

CORPORATE PLAN 2019–20

OUR VISION: A fair and just society where rights and responsibilities are upheld

CLIENTS: priority actions

1. Reconciliation Action Plan

- 1.1 Develop and implement a Cultural Learning Strategy to ensure our staff and services are culturally appropriate.
- 1.2 Refresh our Aboriginal and Torres Strait Islander Employment Strategy.

2. Client First Strategy

- 2.1 Finalise our Client First Strategy to improve client experience and embed client feedback and engagement into service design and delivery.

3. Digital Legal Aid

- 3.1 Develop a new client intake solution to provide Legal Help with the information and functions they need to work efficiently, including Legal Help Chat and client tools to enable information sharing.
- 3.2 Develop a new client intake solution for our duty lawyer services to enable quick and reliable digital capture, transfer and retrieval of client and case information, and provide tools to more effectively triage and assist clients.
- 3.3 Commence redesign of VLA's website to provide intuitive navigation and interactive triage and referral that is responsive to clients' needs.

IMPACT: priority actions

4. Digital Legal Aid

- 4.1 Building and maintaining high-quality reports and dashboards.
- 4.2 Improving the quality of core data sets to improve our analysis and reporting, focusing on matter type data, client characteristic data, service data and workforce data.

5. Regional Services Program

- 5.1 Review existing regional management structures and develop a scalable, best practice model for the management structures, supervision, responsibilities and capability in our regional offices.
- 5.2 Develop Stage 1 of the Accommodation Forward Plan to prioritise the relocation or refurbishment of our regional offices based on lease expiries, safety concerns and space requirements to ensure they are fit-for-purpose and aligned to need.
- 5.3 Develop an interactive legal needs modelling tool to manage data and provide evidence for service planning and resource allocation.

6. Strategic advocacy priorities

- 6.1 Contributing to the Royal Commission into Victoria's Mental Health System to inform changes that promote people's rights and recovery and reduce the negative impact of the justice system.
- 6.2 Continuing our Care not Custody campaign to reduce the unnecessary and disproportionate criminalisation of kids in care.
- 6.3 Increasing access to therapeutic programs such as the Assessment and Referral Court, the Drug Court and other effective non-custodial interventions.

TOGETHER: priority actions

7. Financial Sustainability Strategy

- 7.1 Implement and monitor our savings initiatives, incorporating staff and stakeholder feedback, to achieve financial sustainability.
- 7.2 Work with key partners in the legal assistance sector and other stakeholders in supporting Victoria's negotiations of the next National Partnership Agreement with the Commonwealth Government.

8. Criminal law reforms

- 8.1 Contribute to significant reforms in the summary crime system, in partnership with Magistrates Court Victoria, Victoria Police and the Department of Justice and Community Safety, including by seeking support and funding to prototype a new model for summary crime at one location.
- 8.2 Develop a demand-based funding model for the summary crime system.
- 8.3 Advocate to reduce pressure on the Magistrates' Court by keeping out minor matters and increase access to therapeutic programs.

9. Family violence legal services

- 9.1 Work collaboratively with our partners to help clients of The Orange Door and specialist family violence services get earlier access to the legal advice and information they need.
- 9.2 Work collaboratively with the Magistrates' Court of Victoria and our legal assistance partners to develop and begin delivering new legal services for people going through the new Specialist Family Violence Courts in Victoria.

10. People feel safe and supported at work

- 10.1 Work with our staff to implement findings of our safe driving review and recent Health Safety Wellbeing audit and attend to high risk worksites.
- 10.2 Develop a psychological wellbeing plan having regard to the findings of several interim initiatives and pilots.
- 10.3 Cultural Diversity Consultative Committee leads the development of our first Cultural Diversity Inclusion Framework.
- 10.4 Undertake a pulse survey to check-in on our progress since our last employee engagement survey.