

Application Tasks

Supporter Liaison

The following tasks are examples of actual enquiries the Supporter Services team receives. Completing this task will help us in assessing how you would approach our everyday enquiries

Task 1: Enquiries

OVERVIEW:	The enquiries below are true representations (albeit a very small number) of enquiries that the Supporter Services team can receive on any given day. For this task, imagine you are the Supporter Liaison and have received the following three email enquiries (among many others!). Please draft an email response to each enquiry.
ENQUIRY 1:	I am a responsible duck shooter and I want to know why you want to ban this sport? Duck shooting is a regulated and legal tradition. It is a quick and humane death and better than buying factory farmed meat. It also supports small local communities!
ENQUIRY 2:	Hi Animals Australia, what is "sow stall free pork" and is it more humane than other pork? Can you please recommend me an ethical dairy brand? I want to ensure that I am not paying for any cruelty!
ENQUIRY 3:	I thought that Live Export was banned this year but now I see it has continued! What can I do to help stop this?



Our vision is a world where kindness, compassion
and respect extend to *all* living beings.

Task 2: Social Media Moderating Task

Scenario Overview

Animals Australia has posted a video on Facebook showcasing the positive outcomes of a recent campaign to save dingoes from cruel trapping and killing programs. The post has generated thousands of comments, ranging from support to criticism, and some are potentially inflammatory. You need to respond strategically and with empathy, focusing on fostering engagement, maintaining a positive brand image, prioritising important comments, and in accordance with our [Community Guidelines](#).

Instructions

Review the following hypothetical comments. For each comment, provide;

1. A recommended action (Respond, Delete, Ignore)
2. A brief explanation for your choice
3. If choosing “respond”, draft a concise and empathetic reply.

Comment	Action	Explanation	Reply (if applicable)
<i>I've been following this organisation for years, but I've seen the damage that dingoes do. It's horrific. How can you be so hypocritical, these animals are monsters and they need to be controlled by any means necessary. Why are dingoes more important than lambs?</i>			
<i>I'm so glad that you're speaking out for dingoes! Thank you, AA.</i>			
<i>I've been trying to get in touch with you about my membership, but I haven't received a response to my e-mail. Can someone please let me know how I can speak to someone about this?</i>			
<i>Bloody vegans is there anything you don't complain about?!?!?!?</i>			
<i>[Graphic image of a mauled lamb]</i>			