# Outcomes framework 2022–30 infographic

Our vision: A fair, just and inclusive society.

Based on our organisational mandate and commitments, the outcomes of Victoria Legal Aid’s work focus on five key stakeholder groups: clients, the Victorian community, the legal assistance sector, laws and systems and our own organisation.

## Client and community outcomes

Our client and community outcomes are about improving access to justice and supporting people to develop stronger legal capability and a voice in legal problems they face. The outcomes include how people equitably access and experience our legal and related services and information across Victoria, and how this assists them to prevent or minimise the impact of legal problems, or to resolve them and move forward with their lives.

1. **Clients have increased access to justice**
   1. Clients are assisted to address or prevent legal problems
   2. Clients equitably access timely legal and related services, including early intervention and preventative services, that meet their needs and capabilities
   3. First Nations clients experience culturally safe legal services and increased access to justice
   4. Clients experience culturally safe, accessible, inclusive, and respectful services
   5. Clients have a strong voice in services and systems affecting them
2. **Improved legal understanding in the community**
   1. Community members have improved understanding and capability to address or prevent legal problems
   2. Community members access reliable, timely and targeted legal information that meets their needs and capabilities

## Sector and system outcomes

The sector and system outcomes are about improving our capability and practices, and how we support and work together with community legal centres, Aboriginal and Torres Strait Islander legal services, and private practitioners. They include our work to elevate the voices of people who have experienced legal and justice services and advocate jointly with the sector to improve and reform laws and systems, so they are more people-centred, culturally safe, support First Nations peoples’ self-determination, address systemic injustices, and improve equality for clients and the Victorian community.

1. **Collaborative legal assistance sector**
   1. The legal assistance sector works together to deliver coordinated and responsive services and advocacy
   2. VLA effectively supports self-determination of Aboriginal and Torres Strait Islander legal services
   3. The legal assistance sector shares and uses evidence to design and deliver services
2. **Fairer laws and systems**
   1. Laws and policies address systemic injustices and improve equality for clients and communities
   2. Changes in practices by government, courts, tribunals, police, corrections, and service providers to be people-centred and embed self-determination
3. **Effective and sustainable Victoria Legal Aid**
   1. VLA services and advocacy are shaped by people with lived experience
   2. VLA practices are culturally safe and embed First Nations peoples’ self-determination
   3. VLA is a safe, inclusive, and equitable organisation, with diverse and skilled staff
   4. VLA is equipped with sustainable resources and technology, that reduce our environmental impact and enable us to deliver services
   5. VLA’s data capabilities are strengthened to support outcomes and evidence-based services