



Quality Practice Standard



In the late 1990's the Law Society of Western Australia identified the need for the production of a legal industry based Quality Practice Standard accreditation that would be practical, cost effective to firms and beneficial to clients. The Law Society established a committee consisting of legal managers, lawyers and quality management consultants to develop and oversee the 'Quality Practice Standard'. This Committee continues to review and update the Standard to ensure it remains contemporary for legal practices in 2024. The Quality Practice Standard embraces a number of elements of the AS/ NZS ISO 9001 Standard but excludes those elements deemed to have little or no impact on client satisfaction, efficiency or effectiveness of law firms and risk minimisation.

Quality management practices are an invaluable tool for managing risk, formalising internal work practices and improving client satisfaction. Large firms benefit from the implementation of quality management through improved communications within and between functional areas, increased consistency of approach and greater emphasis on client satisfaction. Smaller firms benefit through the formalisation of work practices to provide for consistency of

approach as the firm grows. All firms benefit by identifying the most effective and productive methods of delivering a quality service.

Quality management accreditation is not a complicated process. A quality managed firm gives clients confidence in the practice. Firms with a Quality Practice Standard accreditation are:

- More competitive
- More cost effective
- More strategic and focused on forward planning
- More capable of risk minimisation

Complying with a Quality Practice Standard accreditation is seen by the insurance industry as a positive means of reducing the risk of claims. Therefore Quality Practice Standard accredited legal practices are entitled to a 7% discount for the first year on professional indemnity insurance premiums, and 5% discount thereafter.

Registration Form

ABN 414 345 165 49



The Law Society
OF WESTERN AUSTRALIA
The voice of the legal profession in Western Australia

Quality Practice Registration Form For firms to register for the Quality Practice Standard (QPS)

QPS has been developed to improve the quality and competitiveness of legal practices in Western Australia through the development of better relationships with their clients and improved file management and efficiency. QPS recognises firms that have developed and adhere to documented internal systems and processes. These systems are designed to improve client satisfaction by clearly establishing and refining internal working procedures and avoiding wastage.

HOW TO REGISTER

ENQUIRIES: QPS Administration

EMAIL: qps@lawsocietywa.asn.au

PHONE: (08) 9324 8600

MAIL: The Law Society of Western Australia
PO Box Z5345, Perth WA 6831

REGISTRATION DETAILS

FIRM DETAILS

Name of Firm: _____

Address of Firm: _____

Postal Address: _____

Suburb: _____

State: _____

Postcode: _____

Phone: _____

Email: _____

REPRESENTATIVE DETAILS

Name: _____

Position within firm: _____

AS/NZS 9001 CERTIFICATION

Yes If yes, please supply a copy of your AS/NZS 9001 Certification

No

MEMBERSHIP OF THE LAW SOCIETY OF WESTERN AUSTRALIA

Number of lawyers in your firm that are members of the Law Society of Western Australia: _____

Number of lawyers in your firm who are eligible for ordinary membership, but are not members of the Law Society of Western Australia: _____

REGISTRATION OPTIONS AND FEES 2024-2025 (All prices are GST inclusive)

Firm Size (Number of Professional Personnel)	1 - 15	16 - 25	26 +
Registration Fees	\$155	\$240	\$300

COMPULSORY TRAINING

I understand that the QPS Coordinator will contact me with regard to compulsory training (not applicable for firms certified under AS/NZS ISO 9001 Certification)

Signature: _____

Date: _____

WHAT HAPPENS NEXT?

Submit this completed application form via any of the nominated methods indicated in the **'How to Register'** section above

Please indicate below how you would like to finalise your payment:

Please send a tax invoice to my firm with payment instructions as indicated in the **'Firm Details'** section above

Please contact me via phone and I will provide my payment details

I have presented my application in person and arranged payment at the Law Society's office

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*, the Australian Privacy Principles/APP. 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 of the Law Council of Australia) to its members and the public. Those services and benefits are set out on the Law Society's website (lawsocietywa.asn.au). If the information collected in this form is not provided, the Law Society may not be able to provide its services as effectively. Individuals who wish to access information held about them, who wish to make any complaints or who wish to obtain details about information which is disclosed by the Law Society to overseas recipients may do so by accessing the Privacy Collection Notice located on the Law Society's website or may contact the Law Society's Privacy Officer.