

# VGSO Service Standards



Our commitment to our clients reflects our distinctive character. Like you, we are part of government and share your values, language, public value drivers and operating context.

As your legal services provider we will:



## Work with you to:

- understand your needs and special requirements
- deliver quality cost-effective and timely legal services to help you achieve your aims
- manage both legal and reputational risk
- comply with relevant Legal Services Panel requirements and act as a model litigant.



## Provide the right legal team for you:

- with a depth of experience and expertise in government law across a range of disciplines
- who are continuously developing deep public sector and subject matter expertise
- using our unique role and relationships across the public sector
- who are personable, can deliver, low maintenance and meet or exceed your expectations.



## Maintain high professional standards for managing matters, including:

- understanding and complying with your requirements for engaging legal services
- agreeing timeframes that meet your requirements
- providing regular updates on the progress of your matters
- seeking your feedback on how we can continuously improve.



## Help you manage your legal costs by:

- providing outstanding value for money and offering a range of pricing options
- pricing our services in a way that delivers greater certainty for you
- having open and up-front discussions with you regarding costs and the level of legal experience required for your work
- regularly monitoring costs and reporting to you to meet your requirements.

**Our lawyers and support staff are committed to providing exceptional client care. We look forward to working with you.**

**Matthew Hocking**  
Victorian Government Solicitor