





# **Risk Management Programme** 2023/2024





The Risk Management Programme is delivered by the Law Society of Western Australia

lawmutualwa.com.au



### 2023/24 Risk Management Programme

The Law Mutual (WA) Risk Management Programme 2023/2024 has been developed to focus on the needs of different categories of practitioners and law practices, prioritising topics identified in claims, risk profiling and feedback from previous programmes.

#### Webinar Content

Webinars are delivered live via the zoom platform. After registering for a webinar you will receive an email confirming your booking and then, closer to the date of the seminar (often the day prior to the event), you will receive an email with the web-link required to attend the webinar.



#### **Risk Management Discount**

There is no requirement to attend a Law Mutual (WA) risk management training. However, law practices will be able to obtain a 5% discount on their total Annual Contribution Amount for the 2023/2024 insurance year, if all of the partners or practitioner directors and at least 80% of the employed practitioners of the law practice have attended at least two (2) hours of Law Mutual (WA) approved risk management training in the period 1 March 2023 to 28 February 2024, subject to certain requirements of declaration and documentary evidence of attendance being produced upon request.

### Please note that some training is only available to certain categories of Practitioners.

The approved training for the purpose of the Risk Management Discount is set out below:

- Risk management seminars/webinars and inhouse workshops held by Law Mutual (WA)
- CPD seminars/webinars held by the Law Society of Western Australia that are specifically approved by Law Mutual (WA) for that purpose
- In-house training approved by Law Mutual (WA)

Law Mutual (WA) may be able to arrange an in-house workshop for your law practice, depending on the number of practitioners in your firm (minimum 15 attendees required) and the availability of presenters.

Managing difficult clients and in-person litigants 🛛 🖵 Webinar		
Presenter: Ashley Macknay, MDS Legal CPD Points: 1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual Insured* <b>\$125</b> Law Society WA Member <b>\$200</b> Non-Member or Non-Insured
Some clients can be difficult, others impossible. That said, the difficult clients are in the minori unjustified complaints, asking for the impossible, shooting the messenger, the list goes on.	ty, but they c	an often take up most of your time;
This webinar will focus on the common characteristics of the difficult client, how to identify that client as early as possible, the potential consequences of acting for the difficult client and various strategies for successfully dealing with them.		
A second potentially problematic area for the practitioner is dealing with the self-represented litigant. They feature in all areas of litigation and require particular attention to achieve the best outcome for your client. The webinar will discuss the range of circumstances which lead to litigants being self represented, the challenges they present for the practitioner on the other side and the strategies to adopt to in managing the litigation.		
Date: 14 September 2023   10.00am SOLD OUT Location: At	Your Desk	
Risk Management is Time Management 🛛 🖵 Webinar		
Presenter: Cathryn Urquhart, Professional Skills Trainer	2 hours	<ul><li>\$98* Law Mutual WA Insureds*</li><li>\$230 Law Society WA Member</li></ul>
CPD Points: 🔰 🍃 2 Point Competency Area 1 - Practice Management		<b>\$315</b> Non-Member or Non-Insured
This webinar will cover the following topics:		
<ul> <li>The importance of time management in the legal profession and techniques on how to prioritise such as the 80/20 rule and the Steve Covey time quadrant</li> <li>How to minimise distraction and be fully engaged</li> <li>How to reduce procrastination, improve focus and brief importance of effective delegation</li> </ul>		

Managing client expectations and clearly communicating turn-around times and deliverables

• Learning to say 'NO' and learning to ask for help

Date: 21 September 2023 | 10.00am

Location: At your desk

Ten self-supervision strategies that every sole practitioner should know & practise 🖵 Webinar		
Presenter: Ronwyn North, Managing Director, Streeton Consulting Pty Ltd	2 hours \$98* Law Mutual WA Insureds* \$230 Law Society WA Member	
CPD Points: 🔰 🔰 2 Point Competency Area 1 - Practice Management	\$315 Non-Member or Non-Insured	
Whether you work alone or have staff, a challenge for sole practitioners is how to check your o	own work.	
This webinar will consider the concept of 'self supervision' and provide ten practical strategies for assuring the quality of your own work that will reduce your exposure to potentially costly mistakes and client dissatisfaction.		
Date: 28 September 2023   10.00am Location: At	your desk	

more mindful approach to managi	ing risk 🛛 🖳 Seminar	SOLD OUT
Presenter: Cathryn Urquhart, Professional Skills 8	& Practice Management Trainer	2 hours \$98* Law Mutual WA Insureds* \$230 Law Society WA Member
CPD Points: 🔰 🍃 2 Points Competency Are	ea 1 - Practice Management	\$315 Non-Member or Non-Insur
his seminar will introduce techniques that will enable yo o handle a variety of tasks and communicate with a num		s. It is particularly aimed at sole practitioners as they have
ffice. Being aware and able to make good decisions in the		

Presenter: Justine Siavelis, Principal, Gilchrist Connell CPD Points: 🍃 1 Points Competency Area 1 - Practice Management	1 hourFree for Law Mutual Insured\$125Law Society WA Member\$200Non-Member or Non-Insured	
With the launch of ChatGPT in November 2022, the future has become reality with the integr lives gaining momentum. Proponents of AI will have you believe ChatGPT will replace junior la can provide the advice of the law practice via our websites and voice to text dictation will rep technology and what are the risks?	wyers, researching and writing our advice, chat bots	
Join Justine Siavelis of Gilchrist Connell on a webinar to discuss the emergence of AI related technologies and the consequent professional indemnity risks.		
Date: 19 October 2023   10.00am SOLD OUT Location		

An IT Risk Assessment on your practice 🛛 🖵 Webinar		
Presenter: Brenda van Rensburg, Director, Terrene Global	1 hour \$49* Law Mutual WA Insureds* \$125 Law Society WA Member	
CPD Points: 🔰 1 Points Competency Area 1 - Practice Management	<b>\$200</b> Non-Member or Non-Insured	
Understanding your current privacy and security position can be tricky especially when you are time poor. In this webinar, we will talk about how to conduct an 'IT internal assessment' on your business. We will discuss the importance of a risk matrix and then complete an assessment using some basic security and/or privacy examples.		
Attendees will have access to a basic IT risk assessment template which we will use during thi their own risks or watch to see the outcome of an example.	s workshop. Attendees can either participate and assess	
Date: 26 October 2023 2.00pm Location: At	your desk	

Professional liability - Risk Management 101 🛛 🖵 Webinar			
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	1 hour	Free for Law Mutual Insured <b>\$125</b> Law Society WA Member	
CPD Points: 🍃 1 Points Competency Area 1 - Practice Management		<b>\$200</b> Non-Member or Non-Insured	
The professional liability pitfalls in delivering legal services can be categorised under a number communication, process and checking. This webinar will explore the nature of professional liab against Law Mutual Insureds and the fundamentals of professional liability risk management.	, U		
Date: 9 November 2023 2.00pm SOLD OUT Location: At	your desk		

Common pitfalls in the lifecycle of a retainer	📲 Seminar		SOLD OUT	
Presenter: <b>Sean Popperwell</b> , Director, Popperwell & Co. CPD Points: 1 Points Competency Area 1 - Practice Mana	agement	\$125	for Law Mutual Insured 5 Law Society WA Membe 0 Non-Member or Non-Ins	
<ul> <li>The seminar will briefly cover the risks and controls associated with each phase listed below:</li> <li>The initial instructions – conflict, client identity/capacity &amp; scope</li> <li>The need to give advice on prospects or obstacles to the attainment of the commercial objective</li> <li>Time limits</li> </ul>	<ul> <li>Communication</li> <li>The extent of authority</li> <li>What you should do if you know you have made a mistake – confliction issues</li> <li>Reliance on external counsel, experts, and other parties</li> <li>Terminating the retainer</li> </ul>		ct	
Date: 16 November 2023   10.00am SOLD OUT		w Society of Wes vel 5, 160 St Geo	stern Australia rges Terrace, Perth WA 60	00

What to record, when to record and when to confirm $\Box$	Webinar	SOLD OUT	
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	\$125	Law Mutual WA Insureds Law Society WA Member	r
CPD Points: 🔰 1 Point Competency Area 1 - Practice Management	\$200	Non-Member or Non-Inst	ured
In the 2020s the avenues of communications between lawyers, clients and others have expanded into a multi-laned superhighway. Lawyers communicate by SMS, email, Teams and WhatsApp chat, Zoom calls, and phone calls across numerous platforms such as Messenger, FaceTime, Whatsapp, and even the good old fashioned landline and mobile telephones. Information now comes from an infinite universe of sources stretching as far and wide as the internet will take us.			
How does a lawyer manage these sources of communication and information and deal generally with recordkeeping to ensure that they are creating the appropriate records of conversations, activities, information and advice provided on relevant and material issues? This webinar will explore the key risks involved in both new and existing communication and information channels and consider practical steps you can take to reduce these risks.			
Date: 16 November 2023   2.00pm Location: At	your desk		

Knowing when to let go 🛛 🖵 Webinar		
Presenter: Phillip Lovat, Partner, Jackson McDonald	1 hour	Free for Law Mutual Insured* <b>\$125</b> Law Society WA Member
CPD Points: 🔰 1 Point Competency Area 1 - Practice Management		<b>\$200</b> Non-Member or Non-Insured
A conversation about when to let go of a file, matter or client – viewed through the prism of	our legal and et	hical obligations as legal practitioners.
It can be hard to let go, even when we should. It is easier in hindsight or when it is happenin topics that surround 'letting go', including early identification and dealing with conflict, expe dealing with hand over.		
Date: 23 November 2023   10.00am SOLD OUT Location:	At your desk	

Matter Management guidelines - practical risk management for firms 🛛 🖵 Webinar		
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	2 hours Free for Law Mutual Insured* \$230 Law Society WA Member	
CPD Points: D 2 Point Competency Area 1 - Practice Management	\$315 Non-Member or Non-Insured	
Over the past six years, Law Mutual's Matter Management Guidelines have been presented to the profession in many seminars, challenged, analysed, reviewed and refined. They represent good practice guidance on the fundamentals for managing risk in the conduct of any matter. This webinar provides an overview of these fundamentals and challenges participants to consider whether their firm meets these requirements.		
Date: 23 November 2023   2.00pm SOLD OUT Location: At	your desk	

Managing risk in delivering legal services 🛛 🖵 Webinar		
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	1 hour \$49* Law Mutual WA Insureds* \$125 Law Society WA Member	
CPD Points: 🔰 1 Point Competency Area 1 - Practice Management	\$200 Non-Member or Non-Insured	
The provision of legal services is inherently risky. In risk management terms, that means a number of uncertainties can impact on a lawyer's objective to deliver high quality legal services that meet or exceed the expectations of the client. Introducing Law Mutual's new Delivery Phase Assistance document, this webinar will look at the data surrounding the key risks in the delivery of legal service and suggest ways to manage those risks.		
Date: 1 February 2024   2.00pm Location: At	your desk	

Is the matter right for your firm? High risk clients & effective screening techniques 🖵 Webinar		
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	1 hour\$49*Law Mutual WA Insureds*\$125Law Society WA Member	
CPD Points: 🔰 1 Point Competency Area 1 - Practice Management	\$200 Non-Member or Non-Insured	
CPD Points: I Point Competency Area 1 - Practice Management Making a determination whether to act and under what circumstances is a fundamental consideration that is often ignored in favour of simply taking on a new matter. Introducing the new Law Mutual Screening Phase Assistance and Toolkit, this webinar considers the pitfalls in understanding the client - who the client is, potential attitudes and behaviour as well as the nature and complexity of the matter and the capability of the firm to deliver		
Date: 8 February 2024   2.00pm Location: At	your desk	

Effective firm marketing - managing risk and opportunity	🖵 Webinar					
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	1 hour\$49*Law Mutual WA Insureds*\$125Law Society WA Member					
CPD Points: 🍃 1 Point Competency Area 1 - Practice Management	<b>\$200</b> Non-Member or Non-Insured					
A key element of Practice Management is how effectively the firm and its practitioners target and market legal services and capability to prospective clients. A key firm focus is to pursue new clients to achieve financial goals. Practitioners are heavily incentivised to market, but there are inherent risks in pursuing the wrong opportunities.						
This webinar will explore concepts of risk appetite - where the firm wants to take more risk in pursuing new business opportunities, and where it should be cautious. This involves consideration of marketing risks, and how to structure the firm for effectively targeting clients and selling legal services.						
Date: 22 February 2024   2.00pm Location: A	t your desk					

Structuring your firm for success - an overview of Practice Management guidelines 🖵 Webinar						
Presenter: Will Bargmann, Senior Consultant, MYR Consulting	2 hours \$98* Law Mutual WA Insureds* \$230 Law Society WA Member					
CPD Points: 2 Points Competency Area 1 - Practice Management	<b>\$315</b> Non-Member or Non-Insured					
Law Mutuals' Practice Management Guidelines have been designed to provide the organisational framework for firm success and through this, to support practitioners to manage risk in the conduct of all legal matters.						
This webinar focuses on the critical aspects of Practice Management and the controls needed to ensure effective leadership, organisation, management of people, information and communication, processes and practices as well as assurance that firm requirements are being met in the management of the practice and the conduct of a matter.						
Date: 29 February 2024   2.00pm Location: At	your desk					

# 2023 Calendar

#### September

Managing difficult clients and in-person litigants 14 September 2023 | 10.00am SOLD OUT

**Risk Management is Time Management** 21 September 2023 | 10.00am

Ten self-supervision strategies that every sole practitioner should know and practise 28 September 2023 | 10.00am

#### October

12 October 2023 | 10.00am

Am I hallucinating?? SOLD OUT Artificial intelligence and PI claims 19 October 2023 | 10.00am

A more mindful approach to managing risk SOLD OUT An IT Risk Assessment on your practice - identify the areas at risk and what to do to mitigate those risks 26 October 2023 | 10.00am

#### November

Professional liability - Risk Management 101 9 November 2023 | 10.00am SOLD OUT

Common pitfalls in the lifecycle of a retainer 16 November 2023 | 10.00am SOLD OUT

What to record, when to record and when to confirm SOLD OUT 16 November 2023 | 2.00pm

Knowing when to let go 23 November 2023 | 10.00am SOLD OUT

**Overview of Law Mutual's Matter Management** guidelines - practical risk management for firms 23 November 2023 2.00pm SOLD OUT

### 2024 Calendar

#### February

Managing risk in delivering legal services 1 February 2024 2.00pm

Is the matter right for your firm? High risk clients and effective screening techniques 8 February 2024 | 2.00pm

Effective firm marketing - managing risk and opportunity 22 February 2024 2.00pm

Structuring your firm for success - an overview of **Practice Management guidelines** 29 February 2024 2.00pm

# Frequently Asked Questions

#### What is the cost of the seminars\*?

If you are a Law Mutual (WA) insured practitioner, you are entitled to attend subsidised risk management seminars to a total of two hours. If you attend any additional seminars in excess of the subsidised risk management two hours you will be required to pay the member or non-member rate, depending on the seminar you attend and your Law Society membership status.

Your law practice may also be entitled to a Risk Management Discount on its Annual Contribution for insurance if sufficient numbers of its practitioners attend seminars.

# Can I attend any training, regardless of my law practice's category?

The seminars are targeted at priority risk management areas, law practices and practitioners. Priority is given to the targeted practices, however, if the seminar is not fully booked by targeted practitioners, we may release places to other practitioners. Some seminars are only available to certain categories of practitioners. Please register your interest by email to cpd@lawsocietywa.asn.au.

#### How do I register to attend a Risk Management seminar?

Please return your signed registration form to the Law Society. We need to confirm practitioners are registered for suitable seminars, as we are unable to facilitate this online. Registrations are manually entered.

# I sent through my registration, do I get confirmation?

Yes, an automatic email confirmation will be sent to the email address we have on record once registration has been processed.

# I am not insured with Law Mutual (WA)?

You will have to pay non-subsidised rates to attend Law Mutual (WA) seminars. However, at its sole discretion, Law Mutual (WA) may allow non-insured practitioners to attend at no charge or at a subsidised rate provided the seminar is not fully booked.

Law Mutual (WA) Insureds will be given priority enrolment in seminars.

#### Can a Law Society member who is not insured with Law Mutual attend Risk Management seminars?

You can still attend the Risk Management seminars but you will have to pay non-subsidised rates. Law Mutual (WA) Insureds will be given priority enrolment in seminars.

# When do I need to complete my training to qualify for the Risk Management Discount?

To qualify for the Risk Management Discount for the 2024/2025 insurance year, all partners and directors and at least 80% of the employed practitioners of the law practice must have attended at least two hours of Law Mutual (WA) approved risk management training in the period 1 March 2023 to 29 February 2024.

#### How are my CPD points issued?

In order for us to issue your CPD points and record them on the Legal Practice Board database, please provide us with your Legal Practice Board Practitioner ID prior to the Seminar. Please note this is separate to your practising certificate number.

\*Seminars include online webinars.

Please refer to the Law Mutual (WA) website for further frequently asked questions - <u>lawmutualwa.com.au</u>.

#### **Risk Management Programme 2023/2024 Registration Form**

HOW TO REGISTER

The Programme is delivered by the Law Society for Law Mutual (WA).



The voice of the legal profession in Western Australia

ABN 41 434 516 549

MAIL:	The Law Society of Western Australia PO Box Z5345, Perth WA 6831	IN PERSON:	The Law Society of Western Australia Level 4, 160 St Georges Terrace Perth WA 6000				
EMAIL: ENQUIRIES:	cpd@lawsocietywa.asn.au (08) 9324 8640						
PERSONAL DETAILS							
Title: 🗌 Mr	Mrs Ms Miss Other (	please specify)					
Legal Practice Boa	rd ID Number:	Law Society Member Number:					
First Name:		Family Name:					
Postal Address:							
Suburb:		State:	Postcode:				
Phone Number:		Mobile Number:					
Email Address:							

SEMINARS AND WEBINARS							
Торіс	Date	Webinar Seminar	Law Mutual Insureds	Law Society Member	Non-member		
Managing difficult clients and in-person litigants	14 S SOLD OUT	<b>P</b>	G FREE	\$125	\$200		
Risk Management is Time Management	21 September 2023   10.00am		\$98*	□ \$230	\$315		
Ten self-supervision strategies that every sole practitioner should know and practise	28 September 2023   10.00am	Ţ	\$98*	\$230	\$315		
A more mindful approach to managing risk	12 0 SOLD OUT		\$98*	\$230	\$315		
Am I hallucinating?? Artificial intelligence and PI claims	19 O SOLD OUT	<b>P</b>	G FREE	\$125	\$200		
An IT Risk Assessment on your practice - identify the areas at risk and what to do to mitigate those risks	26 October 2023   2.00pm	Ţ	\$49*	\$125	\$200		
Professional liability - Risk Management 101	09 N SOLD OUT		G FREE	L \$125	□\$200		
Common pitfalls in the lifecycle of a retainer	16 N SOLD OUT		FREE	\$125	\$200		
What to record, when to record and when to confirm	16 N SOLD OUT	<b>P</b>	\$49*	\$125	\$200		
Knowing when to let go	23 N SOLD OUT		FREE	L \$125	□\$200		
Overview of Law Mutual's Matter Management guidelines - practical risk management for firms	23 N SOLD OUT		G FREE	\$230	\$310		
Managing risk in delivering legal services	1 February 2024   2.00pm	<b>P</b>	\$49*	\$125	□\$200		
Is the matter right for your firm? High risk clients and effective screening techniques	8 February 2024   2.00pm		\$49*	\$125	\$200		
Effective firm marketing - managing risk and opportunity	22 February 2024   2.00pm	<b>P</b>	\$49*	L \$125	□\$200		
Structuring your firm for success - an overview of Practice Management guidelines	29 February 2024   2.00pm	Ţ	\$98*	□\$230	\$315		

\* If you are a Law Mutual (WA) insured, you are entitled to attend subsidised risk management seminars to a total of two hours. If you attend any additional seminars in excess of the subsidised risk management two hours you will be required to pay the member or non-member fee, depending on the seminar you attend and your Law Society membership status.

#### WHAT HAPPENS NEXT? (Please note - payment must be received prior to the event)

Submit this completed application form to our team via any of the nominated methods indicated in the '*How to Register*' section at the top of this page and our Risk Management Team will confirm your booking and provide an Invoice for payment.

LAW SOCIETY OF WA (INC) COLLECTION NOTICE: The Law Society collects the personal information contained in this form pursuant to the provisions of the *Privacy Act, 1988* and the Australian Privacy Principles. The information is collected by the Law Society to enable it to deal with the matters the subject of this form and to provide its services and benefits (and the benefits and services and benefits are storuces and benefits are stores and benefits and the public. These services are disclosed by the Law Society are stores that and be the store stores are stored and the store stores are stored and and the store store are advertised. The Law Society reserves the right to cancel this activity due to insufficient numbers – registrants will be notified if this occurs and credit (seminar value) will be carried forward to a seminar of the participants choice. Cancellations will incur a \$50 fee per person. Cancellations or transfers must be advised at least 10 working days prior to the event. Refunds will not be granted if a registrant fails to attend an event or cancels within 10 working days of the activity. Your name and organisation may be included in the conferen



#### Law Mutual (WA)

Level 4, 160 St Georges Terrace, Perth, WA 6000 PO Box Z5345, Perth WA 6831

Phone: (08) 9481 3111 | Fax: (08) 9481 3166

info@lawmutualwa.com.au | lawmutualwa.com.au

For enquries about the Risk Management Programme please email cpd@lawsocietywa.asn.au



