

## The Separation Guide Ethical Charter

A charter of service provision committed to by all partners in The Separation Guide network.

- 1. Ethical standards:** at all times we act with integrity, objectivity, competence and due care in accordance with our own professional standards obligations.
- 2. Communication:** we communicate with integrity, honesty and openness.
- 3. Objectivity:** we are instructed by you and give frank objective advice to help you make the right decisions.
- 4. Confidentiality:** we respect your privacy and confidentiality in accordance with the *Privacy Act 1988*.
- 5. Conflicts of interest:** we work solely in your best interest, being loyal to you, your instructions and your needs.
- 6. Proactivity:** with your instructions, legal advisors will reach out to all parties to improve the process. We aim to work with the other party to settle the issues, at least with 'in principle' agreement ASAP. Pursuant to your instruction, we want these agreements reached in weeks and months, not in years and years.
- 7. Court as a last resort:** we are committed to alternative dispute resolution principles and services, with litigation as a last resort.
- 8. Cost:** we are up front and honest about costs and will advise you if they change.
- 9. Letter of Engagement:** we provide you with a letter of engagement explaining how we will work prior to the commencement of work.
- 10. Changes to the scope of service:** we communicate changes in the scope of services to you.
- 11. Checking in:** we check in with you to see how you are managing and what more can be done to meet your needs.
- 12. Communication inside the network:** partners in the network shall proactively liaise to identify issues, problem solve, respond to complaints, innovate and improve performance.