

# QLS Symposium 2020


























Principal partner


Day 1 | Friday 13 March 2020

8:00 am	Registration			
8:30 am	Welcome to Country			
	Welcome remarks			
8:45 am	Chief Justice's address			
9:00 am	Keynote address			
	SL ✓			
10:00 am	Morning tea			
10:30 am	Personal Injuries	Property	Family	Core
	Claim farming SL ✓	Financial literacy in property practice PM&BS ✓	Getting back on track: How to manage a serious complaint PS ✓	Ethics in action: The foundation of a sustainable practice PLE ✓
11:30 am	Year in review: Case law update SL ✓	Pick your battles: What really matters in a lease negotiation SL ✓	Family law and faraway places SL ✓ PS ✓	Low Bono—making it work in a small firm PS ✓
	12:15 pm Lunch			
1:15 pm	WorkCover update: What you need to know SL ✓	Foreign direct investment: The changing regulatory framework and what this means for your overseas investors SL ✓	Family advocacy basics PS ✓	Managing cyber risk for busy professionals PM&BS ✓
	Psychological Injury PS ✓	Year in review: Case law and legislation update SL ✓	Child support arrangements SL ✓	Are you a leader worth following? PS ✓
2:45 pm	Afternoon tea			
3:15 pm	Keeping up appearances: Perspectives from the Bench SL ✓ PS ✓	Body Corporate and Community Management Regulations update SL ✓	Year in review: Case law and legislation update SL ✓	Managing psychological risks of vicarious trauma in the legal profession PS ✓
	First Nations in conversation: Voice, treaty, truth			
4:00 pm	PS ✓			
5:00 pm	Closing remarks			
5:30 pm	Close of Symposium day one			
6:30 pm	Legal Profession Dinner and Awards			

## Day 2 | Saturday 14 March 2020

8:00 am	Registration			
	Welcome remarks			
8:30 am	Attorney General's address			
	Short break			
	Succession	Criminal	Commercial	Core
9:00 am	Over my dead body 	Year in review: Case law and legislation update 	Inquiry into franchising in Australia: Recommendations and repercussions 	Positive and profitable relationships 
9:45 am	Estate administration workshop 	Navigating Legal Aid 	Wage theft: Advising on the proper payment of entitlements 	Creating cultural change in the legal profession 
10:30 am	Morning tea			
11:00 am	What on earth does it mean? The construction of wills including self-made wills and informal wills  	Cross-examination masterclass  	Year in review: Case update 	The new business model for firms and legal departments 
11:45 am	Year in review: Case law and legislation update 	Written submissions: An underutilised tool in the criminal law toolkit 	Current issues in corporate governance and legal risk 	Lawyers as Legal Practice Directors: What you need to know for your Incorporated Legal Practice (ILP) 
12:30 pm	Lunch			
1:15 pm	Protect and respect: Speaking out against elder abuse 	Clients, cash and conflicts: In the trenches of criminal law practice 	eTrials: Perspectives from the Bar and the Bench 	How to create an innovative service culture that clients reward 
2:15 pm	Ethical Pursuit –The legal gen(i)us edition 			
3:15 pm	Closing remarks			
3:30 pm	Close of Symposium			

## Day 1 - Friday 13 March 2020

8:00 am	<b>Registration</b>
8:30 am	<b>Welcome to Country</b>
8:35 am	<p><b>Welcome remarks</b></p> <p>Welcome remarks Presenter</p> <ul style="list-style-type: none"> <li>• <a href="#">Luke Murphy</a>, President Elect 2020, Queensland Law Society; Partner, Murphy Schmidt Solicitors; Accredited Specialist (Personal Injuries) – Qld and Deputy Chair, Queensland Law Society Accident Compensation/Tort Law Committee</li> </ul>
8:45 am	<p><b>Chief Justice's address</b></p> <p>Chief Justice's address Presenter</p> <ul style="list-style-type: none"> <li>• <a href="#">The Honourable Chief Justice Catherine Holmes</a>, Supreme Court of Queensland</li> </ul> <p>Chair</p> <ul style="list-style-type: none"> <li>• <a href="#">Luke Murphy</a>, President Elect 2020, Queensland Law Society; Partner, Murphy Schmidt Solicitors; Accredited Specialist (Personal Injuries) – Qld and Deputy Chair, Queensland Law Society Accident Compensation/Tort Law Committee</li> </ul>
9:00 am	<p> <b>Keynote address</b></p> <p>Kick-start the day with an inspiring keynote address from His Honour Justice Walter Sofronoff Presenter</p> <ul style="list-style-type: none"> <li>• <a href="#">The Honourable Justice Walter Sofronoff</a>, Supreme Court of Queensland and President, Queensland Court of Appeal</li> </ul> <p>Chair</p> <ul style="list-style-type: none"> <li>• <a href="#">Luke Murphy</a>, President Elect 2020, Queensland Law Society; Partner, Murphy Schmidt Solicitors; Accredited Specialist (Personal Injuries) – Qld and Deputy Chair, Queensland Law Society Accident Compensation/Tort Law Committee</li> </ul>

### Personal Injuries

#### 11:30 am **Year in review: Case law update**



This session will review and analyse recent important decisions in personal injuries law to ensure you are up-to-date on the latest developments.

Presenters

- [Kate Denning](#), Principal, Denning Insurance Law; Accredited Specialist (Personal Injuries) – Qld
- [Travis Schultz](#), Councillor, Queensland Law Society; Principal, Travis Schultz Law; Accredited Specialist (Personal Injuries) – Qld and Member, Queensland Law Society Accident Compensation/Tort Law Committee

Chair

- **Kerryn Sampson**, Policy Solicitor, Queensland Law Society

1:15 pm **WorkCover update: What you need to know**



Sweeping changes to WorkCover have been proposed in the Workers' Compensation and Rehabilitation and Other Legislation Amendment Bill 2019 (Qld). This session will highlight some of the most significant updates relevant to coverage under the scheme.

Presenter

- [Georgina Wong](#), Special Counsel, Colin Biggers & Paisley Lawyers

Chair

- [Cameron Seymour](#), Partner, Mullins Lawyers; Accredited Specialist (Personal Injuries) – Qld and Member, Queensland Law Society Accident Compensation/Tort Law Committee

## Property

11:30 am **Pick your battles: What really matters in a lease negotiation**



Using hypothetical scenarios, this session will explore a series of clauses to highlight key lease provisions. Presenters will discuss which clauses should be negotiated from the perspectives of a landlord and a tenant.

Presenters

- **Aaron Webb**, Partner, Thynne + Macartney and Accredited Specialist (Property Law) – Qld
- [Peter Nugent](#), Partner, Holding Redlich

Chair

- **Bill Purcell**, Director, Bennett & Philp Lawyers; Accredited Specialist (Property Law) – Qld; Member, Queensland Law Society Property and Development Law Committee; Member, Queensland Law Society Ethics Committee and Queensland Law Society Senior Counsellor

1:15 pm **Foreign direct investment: The changing regulatory framework and what this means for your overseas investors**



Are you across the latest legislative and regulatory changes to adequately service your overseas clients? With increasing foreign interest (and investment) in the property development sector, there is an opportunity for practitioners to expand their practice to include overseas clients and investors. Whether you already have overseas clients or are looking to diversify your practice, this session will give you an overview of the latest regulatory changes and requirements including Foreign Investment Review Board (FIRB) and Additional Foreign Acquirer Duty (AFAD) and compliance updates.

Presenters

- **Matthew Raven**, Partner, Gadens and Chair, Queensland Law Society Property and Development Law Committee
- **Emma Murray**, Special Counsel, McCullough Robertson Lawyers

Chair

- **Wendy Devine**, Principal Policy Solicitor, Queensland Law Society

2:00 pm **Year in review: Case law and legislation update**



Join our expert presenter for a year in review for property law in Queensland. This session will examine recent key developments in property case law and legislation.

Presenter

- **Kim Teague**, Partner, Cooper Grace Ward Lawyers

Chair

- **Bill Purcell**, Director, Bennett & Philp Lawyers; Accredited Specialist (Property Law) – Qld; Member, Queensland Law Society Property and Development Law Committee; Member, Queensland Law Society Ethics Committee and Queensland Law Society Senior Counsellor

3:15 pm

### Body Corporate and Community Management Regulations update



New regulation modules have been proposed that include reforms aimed to modernise body corporate procedures, reduce body corporate costs and enhance protections for unit owners. This session will explore the scope of the changes and give practical guidance on what this will mean for your clients.

Presenter

- [Frank Higginson](#), Partner, Hynes Legal

Chair

- **To be confirmed**

## Family

10:30 am

### Getting back on track: How to manage a serious complaint



Despite best efforts, there is always a risk that your client will not be satisfied with your work. While clients may choose to raise complaints directly, they are also able to raise such issues with the Legal Services Commission for consideration. This session will guide you through some of the personal and procedural issues that you need to be prepared for in the event this occurs and will equip you with best practice in handling a complaint that escalates to a disciplinary matter.

Presenter

- [Ben Cohen](#), Managing Partner, Bartley Cohen; Accredited Specialist (Commercial Litigation) – Qld; Chair, Queensland Law Society Ethics Committee and Member, Queensland Law Society In-House Counsel Committee

Chair

- [Pippa Colman](#), Director, Pippa Colman & Associates; Accredited Specialist (Family Law) and Queensland Law Society Senior Counsellor

11:30 am

### Family law and faraway places



This session will explore some of the emerging issues of enforceability for family law orders internationally. Our presenter will highlight issues you must be aware of where international jurisdictions are, or could be, relevant to your clients. This will include advising on which jurisdiction is appropriate to commence proceedings in.

Presenter

- **Amy Sanders-Robbins**, Director, Bespoke Family Lawyers; Member, Queensland Law Society Family Law Committee and Accredited Specialist (Family Law)

Chair

- [Pippa Colman](#), Director, Pippa Colman & Associates; Accredited Specialist (Family Law) and Queensland Law Society Senior Counsellor

1:15 pm **Family advocacy basics**



As an ever-increasing share of advocacy is undertaken by solicitors, clients are looking for legal practitioners with a skill-set that includes the ability to effectively run a matter personally in court. This is especially true in the family law context. Join our expert presenters as they lead you through essential advocacy skills specific to family law practice.

Presenters

- [Ben Cohen](#), Managing Partner, Bartley Cohen; Accredited Specialist (Commercial Litigation) – Qld; Chair, Queensland Law Society Ethics Committee and Member, Queensland Law Society In-House Counsel Committee
- [The Honourable Justice Ann Ainslie-Wallace](#), Family Court of Australia, Appeal Division

Chair

- [Wendy Miller](#), Special Counsel, Damien Greer Lawyers; Queensland Law Society and Accredited Specialist (Family Law) and Queensland Law Society Senior Counsellor

2:00 pm **Child support arrangements**



This session will explore recent changes to the Binding Child Support Agreements and its implications for your clients and practice.

Presenter

- **Greg Shoebridge**, Barrister, Queensland Bar

Chair

- **To be confirmed**

3:15 pm **Year in review: Case law and legislation update**



This session will review and analyse recent important decisions and legislative changes in family law to ensure you are up-to-date on the latest developments.

Presenter

- **The Honourable Justice Colin Forrest**, Family Court of Australia

Chair

- **Wendy Devine**, Principal Policy Solicitor, Queensland Law Society

**Core**

10:30 am **Ethics in action: The foundation of a sustainable practice**

The subject of ethics can sometimes seem theoretical and remote from the practical environment of a law



firm, but in fact ethical practices can improve client experiences and outcomes, while also enhancing the firm's reputation, skill-set and profitability. This session will explore the ways ethical practices can be applied in real-world scenarios to achieve these goals.

Presenter

- [Shane Budden](#), Ethics Solicitor, QLS Ethics and Practice Centre, Queensland Law Society

Chair

- [Stafford Shepherd](#), Director, QLS Ethics and Practice Centre, Queensland Law Society

11:30 am

### Low bono—Making it work in a small firm



We hear a lot about pro bono, but in a small firm, we often can't afford to work for nothing. The low bono model offers an alternative, which can benefit your firm and provide much needed services to the 'missing middle'—people who can't get free legal assistance, but can't afford full priced legal services. This session will cover:

- what is 'low bono' work?
- who are the target clients and what's in it for them?
- what's in it for the firm?
- how to carry out limited scope of work safely, including:
  - how to limit the scope of the retainer
  - QLS guidance note: Discrete task representation, and
  - other practical hints and tips.

Presenter

- [Elizabeth Shearer](#), Deputy President Elect, Queensland Law Society; Legal Practitioner Director, Shearer Doyle; Chair, Queensland Law Society Access to Justice Pro Bono Law Committee; Member, Queensland Law Society Practice Management Course Committee; Member, Queensland Law Society Ethics Committee; Member, Queensland Law Society Professional Conduct Committee and Queensland Law Society Senior Counsellor

Chair

- [Binari de Saram](#), Legal Policy Manager, Queensland Law Society

1:15 pm

### Managing cyber risk for busy professionals



Cybersecurity is an ongoing issue and not one firms can afford to ignore. However, amidst the busy schedules and ever growing demands of clients, deadlines and expectations, practitioners often struggle to prioritise cybersecurity. This session will assist practitioners to answer key questions.

- How should a firm identify primary risks?
- Where should they start the mitigation process?
- What should be delegated and what should stay with the management team?
- What are the most vulnerable systems?

Presenters

- [David Bowles](#), Ethics Solicitor, QLS Ethics and Practice Centre, Queensland Law Society
- [Nicole Murdoch](#), Principal, Eaglegate Lawyers

Chair

- **To be confirmed**

3:15 pm

**Managing psychological risks of vicarious trauma in the legal profession**

In recent years, there has been an impressive body of research published on psychological and mental health within the Australian legal profession. The research has identified that at any one stage, one in three lawyers experience psychological distress. This is much higher than the Australian population in general. So, what is causing the high rates of psychological distress amongst the legal profession and how does vicarious trauma contribute to this? Join Bianca Seeto and Amy Towers in this workshop to explore the compelling business case for identifying and managing the psychological risks associated with exposure to vicarious trauma in the legal profession.

## Presenters

- [Bianca Seeto](#), Partner and Solicitor, FCB Workplace Law
- [Amy Towers](#), Principal Consultant, Risk Collective

## Chair

- [Kristin Ramsey](#), Practice Group Leader, HR Law and Chair, Queensland Law Society Industrial Relations Committee

12:00 am

12:00 am

12:00 am

12:00 am

12:00 am

4:00 pm

**First Nations in conversation: Voice, treaty, truth**

Take a journey through the rich First Nations history and learn how you can lead, influence and shape the development of cultural capability of the legal profession and system in Queensland.

## Panellists

- **Ruth Link**, Lawyer and Manager, Portfolio & Program Management Advisory & Indigenous Sector Practice, Ernst & Young and Member, Queensland Law Society First Nations Legal Policy Committee
- **Deanella Mack**, Oceania Cultural Safety & Empowerment Officer, Talent Team, Arrernte, Ernst & Young

## Chair

- **Anita Goon**, First Nations Legal Executive Consultant, Queensland Law Society

5:00 pm

**Closing remarks**

Closing remarks  
Presenter

- [Luke Murphy](#), President Elect 2020, Queensland Law Society; Partner, Murphy Schmidt Solicitors; Accredited Specialist (Personal Injuries) – Qld and Deputy Chair, Queensland Law



Society Accident Compensation/Tort Law Committee

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5:30 pm **Close of Symposium day one**

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6:30 pm **Legal Profession Dinner and Awards**

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## Day 2 - Saturday 14 March 2020

8:00 am	<b>Registration</b>
8:30 am	<p><b>Welcome remarks</b></p> <p>Welcome remarks Presenter</p> <ul style="list-style-type: none"> <li>• <a href="#">Luke Murphy</a>, President Elect 2020, Queensland Law Society; Partner, Murphy Schmidt Solicitors; Accredited Specialist (Personal Injuries) – Qld and Deputy Chair, Queensland Law Society Accident Compensation/Tort Law Committee</li> </ul>
8:35 am	<p><b>Attorney General's address</b></p> <p>Attorney General's address Presenter</p> <ul style="list-style-type: none"> <li>• <a href="#">The Honourable Yvette D'Ath MP</a>, Attorney-General and Minister for Justice</li> </ul> <p>Chair</p> <ul style="list-style-type: none"> <li>• <a href="#">Luke Murphy</a>, President Elect, Queensland Law Society; Partner, Murphy Schmidt Solicitors; Accredited Specialist (Personal Injuries) – Qld and Deputy Chair, Queensland Law Society Accident Compensation/Tort Law Committee</li> </ul>

### Succession

9:00 am	<p><b>Over my dead body</b></p> <p> This session will explore the legal issues around making arrangements for the remains of the deceased including tissue donations, where the identity of the proper decision maker is in dispute. Our presenter will lead you through the matters you must give consideration to when advising your clients on these issues.</p> <p>Presenter</p> <ul style="list-style-type: none"> <li>• <a href="#">Christine Smyth TEP</a>, Consultant, Robbins Watson Solicitors; Former President, Queensland Law Society; Accredited Specialist (Succession Law) – Qld; Member, Queensland Law Society Succession Law Committee; Member, Queensland Law Society Specialist Accreditation Board and Member, STEP</li> </ul> <p>Chair</p> <ul style="list-style-type: none"> <li>• <a href="#">Darlene Skennar QC</a>, Barrister, Queensland Bar</li> </ul>
9:45 am	<p><b>Estate administration workshop</b></p> <p> This session will take you through a detailed workshop case scenario, stepping you through the process from death to the completion of administration.</p> <p>Presenter</p> <ul style="list-style-type: none"> <li>• <a href="#">Angela Cornford-Scott TEP</a>, Director, Cornford-Scott Lawyers; Accredited Specialist (Succession Law) – Qld; Chair, Queensland Law Society Succession Law Specialist Accreditation Advisory Committee; Member, Queensland Law Society Succession Law Committee and</li> </ul>

Member, STEP

Chair

- **To be confirmed**

11:00 am

### **What on earth does it mean? The construction of wills including self-made wills and informal wills**



With the increase of self-made wills and informal wills going before the courts, hear from our expert about the body of law that is developing around applying the settled law as well as the day-to-day practicalities of putting all the pieces together and in making the application.

Presenter

- [Bryan Mitchell](#), Principal, Mitchells Solicitors; Accredited Specialist (Succession Law) – Qld and Member, Queensland Law Society Succession Law Committee

Chair

- **To be confirmed**

11:45 am

### **Year in review: Case law and legislation update**



This session will review and analyse recent important decisions and legislation updates in succession law to ensure you are up-to-date on the latest developments.

Presenter

- [Caite Brewer](#), Barrister, Queensland Bar and Accredited Specialist (Succession Law) – Qld

Chair

- **Hayley Stubbings**, Policy Solicitor, Queensland Law Society

1:15 pm

### **Protect and respect: Speaking out against elder abuse**



The legal profession have an important contribution to make in promoting the rights and dignity of older members of the Australian community to live free from abuse and neglect. Join our expert panel of presenters for a discussion on topical issues including end of life matters and high risk areas for financial abuse in succession law.

Panellists

- **Michele Sheehan**, Principal, enTrust Law; Principal, Sheehan & Co Solicitors; Accredited Specialist (Family Law); Accredited Specialist (Succession Law) – Qld; Chair, Queensland Law Society Succession Law Committee and Member, Queensland Law Society Specialist Accreditation Board
- [Professor Lindy Willmott](#), Professor, Faculty of Law, Queensland University of Technology
- [Brian Herd](#), Partner, Elder Law Services, CRH Law and Member, Queensland Law Society Elder Law Committee

Chair

- **Chris Herral**, Senior Associate, Mullins Lawyers; Deputy Chair, Queensland Law Society Succession Law Committee; Member, Queensland Law Society Elder Law Committee and Secretary, STEP (Qld)

## Commercial

9:45 am **Wage theft: Advising on the proper payment of entitlements**

The new wage theft laws were introduced to address ongoing and widespread failure to pay money and other employment conditions. This session will cover:

- practical considerations to avoid underpayment of employment entitlements
- what are the penalties
- lessons from high profile cases such as 7-Eleven.

Presenter

- **Dan Williams**, Partner, MinterEllison

Chair

- **Rob Stevenson**, Principal, Australian Workplace Lawyers, Accredited Specialist (Workplace Relations) – Qld; Member, Queensland Law Society Industrial Law Committee and QLS Senior Counsellor

11:00 am **Year in review: Case update**

Join our expert presenter Jeffrey Goldberger for a year in review for key contract law cases.

Presenter

- **Jeffrey Goldberger**, Special Counsel, Norton Rose Fulbright

Chair

- **Peter Mills**, Special Counsel, Thynne + McCartney and President (Qld Division), Australian Institute of Credit Management

11:45 am **Current issues in corporate governance and legal risk**

With all businesses operating in increasingly complex environments it can be challenging to stay up-to-date with the specific commercial risks facing your clients. It is imperative when drafting robust legal advice to appreciate current trends in the area of legal risk management. The session will discuss the recent development of international guidelines on managing legal risk including ISO 31022.

Presenter

- **Randal Dennings**, Lawyer and Member, Queensland Law Society Banking and Financial Services Law Committee

Chair

- **Sonya Beyers**, Director, Governance by Design and Member, Queensland Law Society Not-For-Profit Committee

1:15 pm **eTrials: Perspectives from the Bar and the Bench**

In matters that involve substantial volume of documents eTrials can offer greater efficiency within the court process. This is value you can pass directly on to your clients. Led by our esteemed presenters his Honour Justice Jackson and Michael Hodge QC, this presentation will provide an introduction to eTrials and provide guidance on matters you must be aware of when you are considering acting in an eTrial.

## Presenters

- [The Honourable Justice David Jackson](#), Supreme Court of Queensland
- [Michael Hodge QC](#), Barrister, Queensland Bar

## Chair

- [Andrew Shute](#), Partner, Carter Newell Lawyers; Chair, Queensland Law Society Litigation Rules Committee and Member, Queensland Law Society Innovation Committee

## Criminal

9:00 am **Year in review: Case law and legislation update**

This session will review and analyse recent important decisions and legislation updates in criminal law to ensure you are up-to-date on the latest developments.

## Presenter

- [Ken Mackenzie](#), Principal, Mackenzie Mitchell Solicitors and Accredited Specialist (Criminal Law) – Qld

## Chair

- [Binari De Saram](#), Legal Policy Manager, Queensland Law Society

9:45 am **Navigating Legal Aid**

A large portion of criminal law defence work in Queensland is funded by Legal Aid Queensland (LAQ). Join the Director of Grants, Louise Martin as she explores the legal aid grants system and how you can effectively navigate it.

## Presenter

- [Louise Martin](#), Director of Grants, Legal Aid Queensland

## Chair

- [Peter Delibaltas](#), Director, Criminal Law Services, Legal Aid Queensland

11:00 am **Cross-examination masterclass**

Saul Holt QC will give a seminar on cross-examination theory and techniques using case studies and examples commonly encountered in summary trials and committals.

## Presenter

- [Saul Holt QC](#), Barrister, Queensland Bar

## Chair

- [Rebecca Fogerty](#), Partner, Jasper Fogerty Lawyers; Accredited Specialist (Criminal Law) – Qld; Chair, Queensland Law Society Criminal Law Committee and Member, Queensland Law Society Criminal Law Specialist Accreditation Advisory Committee

11:45 am

**Written submissions: An underutilised tool in the criminal law toolkit**

Join his Honour Judge Dearden as he provides his insights from the Bench and discusses:

- well-defined ideas and suggestions about written advocacy skills for solicitors
- “what not to do” anecdotes
- written submissions are probably under-utilised in advocacy, but are always appreciated by the bench
- completing specialist accreditation, past courses have required participants to prepare written submissions
- s222 Appeals.

Presenter

- **His Honour Judge Ian Dearden**, District Court of Queensland

Chair

- [Rebecca Fogerty](#), Partner, Jasper Fogerty Lawyers; Accredited Specialist (Criminal Law) – Qld; Chair, Queensland Law Society Criminal Law Committee and Member, Queensland Law Society Criminal Law Specialist Accreditation Advisory Committee

1:15 pm

**Clients, cash and conflicts: In the trenches of criminal law practice**

Join a panel of senior criminal law practitioners for an engaging discussion on some of the unique challenges facing criminal law solicitors today. This panel will consider the ups and downs of life in criminal law practice. Key takeaways on the importance of walking the fine line of professional independence will appeal to practitioners in all areas of law.

Presenters

- [Bill Potts](#), President, Queensland Law Society; Director, Potts Lawyers; Member, Queensland Law Society Criminal Law Committee and Queensland Law Society Senior Counsellor
- [Lincoln Crowley QC](#), Barrister, Queensland Bar
- [Chelsea Emery](#), Principal, Chelsea Emery & Associates and Accredited Specialist (Criminal Law) – Qld
- [Rebecca Fogerty](#), Partner, Jasper Fogerty Lawyers; Accredited Specialist (Criminal Law) – Qld; Chair, Queensland Law Society Criminal Law Committee and Member, Queensland Law Society Criminal Law Specialist Accreditation Advisory Committee
- [Alan MacSporran QC](#), Chairperson, Crime and Corruption Commission Queensland
- [Dan Rogers](#), Principal, Robertson O’Gorman Solicitors; President, Caxton Community Legal Centre; Accredited Specialist (Criminal Law) – Qld and Member, Queensland Law Society Ethics Committee

Chair

- [Stafford Shepherd](#), Director, QLS Ethics and Practice Centre, Queensland Law Society

## Core

9:45 am

**Creating cultural change in the legal profession**

Join Queensland Law Society Chief Executive Officer Rolf Moses as he delivers a powerful session on creating and supporting cultural change in the legal profession.

Presenter

- [Rolf Moses](#), Chief Executive Officer, Queensland Law Society

Chair

- **Rebecca Niebler**, Organisational Culture and Support Officer, QLS Ethics and Practice Centre, Queensland Law Society

11:00 am

### The new business model for firms and legal departments



The legal landscape is changing and now, more than ever, there is a need to revisit the manner in which law firms and legal departments operate to ensure longevity in the legal profession. Join panellists across various sectors as they discuss:

- what is the current business model and why does this need to change
- the use of technology in legal practice and how this impacts who is employed and the way practitioners will work
- how existing firms and legal departments have successfully adapted to change and the tools and strategies they have used (eg. the use of data in practice and decision making).

Panellists

- [Karen Grumley](#), Head of Legal – Coal, Pacific National and Immediate Past President of Association of Corporate Counsel
- [Jemima Harris](#), Director, LOD Innovation and Member, Queensland Law Society In-House Counsel Committee
- **Richard Gardiner**, Richard Gardiner, Partner, HopgoodGanim Lawyers and Member, Queensland Law Society Innovation Committee
- **Peter Westerveld**, Former Head of Innovation, Norton Rose Fulbright and Member, Queensland Law Society Innovation Committee
- [Janelle Kerrisk](#), Director, Helix Legal; Founder of LawLancer and Member, Queensland Law Society Innovation Committee

Chair

- **Terri Mottershead**, Executive Director, Centre for Legal Innovation, College of Law and Member, Queensland Law Society Innovation Committee

11:45 am

### Lawyers as Legal Practice Directors: What you need to know for your Incorporated Legal Practice (ILP)



Incorporated Legal Practices are fast becoming the structure of choice for legal practitioners, but not all lawyers have the knowledge or experience to successfully manage a board. This session will provide the fundamentals of corporate governance for ILPs.

Presenters

- **Hugh Zillmann**, Assistant Professor, Faculty of Law, Bond University

Chair

- [Stafford Shepherd](#), Director, QLS Ethics and Practice Centre, Queensland Law Society

1:15 pm

### How to create an innovative service culture that clients reward



Join internationally recognised “CX” (client experience) expert and Chief Experience Officer with CXINLAW Carl White as he discusses how:

- the clients' experience is the single and most important differentiator for modern law firms
- to appreciate the challenges and opportunities of taking a human-centred approach to legal services
- to build a mandate among leaders and teams for service development within your practice

- to understand the four key building blocks for driving client experience innovation
- to build strategies for embedding a profitable service culture that motivates staff and 'wows' clients.

This practical session will identify analyse and discuss world-class practises in customer service and proven techniques—specific to law—that make a client's experience remarkable.

Presenter

- **Carl White**, Director and Chief Experience Officer, CXINLAW

Chair

- **To be confirmed**

12:00 am

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12:00 am

2:15 pm  
PLE 

### **Ethical Pursuit —The legal gen(i)us edition**

A professionally-developing world-first\* CPD game show for lawyers, hosted by Julian Morrow from The Chaser and The Checkout. Specifically designed to satisfy the requirements for (at least) one Professional Legal Ethics (PLE) tick, legal ethics has never been this fun...which isn't saying much. This session will be jam-packed with information about recent developments and issues in the fields of ethics and professional responsibility, unconventionally packaged in the form of a game show. The new and original format of Ethical Pursuit draws not only on Julian Morrow's experience as a lawyer (no longer practising, but never actually struck off), but also as the creator of other educational quiz formats such as "Question Time", the weekly Australian politics quiz he ran as host of Friday Drive on Radio National in 2012–13, and "The Chaser's Media Circus" on ABC TV. \* world-first claim in no way researched or verified

Presenter

- [Julian Morrow](#), Lawyer; Comedian and Co-founder of The Chaser & Giant Dwarf and Creator of The Checkout

Chair

- [Petrina Macpherson](#), Senior Associate, MinterEllison; Member, Queensland Law Society Ethics Committee and Comedian

3:15 pm

### **Closing remarks**

Closing remarks  
Presenter

- [Rolf Moses](#), Chief Executive Officer, Queensland Law Society

3:30 pm

### **Close of Symposium**

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