

Waller Legal - Working Together

What we will do when we act for you

- Be respectful and polite at all times.
- Be mindful of the sensitive subject matter you may wish to discuss with us.
- Try to limit the number of times you may need to give an account of your history.
- If you've given a prior statement about what happened, we'll try to get that first.
- Let you know that you are welcome to bring a support person.
- Let you know about support services available to you.
- Act in your best interests only.
- Provide you with honest and easy to understand advice.
- Provide you with independent and fearless legal representation.
- Keep your information confidential unless you give us permission to disclose it or we are required by law to disclose it.
- To enable us to handle your matter as efficiently and economically as possible, we may have more than one legal practitioner working on your file with assistance from other staff members.
- Give you a written document setting out what we have agreed to do, who will work on your matter, how we will charge for our services and the likely final cost.
- Ask you how you want to receive communications from us.
- Return your phone calls and emails as promptly as possible. Our office hours are 9.00am to 5.00pm Monday to Friday. We will not always be able to read or respond to your emails as soon as you send them.
- Keep you informed of the progress of your matter on a regular basis and when issues arise.
- Discuss with you the risks involved, any alternative courses of action and your prospects of success to enable you to make a fully informed decision about how you want to proceed.
- Keep our files and documents partly in an electronic format and partly in hard copy. If you ask for our files at the end of the matter we will give you the documents you do not already have in the format we hold them in.
- We will not record our conversations with you, other than by making notes.

When we will stop acting for you

- In most cases we will continue to act for you until your matter is finalised.
- In some cases we may stop acting before the matter is finalised where:
 - a conflict arises where we cannot act in your best interests only
 - you do not provide us with instructions or information when we require them
 - you do not accept our reasonable advice
 - you ask us to act in a way that would be unethical or illegal
 - you behave in a way that is disrespectful or disruptive towards us.
- We will notify you immediately if we cease to act for you.

What we expect from you

- Be respectful and polite at all times.
- Tell us if you need extra support so we can discuss options with you.
- Provide us with a photo ID such as a current passport or driver's license.
- Provide us with evidence of your authority to act if you are acting on behalf of another person, for example if you are acting as an attorney you must provide the original power of attorney or a certified copy.
- Tell us how you would like to receive written communication from us.
- Tell us promptly if your current address, email and telephone number changes.
- Make an appointment ahead of time if you would like to have a face to face meeting with us. We may not be available to see you or be able to prepare properly for the meeting if you arrive at our office unannounced.
- Give us reasonable prior notice if you are unable to attend any appointment. Failing to attend an appointment may cause delays in the running of your matter and cost you money or prejudice your rights.
- Make arrangements for alternative care for your child(ren) when you come to appointments with us.
- Tell us before recording our conversations with you and give us a copy of the recording if we ask for it.

During the course of the matter

- Read any material we send you, including emails, letters and reports, and retain it in an organised format.
- Give us your instructions within a reasonable time when we request them. For urgent matters please contact us by telephone, otherwise your instructions should be in writing by email or post. Instructions by text message will not be accepted. Please leave a detailed telephone message if we are unable to take your call straight away.
- Give us all information we request within a reasonable time. Any delay in providing all relevant material may cost you more money as we will have to spend time making further requests for the material and may prejudice your rights.
- Tell us promptly if your current address, email and telephone number changes.
- Tell us straight away if you are unhappy with the service you have received from us so we can improve it. You are welcome to contact our managing partner at vivian.waller@gmail.com if you do not feel comfortable speaking directly with the person handling your matter.
- You can give us written notice to stop all work on your behalf at any time.

Personal safety

- If you have any concerns about your safety please notify us before you attend our office or any other appointments such as a court hearing so we can discuss options for your safety.

Personal Wellbeing

- If you have any concerns about your personal wellbeing please let us know so that we can help you to connect with appropriate support services.