

Outcomes Framework

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.

01



Clients have increased access to justice

- 1.1 Clients are assisted to address or prevent legal problems
- 1.2 Clients equitably access timely legal and related services, including early intervention and preventative services, that meet their needs and capabilities
- 1.3 First Nations clients experience culturally safe legal services and increased access to justice
- 1.4 Clients experience culturally safe, accessible, inclusive, and respectful services
- 1.5 Clients have a strong voice in services and systems affecting them

02



Improved legal understanding in the community

- 2.1 Community members have improved understanding and capability to address or prevent legal problems
- 2.2 Community members access reliable, timely and targeted legal information that meets their needs and capabilities

03



Collaborative legal assistance sector

- 3.1 The legal assistance sector works together to deliver coordinated and responsive services and advocacy
- 3.2 VLA effectively supports self-determination of Aboriginal and Torres Strait Islander legal services
- 3.3 The legal assistance sector shares and uses evidence to design and deliver services

04



Fairer laws and systems

- 4.1 Laws and policies address systemic injustices and improve equality for clients and communities
- 4.2 Changes in practices by government, courts, tribunals, police, corrections, and service providers to be people-centred and embed self-determination

05



Effective and sustainable Victoria Legal Aid

- 5.1 VLA services and advocacy are shaped by people with lived experience
- 5.2 VLA practices are culturally safe and embed First Nations peoples' self-determination
- 5.3 VLA is a safe, inclusive, and equitable organisation, with diverse and skilled staff
- 5.4 VLA is equipped with sustainable resources and technology, that reduce our environmental impact and enable us to deliver services
- 5.5 VLA's data capabilities are strengthened to support outcomes – and evidence-based services

Outcomes Framework 2022-2030

