

Ellem Warren Lawyers is a full-service commercial law firm based in Brisbane. Our highly credentialed team of over ten professional and non-professional staff has produced impressive results for clients both locally and nationally in the mining, resources and construction industries with innovative risk management solutions and support. We operate as a dedicated team with industry specific knowledge and networks brought together in a concentrated effort to help you achieve your goals.

The team at Ellem Warren Lawyers are always striving to exceed expectations. We will tackle complex litigation matters that may have limped along for years, and we work to find a quick resolution. Our team of professionals know the right questions to ask in order to provide clear, strategic advice and if necessary, apply the right amount of leverage where it's needed to see a plan work.

### **We like to know what our clients value**

Our goal is to find and keep long term clients. We do this by working hard to build mutually valued partnerships. Our relationships with clients are built by earning trust, developing an in-depth understanding of our clients' business, people and goals, and consistently providing legal and strategic advice worth more than it costs. From the first meeting we determine the needs and desired outcome for the client but we go the step further to find out the broader business or personal challenge. We endeavour to save client time, money, risk and stress. We aim to educate our clients of the value of our legal work and build their understanding so they recognise exactly what they are paying for.

### **Communication with the client**

At Ellem Warren we believe communication is key and we communicate with clients how our services can resolve, reduce, control or compensate threat, injury, anxiety and risk. We outline our services by explaining what we will be doing, why we will be doing it, why we do it in a particular way, the risks, and how the activity will benefit the client. We provide information through initial interviews/meetings with the client, cost updates, matter updates, ongoing discussions and in the bill.

For each project, a senior staff member is chosen for the role of Relationship Manager based on their experience within similar clients in the industry. The Relationship Manager is responsible for keeping an eye on the big picture while delivering efficient, cost effective and transparent services, with expert legal opinion and representation.

## **We offer solutions**

We offer solutions to a large range of legal challenges which align with our expertise areas. Our strong network of contacts ensures if we don't have the immediate solution we will find it quickly and efficiently.

- Our aim is to fully understand the case to offer a quick resolution to minimise impact.
- Our lawyers listen to client needs and think outside the square to provide practical and unique solutions to complex problems.
- Our fees represent the value of the work we do.

Our legal team always listen to client needs and think outside the square to provide practical and unique solutions to complex problems.

We like to ensure our clients know what our services entail and how our valuable hours are spent. We don't want to bill you for our services if you aren't aware of the steps we take to reach a successful outcome for you. To achieve the best results we follow a number of guidelines and procedures to determine what our clients expect for our service and how we can deliver it to the best of our ability.

**For further information about our client services or a project you may require legal assistance with please contact:**

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