

## National Pro Bono Solicitors' Survey

### Instructions for Completing this Survey

This survey is anonymous, and should only take 10-15 minutes to complete on a paper copy or on-line.

It is easier for us to collate the information if the survey is completed online. If you would like to complete it on-line, please go to [www.nationalprobono.org.au/survey](http://www.nationalprobono.org.au/survey) and click on the name of your state.

However, if you prefer to do this in hard copy, you may download this survey from the same site, print it, complete it and post it to us at:

Survey  
National Pro Bono Resource Centre  
Law Building  
F8, Union Road  
UNSW Kensington Campus  
Sydney NSW 2052

The survey seeks to identify the amount of **pro bono legal work** being performed by lawyers in Australia. For the purposes of this survey, pro bono legal work is time spent by lawyers:

1. Giving legal assistance for **free** or at a **substantially reduced fee** to:
  - a. Low income or disadvantaged individuals who do not qualify for legal aid; or
  - b. Non-profit organisations which work on behalf of low income or disadvantaged members of the community or for the public good
2. Doing **law reform or policy work** on issues affecting low income or disadvantaged members of the community or public interest matters
3. Participating in the provision of **free Community Legal Education** on issues affecting low income or disadvantaged members of the community or public interest matters
4. On secondment at a **community organisation** or at a referral service provider

What is **not pro bono legal work**? A **glossary of terms** is provided at the back of this survey (for **terms underlined in bold** in this survey).

This survey has been developed by the National Pro Bono Resource Centre and Dr. Belinda Carpenter, Faculty of Law, QUT with the support of the Queensland Law Society. It is being administered by the National Pro Bono Resource Centre and any queries should be directed to Olivia Wellesley-Cole at [survey@nationalprobono.org.au](mailto:survey@nationalprobono.org.au) or (02) 9385 7781.

## **Competition**

As a measure of our thanks for taking part in this survey, 6 bottles of Wirra Wirra Church Block 2004 fine red wine will be given as a prize to the respondent in your state or territory who provides the best answer to the competition question (What is a collective noun for a group of pro bono lawyers?).

If you wish to participate in this competition, you must provide your contact details at the end of this survey, so that we can contact you if you win. This information will be kept quite separate from your survey responses.

All respondents to this survey are eligible to take part in the competition, and if interested you must provide a positive indication of intention to participate, by answering the question below.

The judging will take place within one month of the closing date of the survey, and the winner will be notified by email within 48 hours of the judging. The judges will be drawn from the National Pro Bono Resource Centre, and the judges' decision is final.

The names of each state and territory winner will also be published on the website of the National Pro Bono Resource Centre at [www.nationalprobono.org.au](http://www.nationalprobono.org.au) .

Do you wish to take part in this competition?

- Yes
- No

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

- Australian Capital Territory
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia

Section 1 - About you

1. How long have you been admitted to practice?

- Less than 1 year
- 1-2 years
- 3-5 years
- 6-10 years
- 11-20 years
- 21-30 years
- Over 30 years

2. How old are you?

- Under 26
- 26-30
- 31-40
- 41-50
- 51-60
- 61 or over

3. Are you...?

- Male
- Female

## Section 2 - About your job

1. What is your position? *[Tick one response only.]*

- Sole practitioner in private practice
- Partner in private practice
- Employee solicitor in private practice
- Solicitor in community legal centre
- Government lawyer
- Corporate lawyer
- Academic lawyer
- Other (please specify)\_\_\_\_\_

2. Do you work...?

- Full-time?
- Part-time?

3. Where is your office located? *[Tick one response only.]*

- Capital city CBD
- Capital city suburb
- Regional city or area
- Remote area

4. In which area(s) do you practice? *[Tick all that apply.]*

- Administrative / Constitutional
- Banking/Finance
- Bankruptcy
- Company / Commercial
- Construction
- Consumer
- Criminal Law
- Debt
- Discrimination
- Domestic Violence
- Employment
- Environment
- Family Law
- Housing / Tenancy
- Immigration
- Incorporations
- Insurance
- Intellectual Property
- Litigation
- Personal Injury
- Powers of Attorney / Guardianship
- Property
- Social Security
- Tax
- Wills / Probate / Estate
- Other (please specify)\_\_\_\_\_

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

1. How many partners are there in your office?

- Sole practitioner / 1 partner
- 2 partners
- 3-5 partners
- 6-9 partners
- 10 or more partners

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

- 1 lawyer
- 2-5 lawyers
- 6-15 lawyers
- 16-40 lawyers
- Over 40 lawyers

3. Does your **firm** have more than one office?

- No           ➔
- Yes           ➔

4. About your firm's offices... *[Tick all that apply.]*

- My firm has more than one office in the State/Territory in which I work
- My firm has more than one office in another State/Territory
- My firm has offices in more than one State/Territory
- My firm has offices in more than one country
- None of these

#### Section 4 - Your Participation

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

- No →
- Yes →

2. In which of the following areas of law have you done pro bono legal work in the last 12 months? *[Tick all that apply.]*

- Administrative / Constitutional
- Banking/Finance
- Bankruptcy
- Company / Commercial
- Construction
- Consumer
- Criminal Law
- Debt
- Discrimination
- Domestic Violence
- Employment
- Environment
- Family Law
- Housing / Tenancy
- Immigration
- Incorporations
- Insurance
- Intellectual Property
- Litigation
- Personal Injury
- Powers of Attorney / Guardianship
- Property
- Social Security
- Tax
- Wills / Probate / Estate
- Other (please specify) \_\_\_\_\_

→

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

- Yes  
 No

→

4. Have you ever done pro bono legal work?

- No, I have never done pro bono legal work
- Yes, I have done pro bono legal work previously

➔ [Please go to section 9, on page 22.](#)

Section 5 - Types of pro bono legal work

1. How have you done pro bono legal work in the past 12 months? *[Tick all that apply.]*

- By doing **pro bono legal work** in-**firm**
  - Volunteering **legal assistance** at a **community organisation**
  - Being seconded to a **community organisation**
  - Participating in a law **firm specialist service**
  - Being on a duty roster at a court or tribunal
  - Other (please specify) \_\_\_\_\_
-

## DOING PRO BONO LEGAL WORK IN-FIRM

If you ticked 'in firm' at Q1 on page 8 above, please answer questions 2-4 immediately below. Otherwise, go to page 10.

2. Which of the following pro bono legal work have you done in the past 12 months by doing pro bono legal work in-firm? *[Tick all that apply on the table below]*

3. Please could you rank the pro bono legal work according to the amount of time you have spent on each activity (with 1 being the work on which you have spent most time)?

<b>Pro bono legal work in-firm</b>	<b>Tick (qn 2)</b>	<b>Rank (qn 3)</b>
Advice (verbal or written)		
Litigation (pre-trial)		
Representation before a court or tribunal		
<b><u>Transactional Work</u></b>		
Negotiation/ADR		
<b><u>Community Legal Education</u></b>		
<b><u>Law reform and policy</u></b>		
Other (please specify) _____ _____		

4. Please could you tell us for whom this in-firm pro bono legal work was done? *[Tick all that apply on the table below]*

<b>Pro bono legal work in-firm</b>	<b>Individuals</b>	<b>Community legal organisations</b>	<b>Other not for profit organisations</b>
Advice(verbal or written)			
Litigation (pre-trial)			
Representation before a court or tribunal			
<b><u>Transactional Work</u></b>			
Negotiation/ADR			
<b><u>Community Legal Education</u></b>			
<b><u>Law reform and policy</u></b>			
Other (please specify) _____ _____			

**VOLUNTEERING LEGAL ASSISTANCE AT A COMMUNITY ORGANISATION**

If you ticked 'volunteering at a community legal organisation' at Q1 on page 8 above, please answer questions 2-5 immediately below. Otherwise, go to page 12.

2. Which of the following pro bono legal work have you done in the past 12 months volunteering **legal assistance** at a **community organisation**? *[Tick all that apply on the table below]*

3. Please could you rank the pro bono legal work according to the amount of time you have spent on each activity (with 1 being the work on which you have spent most time)?

<b>Volunteering legal assistance at a community organisation</b>	<b>Tick (qn 2)</b>	<b>Rank (qn 3)</b>
Advice (verbal or written)		
Litigation (pre-trial)		
Representation before a court or tribunal		
<b><u>Transactional Work</u></b>		
Negotiation/ADR		
<b><u>Community Legal Education</u></b>		
<b><u>Law reform and policy</u></b>		
Other (please specify) _____ _____		

4. Please could you tell us for whom this volunteering legal assistance at a community organisation pro bono legal work was done? *[Tick all that apply on the table below]*

<b>Volunteering legal assistance at a community organisation</b>	<b>Individuals</b>	<b>Community legal organisations</b>	<b>Other not for profit organisations</b>
Advice (verbal or written)			
Litigation (pre-trial)			
Representation before a court or tribunal			
<b><u>Transactional Work</u></b>			
Negotiation/ADR			
<b><u>Community Legal Education</u></b>			
<b><u>Law reform and policy</u></b>			
Other (please specify) _____ _____			

5. When volunteering legal assistance at a community organisation what type of organisation was it?

- A community legal centre or service
  - A not for profit organisation
  - Other (please specify)\_\_\_\_\_
-

## ON SECONDMENT TO A COMMUNITY ORGANISATION

If you ticked 'seconded to a community organisation' at Q1 on page 8 above, please answer questions 2-4 & 6-9 immediately below. Otherwise, go to page 14.

2. Which of the following pro bono legal work have you done in the past 12 months being seconded to a community organisation? *[Tick all that apply on the table below].*

3. Please could you rank the pro bono legal work according to the amount of time you have spent on each activity (with 1 being the work on which you have spent most time)?

<b>Seconded to a Community Organisation</b>	<b>Tick (qn 2)</b>	<b>Rank (qn 3)</b>
Advice (verbal or written)		
Litigation (pre-trial)		
Representation before a court or tribunal		
<b><u>Transactional Work</u></b>		
Negotiation/ADR		
<b><u>Community Legal Education</u></b>		
<b><u>Law reform and policy</u></b>		
Other (please specify) _____ _____		

4. Please could you tell us for whom this being seconded to a community organisation pro bono legal work was done? *[Tick all that apply on the table below]*

<b>Seconded to a Community Organisation</b>	<b>Individuals</b>	<b>Community legal organisations</b>	<b>Other not for profit organisations</b>
Advice(verbal or written)			
Litigation (pre-trial)			
Representation before a court or tribunal			
<b><u>Transactional Work</u></b>			
Negotiation/ADR			
<b><u>Community Legal Education</u></b>			
<b><u>Law reform and policy</u></b>			
Other (please specify) _____ _____			

6. To which type(s) of **community organisation** were you seconded?

- A community legal centre or service
  - A public interest law **clearing house**
  - A not for profit organisation
  - Other (please specify) \_\_\_\_\_
- 

7. How long did your secondment last?

- Less than 1 month
- 1-3 months
- 4-6 months
- 7-12 months
- Over 12 months

8. Was it a full time or part time secondment?

- Full-time
- Part-time

9. How often did you attend the place of secondment? e.g. two days a fortnight.

- Please specify \_\_\_\_\_
-

## PARTICIPATING IN A LAW FIRM SPECIALIST SERVICE

If you ticked 'participating in a law firm specialist service' at Q1 page 8 above, please answer questions 2-4 immediately below. Otherwise, go to page 15.

2. Which of the following pro bono legal work have you done in the past 12 months participating in a law firm specialist service? *[Tick all that apply on the table below]*

3. Please could you rank the pro bono legal work according to the amount of time you have spent on each activity (with 1 being the work on which you have spent most time)?

<b>Participating in a law firm specialist service</b>	<b>Tick (qn 2)</b>	<b>Rank (qn 3)</b>
Advice (verbal or written)		
Litigation (pre-trial)		
Representation before a court or tribunal		
<b><u>Transactional Work</u></b>		
Negotiation/ADR		
<b><u>Community Legal Education</u></b>		
<b><u>Law reform and policy</u></b>		
Other (please specify) _____ _____		

4. Please could you tell us for whom this participating in a law firm specialist service pro bono legal work was done? *[Tick all that apply on the table below]*

<b>Participating in a law firm specialist service</b>	<b>Individuals</b>	<b>Community legal organisations</b>	<b>Other not for profit organisations</b>
Advice(verbal or written)			
Litigation (pre-trial)			
Representation before a court or tribunal			
<b><u>Transactional Work</u></b>			
Negotiation/ADR			
<b><u>Community Legal Education</u></b>			
<b><u>Law reform and policy</u></b>			
Other (please specify) _____ _____			

## DUTY ROSTER AT A COURT OR TRIBUNAL

If you ticked 'being on a duty roster at a court or tribunal' at Q1 page 8 above, please answer questions 2-4 & 10-11 immediately below. Otherwise, go to page 17.

2. Which of the following pro bono legal work have you done in the past 12 months being on a duty roster at a court or tribunal? *[Tick all that apply on the table below].*

3. Please could you rank the pro bono legal work according to the amount of time you have spent on each activity (with 1 being the work on which you have spent most time)?

<b>Duty roster at a court or tribunal</b>	<b>Tick (qn 2)</b>	<b>Rank (qn 3)</b>
Advice (verbal or written)		
Litigation (pre-trial)		
Representation before a court or tribunal		
<b><u>Transactional Work</u></b>		
Negotiation/ADR		
<b><u>Community Legal Education</u></b>		
<b><u>Law reform and policy</u></b>		
Other (please specify) _____ _____		

4. Please could you tell us for whom this being on a duty roster at a court or tribunal pro bono legal work was done? *[Tick all that apply on the table below]*

<b>Duty roster at a court or tribunal</b>	<b>Individuals</b>	<b>Community legal organisations</b>	<b>Other not for profit organisations</b>
Advice(verbal or written)			
Litigation (pre-trial)			
Representation before a court or tribunal			
<b><u>Transactional Work</u></b>			
Negotiation/ADR			
<b><u>Community Legal Education</u></b>			
<b><u>Law reform and policy</u></b>			
Other (please specify) _____ _____			

10. What is the name of the court or tribunal where you were on a duty roster?

O Please specify \_\_\_\_\_  
\_\_\_\_\_

11. How often did you attend on a duty roster? E.g. a day a fortnight.

O Please specify \_\_\_\_\_  
\_\_\_\_\_

**OTHER PRO BONO LEGAL WORK**

If you ticked 'other' at Q1 page 8 above, please answer questions 2-4 immediately below. Otherwise, go to section 6, on page 18.

2. Which of the following pro bono legal work have you done in the past 12 months with regard to this work? *[Tick all that apply on the table below].*

3. Please could you rank the pro bono legal work according to the amount of time you have spent on each activity (with 1 being the work on which you have spent most time)?

<b>Other pro bono legal work</b>	<b>Tick (qn 2)</b>	<b>Rank (qn 3)</b>
Advice (verbal or written)		
Litigation (pre-trial)		
Representation before a court or tribunal		
<b><u>Transactional Work</u></b>		
Negotiation/ADR		
<b><u>Community Legal Education</u></b>		
<b><u>Law reform and policy</u></b>		
Other (please specify) _____ _____		

4. Please could you tell us for whom this other pro bono legal work was done? *[Tick all that apply on the table below]*

<b>Other pro bono legal work</b>	<b>Individuals</b>	<b>Community legal organisations</b>	<b>Other not for profit organisations</b>
Advice(verbal or written)			
Litigation (pre-trial)			
Representation before a court or tribunal			
<b><u>Transactional Work</u></b>			
Negotiation/ADR			
<b><u>Community Legal Education</u></b>			
<b><u>Law reform and policy</u></b>			
Other (please specify) _____ _____			

## Section 6 - Practice Issues

→ If you are a "Sole practitioner in private practice" please go to question 2.

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

- Yes
- No
- Don't know

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

- Yes
- No

→ If you are a "Sole practitioner in private practice" please go to section 7, on page 20.

→

If you answered "no" when asked if your pro bono work is undertaken with your firm's knowledge (at question 3 in section 4 on page 6) please go to section 7 on page 20.

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

- Yes
  - No
  - Don't know
  - Please specify \_\_\_\_\_
- 

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

a. In your performance appraisal?

- Yes
- No
- Don't know
- Not applicable

b. When considering you for promotion or advancement?

- Yes
- No
- Don't know
- Not applicable

c. In your salary reviews?

- Yes
- No
- Don't know
- Not applicable

d. In meeting billable hours targets?

- Yes
- No
- Don't know
- Not applicable

e. In meeting financial targets?

- Yes
- No
- Don't know
- Not applicable

## 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?

- None
- 5 hours or less
- 6-10 hours
- 11-20 hours
- 21-30 hours
- 31-40 hours
- 41-50 hours
- 51-70 hours
- 71-90 hours
- More than 90 hours
- Don't know

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

- 0%
- 1– 20%
- 21 – 40%
- 41 – 60%
- 61 – 80%
- 81 – 100%

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

- More
- Less
- No change
- Don't know

Section 8 - Sources of pro bono work

1. When you take on new pro bono matters, from where do those new matters originate? *[Tick all that apply on the table below].*

2. Please rank them according to how many referrals come from each source (1 being the largest source).

<b>Sources of Pro Bono work</b>	<b>Tick (qn 1)</b>	<b>Rank (qn 2)</b>
Direct requests to you from a family member or friend		
Direct requests to you from existing clients		
Direct request to you (cold call) from a potential client		
Referral by other employees or members of the firm		
Referral from a barrister		
Referral from professionals other than lawyers		
Referral from the Law Society		
Referral from courts, tribunals or complaint handling bodies		
Referral from Legal Aid		
Referral by a community legal centre or service		
Referral from an Indigenous Legal Organisation		
Don't know		
Other (please specify)		
_____		
_____		
_____		

Section 9 - Obstacles to Pro Bono

1. What gets in the way of you doing pro bono legal work? *[Tick all that apply on the table below].*

2. Please rank the obstacles you have ticked in order of significance to you (1 being the most significant).

<b>Obstacles to Pro Bono</b>	<b>Tick (qn 1)</b>	<b>Rank (qn 2)</b>
Lack of time		
Lack of firm support for pro bono		
Discouragement from your firm/supervisor		
Concern about conflict of interest with fee paying clients		
Pro bono hours do not count towards my billable hours or financial targets		
Difficulty in meeting billable hours or financial targets		
Lack of information about opportunities/Don't know how to find clients		
Lack of adequate PI insurance		
Lack of appropriate practising certificate		
Insufficient expertise in relevant areas of law		
Not interested		
It is the governments responsibility to provide adequate resources		
There are no obstacles to pro bono legal work		
Other (please describe) _____ _____ _____		

➔ If you are a "Sole practitioner in private practice" please go to section 10, on page 24.

3. What actions could your firm take that would encourage you to do more pro bono? *[Tick all that apply on the table below].*

4. Please rank the actions that you have ticked in order of how helpful each would be in encouraging you to do more pro bono (1 being most helpful).

<b>Obstacles to Pro Bono</b>	<b>Tick (qn 3)</b>	<b>Rank (qn 4)</b>
Clearer support from your firm		
Appointment of a pro bono representative		
Adoption of a formal pro bono policy		
Provision of training for lawyers on areas of law that are common to pro bono matters		
More flexible work hours		
Make a wide range of pro bono opportunities available to you		
Recognition for pro bono work in performance appraisal		
More appreciation/recognition of my pro bono work generally		
Counting approved pro bono hours as billable hours		
Giving full credit for pro bono work in relation to my financial targets		
More opportunities to work on discrete tasks rather than full representation		
Other (please describe) _____ _____ _____		

Section 10 - Legal Aid work

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

Yes →

No →

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

- 0-5%
- 6-10%
- 11-20%
- 21-50%
- Over 50%

3. Is there any particular reason why you did not do any Legal Aid work?

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## Section 11 - Attitudes to pro bono legal work

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

Yes →

No →

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

- Out of a sense of professional responsibility
- To help people who are socially disadvantaged or marginalised
- To broaden their legal skills
- It may lead to paid work
- Provides a positive public profile for the firm
- Personal satisfaction from providing the service
- Lifts morale in the firm

→

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

- My firm/employer encourages all lawyers within the firm/organisation to take on pro bono matters during work hours
- My firm/employer leaves the decision of whether to do pro bono work during work hours to the individual lawyer
- My firm/employer encourages all lawyers within the firm/organisation to carry out pro bono work but only outside work hours
- My firm/employer discourages lawyers in the firm/organisation from doing pro bono work during work hours
- Please specify \_\_\_\_\_

→

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

- A partner
- The firm's pro bono representative e.g. pro bono coordinator or officer
- An employee solicitor who is more senior than me
- No one
- I do not do any pro bono matters during work hours
- Please specify \_\_\_\_\_

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

Yes → [please answer question 6, below](#)

No → [please go to section 12, page 27](#)

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

Yes

No

## 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? This Manual was compiled to enhance and encourage the provision of pro bono legal services. Through a mixture of commentary, advice, precedents, and background information it is of value to individual lawyers and firms who are seeking resources and ideas about pro bono.

- Yes
- No



If you are interested in competing for the 6 bottles of Wirra Wirra Church Block 2004 premium red wine, please respond to the following question and provide your name, phone number & email address below. This will be kept separate from your survey responses and used only for the purposes of this competition.

What is a collective noun for a group of pro bono lawyers? [Example answer: a pauper of pro bono lawyers]

Answer:

Name:

Phone Number:

Email Address:

## Glossary of Terms

### "Pro bono legal work"

- . For the purposes of this survey, **pro bono legal work** is time spent by lawyers:
1. Giving legal assistance for **free** or at a **substantially reduced fee** to:
    - a. Low income or disadvantaged individuals who do not qualify for legal aid; or
    - b. Non-profit organisations which work on behalf of low income or disadvantaged members of the community or for the public good
  2. Doing law reform or policy work on issues affecting low income or disadvantaged members of the community or public interest matters
  3. Participating in the provision of **free** Community Legal Education on issues affecting low income or disadvantaged members of the community or public interest matters
  4. On secondment at a community organisation or at a referral service provider

The following **is not** regarded as **pro bono legal work** for the purposes of this survey:

1. Giving legal assistance to any person for free or at a reduced fee without reference to whether he/she can afford to pay for that legal assistance or whether his/her case raises an issue of public interest e.g. legal assistance provided to friends and family of clients or employees of the firm for free or at a reduced fee;
2. Free first consultations with clients who are otherwise billed at a firm's normal rates;
3. Legal assistance provided under a grant of legal assistance from Legal Aid;
4. Contingency fee arrangements or other speculative work which is undertaken with a commercial expectation of a fee,
5. The sponsorship of cultural and sporting events, work undertaken for business development and other marketing opportunities; or
6. Time spent by lawyers sitting on the board of a community organisation (including a community legal organisation) or a charity.

### **"Clearing house"**

A Public Interest Law Clearing House or the ACT Pro Bono Clearing House

### **"Community legal education"**

Such work includes giving seminars to, or preparing training materials for community organisations

### **"Community organisation"**

A community legal centre or service, specialist community legal service or other non-profit organisation

**“Fee earner”**

This includes every principal and employee solicitor working in the firm

**“Firm”**

For multi-office firms, this includes all offices

**“Law reform and policy work”**

This might include preparation of law reform submissions and lobbying government

**“Legal assistance”**

Includes advice, transactional services, negotiation, representation or mediation

**“Principal”**

A principal is an individual who holds the equivalent of an unrestricted practising certificate

**“Pro bono clearing house”**

A public interest law clearing house

**“Pro bono policy”**

This is a firm’s internal policy relating to pro bono work and may take many different forms. It may be formal (written) or informal (based on past practice). Most commonly it provides for what the firm regards as pro bono, what matters can be taken on pro bono, how pro bono matters are to be treated.

**“Specialist services”**

Specialist services are legal services based in the community where law firms contribute resources and staff to establish and/or run such services (such as the Homeless Persons Legal Services, Youth Legal Service in Melbourne or Shopfront Legal Service in Sydney).

**“Transactional work”**

Includes: Contracts and funding agreements, incorporation and restructures, corporate governance, income tax exemptions, insurance, leases)