



Animal Defenders
Office

Using the law to protect animals

Client Charter

Our services

The Animal Defenders Office provides a range of free legal services to individuals and groups who want to use the law to protect animals. This can include the following:

- information and legal advice about animal law and animal protection issues
- ongoing legal representation for people who meet our Advice & Casework Guidelines
- advocacy services
- community legal education programs

Our commitment to you

We will provide:

- a service that is confidential
- clear information about the law
- high quality advice and representation
- a respectful, courteous and professional service

You can expect our volunteers to:

- be impartial and open with you in dealing with your matter
- treat any information that you give us in the strictest confidence
- assist you within a reasonable time
- direct you to information or other agencies who can best assist you (where appropriate)

Your obligations

To help us provide our services, we ask that you:

- provide clear instructions that enable us to deal with your matter appropriately
- provide all relevant information about your matter
- respond to our correspondence and requests within a reasonable time
- tell us if you do not understand something
- treat our volunteers with courtesy and respect
- let our volunteers know if you need additional assistance to understand something

Termination of assistance

We reserve the right to refuse assistance or terminate our services in the following circumstances:

- if you can't abide by your obligations outlined above
- if your matter does not meet the criteria outlined in our Advice & Casework Guidelines
- where there is an irretrievable breakdown of the lawyer/client relationship

We value your feedback

Because we are committed to continuously improving our services, we welcome your feedback. If you are happy with the service you received please tell us because our volunteers like to know when clients are satisfied. On the other hand, if there is something about our services you are not happy about, please tell us so we can do better.

If you have a complaint about our services or an ADO volunteer please email your complaint to contact@ado.org.au.