



ICLR+CORO2024

International Conference of Legal Regulators +
Conference of Regulatory Officers

16-18 October 2024 | Langham Melbourne

REGULATING FOR DIFFERENT PERSPECTIVES

DAY 1 - Wednesday 16 October 2024

MORNING SESSION – WELCOME

- First Nations Welcome
- Welcoming remarks:
 - Attorney-General for Victoria
 - VLSB Board Chair – Fiona Bennett
 - VLSB CEO – Fiona McLeay
- How to get the most out of your conference experience
- “Get to know your fellow regulators” activity
- Morning Tea

AFTERNOON SESSION – AI FOR TODAY AND TOMORROW

Plenary 1: AI for Today and Tomorrow

This opening plenary will build on the introduction to AI provided at last year’s ICLR conference in Dublin and take participants’ understanding to the next level.

- AI, Ethics and Regulation
- How are regulators using AI now and what’s on the horizon?
- What are law firms and legal services providers doing now?

Break Out Session 1: Using AI as a regulator

This session will explore how legal regulators themselves might use AI in regulation. Topics to be covered will include:

- Getting started using AI tools for regulation.
- Developing a use case
- Developing a business case
- Design principles for use of AI in regulation.

Break Out Session 2: Regulating the use of AI by the profession

Workshop 1: Using data to measure impact and make decisions

AI relies on the availability of data and good data standards, but data can do so much more for regulators. This session will provide a practical introduction to:

- Using data to inform regulatory decision making.
- How to use data in monitoring and evaluation



DAY 2 – Thursday 17 October 2024

MORNING SESSION – RESEARCH, REGULATION & THE CONSUMER

Plenary 2: Understanding consumers of legal services

Different jurisdictions have explored different aspects of legal understanding of lawyers, consumer needs and public understanding of law through research. This session will round-up what has been done and what has been learned by different regulators in relation to:

- Latest research from Australia, including the Legal Understanding of Lawyers and Lawyer Use (LULU) and Public Understanding of Law Survey (PULS)
- Public Legal Education
- Individual Legal Needs

Break Out Session 3: Consumer protection, business models and redress

Consumer protection and redress are issues that absorb significant regulator time and resource and yet problems persist. This session will explore various ways of achieving these objectives.

- Consumer Protection
- Compensation Models for consumers
- Alternatives to prosecution of lawyers - Restorative Justice and its application to legal regulation
- The intersection of professional indemnity insurance and the regulator

Break-Out Session 4: Restorative Justice and its application to legal regulation

Further details to come.

Workshop 2: Improving the Profession's interactions with clients

This session will explore tools and techniques to encourage the legal profession to self-manage its approach to client complaints. Topics to be covered will include:

- Transparency in costs and billing
- Handling and mitigation of complaints
- Regulatory tools to promote better client interactions



AFTERNOON SESSION – LIFE IN THE LEGAL PROFESSION: IN, OUT AND IN-BETWEEN?

Plenary 3: Supporting and Sustaining the Profession – Lessons from the Front Line

This plenary session will focus on a major topic of worldwide concern - Lawyer Wellbeing and its interplay with regulation. The session will focus on results from recent research and lessons learned from jurisdictions that have been leading in this area.

Break Out Session 5: Avoiding early career errors?

Behaviours learned early in a legal career can set the tone. How can regulators enable early career stage lawyers without exposing them to risk? Questions to be addressed will include:

- How can regulators help to ensure that early career lawyers are best supported to avoid costly mistakes and to develop the right ethical compass?
- What lies behind decisions to take action to help early career lawyers?
- What is working and who are regulators working with in designing solutions?

Break Out Session 6: Exiting elegantly?

As lawyers head towards retirement, new regulatory risks often become more evident. Lawyers may be reluctant, or financially unable to retire, they may become more vulnerable to errors and compliance risks or even unaware of their own mental decline. This session will examine what regulators can do to remove barriers for those seeking to exit the profession and how to prompt those who should leave but are unwilling to do so.

Workshop 3: No quick fixes – a long-term planning approach to a healthier profession

This workshop will explore how regulators might seek to build long-term and systemic approaches for addressing lawyer wellbeing at the system, practice and individual level, using the “Theory of Change” and risk methodologies.



DAY 3 – Friday 18 October 2024

MORNING SESSION – LEGAL REGULATION & DIVERSITY

Plenary 4: Where Indigenous Issues meet Legal Regulation

This year's conference offers an unparalleled opportunity for regulators in previously colonial jurisdictions to compare approaches on the issues they face relating to the current and historic treatment of indigenous communities. What wider lessons might this experience suggest? Topics to be covered will include:

- Indigenous Landscape in Canada & Brief History/Impact of Colonialism.
- Truth & Reconciliation (Indian Residential Schools Settlement Agreement, Commission, UNDRIP, National Day for Truth & Reconciliation).
- Residential Schools Settlement/Cultural Competence of the Profession (Indigenous Clients)
- Gladue Principles/Regulating Indigenous Lawyers
- New Zealand's te ao Māori strategy – what is it and how it is informing regulatory reform and other work.

Breakout Session 7: Towards Cultural Competency?

This session will build on the topics considered in the plenary session and look at how both lawyers and regulators can improve their understanding and communication across different cultures

Workshop 4: Putting it into practice

This workshop will give conference participants the opportunity to consider the impact of unconscious bias in their own work and consider tools for unconscious bias training and best practice for handling vulnerable consumers. Topics to be covered will include:

- Unconscious Bias & Hybrid work
- Reasonable adjustments and assisting vulnerable consumers

AFTERNOON SESSION – REGULATION AND THE RULE OF LAW

Plenary 5: Model differences

The final plenary session of the conference will look at different models for regulation and explore what lessons can be learned from past experience to ensure that legislative change gives regulators the powers they need

- Victoria, Australia
- British Columbia, Canada



- New Zealand

Breakout Session 8: Crossing the Line

This session will consider the particular challenges that emerge for regulators in relation to in-house and government lawyers and how to maintain ethical practice in such environments.

The session will consider significant recent examples of behaviour in these segments of the profession in different jurisdictions that fell short of expected professional standards, including the Australian experience of Robodebt, where the federal government pursued debts against welfare recipients when it knew there was no legal basis to do so and the UK Post Office's prosecution of sub-postmasters for theft when it knew that its IT accounting system was faulty.

Workshop 5: Anti-money laundering – issues for regulators

This workshop will give legal regulators the opportunity to play the AML game – to climb the ladders of compliance and implementation and slide down the snakes of sector risk and exposure to criminality.

CLOSING SESSION

- Closing remarks:
 - CEO – Fiona McLeay
- Where to from here? A handover