



**– National Survey –**

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

**December 2007**

**Appendix III**

**Responses to Survey Questions; Queensland**

## **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 III

### Responses to Survey Questions; Queensland

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%
Vic	200	23%
WA	53	6%
<b>Qld</b>	<b>225</b>	<b>25%</b>
<b>Total</b>	<b>887</b>	<b>100%</b>

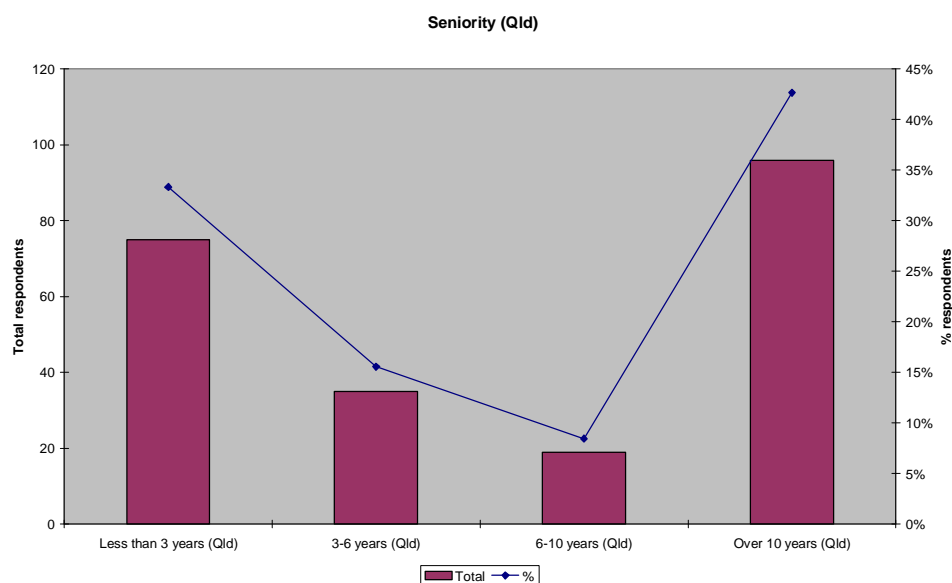
### Section 1 - About you

1. How long have you been admitted to practice?

**Table 1.1**

Seniority	Total	%
Less than 3 years	75	33%
3-6 years	35	16%
6-10 years	19	8%
Over 10 years	96	43%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 1.1**

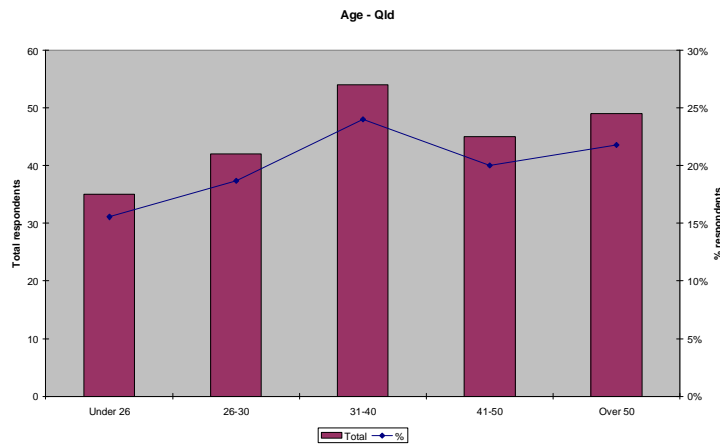


2. How old are you?

**Table 1.2**

	<b>Total</b>	<b>%</b>
<b>Under 26</b>	<b>35</b>	<b>16%</b>
26-30	42	19%
31-40	54	24%
41-50	45	20%
Over 50	49	22%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 1.2**

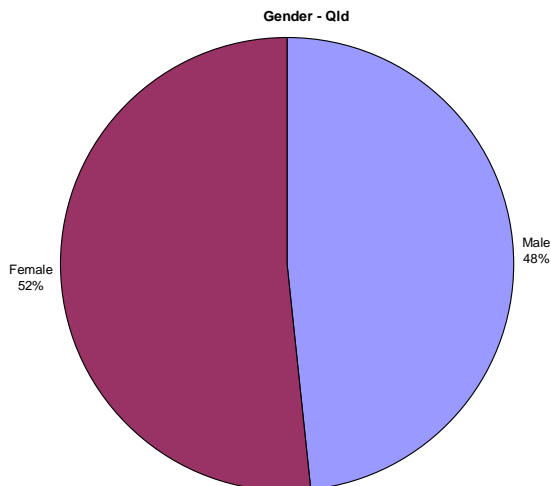


3. Are you...?

**Table 1.3**

	<b>Total</b>	<b>%</b>
Male	109	48%
Female	116	52%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 1.3**



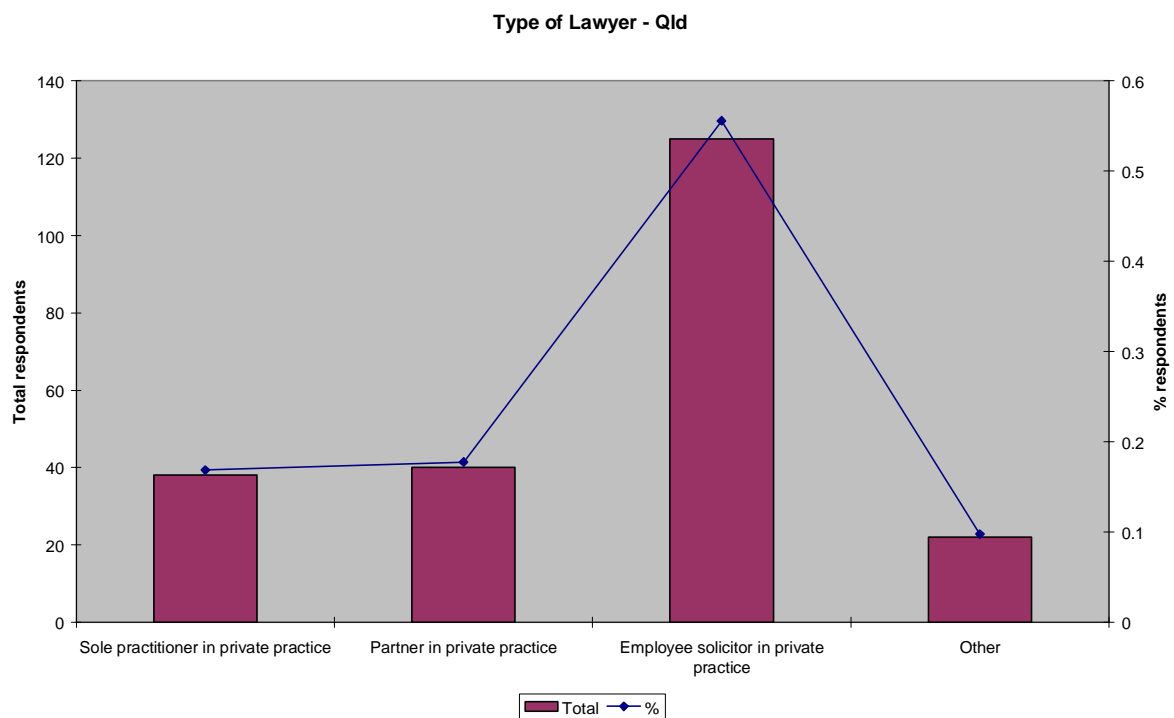
## Section 2 - About your job

1. What is your position?

**Table 2.1**

	<b>Total</b>	<b>%</b>
Sole practitioner in private practice	38	17%
Partner in private practice	40	18%
Employee solicitor in private practice	125	56%
Other	22	10%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 2.1**

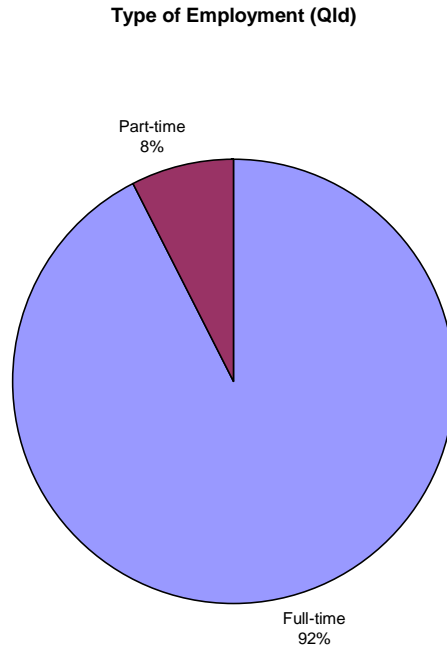


2. Do you work...?

**Table 2.2**

	<b>Total</b>	<b>%</b>
Full-time	208	92%
Part-time	17	8%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 2.2**

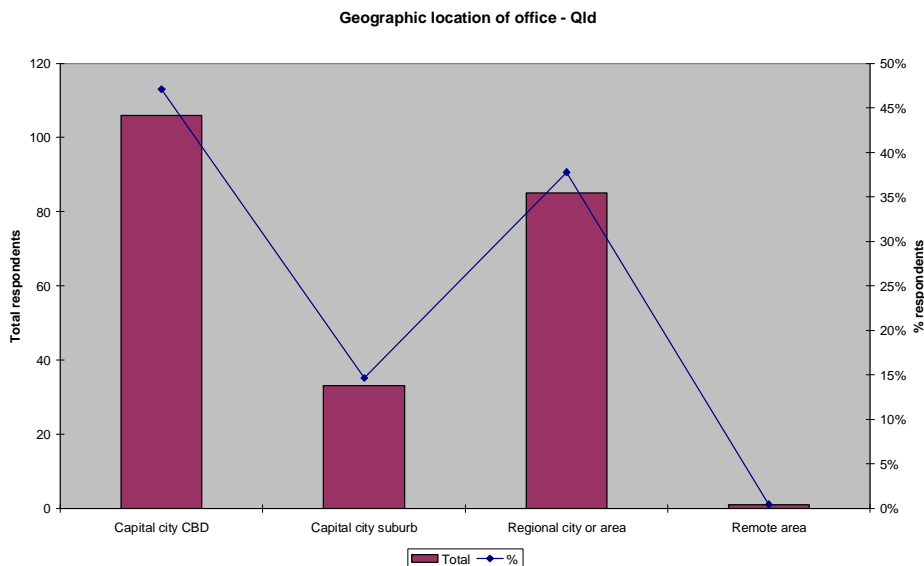


3. Where is your office located?

**Table 2.3**

	<b>Total</b>	<b>%</b>
Capital city CBD	106	47%
Capital city suburb	33	15%
Regional city or area	85	38%
Remote area	1	0%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 2.3**



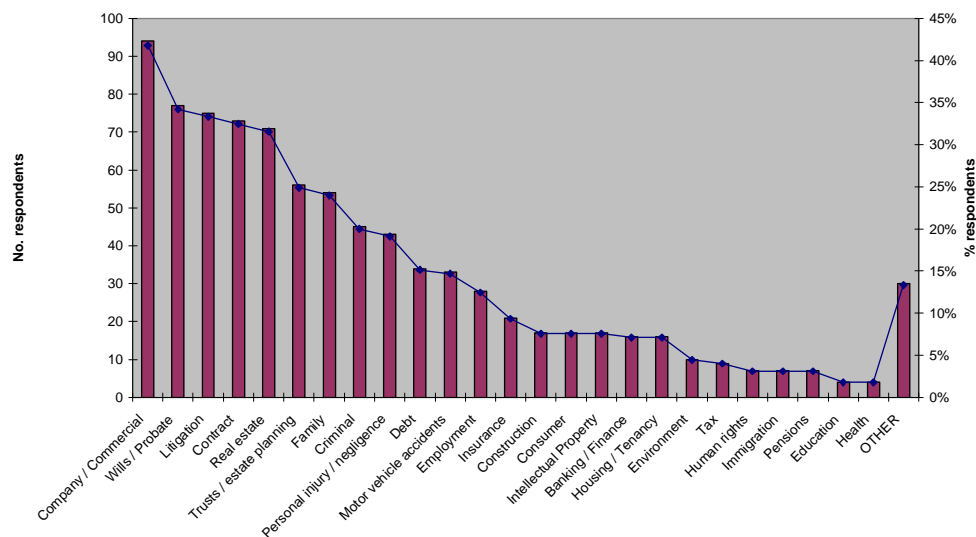
4. In which area(s) do you practice?

**Table 2.4**

Main areas of practice (Qld only)	Count	%
Company / Commercial	94	42%
Wills / Probate	77	34%
Litigation	75	33%
Contract	73	32%
Real estate	71	32%
Trusts / estate planning	56	25%
Family	54	24%
Criminal	45	20%
Personal injury / negligence	43	19%
Debt	34	15%
Motor vehicle accidents	33	15%
Employment	28	12%
Insurance	21	9%
Construction	17	8%
Consumer	17	8%
Intellectual Property	17	8%
Banking / Finance	16	7%
Housing / Tenancy	16	7%
Environment	10	4%
Tax	9	4%
Human rights	7	3%
Immigration	7	3%
Pensions	7	3%
Education	4	2%
Health	4	2%
Other	30	13%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 2.4**

**Areas of practice - Qld only**



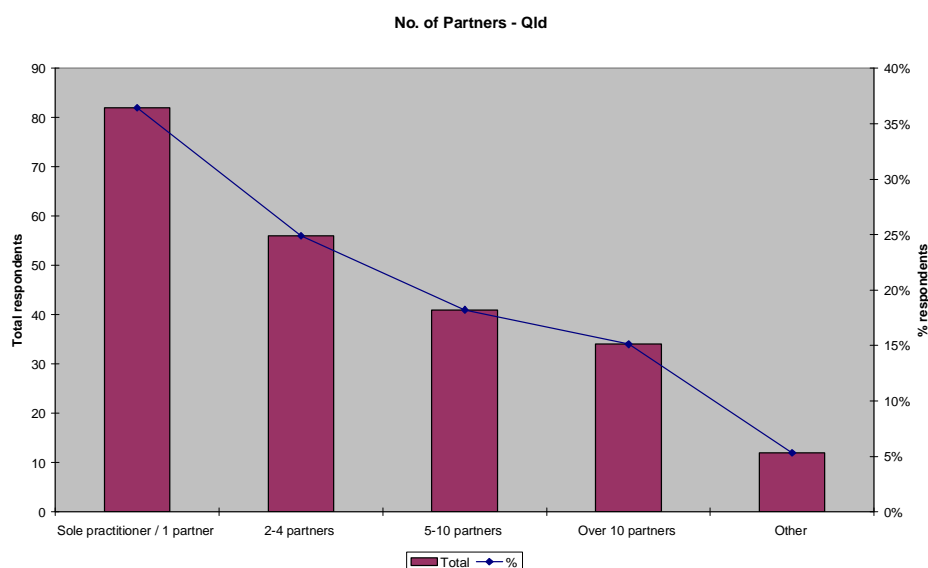
### Section 3 - Brief details of your firm/office

1. How many partners are there in your office?

**Table 3.1**

No. partners (Qld only)	No.	%
Sole practitioner / 1 partner	82	36%
2-4 partners	56	25%
5-10 partners	41	18%
Over 10 partners	34	15%
Other	12	5%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 3.1**

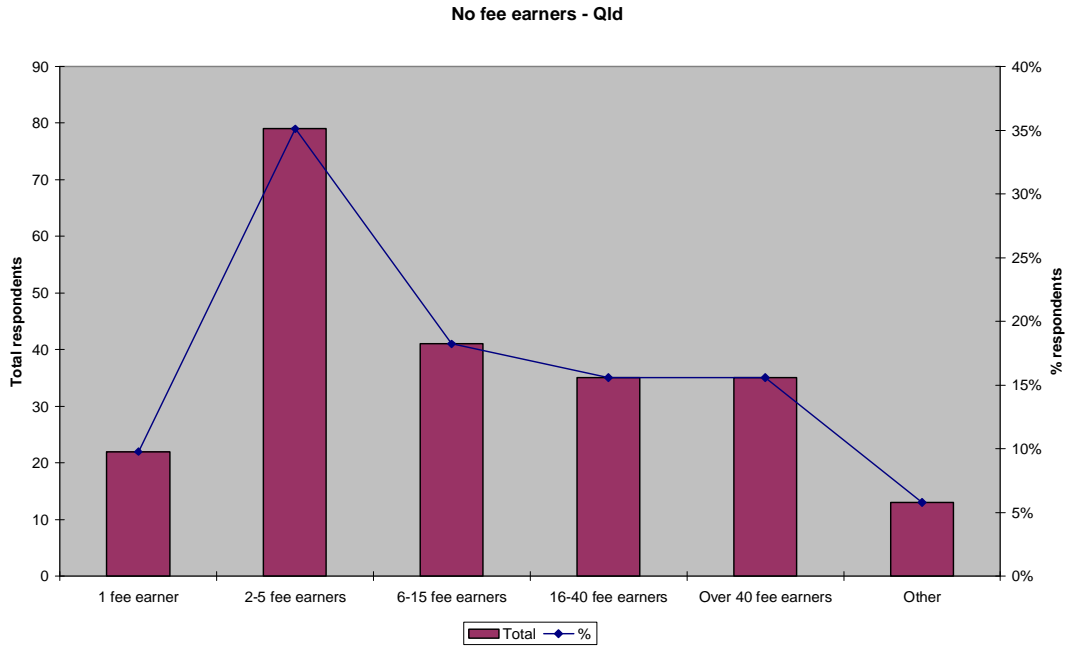


2. How many fee-earners (including partners) are there in your office?

**Table 3.2**

No of fee-earners (Qld only)	Total	%
1 fee earner	22	10%
2-5 fee earners	79	35%
6-15 fee earners	41	18%
16-40 fee earners	35	16%
Over 40 fee earners	35	16%
Other	13	6%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 3.2**



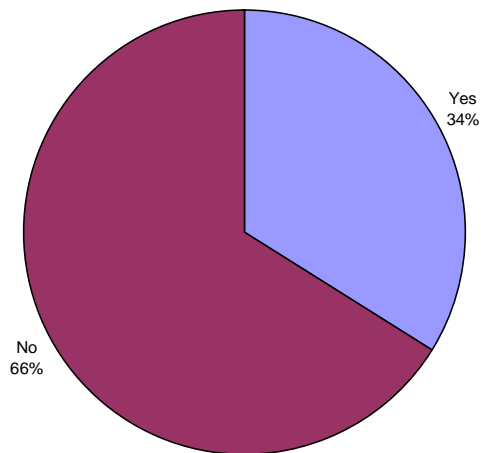
3. Does your firm have more than one office?

**Table 3.3**

	Total	%
Yes	76	34%
No	149	66%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 3.3**

**Does your firm have more than one office (Qld)?**

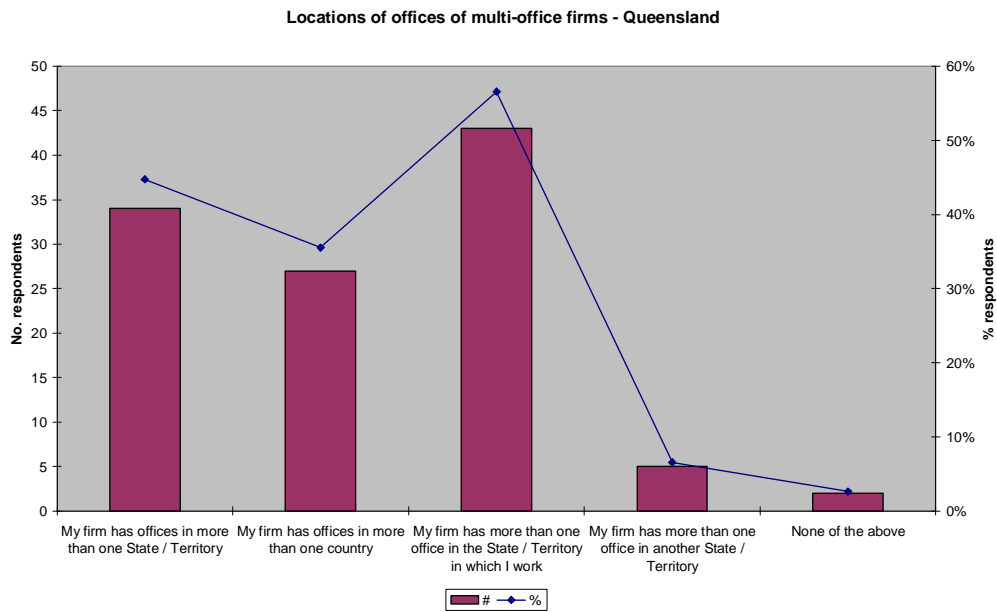


4. About your firm's offices...

**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	34	45%
My firm has offices in more than one country	27	36%
My firm has more than one office in the State / Territory in which I work	43	57%
My firm has more than one office in another State / Territory	5	7%
None of the above	2	3%
<b>Total</b>	<b>76</b>	<b>100%</b>

**Figure 3.4**



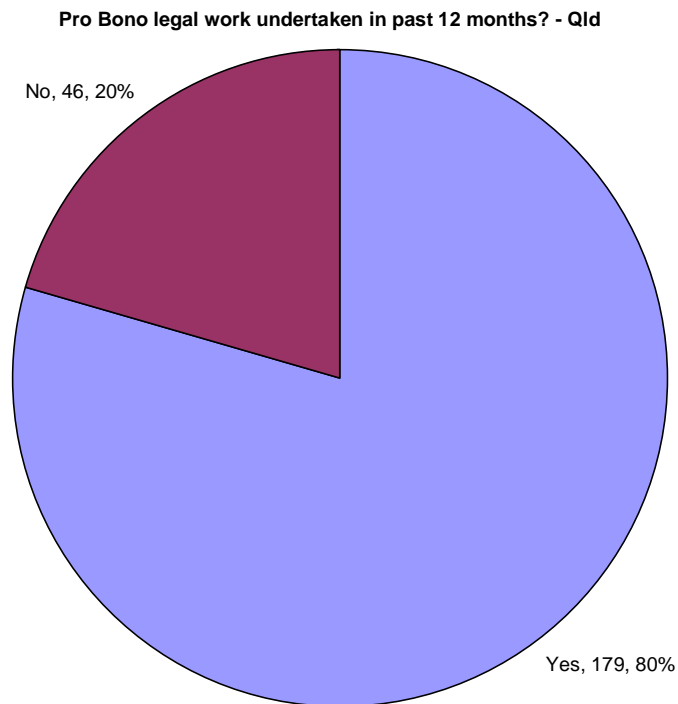
## **Section 4 - Your Participation**

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	179	80%
No	46	20%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 4.1**



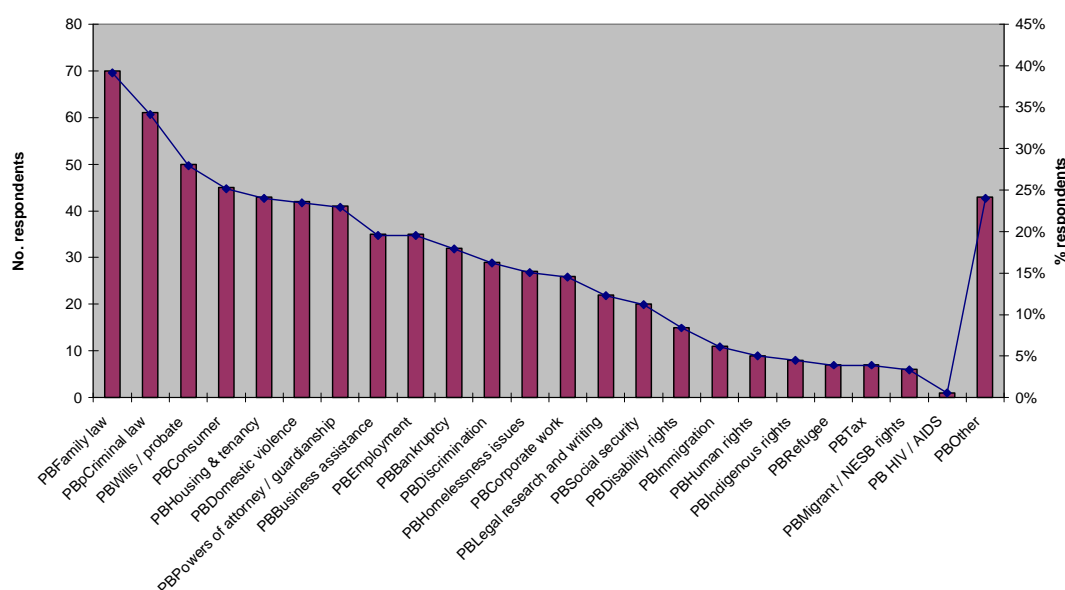
2. In which of the following areas of law have you done pro bono legal work in the last 12 months?

**Table 4.2**

Areas of law for pro bono legal work (Qld only)	Total	%
PBFamily law	70	39%
PBpCriminal law	61	34%
PBWills / probate	50	28%
PBConsumer	45	25%
PBHousing & tenancy	43	24%
PBDomestic violence	42	23%
PBPowers of attorney / guardianship	41	23%
PBBusiness assistance	35	20%
PBEmployment	35	20%
PBBankruptcy	32	18%
PBDiscrimination	29	16%
PBHomelessness issues	27	15%
PBCorporate work	26	15%
PBLegal research and writing	22	12%
PBSocial security	20	11%
PBDisability rights	15	8%
PBImmigration	11	6%
PBHuman rights	9	5%
PBIndigenous rights	8	4%
PBRefugee	7	4%
PBTax	7	4%
PBMigrant / NESB rights	6	3%
PB HIV / AIDS	1	1%
PBOther	43	24%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 4.2**

**Areas of law of pro bono practice (Qld only)**

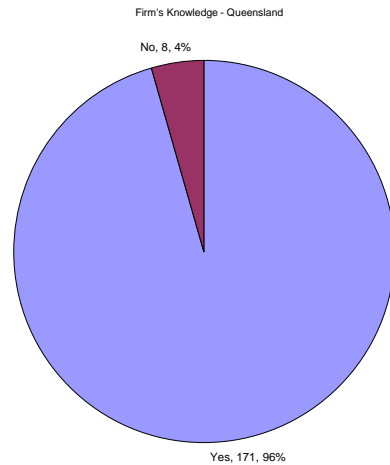


3. Is your pro bono legal work undertaken with your firm's knowledge?

**Table 4.3**

Firms' Knowledge	Count	%
Yes	171	96%
No	8	4%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 4.3**

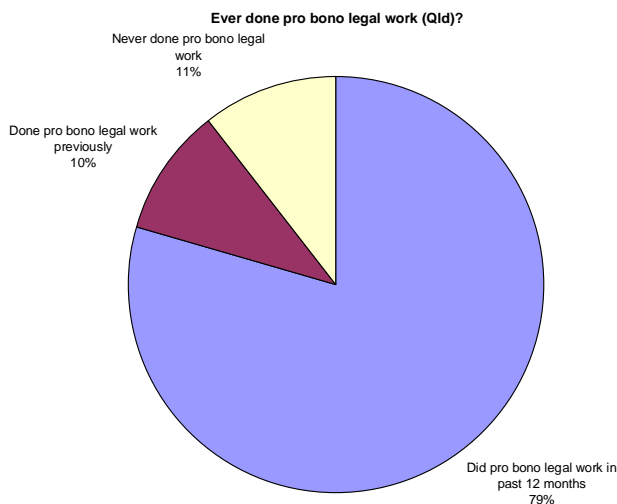


4. Have you ever done pro bono legal work?

**Table 4.4**

Ever Done PB?	Total	%
Did pro bono legal work in past 12 months	179	80%
Done pro bono legal work previously	22	10%
Never done pro bono legal work	24	11%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 4.4**



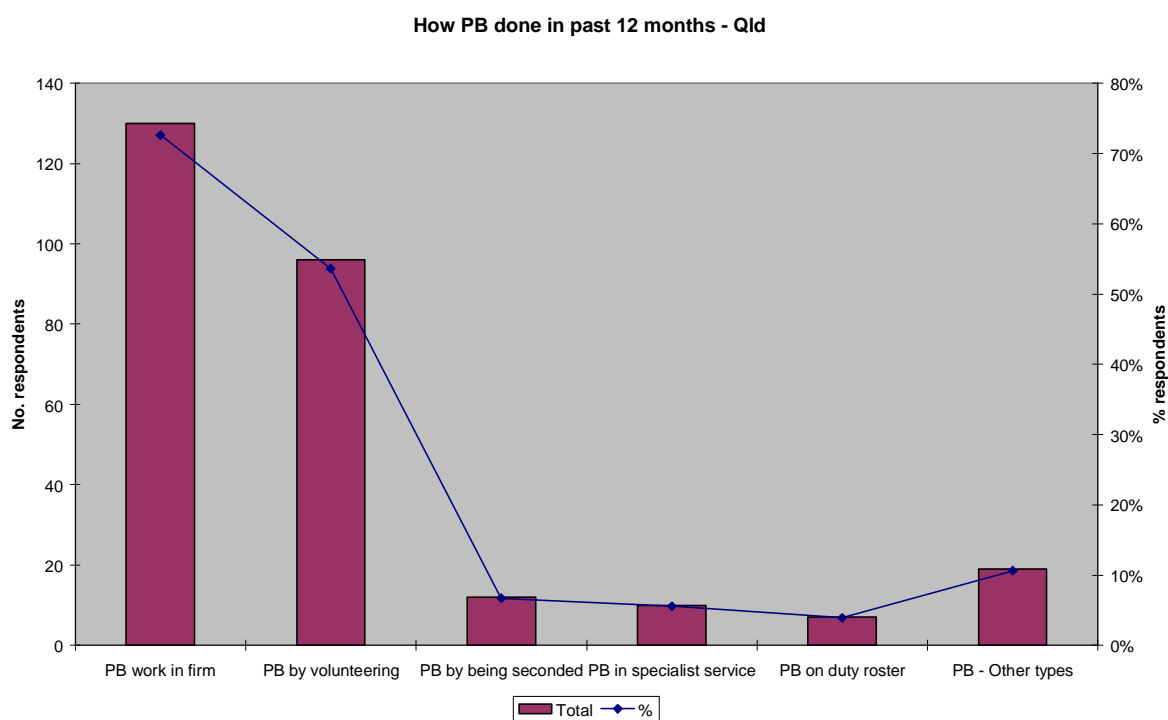
## Section 5 - Types of pro bono legal work

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

**Table 5.1**

How PB work done in past 12 months	Total	%
PB work in firm	130	73%
PB by volunteering	96	54%
PB by being seconded	12	7%
PB in specialist service	10	6%
PB on duty roster	7	4%
Other types	19	11%
<b>Total</b>	<b>179</b>	<b>100%</b>

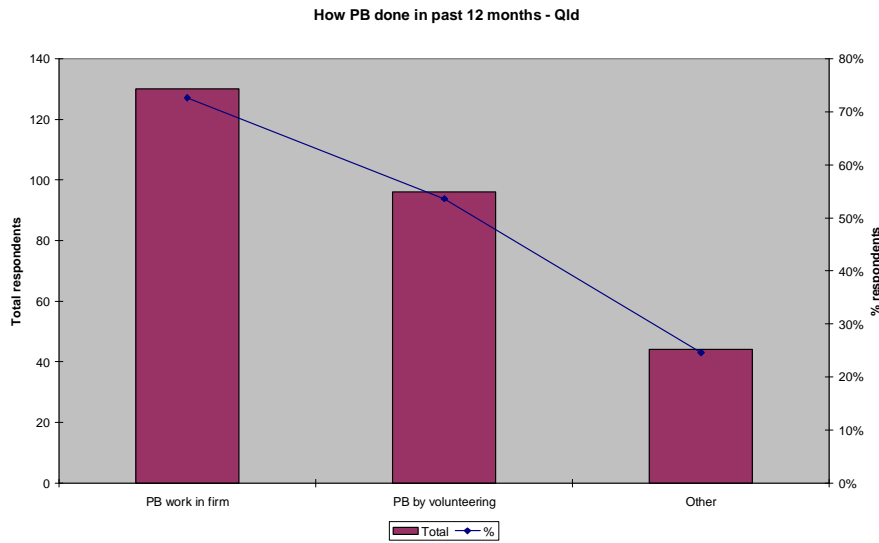
**Figure 5.1**



**Table 5.2**

How Pro Bono legal work was done in past 12 mths	Total	%
PB work in firm	130	73%
PB by volunteering	96	54%
Other	44	25%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 5.2**

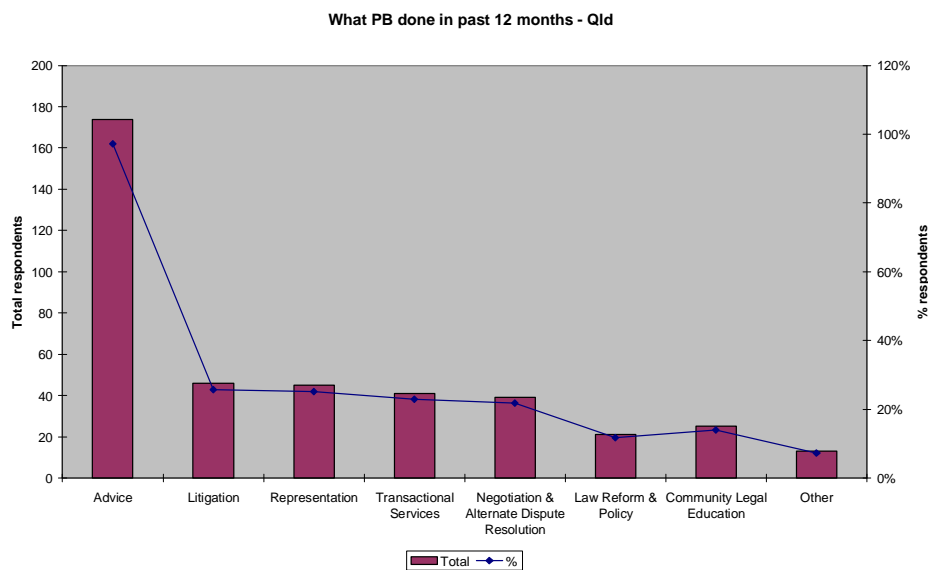


2. Which of the following pro bono legal work have you done in the past 12 months?

**Table 5.3**

What PB done in past 12 mths	Total	%
Advice	174	97%
Litigation	46	26%
Representation	45	25%
Transactional Services	41	23%
Negotiation & Alternate Dispute Resolution	39	22%
Law Reform & Policy	21	12%
Community Legal Education	25	14%
Other	13	7%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 5.3**

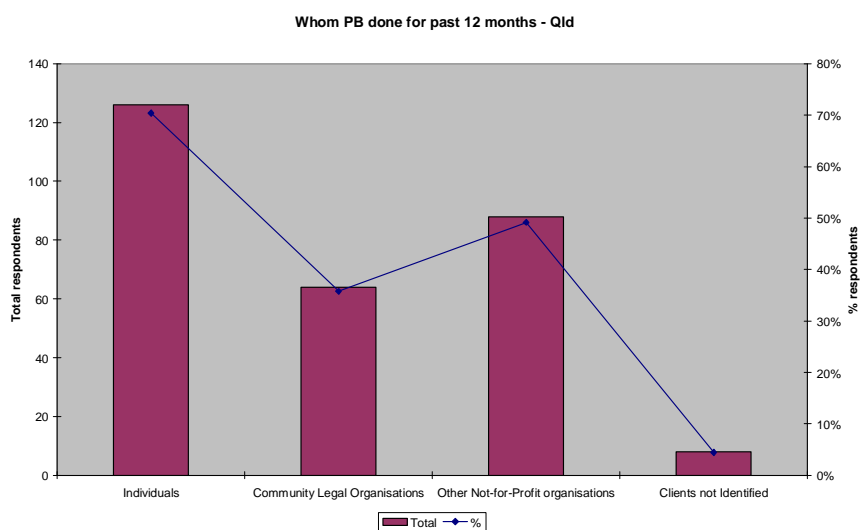


4. Please could you tell us for whom this pro bono legal work was done?

**Table 5.4**

<b>PB undertaken in past 12 mths, by client groups</b>	<b>Total</b>	<b>%</b>
Individuals	126	70%
Community Legal Organisations	64	36%
Other Not-for-Profit organisations	88	49%
Clients not Identified	8	4%
<b>Total</b>	<b>179</b>	<b>100%</b>

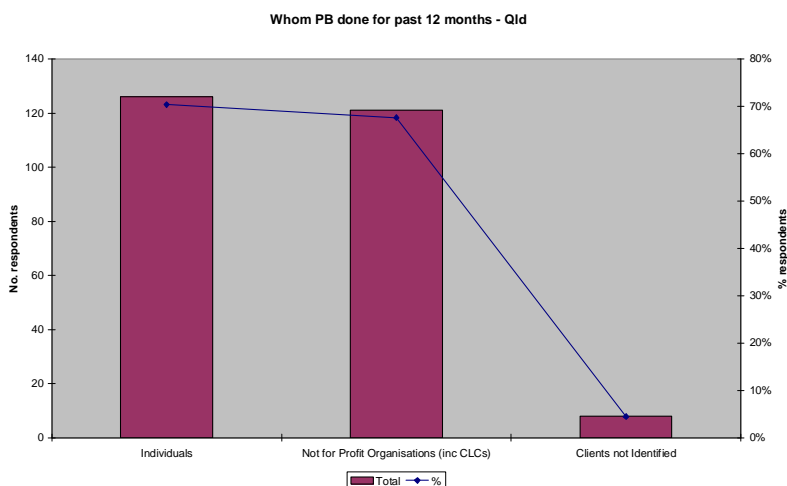
**Figure 5.4**



**Table 5.5**

<b>Pro bono legal work undertaken, by 2 client groups</b>	<b>Total</b>	<b>%</b>
Individuals	126	70%
Not for Profit Organisations (inc CLCs)	121	68%
Clients not Identified	8	4%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 5.5**



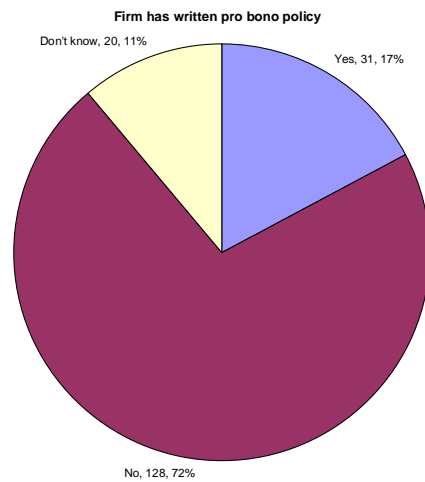
## Section 6 - Practice Issues

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

**Table 6.1**

Written Policy	#	%
Yes	31	17%
No	128	72%
Don't know	20	11%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 6.1**

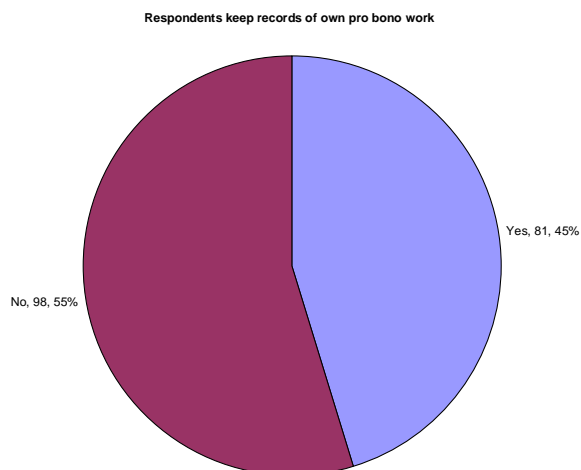


2. Do you keep any record of the pro bono work that you are doing?

**Table 6.2**

You Keep Record	Total	%
Yes	81	45%
No	98	55%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 6.2**

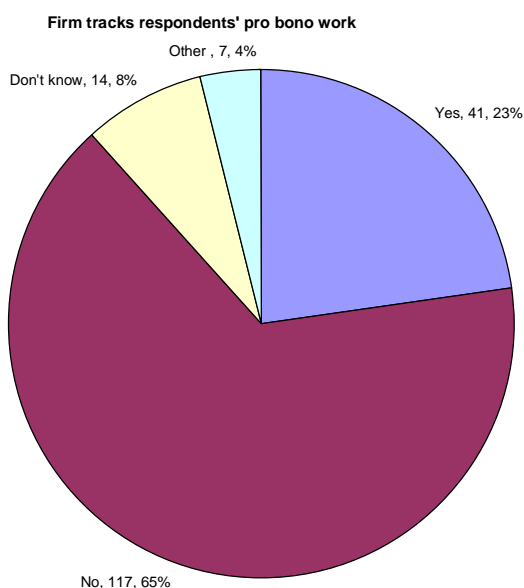


3. Does your firm track how much pro bono work you do?

**Table 6.3**

Firm track probono work?	Total	%
Yes	41	23%
No	117	65%
Don't know	14	8%
Other	7	4%
<b>Total</b>	<b>179</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	
	#	%	#	%	#	%	#	%	#	%
Performance Appraisal	46	27%	58	34%	19	11%	48	28%	171	100%
Billable Hours Target	32	19%	75	44%	14	8%	50	29%	171	100%
Promotion & Advancement	23	13%	61	36%	33	19%	54	32%	171	100%
Financial Targets	22	13%	81	47%	19	11%	49	29%	171	100%
Salary Review	16	9%	70	41%	30	18%	55	32%	171	100%

Figure 6.4

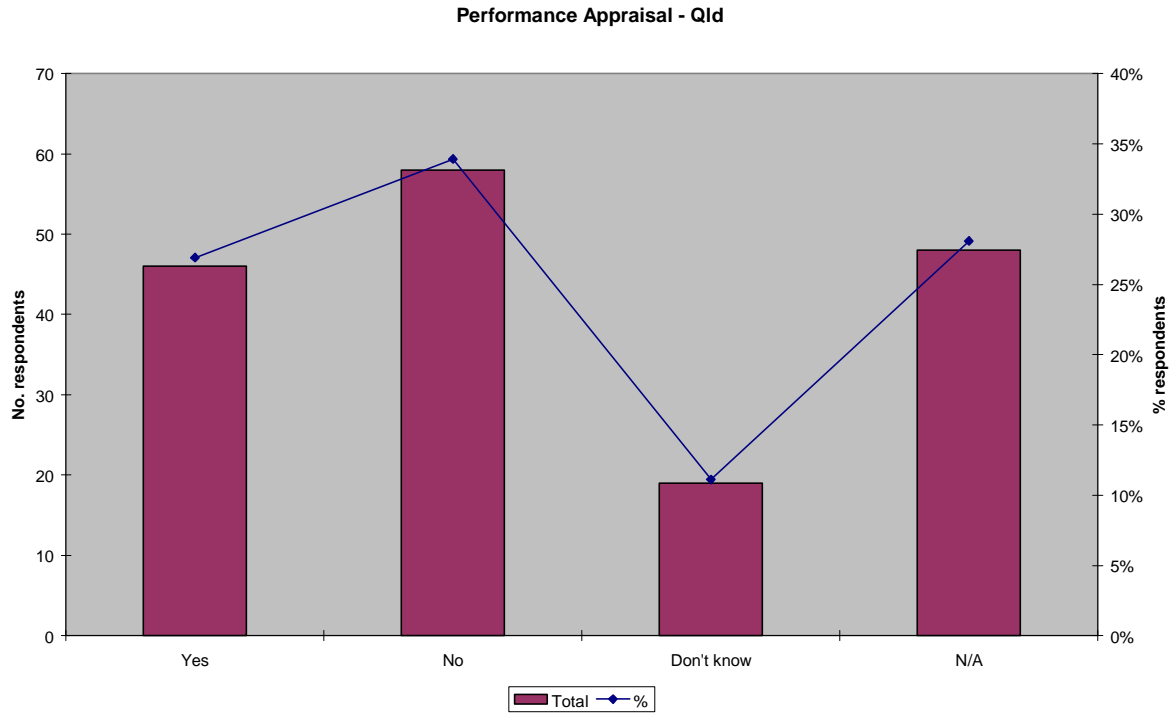
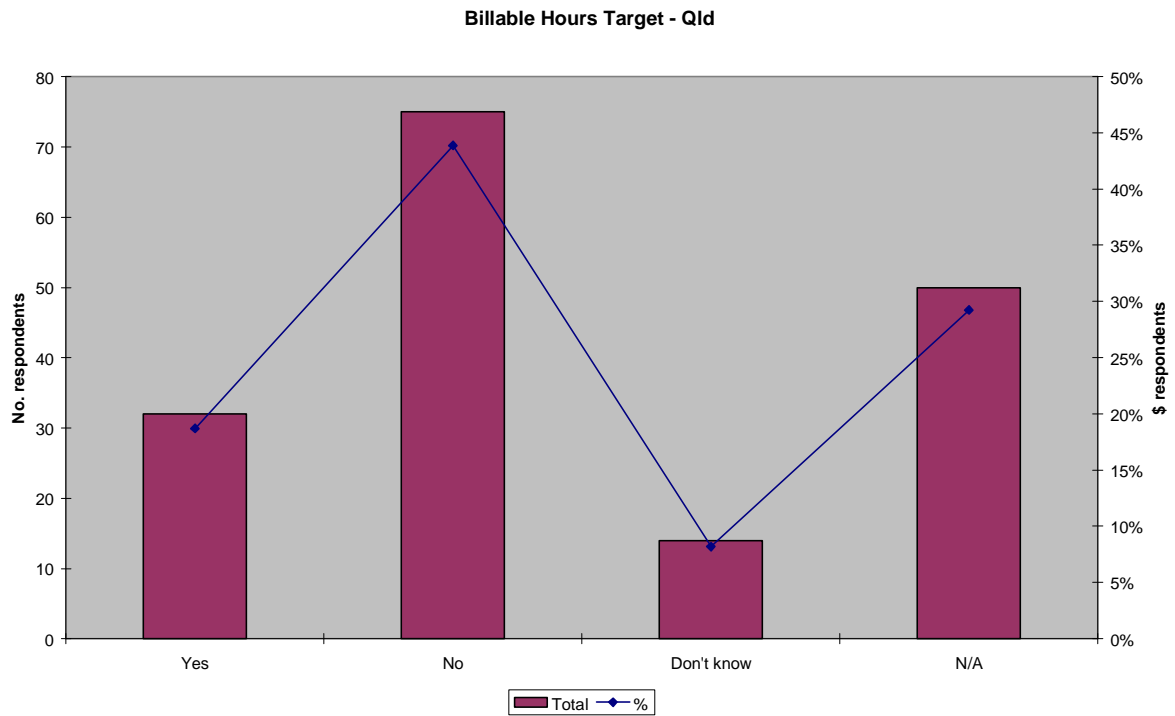
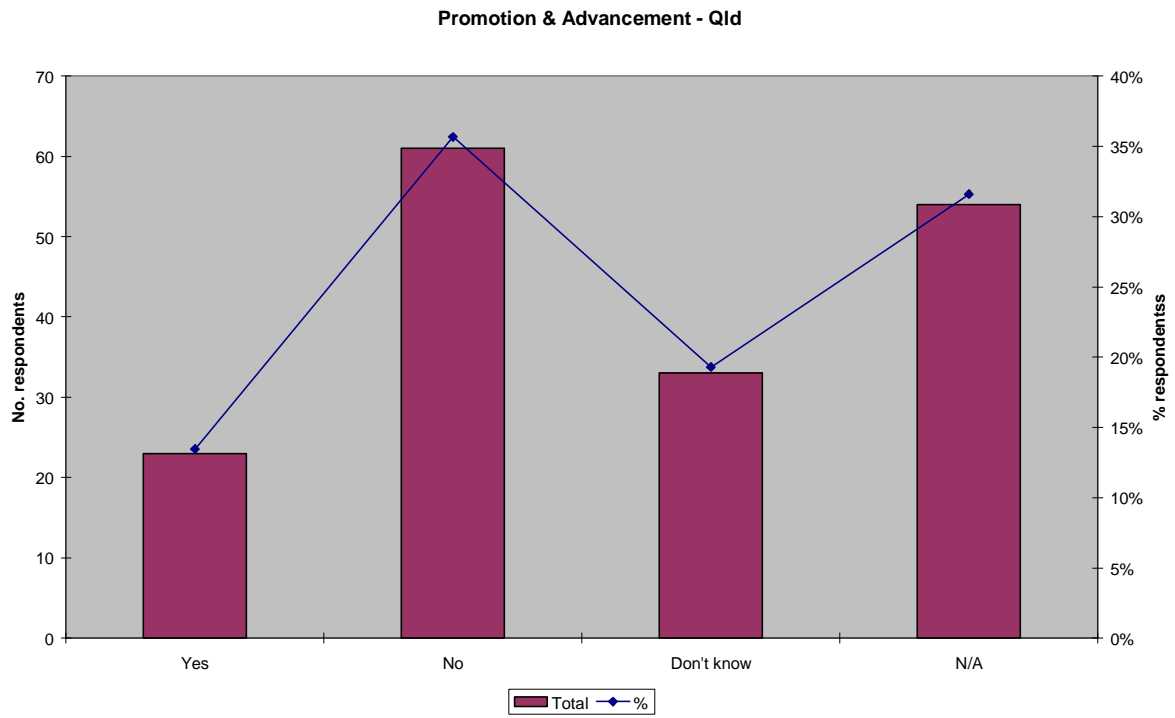


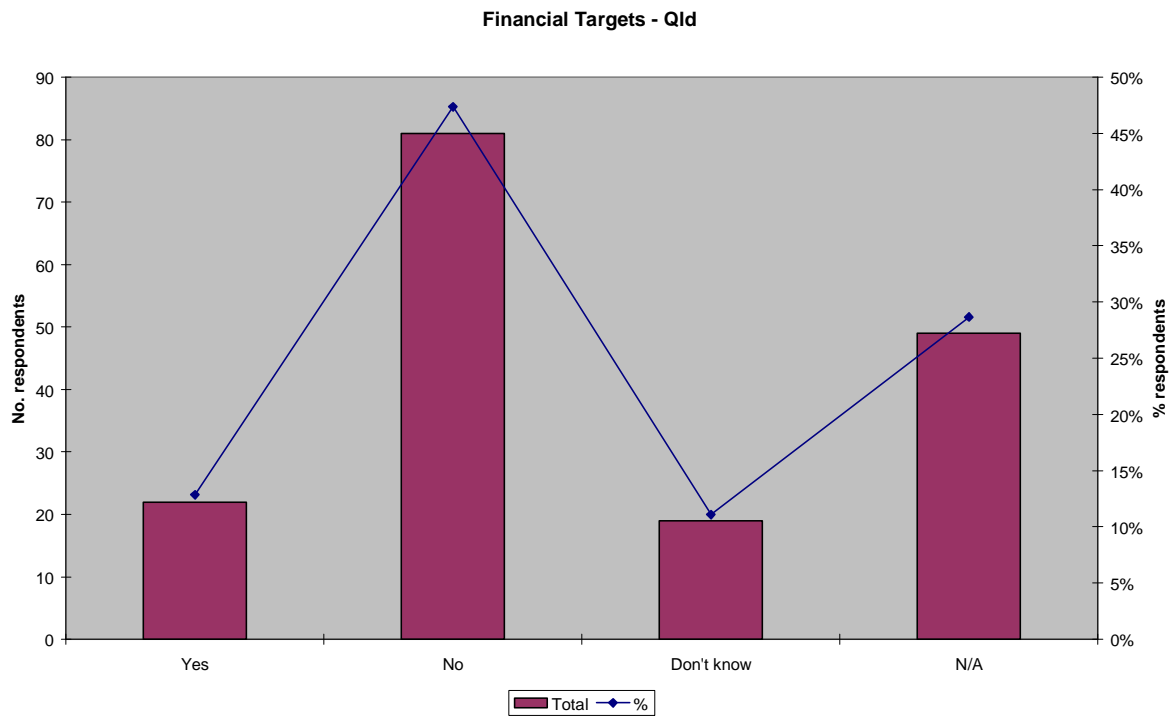
Figure 6.5



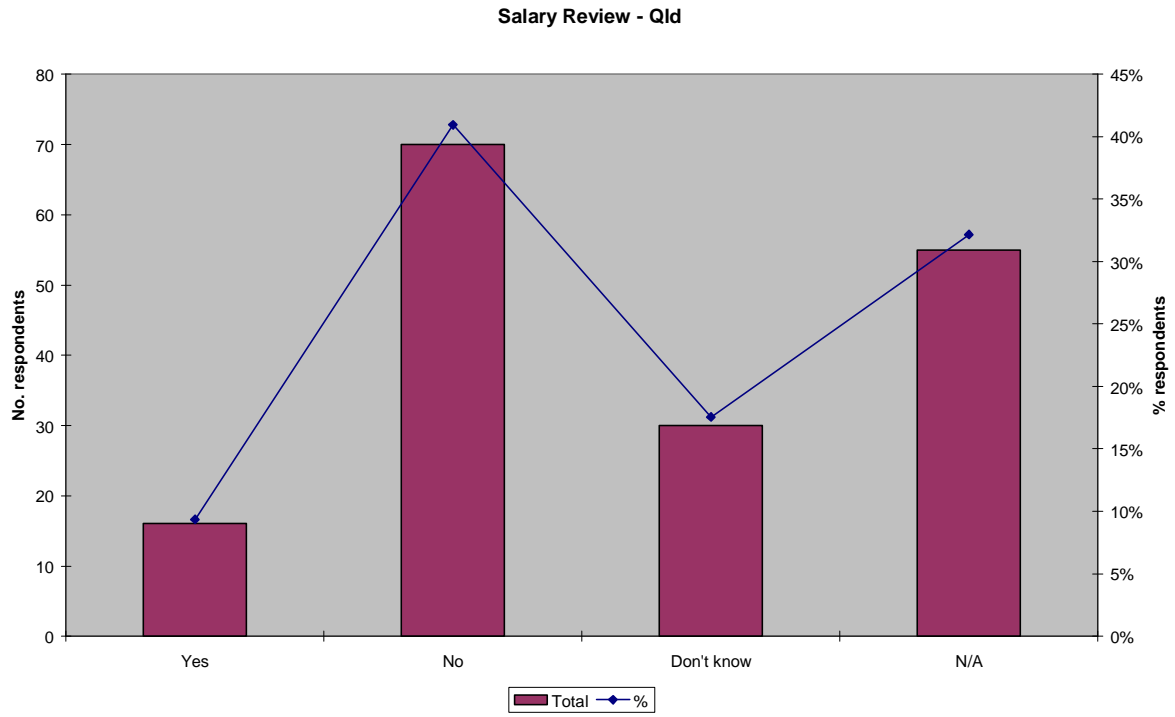
**Figure 6.6**



**Figure 6.7**



**Figure 6.8**



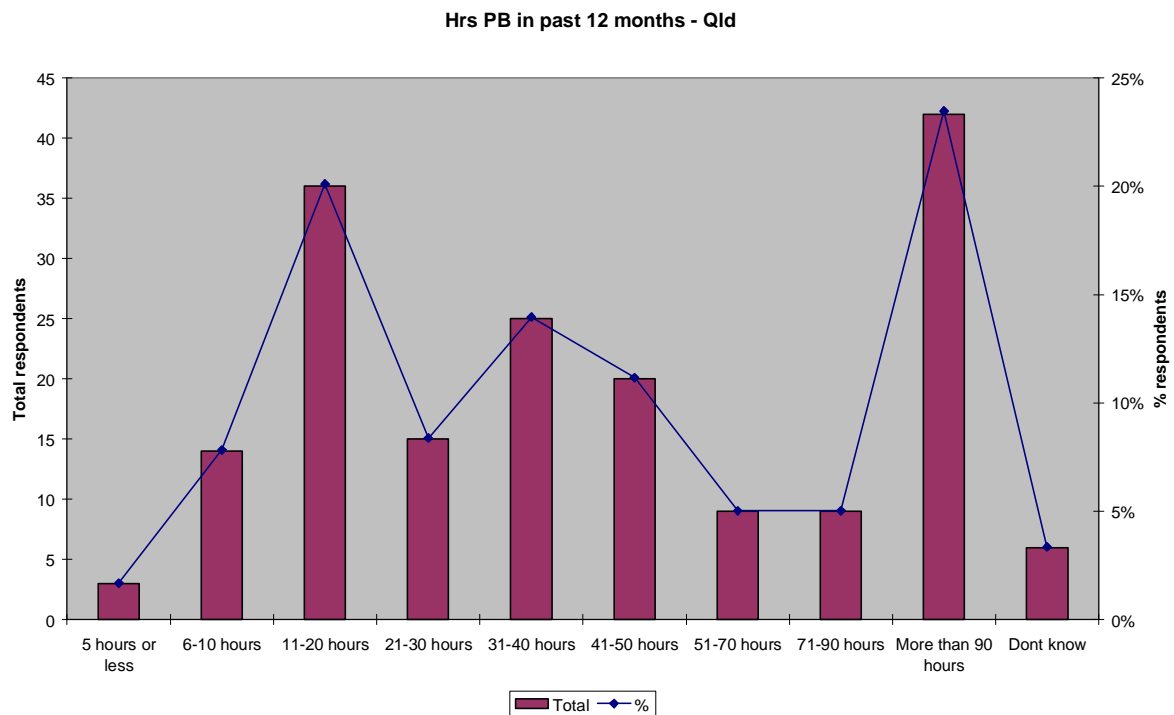
## Section 7 - Amount of pro bono work

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	3	2%
6-10 hours	14	8%
11-20 hours	36	20%
21-30 hours	15	8%
31-40 hours	25	14%
41-50 hours	20	11%
51-70 hours	9	5%
71-90 hours	9	5%
More than 90 hours	42	23%
Don't know	6	3%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 7.1**



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

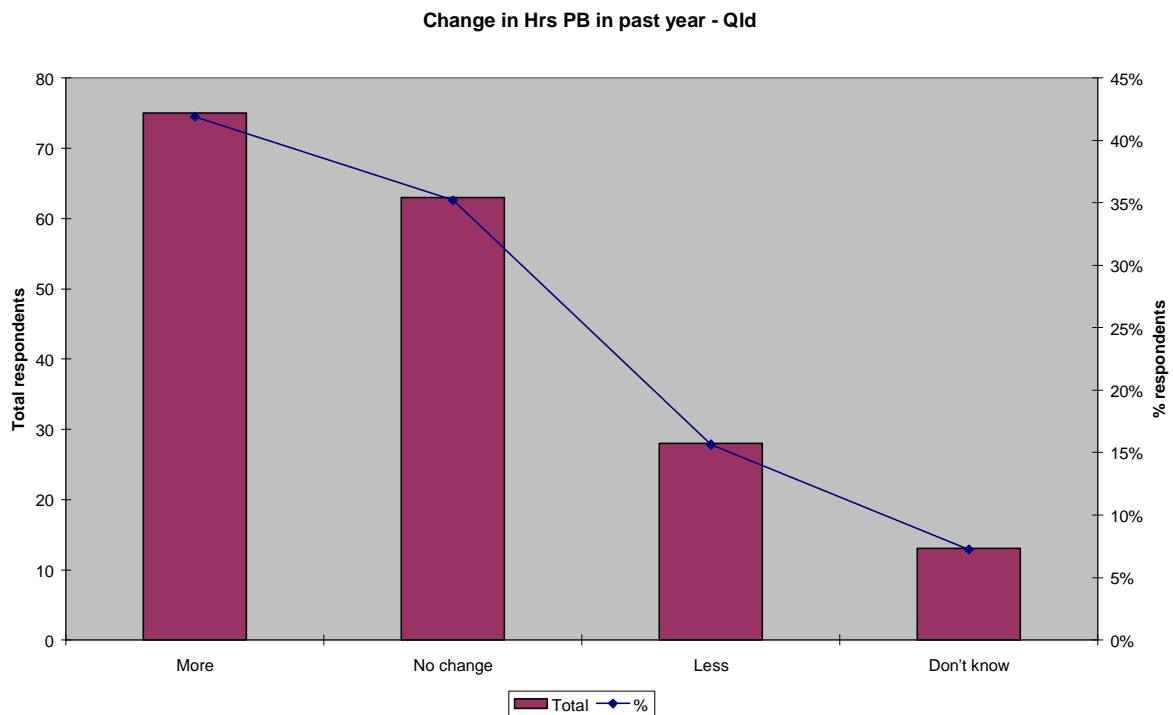
Not applicable. This question was not asked in the Queensland survey.

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 7.2**

	<b>Total</b>	<b>%</b>
More	75	42%
No change	63	35%
Less	28	16%
Don't know	13	7%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 7.2**



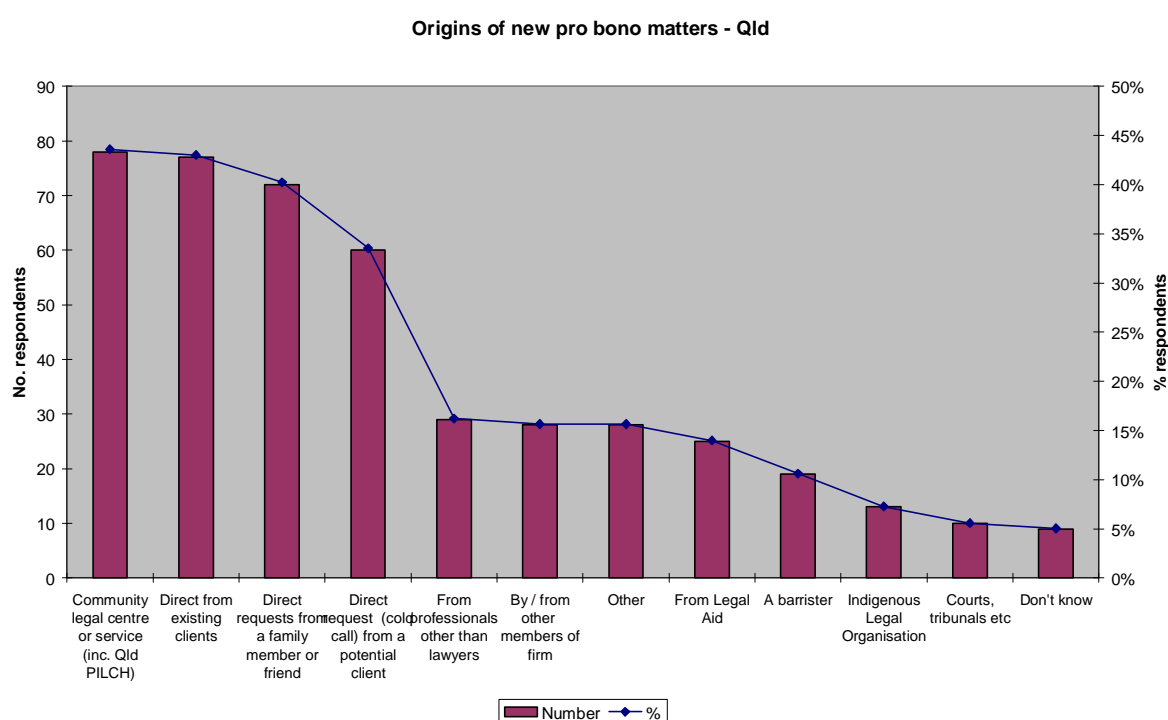
## Section 8 - Sources of pro bono work

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

**Table 8.1**

	Number	%
Ref by comm. legal centre or service (including PILCH)	78	44%
Direct requests to you from existing clients	77	43%
Direct requests to you from a family member or friend	72	40%
Direct request to you (cold call) from a potential client	60	34%
Referral from professionals other than lawyers	29	16%
Referral by other employees or members of the firm (including PB coordinators)	28	16%
Other	28	16%
Referral from Legal Aid	25	14%
Referral from a barrister	19	11%
Referral from an Indigenous Legal Organisation	13	7%
Referral from courts, tribunals or complaint handling bodies	10	6%
Don't know	9	5%
<b>Total</b>	<b>179</b>	<b>100%</b>

**Figure 8.1**



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

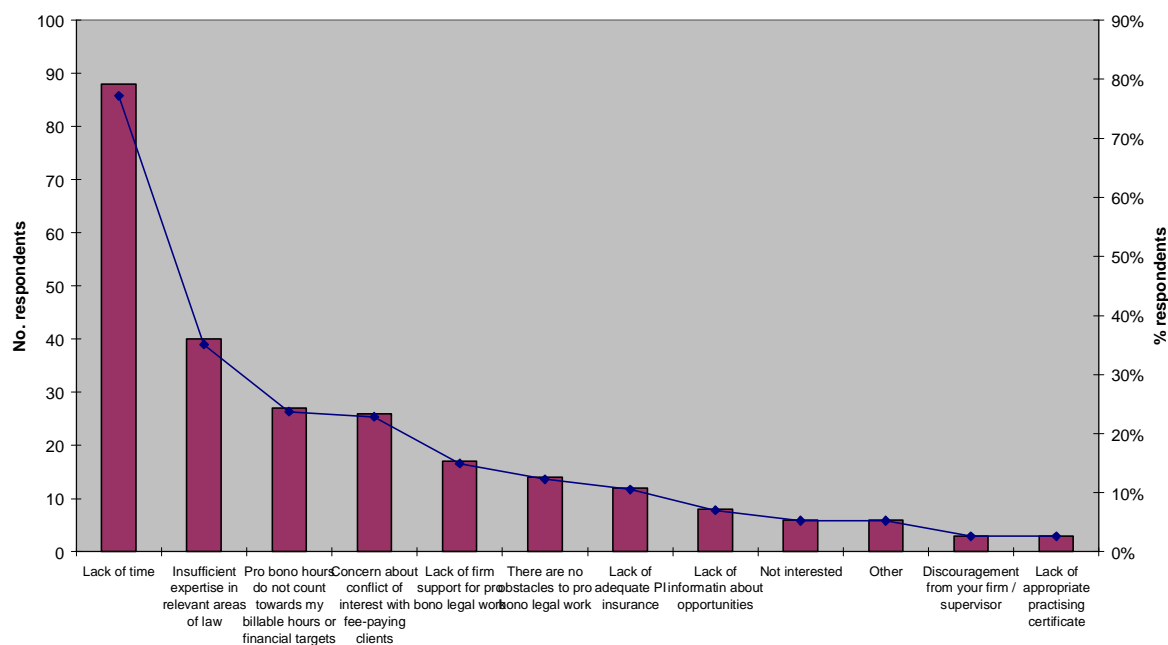
1. What gets in the way of you doing pro bono legal work?

**Table 9.1**

Obstacles to doing pro bono legal work	Total	%
Lack of time	88	77%
Insufficient expertise in relevant areas of law	40	35%
Pro bono hours do not count towards my billable hours or financial targets	27	24%
Concern about conflict of interest with fee-paying clients	26	23%
Lack of firm support for pro bono legal work	17	15%
There are no obstacles to pro bono legal work	14	12%
Lack of adequate PI insurance	12	11%
Lack of information about opportunities	8	7%
Not interested	6	5%
Other	6	5%
Discouragement from your firm / supervisor	3	3%
Lack of appropriate practising certificate	3	3%
<b>Total</b>	<b>114</b>	<b>100%</b>

**Figure 9.1**

**Barriers to doing pro bono legal work - Qld**

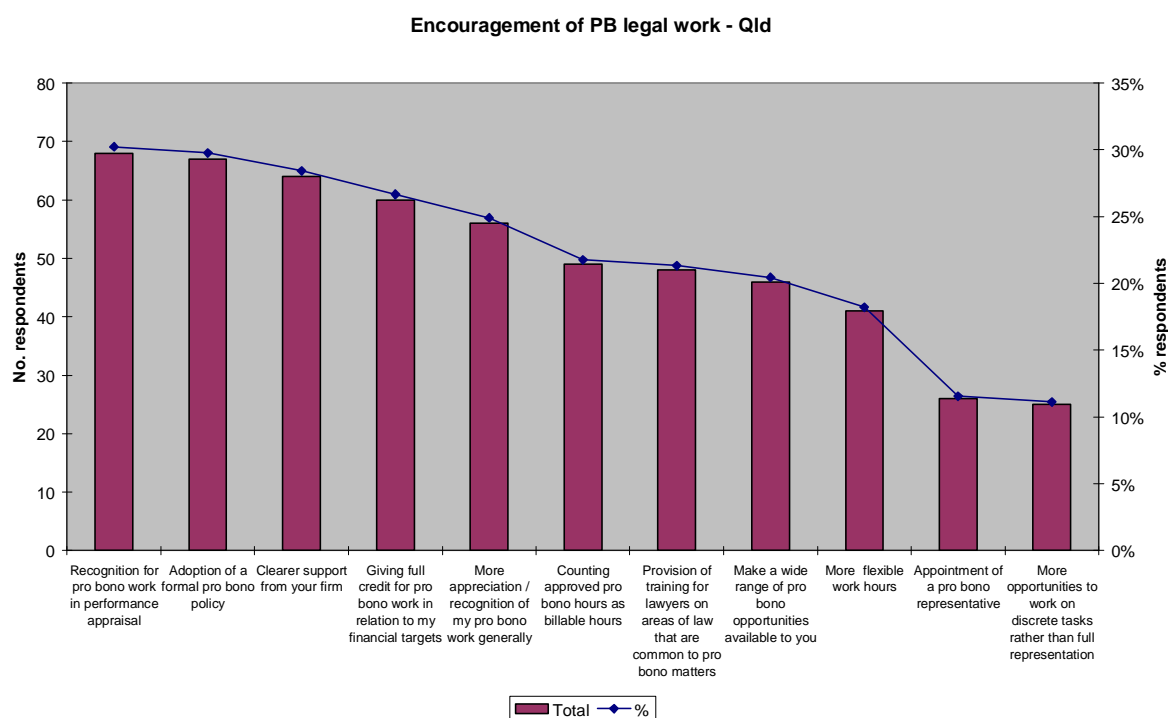


3. What actions could your firm take that would encourage you to do more pro bono?

**Table 9.2**

Actions firms could take to encourage more pro bono legal work	Total	%
Recognition for pro bono work in performance appraisal	68	30%
Adoption of a formal pro bono policy	67	30%
Clearer support from your firm	64	28%
Giving full credit for pro bono work in relation to my financial targets	60	27%
More appreciation / recognition of my pro bono work generally	56	25%
Counting approved pro bono hours as billable hours	49	22%
Provision of training for lawyers on areas of law that are common to pro bono matters	48	21%
Make a wide range of pro bono opportunities available to you	46	20%
More flexible work hours	41	18%
Appointment of a pro bono representative	26	12%
More opportunities to work on discrete tasks rather than full representation	25	11%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 9.2**



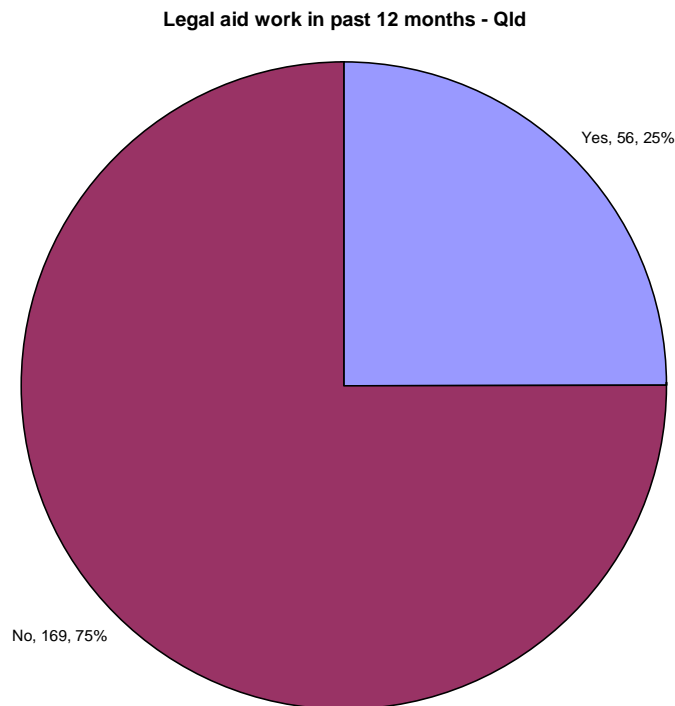
**Section 10 - Legal Aid work**

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

**Table 10.1**

<b>Legal aid work in last 12 mths?</b>	<b>Total</b>	<b>%</b>
Yes	56	25%
No	169	75%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 10.1**

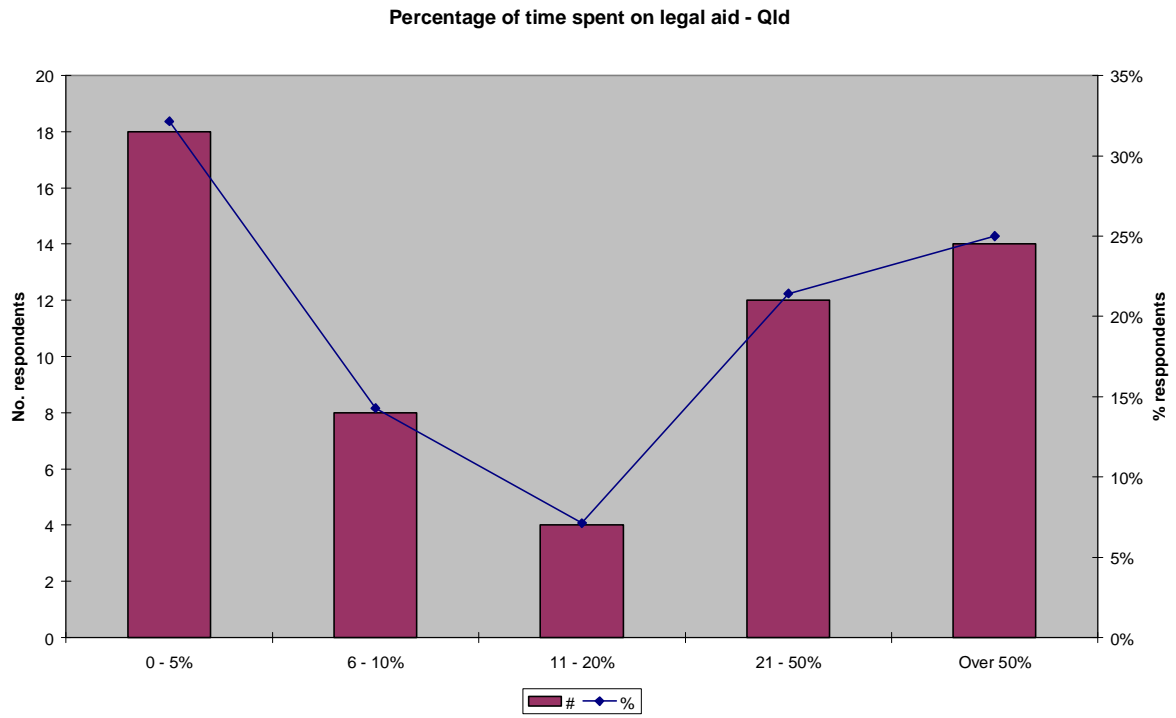


2. In the last 12 months, approximately what percentage of your time was for legally aided clients?

**Table 10.2**

<b>S10-2. In the last 12 months, approximately what percentage of your time was for legally aided clients?</b>	<b>#</b>	<b>%</b>
0 - 5%	18	32%
6 - 10%	8	14%
11 - 20%	4	7%
21 - 50%	12	21%
Over 50%	14	25%
<b>Total</b>	<b>56</b>	<b>100%</b>

Figure 10.2



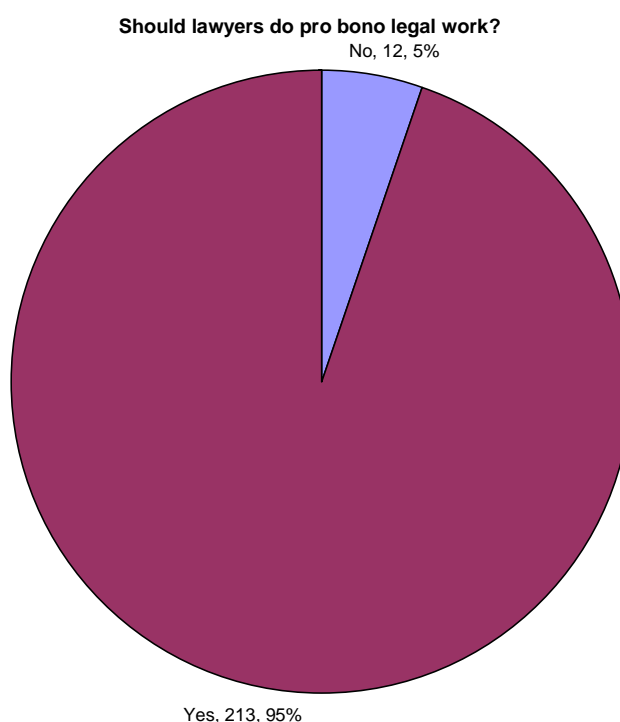
## Section 11 - Attitudes to pro bono legal work

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

**Table 11.1**

Should Lawyers do PB?	Total	%
No	12	5%
Yes	213	95%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 11.1**

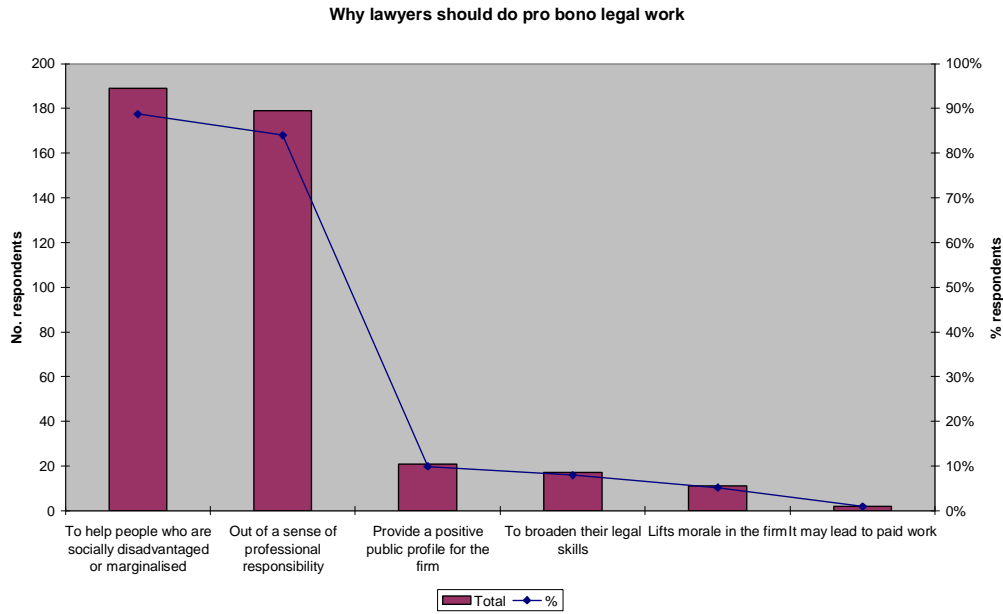


2. Tick the top two factors as to why you think lawyers should do pro bono legal work.

**Table 11.2**

Why lawyers should do pro bono legal work	Total	%
To help people who are socially disadvantaged or marginalised	189	89%
Out of a sense of professional responsibility	179	84%
Provide a positive public profile for the firm	21	10%
To broaden their legal skills	17	8%
Lifts morale in the firm	11	5%
It may lead to paid work	2	1%
<b>Total</b>	<b>213</b>	<b>100%</b>

**Figure 11.2**

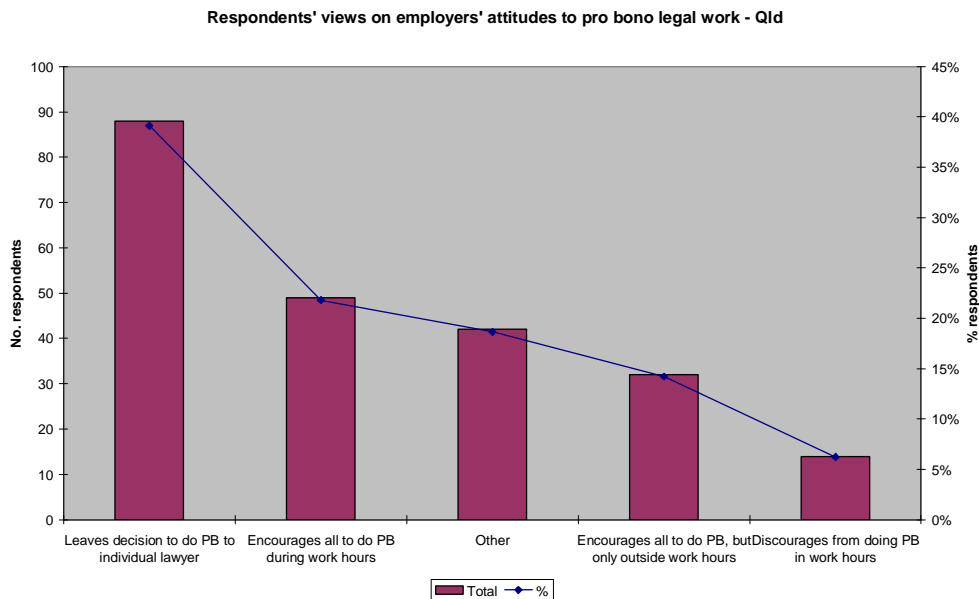


3. What do you think is your firm’s/employer’s attitude to pro bono?

**Table 11.3**

<b>What do you think is your firms/employers attitude to pro bono?</b>	<b>Total</b>	<b>%</b>
Leaves decision to do PB to individual lawyer	88	39%
Encourages all to do PB during work hours	49	22%
Other	42	19%
Encourages all to do PB, but only outside work hours	32	14%
Discourages from doing PB in work hours	14	6%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 11.3**

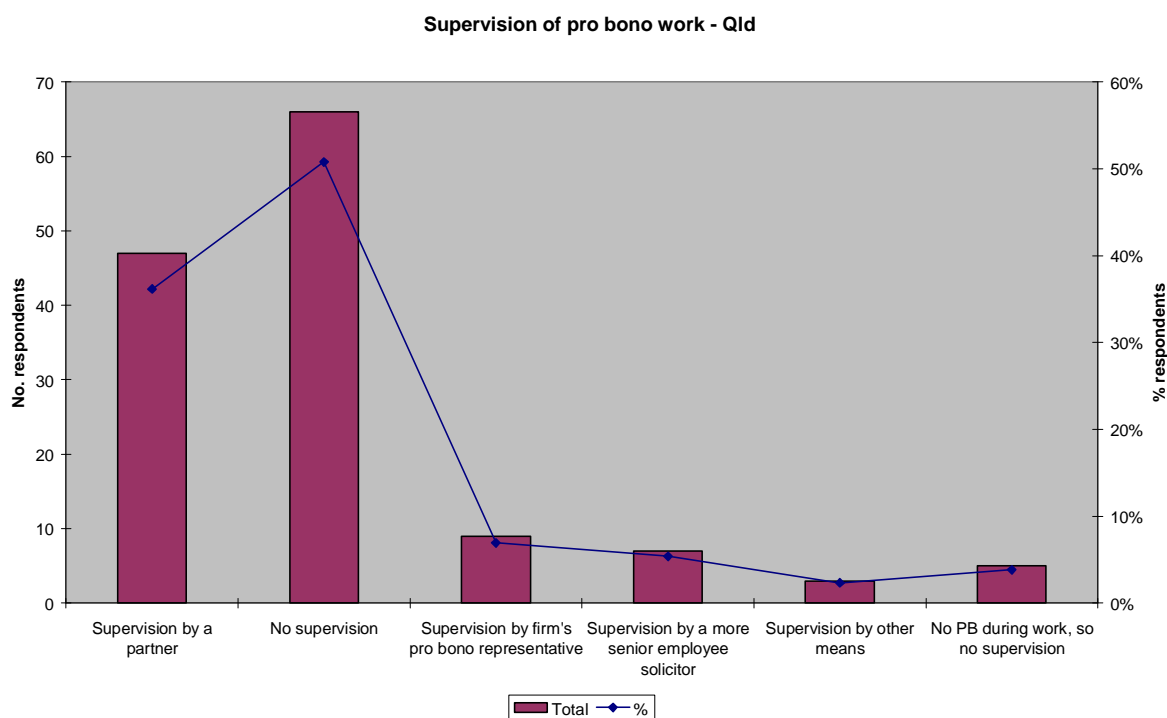


4. In relation to pro bono matters that you carry out during work hours, who supervises that pro bono work?

**Table 11.4**

Supervision of pro bono matters carried out during work hours	Total	%
Supervision by a partner	47	36%
No supervision	66	51%
Supervision by firm's pro bono representative	9	7%
Supervision by a more senior employee solicitor	7	5%
Supervision by other means	3	2%
No PB during work, so no supervision	5	4%
<b>Total</b>	<b>130</b>	<b>100%</b>

**Figure 11.4**



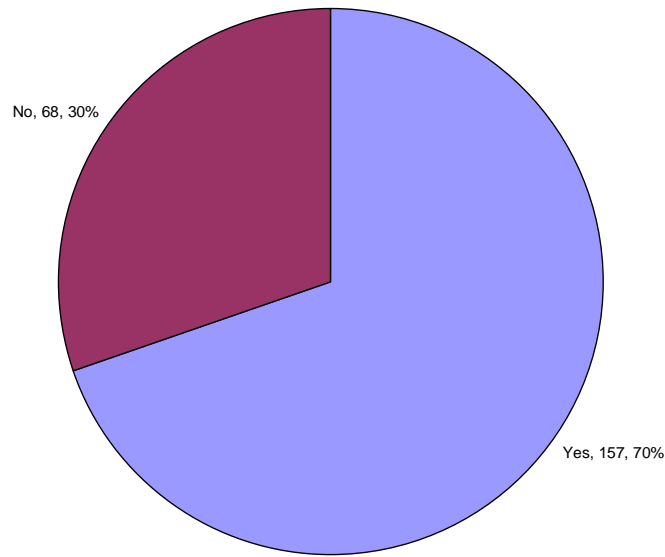
5. Do you think that the Law Society should issue a policy statement about lawyers' commitment to pro bono services?

**Table 11.5**

	Total	%
Yes	157	70%
No	68	30%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 11.5**

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



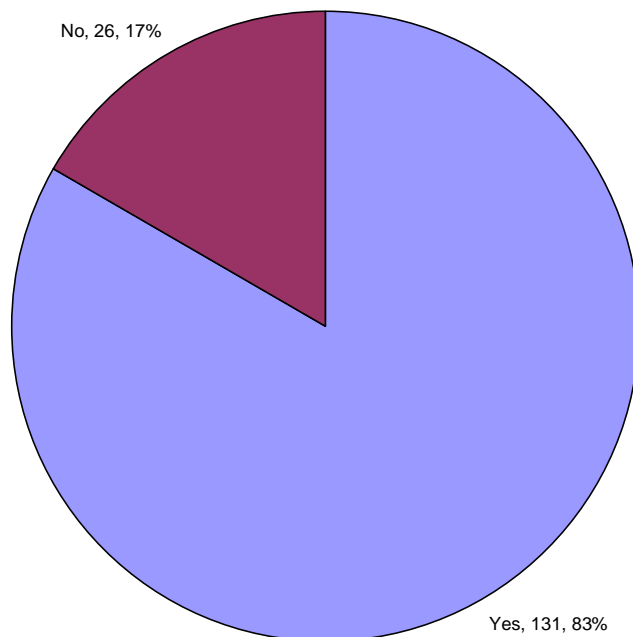
6. Do you think it should include a voluntary pro bono goal to encourage all lawyers to aspire to perform pro bono legal work?

**Table 11.6**

	<b>Total</b>	<b>%</b>
Yes	131	83%
No	26	17%
<b>Total</b>	<b>157</b>	<b>100%</b>

**Figure 11.6**

Should statement include a voluntary pro bono goal? - Qld



## **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	35	16%
No	190	84%
<b>Total</b>	<b>225</b>	<b>100%</b>

**Figure 12.1**

**Respondents' awareness of Australian Pro Bono Manual - Qld**

