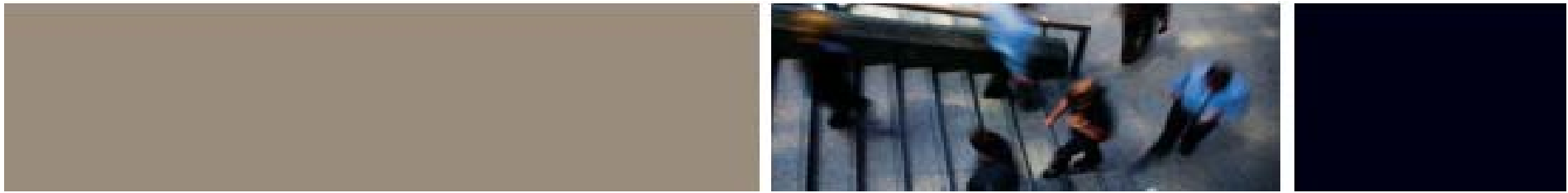


The importance of managing work-life balance

Legal Services **COMMISSIONER**



Legal Services Board

Level 10, 330 Collins - 25 people + 7 members

- Registry
- Trust accounts (+LIV + Bar)
- Fidelity Fund
- Invested funds
- Receiverships (+LIV + Bar)
- Certificates (+LIV + Bar)
- Suitability (+LIV + Bar)
- Foreign licences
- CPD (+LIV + Bar)
- ILP's

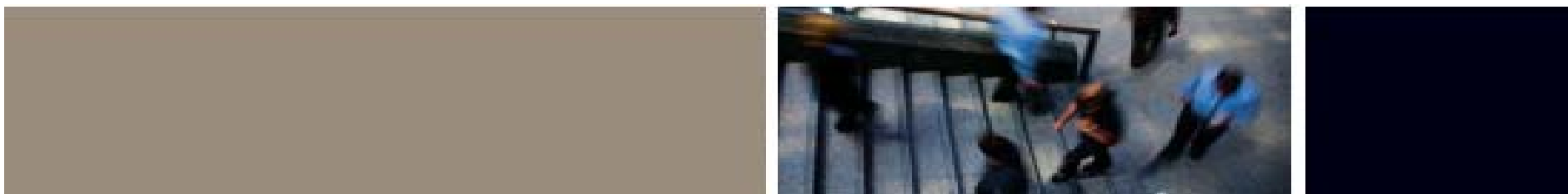
Legal Services **COMMISSIONER**



Legal Services Commissioner Level 9, 330 Collins - 35 people

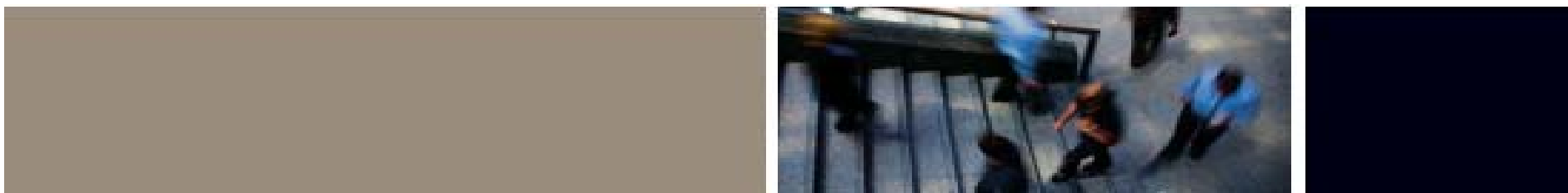
- Complaints 2000 pa
- Family
- Probate + estates
- Property
- Small commercial
- Personal Injuries
- Costs v. conduct
- ADR – rapid solve
- Communicate
- Meet and visit

Legal Services **COMMISSIONER**



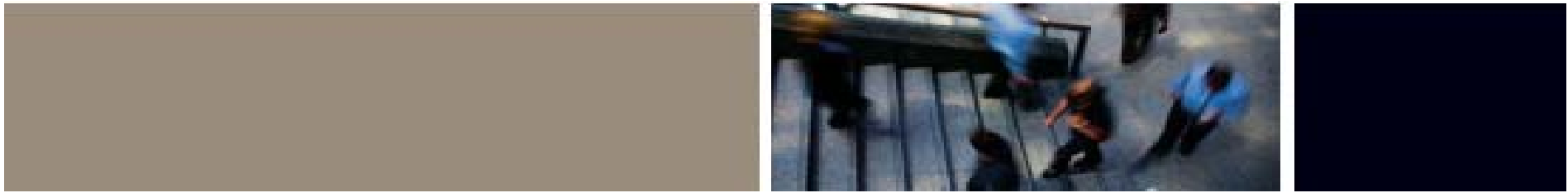
Managing the client relationship

- Apologies
- Admissions
- Not Super humans
- Honesty
- Expectations



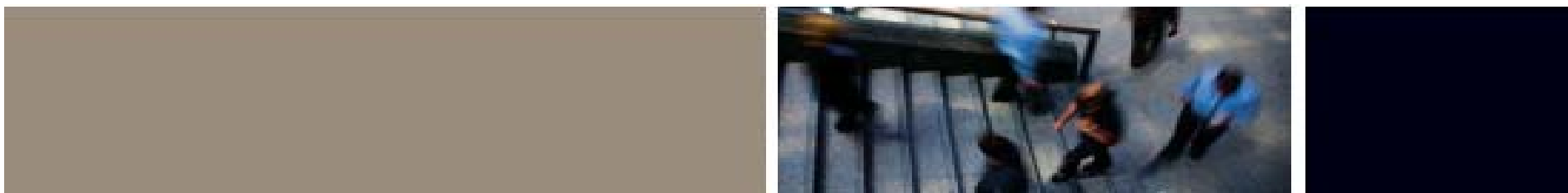
Manage your work

- Working hours – in the office, taking work home
- Careful paper and electronic file management
- Expertise – don't overstretch your limits
- Learn to say 'no'
- Plan breaks, breathing space
- Recognise when you need assistance and ask for it
- Maintain professional distance with clients



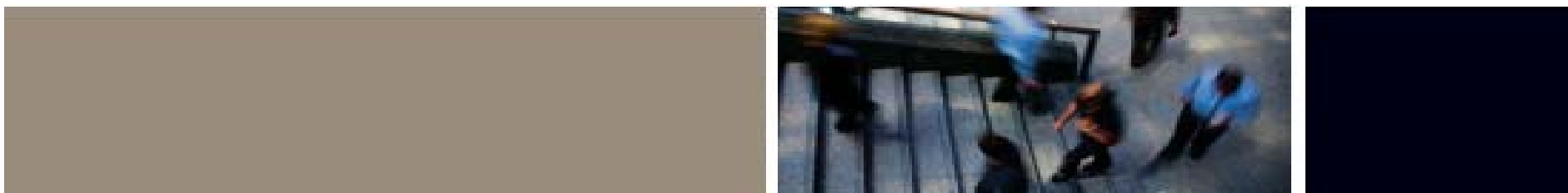
Traps for young (and old) players

- Perfection complex
- Not managing expectations
- Losing trust
- Failing to communicate
- Failing to consult colleagues, supervisors, etc
- Avoidance and not managing errors



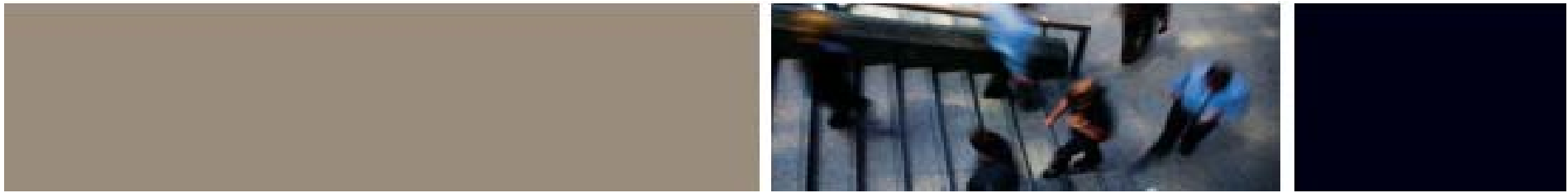
What can be done?

- Actively communicate with clients
- Be first to tell them when you have **not** done something
- Talk up front about costs
- Actively manage clients' expectations
- Keep detailed file notes – stay organised



Mental health

- New to practice, wanting to make a good impression
- Work hours, deadlines, unfamiliar, high pressure
- Stress, depression, psychological illnesses develop
- Need to be mindful about personal circumstances
- LSB developing a mental health policy - disclosure
- When mental health affects performance of duties as a lawyer, regulator may become involved



National Legal Profession Reform

- Simplify regulation
- Reduce complexity and inconsistency
- One system
- National Commissioner – NSW
- Victoria to introduce enabling legislation
- No disadvantage to students