

# Victoria Legal Aid Chambers Review

## High-level summary and implementation

### Key stakeholders



- ▶ **Legal Assistance Partners** (including LIV, Vic Bar, CLCs, VALs and Djirra)
- ▶ **Victoria Legal Aid (VLA) Data Services and Digital Legal Aid**
- ▶ **VLA Regional Services Program**
- ▶ **Justice Sector** (Department of Justice and Community Safety Victoria, Attorney-General's Office)

### Key findings



<b>Contribution</b>	The size and composition of VLA Chambers is appropriate and makes a valuable contribution to the mixed model of legal advocacy services in Victoria
<b>Independent</b>	Advocates act independently in their duty to clients and the court
<b>Efficiency and quality</b>	Improved data is required to measure cost effectiveness and quality of VLA Chambers over time. The Bar is more cost effective to the extent this could be measured in the review
<b>Coverage</b>	Presence of advocates in regional Victoria is valuable and could be used to address market gaps in some areas including types of matters
<b>Equality</b>	Staff diversity compares favourably with private profession on gender and work flexibility

### Timeline

✓ = Recommendations



#### 2020

**Publish review and VLA's response** to the recommendations in March 2020

**Develop implementation plan** for review recommendations

- ✓ **Develop a data framework** to capture performance
- ✓ **Develop a plan for prioritising** VLA Chambers services in regional areas

- ✓ **Develop a process** of quality assurance
- ✓ **Develop a time recording** system

#### 2021

- ✓ **Include VLA Chambers services** in VLA's client survey

- ✓ **Incorporate a VLA Chambers regional services strategy** into VLA's Regional Services Program

- ✓ **Develop quarterly reporting** capturing time spent on non-client facing work

- ✓ **Include VLA Chambers report** in the VLA Annual Report
- ✓ **Conduct cost effectiveness analysis** of VLA Chambers services