

Our Mission

To provide quality, timely and holistic help to those who need our legal assistance.

Our Vision

Equitable access to justice to support a fair and safe community.

Our Values

● Client Centred

We put clients at the centre of everything we do.

● Integrity

We're accountable for our actions, act with care and diligence and make decisions that are honest, fair, impartial and timely.

● Making a difference

We're committed to helping people understand and protect their rights.

● Innovation

We're committed to continuous improvement.

● Respect

We care about our clients and the community in which we live.

Strategic Enablers

Effective Leadership | Intelligent Decisions | Organisational Knowledge |
Contemporary Technology | Financial Sustainability

Our Strategic Priorities

Client Outcomes

- Deliver high quality services that are client centred, culturally safe and trauma informed.
- Increase access to services for vulnerable and disadvantaged clients.
- Maximise the reach of services to rural, regional and remote communities.
- Provide community legal education, early resolution and support diversionary programs.
- Develop and strengthen evidence-based service delivery models that meet client and community need.

Stakeholders and Partners

- Enhance support and resourcing for private practitioners undertaking legal aid work as part of our mixed model of service delivery.
- Explore opportunities for partnerships beyond the legal assistance sector.
- Actively consult with clients and stakeholders to inform the future direction of our services.
- Communicate and promote our services and the value of our work.

People and Culture

- Prioritise staff safety and wellbeing.
- Invest in a “grow your own” workforce strategy to ensure we have the right people, with the right skills in the right roles.
- Develop and support a high performing, skilled and responsive workforce.
- Strengthen integrity and accountability.

Legal System Impact

- Continue to provide duty lawyers, Independent Children’s Lawyers and other services essential to the operation of the courts and justice system.
- Collaborate with Aboriginal staff and stakeholders to implement innovative solutions to action Closing the Gap priorities.
- Champion law reform and system changes that ensure legislation, policies and practices support the rights and interests of our clients and stakeholders.
- Provide expert advice and implementation support to advance government priorities and initiatives.
- Work in partnership with government and the legal assistance sector to improve service coordination, collaboration and client outcomes.

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