

NOTICE OF FILING

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Details of Filing

Document Lodged:	Affidavit - Form 59 - Rule 29.02(1)
File Number:	NSD213/2011
File Title:	Tammy Maree Stanford & Anor v DePuy International Limited & Anor
Registry:	NEW SOUTH WALES REGISTRY - FEDERAL COURT OF AUSTRALIA



A handwritten signature in blue ink, reading "Warwick Soden".

Dated: 20/06/2018 11:22:53 AM AEST

Registrar

Important Information

As required by the Court's Rules, this Notice has been inserted as the first page of the document which has been accepted for electronic filing. It is now taken to be part of that document for the purposes of the proceeding in the Court and contains important information for all parties to that proceeding. It must be included in the document served on each of those parties.

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Form 59
Rule 29.02(1)

Affidavit

No. NSD 213 of 2011

Federal Court of Australia
District Registry: New South Wales
Division: General

Tammy Stanford and Another
Applicants

DePuy International Limited and Another
Respondents

Affidavit of: **Rebecca Lee Jancauskas**
Address: Level 14, 160 Ann Street, Brisbane QLD 4000
Occupation: Australian Legal Practitioner
Date: 18 June 2018

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I, Rebecca Lee Jancauskas, Australian legal practitioner, of Level 14, 160 Ann Street, Brisbane, in the State of Queensland, affirm:

1. I am a Special Counsel employed by Shine Lawyers Pty Ltd (**Shine**).
2. I was admitted to practice as a solicitor in December 2002 and have been employed by Shine since December 2006.
3. Except where otherwise indicated, I make this affidavit from my own knowledge. Where I give evidence based on information provided to me by other people or on my

review of documents, that evidence is true to the best of my knowledge, information and belief.

4. Shine acted for the Second Applicant and a number of Group Members in this proceeding.
5. On 29 June 2016, the Court made orders appointing Maurice Blackburn and Shine Lawyers as joint administrators (**Administrators**) of the Amended Settlement Scheme in this proceeding. On 14 June 2017 the Court approved further amendments to the Amended Settlement Scheme (**the Scheme**).
6. Before Shine was appointed as joint administrator, I had conduct of this proceeding on behalf of the Second Applicant. Since Shine was appointed as joint administrator, I have shared responsibility for the administration on behalf of Shine with Ms Janice Mary Saddler, a National Special Counsel of Shine. In early 2017 I commenced parental leave. Since that time Ms Saddler has had responsibility for the administration on behalf of Shine. Ms Saddler is currently on annual leave. Before Ms Saddler went on leave she briefed me with the information relevant to this Application. I am therefore satisfied I have the knowledge and information to make this affidavit.
7. In this affidavit I use terms that are defined in the Scheme and Settlement Deed.

Affidavit of Julian Schimmel

8. I have reviewed a draft affidavit of Julian Schimmel that is proposed to be filed on behalf of the Administrators in support of this application (**Mr Schimmel's draft affidavit**).
9. I have informed Mr Schimmel that Shine agrees with the content of his draft affidavit.
10. The purpose of this affidavit is to report to the Court upon the matters that are specific to the work that Shine has performed in the Administration. In my preparation of this affidavit, I have given consideration and had regard to the reasons for judgment delivered by this Court on 28 June 2017 in respect of an earlier application for approval of settlement administration costs made by the Administrators.

Work Performed and Administration Costs

11. As stated in the 2018 MB Administration Report, 26 task codes were designed and implemented for the purpose of recording work performed on the settlement

administration. Those task codes reflect discrete areas of work that the Administrators are required to perform under the Scheme. From September 2017 all work done by Shine under clause 13.1 of the Scheme was assigned one of these task codes. In addition, Shine reviewed its monthly invoices from April 2017 until August 2017 and retrospectively allocated a task code to each time entry.

12. Shine is seeking Administration Costs for the period April 2017 to April 2018 (the **Relevant Period**).
13. I have prepared (with assistance from Ms Saddler, Melissa Obrist, Special Counsel of Shine, and Anna Fanelli, Solicitor of Shine) a report which, for each of the 26 task codes:
 - (i) sets out the monthly amount of professional fees; and
 - (ii) provides a narrative summary of the work undertaken, and a discussion of any patterns or changes in the monthly fees.
14. A copy of this report, which I will refer to as the "**2018 Shine Administration Report**", is contained in annexure **RLJ-1** to this affidavit.

Administration Costs under clause 13.1 of the Scheme

15. In addition to the information contained in the 2018 Shine Administration Report, I make the following general comments about Administration Costs and the work involved in the administration of the settlement since the first half of 2017.
16. I agree with Mr Schimmel's draft affidavit where he states those tasks that he regards as the "core" administration work (i.e. work directly related to the progress of claims through the Scheme).
17. This core administration work undertaken by Shine has varied from month to month and there was also a change in the mix of these areas of work over time. This reflects the following matters:
 - (i) Between April 2017 and August 2017 costs were high with respect to eligibility determinations (task code 2) as Shine worked intensely to finalise eligibility determinations. This increase in work and costs associated with eligibility determinations is reflected in a corresponding increase in work and costs associated with sending notices to Group Members from April 2017 to




September 2017 (task code 4) (this includes sending Notices of Eligibility, Notices of Fast Track Resolution and Notices of Individual Assessment election);

- (ii) From September 2017 to November 2017 costs with respect to eligibility determinations were relatively lower, but a large number of eligibility determinations were still completed in this time;
- (iii) From December 2017 to April 2018, Shine continued to undertake eligibility determinations in accordance with the Scheme, however there was a lower volume of determinations in that period;
- (iv) From May 2017 until January 2018, Liens were resolved for those Group Members who elected Fast Track Resolution and subsequent payment to them was undertaken. This is reflected in an overall increase in work and costs associated with payments (task code 19) starting in May 2017 and continuing until January 2018.

18. In relation to the Individual Assessments, the Administrators have now completed the first 100 Individual Assessments. Shine still has approximately 90 Individual Assessments to finalise. In April 2018 costs were high, which was largely attributable to the completion of Shine Group Member Claim Books included in the first 100 Individual Assessments. I do not expect costs will accrue at the same rate in respect of the balance of work to be undertaken in relation to the Individual Assessments, as the work to be carried out will be more steadily applied between 1 July 2018 and 31 December 2018 when I expect costs will steadily decline as more Individual Assessments are finalised by about the end of 2018. This will also affect areas of work that are related to processing Individual Assessment claims (such as the management of estates and legal incapacity claims in task codes 23 and 24).

19. On 23 June 2017, Ms Saddler filed an affidavit in these proceedings. In this affidavit Ms Saddler provided information as to the estimates of time and costs that would be incurred by Shine for the period April 2017 to 2019 in relation to general administration work. In respect of those estimates I now report as follows:

- (i) April 2017 to 31 July 2017: Ms Saddler expected the costs for this period to be similar to the amounts incurred in the period 1 July 2016 to 31 March 2017. Overall, this was correct.

- (ii) April 2017 to July 2017: Ms Saddler expected that by this time most eligibility determinations would be finalised. An analysis of the work undertaken and costs in relation to eligibility determinations shows that this work was largely completed by November 2017. After this date the monthly costs for eligibility determinations decreased significantly and in the period from December 2017 to April 2018 varied monthly between \$1,500 and \$14,000.
- (iii) 1 August 2017 to 31 December 2017: It was Ms Saddler's opinion that during this time costs would reduce as more Group Members' claims were paid and eligibility determinations were finalised. This was the case. There was a small increase in fees in September 2017 (a 5% increase on the previous month). But then costs dropped again in October 2017 (costs decreased by 15%).
- (iv) January 2018 to 31 December 2018: Ms Saddler expected that work associated with the general administration would reduce by a further modest amount during this period. This is because Ms Saddler expected all Fast Track Resolution payments would have been paid and some Individual Assessments would have been paid. In relation to this prediction, Shine's costs were low between January 2018 and March 2018. There was an increase in April 2018 related to the completion of Claim Books for Individual Assessments. Ms Saddler's estimate that all Fast Track Resolution payments will be paid by the end of the year (except for those who are yet to register) and some (if not most) Individual Assessments will be paid by the end of the year remains, in my belief, an accurate prediction.
- (v) Post January 2019: Ms Saddler opined that in 2019 most of the individually assessed claims would be finalised and many would be paid. Therefore, she believed the Administrators would only be responding to and undertaking work in relation to new registrations. That prediction, in my belief, remains accurate. I am unable to estimate the likely professional fees that will be incurred at this time.

Administration Costs under clause 13.2 of the Scheme

20. As stated in Mr Schimmel's draft affidavit, over the last 12 months, the major aspect of administration work performed in accordance with clause 13.2 of the Scheme has related to the preparation of Eligibility Books and Claim Books for Individual Assessment, and the resolution of Liens.



21. The work involved in preparing an Eligibility Book and resolving Liens is set out in Ms Saddler's affidavit filed in these proceedings on 8 June 2017.
22. The work involved in preparing a Claim Book is set out below.

Preparation of Individual Assessment Claim Books

23. As explained in Mr Schimmel's draft affidavit, the Administrators worked collaboratively to establish agreed processes and templates for preparation of Claim Books to ensure consistency in the outcomes of the Individual Assessments. However, there are differences between Shine and Maurice Blackburn with respect to the preparation of Claim Books due to the firms' different operating practices.
24. The process followed by Shine is:
 - (i) Shine sends the Individual Assessment Questionnaire (**IAQ**) to the Group Member for them to complete;
 - (ii) Upon receipt of the IAQ, Shine reviews the IAQ and the Group Member's file and identifies what further information needs to be obtained from the Group Member;
 - (iii) A telephone interview is conducted with the Group Member to obtain instructions (this takes approximately 1 to 1.5 hours);
 - (iv) After the interview the Paralegal/Law Clerk/Solicitor:
 - A. drafts a memorandum to Assessor (this takes approximately 1 to 1.5 hours to prepare); and
 - B. requests any further documents or materials that are required to support the Group Member's claim;
 - (v) A senior lawyer reviews the memorandum and the IAQ to ensure it is complete. Any additional documents or instructions considered necessary are then obtained by the Paralegal/Law Clerk/Solicitor;
 - (vi) When all necessary documents and instructions are obtained the memorandum and IAQ is provided to the senior lawyer to confirm the Claim Book is ready for allocation to an Assessor;
 - (vii) The Claim Book is then randomly allocated to an Assessor.

Costs under 13.2 of the Scheme with respect to Fast Track Resolution Group Members

25. In Ms Saddler's affidavit dated 23 June 2017 Ms Saddler provided an estimate of costs that would be incurred by Shine in the future in relation to clause 13.2 of the Scheme.
26. Ms Saddler estimated that Shine's future costs in relation to Fast Track Resolution Group Members would amount to \$1,276,000. I confirm that this figure is still an accurate assessment when taking account of the costs incurred over the Relevant Period, and the likely future costs, for this part of the administration.

Costs under 13.2 of the Scheme with respect to Individual Assessment Group Members

27. Ms Saddler's affidavit dated 23 June 2017 estimated that Shine's future costs in relation to Individual Assessment Group Members would amount to \$1,370,600. I have considered that estimate and now estimate that Shine's future costs for this part of the administration will be \$985,600. This is because the election of Fast Track Resolution by Group Members is approximately 80%, compared to 75% upon which my previous estimate was based.

Costs under 13.2 of the Scheme with respect to ineligible Group Members

28. There is a third category of professional fees under clause 13.2 of the Scheme. This relates to Group Members who are found ineligible. Ms Saddler did not provide an estimate of fees for this category of Group Members in her affidavit dated 23 June 2017.
29. Under clause 13.2 of the Scheme if a Group Member is found ineligible then professional fees of \$1,100 (inclusive of GST) become payable.
30. In the Application last year Shine sought these costs in relation to 28 ineligible Group Members. In this Application Shine seeks costs with respect to 33 ineligible Group Members.
31. Shine has undertaken eligibility determinations for all but 37 of its Group Members. In the circumstances, I anticipate that any future costs under clause 13.2 of the Scheme for ineligible Group Members will be negligible.

Administration work performed where costs not being sought

32. During the Relevant Period 4.5% of the hours of work completed by Shine were not claimed as Administration Costs.
33. Time entries for this "no charge" work are recorded in Shine's monthly itemised accounts with details of the amount of time recorded for each time entry and with the amount of professional fees as \$0.00.
34. This work included:
- (i) work associated with instructing and engaging Mr Ross Nicholas as the independent costs assessor. (Shine decided this work would be recorded by the settlement administration team but not charged to the settlement administration);
 - (ii) work by all members of the team reviewing the monthly itemised accounts;
 - (iii) attempted/unanswered telephone calls. It is Shine's practice to not charge for calls which are not answered, unless a detailed telephone message is left for the Group Member or third party; and
 - (iv) administration tasks (eg. scanning and photocopying).
35. In addition to the 4.5% of time not charged by the settlement administration team, all work performed by the Legal Costs Team (lead by Ms Trish Murphy, a Legal Practitioner) is not charged. This work includes:
- (i) reviewing and finalising all monthly invoices;
 - (ii) reconciling all disbursements claimed for the relevant period;
 - (iii) meeting with Mr Nicholas to discuss the process and to provide background information and support to his work; and
 - (iv) liaising with Mr Nicholas in relation to further work and information required to finalise his report.

Process for finalising Shine's monthly invoices

36. Shine's processes for finalising its invoices are set out in Ms Saddler's affidavit filed in these proceedings dated 23 June 2017 (see from paragraph 7). The same processes were followed to finalise the invoices for the Relevant Period.

Affirmed by the deponent
at Brisbane
in Queensland
on 18 June 2018

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Signature of deponent

Before me:



Signature of witness

Melissa Obrist

An Australian legal practitioner within the meaning
of the *Legal Profession Act* (QLD)

Name of witness: Melissa Obrist

Address of witness: Level 14, 160 Ann Street, Brisbane QLD 4000

Federal Court of Australia
District Registry: New South Wales
Division: General

No. NSD 213 of 2011

Tammy Stanford and Another

Applicants

DePuy International Limited and Another

Respondents

Affidavit of: **Rebecca Lee Jancauskas**

Address: Level 14, 160 Ann Street, Brisbane, QLD 4000

Occupation: Australian Legal Practitioner

Date: 18 June 2018

CERTIFICATE IDENTIFYING ANNEXURE

This is the annexure marked "RLJ-1" referred to in the Affidavit of Rebecca Lee Jancauskas affirmed 18 June 2018.

Before me:



Melissa Maureen Deborah Obrist

Solicitor

ASR CLASS ACTION

OVERVIEW OF WORK DONE BY SHINE LAWYERS AND ANALYSIS OF ADMINISTRATION COSTS FOR VARIOUS AREAS OF WORK

- A. This report was prepared by Rebecca Jancauskas (Special Counsel), Janice Saddler (National Special Counsel), Melissa Obrist (Special Counsel) and Anna Fanelli (Solicitor) of Shine Lawyers (**Shine**) in June 2018.
- B. Annexed to Julian Schimmel's draft affidavit (**Mr Schimmel's affidavit**) was a document titled "Overview of Work Done by Maurice Blackburn and analysis of Administration Costs for various areas of work". This document provides information as to the work undertaken by Maurice Blackburn as joint Administrator with Shine Lawyers of the ASR Class Action. Mr Schimmel's affidavit defines this document as the 2018 MB Administration Report. I will use this definition in this document.
- C. In respect of many aspects of the work reported upon and analysed by Maurice Blackburn, to the extent possible and in order to avoid duplication and reduce costs where possible, the summary and analysis of the work undertaken by Maurice Blackburn largely applies to the work undertaken by Shine. For that reason, Shine does not propose repeating the summary and analysis of the work undertaken in respect of each task code unless further explanation and analysis of the work undertaken by Shine is necessary. That is, any information or process specific to Shine is set out in the document.
- D. As stated in the 2018 MB Administration Report, Maurice Blackburn and Shine developed 26 task codes reflecting discrete areas of work under the Scheme. From September 2017 all work done by Shine under clause 13.1 of the Scheme was assigned one of these task codes. In addition, Shine reviewed its monthly invoices from April 2017 until August 2017 and retrospectively allocated a task code to each time entry.
- E. The period of time covered by this document is from April 2017 until April 2018 (the period for which Shine is seeking approval of its costs under clause 13.1 of the Scheme) ("**the Relevant Period**").
- F. This report sets out for each task code:
 - i. the amount of Shine's professional fees for that task code;
 - ii. the percentage of total monthly fees constituted by that task code;
 - iii. the percentage of hours worked by lawyers for that task code;
 - iv. the percentage of hours worked by non-lawyers for that task code;
 - v. a summary of the nature of the work done (with reference to key provisions of the Scheme); and
 - vi. commentary on any patterns or trends or anomalies (up or down) in costs from month to month (e.g. why fees were higher for a task code for a particular period of time).
- G. The table on the next page provides an overview of Shine's fees associated with the task codes over the Relevant Period.

Overview of Shine's fees associated with the task codes over the Relevant Period

Task Code	Total Professional Fees (inc GST)	% of total costs for the Relevant Period
Task Code 1 Registrations/Allocations	\$14,388.00	0.90%
Task Code 2 Eligibility determinations and Audits	\$290,937.82	18.15%
Task Code 3 Dealing with Assessors	\$16,677.10	1.04%
Task Code 4 Preparing/sending notices to group members & group member elections	\$37,734.40	2.35%
Task Code 5 Committee functions	\$116,649.50	7.28%
Task Code 6 Interim payments	\$15,539.70	0.97%
Task Code 7 Deemed revision	\$2,288.00	0.14%
Task Code 8 Processing Individual Assessments	\$238,859.50	14.90%
Task Code 9 Reviews	\$4,708.00	0.29%
Task Code 10 Workflow/process development	\$72,952.00	4.55%
Task Code 11 Group Member enquiries	\$71,938.90	4.49%
Task Code 12 Bulk updates to Group Members	\$7,304.00	0.46%
Task Code 13 Managing Group Member data	\$96,411.70	6.01%
Task Code 14 Engagement of experts	\$0.00	0.00%
Task Code 15 Engagement of costs expert [no charge]	\$0.00	0.00%
Task Code 16 Preparing for and/or appearing in a Court Application	\$91,130.60	5.68%
Task Code 17 IT systems development and maintenance	\$589.60	0.04%
Task Code 18 Financial/accounting	\$32,198.10	2.01%

Task Code 19 Payments	\$136,781.70	8.53%
Task Code 20 LAM	\$51,251.20	3.20%
Task Code 21 Maurice Blackburn general	\$43,666.70	2.72%
Task Code 22 Explants	\$1,741.30	0.11%
Task Code 23 Estates	\$23,452.00	1.46%
Task Code 24 Legal incapacity	\$25,428.70	1.59%
Task Code 25 Other third party dealings [NRFA, Medicare etc]	\$57,549.80	3.59%
Task Code 26 Other [catch all]	\$153,223.40	9.56%
Totals	\$1,603,401.72	100.00%

(1) - Processing registrations and allocation of registrations

Month	Professional Fees (inc GST) for Task Code 1	Task Code 1 - Professional Fees as a % of total monthly Professional Fees	Task Code 1 - Work by lawyers (hours (%))	Task Code - 1 Work by non- lawyers (hours (%))
Apr-17	\$211.20	0.40%	0.00%	100.00%
May-17	\$818.40	0.47%	0.00%	100.00%
Jun-17	\$1,064.80	0.47%	3.12%	96.88%
Jul-17	\$2,613.60	1.79%	14.29%	85.71%
Aug-17	\$3,379.20	2.37%	44.90%	55.10%
Sep-17	\$536.80	0.36%	7.14%	92.86%
Oct-17	\$1,645.60	1.26%	18.42%	81.58%
Nov-17	\$457.60	0.37%	0.00%	100.00%
Dec-17	\$748.00	1.61%	3.45%	96.55%
Jan-18	\$1,760.00	2.72%	20.00%	80.00%
Feb-18	\$501.60	0.50%	7.69%	92.31%
Mar-18	\$369.60	0.53%	25.00%	75.00%
Apr-18	\$281.60	0.16%	0.00%	100.00%
Total	\$14,388.00		10.34%	89.66%
Task Code 1 % of Total Professional Fees	0.90%			

- A. The 2018 MB Administration Report has little application to the work undertaken by Shine in relation to this task code. This is because:
- Only Maurice Blackburn is responsible for updating and maintaining the online registration facility and allocating claims to either Maurice Blackburn, Shine, Duncan Basheer Hannon (**DBH**), and Lempriere Abbott McLeod (**LAM**); and
 - Shine did not experience the same fluctuations in enquiries and late registrations that are described in the 2018 MB Administration Report.
- B. The work done by Shine with respect to this task code is set out below.
- C. Each month Maurice Blackburn email Shine a spreadsheet with the names of all Group Members registered with Maurice Blackburn, Shine, DBH and LAM. Shine's paralegals check this spreadsheet to determine whether any Group Members have been allocated to Shine in the previous month.
- D. Shine also receives phone calls from Group Members requesting information about the ASR Class Action or wanting to register a claim for compensation under this Settlement Scheme. Any correspondence with someone prior to them registering their claim for compensation under this Settlement Scheme is charged to this task code.
- E. The increase in work in July and August 2017 was because Shine sent letters to all Group Members who had registered but clearly did not meet the eligibility requirements under the Scheme (e.g. they had not had revision surgery and/or weren't prevented from having revision

surgery because of comorbidities). These letters were sent to enable those Group Members to register in the future if they had revision surgery and/or needed revision surgery at a later date but were prevented from doing so because of comorbidities. This also involved speaking with Group Members and tracking the “Authorities to Withdraw” that were returned by Group Members.

- F. During the period from April 2017 to April 2018, Shine received:
- i. 27 new registrations, representing an average of approximately 2 per month; and
 - ii. 6 late registrations, of which 5 were permitted to register and 1 was transferred to Maurice Blackburn due to duplicate registration.

(2) – Eligibility Determinations

Month	Professional Fees (inc GST) for Task Code 2	Task Code 2 - Professional Fees as a % of total monthly Professional Fees	Task Code 2 - Work by lawyers (hours (%))	Task Code - 2 Work by non- lawyers (hours (%))
Apr-17	\$26,681.60	50.58%	99.41%	0.59%
May-17	\$51,911.20	30.10%	99.85%	0.15%
Jun-17	\$42,802.10	18.91%	97.81%	2.19%
Jul-17	\$27,547.30	18.89%	93.86%	6.14%
Aug-17	\$43,032.00	30.15%	99.45%	0.55%
Sep-17	\$24,191.20	16.04%	96.79%	3.21%
Oct-17	\$20,305.92	15.60%	95.47%	4.53%
Nov-17	\$20,759.20	16.74%	99.94%	0.06%
Dec-17	\$7,365.60	15.90%	76.85%	23.15%
Jan-18	\$2,094.40	3.23%	96.30%	3.70%
Feb-18	\$14,818.10	14.65%	94.66%	5.34%
Mar-18	\$7,603.20	10.87%	100.00%	0.00%
Apr-18	\$1,826.00	1.04%	71.88%	28.12%
Total	\$290,937.82		94.02%	5.98%
Task Code 2 % of Total Professional Fees	18.15%			

- A. The 2018 MB Administration Report applies to Shine in relation to this task code. Statistics specific to Shine are set out below.
- B. Shine has completed a total of 773 eligibility determinations for Shine and LAM Group Members. Of these, 3 were determinations of Deemed ASR Revision claims.
- C. Between April 2017 and August 2017 costs were high as Shine worked intensely to finalise Eligibility Determinations. From September 2017 to November 2017 costs were relatively lower, but a large number of Eligibility Determinations were still completed in this time. From December 2017 until April 2018, Shine continued to undertake eligibility determinations in accordance with the Scheme, however there was a lower volume of determinations in that period.
- D. As 90% of eligibility determinations have now been completed, time spent on this aspect of the administration is expected to stabilise at a relatively low level for the remainder of the settlement administration.

(3) – Dealing with Assessors

Month	Professional Fees (inc GST) for Task Code 3	Task Code 3 - Professional Fees as a % of total monthly Professional Fees	Task Code 3 - Work by lawyers (hours (%))	Task Code - 3 Work by non- lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$1,663.20	0.73%	100.00%	0.00%
Jul-17	\$35.20	0.02%	0.00%	100.00%
Aug-17	\$86.90	0.06%	100.00%	0.00%
Sep-17	\$158.40	0.11%	100.00%	0.00%
Oct-17	\$3,168.00	2.43%	100.00%	0.00%
Nov-17	\$475.20	0.38%	100.00%	0.00%
Dec-17	\$324.50	0.70%	100.00%	0.00%
Jan-18	\$1,900.80	2.93%	100.00%	0.00%
Feb-18	\$1,116.50	1.10%	100.00%	0.00%
Mar-18	\$2,455.20	3.51%	100.00%	0.00%
Apr-18	\$5,293.20	3.01%	98.51%	1.49%
Total	\$16,677.10		90.77%	9.23%
Task Code 3 % of Total Professional Fees	1.04%			

- A. The 2018 MB Administration Report in relation to this task code applies to Shine. Statistics specific to Shine are set out below.
- B. It is estimated that Shine will have a further 112 Individual Assessments to complete between now and the conclusion of the settlement administration in 2023.
- C. Shine Lawyers has had two requests for Eligibility Reviews. Our correspondence with the Review Assessors, Marietta Bylhouwer and Simon Martin, in relation to these Reviews was charged to this task code.
- D. The increase in work in April 2018 was the result of liaising with the Individual Assessment Assessors as a large number of Claim Books were allocated.
- E. On 11 April 2018, Debbie Bridges resigned from Shine Lawyers and it was decided by the Administrators that she should be removed from the Assessor panel. Notwithstanding Shine's belief that Ms Bridge's time spent in relation to various tasks was reasonably recoverable from the administration, Shine decided not to claim the costs of her work.
- F. With respect to dealing with the Individual Assessment Assessors, there is inevitable overlap with task code 8, *Processing Individual Assessments*, and also occasions when Shine has charged the same work to a different code to that charged by Maurice Blackburn. An example of this arises in respect of the Administrators auditing the Assessor's work. Maurice Blackburn charged this work to code 3 whereas Shine charged this work to code 8 - *Processing Individual Assessments*.

(4) – Preparing / sending notices to Group Members and processing elections

Month	Professional Fees (inc GST) for Task Code 4	Task Code 4 - Professional Fees as a % of total monthly Professional Fees	Task Code 4 - Work by lawyers (hours (%))	Task Code - 4 Work by non- lawyers (hours (%))
Apr-17	\$4,857.60	9.21%	0.00%	100.00%
May-17	\$8,808.80	5.11%	0.00%	100.00%
Jun-17	\$6,960.80	3.08%	8.38%	91.62%
Jul-17	\$5,852.00	4.01%	8.67%	91.33%
Aug-17	\$3,599.20	2.52%	15.12%	84.88%
Sep-17	\$2,710.40	1.80%	5.55%	94.45%
Oct-17	\$246.40	0.19%	0.00%	100.00%
Nov-17	\$352.00	0.28%	0.00%	100.00%
Dec-17	\$1,232.00	2.66%	0.00%	100.00%
Jan-18	\$880.00	1.36%	0.00%	100.00%
Feb-18	\$1,636.80	1.62%	18.60%	81.40%
Mar-18	\$598.40	0.86%	0.00%	100.00%
Apr-18	\$0.00	0.00%	0.00%	0.00%
Total	\$37,734.40		4.69%	95.31%
Task Code 4 % of Total Professional Fees	2.35%			

- A. The 2018 MB Administration Report in relation to this task code largely applies to the work undertaken by Shine. Matters specific to Shine are set out below.
- B. Set out below are the ways in which Shine's processes differ to Maurice Blackburn's:
 - i. Shine do not require eligible Group Members to complete and return an "Instructions to Elect" form. After receiving a Notice of Eligibility, Group Members either write to or call Shine and advise whether they elect Fast Track Resolution or Individual Assessment.
 - ii. A data spreadsheet is maintained and updated by the Paralegals to track the progress of Group Members' claims. The paralegals also update the Portal to include each Group Member's Eligibility Determination (i.e. eligible or ineligible) and eligible Group Members' elections (i.e. either Fast Track Resolution or Individual Assessment).
- C. Shine has issued the following Notices to Shine and LAM Group Members:
 - i. 712 Notices of Eligibility – Eligible
 - ii. 61 Notices of Eligibility – Ineligible
 - iii. 520 Notices of Fast Track Resolution
 - iv. 119 Notices of Individual Assessment.
- D. The higher costs for this task code for the period from April 2017 to September 2017 is explained by Shine focusing on finalising Eligibility Determinations during this period.

(5) – Committee functions

Month	Professional Fees (inc GST) for Task Code 5	Task Code 5 - Professional Fees as a % of total monthly Professional Fees	Task Code 5 - Work by lawyers (hours (%))	Task Code - 5 Work by non- lawyers (hours (%))
Apr-17	\$1,108.80	2.10%	52.63%	47.37%
May-17	\$15,788.30	9.16%	76.12%	23.88%
Jun-17	\$9,213.60	4.07%	79.07%	20.93%
Jul-17	\$10,923.00	7.49%	55.00%	45.00%
Aug-17	\$14,280.20	10.00%	80.00%	20.00%
Sep-17	\$11,911.90	7.90%	94.08%	5.92%
Oct-17	\$8,015.70	6.16%	92.10%	7.69%
Nov-17	\$9,944.00	8.02%	80.57%	19.43%
Dec-17	\$3,815.90	8.24%	71.43%	28.57%
Jan-18	\$10,941.70	16.88%	91.55%	8.45%
Feb-18	\$10,959.30	10.83%	85.81%	14.19%
Mar-18	\$6,345.90	9.07%	61.96%	38.04%
Apr-18	\$3,401.20	1.94%	85.11%	14.89%
Total	\$116,649.50		77.35%	22.65%
Task Code 5 % of Total Professional Fees	7.28%			

- A. The general comments in the 2018 MB Administration Report are applicable to Maurice Blackburn and Shine.
- B. In relation to this task code, Shine is responsible for:
- i. liaising with Group Members to obtain instructions and information relevant to the Committee agenda items (e.g. the Group Member's reasons as to why they registered late or details of the Group Member's income and expenses for an application for an interim payment);
 - ii. preparing the relevant documents for the Committee to consider Shine's agenda items;
 - iii. liaising with LAM with respect to its agenda items and reviewing its documents to ensure they are sufficient for the Committee to be able to make a determination;
 - iv. advising Maurice Blackburn of Shine's and LAM's agenda items before the Committee meeting;
 - v. ensuring all relevant documents are uploaded to Collaborate (the secure document sharing platform) prior to the Committee meeting;

- vi. reviewing the Committee agenda (prepared by Maurice Blackburn) and the documents relevant to Maurice Blackburn's and DBH's agenda items in preparation for the Committee meeting;
 - vii. attending the Committee meeting;
 - viii. perusing the Committee minutes to ensure they accurately reflect the decisions of the Committee;
 - ix. circulating the Committee's decisions to members of the Shine team (who did not attend the meeting) so they can take action in response to the decisions made; and
 - x. advising LAM of the Committee's decisions in relation to its agenda items.
- C. The work done following a Committee meeting is generally charged to the code applicable to the substance of the work. For example, if a matter concerning the Assessors was discussed at a Committee meeting the work that is undertaken in relation that matter would be charged to code 3 – *Dealing with Assessors*.
- D. As stated in the 2018 MB Administration Report, two Committee meetings were held in May 2017. This explains the higher fees claimed for May in comparison to other months.

(6) – Interim payments

Month	Professional Fees (inc GST) for Task Code 6	Task Code 6 - Professional Fees as a % of total monthly Professional Fees	Task Code 6 - Work by lawyers (hours (%))	Task Code - 6 Work by non- lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$0.00	0.00%	0.00%	0.00%
Jul-17	\$70.40	0.05%	0.00%	100.00%
Aug-17	\$1,672.00	1.17%	22.22%	77.78%
Sep-17	\$5,508.80	3.65%	46.46%	53.54%
Oct-17	\$695.20	0.53%	63.64%	36.36%
Nov-17	\$3,652.00	2.95%	38.57%	61.43%
Dec-17	\$941.60	2.03%	13.04%	86.96%
Jan-18	\$941.60	1.45%	38.89%	61.11%
Feb-18	\$1,064.80	1.05%	20.83%	79.17%
Mar-18	\$0.00	0.00%	0.00%	0.00%
Apr-18	\$993.30	0.57%	44.45%	55.55%
Total	\$15,539.70		32.01%	67.99%
Task Code 6 % of Total Professional Fees	0.97%			

- A. The general comments in the 2018 MB Administration Report are applicable to Maurice Blackburn and Shine. Statistics specific to Shine are set out below.
- B. Over the Relevant period Shine has received and processed 20 interim payment applications. Of these 17 were approved by the Committee on first review, 2 required further material following first review by the Committee and were subsequently approved, 1 was rejected.
- C. In the months of September 2017 and November 2017, the time spent by Shine on interim payment applications was more than other months due to a higher number of applications received and prepared in those months. In addition, there were more complicated interim payment applications which involved consideration of factors giving rise to financial hardship claims.

(7) - Deemed revision

Month	Professional Fees (inc GST) for Task Code 7	Task Code 7 - Professional Fees as a % of total monthly Professional Fees	Task Code 7 - Work by lawyers (hours (%))	Task Code - 7 Work by non- lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$237.60	0.10%	100.00%	0.00%
Jul-17	\$0.00	0.00%	0.00%	0.00%
Aug-17	\$431.20	0.30%	83.33%	16.67%
Sep-17	\$853.60	0.57%	27.78%	72.22%
Oct-17	\$343.20	0.26%	50.00%	50.00%
Nov-17	\$0.00	0.00%	0.00%	0.00%
Dec-17	\$0.00	0.00%	0.00%	0.00%
Jan-18	\$158.40	0.24%	100.00%	0.00%
Feb-18	\$264.00	0.26%	40.00%	60.00%
Mar-18	\$0.00	0.00%	0.00%	0.00%
Apr-18	\$0.00	0.00%	0.00%	0.00%
Total	\$2,288.00		66.85%	33.15%
Task Code 7 % of Total Professional Fees	0.14%			

- A. The 2018 MB Administration Report in relation to this task code applies Shine. Statistics specific to Shine are set out below.
- B. In the relevant period, five Group Members have registered on the basis that they believe they meet the requirements of a Deemed ASR Revision.
- C. Of these five Shine Group Members:
 - i. 0 have been found eligible;
 - ii. 2 have been found ineligible; and
 - iii. 3 are awaiting further material for a determination to be made.

(8) – Processing Individual Assessments

Month	Professional Fees (inc GST) for Task Code 8	Task Code 8 - Professional Fees as a % of total monthly Professional Fees	Task Code 8 - Work by lawyers (hours (%))	Task Code - 8 Work by non- lawyers (hours (%))
Apr-17	\$308.00	0.58%	60.00%	40.00%
May-17	\$316.80	0.18%	100.00%	0.00%
Jun-17	\$35,651.00	15.75%	100.00%	0.00%
Jul-17	\$3,625.60	2.49%	62.07%	37.93%
Aug-17	\$9,732.80	6.82%	98.39%	1.61%
Sep-17	\$5,623.20	3.73%	100.00%	0.00%
Oct-17	\$10,287.20	7.90%	93.89%	56.11%
Nov-17	\$16,942.20	13.66%	100.00%	0.00%
Dec-17	\$11,712.80	25.28%	98.66%	1.34%
Jan-18	\$5,546.20	8.56%	86.84%	13.16%
Feb-18	\$24,950.20	24.67%	85.84%	14.16%
Mar-18	\$9,180.60	13.12%	87.69%	12.31%
Apr-18	\$104,982.90	59.74%	87.31%	12.69%
Total	\$238,859.50		85.98%	14.02%
Task Code 8 % of Total Professional Fees	14.90%			

- A. The 2018 MB Administration Report in relation to this task code applies Shine. Set out below are matters specific to Shine.
- B. In April 2018 there was an increase in fees as Shine focused on the completion of Claim Books with a view to having the first 100 assessments finalised (to enable actuarial advice to be obtained).
- C. The focus on Individual Assessment Claim Books resulted in an increase in internal communications related to:
 - i. the distribution of work;
 - ii. tracking the progress of the Claim Books (i.e. the status of evidence requests for all Claim Books; reviews by Senior Solicitors; resolution of issues with Claim Books (e.g. where there are inconsistencies with the Group Member's instructions); and obtaining further information from Group Members in order to finalise the Claim Books); and
 - iii. ensuring the efficient progress of the Claim Books.
- D. In accordance with the terms of the Settlement Scheme, the time spent compiling, reviewing and finalising each Claim Book was charged under clause 13.2 of the Scheme (i.e. as part of the fixed fee of \$5,000 for preparing the Claim Book).

- E. As stated above at task code 3, *Dealing with Assessors*, there is inevitable overlap with task code 3 and this task code, *Processing Individual Assessments*. That is, some time dealing with the Assessors has been charged to this code, *Processing Individual Assessments*.
- F. As stated above, costs were high in April 2018. I do not expect this to continue in respect of the balance of work to be undertaken in relation to the Individual Assessments. I expect costs will steadily decline as more Individual Assessments are finalised by about the end of 2018.
- G. Shine charged the work done with respect to developing the precedents and procedures for Individual Assessments to this task code, *Processing Individual Assessments*. I understand that in some instances Maurice Blackburn charged this work to code 8, *Processing Individual Assessments*, and at other times to task code 10, *Workflow and Process Development*. This explains why Shine's costs in relation to this task code, *Processing Individual Assessments*, are higher than Maurice Blackburn's fees for this task code.

(9) – Reviews

Month	Professional Fees (inc GST) for Task Code 9	Task Code 9 - Professional Fees as a % of total monthly Professional Fees	Task Code 9 - Work by lawyers (hours (%))	Task Code - 9 Work by non- lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$0.00	0.00%	0.00%	0.00%
Jul-17	\$0.00	0.00%	0.00%	0.00%
Aug-17	\$105.60	0.07%	0.00%	100.00%
Sep-17	\$0.00	0.00%	0.00%	0.00%
Oct-17	\$1,742.40	1.34%	66.67%	33.33%
Nov-17	\$0.00	0.00%	0.00%	0.00%
Dec-17	\$35.20	0.08%	0.00%	100.00%
Jan-18	\$897.60	1.39%	33.33%	66.67%
Feb-18	\$1,619.20	1.60%	95.24%	4.76%
Mar-18	\$70.40	0.10%	0.00%	100.00%
Apr-18	\$237.60	0.14%	100.00%	0.00%
Total	\$4,708.00		42.18%	57.82%
Task Code 9 % of Total Professional Fees	0.29%			

- A. The general comments in the 2018 MB Administration Report are applicable to Maurice Blackburn and Shine. Matters specific to Shine are set out below.
- B. To date, Shine has received two requests for Eligibility Reviews and one request for a Compensation Review.
- C. With respect to the Eligibility Reviews, the Committee decided that both Group Members should pay the \$1,000 bond because their requests lacked merit (one Group Member was found ineligible because they had signed an Opt Out Notice and the other was found ineligible because their revision surgery was due to Trauma).
- D. Shine only recently received the request for a Compensation Review and for that reason the Committee is yet to consider whether the Group Member should pay a bond, which is provided for under Clause 9.4 of the Settlement Scheme.
- E. The time spent by Shine on this task code included drafting the template documents for Eligibility Reviews (including the instructions, Review Statement of Reasons and Review Determination).

(10) - Workflow / Process development

Mo nth	Professional Fees (inc GST) for Task Code 10	Task Code 10 - Professional Fees as a % of total monthly Professional Fees	Task Code 10 - Work by lawyers (hours (%))	Task Code - 10 Work by non- lawyers (hours (%))
Apr-17	\$255.20	0.48%	16.67%	83.33%
May-17	\$44,335.50	25.71%	89.91%	10.09%
Jun-17	\$11,578.60	5.12%	68.57%	31.43%
Jul-17	\$6,215.00	4.26%	72.12%	27.88%
Aug-17	\$6,282.10	4.40%	93.90%	6.10%
Sep-17	\$2,772.00	1.84%	100.00%	0.00%
Oct-17	\$1,126.40	0.87%	70.59%	29.41%
Nov-17	\$79.20	0.06%	100.00%	0.00%
Dec-17	\$0.00	0.00%	0.00%	0.00%
Jan-18	\$0.00	0.00%	0.00%	0.00%
Feb-18	\$228.80	0.23%	50.00%	50.00%
Mar-18	\$79.20	0.11%	100.00%	0.00%
Apr-18	\$0.00	0.00%	0.00%	0.00%
Total	\$72,952.00		76.18%	23.82%
Task Code 10 % of Total Professional Fees	4.55%			

- A. The general comments in the 2018 MB Administration Report are applicable to Maurice Blackburn and Shine. Matters specific to Shine are set out below.
- B. Ms Obrist commenced work with Shine in May 2017. Ms Obrist refined Shine's existing practices and templates and drafted and implemented new processes and templates. These largely related to eligibility, Liens, payments, dealing with third parties and data management. From this time Ms Obrist has worked closely with Maurice Blackburn to develop and refine settlement administration work flows and processes.
- C. The time spent on process development for Individual Assessments was charged to task code 8 – *Processing Individual Assessments*.
- D. It is noted that in respect of this work there is some overlap with the use of this task code, and task code 13, *Data*. In particular, in the month of June 2017 time was charged to this code for tasks that could be also be considered to fall within task code 13.

(11) – Group Member enquiries

Month	Professional Fees (inc GST) for Task Code 11	Task Code 11 - Professional Fees as a % of total monthly Professional Fees	Task Code 11 - Work by lawyers (hours (%))	Task Code - 11 Work by non- lawyers (hours (%))
Apr-17	\$1,265.00	2.40%	21.43%	78.57%
May-17	\$6,671.50	3.87%	52.78%	47.22%
Jun-17	\$2,015.20	0.89%	1.69%	98.31%
Jul-17	\$8,008.00	5.49%	45.52%	54.48%
Aug-17	\$4,417.60	3.09%	17.14%	82.86%
Sep-17	\$5,903.70	3.91%	19.12%	80.88%
Oct-17	\$9,697.60	7.45%	74.13%	25.87%
Nov-17	\$10,656.80	8.59%	58.29%	41.71%
Dec-17	\$2,094.40	4.52%	31.82%	68.18%
Jan-18	\$3,095.40	4.78%	27.69%	72.31%
Feb-18	\$4,423.10	4.37%	45.00%	55.00%
Mar-18	\$6,714.40	9.60%	65.25%	34.75%
Apr-18	\$6,976.20	3.97%	46.83%	53.17%
Total	\$71,938.90		38.98%	61.02%
Task Code 11 % of Total Professional Fees	4.49%			

- A. The 2018 MB Administration Report is applicable to Maurice Blackburn and Shine. There are no matters of note that are specific to Shine.

(12) - Bulk updates to Group Members

Month	Professional Fees (inc GST) for Task Code 12	Task Code 12 - Professional Fees as a % of total monthly Professional Fees	Task Code 12 - Work by lawyers (hours (%))	Task Code - 12 Work by non- lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$1,293.60	0.57%	47.83%	52.17%
Jul-17	\$1,003.20	0.69%	28.57%	71.43%
Aug-17	\$0.00	0.00%	0.00%	0.00%
Sep-17	\$0.00	0.00%	0.00%	0.00%
Oct-17	\$2,956.80	2.27%	92.31%	7.69%
Nov-17	\$2,050.40	1.65%	92.59%	7.41%
Dec-17	\$0.00	0.00%	0.00%	0.00%
Jan-18	\$0.00	0.00%	0.00%	0.00%
Feb-18	\$0.00	0.00%	0.00%	0.00%
Mar-18	\$0.00	0.00%	0.00%	0.00%
Apr-18	\$0.00	0.00%	0.00%	0.00%
Total	\$7,304.00		65.33%	34.67%
Task Code 12 % of Total Professional Fees	0.46%			

- A. The 2018 MB Administration Report is applicable to Maurice Blackburn and Shine. There are no matters of note that are specific to Shine.

(13) - Managing Group Member data / updating admin portal

Month	Professional Fees (inc GST) for Task Code 13	Task Code 13 - Professional Fees as a % of total monthly Professional Fees	Task Code 13 - Work by lawyers (hours (%))	Task Code - 13 Work by non-lawyers (hours (%))
Apr-17	\$1,265.00	2.40%	95.45%	4.55%
May-17	\$4,989.60	2.89%	3.33%	96.67%
Jun-17	\$3,654.20	1.61%	6.06%	93.94%
Jul-17	\$10,278.40	7.05%	27.19%	72.81%
Aug-17	\$16,253.60	11.39%	0.65%	99.35%
Sep-17	\$18,075.20	11.99%	6.30%	93.70%
Oct-17	\$8,052.00	6.19%	11.50%	88.50%
Nov-17	\$3,326.40	2.68%	6.90%	93.10%
Dec-17	\$1,513.60	3.27%	0.00%	100.00%
Jan-18	\$3,449.60	5.32%	9.09%	90.91%
Feb-18	\$2,437.60	2.41%	15.52%	84.48%
Mar-18	\$8,280.80	11.83%	7.95%	92.05%
Apr-18	\$14,835.70	8.44%	4.21%	95.79%
Total	\$96,411.70		14.93%	85.07%
Task Code 13 % of Total Professional Fees	6.01%			

- A. The general comments in the 2018 MB Administration Report are applicable to Maurice Blackburn and Shine. Matters specific to Shine are set out below.
- B. Shine undertakes the same data work as Maurice Blackburn in relation to managing, reviewing and internally auditing our Group Member data. The format that Shine uses for data management is Excel spreadsheets.
- C. With respect to the Portal and Shine's data:
 - i. Shine updates the Portal to include each Group Member's Eligibility Determination (i.e. eligible or ineligible) and eligible Group Members' elections (i.e. either Fast Track Resolution of Individual Assessment).
 - ii. Shine recently updated the Portal to include:
 - A. the Liens information for its Individual Assessment Group Members; and
 - B. whether its Group Members had been found eligible in relation to both hips.

Shine did this so that this data could be provided to the actuaries.
 - iii. Shine uses the Portal to allocate its Individual Assessments and to access the completed assessments.
 - iv. Maurice Blackburn uses the Portal to track Shine's registrations.
 - v. Some of Shine's Group Members enter their bank details into the Portal.
 - vi. The Administrators use the Portal to track payments to Shine Group Members.
- D. Shine's costs are higher from July 2017 to October 2017 as Shine focussed on compiling its own data as well as updating the Portal.

(14) - Engagement of Experts

Month	Professional Fees (incl GST) for Task Code 14	Task Code 14 – Professional Fees as a % of total monthly Professional Fees	Task Code 14 – Work by Lawyers (hours (%))	Task Code 14 – Work by non-lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$0.00	0.00%	0.00%	0.00%
Jul-17	\$0.00	0.00%	0.00%	0.00%
Aug-17	\$0.00	0.00%	0.00%	0.00%
Sep-17	\$0.00	0.00%	0.00%	0.00%
Oct-17	\$0.00	0.00%	0.00%	0.00%
Nov-17	\$0.00	0.00%	0.00%	0.00%
Dec-17	\$0.00	0.00%	0.00%	0.00%
Jan-18	\$0.00	0.00%	0.00%	0.00%
Feb-18	\$0.00	0.00%	0.00%	0.00%
Mar-18	\$0.00	0.00%	0.00%	0.00%
Apr-18	\$0.00	0.00%	0.00%	0.00%
Total	\$0.00			
Task Code 14 % of Total Professional Fees	0.00%			

- A. The commentary in the 2018 MB Administration Report applies to Shine. However, Shine charged it's time for liaising with experts and other third parties to the task code 25, *Third Parties*.

(15) – Engagement of Costs Expert (no charge)

Month	Total Hours	Task Code 15 – Work by Lawyers (hours (%))	Task Code 15 – Work by non-lawyers (hours(%))
Apr-17	2.7	37.04%	62.96%
May-17	3	96.67%	3.33%
Jun-17	17.3	100.00%	0.00%
Jul-17	2.9	37.93%	62.07%
Aug-17	6	100.00%	0.00%
Sep-17	6.2	64.52%	35.48%
Oct-17	3.2	100.00%	0.00%
Nov-17	0.3	100.00%	0.00%
Dec-17	0.1	100.00%	0.00%
Jan-18	1.3	100.00%	0.00%
Feb-18	23.3	99.57%	0.43%
Mar-18	0.5	100.00%	0.00%
Apr-18	15.3	96.18%	3.82%
Total	82.1		
Task Code 15 % of Total Professional Fees	0.00%		

- A. The 2018 MB Administration Report is applicable to Maurice Blackburn and Shine. Matters specific to Shine are set out below.
- B. In addition to the 82.1 hours of time not charged by the settlement administration team, all work performed by the Legal Costs Team (lead by Ms Trish Murphy, a Legal Practitioner) is not charged. This work includes:
- i. reviewing and finalising all monthly invoices for provision to Mr Ross Nicholas, independent costs expert;
 - ii. reconciling all disbursements claimed for the relevant period;
 - iii. meeting with Mr Nicholas to discuss the process, provide background information and support to his work; and
 - iv. liaising with Mr Nicholas in relation to further work and information required to finalise his report.

(16) - Preparing for and/or appearing in a Court Application

Month	Professional Fees (inc GST) for Task Code 16	Task Code 16 - Professional Fees as a % of total monthly Professional Fees	Task Code 16 - Work by lawyers (hours (%))	Task Code - 16 Work by non- lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$2,813.80	1.63%	91.90%	8.10%
Jun-17	\$79,021.80	34.92%	86.94%	13.06%
Jul-17	\$0.00	0.00%	0.00%	0.00%
Aug-17	\$0.00	0.00%	0.00%	0.00%
Sep-17	\$0.00	0.00%	0.00%	0.00%
Oct-17	\$0.00	0.00%	0.00%	0.00%
Nov-17	\$158.40	0.13%	100.00%	0.00%
Dec-17	\$0.00	0.00%	0.00%	0.00%
Jan-18	\$554.40	0.86%	100.00%	0.00%
Feb-18	\$3,285.70	3.25%	100.00%	0.00%
Mar-18	\$633.60	0.91%	100.00%	0.00%
Apr-18	\$4,662.90	2.65%	100.00%	0.00%
Total	\$91,130.60		97.36%	2.64%
Task Code 16 % of Total Professional Fees	5.68%			

- A. The 2018 MB Administration Report is applicable to Maurice Blackburn and Shine. Matters specific to Shine are set out below.
- B. The Relevant Period covers the time spent by Shine preparing for the June 2017 Case Management Conference. Shine filed two substantial affidavits in support of the Application.

(17) - IT systems development and maintenance

Month	Professional Fees (inc GST) for Task Code 17	Task Code 17 - Professional Fees as a % of total monthly Professional Fees	Task Code 17 - Work by lawyers (hours (%))	Task Code - 17 Work by non-lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$0.00	0.00%	0.00%	0.00%
Jul-17	\$0.00	0.00%	0.00%	0.00%
Aug-17	\$0.00	0.00%	0.00%	0.00%
Sep-17	\$0.00	0.00%	0.00%	0.00%
Oct-17	\$0.00	0.00%	0.00%	0.00%
Nov-17	\$0.00	0.00%	0.00%	0.00%
Dec-17	\$0.00	0.00%	0.00%	0.00%
Jan-18	\$0.00	0.00%	0.00%	0.00%
Feb-18	\$237.60	0.23%	100.00%	0.00%
Mar-18	\$193.60	0.28%	66.67%	33.33%
Apr-18	\$158.40	0.09%	100.00%	0.00%
Total	\$589.60		88.89%	11.11%
Task Code 17 % of Total Professional Fees	0.04%			

- A. The 2018 MB Administration Report in relation to this task code does not apply to Shine.
- B. As stated above (in relation to task code 13, *Data*) Shine predominantly use Excel spreadsheets to track its claims. Please refer to task code 13 for a summary of the ways in which Shine uses the Portal.
- C. The nominal amount of time charged to this task code relates to issues with the Portal and correspondence with Maurice Blackburn to resolve those issues.

(18) - Financial / accounting

Month	Professional Fees (inc GST) for Task Code 18	Task Code 18 - Professional Fees as a % of total monthly Professional Fees	Task Code 18 - Work by lawyers (hours (%))	Task Code - 18 Work by non-lawyers (hours (%))
Apr-17	\$1,619.20	3.07%	0.00%	100.00%
May-17	\$387.20	0.22%	0.00%	100.00%
Jun-17	\$281.60	0.12%	0.00%	100.00%
Jul-17	\$105.60	0.07%	0.00%	100.00%
Aug-17	\$211.20	0.15%	0.00%	100.00%
Sep-17	\$13,005.30	8.62%	0.27%	99.73%
Oct-17	\$211.20	0.16%	0.00%	100.00%
Nov-17	\$4,188.80	3.38%	81.35%	18.65%
Dec-17	\$246.40	0.53%	0.00%	100.00%
Jan-18	\$2,745.60	4.24%	0.00%	100.00%
Feb-18	\$1,795.20	1.77%	0.00%	100.00%
Mar-18	\$1,584.00	2.26%	0.00%	100.00%
Apr-18	\$5,816.80	3.31%	0.61%	99.39%
Total	\$32,198.10		6.33%	93.67%
Task Code 18 % of Total Professional Fees	2.01%			

- A. The general comments in the 2018 MB Administration Report are applicable to Maurice Blackburn and Shine. Matters specific to Shine are set out below.
- B. Shine's work in relation to this task code mainly relates to the processing of disbursement invoices.
- C. The 2018 MB Administration Report describes the process it follows to pay a disbursement invoice. The process is the same for Shine (the invoices are sent to Ms Saddler for approval).
- D. Furthermore, it is our usual practice for the paralegal to discuss any invoices that appear "more than normal" with a senior staff member, such as Ms Obrist. The senior staff member then considers whether it is reasonable to pay the invoice. For example, if a request is made for medical records, the senior solicitor considers the importance of obtaining the records. Shine also makes enquiries with the entity that issued the invoice to determine why the cost is higher than would be expected and whether there is any scope to reduce the cost.
- E. Over the course of the administration Shine had not been charging time to process invoices. Once this was discovered the decision was made to add time for processing the invoices. Furthermore, early in the administration, disbursement invoices were being charged to the Group Members' individual files. It was decided it would be more efficient to charge all invoices to the main matter. As a result, all invoices previously charged to the individual files were transferred to the main matter. Costs were high in September 2017 because a large number of these invoices were transferred to the account for this month and corresponding

perusals were added for each invoice (this included adding time to peruse invoices that were actually perused prior to this time (but that had not been claimed previously)).

- F. Costs were relatively high in April 2017 because Shine focused on finalising Individual Assessment Claim Books (please refer to task code 8 above). This lead to a high volume of medical record requests (for inclusion in the Claim Books).

(19) - Payments

Month	Professional Fees (inc GST) for Task Code 19	Task Code 19 - Professional Fees as a % of total monthly Professional Fees	Task Code 19 - Work by lawyers (hours (%))	Task Code - 19 Work by non-lawyers (hours (%))
Apr-17	\$6,688.00	12.68%	0.00%	100.00%
May-17	\$12,881.00	7.47%	14.79%	85.21%
Jun-17	\$6,526.30	2.88%	11.80%	88.20%
Jul-17	\$28,623.10	19.63%	39.28%	60.72%
Aug-17	\$12,158.30	8.52%	37.13%	62.87%
Sep-17	\$5,623.20	3.73%	46.73%	53.27%
Oct-17	\$11,121.00	8.54%	28.33%	71.67%
Nov-17	\$4,039.20	3.26%	89.11%	10.89%
Dec-17	\$13,912.80	30.03%	9.97%	90.03%
Jan-18	\$11,606.10	17.91%	13.47%	86.53%
Feb-18	\$6,554.90	6.48%	31.94%	68.06%
Mar-18	\$9,256.50	13.23%	13.84%	86.16%
Apr-18	\$7,791.30	4.43%	21.26%	78.74%
Total	\$136,781.70		27.51%	72.49%
Task Code 19 % of Total Professional Fees	8.53%			

- A. The general comments in the 2018 MB Administration Report are applicable to Maurice Blackburn and Shine. Matters specific to Shine are set out below.
- B. Before a Group Member can be paid their Fast Track Resolution payment a paralegal completes a "Payment Checklist". After the paralegal completes the checklist a senior solicitor reviews and approves the checklist. The purpose of the checklist is to:
- Confirm the Group Member has not already been paid;
 - Confirm the Group Member has been found eligible;
 - Identify whether the Group Member has been found eligible in relation to one or two hips (to ensure the correct amount is paid to the Group Member);
 - Confirm the Group Member has elected Fast Track Resolution;
 - In respect of a claim made by an estate, confirm we have been provided with Probate and that we are paying the compensation in accordance with the document;
 - Identify any issues with respect to legal capacity. And if there are, to ensure the procedure in relation to Group Members under a legal incapacity has been followed (please refer to task code 24 below for further information);
 - Confirm all Assumed and Residual Liens have been resolved;
 - Confirm the Group Member has provided their bank details (either by completing a Payment Authority or entering their details into the Portal); and

- ix. Confirm the details on the Payment List are correct (especially the amount and the bank details).
- C. In the month of July 2017, the time spent by Shine on payments was more than other months due to a higher number of resolved Liens than in other months as well as the implementation of a new process for tracking payments.

(20) - DBH / LAM

Month	Professional Fees (inc GST) for Task Code 20	Task Code 20 - Professional Fees as a % of total monthly Professional Fees	Task Code 20 - Work by lawyers (hours (%))	Task Code - 20 Work by non- lawyers (hours (%))
Apr-17	\$70.40	0.13%	0.00%	100.00%
May-17	\$862.40	0.50%	35.29%	64.71%
Jun-17	\$1,487.20	0.66%	13.89%	86.11%
Jul-17	\$2,842.40	1.95%	8.33%	91.67%
Aug-17	\$2,402.40	1.68%	36.17%	63.83%
Sep-17	\$8,298.40	5.50%	74.59%	25.41%
Oct-17	\$5,350.40	4.11%	68.29%	31.71%
Nov-17	\$23,232.00	18.74%	96.03%	3.97%
Dec-17	\$281.60	0.61%	0.00%	100.00%
Jan-18	\$1,601.60	2.47%	78.26%	21.74%
Feb-18	\$2,173.60	2.15%	34.88%	65.12%
Mar-18	\$1,513.60	2.16%	69.57%	30.43%
Apr-18	\$1,135.20	0.65%	90.00%	10.00%
Total	\$51,251.20		46.56%	53.44%
Task Code 20 % of Total Professional Fees	3.20%			

- A. The work described by the 2018 MB Administration Report in relation Duncan Basheer Hannon (**DBH**) is the same for Shine in relation to Lempriere Abbott McLeod (**LAM**).
- B. This area of the settlement administration encompasses Shine's role in overseeing and liaising with LAM and to a lesser extent liaising with DBH.
- C. As stated by the 2018 MB Administration Report, the increase in fees in November 2017 was the result of Maurice Blackburn and Shine conducting training sessions with DBH and LAM in respect of the Individual Assessment process. A senior member of Maurice Blackburn and Shine Lawyers attended the offices of DBH and LAM to provide training on the Individual Assessment process, specifically in relation to the preparation of Claim Books and undertaking the questionnaire for Individual Assessment Group Members.

(21) – Maurice Blackburn General

Month	Professional Fees (inc GST) for Task Code 21	Task Code 21 - Professional Fees as a % of total monthly Professional Fees	Task Code 21 - Work by lawyers (hours (%))	Task Code - 21 Work by non-lawyers (hours (%))
Apr-17	\$35.20	0.07%	0.00%	100.00%
May-17	\$475.20	0.28%	18.18%	81.82%
Jun-17	\$1,395.90	0.62%	84.21%	15.79%
Jul-17	\$2,339.70	1.60%	96.67%	3.33%
Aug-17	\$1,037.30	0.73%	100.00%	0.00%
Sep-17	\$3,776.30	2.50%	100.00%	0.00%
Oct-17	\$16,742.00	12.86%	100.00%	0.00%
Nov-17	\$9,345.60	7.54%	100.00%	0.00%
Dec-17	\$149.60	0.32%	33.33%	66.67%
Jan-18	\$245.30	0.38%	100.00%	0.00%
Feb-18	\$4,466.00	4.42%	100.00%	0.00%
Mar-18	\$1,995.40	2.85%	100.00%	0.00%
Apr-18	\$1,663.20	0.95%	100.00%	0.00%
Total	\$43,666.70		79.41%	20.59%
Task Code 21 % of Total Professional Fees	2.72%			

A. The commentary in the 2018 MB Administration Report applies to Shine.

(22) – Explants

Month	Professional Fees (inc GST) for Task Code 22	Task Code 22 - Professional Fees as a % of total monthly Professional Fees	Task Code 22 - Work by lawyers (hours (%))	Task Code - 22 Work by non-lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$0.00	0.00%	0.00%	0.00%
Jul-17	\$0.00	0.00%	0.00%	0.00%
Aug-17	\$0.00	0.00%	0.00%	0.00%
Sep-17	\$0.00	0.00%	0.00%	0.00%
Oct-17	\$0.00	0.00%	0.00%	0.00%
Nov-17	\$0.00	0.00%	0.00%	0.00%
Dec-17	\$0.00	0.00%	0.00%	0.00%
Jan-18	\$0.00	0.00%	0.00%	0.00%
Feb-18	\$166.10	0.16%	100.00%	0.00%
Mar-18	\$1,267.20	1.81%	57.14%	42.86%
Apr-18	\$308.00	0.18%	60.00%	40.00%
Total	\$1,741.30		72.38%	27.62%
Task Code 22 % of Total Professional Fees	0.11%			

- A. Much of the 2018 MB Administration Report in relation to this task code applies to Shine. Matters specific to Shine are set out below.
- B. Shine has continued to store 97 explants and the Respondents have also retained 197 explants, of which 72 are from Shine's former clients or registrants.
- C. In March 2018 Shine commenced the process of dealing with the explants held by either Shine or the Respondents.
- D. In the near future Shine intends to send letters to all Group Members who have had their eligibility determined and whose explants are being held by either Shine or the Respondents. The letter will request the Group Member's instructions in relation to whether they want the explant destroyed or whether they want it returned to them. Steps will then be taken to either destroy the explant or deliver the explant to the Group Member (please refer to the 2018 MB Administration Report for more information).

(23) - Estates

Month	Professional Fees (inc GST) for Task Code 23	Task Code 23 - Professional Fees as a % of total monthly Professional Fees	Task Code 23 - Work by lawyers (hours (%))	Task Code - 23 Work by non- lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$70.40	0.04%	0.00%	100.00%
Jun-17	\$633.60	0.28%	30.77%	69.23%
Jul-17	\$2,877.60	1.97%	92.11%	7.89%
Aug-17	\$3,593.70	2.52%	95.65%	4.35%
Sep-17	\$7,075.20	4.69%	88.00%	12.00%
Oct-17	\$3,361.60	2.58%	97.68%	2.32%
Nov-17	\$3,535.40	2.85%	80.00%	20.00%
Dec-17	\$871.20	1.88%	43.75%	56.25%
Jan-18	\$1,125.30	1.74%	61.11%	38.89%
Feb-18	\$79.20	0.08%	100.00%	0.00%
Mar-18	\$0.00	0.00%	0.00%	0.00%
Apr-18	\$228.80	0.13%	50.00%	50.00%
Total	\$23,452.00		67.19%	32.81%
Task Code 23 % of Total Professional Fees	1.46%			

- A. The 2018 MB Administration Report in relation to this task code applies to the work done by both Maurice Blackburn and Shine. Shine's statistics for claims made by estates are set out below.
- B. Shine currently has 38 registered claims made on behalf of deceased estates.

(24) - Legal Incapacity

Month	Professional Fees (inc GST) for Task Code 24	Task Code 24 - Professional Fees as a % of total monthly Professional Fees	Task Code 24 - Work by lawyers (hours (%))	Task Code - 24 Work by non-lawyers (hours (%))
Apr-17	\$0.00	0.00%	0.00%	0.00%
May-17	\$0.00	0.00%	0.00%	0.00%
Jun-17	\$0.00	0.00%	0.00%	0.00%
Jul-17	\$5,630.90	3.86%	100.00%	0.00%
Aug-17	\$1,663.20	1.17%	100.00%	0.00%
Sep-17	\$9,108.00	6.04%	100.00%	0.00%
Oct-17	\$6,853.00	5.26%	87.10%	12.90%
Nov-17	\$827.20	0.67%	37.50%	62.50%
Dec-17	\$0.00	0.00%	0.00%	0.00%
Jan-18	\$0.00	0.00%	0.00%	0.00%
Feb-18	\$290.40	0.29%	14.29%	85.71%
Mar-18	\$862.40	1.23%	66.67%	33.33%
Apr-18	\$193.60	0.11%	66.67%	33.33%
Total	\$25,428.70		71.53%	28.47%
Task Code 24 % of Total Professional Fees	1.59%			

- A. The 2018 MB Administration Report in relation to this task code applies to the work done by both Maurice Blackburn and Shine. Shine's statistics for Group Members under a legal incapacity are set out below.
- B. Shine investigated whether six Group Members were under a legal incapacity. One person was determined to be so. This Group Member has an Enduring Power of Attorney and so Orders appointing a financial administrator was not necessary.
- C. LAM currently do not have any claims by Group Members who are under a legal incapacity.
- D. The increase in costs in July 2017 was because at this time the Administrators were working together to develop the processes and templates for managing these claims. Fees also increased in September and October 2017 when the Administrators focused on finalising and implementing the processes and templates.

(25) - Other third party dealings [NRFA, Medicare etc]

Month	Professional Fees (inc GST) for Task Code 25	Task Code 25 - Professional Fees as a % of total monthly Professional Fees	Task Code 25 - Work by lawyers (hours (%))	Task Code - 25 Work by non-lawyers (hours (%))
Apr-17	\$4,769.60	9.04%	30.61%	69.39%
May-17	\$255.20	0.15%	10.00%	90.00%
Jun-17	\$4,108.50	1.82%	92.59%	7.41%
Jul-17	\$3,476.00	2.38%	88.00%	22.00%
Aug-17	\$2,050.40	1.44%	32.56%	67.44%
Sep-17	\$7,700.00	5.11%	35.76%	64.24%
Oct-17	\$8,439.20	6.48%	66.41%	33.59%
Nov-17	\$3,608.00	2.91%	46.15%	53.85%
Dec-17	\$1,007.60	2.17%	68.75%	31.25%
Jan-18	\$2,917.20	4.50%	17.91%	82.09%
Feb-18	\$8,738.40	8.64%	35.84%	64.16%
Mar-18	\$7,030.10	10.05%	50.82%	49.18%
Apr-18	\$3,449.60	1.96%	67.93%	32.07%
Total	\$57,549.80		49.11%	50.89%
Task Code 25 % of Total Professional Fees	3.59%			

- A. With respect to Shine's work under this task code, the similarities and differences to the 2018 MB Administration Report are set out below.
- B. Similarly to Maurice Blackburn, Shine has for various reasons throughout the Relevant Period corresponded with third parties such as Centrelink, Medicare Australia, Norton Rose Fulbright Australia (the Respondent's solicitors), private health insurers, the Australian Taxation Office, the Department of Veterans' Affairs (**DVA**), the Department of Human Services (in particular, Centrelink), medical practices, and the Occupational Therapists engaged to advise in relation to the Individual Assessments.
- C. Similarly to Maurice Blackburn, Shine has liaised with Medibank Private in relation to the process for the reimbursements of Liens and member referrals. However, much of this work has been done by Will Barsby (National Special Counsel) who is not in the Class Actions team. This is because Mr Barsby is Shine's Medibank relationship manager. The Shine administration team provides Mr Barsby with any necessary information and data for his discussions with Medibank. The increase in costs in September and October 2017 is partly due to collating this information for Medibank. Mr Barsby has not charged his time for this work.
- D. In July 2017 Shine considered the application of the Bulk Payment Agreement (**BPA**) between the Respondents and Medicare Australia (**the Respondents' Medicare BPA**) in order to determine whether it applied to all Group Members or only some Group Members. The Administrators decided the Respondents' Medicare BPA did not apply to all Group Members

and that the Administrators ought to enter into a BPA with Medicare for those Group Member's who were not covered by the Respondents' Medicare BPA. The negotiations with Medicare were ultimately unsuccessful, and therefore the Medicare Liens for this small cohort of Group Members were resolved individually.

- E. There was an increase in work in October 2017 for the following reasons:
 - i. Shine's work in relation to Medibank (described above);
 - ii. the Administrators attendance at a conference with the Occupational Therapists with respect to the Individual Assessment process;
 - iii. the Administrators drafted a proposed BPA for Medicare to consider; and
 - iv. Shine's correspondence with DVA regarding the effect of a Fast Track Resolution payment upon a Group Member's future DVA entitlements.
- F. In November 2017, December 2017 and February 2018 Shine worked with Maurice Blackburn to obtain advice from PricewaterhouseCoopers in relation to the liability of the Administrators for the tax on the interest earned from the investment of the Settlement Sum.
- G. Between December 2017 and February 2018 Shine worked with Maurice Blackburn to obtain updated advice from the actuaries, Finity to determine the appropriate level of compensation to be paid to Group Members (in accordance with clause 10.4 of the Scheme).
- H. There was an increase in work undertaken in February and March 2018 for the following reasons:
 - i. the Administrators consulted and engaged the actuaries, Finity (e.g. working with them to identify what data would be necessary for them to prepare their report);
 - ii. the Administrators consulted and engaged PricewaterhouseCoopers to obtain tax advice;
 - iii. correspondence and other communications with Centrelink regarding the reporting obligations of the Administrators' and the Group Members' with respect to Individual Assessments, and obtaining Centrelink interest notices for those Group Members who elected Individual Assessment;
 - iv. at this time Shine collated updated data to provide to Medibank;
 - v. there were ongoing negotiations with Medibank in relation to the potential BPA;
 - vi. once it was realised a BPA with Medicare could not be reached, the Administrators liaised with Medicare in relation to the process for resolving the Group Members' Liens which were not covered by the Respondent's BPA with Medicare; and
 - vii. the Administrators requested general advice from the Occupational Therapists in relation to the award of compensation for future expenses are care needs for Individual Assessments.

(26) – Other

Month	Professional Fees (inc GST) for Task Code 26	Task Code 26 - Professional Fees as a % of total monthly Professional Fees	Task Code 26 - Work by lawyers (hours (%))	Task Code - 26 Work by non-lawyers (hours (%))
Apr-17	\$3,621.20	6.86%	43.66%	56.34%
May-17	\$21,050.70	12.21%	53.25%	46.75%
Jun-17	\$16,705.70	7.38%	28.63%	71.37%
Jul-17	\$23,738.00	16.28%	35.78%	64.22%
Aug-17	\$16,352.60	11.46%	44.78%	55.22%
Sep-17	\$17,976.20	11.92%	57.24%	42.76%
Oct-17	\$9,810.90	7.54%	77.14%	22.86%
Nov-17	\$6,367.90	5.14%	61.54%	38.46%
Dec-17	\$79.20	0.17%	100.00%	0.00%
Jan-18	\$12,343.10	19.05%	68.28%	31.72%
Feb-18	\$9,347.80	9.24%	65.31%	34.69%
Mar-18	\$4,338.40	6.20%	47.44%	52.56%
Apr-18	\$11,491.70	6.54%	39.91%	60.09%
Total	\$153,223.40		55.61%	44.39%
Task Code 26 % of Total Professional Fees	9.56%			

- A. Much of the 2018 MB Administration Report in relation to this task code does not apply to Shine. Shine's work with respect to this task code is set out below.
- B. Similarly to Maurice Blackburn, Shine uses this task code to record work performed that does not fall within one of the other categories or incorporates a number of different tasks into the one category so that it cannot be attributed to one task code.
- C. Shine has team meetings when necessary. Ms Obrist also has intermittent meetings with the paralegals (individually) and with Mrs Saddler. The purpose of the meetings is to discuss the progress of the settlement as a whole, implement key milestone targets, identify any hurdles, analyse statistics, set priorities and discuss various issues in relation to the settlement administration. The time for internal communications regarding these matters is also charged to this task code. An important aspect of these meetings and internal communications is for Ms Obrist to provide direction and guidance to the paralegals and for Ms Saddler to give instructions and guidance to Ms Obrist.
- D. In May 2017 to September 2017 there was an increase in the amount of costs incurred with respect to this task code. The reason for this is (as stated above at task code 10) Ms Obrist commenced employment with Shine in May 2017. Ms Obrist refined Shine's existing practices and templates and drafted and implemented new processes (largely relating to eligibility, Liens, payments, dealing with third parties and data management). As a result there was an increase in team meetings and internal communications to implement and revise the new

procedures and templates. Also, at this time Ms Obrist started the practice of having regular meetings with the paralegals individually (see above for more information regarding the purpose of the meetings). Costs were low in December 2017 because of staff being on annual leave and the Christmas / New Year break.

- E. In August 2017 Shine conducted research in relation to the liability to pay refunds to Public Hospitals in each State of Australia. In February 2018 Shine considered the implications of the Workers Compensation cross-over issues, and in April 2018 consideration was given to the advice obtained from Ms Zoe Hillman of Counsel in relation to this issue.
- F. In the 2018 MB Administration Report it states Maurice Blackburn charges tasks related to invoices to this code. Shine charges this time to task code 15, *Engagement of Costs Expert*.