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Risk Management Seminar Programme 2025/2026



The Law Mutual (WA) Risk Management Seminar Programme
is delivered by the Law Society of Western Australia

lawmutualwa.com.au



Risk Management Seminar Programme 2025/2026

The Law Mutual (WA) Risk Management Seminar Programme 2025/2026 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.

Risk Management Discount

There is no requirement to attend 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 2026/2027 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 2025 to 28 February 2026, 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 and in-house workshops held by Law Mutual (WA)
- CPD seminars 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)
- External training by third party providers that is approved by Law Mutual (WA) on application by an insured law practice or practitioner prior to the training taking place.

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.



Seminars delivered via webinar

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.



2025 Calendar of Risk Management Seminars

September

The Dangers of Commodification

02 September 2025 | 9.00am - 10.00am

Navigating the risks of being a client's second lawyer

09 September 2025 | 9.00am - 10.00am

The negotiation mandate; It's the client's call

16 September 2025 | 9.00am - 10.00am

Professional liability risk management 101 - pitfalls and opportunities in delivering legal services

23 September 2025 | 9.00am - 10.00am

Initial client engagement- planning for success

30 September 2025 | 9.00am - 10.00am

October

Supervision & Delegation: 2025 & Beyond

07 October 2025 | 9.00am - 10.00am

Introducing matter management guidelines – good practice in delivering legal service

14 October 2025 | 9.00am - 10.00am

The Dangers of Commodification*

21 October 2025 | 9.00am - 10.00am

Navigating the risks of being a client's second lawyer*

28 October 2025 | 9.00am - 10.00am

November

The negotiation mandate; It's the client's call*

11 November 2025 | 9.00am - 10.00am

Missing deadlines – ongoing and preventable claims

20 November 2025 | 9.00am - 10.00am

Initial client engagement- planning for success*

25 November 2025 | 9.00am - 10.00am

2026 Calendar of Risk Management Seminars

February

Supervision & Delegation: 2025 & Beyond*




03 February 2026 | 9.00am - 10.00am




Introducing practice management guidelines – building and maintaining the foundations for firm success




10 February 2026 | 9.00am - 10.00am

* Repeat presentation


Seminar Information


The Dangers of Commodification		Webinar
Presenter: Ashley Macknay , Director, MDS Legal CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>While the development of technology for use by legal practices has been astounding, what has come with it is a range of issues including the dangers of commodification and, more recently, the further challenges of AI.</p> <p>The 'Big Mac' is a well-known example of commodification where the highly controlled input costs and strict production process lead to the provision of a popular, relatively low cost beef burger.</p> <p>The Grill'd Wagyu Wunder, while also subject to a strict production process, has higher input costs due to higher consumer expectations of quality and therefore retails at more than double the price of a Big Mac. However, ultimately, it is still just a beef burger.</p> <p>In the legal profession, the term "commodification" means treating the legal services provided in preparing often complex legal documents as merely the sale of a commodity. Such documents include leases, mortgages, trust deeds, financial agreements in family law, and default and termination notices in property and commercial transactions.</p> <p>But what the client sees in, for example, a one page default notice is a simple document which is a means to an end; it's just a plain beef burger.</p> <p>However, the legal work to produce that default notice, done properly, can involve the taking of detailed instructions, the need for a deep understanding of the relevant law and careful drafting. Beef burger it may be, but the input costs are relatively high - like a Wagyu Wunder.</p> <p>It is tempting to lower your input costs, perhaps even using AI, so you can price it in accordance with the client's 'Big Mac' perception. Is that an acceptable approach?</p> <p>The seminar will consider the risks that go with commodification and the need for lawyers to recognise the true value of their work.</p>		
 Date: 02 September 2025 9.00am - 10.00am		 Location: Online via Zoom


Navigating the risks of being a client's second lawyer		Webinar
Presenter: Phillip Lovatt , Partner, Jackson McDonald CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>Law Mutual (WA) regularly deals with complicated circumstances where a client has engaged multiple legal firms on the same matter before turning around and claiming against all of them when things aren't resolved to their satisfaction.</p> <p>This session will explore a variety of challenges that face solicitors who aren't first on the scene, including advice shopping, prior sunk costs, compromised information gathering and time pressures.</p> <p>By reference to real claims experience, this session will offer some strategies and options for navigating these challenges.</p>		
 Date: 09 September 2025 9.00am - 10.00am		 Location: Online via Zoom

The negotiation mandate; It's the client's call		Webinar
Presenter: Sean Popperwell , Director, Popperwell & Co CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>This seminar focuses on what a lawyer ought to do to eliminate the risk of claims arising from the lawyer acting as the client's agent in negotiations with another party both in the commercial environment and in the course of litigation. How do you secure the client's authority to negotiate, what are the limits on the lawyer's authority and, most importantly, what does the client need to know before instructing the lawyer to commit the client to a resolution of the relevant issue whether it be a commitment to the terms of a commercial relationship or compromising a case.</p>		
 Date: 16 September 2025 9.00am - 10.00am		 Location: Online via Zoom

Seminar Information

Professional liability risk management 101 - pitfalls and opportunities in delivering legal services		Webinar
Presenter: Senior Consultant - MYR CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>The professional liability pitfalls in delivering legal services can be categorised under a number of headings, including capability, communication, process and checking. This seminar will explore the nature of professional liability risk, the history of PI claims against Law Mutual Insureds and the fundamentals of professional liability risk management.</p>		
Date: 23 September 2025 9.00am - 10.00am		Location: Online via Zoom





Initial client engagement- planning for success		Webinar
Presenter: Deborah Templeman, Gilchrist Connell CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>This seminar looks at some practical examples of where an inadequate plan or documentation at the beginning of a matter, or failure to change the plan as circumstances change, has been the root cause of claims. It will be presented with reference to the Law Society's template client engagement agreement, which covers scoping the work, confirming assumptions and recording key details at the outset. With the use of this tool, you can literally be on the same page as your client.</p>		
Date: 30 September 2025 9.00am - 10.00am		Location: Online via Zoom





Supervision & Delegation: 2025 & Beyond		Webinar
Presenter: Cathryn Urquhart CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>Delegation is essential in the law office, to ensure the distribution of work amongst staff so that the complexity of the task matches the skill of the lawyer. Not only does this maximize efficiency and profitability, but it enables junior lawyers to learn and improve their skills while being supervised properly. Other topics covered include:</p> <ul style="list-style-type: none"> • Remote and hybrid work • Communication over multiple channels/devices • Practice management software • GenAI supervision • Psychological safety • Setting up methods to supervise • How to be a better delegator/supervisor • How to be a better delegate, given these issues 		
Date: 07 October 2025 9.00am - 10.00am		Location: Online via Zoom





Note: All prices are inclusive of GST.

*If you are a Law Mutual (WA) Insured, you are entitled to attend risk management seminars for a total of two hours at no cost. Subject to availability, if you wish to attend any additional seminars, you may be required to pay a fee, depending on your Law Society membership status.


Seminar Information


Introducing matter management guidelines – good practice in delivering legal service		 Webinar
Presenter: Senior Consultant - MYR	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
CPD Points:  1 Point Competency Area 1 - Practice Management		
<p>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 seminar provides an overview of these fundamentals and challenges participants to consider whether their firm meets these requirements.</p>		
 Date: 14 October 2025 9.00am - 10.00am		 Location: Online via Zoom


The Dangers of Commodification		 Webinar
Presenter: Ashley Macknay , Director, MDS Legal	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
CPD Points:  1 Point Competency Area 1 - Practice Management		
<p>While the development of technology for use by legal practices has been astounding, what has come with it is a range of issues including the dangers of commodification and, more recently, the further challenges of AI.</p> <p>The ‘Big Mac’ is a well-known example of commodification where the highly controlled input costs and strict production process lead to the provision of a popular, relatively low cost beef burger.</p> <p>The Grill’d Wagyu Wunder, while also subject to a strict production process, has higher input costs due to higher consumer expectations of quality and therefore retails at more than double the price of a Big Mac. However, ultimately, it is still just a beef burger.</p> <p>In the legal profession, the term “commodification” means treating the legal services provided in preparing often complex legal documents as merely the sale of a commodity. Such documents include leases, mortgages, trust deeds, financial agreements in family law, and default and termination notices in property and commercial transactions.</p> <p>But what the client sees in, for example, a one page default notice is a simple document which is a means to an end; it’s just a plain beef burger.</p> <p>However, the legal work to produce that default notice, done properly, can involve the taking of detailed instructions, the need for a deep understanding of the relevant law and careful drafting. Beef burger it may be, but the input costs are relatively high - like a Wagyu Wunder.</p> <p>It is tempting to lower your input costs, perhaps even using AI, so you can price it in accordance with the client’s ‘Big Mac’ perception. Is that an acceptable approach?</p> <p>The seminar will consider the risks that go with commodification and the need for lawyers to recognise the true value of their work.</p>		
 Date: 21 October 2025 9.00am - 10.00am (Repeat Presentation)		 Location: Online via Zoom

Navigating the risks of being a client's second lawyer		 Webinar
Presenter: Phillip Lovatt , Partner, Jackson McDonald	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
CPD Points:  1 Point Competency Area 1 - Practice Management		
<p>Law Mutual (WA) regularly deals with complicated circumstances where a client has engaged multiple legal firms on the same matter before turning around and claiming against all of them when things aren't resolved to their satisfaction.</p> <p>This session will explore a variety of challenges that face solicitors who aren't first on the scene, including advice shopping, prior sunk costs, compromised information gathering and time pressures.</p> <p>By reference to real claims experience, this session will offer some strategies and options for navigating these challenges.</p>		
 Date: 28 October 2025 9.00am - 10.00am (Repeat Presentation)		 Location: Online via Zoom

Seminar Information

The negotiation mandate; It's the client's call		Webinar
Presenter: Sean Popperwell , Director, Popperwell & Co CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>This seminar focuses on what a lawyer ought to do to eliminate the risk of claims arising from the lawyer acting as the client's agent in negotiations with another party both in the commercial environment and in the course of litigation. How do you secure the client's authority to negotiate, what are the limits on the lawyer's authority and, most importantly, what does the client need to know before instructing the lawyer to commit the client to a resolution of the relevant issue whether it be a commitment to the terms of a commercial relationship or compromising a case.</p>		
Date: 11 November 2025 9.00am - 10.00am (Repeat Presentation)		Location: Online via Zoom




Missing deadlines – ongoing and preventable claims		Webinar
Presenter: Senior Consultant - MYR CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>An ongoing major cause of claims is missed deadlines. Managing deadlines is a core legal discipline, and totally within the control of the firm. This seminar will explore the types of deadlines the firm must manage, why deadlines are commonly missed and the fundamental practices the firm should adopt to manage the risk of a missed deadline.</p>		
Date: 20 November 2025 9.00am - 10.00am		Location: Online via Zoom




Initial client engagement– planning for success		Webinar
Presenter: Deborah Templeman , Gilchrist Connell CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>This seminar looks at some practical examples of where an inadequate plan or documentation at the beginning of a matter, or failure to change the plan as circumstances change, has been the root cause of claims. It will be presented with reference to the Law Society's template client engagement agreement, which covers scoping the work, confirming assumptions and recording key details at the outset. With the use of this tool, you can literally be on the same page as your client.</p>		
Date: 25 November 2025 9.00am - 10.00am (Repeat Presentation)		Location: Online via Zoom

Note: All prices are inclusive of GST.

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Seminar Information

Supervision & Delegation: 2025 & Beyond		Webinar
Presenter: Cathryn Urquhart CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>Delegation is essential in the law office, to ensure the distribution of work amongst staff so that the complexity of the task matches the skill of the lawyer. Not only does this maximize efficiency and profitability, but it enables junior lawyers to learn and improve their skills while being supervised properly. Other topics covered include:</p> <ul style="list-style-type: none"> • Remote and hybrid work • Communication over multiple channels/devices • Practice management software • GenAI supervision • Psychological safety • Setting up methods to supervise • How to be a better delegator/supervisor • How to be a better delegate, given these issues 		
 Date: 03 February 2026 9.00am - 10.00am (Repeat Presentation)		 Location: Online via Zoom

Introducing practice management guidelines – building and maintaining the foundations for firm success		Webinar
Presenter: Senior Consultant - MYR CPD Points:  1 Point Competency Area 1 - Practice Management	1 hour	Free for Law Mutual (WA) Insureds* Free for Law Society WA Members* \$200 Non-Member or Non-Insured
<p>Law Mutual's 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 seminar 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.</p>		
 Date: 10 February 2026 9.00am - 10.00am		 Location: Online via Zoom

Note: All prices are inclusive of GST.

*If you are a Law Mutual (WA) Insured, you are entitled to attend risk management seminars for a total of two hours at no cost. Subject to availability, if you wish to attend any additional seminars, you may be required to pay a fee, depending on your Law Society membership status.

Frequently Asked Questions

What is the cost of the seminars*?

If you are a Law Mutual (WA) insured practitioner, you are entitled to attend risk management seminars for a total of two hours at no cost. Subject to availability, if you wish to attend any additional seminars, you may be required to pay a fee, depending on 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 repeat presentations?

Due to the expected popularity of some seminars, repeats have been offered. Please note that practitioners are only entitled to attend such presentations once.

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.

What if 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 this is subject to availability. Law Mutual (WA) Insureds will be given priority enrolment in seminars.

The Law Mutual Risk Management Seminar programme is not included as part of the Law Society CPD Programme.

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

To qualify for the Risk Management Discount for the 2026/2027 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 2025 to 29 February 2026.

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 - lawmutualwa.com.au.

Risk Management Seminar Programme 2025/2026

Registration Form

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

HOW TO REGISTER		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:	cpd@lawsocietywa.asn.au	
ENQUIRIES:	(08) 9324 8640	
PERSONAL DETAILS		
Title:	Mr Mrs Ms Miss Other (please specify)	
Legal Practice Board ID Number:	Law Society Member Number:	
First Name:	Family Name:	
Postal Address:		
Suburb:	State:	Postcode:
Phone Number:	Mobile Number:	
Email Address:		

FREE for Law Mutual (WA) Insureds*	FREE for Law Society WA Members*	\$200 Non-Member or Non-Insured
Topic	Date/Time	Webinar
The Dangers of Commodification	02 September 2025 9.00am - 10.00am	
Navigating the risks of being a client's second lawyer	09 September 2025 9.00am - 10.00am	
The negotiation mandate; It's the client's call	16 September 2025 9.00am - 10.00am	
Professional liability risk management 101 - pitfalls and opportunities in delivering legal services	23 September 2025 9.00am - 10.00am	
Initial client engagement- planning for success	30 September 2025 9.00am - 10.00am	
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The negotiation mandate; It's the client's call	11 November 2025 9.00am - 10.00am	
Missing deadlines – ongoing and preventable claims	20 November 2025 9.00am - 10.00am	
Initial client engagement- planning for success	25 November 2025 9.00am - 10.00am	
Supervision & Delegation: 2025 & Beyond	03 February 2026 9.00am - 10.00am	
Introducing practice management guidelines – building and maintaining the foundations for firm success	10 February 2026 9.00am - 10.00am	

Note: All prices are inclusive of GST.

*If you are a Law Mutual (WA) Insured, you are entitled to attend risk management seminars for a total of two hours at no cost. Subject to availability, if you wish to attend any additional seminars, you may be required to pay a fee, depending on 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 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. **TERMS AND CONDITIONS:** The Law Society of Western Australia (the Law Society) reserves the right to alter this programme or presenter(s) without further notice, however the programme is intended to run as 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 conference delegate list available to speakers and delegates. **USE OF PHOTOGRAPHY:** The Law Society reserves the right to use photography and filming from its events for future promotional use. Please advise a Law Society staff member at each event if you wish to opt out. The Law Society endorses moderation and a responsible attitude towards alcohol at all functions.



Law Mutual (WA)

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

