



CLIENT SERVICE CHARTER:  
**focused on you**

- We **will listen carefully** to your goals and needs before making recommendations
- We will advise you on aspects of **personal wellbeing** as well as **financial wellbeing**
- If we say we will do something, **we will do it when we say we will do it**
- We will be **proactive and will take the initiative** in resolving your matter wherever possible
- We will prosecute your matter in a **businesslike way**, avoiding the intrusion of personality issues wherever possible
- We will ensure you understand the **immediate costs and benefits** before committing to a particular course of action
- We will ensure you understand the **long term costs and benefits** before committing to a particular course of action
- We **will have the integrity** to discourage you from commencing a potentially high-cost course of action where we believe your chances of success are relatively poor
- We will guide you through the **practicalities of any proposed property settlement**, including quantum, timing, accessibility and impact on any other assets or businesses
- We will guide you through the **practicalities of any proposed parenting arrangements**, taking into account the convenience and wellbeing of all concerned parties
- We will not change the scope of our retainer without your instruction and **will always confirm scope changes** in writing
- We will have the **courage to disagree with you** where we believe you have not considered all the consequences of a proposed course of action
- We will **not recommend any settlement until** we are satisfied that a superior settlement could not have been reasonably achieved
- We **will communicate with you** in a style and with a regularity that reassures you that your matter is in good hands