

## QLS Innovation Committee – Hybrid work taskforce

# Considerations for getting the work done

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### Professional responsibility and liability including confidentiality

- Your **professional responsibilities apply regardless** of where you are working.
- Remember your obligations of **confidentiality** under Rule 9 if working from communal workspaces, cafes, on planes and in airports, and from home if you live in a share house.
- Use technology** e.g. device privacy screens and settings to assist.
- Remember to **securely dispose of printed material** – not in the airport and household rubbish bin.

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### Collaboration challenges

- Be intentional** about collaboration, set catch ups (calls, video meetings, in person meetings for discussion) on matters, and arrange regular team meetings for general discussion about workflow to connect with your people.
- Agree the ground rules** e.g. if online, all cameras on and no-one on their phone or email, if online ensure the meeting host includes all attendees in the discussion.
- Think about how you are **delegating** – provide the full picture, break up big projects, set expectations, use technology e.g. One Note to assist, and encourage a culture of feedback.

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### Productivity

- Focus on **outcomes and the output** of team members, rather than their activity, and check in regularly.
- Set **clear expectations** about delivery of work, and communication about progress.
- Ensure **comprehensive supervision** of work, especially for less experienced team members, for visibility.
- Where possible **plan** what types of work are best done in the office, and what's best done at home or in a café e.g. some tasks are more efficiently completed in environments where there are less disruptions such as drafting complex documents. Talk about this with your teams to share ideas.
- Firms that require **time recording** (regardless of whether this is used for billing purposes) have some visibility of how people are spending their time.

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## Paperless v paper light v traditional method of file management

- Consider the **needs of your team**, who needs access to what information, where and when.
- Use **technology** to support whichever method you choose and facilitate access e.g. document management systems, One Note, work flow solutions.
- Communicate expectations** so all team members understand requirements and file things so others can access them.

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## Policies and requirements for matter management

- Consider and document any changes to your matter management standards and processes** for matter opening and closing, filing, billing, payments (bank cheques and TTs), supervisor approvals, electronic signing, document control and document sharing.
- Do you need a policy about **what material can be removed** from the office, and a register to track its whereabouts, and **what happens to printed material and file notes made at home** e.g. do they get brought into the office or shredded.
- What security standards do external providers who collect and store data need to meet.