



ZOË DURAND

FDRP, NATIONALLY ACCREDITED MEDIATOR & LAWYER

CONTACT

- ☎ 0435595400 or (02) 8379 1853
- ✉ zoe@mediationanswers.com.au
- 🌐 www.mediationanswers.com.au
- 📍 Level 21, 133 Castlereagh St, Sydney

KEY SUMMARY

- 18 years PQE experience in private practice family law, ICL at Legal Aid and international commercial firms (K&L Gates, HWLE)
- Authority in family law editing chapters of CCH's Master Family Law Guide (last 3 editions).
- Keynote speaker on family law at the NSW Law Society, City of Sydney Law Society, Pacifica Congress and Sydney University.
- City of Sydney Law Society Committee.
- Inside Family Law Awards, Founder
- Inside Family Law book and podcast host interviewing Judges and other key stakeholders in family law.
- Guest lecturer at UNSW.

"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, Sexton Family Law

From working with large corporates in international commercial law firms, to some of societies most vulnerable at Legal Aid, Zoë has a way of connecting with and understanding clients from all walks of life.

Check Zoë's availability at any time via
her online calendar at
www.mediationanswers.com.au

Zoë Durand has a wealth of experience (18 years PQE) primarily specialising in family law (parenting and property) in both national private practice law firms and as a Court Appointed Independent Children's Lawyer at Legal Aid giving her expertise in complex parenting matters. She also previously worked in national and international commercial firms including K&L Gates (then Middletons), HFW and HWLE giving her a financial acumen useful in property matters. Zoë also currently continue to work in practice as a senior consultant lawyer at Urban Family Lawyers.

EXPERIENCE

- 18 years PQE primarily in national private practice family law firms and boutique family law firms (presently a senior consultant at Urban Family Lawyers) and Legal Aid as a Court Appointed Independent Children's Lawyer (ICL) giving her an insight into complex parenting matters. Continuing as a senior consultant lawyer at Urban Family Lawyers.
- Prior to transitioning to family law, Zoe began her career at national and international commercial law firms K&L Gates and HWLE giving her a financial acumen which is highly desirable in property matters.
- Committee member of the City of Sydney Law Society.
- Nationally Accredited Mediator, Family Dispute Resolution Practitioner (FDRP), qualified Collaborative lawyer.
- Masters of Applied Family Law (College of Law), Bachelor of Law Degree and Bachelor of Arts Degree (first class honours) from UNSW.
- Qualified Parenting Coordinator with Parenting Coordination Australia.

Author, Editor & Academic work

- Editor of chapters in the last 3 editions of CCH's Master Family Law Guide (several chapters) and CCH's Family Law Practice and Procedure Alternative Dispute Resolution chapter.
- Authored family law case notes for the NSW Law Society Journal, reviewing the latest family law cases.
- Guest lectured at UNSW, Faculty of Law.
- Author of Inside Family Law, recommended as a "must read" by The Honourable Peter Rose AM KC and is on the recommended reading list for Family Law at several universities.

Awards

- Founder of the Inside Family Law Awards, 2025.
- 2026 Lawyer International, Legal 100 Awards, Legal Excellence Award - Winner.
- 2025 Lawyer International, Legal 100 Awards, Legal Excellence Award - Winner.
- 2024 Connecting Lawyer Mums, Inspire Awards, 2024 - Finalist.
- 2024 Innovation in Business, Media Innovator Awards, Legal Education Multimedia Excellence Award - Winner.
- 2024 Lawyer International, Legal 100 Awards, Family Law Mediator - Winner.
- 2024 Lawyer International, Legal 100 Awards, Multimedia Contributions to Legal Education - Law Life Logic Magic, the film - Winner.
- 2024 Lawyer International, Legal 100 Awards, Innovative Practices in Family Law - The Inside Family Law book and podcast - Winner.
- 2020 APAC Insider Legal Awards, Family Law Mediator of the Year - Winner.
- 2019 APAC Insider Legal Awards, Family Law Mediator of the Year - Winner.
- 2019 APAC Insider Legal Awards, Best Family Law Publication for Inside Family Law - Winner.

Reporter & Speaker in family law

- On the ground correspondent who reported live at the FLENA, AFCC conference and Pacifica Congress Conference.
- Hosts the Inside Family Law podcast (12,000 downloads), www.zoedurand.podbean.com and on Spotify, including interviews with The Hon. Stephen Thackray, The Hon. Diana Bryant AO QC, Judge Tom Altobelli, Judge Alexandra Harland, Judge Joe Harman, The Hon Mark La Poer Trench, The Hon Peter Rose AM KC, and leading family law experts locally and internationally.
- Featured for her insights on the ABC, Sydney Morning Herald, The Australian, The Age, The Daily Telegraph, A Current Affair, 9 News, 10Daily, Mamamia, 9Honey, The NSW Law Society Journal and Lawyers Weekly.
- Frequent key note speaker on family law including has been a guest speaker for the University of Sydney Law School, Clarence Chambers, Connecting Lawyer Mums, Toongabie Legal Centre, UNSW The Edge programs, The NSW Law Society Young Lawyers events, The City of Sydney Law Society events, Eastern Suburbs Family Law Group, Pacifica Congress and the World Litigation Forum.

Holding both Taiwanese and Australian citizenship and herself a parent to dual citizen French-Australian daughter, she has real world experience in cross cultural issues in families. Away from the law Zoe is an artist who has exhibited in New York, London, throughout China, Melbourne, Sydney and the Louvre, Paris. She is working to incorporate art and creative thinking in law firms.

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