# Our Aboriginal Services Strategy 2020–25Strategy

Our Aboriginal Services Strategy 2020–25 outlines our commitment to be a client-centred organisation for Aboriginal and Torres Strait Islander people. The strategy intersects with our [Reconciliation Action Plan 2019–21](https://www.legalaid.vic.gov.au/about-us/our-organisation/reconciliation-action-plan) to achieve meaningful changes for Aboriginal and Torres Strait Islander peoples in the Victorian justice system.

The strategy guides us in ensuring Aboriginal self-determination is embedded within our services design and delivery. The objectives of the three focus areas are to be culturally appropriate and minimise barriers in accessing our legal services.

## Our Aboriginal Services Strategy focuses on three priorities to improve the quality of, and access to, legal services for Aboriginal and Torres Strait Islander people.

### We will actively engage Aboriginal and Torres Strait Islander people to increase access to services.

We will:

* Consult with the Victorian Aboriginal Legal Service (VALS), Djirra and the community to inform the development of our promotional and community legal education materials.
* Promote our services to the Aboriginal and Torres Strait Islander communities of Victoria.
* Support innovation and changes in how services are delivered to better respond to the community’s needs.

### We will be client focuses and make informed decisions, based on evidence, to improve the quality of, and access to, services for Aboriginal and Torres Strait Islander people.

We will:

* Consult with Aboriginal legal services, practice partners and the Aboriginal and Torres Strait Islander community when considering service delivery changes.
* Seek to improve and support evidence-based decisions that increase access to services and

enable innovative approaches to services delivery.

* Expand the Aboriginal Communities Engagement Officer Program incrementally and in line with local needs.

### We will support our practice partners to improve the services delivered to Aboriginal and Torres Strait Islander people.

We will:

* Provide to practice partners our educational resources to increase cultural awareness.
* Engage with VALS and Djirra on the merit of establishing a cultural safety standard for our

organisation and practice partners.

* Utilise our influence within the legal sector – particularly with our practice partners – to prioritise a focus on culturally safe service provision and workplaces for Aboriginal and Torres Strait Islander people.
* Undertake law reform and advocacy to improve the legal and justice system for Aboriginal and Torres Strait Islander people.