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The Legal Services Society surveys lawyers every three years to get their views on operations and priorities, and to ensure the society is supporting lawyers with the services and resources they need to serve legal aid clients effectively.

More than 900 lawyers take legal aid referrals. Through your hard work and dedication, LSS provides legal representation to more than 27,000 people with low incomes with criminal, family, and immigration problems each year. For this reason, it is important that LSS hears from lawyers about the society's performance.

In response to the 2010 survey, LSS introduced a number of initiatives including:

- Simplified tariffs to make billing and payments more efficient. Average payment times for the criminal tariff have improved from 15 to 13 days, from 13 to 8 days for family cases, and from 19 to 9 days for CFCSA files.
- A number of online tools such as e-billing, e-authorizations, and the Legal Aid Brief.
- More than 300 bursaries for lawyers to attend professional development conferences, published a sample retainer agreement, and produced a poverty law primer.

Key findings from the 2013 survey include:

- Overall satisfaction with LSS's support is similar to 2010 results at 62%.
- 79% of lawyers are satisfied with the payment timing of their accounts.
- 66% say LSS provides logical explanations for payment decisions.
- The majority feel that LSS staff are knowledgeable (79%) and courteous (89%).

While not specifically addressed in the survey, LSS notes that the adequacy of tariffs is an important influence on overall satisfaction rates. LSS has heard repeatedly through our lawyer satisfaction surveys and in our consultations with the bar that current tariffs do not provide appropriate compensation. LSS remains committed to supporting legal aid lawyers and is committed to securing funding that will support your work. [Read the full survey...](#)

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