



VLSB+C Strategy

A clear direction

The rule of law – the idea that both the government and its citizens know the law and are ruled by it – is fundamental to the operation of a just and democratic society. As officers of the court who help in the administration of justice, lawyers have a key role to play in upholding the rule of law.

It is therefore vital that the community has 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.

As the regulator of lawyers in Victoria, we work 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.

This strategy sets out the objectives that guide the way we do our work effectively. 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 direction for our staff, and supports the best use of our resources.

This strategy should be read with our Corporate Plan. This sets out, over three years, our goals, activities and measures of success against this plan.

This strategy is critically important to maintaining and enhancing the VLSB+C's legitimacy as a regulator. It underpins 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



Fiona Bennett
Victorian Legal Services Board
Chairperson

About us





Who we are



We are the regulator of the Victorian legal profession. We license lawyers and oversee service standards and conduct. This includes handling complaints about lawyers, investigating poor conduct and overseeing management of trust accounts. We are also the stewards of the Public Purpose and Fidelity Funds and administer these to support legal regulation and access to justice in Victoria.



Why we exist



To maintain and enhance public trust and confidence in the legal profession in Victoria.



What we do

Protect and empower consumers

A key objective of the Legal Profession Uniform Law (LPUL) is to provide for consumer protection by “empowering clients to make informed choices about legal services and the costs involved”.

We recognise that many consumers experience specific vulnerability when trying to find and use legal help. This includes consumers with less economic power, particularly individuals, Aboriginal and Torres Strait Islander peoples, small business, and Not-for Profit consumers, and those who may be in a position of vulnerability when using legal services.

Improve legal practice and ethics

A second key objective of the LPUL is to promote efficient, effective, targeted, and proportionate regulation of lawyers and legal practice. This helps to protect consumers by ensuring lawyers are competent and maintain high ethical and professional standards.

Most lawyers only need to engage with us annually when renewing their practising certificate. Others have more stringent obligations or more complex issues. Regardless of the frequency or complexity of the interaction, we will provide lawyers with clear information and guidance about their obligations and expectations. Where possible, we do this through best practice self-service online tools and information.

Improve access to justice

The *Legal Profession Uniform Law Application Act 2014 (Vic)* sets out roles of the Board and Commissioner that are specific to Victoria. This includes managing the Public Purpose Fund (PPF). The Board acts as the trustee of the PPF, which is primarily comprised of the interest on and investment returns from lawyers’ trust accounts.

People don’t always get the help that they need to resolve their legal problems. We are committed to doing our part to help increase Victorian’s access to justice and to legal services. A key way we do this is through funding from the PPF. The Board is a very significant funder of access to justice in Victoria. This includes a significant annual grant to Victoria Legal Aid, funding for other organisations including the Victoria Law Foundation, Victorian Law Reform Commission and Justice Connect, and an annual grant round open to community organisations who provide access to justice to Victorians.



How we do our work

Our strategic objectives are supported by our people, our technology and our processes.

We are also guided by the Victorian Public Service values and our shared commitments and behaviours:



We **collaborate**



We **adapt**



We are **professional**



We value **relationships**



We are **courageous** and **authentic**





Our regulatory approach

Risk-based

We target our resources to the areas of greatest potential harm.

Evidence-based

We make decisions based on the best available data and intelligence.

Outcome focused

We aim to achieve practical outcomes when we take regulatory action.

Collaborative

We work with our Uniform Law partners and Victorian stakeholders to achieve positive outcomes.

Consistent

We provide the same quality and accuracy of advice and service to everyone.

Transparent

We publish information on our activities and are clear about the reasons for our decisions.

Consumer focused

We seek to understand consumers and help them make informed choices about legal services.



Victorian Legal Services
BOARD + COMMISSIONER

Level 5, 555 Bourke Street
Melbourne Victoria 3000

Telephone
03 9679 8001

Website
lsbc.vic.gov.au



We acknowledge the Traditional Owners of the land on which our office sits, the Wurundjeri People, and pay our respects to their Elders; past, present and emerging.