



## Our Values and Fair Go Policy

### Supporting Important Values

We recognise both the important values of our clients and of our people and we pride ourselves on not being like a traditional law practice.

### Client Values

The important values of our clients are integrated into the legal and client care services that our people provide. We expect our people to uphold the values in this policy in everything that they do.

We naturally expect excellence, integrity, respect, honesty and teamwork from our people as do traditional law practices. Here are our values that you may not see with other law practices:

1. **Communication** - We will openly communicate with you throughout the course of your matter to ensure we listen, discuss, explain and appropriately manage your expectations of us, any concerns you may have, legal needs, the work that is proposed, the risks if the work is not undertaken and your desired outcomes. We don't assume that you're a mind-reader and know what we're working on and why.
2. **Control** - You will always have control over your matter and the level of work we do for you. We will ensure that you have as much or as little input into completing the tasks needed to achieve your desired outcomes.
3. **Flexibility** - When we need to meet with you or speak with you discuss your matter, we will endeavour to do so by appointment within or outside of traditional business hours and either online or at a convenient location for both you and the person handling your matter.
4. **Certainty** - We will always provide certainty in the work that we will do for you and the professional fees and other costs associated with that work. Sometimes there can be unknowns or a level of uncertainty about how a legal matter will play out. But where there are any unknowns or uncertainties, we will provide you with a range of likely options and an accurately estimated range of costs, and will only ever proceed with work that you have approved for us to do for you.
5. **Transparency** - You will always have full transparency over the work we do for you. Before proceeding, we will provide you options together with a scope of the proposed work and an estimate of the professional and other costs involved. If you'd like us to detail or explain any aspect of the options, we will be more than willing to do so. We won't proceed with any work unless you have approved for us to do so.

6. **Value for Money** - We understand that value for money is important and you can trust that we will never overcharge you. Our people do not waste time or resources and certainly would never charge you for that. If you'd like to save some money, please discuss this with us so we can consider options on aspects of the work that you may wish to complete yourself.

Every estimate of our professional fees and other costs will be accompanied by a scope of the proposed work for you based on your choice of recommended options. As part of our discussions, we will explain why we propose to do the work that we have proposed, why we recommend that it is done in the proposed way, the risk of not completing the work and how the work would benefit you.

7. **Additional Values** - If you have a value that is important to you and we haven't mentioned it here, please mention it to us and we will endeavour to uphold it for you.

## Our Values

The important values of our people are integrated into the times, locations and manner in which they work.

1. **Efficiency** - We value our excellent skills, knowledge and experience and strive to achieve desired outcomes efficiently. We work efficiently and effectively and never waste time or resources.
2. **Flexibility** - We value our families and personal goals. We work hard so we can enjoy quality time with our families and follow our personal goals. Therefore, we don't work traditional business hours and you have the benefit of working with us when it's mutually convenient.

We don't mindlessly wait in an office for your call. So please leave a message by phone or Skype or send us an email and we will get back to you when its next mutually convenient.

3. **Smarter** - We value working smarter to achieve more with less. You'll therefore see us using the latest in technology and limiting our use of paper resources.
4. **Value Not Price** - We don't wear suits, drive fancy cars or travel without a care of the expense. Our people are supporting their families and following their personal goals.

Our people have the skills, knowledge and experience to provide a valuable outcome in your legal matter. We don't take unnecessary risks or use inexperienced people so we don't offer discounted prices.

5. **Entrepreneurial** - We like the entrepreneurial ideas of our people and support them to become a reality. We don't follow what traditional law practices do just because that's the way it's always been done. We like to try new ideas for very good reasons.
6. **Leadership** - We support our people being leaders in their areas of specialty. We don't practice in a manner where the boss is the boss of everything.
7. **Enjoy Life!** - From time to time, our people like to have a day off work and even go on holidays throughout the year. At these times, we will wind back our work commitments or make

alternative arrangements to ensure you are looked after with the same level of service that Support Legal is known for.

## **Fair Go Policy**

We trust that once you've experienced working with our people, you'll be reassured that benefits of working the way that we do are well suited to you and your business. We ask that as our client, you support us by giving our people a fair go by respecting our values and the way we like to work.

### Complaints

If for whatever reason our service is less than what you would expect from us, please respect us to let us know as soon as possible and provide us with an opportunity to resolve the issue. Please contact Deborah Vella, Legal Director, Support Legal on +61 407 942 809 or at [Deborah.vella@supportlegal.com.au](mailto:Deborah.vella@supportlegal.com.au) at any time.

### Better Apart

We respect that our values may not be suited to the way you like to work and that's okay. Similarly, if we find that, for whatever reason, we aren't able to complement each other, then we may let you know that another law practice may better suit your needs. We will happily assist you to find a law practice who is able to meet your needs in the way that you'd like.

### Compliments

If our service is what you expected or even better, please tell us and then tell the world!

Our business grows with each compliment shared with your friends, business colleagues and your social media followers. Please provide a customer review on our website or share your experience on social media with links to our social media sites.

### Thank you

Thank you for choosing to obtain your legal services with Support Legal. We trust that you will quickly find that the way we work is beneficial to you and your business.