
Providing clients with comfort, proactive service and clarity is at the core of what we do and why we love doing it. Our goal is to assist people making big transitions in their personal lives in the most positive way possible for them, their family and the community.

Doing our job well is hugely rewarding for us.



OUR APPROACH

People are generally not in a great place when we meet them for the first time, and would rather be doing almost anything else than meeting with a family lawyer. We understand this, and our understanding is reflected in our approach.

The first meeting

Walking into a lawyer's office to reveal personal and upsetting information can be confronting. However, we do everything we can to make this as comfortable an experience as possible.

The first meeting does not have to be in our office. We can meet via videoconferencing, in a public place which is convenient and comfortable for the client, or (in some circumstances) at the client's home. Often our first meeting takes place at the office of a trusted professional advisor.

Before the first meeting, we send an electronic questionnaire which enables us to get the basic questions out of the way, so that we can spend more time at our first meeting getting to the heart of a client's concerns, providing realistic advice and devising a plan moving forward.

We always suggest that a client brings to the meeting a friend or family member that can act as a support person and an invaluable second set of ears.

Pricing

We provide choice. We offer both a service that is charged by time and traditional billing methods and also by way of value pricing.

Fixed fees: We charge a fixed fee for all initial consultations, being \$490 plus GST. This includes two lawyers attending your initial meeting, so that moving forward you will have two team members who are familiar with your case, and the work will be shared to minimise ongoing legal costs. The initial meeting also includes a letter of advice, to ensure that you have a strategy and a "road map" for your case, which forms part of that fixed fee. We are also able to provide negotiated fixed fees at other stages of your matter.

Traditional time billing: Many clients will be familiar with legal or other professional services being billed at an hourly rate. We also combine fixed fees in this traditional method, which is based on the Family Law Scale. This means that letters, and emails are charged on their size rather than the time taken to draft them. We also draft on a fixed fee per page for court documents. We otherwise charge on time for all face to face and telephone attendances. In our view, this affords the best mix of fixed fee and traditional billing methods, rather than simply charging by time.

Value pricing: This entails us providing a specific scope and price that is focused on achieving an outcome. Options can be provided so that a client can choose the level of service and tasks to be performed, and is agreed before we commence work. In family law litigation (which can be as protracted and involve as many plot twists and turns as a Game of Thrones episode), it's very difficult to provide one price for the entire engagement. However, value pricing provides clarity and allows client and lawyer alike to focus on the goals and value to be created when those goals are realised.

GETTING TO KNOW US

Our lawyers are warm, empathetic and supportive. We understand that every client's journey is a uniquely personal experience, particularly when they are feeling vulnerable and unsure of themselves.

Clients come to us because we know the law. They stay with us because we help them make the journey through a difficult time in their lives with understanding, perseverance, good grace and humour.

YOUR HUB AND BEYOND LAWYERING

We are facilitators and promoters to help our clients get the right and best advice possible whatever the need might be. Much of what we do is not strictly lawyering. We know our limits. We have strong relationships with experts in many specialist areas and often our role is to coordinate advice from multiple sources to best secure the outcomes our clients desire.

Often the engagement of a psychologist who can help parents mend a destructive separated relationship will be critically important. If done skilfully, it can prevent protracted and expensive proceedings but, more importantly, lessen the devastating impact parental conflict can have on children. Sometimes expert accounting will be required to provide financial and tax advice to construct the most effective way to apportion property. The list goes on.

WOULD YOU LIKE TO KNOW MORE?

We are passionate about what we do and love to talk about it. If you have any questions or you or your organisation would like to know more, don't hesitate to reach out to us for a chat to see how we can help.



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