



# 2015 RISK MANAGEMENT INTENSIVE

23 JULY, 29 JULY, 4 AUGUST

RACV CLUB, BOURKE STREET, MELBOURNE

Dilemmas, pitfalls and hazards – how to avoid them

## SEMINAR TOPICS

### PERSONAL COST ORDERS – HOW AND WHY

This session explores the impact of the *Civil Procedure Act 2010* (Vic) on personal cost orders against practitioners. It looks at how and when other parties are threatening and bringing applications for cost orders as well as when the cost order is initiated from the bench.

**CPD points 1 EPR** **9.10am – 10.10am**

**Speakers:** Patrick Tuohy, Partner, and Vanessa Kemp, Partner, CBP Lawyers  
**Chair:** Justin Toohey, Deputy CEO, LPLC

### POWERS OF ATTORNEY – OLD MISTAKES AND NEW LAWS

The new *Power of Attorney Act 2014* (Vic) is due to commence on 1 September 2015. This session looks at what the new law will mean for practitioners and where we now see claims involving powers of attorney.

**CPD points 1 SL** **10.40am – 11.40am**

**Speaker:** Heather Hibberd, Chief Risk Manager, LPLC

### CPD POINTS

For queries relating to CPD rules please refer to the Legal Profession Uniform Continuing Professional Development (Solicitors) Rules 2015.

### REGISTRATION

FULL DAY  
**\$190.00**  
including GST

HALF DAY\*  
**\$95.00**  
including GST

[CLICK HERE TO BOOK AND PAY ONLINE](#)

\*Choose either AM session or PM session, or split attendance over two different dates. Credit card and cheque payments available.

DATES	VENUE
Thu 23 July	RACV Club, Bourke Street, Melbourne
Wed 29 July	RACV Club, Bourke Street, Melbourne
Tue 4 August	RACV Club, Bourke Street, Melbourne

### OUTPERFORMING WITH CLIENT EXPERIENCE – THE RISKS AND REWARDS

Client experience is how your client judges the value you give them, the quality of your legal work and whether the outcome you achieved was acceptable. This session explores what client experience means, how it fundamentally affects your business and the risk and rewards of getting it right or wrong.

**CPD points 1 PM** **11.45am – 12.45pm**

**Speaker:** Carl White, CXINLAW  
**Chair:** Bronwyn Hine, Claims Solicitor, LPLC

### DELEGATION SKILLS

Effective delegation and feedback practices mean a more efficient, productive and harmonious legal workplace when done well. This session looks at practical strategies for developing good delegation skills.

**CPD points 1 PS** **1.30pm – 2.30pm**

**Speaker:** Ben Richards, Aticus  
**Chair:** Josh Clutterbuck, Claims Solicitor, LPLC

### DRAFTING MISTAKES – WHAT THE CLAIMS TELL US

Drafting is an essential skill for lawyers as it is used in every practice area from drafting contracts of sale and leases to pleadings in litigation and commercial agreements. Claims occur in all these areas because of mistakes in the drafting process. This session looks at what goes wrong, why and how the mistakes can be avoided.

**CPD points 1 PM** **2.35pm – 3.35pm**

**Speaker:** Matthew Rose, Risk Manager, LPLC

### RISK MANAGEMENT ISSUES IN E-CONVEYANCING

National electronic conveyancing is now with us. This session looks at risk management issues firms are facing with electronic conveyancing including verification of identity, client authorisation, and office management.

**CPD points 0.5 PM and 0.5 SL** **3.55pm – 4.55pm**

**Speaker:** Phillip Nolan, Risk Manager, LPLC

TIME	ACTIVITY
8.30am–9.00am	Registration
9.00am–9.10am	Welcome – Miranda Milne, CEO, LPLC
9.10am–10.10am	Personal cost orders – how and why
10.10am–10.40am	Morning tea
10.40am–11.40am	Powers of Attorney – old mistakes and new laws
11.40am–11.45am	Leg stretch
11.45am–12.45pm	Outperforming with client experience – the risks and rewards
12.45pm–1.30pm	Lunch
1.30pm–2.30pm	Delegation skills
2.30pm–2.35pm	Leg stretch
2.35pm–3.35pm	Drafting mistakes – what the claims tell us
3.35pm–3.55pm	Afternoon tea
3.55pm–4.55pm	Risk management issues in e-conveyancing
4.55pm–5.30pm	Drinks

(Same program on three different days)