



How we communicate with you

Dealing with a legal issue can be emotionally exhausting, and often frustrating.

We understand that a key part of us working together effectively is how we communicate. To ensure we get off on the right foot, and keep things on track, we set out below some communication principles we would like to agree with you.

You can expect honest, practical, straightforward and timely advice.

We recognise that you want to minimise the financial cost of our assistance, and therefore we will communicate with you in the most efficient method possible. However, the method must also be appropriate and effectual. It is also important to understand that our advice to you should not be shared with any other party.

Email communication is preferred

We understand you might prefer communicating by phone as it might offer you with a fast and personal response, especially when you are feeling anxious. However, we find email communication more beneficial because it gives us the time to properly consider our advice and gives you a helpful record of our advice.

We check our emails regularly during office hours and endeavour to write back to you as soon as possible and at latest, the next business day.

Booking times for more detailed discussions

Of course, there will be times when it will be more appropriate for us to speak with you over the phone or in person. When we consider it more appropriate to have a call or meeting with you, we will schedule a call with you to have a detailed discussion at a time when we can be properly prepared and give you our full attention.

How we charge for communicating with you

Lawyers charge or provide quotes based on the time that we spend (or anticipate we will spend) assisting you. The more efficiently you interact with us, the more efficiently we will be able to deliver our services (and thereby keep your costs to a minimum).

If you require a lot of ongoing support, then this will add to the overall cost of your matter. If you ask us to provide you with a written summary of a conversation or email exchange, you will also generally be charged for this.

Remember to treat us with respect

We understand that at times you may also be under stress and frustrated with the legal process. Nevertheless, we expect to always be treated respectfully.

We are always on your side. However, it our job is to provide you with frank and fearless advice, which may not always be what you want to hear. It is not easy for us to do this, but we need to advise you on your real position so you can make informed decisions.



In turn, we will always treat you with respect by taking you seriously, understanding your objectives, and taking into account your emotions and concerns along the way.

What next?

If you would like to get started with your legal matter, call us on **1300 654 590** or email us at wehelp@adlvlaw.com.au.

Further information can also be found on our website at www.adlvlaw.com.au.