

STRATEGIC FRAMEWORK

The Legal Services Commission (Legal Services) Strategic Framework sets out our purpose and goals.

The framework is intended to:

- describe our purpose and set out high level goals
- provide a reference point for stakeholders and the public about us, our priorities and how we intend to conduct our business
- reflect our priorities in terms of our clients, services, stakeholders and staff.

ABOUT US

Legal Services is an independent statutory authority governed by the *Legal Services Commission Act, 1977* to provide legal assistance to people within South Australia.

Funded by the State and Commonwealth governments, we endeavour to provide legal assistance in the most efficient and economical manner. The level of services we provide is determined by the overall level of funding provided by government.

Our information, advice and education services are accessible to all South Australians, and our more intensive representation services are governed by strict criteria, considering the public interest or interests of justice, and prioritising those most in need over those who can afford to pay in full for legal assistance without undue financial hardship.

OUR PURPOSE

Legal Services is passionate about ensuring justice is available and accessible for all South Australians.

We ensure that South Australians have access to a trusted lawyer when they need help to be heard, easy ways to learn about their rights and responsibilities and to find answers to legal questions.

We believe that every interaction with every client and community member can make a difference to that person. We will deliver our services to meet that aim.

OUR PRIORITIES

Our legislation sets out the functions we undertake and our focus on client service, and an unwavering commitment to our people and community, continue to be fundamental to everything we do.

We will seek to maximise our service delivery in line with legal need in the community, within the level of funding available.

The way we deliver services is guided by the following principles:

01

Be Responsive to the Legal Needs of Our Clients and Community.

We have a deep understanding of the issues facing our clients, and empathy as we help find solutions.

This will be achieved by:

- Meeting the diverse needs of our clients
- Ensuring our work is responsive to the changing and complex needs of our clients and community
- Championing the protection and advancement of our clients
- Developing and monitoring service quality

02

Increase Access to Services.

Our aim is to deliver more services for more people.

This will be achieved by:

- Making it easier for people to find legal solutions
- Matching the service level to the need
- Promoting and utilising alternative dispute resolution
- Continuing to make our services accessible and easy to use and understand

03

Strengthen Collaboration and Partnerships

We seek to enhance collaboration and build strong, mutually beneficial relationships that drive shared success and deliver impactful outcomes.

This will be achieved by:

- Bringing the right people together to work on complex policy and systems
- Engaging and building strong working relationships with our partners
- Collaborating with legal and non-legal justice sector stakeholders to deliver quality services
- Improving communication and information flow

04

Develop a Skilled Workforce

We will foster the development of a skilled, resilient, and engaged workforce.

This will be achieved by:

- Creating the culture we need to deliver quality services
- Employing and retaining the best people
- Providing staff with development opportunities and career paths
- Supporting staff wellbeing
- Being accountable for our processes, use of public funds and outcomes

05

Leverage Technology and Supportive Infrastructure

We will invest in and maintain systems and infrastructure that are fit for client and business needs. As part of this, we will seek to utilise modern technology to drive innovative and efficient service delivery.

This will be achieved by:

- Investing in and sustaining appropriate technology that enhances service delivery and improves productivity
- Investing in and establishing modern, secure facilities
- Improving systems for grants and practice management, information and advice, information management and sharing
- Engaging with other stakeholders to promote a system focused approach to the use of beneficial technologies
- Protecting against cybercrime and other threats