



## statements of expectation & fees

There is nothing we find more daunting and off-putting than a set of terms and conditions that, unless you are a legal genius, make little or no sense. With that in mind, we have decided **NOT** to have terms and conditions for our **unconsultants**.

Instead, we have developed these **statements of expectation** – the things we expect of our **unconsultants** and, conversely, that which you can expect of us.

When you apply to be an **unconsultant**, you'll be asked to acknowledge that you have read these statements and agree to work within these expectations of each other.

We hope that they cover everything that you expect of us and vice versa.

### Neil Butler

Founding **unconsultant**

## what we expect of you

1. We expect you to have your own ABN and to operate as a business. It is your choice (within Australian regulations) whether you are registered for GST or not.
2. We expect you to respond to enquiries from your potential clients within three business days.
3. We expect that you will be “reasonably available” to undertake engagements within a horizon of two weeks. If, for example, you are planning to take an extended holiday or you are engaged in a longer work engagement, please advise us and we will temporarily remove your profile from our web site.
4. In keeping with our **unconsult** model, we expect that your first engagement **will be no longer than five days** in duration. If subsequent engagements occur with a client we introduce to you, those subsequent engagements can be of any duration that suits you and your new client.
5. You will let us know when an initial enquiry converts to an engagement and how much that first engagement costs your new client. Our fee structure is based around a percentage of that first engagement total and so we expect you to advise us of the duration and total cost associated with that engagement.
6. Where your fee structure allows, we would be delighted if you would offer a 10% discount to clients who are regionally located – that is, their principal office is outside of the metropolitan postcodes around Australia.
7. Where your fee structure allows, we would be delighted if you would offer a 10% discount to not-for-profit clients who engage your services via **unconsult**.
8. We expect that you'll be so proud of being an **unconsultant**, you will promote **unconsult** on your Facebook and/or LinkedIn pages - by sharing our posts and letting people know that you are part of the **unconsult** network.
9. Once we have passed over the enquiry to you, the relationship between you and the client is yours. Therefore, all liability, insurances, risk, reputation, etc is yours and yours alone. We will not accept any form of redress, blame or any other negative impact – we are an introduction service that allows you to find clients via the **unconsult** platform.

## what you can expect from us

1. When your application reaches us, we will review your suitability to be an **unconsultant** within five business days, usually quicker. If you are successful in your application, we will provide you with a link that allows you to send us all the information we require to create your listing. This will include an overview of your experience, specific specialities and, of course, a suitable photo to use on the web site.
2. Once your information is provided, we will create your listing on our **unconsult** web site. We will refer to you only by your given name – we do this so that people are less inclined / able to source your contact details elsewhere. Once you respond to the enquiry, you are most welcome to share your surname and other contact details.
3. When potential clients visit our web site and, specifically, the **select your unconsultant** page, we will randomise the sequence in which our **unconsultants** appear. This is to give everyone a fair chance to be found by potential clients.
4. We will ensure that only appropriately qualified and recommended people are granted the privilege of becoming an **unconsultant**. For this reason, before anyone is added to our web site, we will review their experience and seek a recommendation from another **unconsultant**. For that reason, not all applications are guaranteed to be successful.
5. We will maintain a master listing of all enquiries received via the **unconsult** web site. We will use this to monitor progress with enquiries, whether they become engagements and as the basis for charging for our services.

## fee structure

We have deliberately set up our fee structure to ensure:

- That our fees are transparent to our **unconsultants**.
- That our fees are fair and reasonable to you as an **unconsultant**.
- That our invoicing process is simple and straightforward for us to administer and for you to understand.

The prices listed are exclusive of GST – GST will be added when invoices are sent.

<b>Set-up fee:</b>	One-off charge for establishing your listing on the unconsult web site	<b>\$90</b>
<b>Listing update fee:</b>	Whenever you request a change to your listing, a one-off charge	<b>\$50</b>
<b>Introduction fee:</b>	Whenever an introduction results in an engagement for you, we will charge a one-off fee that is equal to <b>10% of your total fee</b> for the engagement or <b>\$250</b> , whichever is higher.  Future engagements with new clients will not attract a charge from <b>unconsult</b> – they are your clients now!	

Obviously, when we are calculating the Introduction Fee, we are reliant on our **unconsultants** providing us with the correct total for their first engagement with each new client. We choose to rely on a handshake agreement rather than anything more structured and binding.