

QL Chairman Report

AGM 2010

As I reported in 2009 slow but steady progress with the roll out of LAW9000 continues.

Review of the LAW9000 Standard

It is very pleasing to report that the review of the LAW9000 Standard was completed and launched to members during the year. The process of review was ably driven by Ben Bowering, Strategy and Development Manager for the Assurance Services division of SAI Global (Australia). The working party that was convened has input from a wide range of stakeholders and included certified firms, LAW9000 Course trainers, auditors and members of the QL Committee of Management.

On behalf of QL I would like to take the opportunity to congratulate you on the great work you performed

In tandem with the review of the Framework, the supporting documentation was also extensively rewritten. This task was particularly challenging as the working party set themselves the objective of using a more "plain English" style of language in order to assist with the interpretation and application of the framework in legal practice. Particular thanks to Shashi Laverick (consultant at PracticeWise and presenter of the College's LAW 9000 course) who got the ball rolling by doing the first redraft of the commentary.

New Best Practice Management Course

This project is now well advanced with the framework being revised and updated by a working party of the Committee. The plan is for the course to be a self driven learning program that individual practitioners can undertake at their own pace and which will ensure that they have a sound appreciation of the fundamentals of practice management.

The framework includes sections on Leadership, Clients, Staff, Financials, Risk and Ethics and Professional Responsibility.

It is planned to have the program released as a joint effort with the Law Society of New South Wales, Law Cover and the Office of the Legal Services Commissioner in early 2011.

SAI Global

Ms Therese Genders Business Development Manager, Assurance Services has moved on to another department of SAI Global and on behalf of the Committee I would like to table our appreciation for all the work she has put into maintaining and developing the relationship between the two organisations. Ms Inga Sadovskaia has taken over the role of Business Development Coordinator and has been very pro active in the short time in the role.

I am also pleased to report that QL and SAI Global are now working collaboratively on following up LAW9000 leads with our Administrator, Mr Steve Burke, working in the SAI Global office each month with Inga actively following up firms who are enquiring about starting the LAW9000 journey

Marketing Subcommittee

The Marketing Subcommittee has been active in reviewing our membership survey, developing a framework for building the QL brand, exploring possibilities for rebranding the Committee.

As I reported at last years meeting we are very grateful to Sue Ella Prodonovich from WHK Horwath who has provided very valuable assistance to the marketing sub-committee. Having professional input has been of great assistance and has made it possible to harness the ideas and creativity of the group.

ALPMA

We continue to work at building the relationship with ALPMA and I am pleased to advise that we are now sharing invitation lists and have welcomed may ALPMA members to our member events. It is clear that there is now a strong foundation to contribute in conjunction with ALPMA to the development of better management and quality systems in practice across Australia.

ALPMA Annual Convention

The ALPMA Annual Convention was held in Sydney this year SAI Global was a sponsor at this event as was The College of Law.

Both SAI Global and the College stands were adjacent to each other in the exhibitors venue and we able to inform al the delegates about LAW9000 and introduce people who shoed an inters to representative form firms who were already certified. Stephen Burke represented QL on the College of Law exhibitors stand.

Membership Evenings

We have held two very successful membership evenings this year covering the topics of technology and risk. The May evening looked at using technology – including social networking, to add value to practice and was presented by Andrew Perry from legalconsult. The September evening looked at new ways of thinking about the relationship between financial performance and the level of risk in practices – presented by Ted Dwyer form Dwyer Consulting.

Our final member event to follow on from the AGM will focus on how a “systems” approach to practicing and consistent processes will assist compliance with the new national regulatory framework. Our presenter for the evening will be Mr Steve Mark, NSW Legal Services Commissioner on the topic:

The focus of the presentation goes to the heart of the strategic issues surrounding systems and practice and how quality systems, such as LAW9000 can bring about better managed practices and ensure that the professional and business aspects of the firm meet regulatory expectations.

Law 9000 Promotion and training.

The LAW900 training program has continued with a steady level of enquiries and attendees. The content of the LAW9000 training course has been extensively rewritten by Shashi Laverick, working with Greg Dwyer, and I am please to report that at the recent course it was very well received. As reported last year we are still constrained insofar that it has not been possible to establish training outside of NSW and this remains a priority for our relationship with SAI to identify how this can be started.

Finances

2010 has been a difficult year financially. The general down turn in the economy has resulted in a drop of in active members and difficulty in attracting sponsorship. This, combined with the additional costs of running the membership events has result in a loss of \$2,337.

Our plans for 2011 include seeking sponsorship for each of our events and closely monitoring the uptake in LAW9000 Certification which will have a flow on effect in increasing the fees paid to QL by SAI Global.

This situation will continue to be closely managed by the Committee of Management

Support

I thank all of the members of the board for attending the various meetings and as mentioned in my report last year QL is particularly appreciative of the contribution from Neville Carter and the support from the College of Law.

On behalf of the QL Board I would also like to note our appreciation for the continuation of the PI Premium discount by LawCover and Steve Mark, Legal Services Commissioner for his advice and contribution to our member events.

The assistance provided by staff from SAI Global – in particular - Haydn Willis - National Marketing Manager - Assurance Services, Ben Bowering Strategy and Development Manager Assurance Services (Australia) and Inga Sadovskaia , Business Development Coordinator Assurance Services has been very encouraging and I would like to place our appreciation for their input on the record

I would also particularly like to Greg Dwyer for his help and attention to the business of the committee and all the members of the committee for their enthusiasm for the mission of QL and commitment to quality.

I speak on behalf of the Board and the members when I also thank Stephen Burke for his terrific organisational and management work during the year. Stephen is critical to the functioning of QL. His commitment, hard work and organisational skills are much appreciated by us all.

Patrick Fair
Chairman, QL Incorporated
1st December 2010