

SUMMARY OF

FINDINGS AND RECOMMENDATIONS

KEY FINDINGS

- Consumers of legal services are seeking value and **competition is increasing**.
- **New ways of working** are proliferating.
- Inhouse corporate lawyers are driving change, seeking **client-focussed service**, using legal technology, re-engineering work processes and monitoring costs.
- Changing cultures, consumer pressure and lower prices are driving **increased use of legal technology**.
- **New areas of work** and new roles are likely to emerge with technology.
- **Artificial intelligence** raises regulatory and ethical issues that require investigation and guidance for solicitors.
- There is an urgent need for funding for legal assistance and a role for technology and innovation to **aid access to justice**.
- The law graduate of the future needs a range of **new skills** and knowledge.
- Change can enhance **personal wellbeing** if its introduction is appropriately supported.
- A variety of emerging, **flexible work** arrangements (eg freelancing) could promote diversity.
- Connectivity and **globalisation** raise new and great opportunities and threats for lawyers. Globalisation is challenging domestic law reform.
- Innovation and changing consumer behaviour require **practical guidance** for solicitors and raise regulatory questions that require further investigation.

RECOMMENDATIONS

- **Help** solicitors share information about new ways of working.
- **Establish** a centre for legal innovation projects to research and support change.
- **Investigate** setting up an incubator for tech-enabled innovation.
- **Sponsor** an annual hackathon for community legal assistance.
- **Advocate** for appropriate funding for community legal assistance.
- **Empower** solicitors to better plan and implement change within practices.
- **Integrate** wellbeing into CPD, and change and innovation projects.
- **Promote** diversity and monitor impacts of flexible work arrangements.
- **Offer** CPD on practical topics in private international law.
- **Seek** ALRC reference on laws that affect cross-border disputes.
- **Research** efficacy of online legal documents and investigate regulating legal information.
- **Raise awareness** of the value of legal advice.
- **Draft guidance** for lawyers as entrepreneurs and businesspeople.
- **Continue supporting** solicitors and innovation by investigating how to reduce regulatory barriers.