

Communication Statement

2022

Acknowledgement of Country

The Legal Practice Board acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present.

Introduction

About Us

The Legal Practice Board (**Board**) has the statutory responsibility for the regulation of the provision of legal services in Western Australia.

The Board's mission is to be an effective, efficient, and innovative regulator of legal services in Western Australia, with the purpose of advancing the administration of justice and protect the public by:

- regulating the competence and behaviour of legal practitioners in Western Australia; and
- enabling the effective operation of the Board and its committees.

Underpinning everything we do are our core values:

- Competence;
- Integrity; and
- Empathetic Engagement.

Purpose of this Statement

The Board's Communication Statement sets out the standard of communication expected in all the Board's dealings. Specifically, this document sets out:

- Who our customers are;
- What services we offer;
- Our guiding principles;
- What you can expect when you deal with us (our service promise);
- How you can help us serve you better; and
- How to contact the Board.

Our Customers

We define Customer as any person who approaches officers, persons employed or engaged by the Board or members of the Board, with a request for information or to access our services. Our main Customers include:

- Lawyers and legal practitioners;
- Prospective lawyers – current and prospective law students, law graduates;
- Law practices and organisations that employ lawyers;
- General public and consumers of legal services;
- Continuing professional development providers;
- Tertiary law course providers; and
- Industry associations.

Our Services

To deliver our regulatory functions, we provide services associated with:

- Admission to the legal profession;
- Certification/registration of legal practitioners;
- Legal practitioner continuing professional development (CPD);
- Legal practitioner and law practice compliance;
- Resolving disputes between lawyers and their clients and dealing with complaints about lawyers and law practices; and
- Law school and course accreditation/reaccreditation.

Please note, the Board does not provide legal advice.

Our Guiding Principles

We will use a set of principles to guide the way we approach our work, as well as our aspirations for continuous improvement. Our principles signal to our partners in regulation, the legal profession and the Western Australian community, what they should expect from us.

Principles

Collaborative	<p>We will:</p> <ul style="list-style-type: none"> ■ build and maintain good relationships with our Uniform Law partners and work together to achieve positive outcomes for the legal profession and consumers; and ■ seek to engage with our Western Australian stakeholders as we respect their expertise.
Proportionate	<p>We will:</p> <ul style="list-style-type: none"> ■ provide regulatory responses that are appropriate to the potential harm; and ■ allocate resources based on the consequences, benefits and strategic regulatory objectives involved.
Consistent	<p>We will:</p> <ul style="list-style-type: none"> ■ operate as one organisation as our teams and directorates are intrinsically connected, to ensure consumers and the legal profession receive consistent messages from us; ■ work across our organisation to ensure our regulatory tools are consistently applied; and ■ leverage our policies and procedures to ensure we provide the same advice and service.
Transparent	<p>We will:</p> <ul style="list-style-type: none"> ■ present information in a way that is easily understood and clearly explains our reasoning; and ■ publish information on our regulatory activities.
Consumer Focused	<p>We will:</p> <ul style="list-style-type: none"> ■ seek to understand consumer interests and needs with respect to legal services; and ■ use an empathetic approach in our interactions with consumers.
Informed by Data	<p>We will:</p> <ul style="list-style-type: none"> ■ capture meaningful data from a variety of sources including legal practitioners, complaints, external examiner reports, investigations, audits and stakeholder feedback; and ■ use insights from data to make informed decisions.

What you can expect from us

We are here to assist you between 8:30 am and 5:00 pm AWST, Monday to Friday (except public holidays and periods of closure). In providing our services to you, we will:

- Ensure you know who is serving you;
- Engage in a way that reflects our values: competency, integrity and empathic engagement;
- Deliver knowledgeable information and advice about our services in a timely manner;
- Be professional, and treat you with courtesy and respect;
- Behave with honesty and integrity;
- Communicate clearly and directly;
- Explain our processes to you; and
- Listen and act on all feedback to improve our service and decision making.

How you can help us serve you better

Recognising and understanding that the provision of customer service is a two way process, we appreciate your assistance in helping us to help you by:

- providing us with all your contact details including full name, email address and telephone number;
- providing us with accurate and complete information;
- co-operating with any requests we make for further information; and
- treating our staff with courtesy and respect.

Our website, www.lpbwa.org.au, is a great place to find general (and specific) information. Before telephoning or emailing us, please check whether the information you need is on our website.

If you have a complaint about a lawyer or law practice, please ensure you have reviewed the complaint specific information on our website <https://www.lpbwa.org.au/Complaints> and sought to resolve the matter directly with the lawyer involved prior to contacting us.

When lodging a form, application or complaint, please provide accurate and complete information and full contact details so we can effectively respond to your request. You may be required to provide further information after your submission has been received.

How to Contact the Board

The Board is available to answer your enquiries between 8:30 am and 5:00 pm AWST, Monday to Friday (except public holidays and periods of closure).

Website	www.lpbwa.org.au
Email	enquiries@lpbwa.com
Telephone	(08) 6211 3600
Fax	(08) 6211 3650
Office	Level 6, 111 St Georges Terrace Perth WA 6000
Post	PO Box 5720 Perth WA 6831