

Strategic Plan overview

	STRATEGIC PILLARS Fundamental themes that drive our long-term vision	STRATEGIC PRIORITIES Areas of focus for the next 4 years	OUTCOMES Desired changes we want to see
Why we exist To maintain and enhance public trust and confidence in Victorian lawyers and support the rule of law	 Protect and empower consumers	We understand the needs and capabilities of consumers and provide tailored assistance and guidance We help lawyers understand consumer needs and provide guidance to improve their services We identify risky behaviours and practices by lawyers and take action to protect consumers	Consumers understand their rights when engaging a lawyer Lawyers provide legal services that meet consumer needs Consumer harm is identified and acted upon
How we do our work The work we do to deliver on our strategic pillars is supported by our people, our technology and our processes. We are guided by the Victorian Public Service values and our shared commitments:	 Maintain and enhance legal practice and ethics	We understand the needs and experiences of lawyers and provide tailored guidance and education We oversee the provision of competent, compliant and ethical legal services We assess our regulatory powers in the context of changes in the legal services market	Lawyers conduct themselves ethically and in compliance with the Uniform Law* The legal profession is connected and sustainable, and values wellbeing The regulatory framework for the legal profession is effective and improving
Our enablers — People, culture and change — Business partnering and technology — Finance and governance	 Improve access to justice	We target our funding and regulatory initiatives to increase availability and accessibility of legal services We invest responsibly, for impact We expand the body of research regarding access to justice	Our research, funding and grants activities have improved access to justice Our impact investment activities have improved access to justice