

TESTIMONIALS

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"Dear Zoe, I wanted to extend my debt of gratitude for your efforts today in assisting my client at the parenting and property mediation to achieve an outcome that (to my observation) all parties recognised was fair and just. You did so by treating each of the parties with **respect**, working with not only the parties but the lawyers. I feel that both clients felt they had been heard, and even where they struggled to express themselves **your 'take out' was accurate and gratefully adopted.**

Please be assured you made a positive difference to 2 people today and their 2 children. 4 people are now ready to enter the next chapter of their lives with optimism. Thank you.

Regards, Greg Parker"

- Greg Parker, Partner, Swaab Attorneys

"Just a note to say thank you for your efforts in our recent mediation. I am very grateful for the work you put in, both in terms of **preparation**, and in terms of working with the parties on the day. The mediation proceeded with a **lovely blend of firmness and kindness**, and I know that for my client it was a positive experience."

- Jacqui Dawson, Partner, Sexton Family Law

"There is no other book like Inside Family Law. This book is 'prime real estate' because of its range of **practical knowledge from leading experts...** in my opinion a copy of this book is a must for all institutions teaching family law, for family lawyers or those going through the process firsthand."

- The Honourable Peter Rose AM KC

"I was recently involved in a family law property mediation facilitated by Zoe. Zoe was well prepared and organised, with a good idea of the key issues in dispute. She has an **honest and straightforward approach** which I think made both parties feel comfortable and put them at ease. I will certainly recommend Zoe's services to future clients."

- Simon Brannigan, Barkus Doolan Winning Family Lawyers

"I recently worked with Zoe in a parenting matter and found her to be **highly professional, balanced, and solution-focused** throughout the process. She created a respectful environment that allowed both parties to be heard while keeping discussions constructive and child-focused. Zoe's practical and approachable manner assisted greatly in progressing the matter toward a workable parenting arrangement."

- Sam Lewis, Partner, Barker Evans

"Zoe - thanks for today. You were **attentive and listened** to the client and both the legal representatives concerns and information. I thought you did well to put the clients at ease. Also importantly, you acted impartially and fairly."

- Andrew Smith, 4th Floor, Selborne Chambers

"I write to extend a debt of thanks to you for the assistance that you have provided recently to two of my clients in Mediations. I note that one of those Mediations dealt with property issues and the other dealt with a complex parenting arrangement.

You attacked **each of the disputes in a unique and well thought out** way which showed the clients, and me, that you had not only read and understood the material presented to you but had also thought quite considerably about how you could assist the parties in resolving their matter and moving forward.

There are many Mediators out there who simply pick up a Brief, moments before the Mediation is to commence and it is refreshing that you have broken the mould in this respect and **come willing to devote all of your attention, focus and knowledge to genuinely providing assistance.**

Your calm and comical manner suits well to the Mediation environment and I will be sure to recommend your services to other Practitioners.

I wish you well in the development of your Mediation practice and I look forward to working with you in other matters, so that sensible solutions can be found for clients, without waiting years in the Court system."

- Amy Jenkins, Partner, Russell Kennedy Lawyers

I have appeared in many mediations over the years and it is a pleasure to appear in a mediation conducted by Zoe. She is always across her brief. She has a **wonderful manner with parties** and firmly but courteously establishes guide posts for the lawyers. The most recent matter I appeared in with Zoe resolved after half a day saving a vast amount of money and much heartache. I have no hesitation in recommending Zoe Durand as an expert family law mediator.

- Paul Livingstone, barrister, Frederick Jordan Chambers

"Zoe Durand is a dedicated and committed mediator. Zoe is **willing to go the extra mile** to help parties resolve matters amicably and without court intervention. Zoe mediated and resolved a matter which was ongoing for years by creating a collaborative mediation environment and her experience as an independent children's lawyer was able to help the parties navigate their parenting dispute."

- Donna Nguyen, Broun Abrahams Burreket

"Thanks for **solving the unsolvable.** Your empathic and charismatic interaction with lawyers and clients was a game changer. It was great to work with a facilitator who was **well prepared with impeccable knowledge of a very sensitive and difficult case, which made the undoable doable. Money and time well spent.** I will be sure to recommend you to clients in the future."

- Cheryl Orr, Cheryl Orr Family Law

"In what is becoming a crowded mediation space, Zoe Durand stands out above the rest. Her pragmatic approach, ability to manage highly charged emotions with empathy, and her **skill in breaking down complex proposals into plain English in a way that the parties could understand** were instrumental in achieving a settlement. Zoe is an exceptional mediator who I recommend without reservation."

- Natalie Wells, Lamrocks Solicitors

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

Hi Zoe, I just wanted to touch base and say thank you for your efforts at mediation a few weeks ago. The parties have now signed settlement documents and the feedback from my client is she is happy she can put this behind her and move on. I just wanted to say specifically that **your handling of the very sensitive issues that came up during the mediation was wonderful and had it been anyone else I'm not sure it would have been handled in the same way or as respectfully. This made all the difference to reaching settlement.** Hope you have a great holiday break.

- Belinda Doyle, Meehans Solicitors

"Highly recommend Zoe as mediator. Zoe brings into her mediation practice her skills as a mediator but also empathy and wisdom in helping stressed parties consider offers, be heard and in working towards agreements.

Zoe is **organised and considered** in her approach. She is a great mediator to work with."

- Annabel Murray, Ramsden Family Law

"Zoe is a **hands-on mediator** who helps identify key issues in mediation and encourages **open, and constructive** discussion amongst the parties. She also uses **creative approaches to simplify complex ideas** to the parties and actively encourages the party to try and resolve their issues."

- Daven Rasratnam, Quantum Law Group

"Zoe brings a **rare combination of empathy, clarity, and firm guidance** to dispute resolution.

During a recent family law mediation, both parties benefited immensely from Zoe's strategic approach to identifying their mutual goals and maintaining focus on these goals to manage the emotionally driven discussions.

During the property discussions Zoe assisted the parties with practical considerations which assisted the parties in considering different, more flexible approaches to reaching an agreement. It was a pleasure to work with Zoe, and I look forward to working with her again in the future."

- Danielle Scriven, Operational Legal Australia

"Zoe is a very **sensible, forthright and down to earth** type of person.

Having her as the mediator in our matter made the process flawless as she was able to filter all the emotions out of the offers that were made, and push towards a settlement in a very supportive non-judgmental fashion. Zoe understands the **complexities of the law and people** and is able to **manage the timing** of offers. Unlike the mediators who act as a mere conduit to the offers, Zoe was like a referee, calling out red card behavior whilst supporting the two teams to achieve their goal."

- Tamara Al Hashimi, Hillcrest Family Lawyers

"Dear Zoe, thank you for your assistance with our recent mediation. At the commencement of the mediation there did not seem like a resolution would be reached. You **worked very hard (and late) in a difficult parenting matter to reach a resolution.**"

- Luke Meehan, Holmes Donnelly

"I recently had Zoe as a mediator in a property and parenting matter, involving **international relocation, international properties, and a complex pool** involving investment properties with complicated **CGT positions**. Both parties were firm in their positions, and throughout the course of a very long day, **dug their heels in** on various issues. Zoe worked independently with both parties, and their legal representatives, and at 6 PM on a Friday night, was able to **wrangle a settlement that was both in the best interest of the children, and was a just and equitable property division** between the parties. Zoe's knowledge of the court processes, likely outcomes, and likely impact on the children of future court proceedings highlighted to both parties the importance of resolution. I am happy to recommend Zoe as a premium family law mediator."

- Chauntelle Ingenito, Chalfont Chambers

"Recently I represented a party in a family law mediation conducted by Zoe Durand. The mediation involved both parenting and property matters and was run over a number of hours by way of shuttle style.

Zoe from the start outlined her role and the objectives of the proceedings to our client and emphasised the benefit of finding a possible outcome on the day. Zoe listened well and was understanding of our client's circumstances and her warm and calm demeanour quickly gained the trust of our client.

While the mediation was held by shuttle style, Zoe brought both legal practitioners together to understand their respective positions and applied a significant amount of **reality checking** to the positions put forward.

Zoe's strengths are her **strong communication skills and easy paced nature** which ensured that a positive and fair resolution was found in this difficult matter. Buckley Lawyers would have no hesitation in recommending Zoe for any type of family law dispute and we will continue to call upon Zoe's services in the future."

- Matthew Buckley, Principal, Buckley Lawyers

"Dear Zoe, thank you for your assistance on Friday to help the parties reach a resolution of their property settlement. You worked hard with both parties to help them reach an outcome that was just and equitable for them both, in a matter that had stalled and was dragging on too long. You treated both parties with respect and allowed them to be heard and understood, which is what was needed to reach a resolution in the matter.

Your **approach, especially with the exchange of information and summary of the issues and approaches to settlement, really helped both parties focus on the reality of the situation** and work towards a settlement"

- Alana Jacquet, Managing Director, Lawyer, Our Lawyers, Mittagong, Southern Highlands

"Thank you Zoe for your help in the recent parenting matter. The parties started a long way apart and **I saw no prospect of the matter settling.** You worked tirelessly over the course of the day and were able to get the **parties to focus on their child**, rather than on their dispute with each other. You were **empathetic, kind and determined.** It was great to get to a set of consent orders signed and sent to Court for filing, all in one day. Thank you, Zoe."

- Thomas Galton, Ryan & Ryan Lawyers, Central Coast

"Hi Zoe. Thanks again for the mediation yesterday. My client informed me that he felt **comforted by your intake session** with him in the lead up, and that seemed to make for a more open and trusting start to the day with you from his perspective. There were some tense times there, but between the parties; but you managed to summarise the issues and defuse any tension seamlessly. I'm sure they are both relieved that all matters have now been resolved. Looking forward to working with you again!"

- Courtney Mullen, Director, Fulcrum Family Law, Canberra

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"I have found Zoe's approach to mediations as being **unique and special**. In my experience with Zoe as mediator in various matters, I have observed Zoe's wonderful ability to combine her experience and knowledge as a family lawyer with her **compassion and empathy as a human**. Zoe goes above and **beyond the call of duty** with the time and energy she puts into her role as mediator, and the feedback I have received from clients about Zoe has always been positive. I would have no hesitation in recommending and proposing Zoe as mediator in future and I look forward to her continued assistance in resolving high conflict and complex family law disputes."

– Nora Michael, Nora Michael Family Lawyers

"Zoe is a passionate mediator that gives 100% when she turns up to assist the parties. Her aim at the start of the day is to find a way for parties in a dispute to pave a way forward that is less turbulent ultimately resulting in a better outcome for all."

– John Bui, JB Solicitors

"Zoe came recommended to me by colleagues in the profession and after having her conduct a Mediation for me today I can see why.

Both my client and I felt at ease with Zoe and felt that she made the most of the available time. Whilst the matter was unable to be resolved today, through no fault whatsoever of Zoe, a clear roadmap was laid for the future progression of the matter and other avenues which could be explored to resolve it.

The **issues in the case were highlighted early** by Zoe and this aided the parties significantly in narrowing the ambit of their dispute. Much like a Registrar or even a Judge of the Court, Zoe ensured that key matters of evidence, procedure and policy were applied and dealt with appropriately. There was a **clear understanding of what was happening and what needed to be done, and such certainty was refreshing** and welcomed in the Mediation setting. The overarching focus was on a realistic outcome, subject to some compromise on both sides, which is how it really should be. Neither party was favoured and there was a **clear balancing by Zoe of competing interests** throughout the Mediation.

I would have no hesitation whatsoever in recommending Zoe's services to my colleagues and clients and look forward to having her conduct more Mediations for me in the future."

– Nicholas Bruno, Coleman Greig Lawyers

"Zoe is an exceptional mediator with a **keen eye for detail** and is incredibly adept at resolving high conflict matters, particularly those where the parties' separation has taken place quite recently.

I have found Zoe to be most helpful in **complex parenting matters** where the gap between the parties' proposal has seemed too large at first, however after the application of Zoe's concerted efforts, the parties have been able to come to a sensible agreement in their matter without the need to resort to protracted litigation.

I would highly recommend Zoe as a mediator, particularly in matters where the parties are strictly at odds with one another, and their positions seem immovable."

– Chris Kissoglou, Nolan Lawyers

"I have used Ms Durand on a number of occasions. Ms Durand mediated with **diligence, was across the brief and the issues** and was able to **keep the mediation moving forward** even in circumstances where the parties were appearing to become recalcitrant. I have found her to be effective and able to arrive at binding outcomes. I have no hesitation in recommending Ms Durand for mediations and I would certainly be using her again in the future to conduct family law mediations on behalf of my clients."

– James Jordan, Jordan Djundja Lawyers

"Hi Zoe, thank you for your assistance with the complex matter that you were engaged in as our mediator. It was clear from the outset that you were across the issues and appreciated the **sensitivity** that was required for a young boy who was the centre of a complex dispute between a **biological parent and a non-biological parent**. It was a credit to you that a resolution was able to be reached and the parties were able to avoid their relationship deteriorating further through litigation. I look forward to working with you again in the future."

– Alison Brown, Special Counsel, Somerville Legal Lawyers

"We engaged Zoe as mediator in a **complex parenting and property matter**. With Zoe's exemplary negotiation skills we were able to resolve the property aspect of the matter which was a great relief for our client. I highly recommend Zoe's services. She made our client feel comfortable, respected, and heard throughout the mediation."

– Jessica Koot, Watts McCray Lawyers

Zoe, I could not thank you enough for assisting the parties to resolve their property matter. Your **insight and knowledge in family law was evident** in your discussions with the solicitors and with the parties. I appreciated your **firm, yet empathic** approach in this mediation with highly sensitive and emotional parties. Could not recommend you enough. Thank you.

– Masood Salehi, One Law

"Zoe is a great mediator. **Very knowledgeable, yet down to earth** and approachable. Zoe was instrumental in keeping the mediation **resolution focused** and helping the parties reach agreement."

– Sebastian Flaherty-Tesoriero, Coleman Greig Lawyers

"We have undertaken a number of mediations with Zoe for both **parenting and property settlements**. I have always found her approach **pragmatic and practical**. Zoe is always willing to come up with **out of the box solutions** to try to assist separating families reach an agreement and avoid (or exit) the family law system. Zoe's passion for mediation really shines through and we highly recommend her services."

– Kristal Naividi, Coastal Lawyers

"I look for several things in a mediator, among them is their knowledge of the law, their temperament, their engagement with the dispute/the parties, and the management of the mediation.

Zoe excelled in each of these areas, and was a great mediator to work with. I was thoroughly impressed by her **professional approach and to the smoothness of the process**. I would highly recommend Zoe to future clients and other practitioners without hesitation."

– Daniel Rod, Chamberlains Law Firm

"Zoe approaches her task as mediator with **logic, compassion and most importantly, practicality**. My client had the considerable benefit of Zoe's assistance during a recent mediation. Zoe had the ability to converse with my client on a human level and **explain complex legal issues to him in plain English** which he was able to understand and comprehend. Zoe's remains completely **impartial** throughout the mediation and has an **innate ability to engage the parties** in genuine attempts to resolve even the most difficult of disputes. I hope that many more of my clients will benefit for attending mediations with Zoe in the future."

– Jared Kadar, Barrister, Seven Windeyer Chambers

"Zoe is a very talented and proficient mediator. In particular, she has **wholly resolved every single one of the several matters** that I have both been involved in. **When speaking to other practitioners I am aware that she has a remarkable settlement rate across the board.**

She has a kind, yet firm and directive approach at mediation. I have relied upon Zoe for a number of highly complicated parenting and property matters, including some where the parties were substantially far apart.

She has always provided outstanding assistance in reaching a final resolution of the matter.

Zoe has the **magic touch with clients** being an ability to really listen and understand what the obstacles are and then dissolve those barriers to resolution. She has a **unique ability to structure the mediation so that issue A unlocks issue B, unlocks issue C in a way that flows and feels effortless, but no doubt takes planning and skill.**

In addition to her effective interpersonal skills, I have found that Zoe's extensive knowledge and experience as a practitioner allows her to engage with and effectively resolve highly complex and technical issues. She is always pleasant to work with and I would highly recommend her to those requiring a skilful and experienced mediator."

- Greg Mclellan, Partner, Guardian Legal

"I engaged Zoe to mediate a parenting and financial dispute which seemed very likely to end up in Court. I was impressed by Zoe's **pre-mediation intake conference**, where she readily identified the key issues in dispute.

On the day of the mediation, her manner put both parties at ease, and she managed the joint discussions particularly well, allowing the parties the opportunity to be heard, while keeping **everyone focused on the big picture** and not allowing emotions to take over.

When we ran out of time, Zoe set aside a few hours in the week following which assisted us in resolving the financial aspect of the dispute and making significant progress in moving the parenting towards a later resolution.

My client was very pleased with Zoe's service as mediator, and I happily recommend her."

- Mark Borda, Partner, Borda Family Lawyers

Zoe is **such a pleasure to work with**. Both mediations that I have had have settled with a positive outcome. She takes the time to understand each party's positions and also their perspectives. She encourages the parties to narrow the issues and to negotiate in that sphere. During one mediation, she continued to check in on the progress even after the mediation had ended and she had another session afterwards. I would recommend her and her services to my colleagues. Thanks Zoe."

- Sandra Banjamin, Nolan Lawyers

"I recently represented a client who had a difficult property matter. Zoe Durand was our mediator during the course of a full day mediation. Zoe is an excellent mediator, her approach to the mediation was **quite unique, refreshing, but very professional and effective**. She showed good understanding and tenacity but also exhibited great communication skills which kept her well-connected to the flow of the mediation, the participants and the lawyers involved. Although the mediation was by Microsoft teams (I am based in Darwin and Zoe is based in Sydney), communication between all involved was excellent throughout. I wouldn't hesitate to recommend Zoe for future mediations and I look forward to my next mediation with her."

- Julian Barry, Darwin Family Law

"Zoe's considered and empathetic approach during the mediation made my client feel at ease and listened to and ultimately led to a resolution between the parties. Zoe is **knowledgeable, experienced and is able to build a good rapport** with parties and their representatives. I would not hesitate to use Zoe again and would recommend her to clients and colleagues."

- Charlotte Sterling, Long Saad Woodbridge Lawyers

I recently used Zoe's services for a family law property mediation. Zoe was a very engaged mediator and assisted the parties in reaching a resolution. I found her approach to the mediation process **refreshing**, and the way that she encouraged the parties to reflect on a sensible outcome was extremely helpful. I would not hesitate to use Zoe again or recommend her for mediations."

- Melissa Mastronardi, Mastronardi Legal

"My experience of working with Zoe as a mediator in a matter involving both parenting and property issues has been nothing but entirely positive. **Not only did the parties settled after a long mediation but they were able to say nice things to each other in their closing statements (not so frequent) and they both thanked Zoe** for her assistance and for making relevant and constructive suggestions all along the day."

- Delphine Rabet-Bray, KMJ Family Law

The best thing about working with Zoe is that you know she is **going to give 100% every single time** that she works on a mediation. Like myself, she genuinely wants to see results and will work hard to ensure that parties have a change at resolving their matter. Can't recommend Zoe highly enough."

- Hayder Shkara, Justice Family Lawyers

"Zoe brought a **refreshingly pragmatic approach** to the mediation, quickly identifying the issues and narrowing the scope of dispute. She ensured that the mediation was run productively and efficiently and focused on an outcome. It was apparent she had a **genuine commitment to see the parties reach resolution.**"

- Carla Santo

"I write this letter to thank you for all your professional help over the many years I have known you. You are selfless with your time and guidance by your knowledge and experience. It is always a delight when you are a mediator in matters where I have been instructed.

I am so **impressed by your organisation meaning how you structure the mediations, the attention to detail and preparedness for the curve balls that get thrown at mediations, yet those curve balls do not catch you by surprise.**

My clients who have been involved in mediations with you at the helm have all commented on your compassionate approach from intake to completion of the mediation with one client stating: "Well I did not get what I wanted but I was heard."

This comment demonstrates just how great you are at being a mediator and very much respected not only by myself and my colleagues but also by those who we seek to assist."

- Wayne Condon, Condon Legal

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"As a legal practitioner and having experience with other mediators, I can honestly say that Zoe is one of the **most practical and forward thinking mediators I have come across**.

From the intake interview process to the structure of the mediation, Zoe guided the clients to a position that was child focused and reasonable. It's clear that her **experience as an ICL** assisted greatly in this matter. Would definitely recommend again."

- Jabour Haddad, Hammond Nguyen Turnbull

"Zoe was brilliant! The pre-mediation sessions made us much more organised and made us think about the matter early on. Zoe was very caring and compassionate with the client. She was assertive with the lawyers too (when needed)! Zoe's **practical nature enabled us to cut to the chase early on**, which helped us resolve both parenting and financial matter in a full day Mediation session. I would not hesitate in recommending Zoe. Thanks for your help Zoe!"

- Nicole Quirk, Solari & Stock Lawyers

"Hi Zoe, thank you for assisting the parties yesterday to resolve their property and parenting matters.

You structured the mediation in accordance with exactly what the parties needed to reach a resolution. You were personable and relatable with my client, **empathetic where necessary but also straight down the line**.

It was a pleasure working with you and I would not hesitate to recommend you as a mediator to any family law practitioner. Kind Regards, Briony"

- Briony Doyle, Legal Aid NSW

"Hi Zoe,

Thank you so much for the way you conducted our mediation. It was an unusual matter, where **one party was self represented, requiring sensitivity and flexibility**. Having a partial shuttle, and partial joint mediation gave us a way forward, and we reached a resolution. My client and I appreciated your knowledge and professionalism but also your warmth and understanding.

Sincerely and gratefully,

Jo"

- Joanna Knight, Barrister, Frederick Jordan Chambers

"Thanks for today. You were really prepared and it was obvious you were on top of all the issues. I also appreciate you recognised the right time when there was a need to separate the parties. Thanks for being **respectful with the clients and showing empathy**. I will be using you again and recommending you to others."

- Maria Monastiriotes, Nexus Lawyers

"Mediation with Zoe is a thoroughly professional and **structured process**. Whether it be hearing out the technical arguments of legal practitioners or the more personal concerns of the parties, Zoe conducts her mediations with a **masterful balance between ensuring a generous airing of the parties' individual perspectives and keeping negotiations within reasonable bounds** in the interests of a favourable and timely resolution, maintaining all the while a rigorous impartiality. Zoe's multifaceted experience in the practical application of family law is evident throughout the mediation process, and where resolution or agreement are possible, parties are assured of a tireless perseverance from Zoe in considering all options and making all attempts to bring finality to proceedings."

- Muhamed Mehmedbasic, Balance Family Lawyers

Hi Zoe, thank you for assisting my client in mediation for her property settlement matter. I appreciate your understanding and caring nature towards my client at such an emotional time."

- Kirralee Dixon-Hall, Rafton Family Lawyers, Richmond

"Zoë thanks for today. You did a really good job at **identifying the issues** in dispute and helping the parties reach agreement. The process allowed the parties to look at things from a different perspective. I was very impressed with your work and the process."

- Audrey Diliberto, lawyer, Bell Lawyers, Penrith

"Thanks Zoe well done today. **Good friendly approach pays dividends** I think. Upon reflection I think your strength as a mediator is that in your approach at mediation it is not about you, but is about the clients."

- Alan Taylor, lawyer, North Coast Law, Palmwoods, QLD

"Dear Zoe

Thanks for your assistance recently. I know it was a complicated mediation both in terms of parenting and property issues. Thanks for establishing a good rapport with the clients and also your **helpful suggestions as to the way forward**. You were empathetic and attentive and I look forward to working with you again. Thanks."

- Dianna Kovacevic, Principal, Kovacevic Lawyers, Woollongong

"Zoe just wanted to say that from start to finish you conducted your mediation in a relaxed, but professional way that was conducive to resolution. Your manner puts the parties at ease which meant they were more open to listening to each other. You were **realistic about the outcomes** of mediation and focused on reaching agreement that will last. I will be recommending you to others."

-Melissa Sharpe, Sharpe Legal and Conveyancing, Sydney

"Dear Zoe, Thank you for your excellent efforts at our recent mediation which resulted in settlement of a matter that had been going through the Court system for about 18 months. Your approach **kept energy levels maintained** throughout the process and your ability to **encourage our clients to look for other options** when the parties seemed to be at an impasse was handled in a respectful and measured way and was instrumental in getting our client over the line.

We look forward to working with you for future mediations and we will be recommending you to colleagues."

- Irene Pickel, partner, Pickel Legal, Bowral, Southern Highlands

"I believe Zoe has an exceptionally professional and objective approach to mediation. In my experience, Zoe shows no favour to either party and provides an objective assessment of the respective parties' cases. She **assesses the relative strength and weaknesses of each party's case and facilitates the parties arriving at a position that is within range** of what the court may order if called upon to do so. I highly recommend Zoe".

- Sim Moore, Principal, Sim & Co Legal Services

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"I have known Ms Zoe Durand for many years in various professional settings including solicitor, ICL, mediator and presenter. I have always found Ms Durand to be extremely knowledgeable, professional and approachable with a keen interest in resolving matters.

In her most recent role as mediator, my client engaged Zoe to preside over a difficult family law matter involving complex issues that had affected the family for many years and caused the breakdown of the relationship. Zoe was understanding of my client's position and anguish and assisted me and the other solicitor in negotiating a reasonable property settlement for the parties and avoiding lengthy court times and legal costs.

Zoe made my client feel comfortable, confident in her advice and satisfied with the resolution.

I would highly recommend Zoe for any role as a mediation/arbitrator and with her **wealth of legal experience, kindness** and empathy towards clients she would be an asset in any role."

- Agatha Satala, principal, Agatha Satala and Associates

"Hi Zoe, I have now had the opportunity to do a number of mediations with you and each one has been conducted in a smooth and efficient manner. You have been able to **easily identify issues in dispute**, focus the attention on the best way forward to resolve the issues and also work with the clients and explore different perspectives and approaches to achieve a fair outcome. I look forward to continuing to use your services in the future".

- Andrew Larque, Marsdens Law Group

"Zoe was very professional and did an excellent job in ensuring that discussions between the parties and legal practitioners remained constructive. Zoe made **our client feel comfortable, while still being realistic** as to an achievable outcome. Zoe assisted immensely in reaching a settlement in a property and parenting matter that had already been litigated for two years. We would highly recommend Zoe as a mediator."

- Jean Alim, Marsdens Law Group

"Dear Zoe,

I refer to the above matter and to the successful mediation that was conducted today.

I have to say that having attended and participated in many mediations in my 10 years of practice, this was a great event. The way the mediation was conducted by you was simply amazing. The **whole session was smooth and it flowed spontaneously and effortlessly**. My client was so happy that I will definitely recommend you to anyone. The success today is attributable to you.

All the best and keep in touch. I look forward to working with you again."

- Vaikom Sundar Rajeev, Vaikom Law

"Zoe is a **pragmatic and insightful** mediator who works tirelessly to resolve disputes. She is a delight to work with and we will continue to engage her services. Thanks Zoe for the wonderful results."

- Kylie Burke, Partner, Burke & Mangan Lawyers

"Dear Zoe,

Thank you for having accepted the role of being the mediator for this matter. We appreciate your time and efforts.

We would like to express our gratitude to you for attending to the mediation in a courteous, polite, professional manner. We found your **methods very professional, well thought out and conciliatory**.

Thank you kindly and looking forward to working with you in future."

- Pamela Cominos, Cominos Legal

"Zoe is an incredibly objective and compassionate mediator. In a recent mediation Zoe was committed to **exploring all avenues** to get to the underlying issues. It was a matter that looked doomed from the start but Zoe was able to find something the parties could move forward on. Thank you for your hard work and dedication in persisting in what was a particularly difficult matter. You have a way of **speaking with clients and people in general from all walks of life**."

- Katrene Halteh, Partner, Urban Family Lawyers

"I have used Zoe as a mediator and would describe her as enthusiastic and committed in the way she approaches her work. She **struck me as being absolutely committed to doing everything in her power to ensure the parties reached a settlement and this sort of "hands on" approach is a very valuable attribute** in a family law mediator. She obviously has a great understanding of the issues from her years in practice but it is her very practical and relatable style that I think works best in family law matters. I have no hesitation in recommending her for family law mediations."

- Andrew Capelin, Partner, Capelin Lawyers

"I have been practicing in the area of Family Law since 1997.

During my period of practice, I have engaged a number of Family Law Mediators for the purpose of assisting clients resolve issues pertaining to the division of matrimonial property and/or parenting matters.

I have previously utilised the services of Zoe Durand as a Family Law Mediator and on each occasion I have found Zoe to be professional, compassionate, empathic and **extremely focused**.

I would highly recommend Zoe Durand as a Family Law Mediator."

- Paul Mereniuk, Partner, Peninsula Law, Central Coast

"Hi Zoe, thank you so much for your assistance with our matter. I really appreciate the time and effort you put in especially booking the mediation urgently and the short amount of time you had to conduct intake sessions. Through your assistance we were able to settle parenting matters on a final basis and my client is grateful for that."

- Monique Loveday, Loveday Family Lawyers

"Zoe was the mediator in a particularly **complex parenting matter** where we were able to achieve an outcome in the best interests of the children. Her experience and active role in the mediation contributed strongly to achieving that outcome. As an ICL and experienced family lawyer I couldn't recommend her strongly enough."

- Warrick Hawkins, partner Hunt & Hunt Lawyers

"Zoe possesses all traits of a good mediator. She is **understanding, patient and trustworthy**. She is willing to spend time really drilling down the issues and understand the hidden barriers that prevent the parties from reaching agreement. She is able to pass the parties' offers and opinions in a constructive way so it is easier for it to be accepted. I strongly recommend Zoe and I look forward to working with her again."

- Lucia Gao, Solicitors, Diamond Conway Lawyers

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"Dear Zoe

Thank you for conducting our recent shuttle mediation. My client had contacted you independently and I was impressed with the setting out of your services on your website. **My first impressions were reinforced during our telephone intake sessions and then again during the course of the mediation itself.** You were personable towards the client in explaining the way the mediation would work and emphasising everyone's role in the mediation. You dealt with the parties and the legal representatives throughout the course of the mediation with professionalism and expertise."

- Nyree Deirmendjian, Partner, EH Tebbutt & Sons Lawyers

"Zoe, thanks for your help. You were professional, easy to work with and great at identifying the main issues for the parties. You really are a great mediator who **gets straight to the point** to help parties resolve their issues."

- Jessica Strangio, Rafton Family Lawyers

"Dear Zoe,

Thank you for your assistance at the mediation for my client. It has been a long protracted matter and you were able to understand the nuances of the clients and their disagreements to help them agree. I also appreciated your persistence in that you continued the mediation up until the time an agreement was signed. Your approach was **tailored to the clients** and you were pleasant and impartial. I would certainly recommend you as a mediator.

Kind Regards."

- Anne Day, lawyer

"Hi Zoe,

I trust you are keeping well. Thank you for your assistance in this matter. It was a difficult matter and I do not believe it would have resolved without your assistance. I think it is a great outcome without having to commence proceedings.

Many thanks and I hope to see you in person again soon."

- Harpreet Bawa, Justice Family Lawyers

"Thank you Zoe for your professionalism and persistence in our recent mediation.

It is difficult when one party is self-represented, but you clearly outlined the processes for the day for the parties and managed the shuttle process so smoothly. Your **sensitivity and strong communication skills** allowed the parties to reach agreement very lengthy negotiations.

It was a pleasure to work with you and we are grateful for your expertise as an objective Mediator who is willing to take the extra time and effort to assist the parties reach a settlement. Look forward to working with you again."

- Penny Ling, lawyer

I would like to express my gratitude for your efforts in the property settlement mediation. The intake session with my client prior to the day assisted them in feeling at ease and after the mediation they reported that they were very happy with how the mediation was run. You ran the mediation in a **fair and impartial manner, while also adding input where required.** Importantly, you were extremely empathetic towards and my client and made her feel listened to and at ease while delicate issues were discussed. Thanks again for your assistance and I look forward to working with you again in the future."

- James Nelson, Partner, JB Solicitors

"I can't recommend Zoe enough as a patient and thoughtful mediator. She puts the parties at ease from the beginning of the day and at the end of the day she is still working hard to bring about a resolution.

- Kathy Matri, East Coast Family Lawyers

"We used Zoe in a matter recently and with her assistance we were able to resolve a matter which did not appear from the outset to be able to be resolvable but with her **guidance and pragmatic approach** we were able to get there in the end and a bonus was that her fees are affordable for most clients. We will definitely use her service again."

- Nicola Benbow, Sharon Moss Legal

"I have had the pleasure of engaging Zoe in both parenting and property family law mediations. Zoe is extremely knowledgeable across all areas of family law and displays a **calm presence** to clients during their mediation but is also ready and **willing to take control where necessary** to ensure that all matters are resolved by the end of the mediation. We have managed to resolve all matters with Zoe's assistance as mediator and highly recommend her services."

- Melody van der Wallen, Wallen Family Law

"Zoe from Mediation Answers was referred by the other side during family law mediation and we are so glad she was one of the few who responded immediately. From the beginning, Zoe maintained a level of **professionalism, empathy, and compassion.** Once the mediation commenced, there was **instantly sense of warmth and feeling comfortable for the client and practitioners, which helped lower barriers, collectively.** Due to Covid restrictions, the session was run through zoom, however, Zoe managed the waiting room incredibly. Would recommend and use Zoe's services again."

- Chloe Grace, principal, GAR Lawyers

"Zoe was great at understanding the issues in dispute and tackling them head on. She showed empathy in a way that aided resolution of the conflict and showed great consideration for the matter even following the mediation."

- Sam Hutchinson, lawyer

Zoe, thank you so much for your fantastic effort during the recent Mediation. This one was a particularly difficult financial settlement involving an inheritance. I believe that your **approach and methodology in looking behind the figures / percentages and into what was important to each party and his/her driving motivation truly helped them reach a final resolution and move on with their lives.** You were compassionate with my client whilst also being pragmatic and solution focussed. I found your dedication in sticking around until Jean and I had finalised the Consent Orders to be commendable given that we were drafting up until 7:00pm that evening! I have one very relieved client who is looking forward to starting this next chapter of his life. Thank you.

- Catherine Piotrowski, lawyer

"Dear Zoe. Thank you for your assistance at mediation. Your on-going effort, structure and approach throughout the day greatly assisted in the parties and solicitors to reach an amicable and fair outcome. You were realistic about possible court outcomes with the range of issues in dispute and you provided a great **depth of knowledge and skills to enable us to settle the matter.** I would not hesitate to engage you for future mediations and will recommend you to others."

- Vanessa Barnsley, Watts McCray Lawyers

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"I have found that Zoe's approach to conducting mediations has been very comforting to clients immediately from the intake stage. She is able to assist parties in navigating their journey through a **positive experience by exploring a range of outcomes appropriate for all parties involved**. Thank you Zoe for being so approachable and easy to work with in this industry."

- Carla Sechi, Marsdens Law Group

"Dear Zoe,

Thank you for your assistance in mediating this matter.

You set a **clear, strong, agenda from the outset**, and it made the parties consider some of the finer details to be clarified in mediation before they attended – this ultimately helped with obtaining an outcome at the end of the day.

You were very systematic to the agenda, making progress through each point of discussion in a practical sense.

You had a lot of time to hear the opinions and thoughts of my client and stepped through some difficulties in an efficient and reasonable manner, which was greatly appreciated by both myself and my client.

Thank you for your patience, professionalism, and support during this matter, and I hope to work with you again soon."

- Danielle Henderson, Partner, Sydney Legal Advisers

"I just want to say thank you for the mediation. You were clearly prepared and conducted the negotiations in such a professional yet empathetic manner. It was tense at times, but you assisted the parties to hear each other and most importantly **focus on the children**. I must say I wasn't sure an agreement would be achieved in this particular case, so thanks again and look forward to working with you next time."

- Tara Mooney, Tsolakis Solicitors

"To say that Zoe Durand is an excellent mediator is an understatement. **Zoe harnesses her experience as a family lawyer, Independent Children's Lawyer and commercial lawyer in her mediation practice**. She is able to provide distinctive solutions to each client's matter. In my experience of using Zoe as a mediator she has ensured that both parties have felt heard. She is well prepared and understands the crux of the issues at hand. Zoe is an **involved mediator, she drives the mediation** and ensures that the issues are resolved, while making sure the mediation runs on schedule.

Zoe has the capacity to use mediation as an effective tool in family law disputes. She allows clients to tailor the resolution to their dispute. Zoe is outcomes focused, she helps her clients facilitate agreed upon Consent Orders, signed by both parties on the day of mediation. Mediation with Zoe is an effective use of the solicitors' time and the clients funds.

- Bharty Baskaran

"Zoe was able to **successfully navigate between two polar opposite parties** throughout the day of mediation including conducting a joint session which while more therapeutic than legal, allowed both parties to **identify the root causes** of their conflict and bring about an agreement which ultimately addressed many of the parties' concerns. The mediation was successfully conducted interstate and via zoom following closely to an agenda and timeframe agreed between the parties. Zoe encouraged dialogue between the parties rather than simply having the lawyer's speak which gave the client's much more agency over their decisions and ultimate agreement. I have no hesitation of including Zoe in future panels for Sydney based matters.

- Ruby Priestly, Richardson Murray Family Law

"I recently had my first mediation before Zoe. With a client who had a very set position in mind, Zoe was caring and pragmatic. This approach greatly assisted the parties in reaching a final agreement, which was unexpected at the commencement of mediation. Thank you Zoe for your care, thoughtfulness and understanding to both parties and solicitors. We could not have done it without you!"

- Cassandra Bujaroska, Kells the Lawyers

"Zoe, your fair and pragmatic approach in conducting the mediation enabled the two parties to effectively come to a settlement. In circumstances where the matter had been overly prolonged, your skills and expertise pushed the parties to 'come to the table' and reach a resolution. **Your dedication to your work is very evident**, which makes me look forward to working with you again in future."

- Luisa-Maria Maroun, Sage Solicitors

"Zoe works extremely hard to get the matter settled and is always **suggesting practical alternatives** for the client's to consider. Zoe makes sure that each party feels heard and allows them to raise and canvass issues that are important to them. Zoe is a pleasure to work with and I will definitely be using her mediation services again!"

- Savanna Bull, East Coast Family Lawyers

Zoe is a wonderful mediator, she is experienced and knowledgeable which allows for parties to come to the table with reasonable offers that steer them away from litigation. She **gently motivates and encourages** the parties, with a focus on the benefits of dispute resolution, ensuring that personal issues are set aside, and all parties concentrate on the issues at hand."

- Valentia Tahmizian, Legal One

"Dear Zoe

Firstly, I would like to thank you for your time and effort yesterday throughout the Mediation.

We were very happy with the structure of your Mediation, particularly because it provided guidance as to how the day would run. It also gave the parties and practitioners a time frame and set a clear tone for the day. Your intake assessment leading up to the Mediation date was new to me, but I believe it was a fantastic idea. It really put my client in a positive head space before the Mediation and it made him feel a lot more comfortable as he was able to connect and build rapport with you.

We also appreciated your drive and encouragement towards the parties to settle on the day. **You clearly outlined to the parties the best and worst case scenarios**, both in Mediation and court proceedings. This really encouraged my client to settle.

Although there was some difficulty in reaching an agreement at one stage, the parties finally came to an agreement. Our client reflected and was extremely happy with the outcome.

During the intake assessment, you requested the parties to deliver a (non-compulsory) opening statement to set the tone for the day. For our client, his opening statement was, in summary, "to settle today, move on and keep it out of court." We confirm this was reached satisfactorily for him.

Our client is also very happy that he has saved any further legal costs now that he has not proceeded to court litigation. Our client is looking forward to a fresh start.

We are extremely grateful for your assistance in helping the parties resolve their family law dispute."

- Raween Albarouki, VRT Lawyers

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"My firm and I have engaged Zoe for her mediation services on numerous occasions. Zoe is professional and personable in her approach to each matter. Zoe is excellent at engaging and connecting with clients, and explains the process clearly at her pre-mediation conference and at the start of her mediations. I would highly recommend Zoe for her family law mediation services."

- Sean Bunnell, Marsdens Law Group

"Zoe brings a sense of assured guidance to the Mediation and provides a **structured process** that focuses on collaboration amongst practitioners and their clients to achieve a fair settlement. I would highly recommend Zoe as a Mediator and I look forward to her continued assistance in the future with our family law mediations."

- Belinda Fimmano, Fimmano Lawyers

"Zoe is a professional and productive mediator. She is **resolution focused and goes to all lengths** to ensure the clients achieve a result. I personally use Zoe in many family law complex property and parenting matters and I strongly recommend Zoe to all my prospective clients. Thank you Zoe for constantly producing successful results with my clients!

- Vayshalli Chandra, Marsdens Law Group

"I have no hesitation in recommending Zoe as a mediator. She is efficient and empathetic in her approach and quickly put my client at ease. It was obvious that Zoe was **well prepared for the mediation and had read all relevant material**. Zoe's expertise both in family law and as a mediator was instrumental in settling our matter. Thank you Zoe!"

- Katie Vardanega, Johnson Vardanega Lawyers

"Zoe is an experienced and focused negotiator who has an **excellent knowledge of the family law principles underpinning the mediation process**. She is also a pleasure to work with. I would not, and do not, hesitate in recommending Zoe to my clients and those needing the assistance of an experienced family law mediator."

- William Boyce, Boyce & Boyce

"We engaged Zoe to mediate a family law property and parenting matter for our firm. The **parties were very far apart** in their desired outcomes. Our client was doubtful that an agreement would be able to be reached on the day. Zoe worked **tirelessly** all day and took a very proactive approach to the point an agreement was able to be reached. Zoe's experience and skill were evident throughout the entire process."

- Ashlee Edwards, Mason Lawyers

"Zoe was a first class mediator! She helped bring the parties together who were at polar opposites and **chartered a way forward where it was thought none was possible**. She was hands on and actively navigated the parties through the dispute. Settlement would not have been possible without her."

- Werrdan Khoury, Benjamin & Khoury Solicitors & Attorneys

"I recently had the pleasure of working with Zoe Durand as Mediator in a property and parenting matter. The matter was highly emotive and Zoe was able to use her **skill and experience** to guide the parties to reach a sensible outcome on all matters."

- Beth Agar, Watts McCray Lawyers

"It is with great gratitude to express my heartfelt appreciation for the exceptional mediation services provided by Zoe. Throughout our work, we represent clients in complex and delicate disputes and I had the privilege of working closely with Zoe, and I can confidently say that her expertise and dedication played a pivotal role in achieving the best possible outcome for my client."

From the outset, Zoe displayed remarkable professionalism and a deep understanding of the intricacies involved in the case. Her approach was not only thoughtful but also empathetic, creating a comfortable and safe environment for all parties to express their concerns and aspirations openly. Zoe's adeptness in establishing effective communication channels allowed for constructive dialogue between the disputing parties, paving the way for a successful resolution.

One of the most remarkable qualities that set Zoe apart was her ability to remain impartial and unbiased throughout the entire mediation process. She **ensured that each party had a fair and equal opportunity to present their perspectives and engage in meaningful negotiations**. Zoe's commitment to maintaining neutrality was commendable and undoubtedly contributed to building trust among all participants.

Furthermore, I was truly impressed by Zoe's remarkable efficiency in handling the mediation. Time was of the essence in this case, and Zoe met every deadline with exceptional promptness. Her keen attention to detail and expert guidance streamlined the process, ensuring that we achieved a favourable resolution in a timely manner.

Not only did Zoe navigate the legal intricacies with precision, but she also demonstrated a keen awareness of the emotional toll that such disputes can take on individuals. She offered invaluable support to my client, providing them with much-needed reassurance and a sense of hope throughout the challenging journey.

In the end, thanks to Zoe's remarkable **expertise, dedication, and unwavering commitment** to facilitating a fair and just resolution, my client was able to achieve an outcome that exceeded our expectations. It is without hesitation that I highly recommend Zoe's mediation services to anyone seeking a skilled and compassionate professional to guide them through difficult times."

- Mona Ayoub, Pope & Spinks Solicitors

"I have used Zoe Durand's services for both property and parenting mediations on multiple occasions. I have found her great to deal with, **very helpful especially within high conflict matters**. She is not afraid to have **frank conversations** with parties, which overall assists in achieving successful outcomes."

- Maria Valenzuela, Hammond Nguyen Turnbull

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"Thank you for your efforts in assisting our client and the other party to **achieve a resolution of their long-standing parenting litigation matter** at their recent mediation.

You showed great respect, professionalism, and impartiality during the mediation and at the same time conducted the day in a relaxed and friendly manner. Both the clients and solicitors were able to look at the issues from a different perspective and ultimately the parties agreed on final parenting orders.

Your communication was clear, and you listened attentively to the parties and their solicitors to gather information and worked hard to focus the parties on appropriate solutions that would benefit the parties' children.

You encouraged us to reduce the Agreement to writing on the same day and overall, I was very impressed with the entire mediation process. I look forward to working with you again in future mediations."

- Chris Lapointe, Lapointe Family Law

"Thank you for your assistance, Zoe. The intake conference with my client built trust, confidence, and set expectations appropriately. The mediation itself was **well facilitated, even handed, and had meaningful client engagement**. Wonderful to see the parties reach agreement!"

- Jonty Boshier

"Thank you Zoe for your insight and expertise as a mediator in our recent family law mediation. You got the parties talking, **kept the process moving, listened to the parties and helped them achieve an outcome** which worked for both sides. Many thanks!"

- Rosalie Galluzzo, Galluzzo Lawyers

"Zoe has a wonderful ability to listen, empathise and guide parties through the most difficult of family law disputes. She is **flexible and adaptable** in her approach and assists parties in thinking 'outside the box' to reach mutually beneficial resolutions."

- Fiona Giannakopoulos, Bardwell Park Lawyers

"I have used Zoe for several mediations including both property and parenting matters. Zoe is a warm and engaging mediator who has the ability to speak to clients from a different perspective and connect with them on their level. Whilst very knowledgeable about family law, Zoe also **combines this with a practical and sensible approach** to mediating family law disputes."

- Cassandra Youssef, Rafton Family Lawyers

"Thank you for assisting our clients during what is a very stressful time in their lives. Your process was methodical yet personable, and your empathy made my client feel very comfortable and assured.

Given the parties' positions were so far apart, I was especially impressed with how you were able to narrow the issues and close the gap to ultimately reach an agreement.

I will continue to propose your services in all my mediations, and I will certainly recommend your services to other practitioners. See you on the next one. Kind Regards."

- Jamie Roberts

Zoe is simply unmatched as a mediator. She is **extremely well-rounded**, presenting a conscientious resolve to reach the best possible outcome in every negotiation, along with a **forthright and efficient communication style**. Simply put, there can be no embellishment in words when it comes to Zoe's excellence in this field. She has refined family law mediation into an art."

- Lucia Naim, Kammoun Sukari Lawyers

"Thanks for your efforts at our recent property mediation. The parties came in very far apart and I believe they benefited from your persistence and guidance resulting in a **win-win outcome** for the parties that they were both content to accept. I think your amiable approach, efforts and problem solving ability worked well in this matter."

- Bal Ram

Dear Zoe, thank you for assisting several of my clients resolve their parenting and property disputes. You are always **empathetic to their circumstances** and are able to adapt your skills to work with them to reach a resolution, whilst also given them some **'hard truths' along the way**. I particularly like your **thorough agenda** that you create, which is based specifically on the parties' needs and you stick to the agenda, ensuring that the mediation runs efficiently and effectively. I would not hesitate to recommend your services to my clients."

- Luisa Gaetani, Partner, Coutts Lawyers & Conveyancers

"Thanks for your help today Zoe. I thought your **input and management of the mediation was very helpful.**"

- Geoff Walkom, Walkom Lawyers

"We experienced Zoe Durand to be strong mediator with a **solid understanding of the law and the client's respective needs/position**. Zoe is extremely skillful and is determined to obtain a settled outcome for her clients."

- Marissa Jankelowitz, Director, Acuity Lawyers

"Zoe offers a **caring and professional** service. She helped one of our clients to settle their matter. led outcome for her clients."

- Olia Pelayo, Children in Focus

"Zoe, thanks for today.

"Dear Zoe, your approach to mediation was excellent – you were **down to earth and worked extremely hard** to obtain a resolution for the parties. We will definitely engage you again."

- Eve Lynch, Beswick Lynch Lawyers

"I have referred many clients to Zoe, and I have also engaged Zoe in lawyer assisted mediations for both property and parenting matters. I have had nothing but positive feedback from my clients.

Zoe works tirelessly to settle matters and really connects with clients. Zoe is **very knowledgeable on the relevant law**, but also understands that alternative dispute resolution is a place where **other "non-legal" wants and needs** can be factored into discussions. Zoe always takes the time to really understand what each client hopes to achieve out of the process. I could not recommend Zoe and Mediation Answers more highly."

- Jane Bonthorne, Matthews Dooley & Gibson

WHAT YOUR COLLEAGUES SAY ABOUT ZOË DURAND

"Zoe is a very professional mediator who is able to frequently assist parties in reaching an out-of-court settlement, even where the issuing of a **s60I certificate** appears imminent. Highly recommended."

- James Lam, Lam Legal Group

"Zoe was able to resolve a difficult family law property dispute where emotional attitudes created fixated views and expectations not helpful to resolving the necessary property adjustment. Zoe **worked pleasantly with the parties to outline, in a meaningful way, various practical realities** such that the parties reached a consent settlement providing better outcomes for each than otherwise might have occurred."

- Marieann Duncan, M. Duncan & Associates

"Zoe's ability to listen attentively, **ask insightful questions**, and facilitate productive dialogue is invaluable.

She has helped many of my family law clients navigate a difficult situation with professionalism and empathy. I would absolutely recommend her to anyone seeking a mediation service."

- Marie Cecelia, HNT Legal

"Zoe has been engaged by our practice to mediate in family law matters.

Her pragmatic approach and ability to focus participants on ways to enable them to move forward to avoid litigation, are exemplary. I have no hesitation in recommending her services."

- Jeffrey Choy, JCL Legal

"Hi Zoe. Thank you for your work at our mediation. Your approach at helping the parties **navigate their way through the disputed issues** really assisted the parties at reaching a settlement. Your empathetic and understanding nature towards the parties helps them feel heard and understood. Look forward to working with you again in the future."

- Eden-Monique Hull, RMB Matthews Williams Lawyers

"I recently worked with Zoe in a high conflict property and parenting dispute.

As a mediator she has a **unique balance of being both compassionate and firm** when needed. She is patient and empathetic which helped alleviate my client's apprehensions about the process. I highly recommend Zoe for mediation and look forward to working with her again in the future."

- Kristina Komadina, Marr Family Lawyers

"Zoe was **brilliant at keeping the clients on track** to progress the matter towards a resolution.

Zoe was warm and approachable which also really assisted the clients to feel heard and understood. Highly recommend Zoe as a mediator. Thank you, Zoe."

- Bonnie-Jean McCormack

"I would not hesitate in recommending Zoe as a family law mediator.

Zoe is a strong communicator and takes a considerate and pragmatic approach to mediation.

She uses a number of **creative strategies** to assist parties to consider their options, which I have found greatly assists in the resolution of both parenting and property matters."

- Amanda Coratella, Samaras Lawyers

"Dear Zoe, Thank you for your expert mediation assistance in the resolution of this difficult matter. I particularly acknowledge and am **grateful for your calm patience in what has been a fraught case.**"

- Christopher Mackay

"We used Zoe as a mediator in a difficult property matter. Our client felt very comfortable with Zoe and her approach to resolving the matter. Zoe was very committed to ensuring that an outcome was achieved and our client valued Zoe's input throughout the mediation. Zoe's **honest, straightforward and yet collaborative approach** was great and we will be using/recommending Zoe to conduct mediations in future matters."

- Marissa Aragona, Swaab Attorneys

"Hi Zoë, I truly appreciated your assistance during the mediation. Without your help, the parties would not have achieved this much – not only having reached an interim parenting arrangement, but also addressed property aspects and established a **clear pathway moving forward**. Remarkably, all this was achieved within just over 4 hours! I will not hesitate to recommend your service to any colleagues!"

- Stella Li

"Zoe was easy to deal with in preparation for the mediation process and built a great rapport with the client in a short time.

Throughout the mediation Zoe was professional and efficient and very **focused on a practical outcome without losing the empathy and understanding that is required in a difficult family law matter**. Our firm will genuinely continue to keep you in the rotation of mediators."

- Tessa Ward, Richmond Ward Lawyers

"Zoe, thank you for your assistance during the mediation. My client is relieved and pleased that the matter has been resolved. From my client's perspective she was comfortable and felt in control of the process, which I think is important in family law matters where clients can feel overwhelmed navigating the experience.

From a lawyer's perspective your empathy and focusing on key issues was well balanced and this allowed for the time to be used productively and that in turn made it easier for me to advise and guide my client towards a settlement."

- Arti Deo, Marsdens Law Group

As a Legal Author, Inside Family Law

"Zoë Durand has provided such an important resource for those going through the process looking for more perspective. I've been recommending Inside Family Law to all my friends."

-Isabel Lo, journalist, founder of Media Diversity Australia and former producer for ABC and CNN International

"As far as I am aware- having worked in family law as a barrister, Judge and now mediator and arbitrator- there is no other book like this. If there is, despite many years working in this area, I certainly have never come across it."

Inside Family Law offers the reader, whether a law student, academic, inexperienced lawyer, a lawyer wanting a refresher, a person going through a separation, a public servant, or politician (which today could be pretty important), quality knowledge and experience in the practise of family law in all its aspects, from representing and guidance of the client, to advocacy, appreciating psychological issues and their importance and more. The interview with Dr. Antony Milch in the book is a must-read.

...This book, as far as I'm concerned, is **prime real estate**. That's because of its **range of practical knowledge from leading experts**. Should you want to know what makes a good family lawyer in practice, or the methodologies in valuing a business or real estate, or the wisdom gained in dealing with difficult child-related matters, the topics can be easily found in the well-organised index.

In my opinion, a copy of this book is a must for all institutions teaching family law, as well as for those who are current or aspiring family law practitioners or those going through the family law process firsthand."

-The Honourable Peter Rose AM KC

"As a journalist and someone who found themselves going through a separation, **I found Zoe's book so helpful. I felt like I was sitting down with these Judges, barristers and other legal experts getting exactly the sort of information I needed.** I highly recommend this book for anyone about to embark on this difficult and overwhelming time."

-Justine Kearney, ABC journalist

"Durand gets to the **human side of law**... other authors of law books could learn from her precise questioning, her focus on the emotional and psychological toll of law...along with her focus on the effect law has on society. The approach of asking these questions directly to those within the legal system (judges, lawyers and so on), is a **fresh new approach to the problem**, and one that again, deserves celebration for Durand's efforts."

- Joshua Krook, author and writer at The New Intrigue

As a speaker and facilitator

"I would like to thank you for coming to speak with my Family Law students yesterday.

Your talks were insightful and interesting, and gave students a much needed understanding and perspective about the reality of practising family law."

- Dr Noam Peleg, lecturer at UNSW