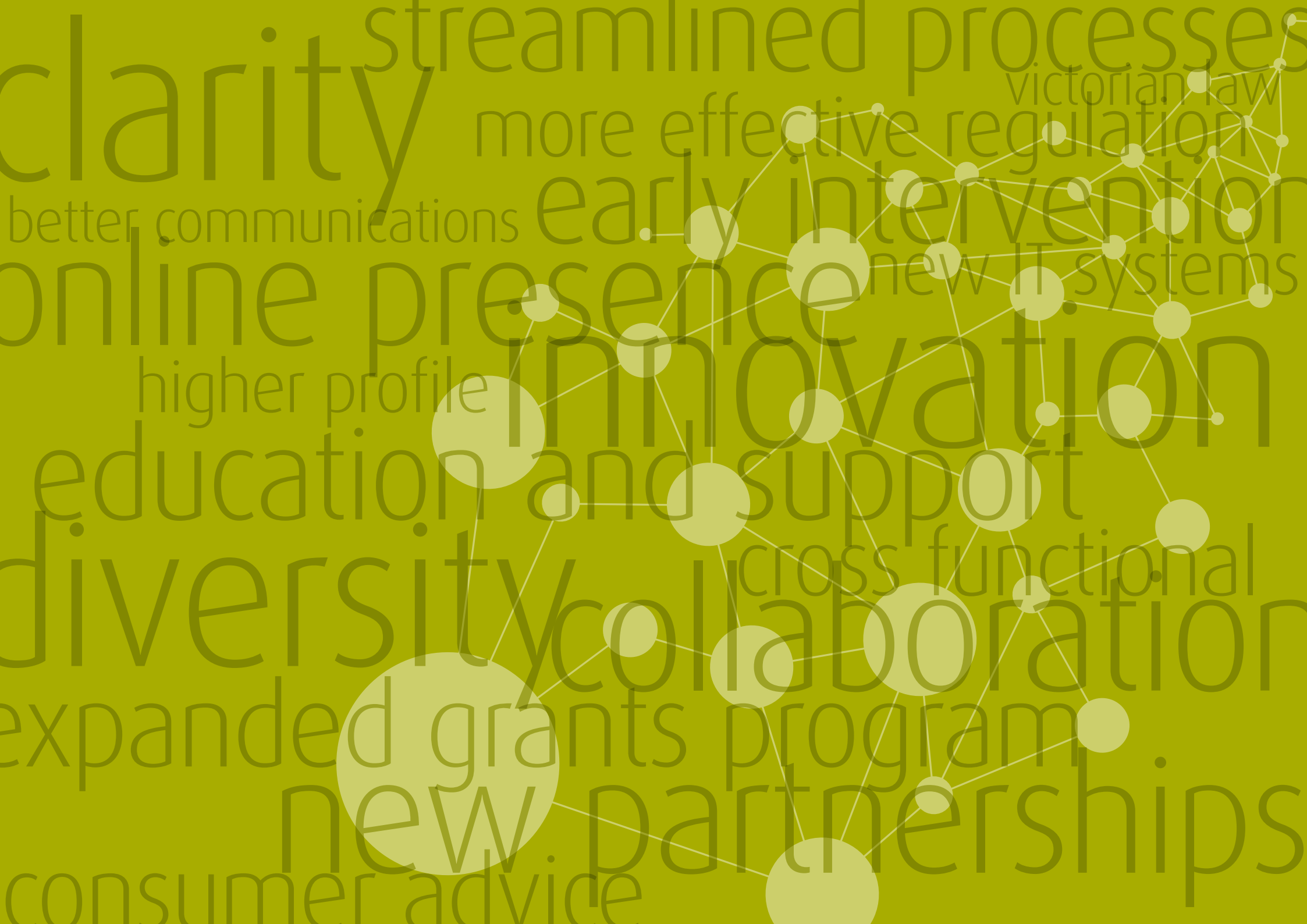


Victorian Legal Services  
**BOARD + COMMISSIONER**

**STRATEGY**

**A CLEAR DIRECTION**



clarity

streamlined processes

more effective regulation

victorian law

better communications

early intervention

online presence

new IT systems

higher profile

innovation

education and support

diversity

cross functional collaboration

expanded grants program

new partnerships

consumer advice



*Our society is experiencing a time of disruption and change.*

*Community trust in public institutions has eroded. At such a time, it is vital that the rule of law and the working of the justice system is maintained and protected and that people have trust and confidence in its legal profession.*

*In particular, it is important that members of the public from every background, and businesses of every size have ready access to high quality legal services. Our role is to ensure that these services are provided by competent and ethical professionals, and meet the needs of consumers. We do this by licensing and supervising the providers of legal services, helping to resolve disputes between lawyers and clients and sanctioning bad or criminal behaviour.*

*The Victorian Legal Services Board + Commissioner needs a clear direction to ensure that we can be an effective regulator of the Victorian legal profession. This strategy gives us that direction. It explains the way we have chosen to do our work. It ensures that we are transparent, responsive and accountable to all our stakeholders. It provides clarity of purpose among our staff, and supports the best use of our resources.*

*I believe that a clear direction is critically important to maintaining and enhancing the VLSB+C's legitimacy as a regulator. It will underpin all that we do, as we work towards our goal of maintaining and enhancing public trust and confidence in the legal profession in Victoria.*

**Fiona McLeay**, Victorian Legal Services Board, CEO and Commissioner

October 2018



## Who we are

The VSLB+C is the primary regulator of the legal profession in Victoria. We regulate legal practices, manage a register of legal practitioners, administer the trust account framework, and intervene when law practices fail. We are also responsible for the management of the Public Purpose and Fidelity Funds.

## Why we exist

Our goal is to maintain and enhance public trust and confidence in the legal profession in Victoria.

We do this because the integrity of the legal profession is fundamental to the legitimacy of the justice system and the maintenance and protection of the rule of law.

## What we do

**Protect consumers** and the public by effective regulation of lawyers and legal practice.

**Assist the profession** to achieve the highest standards of ethics and legal practice.

**Manage our funds** to support effective regulation and promote confidence in the administration of justice.

## How we do it

We achieve these goals through our approach to regulating the legal profession, our stewardship role, and our organisational aims.



# Our regulatory approach

- + Outcome focused – responses which improve legal practice and promote consumer confidence
- + Risk based – identifying and assessing the risk associated with non-compliance and targeting our response accordingly
- + Evidence based – our decisions are grounded in the best available data, information and research
- + Collaborative – working with our Uniform Law partners, the profession and consumers for consistent and practical regulation and guidance
- + Independent, transparent and fair in our processes and decision-making
- + Consumer focused – understanding consumers and helping them make informed choices about legal services
- + Experiment with approaches to emerging issues in the legal profession.







## Our stewardship approach


- + Manage our funds so that we can:
  - Fund research and collaboration with the profession to respond to current trends in legal practice and help the profession meet the ethical demands of the changing work environment.
  - Support effective regulation and measures to promote confidence in the administration of justice including fidelity cover, improved access to justice and education.
  - Grant funds to projects which will create long-lasting and effective improvements to access to justice.
  - Provide additional funding to Victoria Legal Aid and other important Victorian legal and justice organisations.
- + Continuously improve our processes including our capacity to monitor, evaluate and learn from what we do and better manage change.
- + Communicate clearly to explain plainly what we do and why.

# Our organisational approach

- + Demonstrate leadership in ethics, legal practice and consumer protection
- + Responsive and innovative in the face of change
- + Cultivate an engaged and resilient workforce
- + Encourage learning and support professionalism
- + Prioritise collaboration across the organisation.







Our future is positive and progressive.  
As society changes, so will we.  
We intend to be a regulator that  
consistently functions with transparency,  
relevance and effectiveness.