

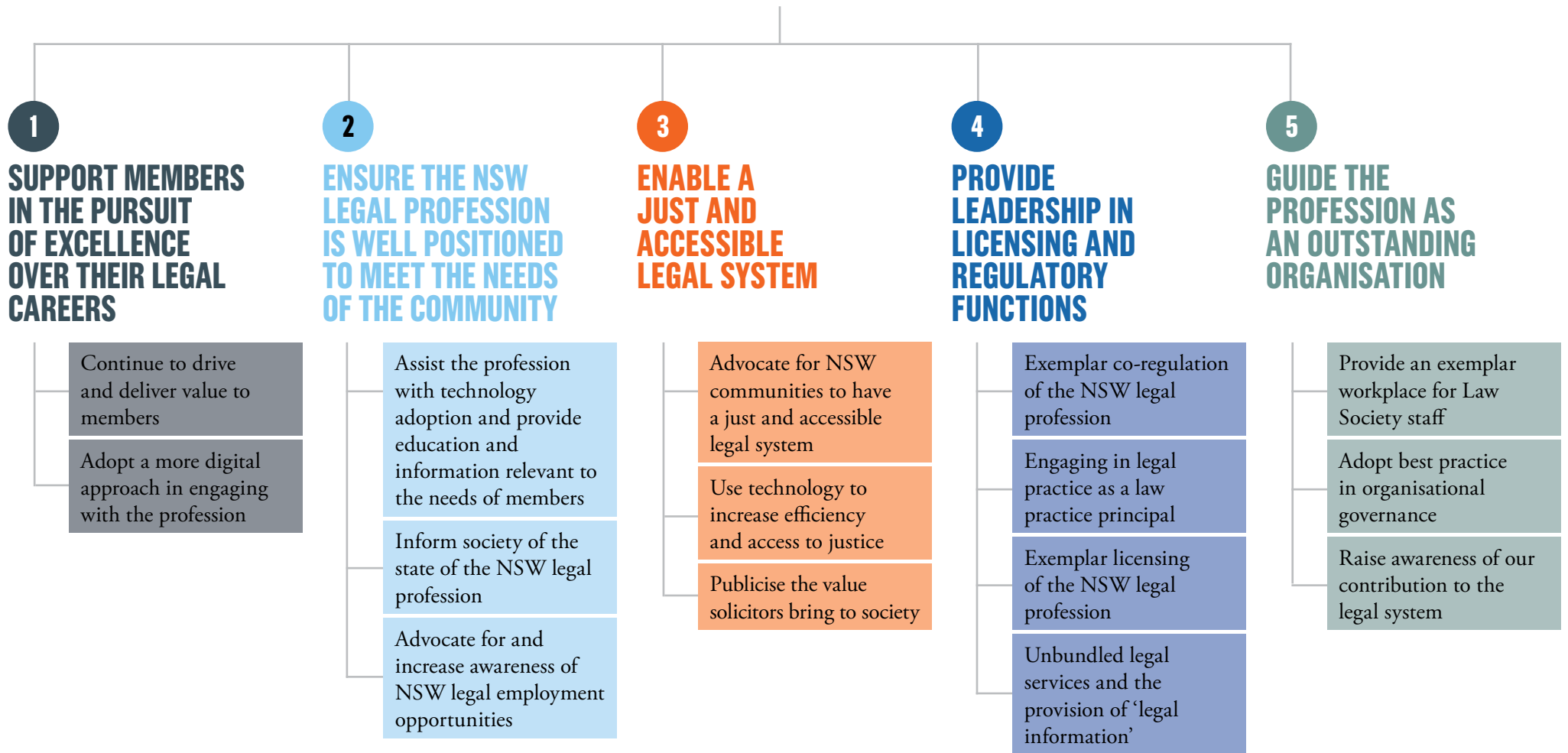
THE LAW SOCIETY OF NSW

STRATEGIC PLAN 2022–2025



THE LAW SOCIETY
OF NEW SOUTH WALES

THE LAW SOCIETY OF NSW
STRATEGIC PLAN 2022-2025



STRATEGIC PILLAR 1

SUPPORT MEMBERS IN THE PURSUIT OF EXCELLENCE OVER THEIR LEGAL CAREERS

Focus	Initiatives
<p>Continue to drive and deliver value to members</p>	Ensure all touchpoints are member-centric, taking into account the impartiality of our regulatory function
	Support member health and wellbeing
	Build a process to identify and celebrate key member milestones
	Improve early career lawyers' understanding of advocacy work
	Create a flagship annual advocacy campaign
	Create informal networking and community events
	Strengthen ties with regional Law Societies
	Establish a reward system to recognise member excellence
	Recognise and celebrate key individuals in the advocacy space
	Resource and expand on professional support lines
	Expand offering of non-legal learning and development, such as leadership, business development, resilience and wellbeing
<p>Adopt a more digital approach in engaging with the profession</p>	Create communications promoting advocacy work
	Build digital communities to promote legal discourse
	Digitise and simplify the student sign-up process
	Create customised content for member needs and wants
	Revitalise the Law Society branding, including ensuring our touchpoints, communications style, and look and feel are suitable for our members
	Digitise key processes such as membership onboarding
	Invest in new and existing digital services and engagement channels, as well as the skills to deliver them, to better serve the evolving needs of members
Introduce an annual member survey	

STRATEGIC PILLAR 2

ENSURE THE NSW LEGAL PROFESSION IS WELL POSITIONED TO MEET THE NEEDS OF THE COMMUNITY

Focus	Initiatives
<p>Assist the profession with technology adoption and provide education and information relevant to the needs of members</p>	<p>Deliver practical CPD on legal technology products which is useful to our members’ practices</p> <p>Deliver competitive CPD relevant to our members’ needs</p> <p>Explore opportunities to partner with technology organisations to deliver practical support to practitioners</p> <p>Explore opportunities to provide the legal profession with more practical support with IT and operations</p>
<p>Inform society of the state of the NSW legal profession</p>	<p>Prepare a report on the opportunities and threats the profession is facing, including the demographics and practice areas of solicitors and the needs and locations of clients</p>
<p>Advocate for and increase awareness of NSW legal employment opportunities</p>	<p>Prepare member communications promoting benefits of remote, regional and rural (RRR) legal practice</p> <p>Advertise remote, regional and rural (RRR) employment opportunities on the Law Society website</p> <p>Advocate for reform, and work with the Legal Profession Admissions Board (LPAB), to overcome the current hurdles for overseas legal professionals to qualify for practice in NSW</p>

STRATEGIC PILLAR 3

**ENABLE A
JUST AND
ACCESSIBLE
LEGAL SYSTEM**

Focus	Initiatives
<p>Advocate for NSW communities to have a just and accessible legal system</p>	<p>Engage in advocacy that enhances and defends the rule of law</p> <p>Advocate for increased judicial and court resourcing</p> <p>Advocate for justice precincts to be created in areas of population growth</p> <p>Work with educational institutions and other organisations to increase levels of diversity in the legal profession</p> <p>Educate the profession on the demographics and diversity of solicitors</p> <p>Advocate for increased funding for Legal Aid and for individuals in the 'missing middle', those who do not meet eligibility criteria for publicly funded legal services, yet lack the resources to afford a private lawyer's assistance for all or part of their legal matter</p>
<p>Use technology to increase efficiency and access to justice</p>	<p>Advocate for the positive technological changes adopted during and after the pandemic to remain</p>
<p>Publicise the value solicitors bring to society</p>	<p>Promote the value lawyers bring to the profession, society, and the economy</p>

STRATEGIC PILLAR 4

**PROVIDE
LEADERSHIP IN
LICENSING AND
REGULATORY
FUNCTIONS**

Focus	Initiatives
<p>Exemplar co-regulation of the NSW legal profession</p>	<p>Rollout Statement of Regulatory Approach, which will better serve the legal profession and those being investigated</p> <p>Continue to implement and develop further strategies to ensure serious matters are dealt with quickly, while unmeritorious complaints are handled swiftly</p> <p>Review the way the Law Society regulates trust accounts and educate the profession on best practice in operating trust accounts</p> <p>Increase membership knowledge of the work of the Professional Standards Department (PSD) and Trust Accounts Department (TAD) to build a better understanding of the regulatory focus and approach</p> <p>Prepare guidance on emerging regulatory issues and professional standards</p> <p>Continually improve the way we deliver regulatory information to the profession</p> <p>Promote and bolster support systems for solicitors undergoing a regulatory investigation, including the Professional Conduct Advisory Panel (PCAP)</p>
<p>Engaging in legal practice as a law practice principal</p>	<p>Review and update practical guidance for practitioners on the considerations and challenges of establishing a new legal practice</p> <p>Review the adequacy of current supports and regulatory controls so that solicitors who become principals are effective, compliant, and safe</p>
<p>Exemplar licensing of the NSW legal profession</p>	<p>Adopt a digital and more practitioner-focused licensing model</p>
<p>Unbundled legal services and the provision of ‘legal information’</p>	<p>Advocate for effective, proportionate regulation in this area to protect the public but also foster innovation whilst balancing the needs of individuals to have a financially accessible legal system</p> <p>Explore alternative and innovative approaches to regulation of legal service delivery in a controlled, small-scale environment and make recommendations for reform where possible and practical</p> <p>Advocate for regulatory powers to enable unqualified practice to be properly investigated</p>

STRATEGIC PILLAR 5

**GUIDE THE
PROFESSION
AS AN
OUTSTANDING
ORGANISATION**

Focus	Initiatives
<p>Provide an exemplar workplace for Law Society staff</p>	<p>Guide the profession as we come out of the pandemic with practical information on workplace issues</p>
	<p>Undertake a review to establish our position in the remuneration market</p>
	<p>Review and refresh Human Resources policies to ensure they are market leading</p>
	<p>Undertake a workforce planning project to ensure we meet the needs of the profession and membership</p>
	<p>Increase our data awareness and capabilities and move towards being a digital-first organisation</p>
	<p>Launch and implement an Indigenous Reconciliation strategy</p>
<p>Adopt best practice in organisational governance</p>	<p>Undertake a review of the size and composition of Council</p>
<p>Raise awareness of our contribution to the legal system</p>	<p>Increase awareness of the Law Society’s pro bono and advocacy work in member and public communications</p>