

## OUR BELIEFS

- In the rule of law
- People matter
- Our clients are entitled to be treated fairly
- Integrity and quality are important
- Our staff are valuable
- We deliver an essential service
- Cost efficiency matters
- Accountability is necessary
- Change for beneficial purposes is desirable

## OUR GOALS

- To provide our clients with accessible information, advice and representation services to meet their legal needs.
- To work in partnership with other members of the legal community to deliver to our clients equitable access to the justice system.
- To provide a safe, healthy, rewarding and satisfying work environment.
- To provide quality legal assistance efficiently and effectively.
- To satisfy the community that we fulfil our statutory and contractual obligations and are deserving of ongoing financial support.
- To provide timely research and advice on legal issues to the government and the community.
- To inform governments of the likely impact on the Legal Services Commission and the community of proposed changes to legislation and policy.

## Our Vision

*To provide quality, independent legal assistance to South Australians*



Legal Help Line 1300 366 424



[www.lsc.sa.gov.au](http://www.lsc.sa.gov.au)



C O R P O R A T E P L A N

2015 - 2018

Connect with us



## OUR CLIENTS

## OUR PEOPLE

## OUR STAKEHOLDERS

## OUR RESOURCES

### Objectives

Provide high quality accessible services as required by the Legal Services Commission Act 1977

Develop a workforce that is skilled, committed and diverse

Maintain and grow the Commission's reputation as a valued and independent statutory authority in the community

Use our resources to ensure the most effective, efficient and economical delivery of services

### Strategies

**Pursue** excellence, innovation and efficiency in legal service delivery

**Develop** and implement targeted and effective recruitment and human resources practices

**Communicate** the importance of our independence and our value to the community

**Appropriately** manage funds to maintain key services

**Respond** to new areas of need for legal assistance services

**Ensure** recruitment, succession and organisational planning meets future needs

**Build** our relationships with others in the justice sector

**Appropriately** manage accommodation and assets to ensure our workplaces are safe and clean environments

**Deliver** a contemporary scheme of legal assistance

**Provide** workplace wellbeing and training and development initiatives

**Collaborate** with the legal assistance sector and government to implement the requirements of the National Partnership Agreement on Legal Assistance Services 2015-2020

**Ensure** the ICT plan matches the Commission's requirements

**Enhance** and encourage cross-sectional interaction

**Make** digitisation a priority

### Key Performance Indicators 2015-2018

*Develop and launch Law Chat for online legal information*

*Investigate the benefits of exit interviews*

*Develop reporting templates that capture data and information to demonstrate the value and quality of legal aid services*

*Review the ICT plan by 2018*

*Upgrade and enhance the Commission's website*

*Develop a staff succession policy*

*Meet all benchmarks under the National Partnership Agreement on Legal Assistance Services 2015-2020*

*Practice management tools in place by 2018*

*Demonstrate satisfaction with services through survey results*

*Ensure compliance with our professional development policy*

*Respond to the Attorney-General's Transforming Criminal Justice Strategy*

*Redevelop the Commission's intranet site*

*Email only correspondence with the private profession in place by 2018*

*Deliver successful Commission Conferences in 2016 and 2018*

*Equip staff with remote access portable communication devices*