



Legal Aid BC 2025 Tariff Lawyer Survey

FINAL REPORT

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BACKGROUND & OBJECTIVES



Legal Aid BC (LABC) has been surveying tariff lawyers since 2004 with the last wave of the surveying dating back to 2020.

The goal of the survey is to ensure that tariff lawyers are satisfied with their relationship with Legal Aid BC and to confirm that the organization is supporting lawyers with the level of services and resources they require to effectively engage and help clients.

The study provides Legal Aid BC with quantifiable performance measurements in areas that are set out in the organization's Service Plan and insights into how to improve its relationship with lawyers going forward.

The more specific objectives of the survey include:

- Measuring lawyers' perceptions of Legal Aid BC's performance as it pertains to working with and supporting tariff lawyers (i.e., key performance indicator performance (KPIs)).
- Measuring Legal Aid BC's performance in the areas of contracts, including determining if tariff lawyers plan to take on more, fewer or the same number of contracts in 2025.
- Obtaining feedback on rates tariff lawyers are currently charging private paying clients and on the Legal Aid BC tariff rate generally.
- Determining how lawyers feel about other Legal Aid BC priorities such as Truth and Reconciliation and Equity, Diversity and Inclusion (EDI).

Sentis Research was commissioned to conduct the 2025 Tariff Lawyer Survey. Results from historical waves have been provided for reference purposes only where possible.

APPROACH



SURVEY SAMPLE

988 Tariff Lawyers
Qualifiers: Active LABC lawyers who have taken more than 3 cases between January 30th, 2023 to January 30th, 2025.



SURVEY METHOD & LENGTH

10-minute online survey. Prize draw and email reminders used to maximize participation.



DATA COLLECTION DATES

Feb 10 to 28, 2025



MARGIN OF ERROR

Results on the total sample are accurate to $\pm 4.6\%$ (19 times out of 20).

Survey Responses

Year	Invitations Sent	Completed Surveys	Participation Rate	Margin of Error (19 times out of 20)
2025	988	316	32%	$\pm 4.6\%$

TRENDING RESULTS

The last iteration of this survey was conducted in 2020. For 2025, significant changes have been made to both the wording of questions and the sample composition. As a result, reliable comparisons to historical results cannot be made; however, they have been included, where possible, for reference purposes only.

STATISTICAL DIFFERENCES

Sub-group differences are based on comparing each sub-group against all other respondents. Note that sample size determines whether a difference is significant so smaller sub-groups and regions will require larger differences.



KEY HIGHLIGHTS

What You Need to Know





KEY TAKEAWAYS

Report Rundown

1 OVERALL LABC (KPI) PERFORMANCE (pages 9-15)

Most tariff lawyers (two-thirds) feel Legal Aid BC values their services, are satisfied with the support they receive from the organization and would recommend Legal Aid BC work to other lawyers. Among lawyers who don't hold these positive perceptions, they are just as likely (or even more likely) to hold neutral opinions rather than being outright negative. Lawyers whose practices consist of less than 25% of Legal Aid work, lawyers who live with a disability, and to a lesser extent younger lawyers, tend to be the groups who assess Legal Aid BC less positively than their counterparts.

Top suggestions for Legal Aid BC to improve its support to lawyers include having a quicker / improved authorization process and providing more training, practice resources, and mentoring.

2 OVERALL SUPPORT FOR LABC LAWYERS (pages 16-19)

Almost all tariff lawyers (92%) report that they received support from at least one Legal Aid service in the past year. Most reached out to Legal Aid Intake Staff (76%) or the Support Helpdesk (66%) and fewer reached out to a Local Agent (44%). **While all three support resources earn positive assessments from the majority of users, Local Agents are a clear stand out** - 65% of users strongly agree Local Agents are courteous and 54% strongly agree they resolved their questions satisfactorily and in a timely manner.

Just over four-in-ten (44%) lawyers report receiving help from a Legal Aid Navigator. Navigator assessments are generally positive with 61% awarding them with top marks (excellent or very good) and another 20% rating them as 'good'.



KEY TAKEAWAYS

Report Rundown

3 CONTRACTS (pages 20-29)

Tariff lawyers generally assess the various aspects of Legal Aid contracts positively; however, there is room to improve. For most aspects, one-half to two-thirds of lawyers award top marks (i.e., ratings of excellent or very good) and another 20% to 27% give ratings of 'good'. 'Good' is another way of saying it is 'ok' or 'there were no problems'. **To have lawyers continue to take on Legal Aid work and recommend this work to others, performance needs to be better than good - it needs to be very good or excellent.**

Requesting changes to contracts is one aspect that stands out as requiring some additional attention from Legal Aid BC. One-half of lawyers rate the timeliness of requesting changes to a contract as fair or poor and 37% give fair or poor ratings for the process being straightforward.

Over 80% of lawyers predict that in 2025 they will take on more (43%) or the same number (40%) of Legal Aid contracts. **The small number (14%) who predict they will take on fewer contracts say it is because the tariff rate is too low, or to a lesser degree, because they simply don't have the capacity. A higher tariff rate is also what lawyers say will encourage them to take on more Legal Aid work.**

Lawyers say that in the past year Legal Aid offered them as many contracts as they wanted (46%) or fewer than they wanted (33%). Only 17% say they were offered more contracts than they wanted. **Younger lawyers (under 30) and those whose cases are mostly in immigration law are the most likely to say they were offered fewer cases than they hoped for.**

The impact of virtual court appearances on the number of contracts lawyers are taking is mixed - 46% say they are taking more because of the virtual option while 45% say it has not had any impact. **Younger lawyers are the most apt to report that virtual court appearances have allowed them to take on more contracts, while older lawyers are the most likely to say it has not impacted them.**



KEY TAKEAWAYS

Report Rundown



4 RATES (pages 30-32)

Almost 60% of lawyers with private paying clients say they charge them different rates based on their income. This is especially the case among lawyers who mostly take on immigration law Legal Aid work. While there is no consensus regarding the rates lawyers are charging private paying clients it most commonly in the \$200 to \$400 / hour range. Among lawyers who took the opportunity to share their thoughts about the Legal Aid BC tariff rate, their number one comment is to increase the rate (66% mentioning).

5 OTHER LABC PRIORITIES (pages 33-36)

Support for Legal Aid BC's goal of embedding Truth & Reconciliation and Equity, Diversity, & Inclusion (EDI) into everything it does stands at 68% among lawyers. Those who don't support the goal are more likely to be indifferent (16%) or unsure (8%) rather than saying don't support it (8%). **Support for the goal ranges from 85% among younger lawyers (under 30) to 63% among older lawyers (over 50).**



Summary of Key Results by Lawyers' Gender-Identity & Disability Status

The following table presents key results by lawyers' gender-identity and disability status where there are significant differences between categories. Results for other gender-identities and lawyers who identify as Indigenous are not included due to small sample sizes.

			Gender-Identity			Has a Disability	
			Total	Men	Women	Yes	No
KPIs	Sample: Total		281-316	115-129	133-148	45-51	194-217
	Values my services.	% <i>Strongly agree / Agree</i>	68%	72%	68%	55%	74%
	Satisfied with support	% <i>Strongly agree / Agree</i>	62%	69%	61%	43%	69%
	Likelihood to recommend	% <i>Definitely / Probably</i>	67%	68%	70%	57%	72%
Contracts	Timeliness of receiving payment	% <i>Excellent / Very good</i>	62%	70%	58%	61%	64%
	LABC was easy to work with	% <i>Excellent / Very good</i>	52%	61%	48%	23%	61%
	Straightforward invoicing process	% <i>Excellent / Very good</i>	51%	60%	49%	33%	58%
	Lawyer portal is easy to use	% <i>Excellent / Very good</i>	50%	55%	51%	31%	57%
	Clear explanation of why requests approved / denied	% <i>Excellent / Very good</i>	48%	59%	43%	27%	54%
	Straightforward to request changes to contracts	% <i>Excellent / Very good</i>	38%	50%	33%	20%	45%
	Virtual court appearances affecting caseloads	% <i>Yes, taking more</i>	46%	53%	41%	45%	46%

- Significantly higher than other category
- Significantly lower than other category



Summary of Key Results by Lawyers' Gender-Identity & Disability Status (Cont.)

The following table presents key results by lawyers' gender-identity and disability status where there are significant differences between categories. Results for other gender-identities and lawyers who identify as Indigenous are not included due to small sample sizes.

			Gender-Identity			Has a Disability	
			Total	Men	Women	Yes	No
	Sample: Total		316	129	148	51	217
Priorities	Sentiment regarding Truth and Reconciliation and EDI Goal	% Support it	68%	64%	77%	75%	68%
	Completed any Equity, Diversity, and Inclusion training	% Yes	13%	12%	13%	29%	11%
Lawyer Support	Reached out to Lawyer Support Helpdesk	% Yes	66%	64%	70%	80%	61%
	Received help from a Navigator	% Yes	44%	57%	33%	39%	45%
	Sample: Those who used a Navigator		130	70	44	17*	94
	Helpfulness of Navigator	% Excellent / Very good	61%	70%	48%	*	63%

- Significantly higher than other category
- Significantly lower than other category

*Results not shown due to small sample size



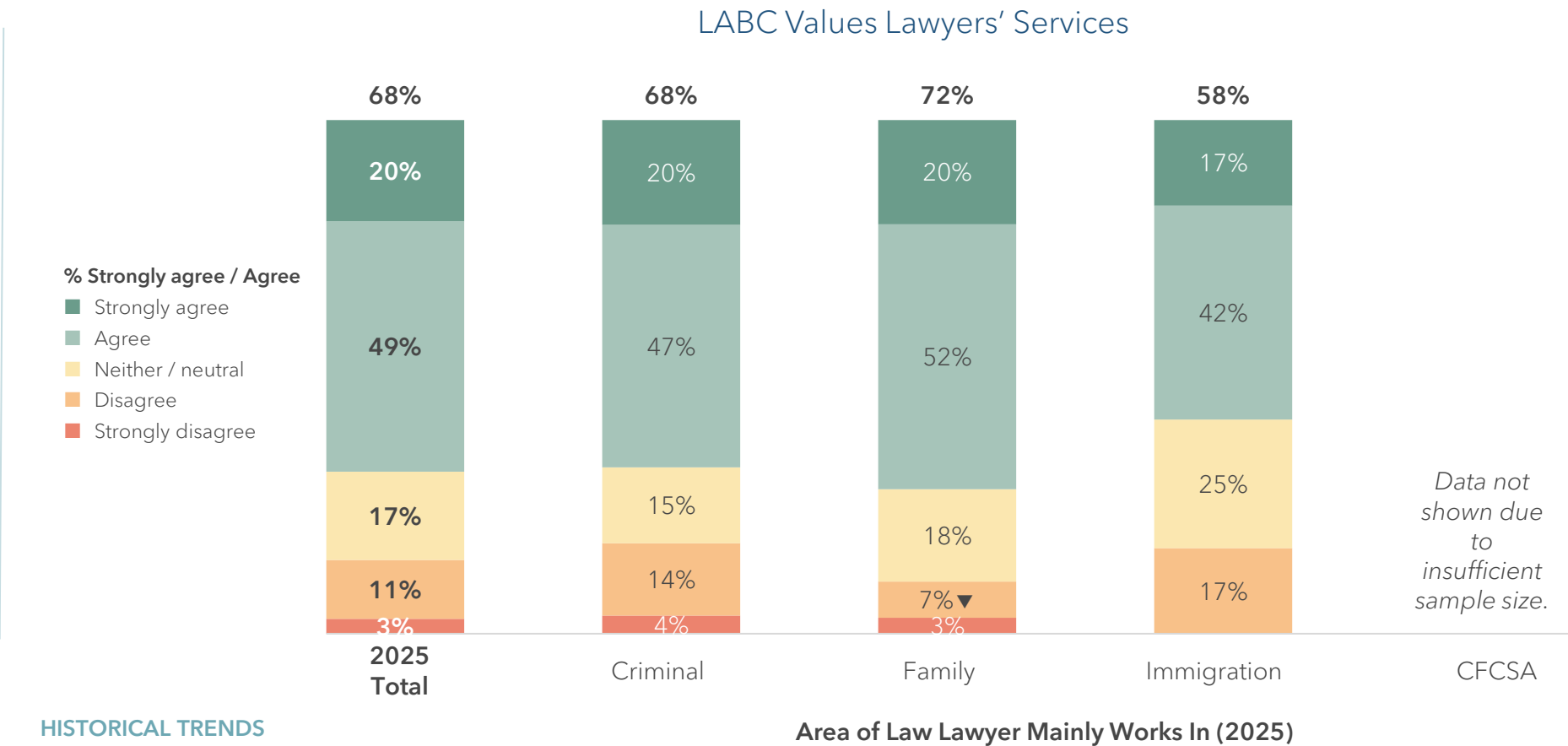
DETAILED FINDINGS | **OVERALL LABC PERFORMANCE**



Tariff lawyers agree that Legal Aid BC values their services

Two-thirds of tariff lawyers agree that Legal Aid BC values their services. Lawyers who work most often in family law are the most likely to feel Legal Aid BC values their services while those who most often work in immigration law are least apt to agree.

Lawyers whose practice is made up of less than 25% of Legal Aid work are also not as apt to agree that the organization values their services (56% versus 68% in total).



HISTORICAL TRENDS

	'20	'16	'13	'10
% Strongly agree / Agree	58%	42%	43%	47%

Question wording prior to 2025: Tariff rates aside, I feel that LSS values my services? (same scale except instead of 'neither/neutral' it was 'partly agree/partly disagree')

▲/▼ Significantly higher/lower than other subgroups

Tariff lawyers are moderately satisfied with the support they receive from Legal Aid BC



Tariff lawyers also tend to agree (62%) that they are satisfied with the level of support they receive from Legal Aid BC.

Again, lawyers whose majority of cases are in family law tend to be the most satisfied with Legal Aid BC support while those who take more immigration law cases than any other type of law tend to be the least.

% Strongly agree / Agree

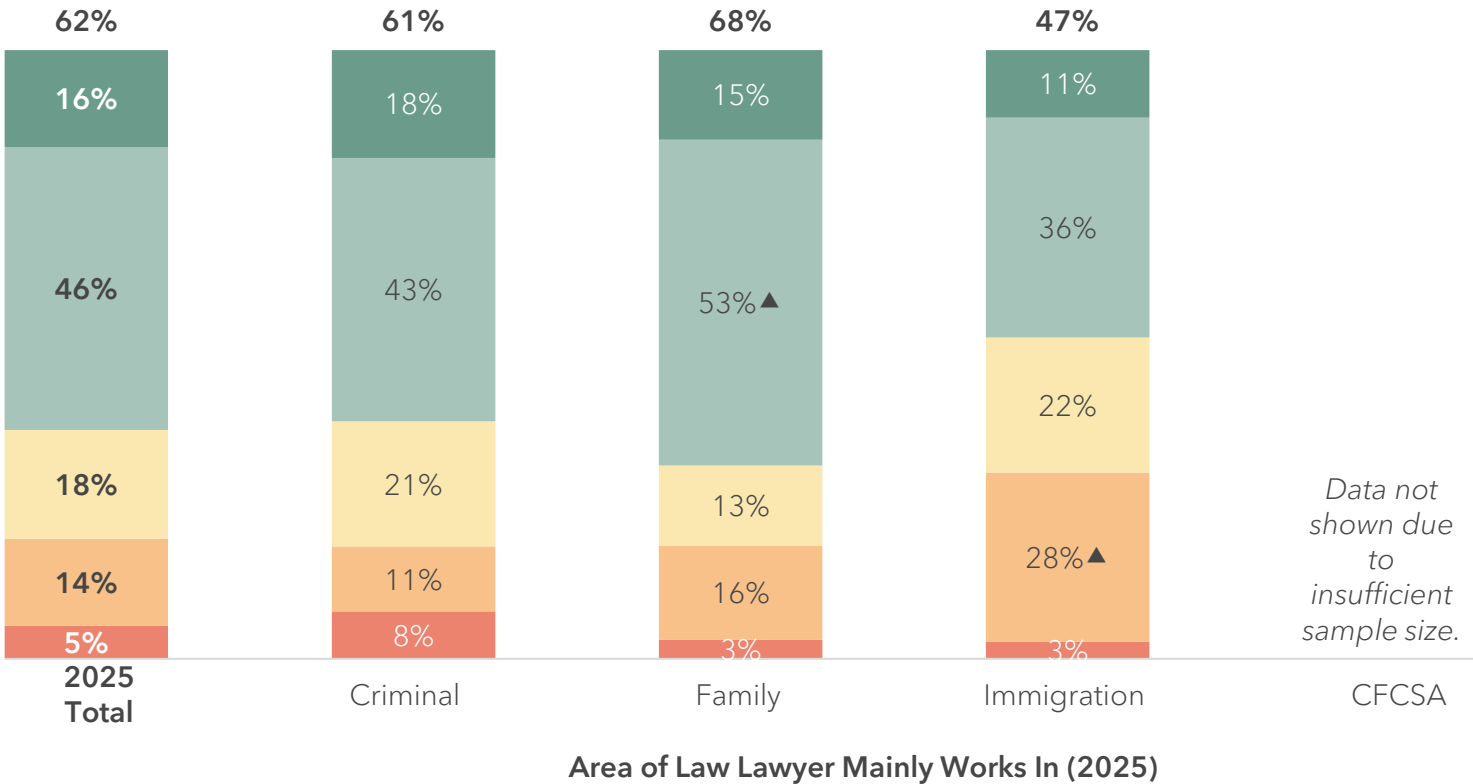
- Strongly agree
- Agree
- Neither / neutral
- Disagree
- Strongly disagree

HISTORICAL TRENDS

	'20	'16	'13	'10
% Strongly agree / Agree	75%	57%	60%	62%

Same scale except instead of 'neither/neutral' it was 'partly agree/partly disagree')

Satisfaction with the Level of Support Received from LABC





Lawyers would like a quicker / improved authorization process

When asked for the primary change that Legal Aid BC can make to improve its support of lawyers, a quicker / improved authorization process is the top suggestion.

Improving the authorization process is the top suggestion among all lawyers, regardless of how satisfied (or not) they are with the support Legal Aid BC provides.

Among lawyers who are satisfied with the support Legal Aid provides or who have neutral feelings, they also suggest providing more training, practice resources and/or mentoring. The call for more training/resources/mentoring is most pronounced among younger lawyers (under 30).

Among the small group who are not satisfied with the support provided by Legal Aid BC, they want a faster response time from staff and/or more staff at Legal Aid to speed up response times.

Top Suggestions in 2020 (Among Total Respondents)

- Timely processing of authorizations and disbursements **(12%)**
- Authorize additional hours when needed **(12%)**
- Tariff system is complicated / simplify billing **(11%)**

Suggestions for Changes LABC Could Make to Improve its Support of Lawyers

	Total
Those who are <u>satisfied</u> with the support received from LABC	175
Quicker / improved authorization process	27%
Provide training / practice resources / mentoring	14%
Streamline processes / make process easier	10%
Faster responses to demand / have more staff to meet demands	9%
Improve / have more online resources / better systems	8%
<i>No changes - happy with support</i>	10%
Those who are <u>neither satisfied nor unsatisfied</u> with the support received from LABC	55
Quicker / improved authorization process	24%
Provide training / practice resources / mentoring	20%
Faster responses to demand/ have more staff to meet demands	15%
Better communication (written/verbal)	15%
Those who are <u>not satisfied</u> with the support received from LABC	62
Quicker / improved authorization process	19%
Faster responses to demand / have more staff to meet demands	18%
Better communication (written/verbal)	16%
Streamline processes / make process easier	13%
Better support from staff / more helpful / more knowledgeable	13%

Major mentions only.
Responses from those not intending to take any contracts are excluded due to the small sample size.
A2a What is the primary change that Legal Aid BC could make to improve its overall support for you?



Two-thirds of lawyers would recommend Legal Aid BC to other lawyers as a source of work

When it comes to recommending Legal Aid work to other lawyers, two-thirds say they would recommend it, 22% might or might not recommend it, while 11% wouldn't recommend doing Legal Aid work.

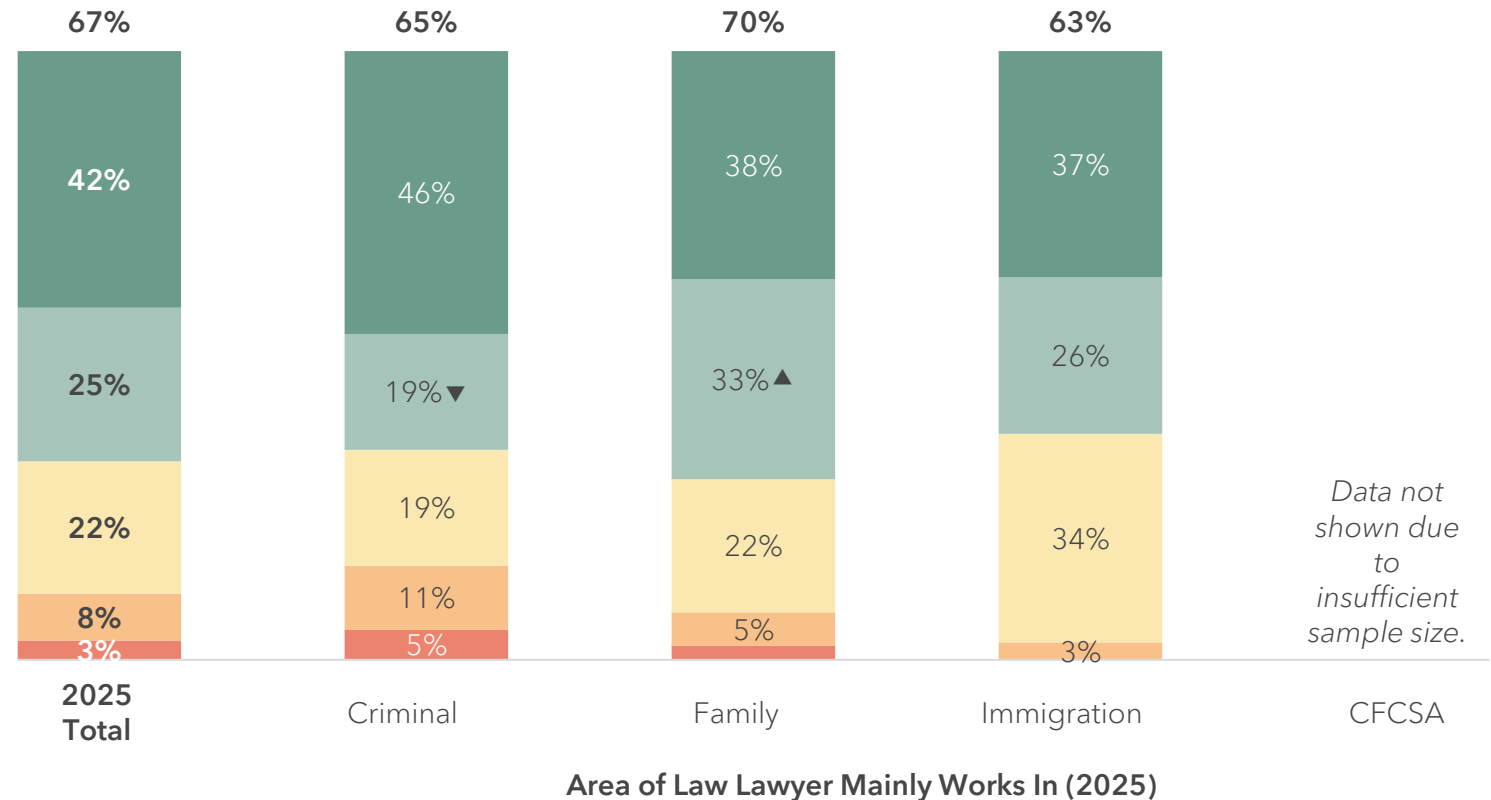
Definite intentions to recommend Legal Aid work stand at 42% in total and at 46% among those who mainly take on criminal law work, but drops to 37%-38% among lawyers who mainly take on immigration and family law work.

Somewhat predictably, the greater proportion that Legal Aid comprises of their practice, the more likely lawyers are to recommend it to others (i.e., definite intentions to recommend it range from 28% among those whose Legal Aid cases makes-up less than a quarter of their practice to 47% among those whose Legal Aid cases makes-up more than half of their practice).

% Definitely / probably

- Definitely
- Probably
- Might or might not
- Probably not
- Definitely not

Likelihood of Recommending LABC to Other Lawyers



▲/▼ Significantly higher/lower than other subgroups



Lawyers' interest in Legal Aid work is mainly based in altruism

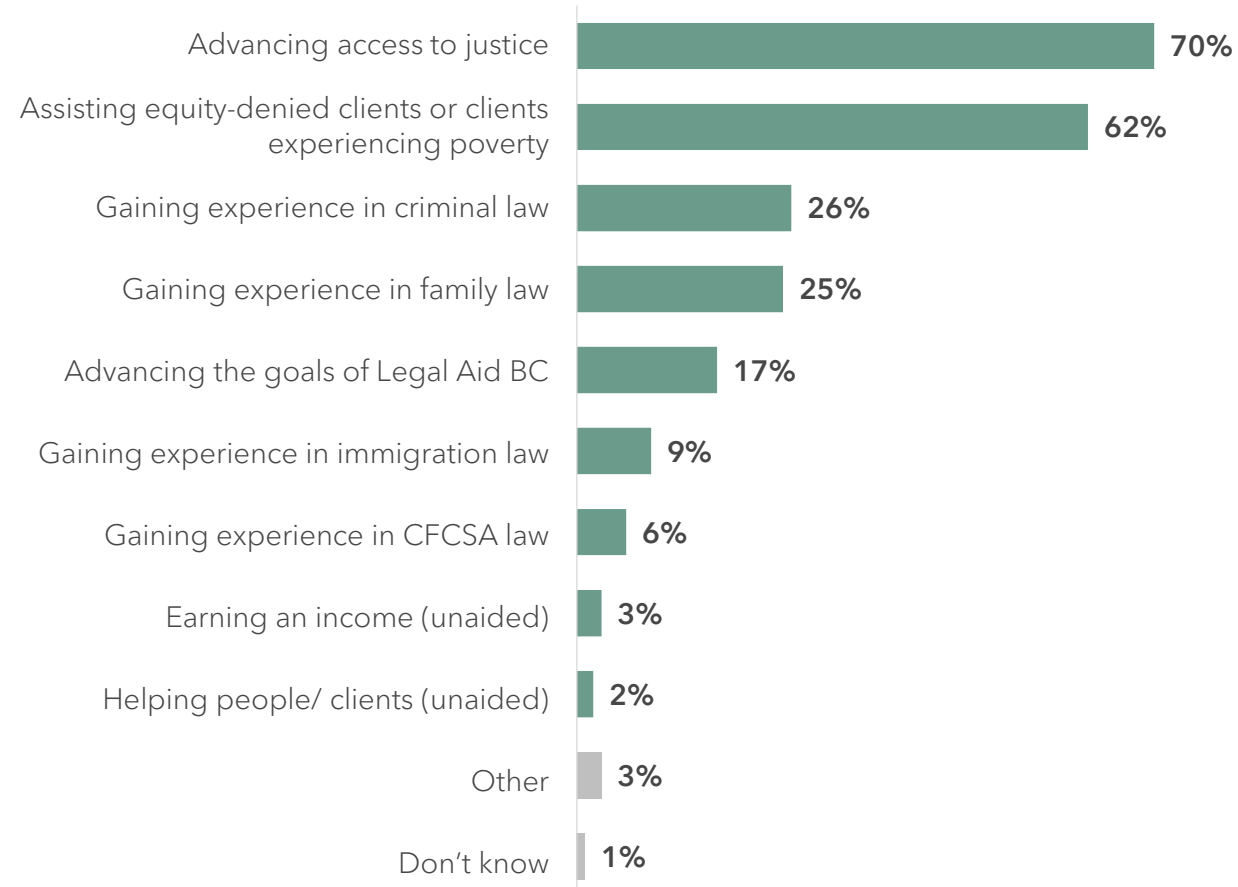
Advancing access to justice, helping equity-seeking groups, and to a lesser extent, advancing Legal Aid BC's goals are what tariff lawyers say most interests them in taking on this type of work.

Tariff lawyers are relatively less likely to say their interest in Legal Aid work stems from wanting to gain experience in a specific area of law.

Lawyers who mainly take on immigration law Legal Aid cases are especially likely to be motivated by advancing access to justice for their clients.

Lawyers whose Legal Aid work makes up more than half their practice are more likely than their counterparts who take on less Legal Aid work to say they are motivated by gaining criminal law experience.

Reasons for Interest in Legal Aid Work



Key Performance Indicators: Differences by Lawyers' Age, Gender & Disability Status



The most marked differences in tariff lawyers' perceptions of Legal Aid BC's KPIs are found among lawyers who live with a disability compared to those that don't.

Among the 25% of lawyers who live with a disability, ratings of Legal Aid BC for valuing their services (55%) and being satisfied with the level of support provided (43%) are significantly lower than lawyers who are not living with a disability. Further, the likelihood of lawyers living with a disability definitely recommending Legal Aid as a source of work to other lawyers stands at 29% compared to 47% among their counterparts.

By age, ratings of Legal Aid BC for valuing lawyers' services and supporting them improves slightly as age increases. Similarly, the likelihood of definitely recommending Legal Aid to others also increases with age.

There are no significant differences by gender identity.

Key Performance Indicators	Total	Gender Identity		Age					Disability	
		Men	Women	Under 30	30-40	41-50	51-60	Over 60	Yes	No
Sample	313-314	128-129	145-148	27*	105-106	63-64	41-42	52	51	215-217
LABC values lawyers' services (% strongly agreeing / agreeing)	68%	72%	68%	63%	70%	67%	69%	81%	55%	74%
Satisfaction with the level of support received from LABC (% strongly agreeing / agreeing)	62%	69%	61%	48%	65%	57%	69%	73%	43%	69%
Likelihood of recommending LABC as a source of work to other lawyers (% definitely)	42%	47%	44%	33%	42%	37%	49%	52%	29%	47%

■ / ■ Significantly higher / lower than other subgroups



DETAILED FINDINGS | **OVERALL SUPPORT FOR LABC LAWYERS**

Most tariff lawyers have engaged with LABC staff in the past year

In the last year, three in four tariff lawyers report engaging with LABC Intake staff. Slightly fewer report using the Support Helpdesk (66%), and even fewer report interacting with a Local Agent.

Tariff lawyers whose majority of cases are in family or immigration law are slightly more likely to engage with Intake staff than those whose majority of cases are in criminal law.

Lawyers whose practice consists of more than 50% of Legal Aid work are more likely to engage with staff than their counterparts.

LABC Individuals/Services Reached Out to & Received Support From in the Past Year

			Area of Law Lawyer Mainly Works In (2025)			
	2025 Total		Criminal	Family	Immigration	CFCSA
Sample	316		143	129	36	8*
LABC Intake Staff	<div><div></div></div> 76%	Total Contacting 92%	72%	80%	78%	Data not shown due to insufficient sample size.
Lawyer Support Helpdesk	<div><div></div></div> 66%		65%	65%	69%	
LABC Local Agent	<div><div></div></div> 44%		43%	41%	47%	
Other	<div><div></div></div> 18%		19%	15%	25%	
I haven't contacted LABC for support in the past year	<div><div></div></div> 6%	6%	7%	3%		
Don't Know	<div><div></div></div> 2%	3%	2%	0%		

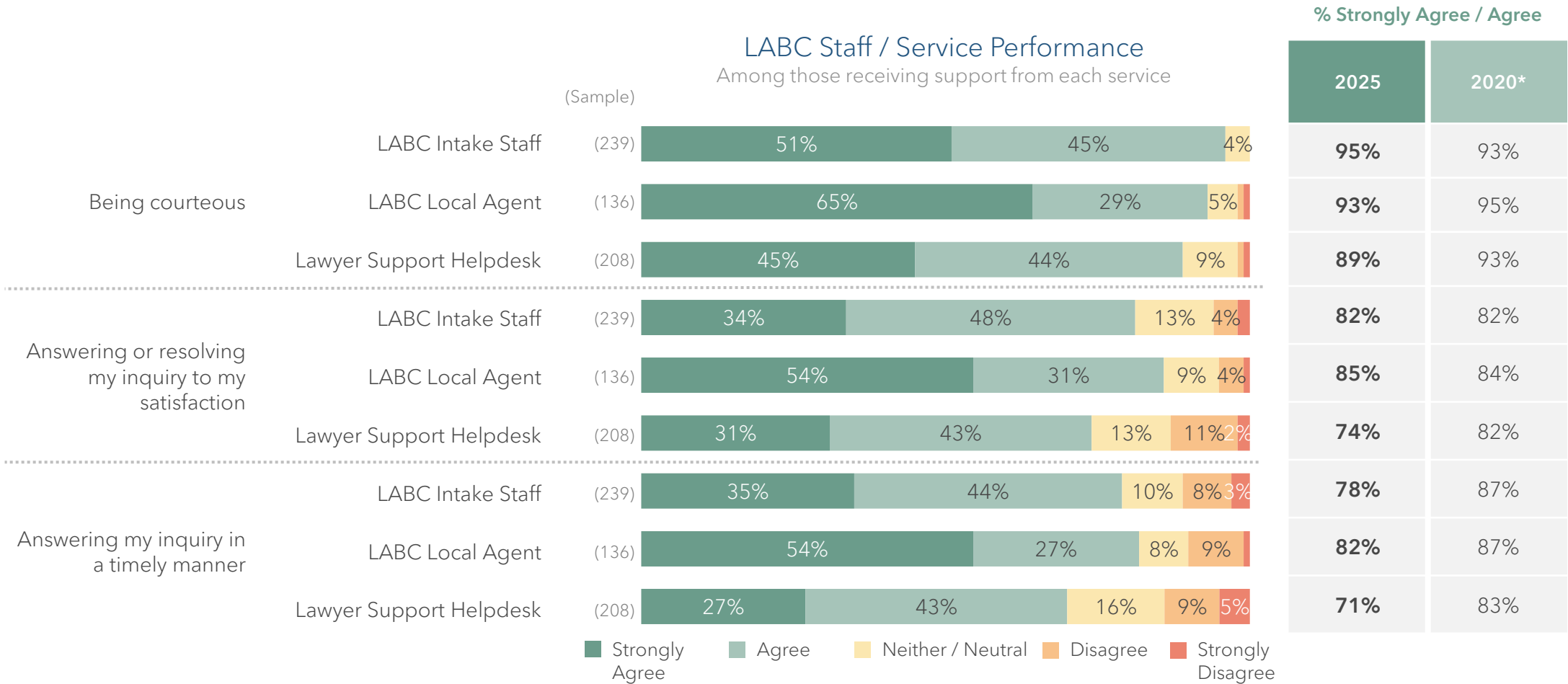
HISTORICAL TREND (2020)				
	Staff Person (Intake)	Helpdesk	Local Agent	Total Contacting
% selecting	84%	60%	44%	93%

■ / ■ Significantly higher / lower than other subgroups



Local Agents receive highly positive feedback from lawyers who use them

When it comes to being courteous, answering or resolving inquiries and doing so in a timely manner, Local Agents earn notably more positive ratings than Intake Staff and the Support Helpdesk. That said, all three support staff groups earn positive ratings from the majority of lawyers who have used them in the past year, especially when it comes to being courteous (90% or more agree that they are). Of the three performance areas, timeliness of the Support Helpdesk answering inquiries earns the least positive feedback; however, 71% still agree this group is performing well on this front.



*2020 LABC Staff and Services were listed as "LSS Staff person (e.g.: Intake)", "LSS Local Agent", and "Lawyer Support Helpdesk (e.g. invoicing)"
Sample: 2020 (153-273), 2025 (136-239)
A6. Please rate the individuals / services.



Less than half of tariff lawyers report working with a Legal Aid BC Navigator

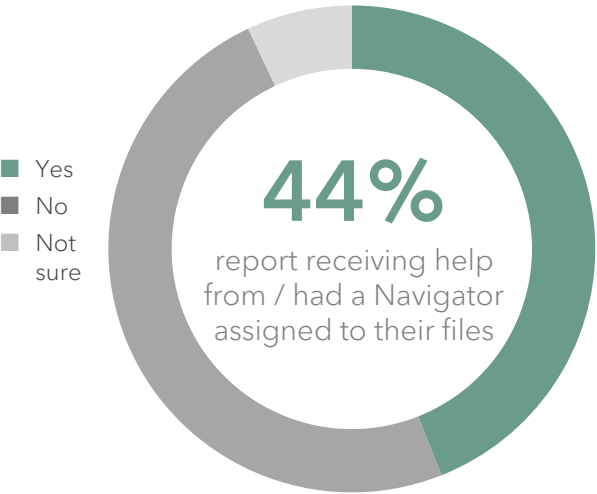
44% of tariff lawyers say they have had a Legal Aid BC Navigator assigned to at least one or more of their files.

The proportion of lawyers who have worked with a Navigator is lowest among lawyers whose majority of cases are in family law (40%) and highest among those whose majority of cases are in immigration law (50%).

Tariff lawyers with over 20 years of experience with Legal Aid and lawyers who allocate the majority of their practice—over 50%—to Legal Aid work are the most more likely to report using a Legal Aid BC Navigator (55% and 53%, respectively).

Among those who have used a Navigator, 61% rate their performance as excellent or very good and another 20% rate it as good.

Working with a Legal Aid BC Navigator

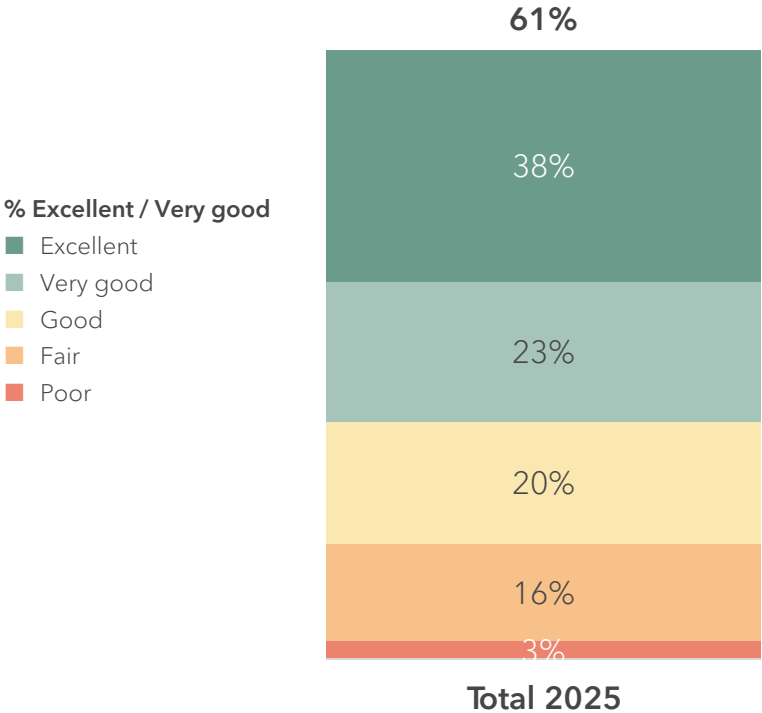


Area of Law Lawyer Mainly Works In (2025)

Criminal	Family	Immigration	CFCSA
143	129	36	8*
45%	40%	50%	Not shown due to insufficient sample size

Navigator Performance

Among those who worked with a Navigator (130)



*Caution: Small sample size (<30).
Sample: Total (316)
A7. When working with Legal Aid BC, have ever you received help from a Legal Aid Navigator or had a Navigator assigned to any of your files? / A7a. How would you assess the help Navigators have provided to you and your client(s)?



DETAILED FINDINGS | **CONTRACTS**



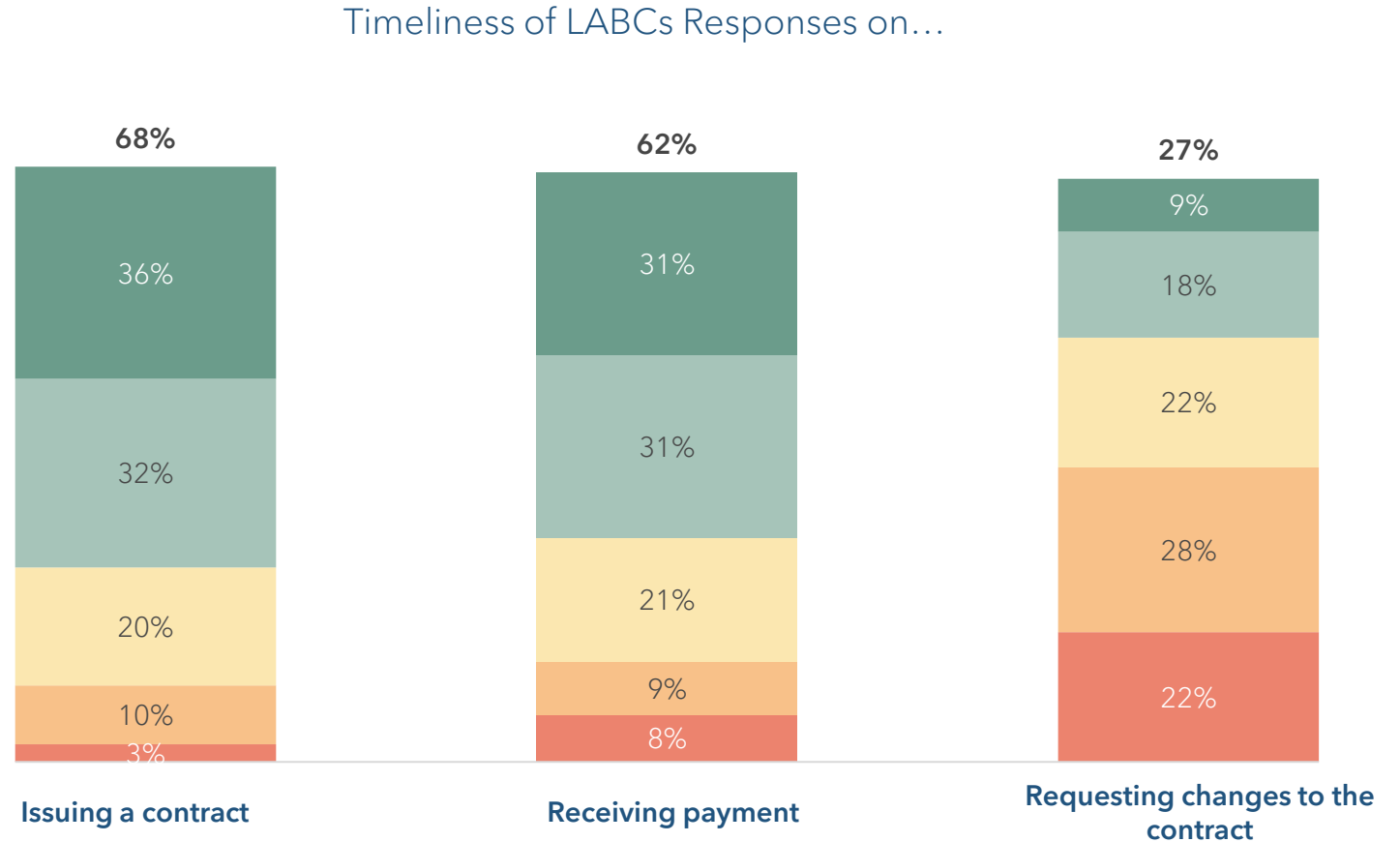
The timeliness of requesting contract changes is where lawyers see the most room for improvement

When it comes to the timeliness of Legal Aid BC's responses to lawyers, the majority give the organization top marks (i.e., excellent or very good ratings) for issuing contracts, and for receiving payments. Further, another 20% to 21% rate the organization's performance as 'good' on these two fronts.

However, the timeliness of requesting changes to contracts is an area where only 27% of lawyers award Legal Aid BC with top marks and considerably more (50%) assess its performance in this area as fair or poor.

% Excellent / Very good

- Excellent
- Very good
- Good
- Fair
- Poor



Lawyers who mainly take on immigration law cases give Legal Aid BC its least positive ‘timeliness’ ratings



Performance ratings of Legal Aid BC on the timeliness of its response to contract components are fairly similar between lawyers who take on mainly criminal law cases versus mainly family law cases.

In comparison, the smaller group of lawyers who mainly take on immigration law cases are relatively less impressed with the organization’s response time on issuing contracts and receiving payments. However, all three groups are equally critical of Legal Aid BC when it comes to the time associated with requesting contract changes.

Timeliness of LABCs Responses on...
% Excellent / Very good

	Area of Law Lawyer Mainly Works In (2025)				
	Total	Criminal	Family	Immigration	Criminal
Sample (total)	303-311	138-141	122-129	35-36	8*
Issuing a contract	68%	69%	71%	56%	Data not shown due to insufficient sample size.
Receiving payment	62%	62%	64%	53%	
Requesting changes to the contract	27%	27%	27%	31%	

■ / ■ Significantly higher / lower than other subgroups

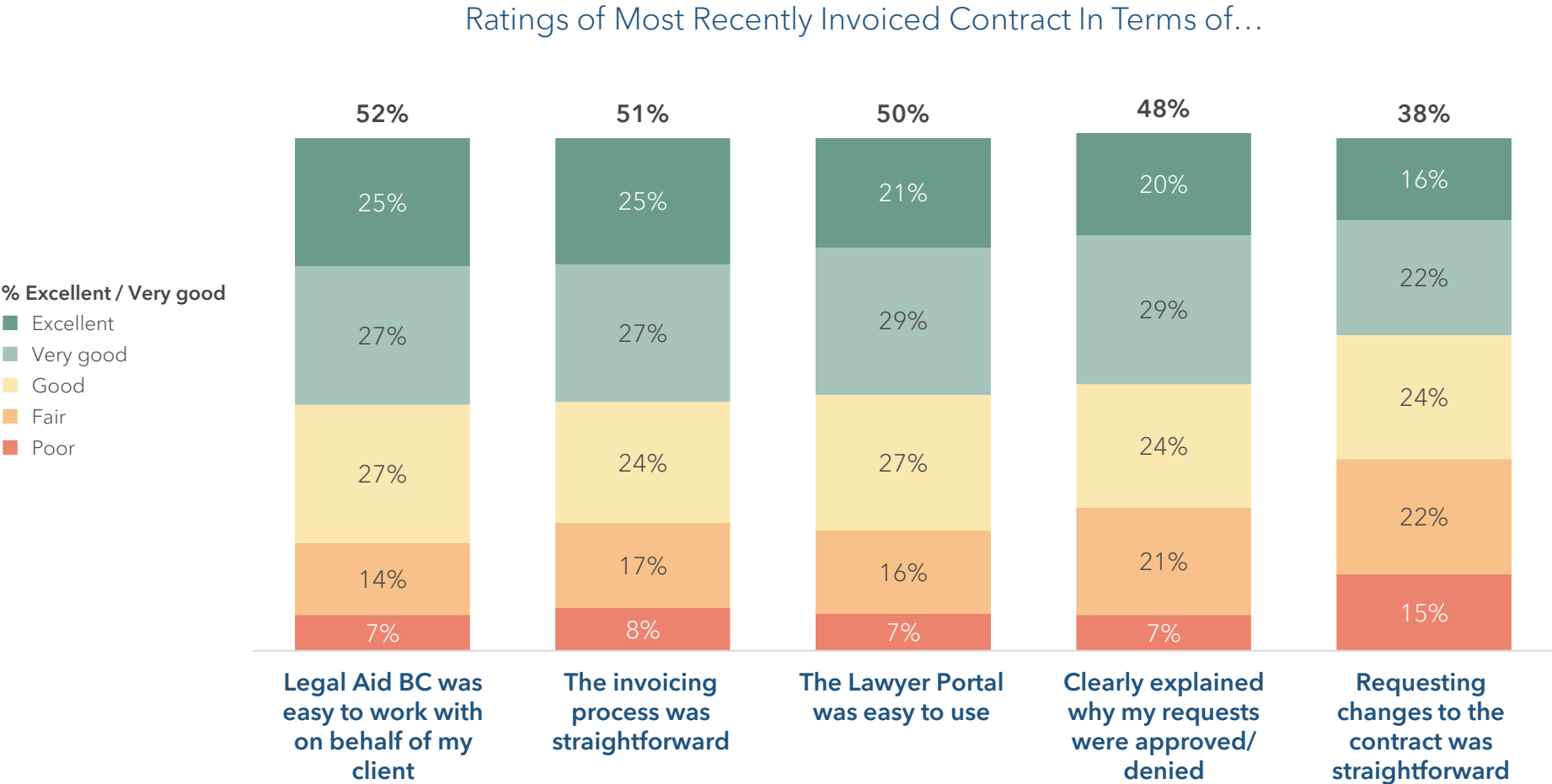
Lawyers generally give Legal Aid BC modestly positive ratings for its performance around contracts



When thinking of their last invoiced contract, half of all tariff lawyers give top marks (i.e., excellent or very good) to Legal Aid BC for: being easy to work with, the invoicing process being straightforward, the Lawyer Portal being easy to use, and for Legal Aid clearly explaining why requests were approved or denied.

Among the lawyers who didn't award top marks, they are equally likely to give Legal Aid BC ratings of good (24% to 27%) as they are to give ratings of fair or poor (21% to 28%).

The exception is requesting changes to contracts being a straightforward process. Only 38% rate Legal Aid BC's performance as excellent or very good, while just as many (37%) rate it as fair or poor.



Contract ratings are similar across the various areas of law that lawyers mainly work in



Legal Aid BC’s performance when it comes to contracts is generally rated similarly by all lawyers, despite the area of law that most of their Legal Aid works is in.

The more notable differences in contract ratings is among lawyers for whom Legal Aid work accounts for more versus less of their practice. Lawyers who say Legal Aid work accounts for less than 25% of their practice are notably less positive about the contract process. Specifically, only 31% to 37% of this group awards top marks (i.e., excellent or very good) to the various components of the contract process.

Ratings of Most Recently Invoiced Contract In Terms of...
% Excellent / Very good

	Area of Law Lawyer Mainly Works In (2025)				
	Total	Criminal	Family	Immigration	CFCSA
Sample (total)	281-316	127-143	114-129	33-36	6*-8*
Legal Aid BC was easy to work with on behalf of my client	52%	46%	57%	51%	Data not shown due to insufficient sample size
The invoicing process was straightforward	51%	50%	53%	47%	
The Lawyer Portal was easy to use	50%	47%	54%	44%	
Clearly explained why my requests were approved/ denied	48%	45%	48%	56%	
Requesting changes to the contract was straightforward	38%	34%	42%	39%	

■ / ■ Significantly higher / lower than other subgroups

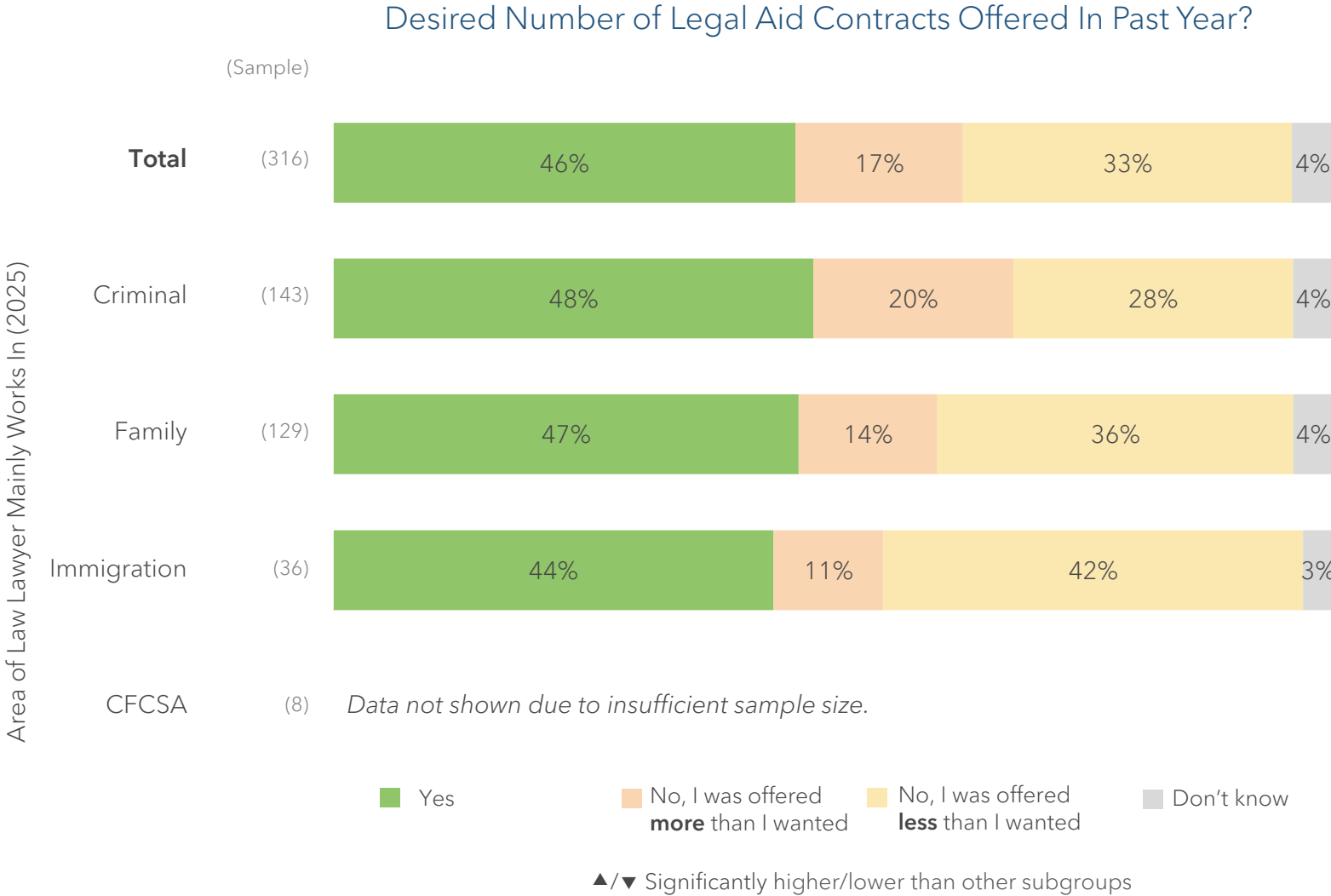


Just under half of all tariff lawyers say they were offered as many contracts as they wanted

Over the past year, 46% of tariff lawyers say that Legal Aid BC offered them as many contracts as they wanted. Another third say they didn't get as many contracts as they wanted while 17% say they were offered more contracts than they wanted.

Lawyers whose majority of cases are in immigration law are the most likely to say they were offered fewer contracts than they hoped for (42%).

Lawyers who have been representing Legal Aid clients for 20 or more years are the most likely to say they were offered as many contracts as they wanted (60%).



Most tariff lawyers predict they will take on the same amount or more contracts in 2025

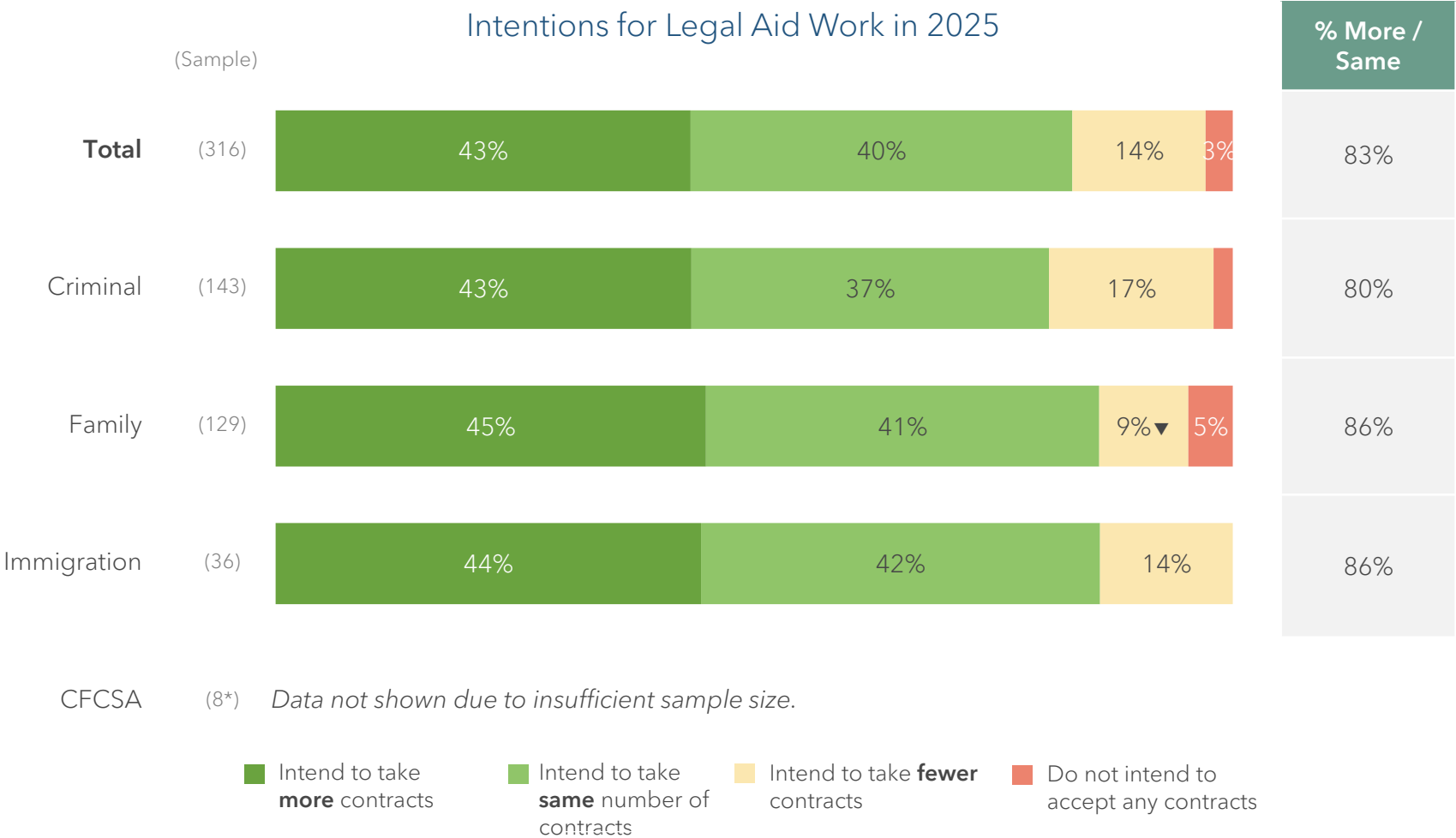


Almost equal proportions of tariff lawyers report that they will take on more (if offered) (43%) or the same number (40%) of contracts in 2025.

Lawyers who have been working with Legal Aid for the shortest period of time (less than 3 years) are the most likely to say they intend to take on more contracts in 2025 (57%).

Conversely, lawyers whose practice consists of less than one-quarter of Legal Aid work are the least likely to say they intend to take on more contracts (26%).

Area of Law Lawyer Mainly Works In (2025)



HISTORICAL TRENDS

	'20	'16	'13	'10
% More or Same	77%	67%	73%	80%

▲/▼ Significantly higher/lower than other subgroups

B4. What are your intentions for 2025? Select only one.

Greater capacity is the main reason why lawyers predict they can take on more Legal Aid work in 2025



Lawyers who intend to take on more Legal Aid work in 2025 say it is because they have greater workload capacity (36% mentioning), followed by a desire to grow their practice (18%) and/or gain more experience (17%). Lawyers for whom the majority of their Legal Aid work is in family and immigration law are more likely to say they want to gain experience.

Among the 14% of lawyers who intend on taking fewer legal contracts in 2025, they tend to say it is because they feel the tariff is too low (30%). Another 20% say they have reached capacity and 16% of this group say they are focused on increasing their private practice client base.

Reasons for a Change In Plans Regarding Legal Aid Work

		Area of Law Lawyer Mainly Works In (2025)			
	Total	Criminal	Family	Immigration	CFCSA
Intend to take <u>more</u> contracts if offered	129	56	57	15*	1*
Have more capacity / can handle more workload	36%	32%	42%	33%	Data not shown due to insufficient sample size
Trying to grow practice/ want more money/ want more work	18%	14%	18%	33%	
Gain more experience	17%	11%	23%	20%	
Received less contracts / not being offer contracts	13%	18%	9%	13%	
Want specific contracts only / only practice in a particular area of law	9%	9%	11%	0%	
Enjoy my work / like to help clients	9%	14%	5%	0%	
Intend to take <u>fewer</u> contracts	44	25*	12*	5*	2*
Tariff fee is too low/not reflective of the amount of work I put in	30%	36%	25%	20%	Data not shown due to insufficient sample size
Reach capacity / can't handle any more workload	20%	12%	33%	20%	
Increasing private practice / taking on more private clients	16%	16%	25%	0%	
Invoicing / billing issues	9%	12%	8%	0%	
Starting to retire / wanting to cut back on workload	9%	8%	0%	40%	

■ / ■ Significantly higher / lower than other subgroups

*Caution: Small sample size (<30).
Major mentions only.
Responses from those not intending to take any contracts are excluded due to the small sample size.
B4a. Why are your plans changing?

Lawyers say that increasing the tariff rate will encourage them to take on more Legal Aid work



Ways Legal Aid BC Can Encourage Lawyers to Take on More Work

Three-in-ten lawyers who intend to take on the same amount of Legal Aid contracts and four-in-ten who intend to take on fewer contracts both say that higher or better pay is what Legal Aid BC can offer to encourage them to take on more work.

Among lawyers who take on mostly family law cases and who intend to take the same number of contracts in 2025, they are more apt to say that the pay or rate needs to be higher (42% mentioning versus 31% in total).

		Area of Law Lawyer Mainly Works In (2025)			
	Total	Criminal	Family	Immigration	CFCSA
Intend to take the <u>same</u> amount of contracts	121	50	52	14*	5*
Higher / better pay	31%	22%	42%	21%	Data not shown due to insufficient sample size.
Workload is at capacity / Will take on contracts as long as capacity is reached	17%	16%	17%	14%	
Improve the billing / payment process	7%	10%	6%	0%	
Better communication	6%	6%	4%	14%	
Improve authorization process	6%	6%	4%	14%	
Increase hours	6%	6%	8%	0%	
Intend to take <u>fewer</u> contracts	44	25*	12*	5*	2*
Higher/better pay	41%	48%	42%	20%	Data not shown due to insufficient sample size.
Increase hours	14%	20%	0%	20%	
Improve authorization process	11%	16%	8%	0%	
Respond in a timely matter/ faster approval times	9%	16%	0%	0%	
Improve the billing/ payment process	9%	16%	0%	0%	

*Caution: Small sample size (<30).

Major mentions only.

Responses from those not intending to take any contracts are excluded due to the small sample size.

B4b. What can Legal Aid BC do to encourage you to take more Legal Aid contracts in 2025?

■ / ■ Significantly higher / lower than other subgroups



Lawyers are divided on whether making virtual court appearances is impacting the number of contracts they are taking

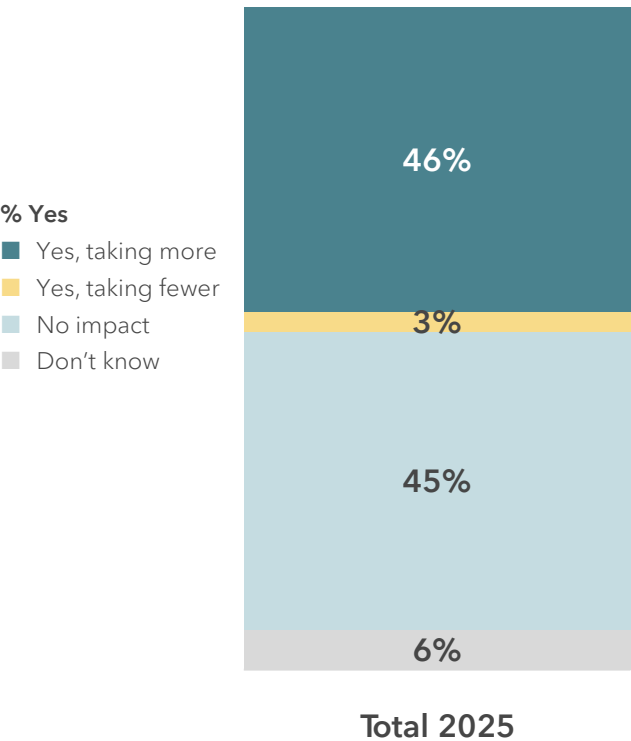
Almost one-half of lawyers (46%) say virtual court appearances is enabling them to take on more Legal Aid work, while almost the same number (45%) say it has had no impact.

Lawyers who take on mostly family law Legal Aid work are the most likely to say that virtual court appearances have enabled them to take on more contracts (56%). Conversely, lawyers who take on mostly criminal law contracts are the most apt to say it has had no impact (56%).

Age also seems to play a role with young lawyers (under 30) being the most likely to say that virtual court appearances has enabled them to take on more contracts (67%) and older lawyers (over 60) being the most likely to say it hasn't impacted them (67%).

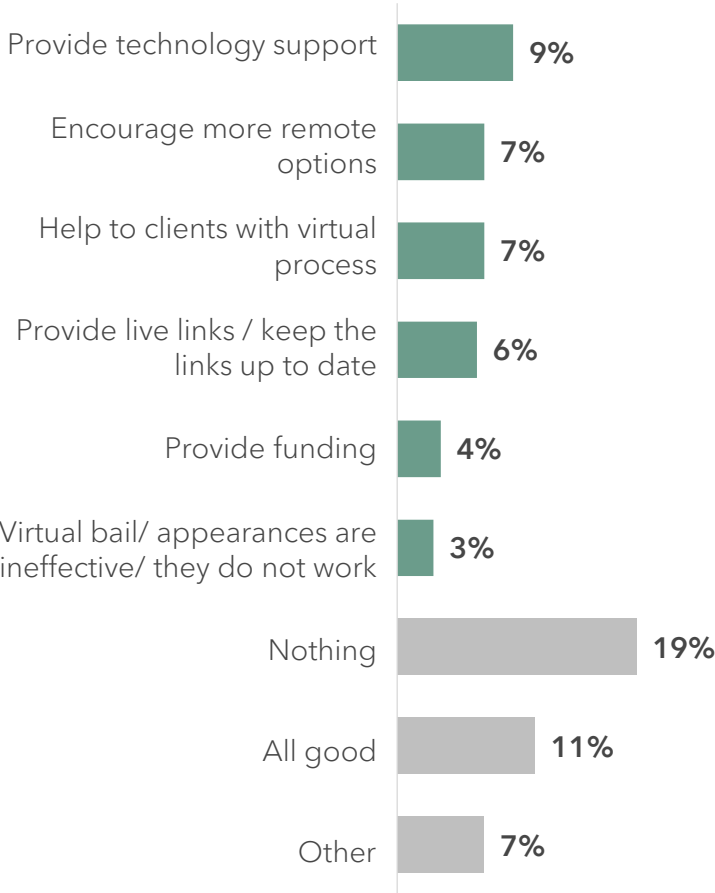
The few small suggestions for Legal Aid BC to better support virtual processes include providing more technology support and continuing to encourage remote options.

Has Making Virtual Court Appearances Impacted Number of Legal Aid Contracts Lawyers are Taking?



Ways LABC Can Better Support During the Virtual Process

Among those who left a comment (171)





DETAILED FINDINGS | **RATES**

Almost 6-in-10 lawyers with private paying clients charge different rates based on client incomes



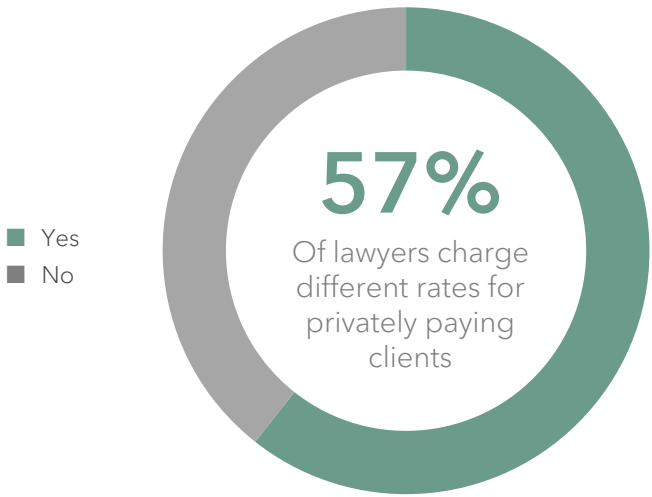
Among the 86% of lawyers who report having private paying clients, the majority (57%) report charging them different rates based on their income levels.

This is especially the case among lawyers who mostly take on immigration law cases, with 72% saying they operate this way.

The hourly rates these lawyers charge varies greatly but most often falls in the \$200 to \$400 per hour range.

Do Lawyers Charge Different Hourly Rates Depending on Income For Private Paying Clients?

Among the 86% of lawyers who have private paying clients (273)

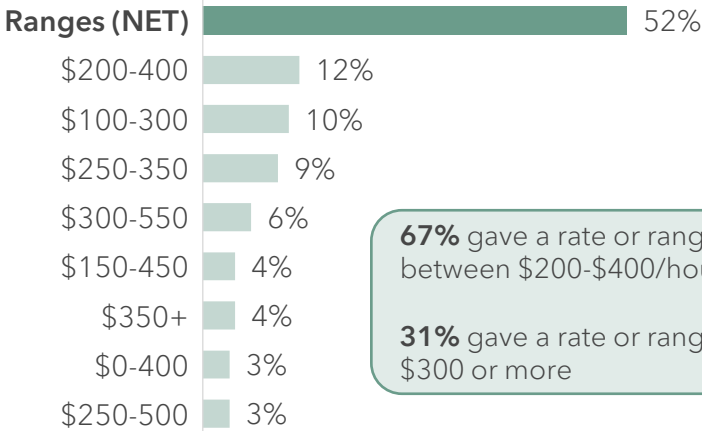


Area of Law Lawyer Mainly Works In (2025)

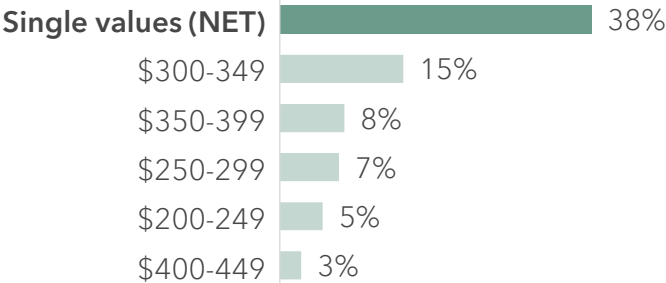
	Criminal	Family	Immigration	CFCSA
Sample	143	129	36	8*
% Yes	48%	46%	72%	Not shown due to insufficient sample size

Hourly Rates Charged

Among the 48% who charge a different hourly rate for private paying clients and left a comment (153)



67% gave a rate or range between \$200-\$400/hour
31% gave a rate or range of \$300 or more



Others (NET) 10% — Includes mentions of block rates, pro-bono, and charging more than the Legal Aid BC rate

The majority of lawyers make the predictable call for increased tariff rates



Among the almost 80% of lawyers who shared a comment about the tariff rate, most (66%) want to see an increase in the tariff rate.

No other comment accounted for more than 8%.

Additional Comments about LABC Tariff Rates

		2025
	Sample (Among those leaving a comment)	250
✗	Increase rates	66%
✗	Increase hours/ prep time	8%
✓	I am satisfied/ tariff rates are fair	5%
✗	Improve billing process/ invoices	5%
✗	Increase bail rates	3%
✗	Improve block fees	3%
✓	No/None	5%
✗	Others	5%



Showing 5 out of the 250 comments left

"I think the tariff rate is fair. However, I wish that the prep hours and disbursements were increased as I find that I typically exceed the prep hours, sometimes by very large amounts, and pay for additional interpreting for which I don't seek reimbursement, believing I should fit within limits."

"It should be increased. Market has changes and current rates did not follow that."

"I wish the tariff could be higher. I would love to focus my practice on Legal Aid only but it is challenging to do so and meet my financial targets at the same time [...]"

"I would like it to be higher, but it is much better than it used to be 10 years ago."

"I think it is very low for the amount of work required. At a six year call I can reasonably charge about 2.5 times what Legal Aid pays me when billing a private client. I understand Legal Aid can't reasonably pay me \$350 per hour, but I could not run my office on only Legal Aid files."

Showing mentions 3% and above
*When based on the total sample of lawyers responding to the survey, this unaided comment represents 79% of lawyers C2. And thinking about the Legal Aid BC tariff rate, is there anything you would like to share? Enter your comments below .



DETAILED FINDINGS | **OTHER LABC PRIORITIES**

Majority of tariff lawyers support Legal Aid BC's goal to embed Truth & Reconciliation and EDI into everything it does



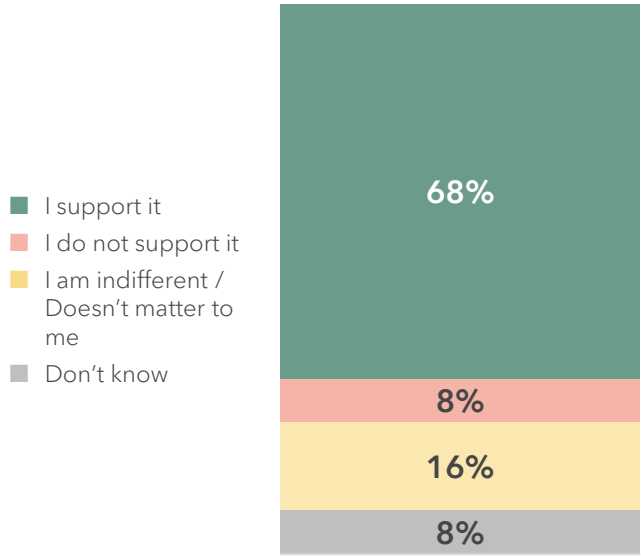
Currently, 68% of tariff lawyers support Legal Aid BC's goal to embed Truth & Reconciliation and Equity, Diversity and Inclusion (EDI) into everything it does.

Among those who do not support this goal, more are indifferent (16%) or unsure of how they feel (8%) than outright opposed (8%).

Support for this goal is stronger among women (77% vs 64% of men) and younger lawyers (77% among those 40 or younger vs 63% among those over 50).

Among lawyers who don't outright support the goal and shared a comment (23%), they say EDI initiatives shouldn't be a focus, suggesting instead that the organization's priorities should center on improving service quality for clients and enhancing access to justice.

Sentiments Regarding Legal Aid BC's Truth & Reconciliation and EDI Goal



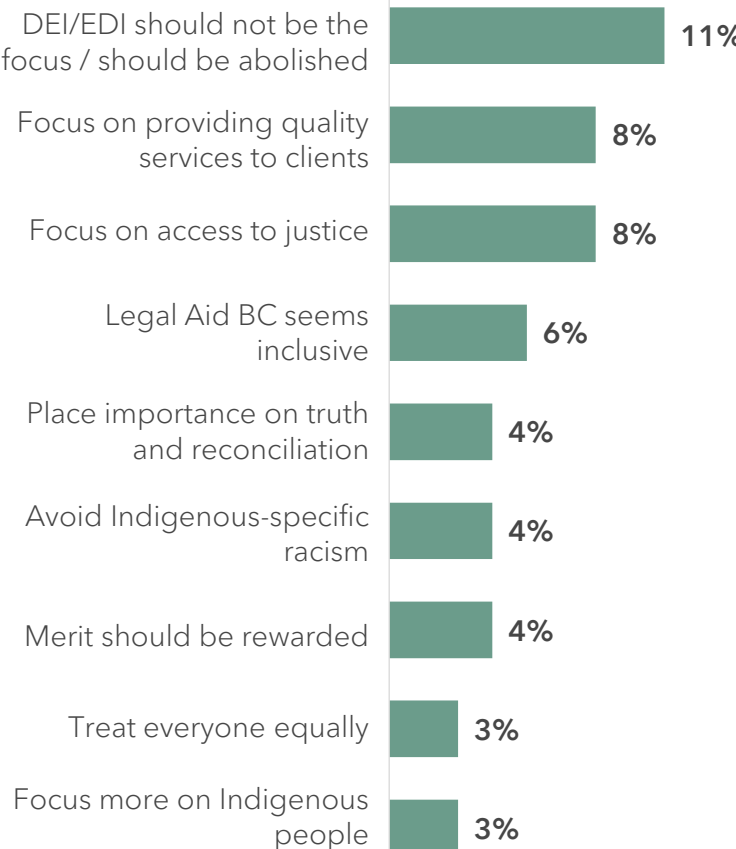
Total 2025

Area of Law Lawyer Mainly Works In (2025)

	Criminal	Family	Immigration	CFCSA
Sample	143	129	36	8*
% Support	67%	69%	64%	Not shown due to insufficient sample size.

Ways to Make Goal More Meaningful

Among those who do not support LABC's goal or are indifferent and left a comment (72)



*Caution: Small sample size (<30).
D1. Legal Aid BC's goal is to embed Truth and Reconciliation and Equity, Diversity and Inclusion (EDI) in everything that it does. How do you feel about this goal? / D1a. What can Legal Aid BC do, or do better, to help make this goal more meaningful to you?

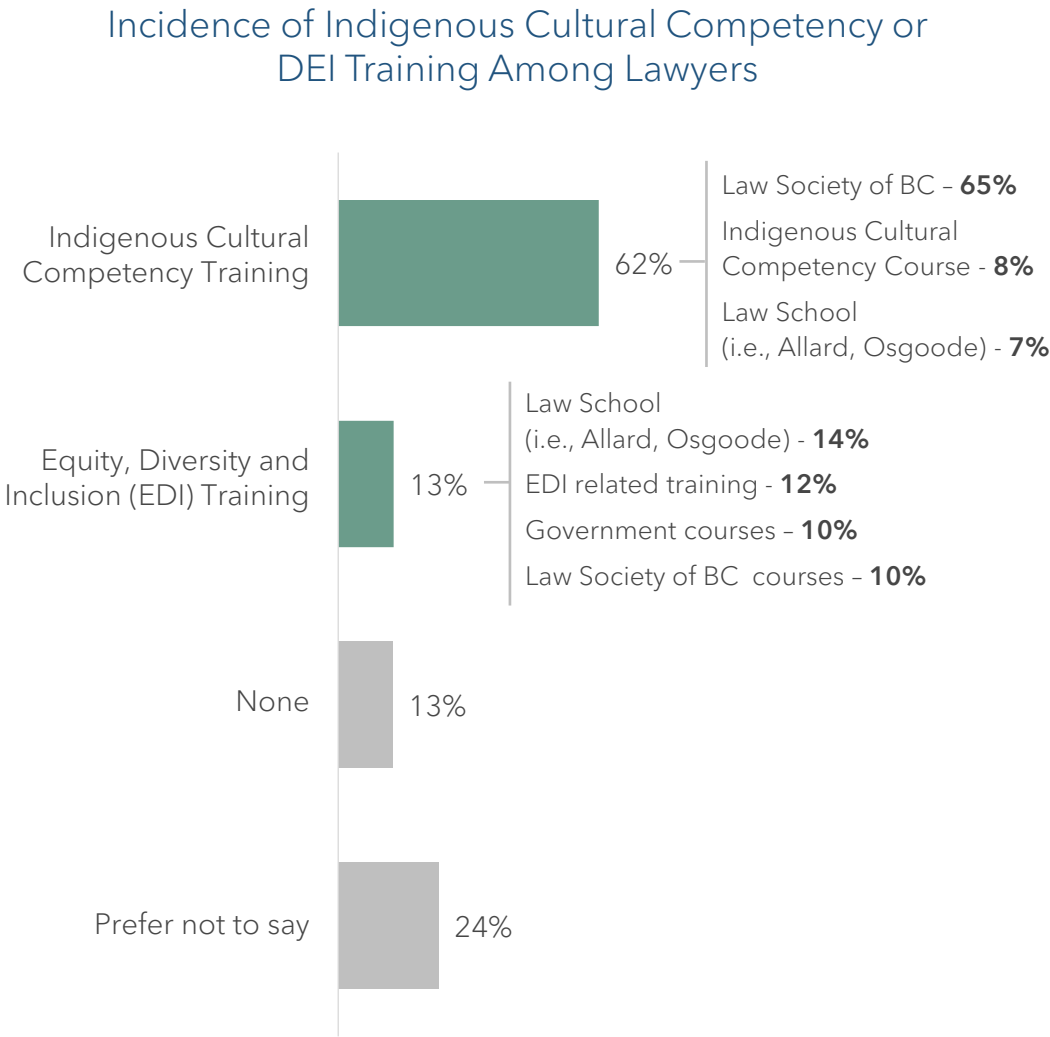
Lawyers are more likely to report engaging in Indigenous cultural competency training than EDI training

Just over 60% of lawyers report that they have completed Indigenous cultural competency training, with the majority doing so through the Law Society of BC.

EDI training is far less common, with only 13% of lawyers saying they have completed training on this subject. Among those who have, no one course or program stands out with law school courses, government courses and Law Society of BC courses all being mentioned relatively equally.

Newer tariff lawyers (i.e., those who have been representing Legal Aid clients for less than 3 years) are the least likely to have taken Indigenous cultural competency training (50%), but just as likely as all other lawyers to have taken EDI training (12%).

Top learnings implemented from the courses include a better understanding Indigenous culture and people and adopting trauma-informed practices and approaches.



*Only showing major mentions.

Sample: Total 2025 (316)

D2. Have you completed any Indigenous Cultural Competency or Equity, Diversity, and Inclusion training? Select all that apply. / D2a. Please share what learnings you have implemented into your practice based on the training you have completed?

Mentorship and training opportunities are seen as key to supporting new tariff lawyers

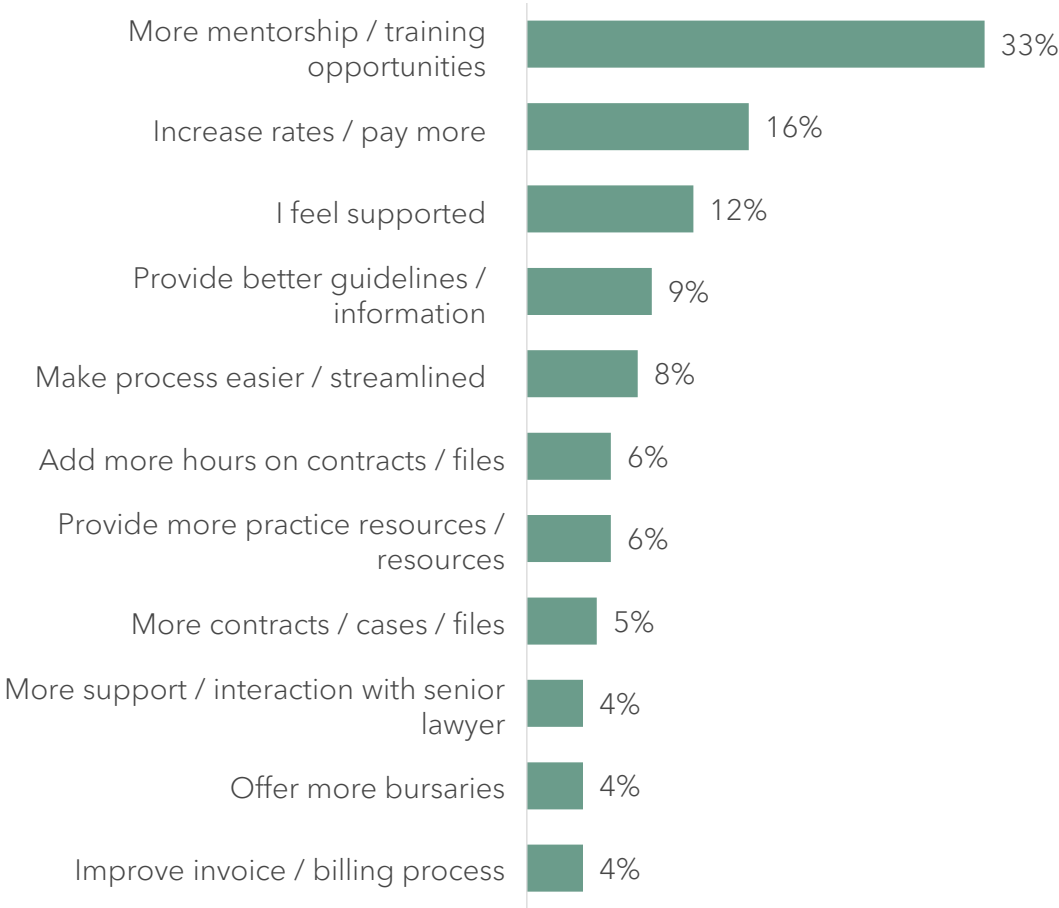


Among lawyers who are within their first five years of working with Legal Aid BC, the top suggestion they have for the organization is to provide more mentorship and training opportunities (33% mentioning).

The next most requested area of support is increasing rates and paying lawyers more.

Ways to Better Support Lawyers Who are New to LABC

Among lawyers who have worked with LABC for less than 5 year and left a comment (99)



Showing 4 out of the 99 comments left

"Offer more mentorship opportunities. Actively require senior lawyers to add newer solo lawyers to certain complex files. Solo lawyers seem much more likely to do Legal Aid work so it would be in LABC's interest to help improve their skills and comfort level with complex matters."

"Increased rates would allow us to take on fewer files, enabling better work-life balance and reducing constant stress caused by the high volume of files we currently manage due to lower rates."

"I would feel more supported with any mentorship, tips on dealing with extremely difficult clients or opposing counsel who drain your energy and spirit, and more training, courses & resources."

"Make the authorization process easier, actually provide us contracts regularly so we can grow our practice, make the tariff guide more clear."



LAWYER PROFILE



	2025
Sample	316
Area of Law of Majority of LABC Cases*	
Criminal	45%
Family	41%
Immigration	11%
CFCSA	3%
Percentage of Practice with LABC	
Less than 25%	18%
25% to 50%	16%
More than 50%	61%
Number of Years Representing LABC Clients	
Less than 5 years	40%
5-10 years	21%
16-30 years	18%
20+	17%
Member of A.L.L.	
Yes	40%
No	53%

	2025
Sample	316
Gender	
Male	41%
Female	48%
Other	3%
Age	
Less than 30 years	9%
30 to 40 years	34%
41 to 50 years	20%
51 to 60 years	13%
More than 60 years	16%
Disability	
Yes	16%
No	69%
Self-Identify as Indigenous	
First Nations	2%
Metis	2%
Inuit	0%
None of the above	89%
Prefer not to say	8%