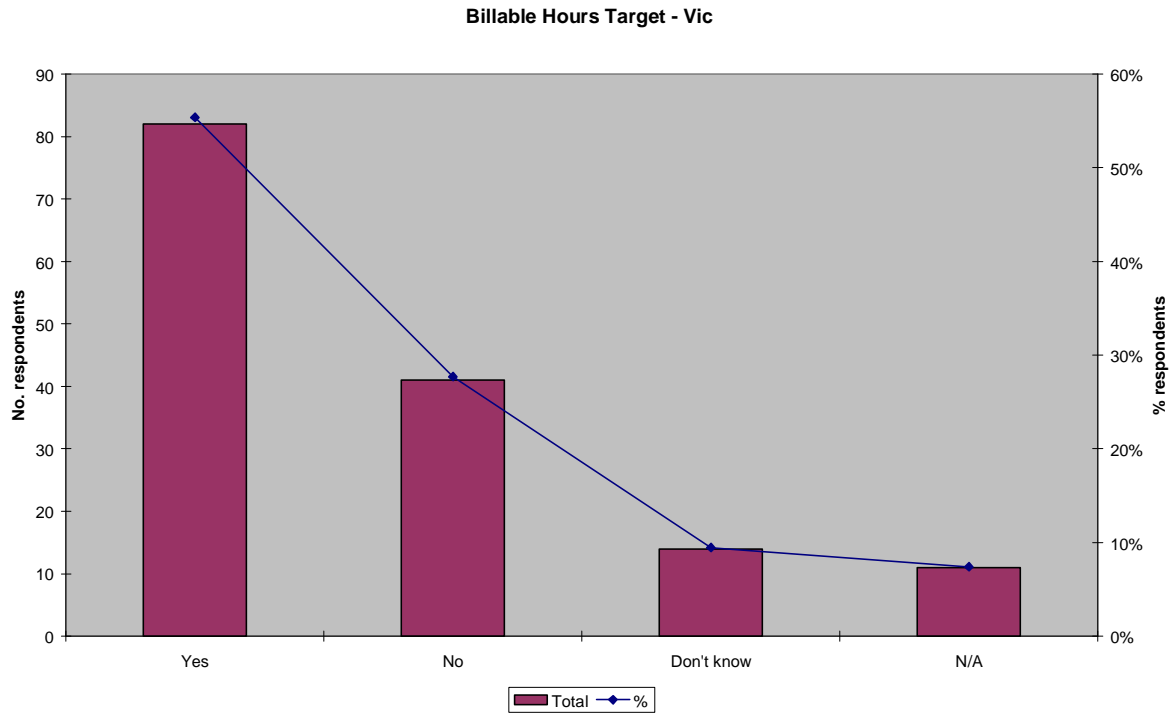
4. Does your firm take your pro bono legal work into account (in a positive manner)?

- In your performance appraisal?
- When considering you for promotion or advancement?
- In your salary reviews?
- In meeting billable hours targets?
- In meeting financial targets?

**Table 6.4**

PB work taken into account in:	Yes		No		Don't know		N/A		Total	
	#	%	#	%	#	%	#	%	#	%
Billable Hours Target	82	55%	41	28%	14	9%	11	7%	148	100%
Performance Appraisal	76	51%	41	28%	22	15%	9	6%	148	100%
Financial Targets	50	34%	59	40%	28	19%	11	7%	148	100%
Promotion & Advancement	28	19%	54	36%	55	37%	11	7%	148	100%
Salary Review	22	15%	64	43%	52	35%	10	7%	148	100%

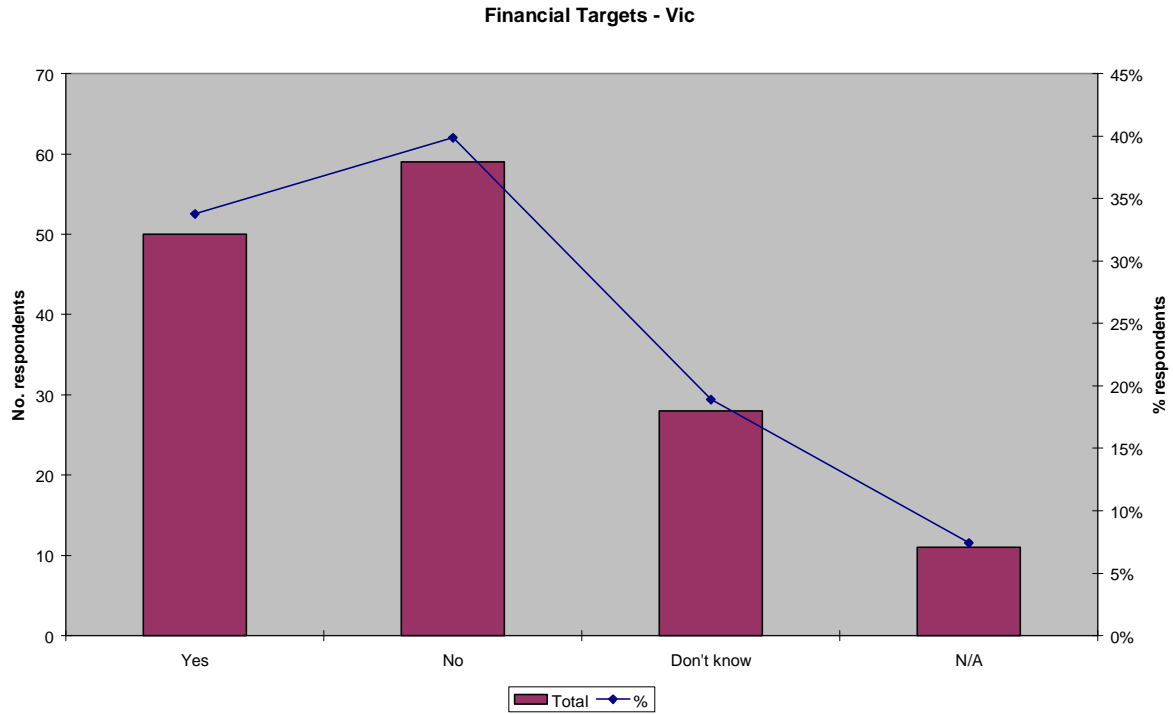
**Figure 6.4**



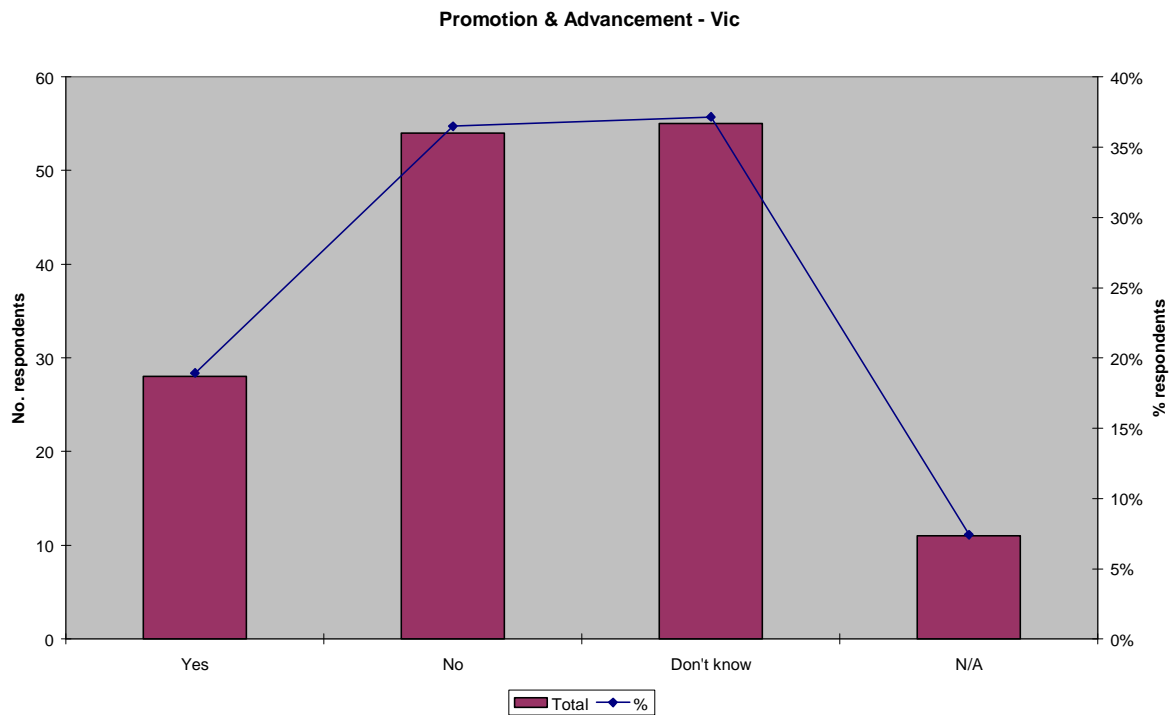
**Figure 6.5**



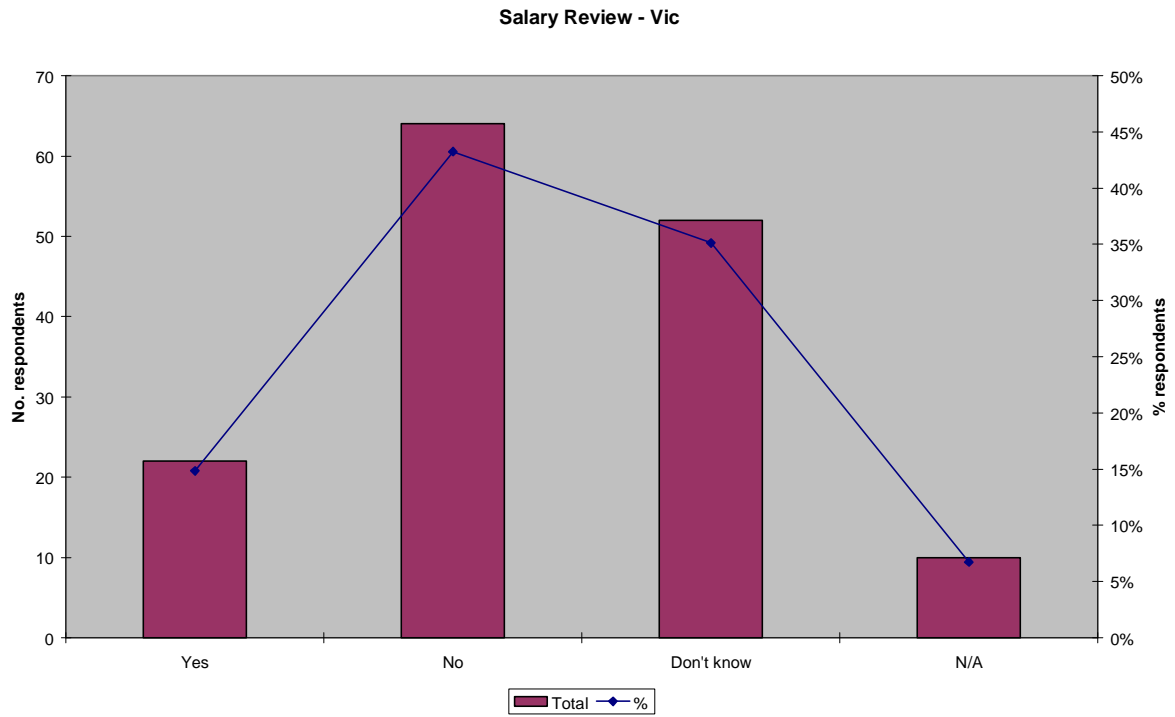
**Figure 6.6**



**Figure 6.7**



**Figure 6.8**



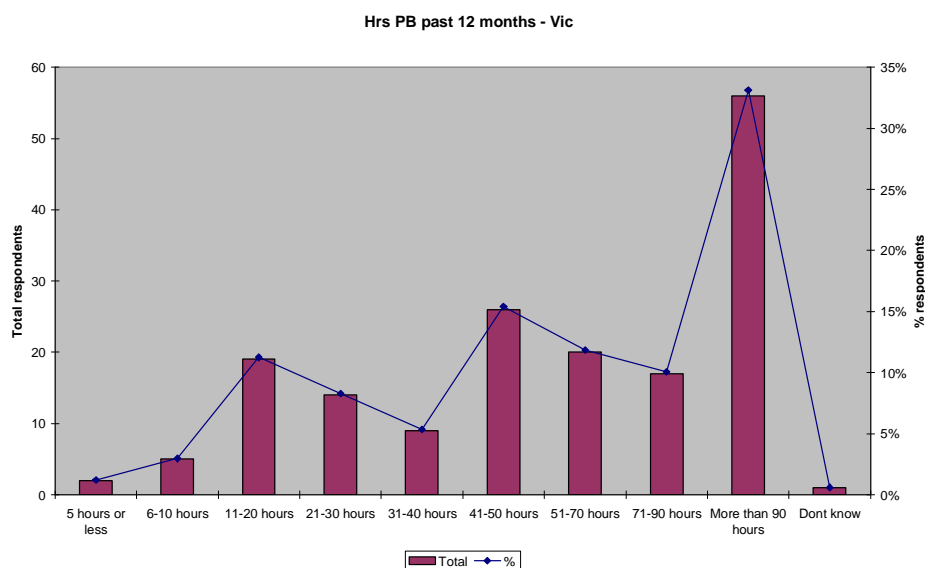
## Section 7 - Amount of pro bono work

1. Can you estimate how many hours of pro bono legal work you have completed in the last 12 months?

**Table 7.1**

	<b>Total</b>	<b>%</b>
5 hours or less	2	1%
6-10 hours	5	3%
11-20 hours	19	11%
21-30 hours	14	8%
31-40 hours	9	5%
41-50 hours	26	15%
51-70 hours	20	12%
71-90 hours	17	10%
More than 90 hours	56	33%
Don't know	1	1%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 7.1**

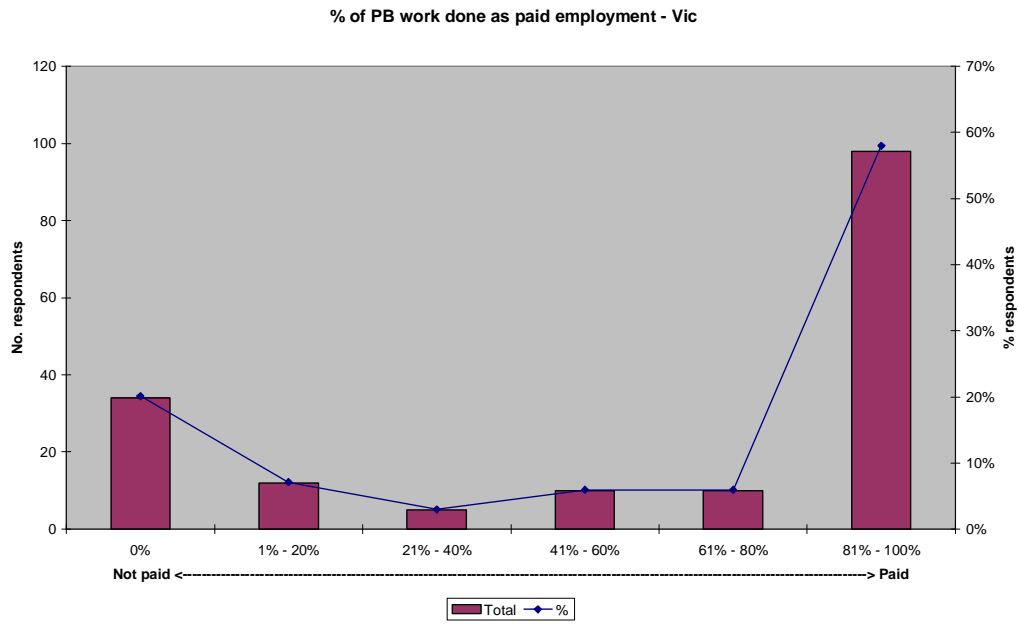


2. How much of this work was done as part of your paid employment?

**Table 7.3**

<b>% pro bono work as part of paid employment?</b>	<b>Total</b>	<b>%</b>
0%	34	20%
1% - 20%	12	7%
21% - 40%	5	3%
41% - 60%	10	6%
61% - 80%	10	6%
81% - 100%	98	58%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 7.2**

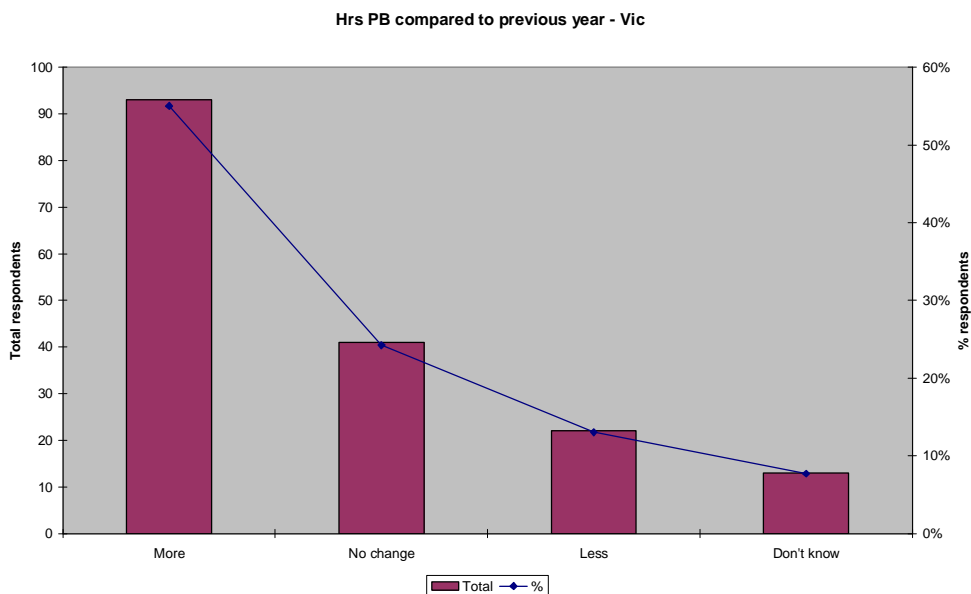


3. Have you spent more or less time in pro bono legal work in the past 12 months than in the previous 12 months?

**Table 7.3**

	<b>Total</b>	<b>%</b>
More	93	55%
No change	41	24%
Less	22	13%
Don't know	13	8%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 7.3**



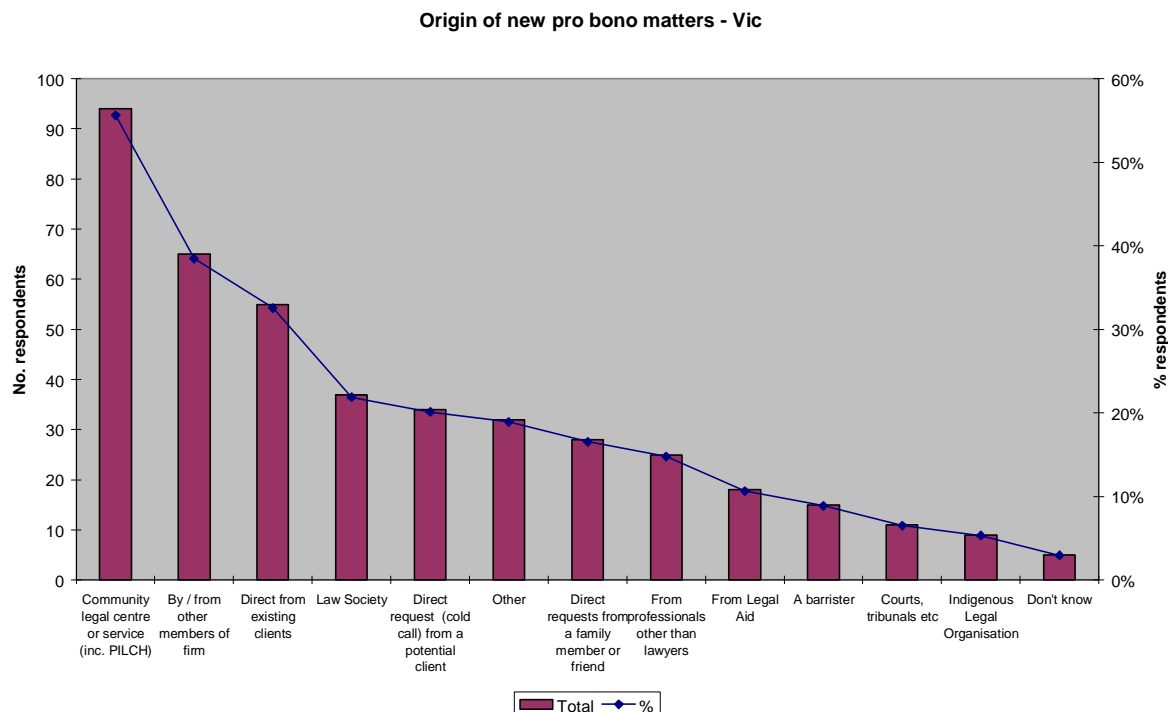
## Section 8 - Sources of pro bono work

1. When you take on new pro bono matters, from where do those new matters originate?

**Table 8.1**

Origin of new Pro Bono matters	Total	%
Community legal centre or service (inc. PILCH)	94	56%
By / from other members of firm	65	38%
Direct from existing clients	55	33%
Law Society	37	22%
Direct request (cold call) from a potential client	34	20%
Other	32	19%
Direct requests from a family member or friend	28	17%
From professionals other than lawyers	25	15%
From Legal Aid	18	11%
A barrister	15	9%
Courts, tribunals etc	11	7%
Indigenous Legal Organisation	9	5%
Don't know	5	3%
<b>Total</b>	<b>169</b>	<b>100%</b>

**Figure 8.1**





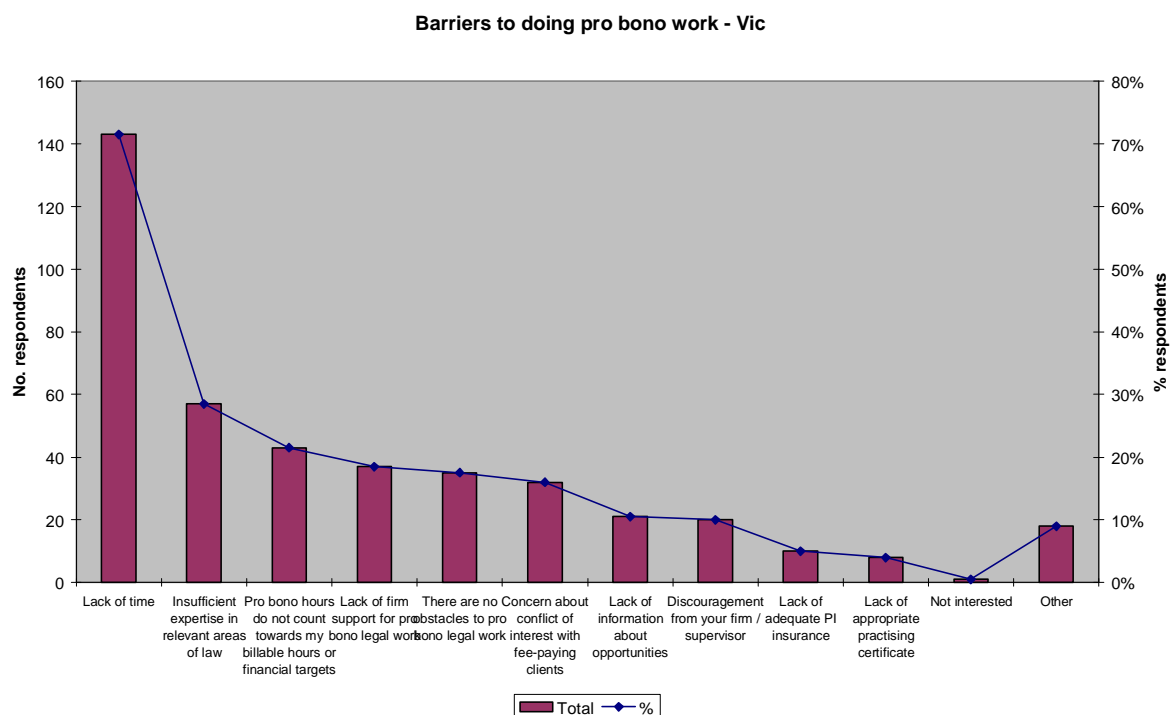
## Section 9 - Obstacles to & Encouragement for Pro Bono

1. What gets in the way of you doing pro bono legal work?

**Table 9.1**

Obstacles to doing pro bono legal work	Total	%
Lack of time	143	72%
Insufficient expertise in relevant areas of law	57	29%
Pro bono hours do not count towards my billable hours or financial targets	43	22%
Lack of firm support for pro bono legal work	37	19%
There are no obstacles to pro bono legal work	35	18%
Concern about conflict of interest with fee-paying clients	32	16%
Lack of information about opportunities	21	11%
Discouragement from your firm / supervisor	20	10%
Lack of adequate PI insurance	10	5%
Lack of appropriate practising certificate	8	4%
Not interested	1	1%
Other	18	9%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 9.1**

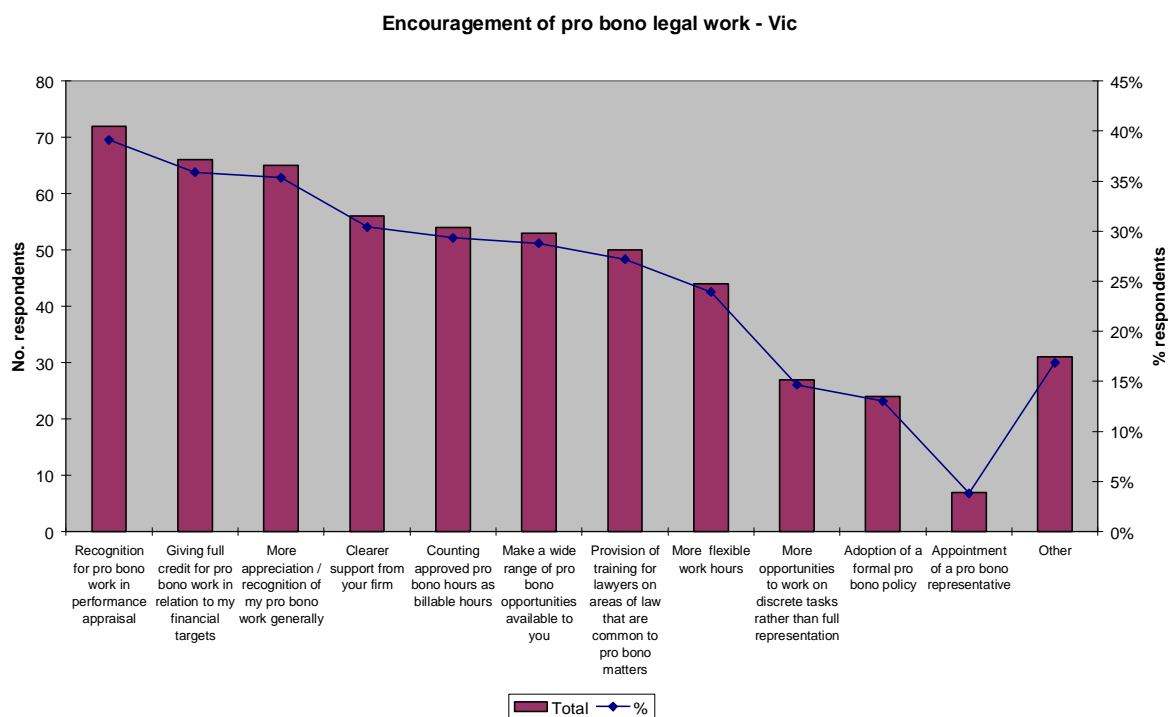


3. What actions could your firm take that would encourage you to do more pro bono?

**Table 9.2**

<b>Actions firms could take to encourage more pro bono legal work</b>	<b>Total</b>	<b>%</b>
Recognition for pro bono work in performance appraisal	72	39%
Giving full credit for pro bono work in relation to my financial targets	66	36%
More appreciation / recognition of my pro bono work generally	65	35%
Clearer support from your firm	56	30%
Counting approved pro bono hours as billable hours	54	29%
Make a wide range of pro bono opportunities available to you	53	29%
Provision of training for lawyers on areas of law that are common to pro bono matters	50	27%
More flexible work hours	44	24%
More opportunities to work on discrete tasks rather than full representation	27	15%
Adoption of a formal pro bono policy	24	13%
Appointment of a pro bono representative	7	4%
Other	31	17%
<b>Total</b>	<b>184</b>	<b>100%</b>

**Figure 9.2**



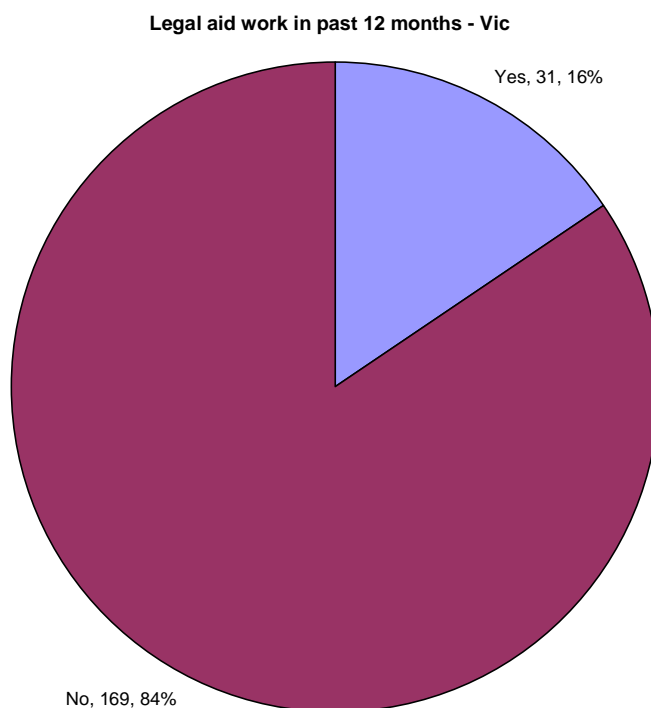
## Section 10 - Legal Aid work

1. Did you do any legal aid work in the last 12 months?

**Table 10.1**

Legal aid work in last 12 mths?	Total	%
Yes	31	16%
No	169	85%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 10.1**

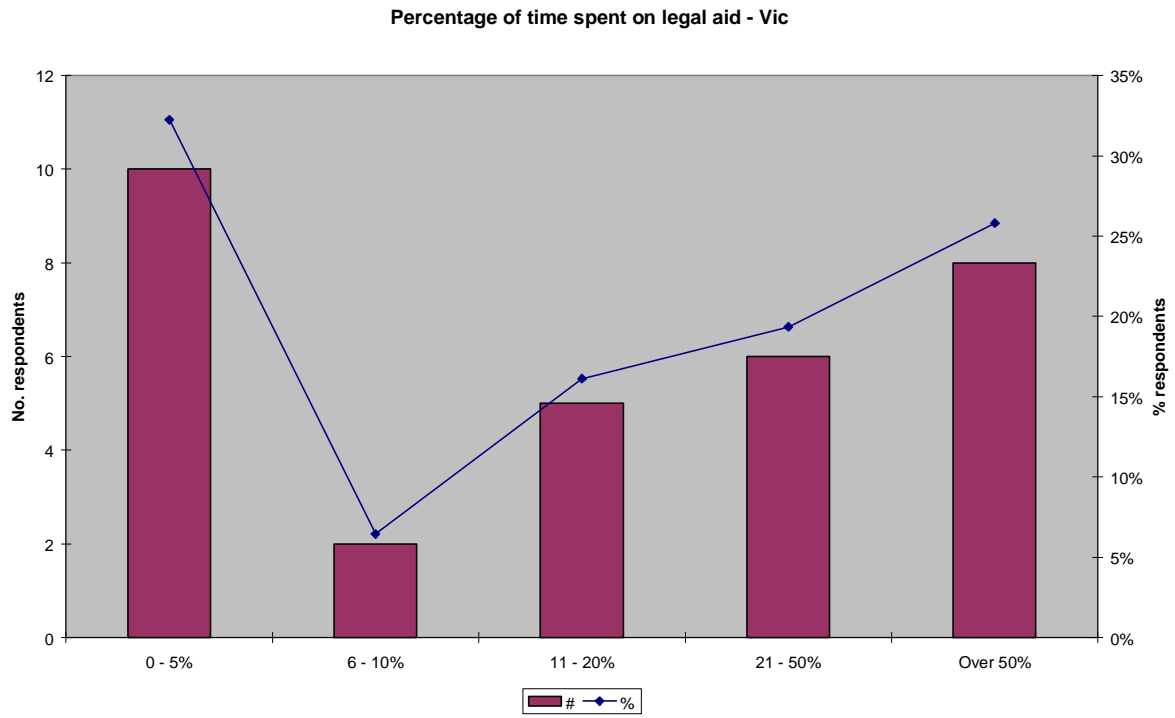


2. In the last 12 months, approximately what percentage of your time was for legally aided clients?

**Table 10.2**

<b>S10-2. In the last 12 months, approximately what percentage of your time was for legally aided clients?</b>	#	%
0 - 5%	10	32%
6 - 10%	2	6%
11 - 20%	5	16%
21 - 50%	6	19%
Over 50%	8	26%
<b>Total</b>	<b>31</b>	<b>100%</b>

Figure 10.2



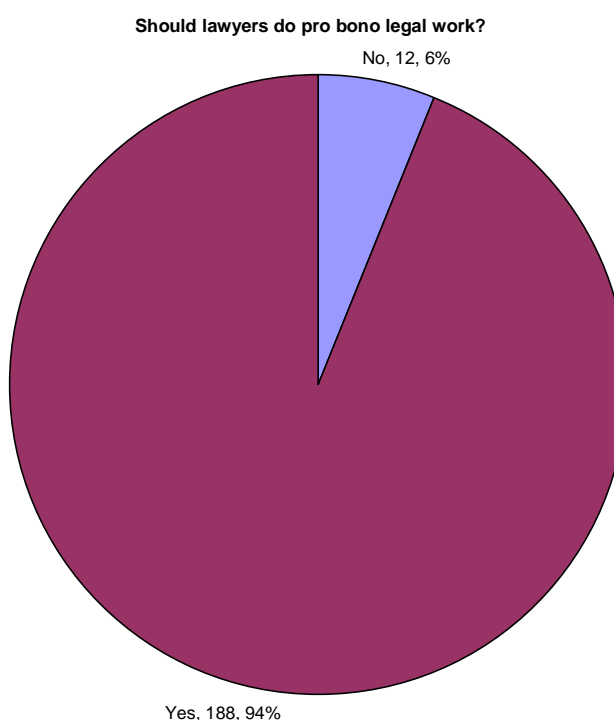
## Section 11 - Attitudes to pro bono legal work

1. Do you think that lawyers should do pro bono legal work?

**Table 11.1**

Should Lawyers do PB?	Total	%
No	12	6%
Yes	188	94%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 11.1**

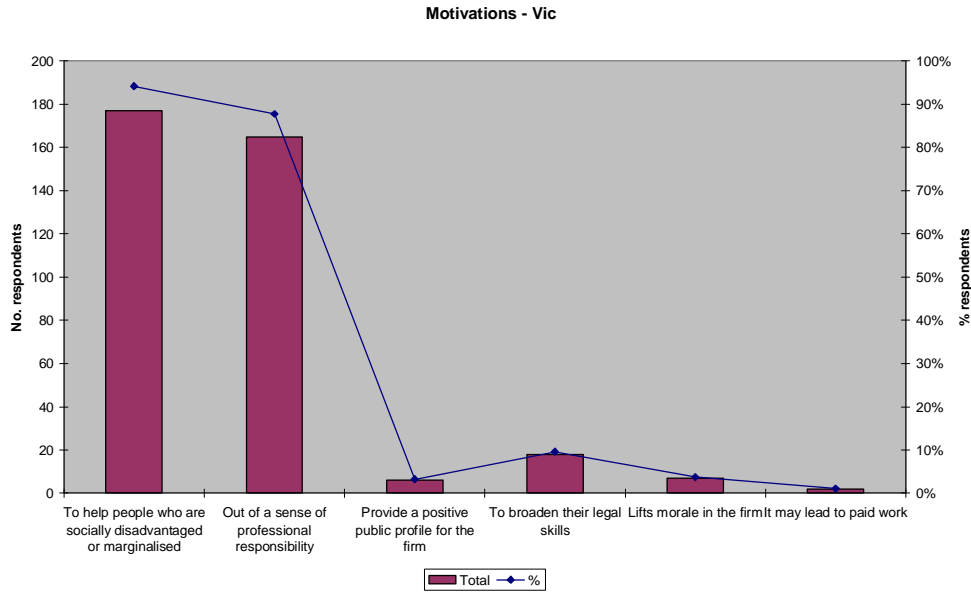


2. Tick the top two factors as to why you think lawyers should do pro bono legal work.

**Table 11.2**

Why lawyers should do pro bono legal work	Total	%
To help people who are socially disadvantaged or marginalised	177	94%
Out of a sense of professional responsibility	165	88%
Provide a positive public profile for the firm	6	3%
To broaden their legal skills	18	10%
Lifts morale in the firm	7	4%
It may lead to paid work	2	1%
<b>Total</b>	<b>188</b>	<b>100%</b>

**Figure 11.2**

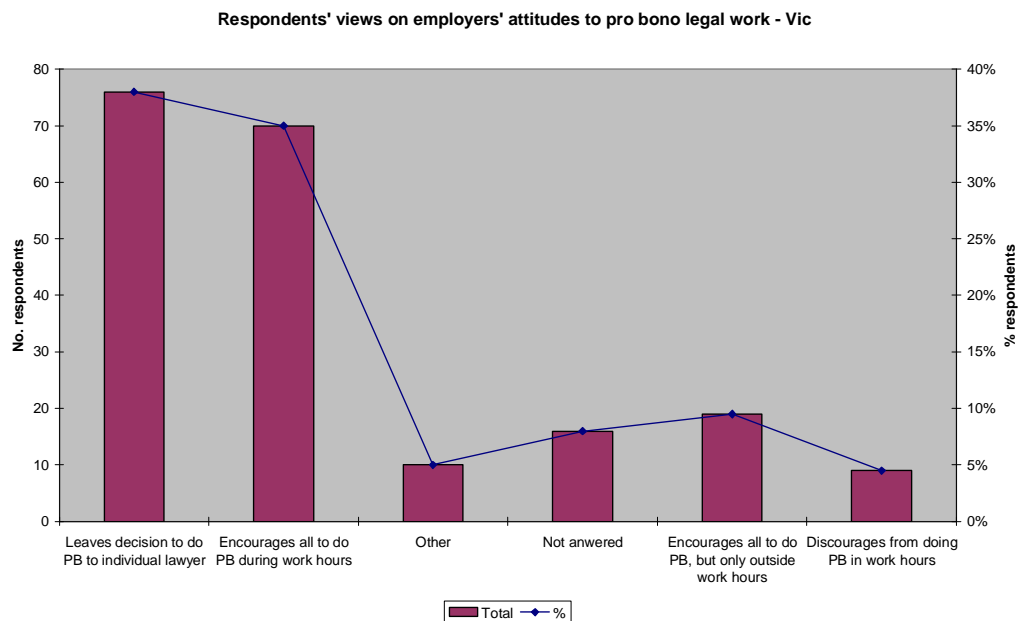


3. What do you think is your firm's/employer's attitude to pro bono?

**Table 11.3**

What do you think is your firms/employers attitude to pro bono?	Total	%
Leaves decision to do PB to individual lawyer	76	38%
Encourages all to do PB during work hours	70	35%
Other	10	5%
Not answered	16	8%
Encourages all to do PB, but only outside work hours	19	10%
Discourages from doing PB in work hours	9	5%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 11.3**



4. In relation to pro bono matters that you carry out during work hours, who supervises that pro bono work?

**Table 11.4**

Supervision of pro bono matters carried out during work hours	Total	%
Supervision by a partner	80	68%
No supervision	14	12%
Supervision by firm's pro bono representative	35	30%
Supervision by a more senior employee solicitor	40	34%
Supervision by other means	4	3%
No PB during work, so no supervision	1	1%
<b>Total</b>	<b>118</b>	<b>100%</b>

**Figure 11.4**



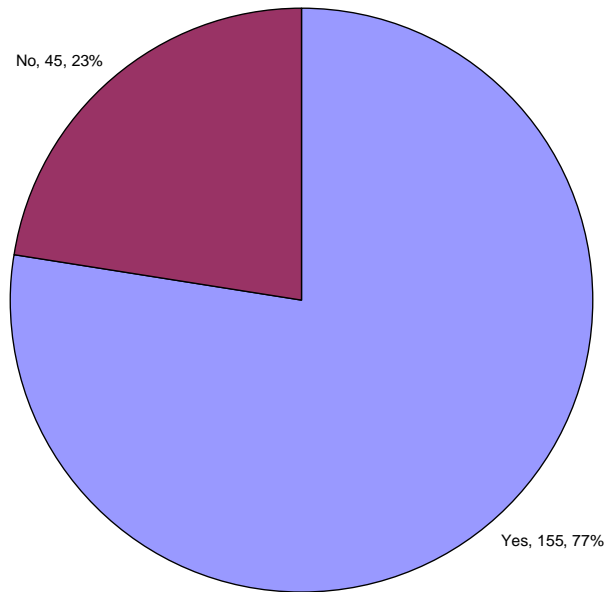
5. Do you think that the Law Society should issue a policy statement about lawyers' commitment to pro bono services?

**Table 11.5**

	Total	%
Yes	155	78%
No	45	23%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 11.5**

Should Law Society issue a policy statement about lawyers' commitment to pro bono services? - Vic



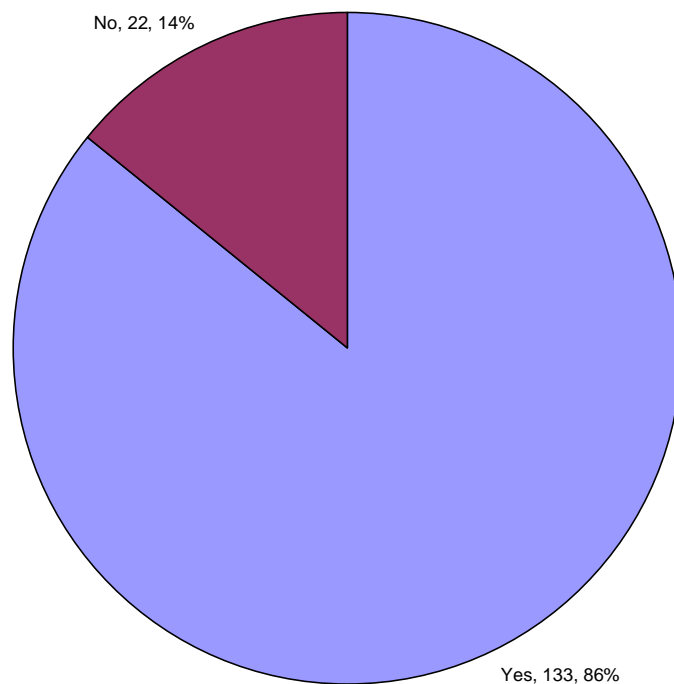
6. Do you think it should include a voluntary pro bono goal to encourage all lawyers to aspire to perform pro bono legal work?

**Table 11.6**

	<b>Total</b>	<b>%</b>
Yes	133	86%
No	22	14%
<b>Total</b>	<b>155</b>	<b>100%</b>

**Figure 11.6**

Should statement include a voluntary pro bono goal? - Vic





## **Section 12 - Australian Pro Bono Manual**

1. Are you aware of the Australian Pro Bono Manual – a Practice Guide and resource Kit for Law Firms?

**Table 12.1**

	<b>Total</b>	<b>%</b>
Yes	33	17%
No	167	84%
<b>Total</b>	<b>200</b>	<b>100%</b>

**Figure 12.1**

