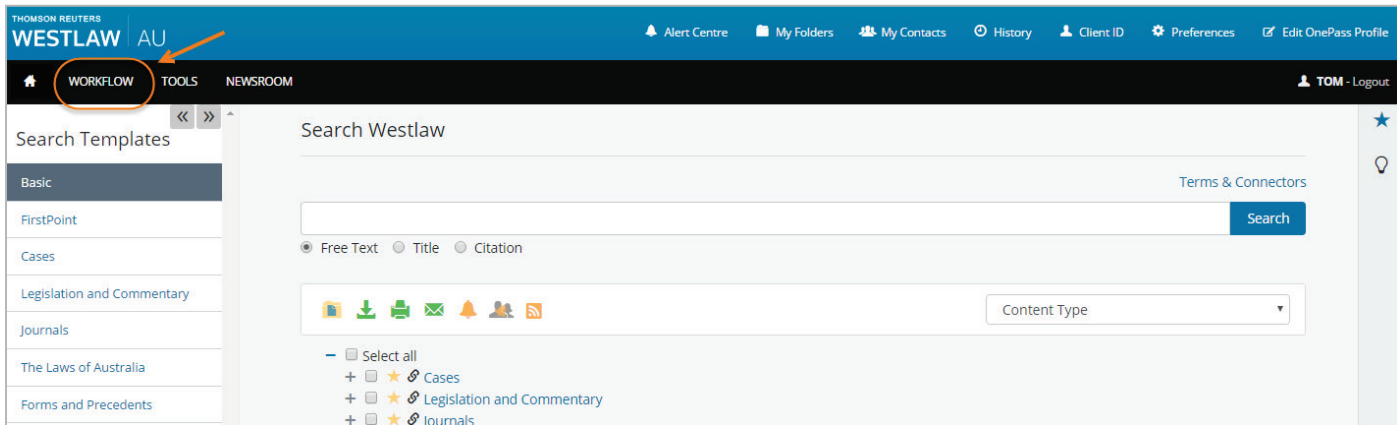


Westlaw AU

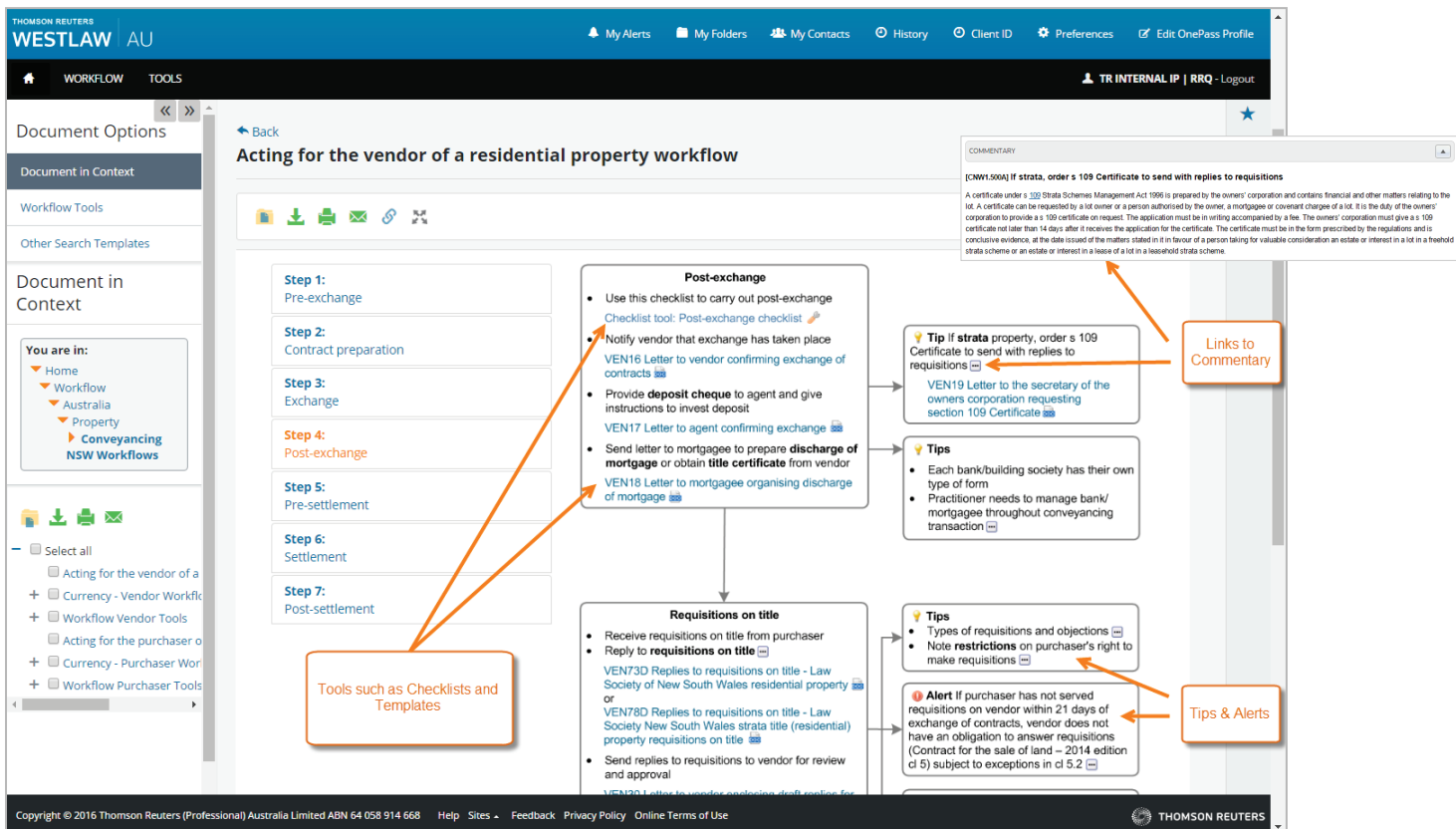
Workflow is designed to support you in your work by providing best practice procedural models for various topical areas. To access workflow select Workflow from the navigation toolbar.



Each subject area has two components; Navigation Schematic and Workflow Tools.

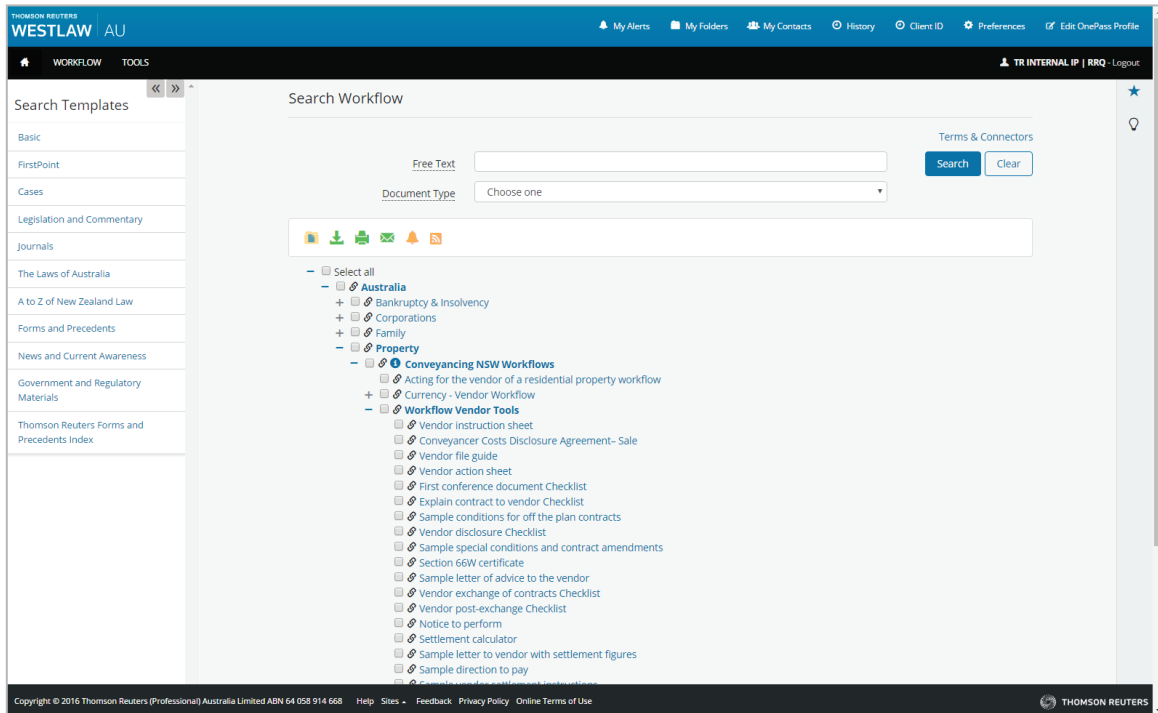
Navigation Schematic

To access a navigation schematic, browse the table of contents by clicking the plus sign. The navigation schematic provides a contextual overview of a subject area, broken down into steps. Each step will provide a more detailed graphical outline of the key items from which the user can link to relevant legislation, cases, commentary, or interactive tools such as decision trees, flow charts or checklists. While all Workflows contain these tools, some precedents are only available with an upgraded subscription.

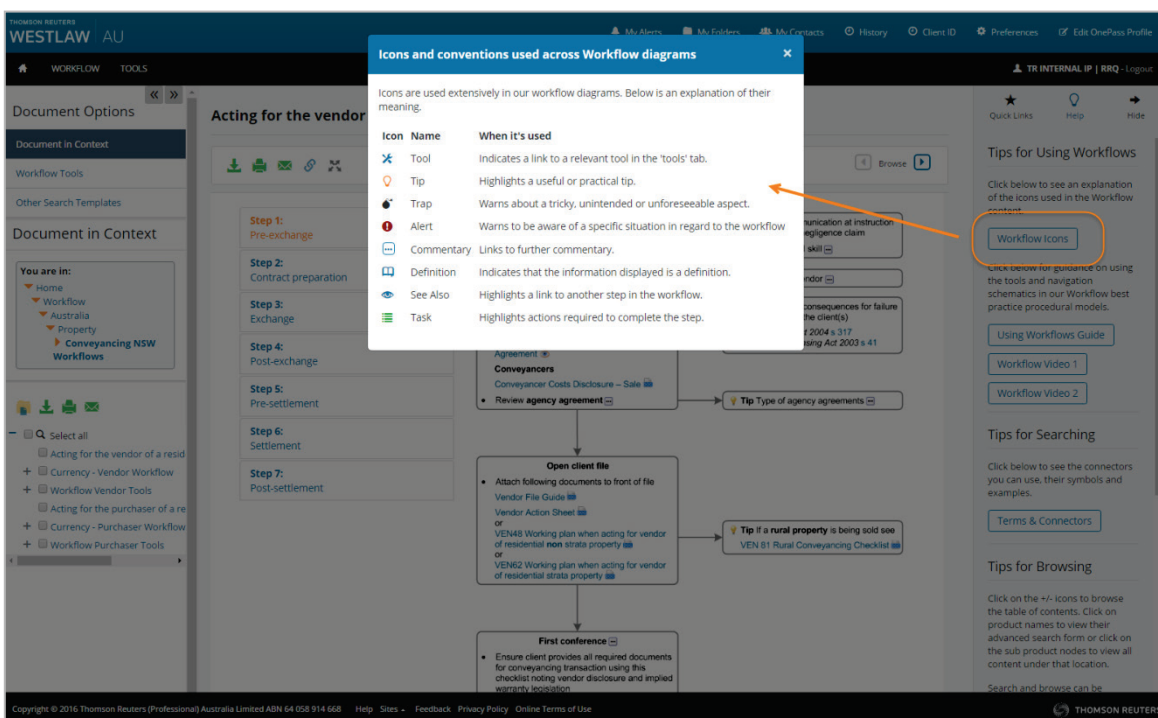


Workflow Tools

To access Workflow Tools, browse the Table of Contents by clicking the plus sign to expand the contents and locate the required workflow tools. The Workflow Tools component provides time saving tools to help you find and organise information, forecast and manage business scenarios. You have the ability to save and export tools and customise them for specific clients.



There are also a number of icons used throughout the navigation schematic. The key for these can be accessed at any time from a link in the contextual help located in the right hand pane.



There are several supporting features which will aid in navigating around Workflow. These features are made available once you click through to a navigation schematic or workflow tool and include:

1. **Document in Context** - Displays the relative location of the document in the Workflow Table of Contents.
2. **Workflow Tools** - Provides direct access to all the tools available in the subject area.

The screenshot displays the Thomson Reuters Westlaw AU interface for a workflow titled "Acting for the vendor of a residential property workflow".

Document in Context: A sidebar on the left shows the navigation path: Home > Workflow > Australia > Property > Conveyancing > NSW Workflows. A search bar is also present.

Main Content Area:

- Step 1: Pre-exchange**
- Step 2: Contract preparation**
- Step 3: Exchange**
- Step 4: Post-exchange**
- Step 5: Pre-settlement**
- Step 6: Settlement**
- Step 7: Post-settlement**

Instructions to act:

- Receive initial **vendor instructions**
- Send vendor instruction sheet together with costs disclosure agreement before first meeting with client
- Vendor Instruction Sheet
- or VEN55 Taking initial instructions from the vendor
- Solicitors:** Law Society Costs Disclosure and Costs Agreement
- Conveyancers:** Conveyancer Costs Disclosure – Sale
- Review **agency agreement**

Alerts and Tips:

- Alert:** Poor communication at instruction stage can result in negligence claim
 - Duty of care and skill
- Alert:** Identify vendor
- Alert:** There are consequences for failure to disclose costs to the client(s)
 - Legal Profession Act 2004 s 317
 - Conveyancers Licensing Act 2003 s 41
- Tip:** Type of agency agreements

The flowchart shows the "Instructions to act" box leading to the "Open client file" box, with arrows pointing to the various alerts and tips.