



Our Aboriginal Services Strategy 2020-25

Our Aboriginal Services Strategy 2020-25 outlines our commitment to be a client-centred organisation for Aboriginal and Torres Strait Islander people. The strategy intersects with our Reconciliation Action Plan 2019-21 to achieve meaningful changes for Aboriginal and Torres Strait Islander peoples in the Victorian justice system.

The strategy guides us in ensuring Aboriginal self-determination is embedded within our services design and delivery. The objectives of the three focus areas are to be culturally appropriate and minimise barriers in accessing our legal services.



Artwork by Tahnee Edwards

Our Aboriginal Services strategy focuses on three priorities to improve the quality of, and access to, legal services for Aboriginal and Torres Strait Islander people:



We will actively engage Aboriginal and Torres Strait Islander people to increase access to services.

We will:

- Consult with the Victorian Aboriginal Legal Service (VALS), Djirra and the community to inform the development of our promotional and community legal education materials.
- Promote our services to the Aboriginal and Torres Strait Islander communities of Victoria.
- Support innovation and changes in how services are delivered to better respond to the community's needs.



We will be client focused and make informed decisions, based on evidence, to improve the quality of, and access to, services for Aboriginal and Torres Strait Islander people.

We will:

- Consult with Aboriginal legal services, practice partners and the Aboriginal and Torres Strait Islander community when considering service delivery changes.
- Seek to improve and support evidence based decisions that increase access to services and enable innovative approaches to services delivery.
- Expand the Aboriginal Communities Engagement Officer Program incrementally and in line with local needs.



We will support our practice partners to improve the services delivered to Aboriginal and Torres Strait Islander people.

We will:

- Provide to practice partners our educational resources to increase cultural awareness.
- Engage with VALS and Djirra on the merit of establishing a cultural safety standard for our organisation and practice partners.
- Utilise our influence within the legal sector – particularly with our practice partners – to prioritise a focus on culturally safe service provision and workplaces for Aboriginal and Torres Strait Islander people.
- Undertake law reform and advocacy to improve the legal and justice system for Aboriginal and Torres Strait Islander people.