

Our Business Plan 2017-18

Additional funding for new, expanded and improved services. More staff to reduce workload pressure.

We're developing more **client focused services** in the areas of **summary crime, youth crime, child protection and family violence.**

We'll be working more closely with Victoria Police, the Magistrates' Court, Court Services Victoria, the Children's Court, Department of Health and Human Services, community legal centres, private practitioners and others to deliver new and expanded services to Victoria's most disadvantaged.



We were successful in our bids to government and received an additional **\$20 million** in funding

↑ 4% expected increase in unique clients – bringing the full number of clients to **94,400**

More investment to meet demand in **summary crime, child protection and Legal Help**

New and expanded services in **family violence, youth justice and the Assessment and Referral Court list** expanded

↑ 33% in duty lawyer services for victims and perpetrators affected by family violence



↑ 14% in grants of assistance for children involved in youth crime



↑ 3% growth in **summary crime services** – responding to increasing demand



Last **12 months** we have seen...



↑ 9% in summary crime duty lawyer services

↑ 12% grants to private practitioners

↑ 4% for child protection – continued growth in response to strong demand for child protection services



✘ Predict a deficit at the end of 2017-18 without additional investment

Our business priorities for 2017-18

1 Improving personal safety and workload for VLA staff

Reducing workload pressures by employing more staff, introducing better workload management strategies, better safety practices for our staff who work in court and tribunals and improving workplace facilities.

2 Service and sustainability in summary crime

Working with sector partners to improve the appropriateness and sustainability of summary crime for the long term – to reduce workload pressure, provide more appropriate services for clients and improve the system.

3 Improving legally aided child protection services

Our child protection review will set new directions for more appropriate, effective and timely support for children and families, particularly those at risk of long-term disadvantage.

4 Progressing VLA's response to the Royal Commission into Family Violence

Developing better system responses to family violence that provide increased protection for victims and increased accountability for perpetrators.

5 A sustainable Legal Help service

Continuing to modernise and expand Legal Help as the main 'entry point' to the legal assistance sector. We will achieve this with better support for our staff, upgrades of our systems and additional support tools to underpin future expansion.

6 Making greater use of data and evidence

Strengthening our ability to deliver evidence-based responses to better meet the legal needs of local communities by trialling our sector planning approach and developing our first data strategy.

Would you like more information?

Head to **Our Business Plan 2017-18 group on Yammer** or the **Intranet** for updates.

Talk to your manager, ask questions, take the time to understand how our plan impacts on you and our work.

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together for better
justice