

Values

Fairness

We are committed to fairness in society and to facilitating fair and equitable access to legal support.

Care

We care about our clients and the community and we approach our work with an awareness of the effects that trauma and discrimination can have. We treat each other with kindness and respect.

Courage

We approach our work with strength and confidence. We are guided by our values and what matters most to our clients and society.

Inclusion

We provide an inclusive environment for clients, staff, and referral partners.

Strategic direction 1 – Clients

Outcome

Clients have increased access to justice

Priorities

- 1.1 Strengthen early intervention services and early engagement and resolution services¹ to prevent the escalation of legal problems and better connect with allied services.
- 1.2 Strengthen our regional service delivery and non-legal advocacy services.
- 1.3 Develop culturally safe services for First Nations clients while supporting the principle of self-determination and the important role of Aboriginal community-controlled legal services.
- 1.4 Work to ensure our services are culturally safe, accessible, inclusive, and equitable.
- 1.5 Embed client-first approaches by involving clients and consumers in designing, delivering and reviewing our services.



Strategic direction 2 – Community

Outcome

Improved legal understanding in the community

Priorities

- 2.1 Expand and improve access to online, phone and face-to-face legal information that addresses peoples' diverse needs and capabilities.



Strategic direction 3 – Legal assistance sector



Outcome

Collaborative legal assistance sector

Priorities

- 3.1 Create opportunities and support improved service coordination, collaboration, and transparency across the legal assistance sector.
- 3.2 Improve our engagement with and make it easier for private practitioners and community legal centres to work with VLA.
- 3.3 Collaborate with legal aid providers in other states and territories on service provision and systems reform.
- 3.4 Improve the way we collect, use, and share data across the legal assistance sector to strengthen client planning, service development and connected services.

Strategic direction 4 – Laws and systems



Outcome

Fairer laws and systems

Priorities

- 4.1 Work with others across the justice, legal assistance and community sectors to:
 - a. create fairer laws and other systems
 - b. prevent the escalation of legal and related issues
 - c. address the impacts of systemic racism and discrimination
 - d. promote rights, accountability and client voices.

Strategic direction 5 – Victoria Legal Aid



Outcome

An effective and sustainable Victoria Legal Aid

Priorities

- 5.1 Invest in our people and work in a safe, inclusive, equitable way that involves people with lived experience.
- 5.2 Achieve financial sustainability, including demand-based funding arrangements so that VLA can continue to support an effective and efficient justice system.
- 5.3 Develop our digital and data systems to improve access to justice, provide clients with better quality services and choices appropriate to their capabilities, and create more efficient work practices.
- 5.4 Enhance our commitment to environmental sustainability and carbon-neutral targets.

¹ Early intervention services are services that aim to prevent social issues turning into legal issues, and to prevent legal issues from getting worse. Early engagement and resolution services are services for clients who have proceedings in court. They aim to engage clients earlier, with a view to resolving proceedings, or narrowing issues in dispute and providing more time to prepare for court.