

Click session titles to read more

Program Overview

8:00am - 8:45am | Attendee login and showcase networking (45 mins)

A virtual hub where our partners and exhibitors will showcase their innovation and technology for you to discover what you can implement and integrate into your practices right now.

8:45am - 9:00am | Opening Address (15 mins)

Juliana Warner, President, the Law Society of NSW

9:00am – 9:45am | Opening Keynote: How Legal Innovation Changes Everything About "Accessible Justice" (45 mins) Jordan Furlong, Internationally renowned legal sector analyst, author, speaker and consultant, Principal, Law 21

Stream 1: Future of Law

Issues and trends impacting today's legal profession will be debated and discussed to help pave the way now and in the future.

Sessions will cover:

- Emerging areas of law
- Emerging markets, growth opportunities and client engagement strategies
- Current and future landscape of legal service delivery
- Online dispute resolution and remote hearings
- Turning the uncertainty and disruption into an opportunity

Stream 2: Innovation in Law

Learn what's working right now for a sustainable legal profession with practical sessions, case studies and demonstrations.

Sessions will cover:

- Legal operation, client-centred design and legal process mapping
- Business of law, including marketing strategy for your ideal client, client development and competitive advantage, staff attraction and retention, and the importance of diversity.

Stream 3: The Profession

Gain personal and professional development and the capabilities to ensure the legal community thrives. Sessions will cover:

- Professional rules and ethical competencies essential for today's lawyer, including remote supervision, technological competency, matter management and effective communication
- Online advocacy and how do you build your unique online presentation style
- Preventing burnout, building resilience and the importance of mindfulness

9:45am - 11:15am (90mins)

FLIPtalks: Emerging Areas of Law

9.45am - 10.45am (60mins)

Legal Operations

Legal Operations

Part 1: Legal metrics and right resourcing

9.45am - 10.45am (60mins)

Professional Competency in the Current

Climate: Rules & Ethics Part 1: Technological Competency: data

and algorithm driven services, cyber risk and Al

11:15am – 11:30am (15mins)

Morning Tea and Virtual Showcase

11:30am - 12:30pm (60mins) **Emerging Legal Markets:** Understanding and reaching the latent market for legal services Part 1: Who are they & why don't they

11.15am - 12.15pm (60mins)

Part 2: Client-centred design

10.45am - 11.15am (30mins)

Part 3: Technology trends and implementation

10.45am - 11.45am (60mins)

Professional Competency in the Current Climate: Rules & Ethics Part 2: Matter Management & Communication

buy?

Emerging Legal Markets: latent market for legal services Part 2: New markets need new

Legal Operations

12.15pm - 1.00pm (45mins)

Lunch and Virtual Showcase

11.45am - 12.45pm (60mins)

Professional Competency in the Current Climate: Rules & Ethics Part 3: Remote supervision

12.30pm - 1.30pm (60mins)

Understanding and reaching the offerings

1.00pm - 2.00pm (60mins)

Diversity and Inclusion in Action: Recruitment, Retention and

12.45pm - 1.15pm (30mins) Online Advocacy

1:30pm - 2:00pm (30mins) **Lunch and Virtual Showcase**

The Future of Legal Service Delivery

Advancement

1.15pm - 1.45pm (30mins)

Cyber Mayday and the Day After - The Game of Chess

1.45pm - 2.15pm (30mins)

Resilience and mental wellbeing

2:00pm - 3:00pm (60mins)

Landscape: Sources of Innovation for the Legal Profession

2.00pm - 3.00pm (60mins)

I aw Differently: the six 's Time to Do steps of the Productise and Profit model

2.15pm - 3.00pm (45mins)

Afternoon Tea & Virtual Showcase

3:00pm - 4:00pm (60mins)

Future of online and remote hearings post pandemic

3.00pm - 4.00pm (45-60mins)

Digital Marketing and Business Development

3.00pm - 3.30pm (30mins)

Online Presentations: Finding Your Communication Voice & Style

3.30pm - 4.00pm (30mins)

Resilience: In conversation with Shane Fitzsimmons

4:00pm - 5:00pm | Closing Keynote: The Breakthrough Lawyer: Turning the uncertainty and disruption into an opportunity (60 mins)

Nick Abrahams, Global Co-leader, Digital Transformation Practice, Norton Rose Fulbright Australia

5:00pm - 5:15pm | Closing Address (15 mins)

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REGISTER NOW

VISIT THE FLIP CONFERENCE 2021 WEBSITE

Plenary and Stream 1: Future of Law

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9.45am – 11.15am 90mins

FLIPtalks: Emerging Areas of Law

Moderator: Juliana Warner, President, The Law Society of NSW

Strategic Foresight: Why lawyers need to think about the future and how to do it

• Dr Stefan Hajkowicz PhD, Principal Scientist in Strategy and Foresight, Data61, CSIRO

Session Synopsis: Strategic foresight is the systematic exploration of plausible future events to help you make wiser choices. In today's world, it's more important than ever before. This presentation explores concepts, tools and applications of strategic foresight that the legal profession can use to navigate change in a turbulent world.

Facial Recognition

Edward Santow, Industry Professor, Responsible Technology at the University of Technology Sydney

Session Synopsis: Facial recognition is increasingly used to make significant decisions that affect people's rights and interests in areas as diverse as banking and immigration. But should we rely so heavily on this technology? And if something goes wrong, how can we ensure there is appropriate legal accountability?

Visual & Comic Contracts

Camilla Andersen, Professor, University of Western Australia

Session Synopsis: A picture is worth a thousand words; in this session we explore how legal practitioners are beginning to apply 'design thinking' and 'graphic justice' principles to help people better understand and navigate the law. This extends particularly to legal regulations, contracts and legal information, which can be enhanced and better understood with visuals

Digital Law

Michael Bacina, Partner, Piper Alderman

Session Synopsis: Digital Law is the rapid digitisation of everything business related and the impact on the nature of legal advice. In this session we highlight how legal and digital skills can help us drive law into the digital age.

Gig Economy

Nathan Keats, Principal Lawyer, McNally Jones Staff Lawyers

Session Synopsis: An employment and industrial perspective as to how the Gig Economy disrupts competing, traditional businesses. A quick description of the Gig Economy followed by a consideration of the payments and benefits that are paid to employees compared to gig workers.

Law of Space

Her Excellency the Honourable Margaret Beazley AC QC, Governor of New South Wales

Session Synopsis: The 'final frontier', as space is known, once thought to be the exotic playground of scientists and astrophysicists, today is increasingly becoming a journey 'for all mankind' – a journey where lawyers can 'hitch a ride'. Within the realm of Space Law, one finds the intersection of international treaties, contracts, including contracts for the construction of and purchase and sale of space craft, torts, intellectual property, insurance, arbitration and more. Whatever one's legal interest, space is the place to be.

11.15am -11.30am 15mins

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11.30am – 12.30pm 60mins

Emerging Legal Markets: Understanding and reaching the latent market for legal services Part 1: Who are they & why don't they buy?

- Moderator: Jennie Pakula, Manager, Innovation & Consumer Engagement, Victorian Legal Services Board + Commissioner
- Professor Nigel J. Balmer CStat CSci, Research Director, Victoria Law Foundation
- Adjunct Associate Professor Sara Rayment, Founder & Legal Designer, Inkling Legal Design, Associate Professor University of Newcastle Law School
- Jessie Weatherley, Creative Director, Jork Consulting

Session Synopsis: In part one, 'Why Don't They Buy?' we will learn about the 'missing majority'. Eminent researcher Nigel Balmer will help us understand more about who is in the missing majority – what they do now, what they want, and what they need. Sara Rayment will help us think about how we might design services around a new cohort of consumers, and Jessie Weatherley will help us explore the 'missing link' of marketing: how to reach them and help them choose when they need your help.





12.30pm – 1.30pm

60mins

Emerging Legal Markets: Understanding and reaching the latent market for legal services Part 2: New markets need new offerings

- Moderator: Jennie Pakula, Manager, Innovation & Consumer Engagement, Victorian Legal Services Board + Commissioner
- Liz Harris, Director, Ovid Consulting, Member, Legal Services Council
- Professor Tania Sourdin, Dean and Head of School, University of Newcastle Law School
- Carly Stebbing, Founder and Principal, Resolution123 Pty Ltd
- Tomoyuki Hachigo, Co-Founder, Sprintlaw

Session Synopsis: In part two, 'New markets need new offerings', we think about how your new offering might look. Liz Harris will look at the new business structures and pricing that firms need. Tania Sourdin will take us through the apps, technology and tools to help us practice more efficiently, effectively and economic Carly Stebbing and Tomoyuki Hachigo will share with us what this journey looks like in real life.

1.30pm – 2.00pm 30mins

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Click speaker name to read bio

2.00pm – 3.00pm 60mins

2021 FLIP Stream Annual Topic

The Future of Legal Service Delivery: Sources of innovation for the legal profession

- Dr Marina Nehme, FLIP Stream Research Fellow, Associate Professor, School of Private and Commercial Law, Faculty of Law and Justice, UNSW Sydney
- Dr Felicity Bell, FLIP Stream Research Fellow, UNSW Law

Session Synopsis: The FLIP Report noted, "many new forms of law firm were emerging in NSW, indicating the early stages of a flourishing and innovative market". The legal marketplace has transformed from firms being categorised based on size, location or practice area to include 'NewLaw' practices or Alternative Legal Service Providers, such as virtual law firms, legal process outsourcers, law marketplaces, and contract and staffing services.

During this session, FLIP Stream researchers Drs Felicity Bell and Marina Nehme will identify and classify the range of business models of innovative legal service providers (LSPs) currently being used in Australian legal practice. She will identify their strategy, markets, business structure, tools, talent attraction and retention, approaches and culture used to achieve business strategy and client outcomes, and lawyer wellbeing.

What is FLIP Stream?

A strategic alliance between the Law Society of NSW and UNSW Law, FLIP Stream aims to tackle the challenges of technological change and its impact on lawyers, law and the legal system. Our organisations are meeting the challenges and opportunities presented by technology and innovation in our operating environment head-on, driven by a shared mission to help equip our members with the tools they need to confront the future with confidence and ease.

Each year the FLIP Stream undertakes research into an annual topic that will then be disseminated through to our membership.

In 2021, the FLIP Stream researchers turned their attention to: The Future of Legal Service Delivery: Sources of Innovation for the Legal Profession. **This research will be presented for first time at the FLIP Conference 2021.**

3.00pm – 4.00pm 60mins

Future of online and remote hearings post pandemic

- Moderator: Juliana Warner, President, The Law Society of NSW
- Professor Michael Legg, Director, Law Society of NSW Future of Law and Innovation in the Profession (FLIP) Stream
- The Honourable Chief Justice William Alstergren, Chief Justice, Federal Circuit and Family Court of Australia
- Anne-Marie Rice, Executive Director of Dispute Resolution, Federal Circuit and Family Court of Australia
- Sue Gilchrist, Partner and Head of Intellectual Property, Australia Herbert Smith Freehills, Board Member, Legal Aid NSW
- Laura Keily, Founder and Managing Director of Immediation, 2020 Innovator of the Year by the Womens' Barristers Association

Session Synopsis: With the onset of the COVID-19 pandemic, courts in Australia and around the world rapidly shifted to remote hearings. This session will draw on findings of the judiciary survey as undertaken during COVID-19 by the FLIP Stream at UNSW Law & Justice and reflect on the experience of remote courts and their users. It will examine the COVID-19 experience and provide guidance on a technology-enabled future court, including how technology adoption can impact open justice, procedural fairness and impartiality.

4:00pm – 5:00pm | Closing Keynote: The Breakthrough Lawyer: Turning the uncertainty and disruption into an opportunity (60 mins)

Nick Abrahams, Global Co-leader, Digital Transformation Practice, Norton Rose Fulbright Australia

Session Synopsis: The last two years have taught us that business is an aggregation of physical and digital spaces connected by tech without regard to geographic boundaries. Join Nick Abrahams—Global Head of Digital Transformation at Norton Rose Fulbright and Co-Founder of online legal success story, LawPath, —on an insightful and entertaining journey of discovery that will help you turn the uncertainty and disruption of the new business and legal world into opportunity.

In this closing Keynote you will explore:

- How the practice of law has changed and will change massively in the next five years
- the secrets of organisations that have turned adversity into success;
- proven strategies for personal innovation;
- the key tech trends you need to embrace or be crushed by; and
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9.45am – 10.45am 60mins

Legal Operations

Part 1: Legal metrics and right resourcing

- Mick Sheehy, Partner NewLaw. PwC
- Carl White, Director, CX & Legal Transformation, PwC NewLaw

Session Synopsis: Legal operations is a term used to capture human and technical resources that enhance legal practice, either within a private practice or legal department, capability to produce better, faster, more efficient, cost-effective, and risk-mitigating delivery of legal services.

In this session, Mick and Carl will explore two of the hottest topics driving change in legal operations today: Legal Metrics and Right Resourcing. This is a session for legal department and law firm practitioners to learn how metrics and right sourcing are transforming the delivery of legal services.

Mick and Carl will cover turning data into metrics and metrics into insights that tie into strategy. They will also cover how metrics and process mapping empower lawyers to optimise their functions and make more effective resourcing decisions. These disciplines are rapidly changing the legal landscape and are critical for private practice and in-house lawyers to stay on top of.

10.45am – 11.15am 30mins

Legal Operations

Part 2: Client-centred design

- Dr Felicity Bell, FLIP Stream Research Fellow, UNSW Law
- Laura Vickers, Principal, Nest Legal

Session Synopsis: Recently, we have been hearing a lot about client-centred design, user-centred design, human-centred design and design thinking, and how these ideas can be used to strengthen relationships with clients, improve internal processes and spark innovation. But what does it all mean? This presentation looks at key elements of design thinking processes, including gaining insight into client needs, generating novel ideas, and implementing solutions. Examples from legal practice are used as illustrations throughout to ensure that this session gives practical ideas for applying design thinking in your firm or organisation.

11.15am – 12.15pm 60mins

Legal Operations

Part 3: Technology trends and implementation

- Caryn Sandler, Partner + Chief Knowledge and Innovation Officer, Gilbert + Tobin
- Kim Lewis, Legal Technology and Transformation Manager, Gilbert + Tobin

Session Synopsis: The legal technology market is constantly expanding, making selection and implementation for both law firms and in-house teams difficult to navigate. This session will explore the following:

- Legal technology landscape;
- Considerations in the selection of legal technology;
- Practical tips for implementation of legal technology; and
- Key tips and tricks for working with legal technology providers.

12.15pm – 1.00pm 45mins

Lunch and Virtual Showcase Networking

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1.00pm – 2.00pm 60mins

Diversity and Inclusion in Action: Recruitment, Retention and Advancement

- Moderator: Kieran Pender, Senior Lawyer, Human Rights Law Centre

 Pagin III Kelly Head of Diversity & Jackston Harbort Cepith Freehille.
- Danielle Kelly, Head of Diversity & Inclusion, Herbert Smith Freehills

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- Dr Ben Gauntlett, Disability Discrimination Commissioner, Australian Human Rights Commission
 Meena Singh, Senior Advisor, Human Rights Law Centre

Session Synopsis: Ensuring a diverse and inclusive workplace is an increasing priority for many legal practices. Law firms and other legal organisations that promote diversity in all its forms will attract, retain and advance top talent and ensure safe and respectful work environments for all staff. Events of the past 18 months - including the Black Lives Matter movement and allegations of sexual harassment in Parliament and the High Court - have added urgency to the push for diverse and inclusive workplaces. This session will bring together a range of experts to provide guidance on how legal workplaces of all shapes and sizes can implement practical diversity and inclusion strategies.

2.00pm – 3.00pm 60mins

It's Time to Do Law Differently: the six steps of the Productise and Profit model

• Lucy Dickens, Bestselling Author, Speaker, Podcast Host and Senior Associate, Birman & Ride

Session Synopsis: When you design products for your customer's needs, sell solutions instead of time, and systemise service delivery, you will free yourself from the grunt work and build a successful business that lets you spend your time doing the work you love. This presentation will help you understand the journey to create a productised ecosystem that lets you simplify your business, escape the billable hour and do more of what you love.



3.00pm – 4.00pm 60mins

Digital Marketing and Business Development

- Jessie Weatherley, Creative Director, Jork Consulting
- Karen Finch, CEO, Legally Yours

Session Synopsis: In the first part of this session, Jessie will focus on digital marketing in the current climate and will discuss how to:

- Identify your target market,
- Understand client buying processes,
- Position your personal brand vs firm brand, and
- Build your Digital Presence and understand best practices when it comes to using digital tools.

In the second part of this session, Karen will focus on business development and discuss how to:

- Develop your business development style leaning into your authentic professional self,
- Devise an impactful business development plan that matches your authentic style,
 Select business development tools and mediums for maximum impact, and
- The rise of 'rainmakers' in progressive law firms.

4:00pm – 5:00pm | Closing Keynote: The Breakthrough Lawyer: Turning the uncertainty and disruption into an opportunity (60 mins)

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Professional Competency in the Current Climate: Rules & Ethics

Part 1: Technological Competency: data and algorithm driven services, cyber risk and Al

- Moderator: Commissioner John McKenzie, Legal Services Commissioner for NSW
- Simone Herbert-Lowe, Director, Law & Cyber
- Peter Leonard, Principal, Data Synergies Pty Limited and Professor of Practice, UNSW Business School, Consultant, Gilbert + Tobin
- Professor Michael Legg, Director, Law Society of NSW Future of Law and Innovation in the Profession (FLIP) Stream

Session Synopsis: Lawyers continue to adapt their ways of working to obtain the benefits of technological innovations and address new risks of dealing with digital data, breaches of client confidentiality, cyber threats and email-enabled fraud.

Lawyers increasingly rely upon legal tech applications, including e-discovery and document assembly tools, Albased research and decision aids, online file sharing and storage, electronic deal rooms, e-signing, e-settlement and e-lodgement. Electronic communications are now standard business practice, but this has created new opportunities for fraudsters and hackers and increased risk for practitioners managing funds held in trust.

New capabilities bring unfamiliar risks and require new competencies to identify, mitigate and manage those risks, and some areas of legal work now involve a combination of legal and technological knowledge.

What are the core technological competencies that lawyers need to address existing and emerging technological risks? How do legal, professional and fiduciary duties and professional conduct regulation address requirements for these competencies and errors and data breaches that arise in the digital age?

In this session, our panel will use practical examples from everyday practice to illustrate how to identify and address these risks and develop and maintain business processes and technological competencies compatible with lawyers' professional obligations.

10.45am – 11.45am 60mins

Professional Competency in the Current Climate: Rules & Ethics

Part 2: Matter Management & Communication

- Moderator: Dr Justine Rogers, Senior Lecturer and Deputy Director, Law Society of NSW FLIP Stream at UNSW Law
- Adjunct Associate Professor Peter Dombkins, Director, NewLaw PricewaterhouseCoopers Australia
- Craig Emery, Legal Executive, Sustainability, External Affairs & Legal, Telstra

Session Synopsis: This session will elaborate on good communication, why it is critical to successful legal practice, and how it fits into professionalism and legal ethics.

In addition, we will identify how technology, matter management and data can enable better communication with your internal and external clients. We will use some practical case scenarios and reflections to identify the role communication plays in successful matter management.

11.45am – 12.45pm 60mins

Professional Competency in the Current Climate: Rules & Ethics Part 3: Remote supervision

Part 3: Remote supervision
 Moderator: Dr Michael M

- Moderator: Dr Michael McNamara, Lecturer in Law, College of Business Government and Law, Flinders University, Author
- Katrina Johnson, General Counsel, Wisetech Global
- Susan Hill, Special Counsel, Hones Lawyers, Author, A New Lawyer's Guide to Getting it Right the First Time
- Malcolm Heath, Practice Risk Manager, Lawcover

Session Synopsis: Supervision is an important part of legal practice at all levels, and for newly admitted lawyers is a critical link between formal legal education and independent practice. Remote supervision has been thrust into the mainstream by the COVID-19 pandemic. This presents a number of challenges but also the opportunity for a systematic and structured approach to supervision. This session will explore the supervisory relationship, using technology to stay connected, well-being and risk management.

12.45pm – 1.15pm 30mins

Online Advocacy

- Sera Mirzabegian SC, Barrister, Eleven Wentworth
- Fiona Roughley, Barrister, Banco Chambers

Session Synopsis: A practical discussion of strategies that work and reflections on lessons learned. The session will particularly focus on:

- Witness preparation and procedural fairness,
- document management in small and large matters,
- platforms for communicating between lawyers and clients during court,
- engaging with the Court prior to a hearing andthe advocate's presence in a virtual courtroom.

Cv

1.15pm -

1.45pm 30mins Cyber Mayday and the Day After - The Game of Chess
 Shamane Tan, Chief Growth Officer, Privasec

Session Synopsis: Cyber Mayday and the Day After will highlight true cyber emergency stories, and tips to preparing, managing, and recovering from inevitable business disruptions. Most people do not know it and especially, no consent is given before cyber attackers strike and bring you into their game. As businesses and individuals become unwilling players in the game of chess, this keynote will reveal new perspectives and action plans for you to take control, and say checkmate.





1.45pm – 2.15pm 30mins

Resilience and mental wellbeing

Michael Bunting, Founder, The Mindful Leader

Session Synopsis: In this session, you will learn:

- What emotional exhaustion is and why you are feeling it,
- Important mental wellbeing strategies for dealing with emotional exhaustion, and
- The keys to a healthier, more effective and happier mind.

2.15pm – 3.00pm 45mins

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3.00pm – 3.30pm 30mins

Online Presentations: Finding Your Communication Voice & Style

Kim A. Page, Author, Keynote Speaker, Lecturer at The Legal Technology & Innovation Institute

Session Synopsis: Build strong presence and boost your impact through the screen during online meetings and presentations. During this session, Kim will help you to optimise your screen presence and get your message through, using voice, body language and visuality.

3.30pm – 4.00pm 30mins

Resilience: In conversation with Commissioner Shane Fitzsimmons

- Commissioner Shane Fitzsimmons AFSM, Commissioner of Resilience NSW
- Kate Allman, Associate Editor, Law Society Journal

Session Synopsis: Join *LSJ* journalist and presenter Kate Allman as she sits down for an authentic chat with the Commissioner of Resilience NSW, Shane Fitzsimmons. This live interview with the former head of the Rural Fire Service (RFS) will see Shane open up about his personal experiences of resilience and share what it means for the legal profession. The conversation will feature important lessons on mental health and leadership, learned through his current role as Commissioner of Resilience NSW, his leadership through the Black Summer of bushfires, as well as 35 years in the RFS. In the context of the COVID-19 pandemic and the ongoing challenges it presents to lawyers, this will be an important and timely session.

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Nick Abrahams, Global Co-leader, Digital Transformation Practice, Norton Rose Fulbright Australia

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