

TLA CLIENT ENGAGEMENT STRATEGY LAUNCH – PATRICK LUNN, BOARD CHAIR

1. From the Board's perspective, we are really proud of this latest TLA initiative. It's the achievement of an important strategic goal in our 2020-2023 Strategic Plan.
 - The Strategy supports TLA's commitment to placing our clients at the centre of everything we do. It is designed to ensure that all our decisions are evidence-based and client-focused, and our services are meeting our clients' needs. It underpins our strategic goals to deliver high quality, accessible legal services that are responsive to the needs of our clients, and to improve their experiences and outcomes.
 - It is a new approach at TLA, and it will be challenging and exciting to bring it to life across our organisation.
 - This Strategy makes TLA a leader in this area in the legal system. Whilst client engagement is well established in health and other sectors, it is relatively new to the legal sector, particularly in the comprehensive and structured way set out in the Strategy.
2. This Strategy outlines a three-year plan, but TLA's commitment to Client Engagement is ongoing.
 - This is about continuous quality improvement at TLA.
 - Our clients' needs can be highly varied and often complex. They have diverse perspectives and experiences and may face different challenges and barriers when we are seeking their engagement. The processes we are building into this strategy will support and enable our clients to express their differences and different experiences, by anticipating potential barriers and addressing them, whether those barriers are due to disability, literacy, language, culture, or financial disadvantage.
 - We will invite and support clients and community members to partner with us in a range of appropriate, relevant and tailored engagement activities where their voices can be heard.
 - We will ensure that the processes we use give a voice to clients who face the greatest barriers to engagements and develop a network of client advisors to partner with us to improve our services.
 - To embed a client-first culture across TLA we will ensure that all staff are provided with appropriate training and resourcing, including employing dedicated staff and specifying client engagement responsibilities in management roles. We have ensured that the time and resources required for staff to undertake client engagement activities are recognised in our budget commitments and management of staff workloads.
3. While we are launching the Client Engagement Strategy today, TLA is already learning and improving our processes as we listen to our clients' voices.

- TLA has introduced a number of client engagement activities over the past 3 years.
 - We conducted our first independent client satisfaction survey in 2022. This survey will be run every two years.
 - Client advisors have been involved in the development of our Client Safety Framework; our Reconciliation Action Plan, the Independent Children's Lawyers Practice Standards and Guidelines, and of course, our Client Engagement Strategy.
 - We have established two key Advisory Groups, made up of members with lived experience, to help us improve our services and focus our advocacy – the Palawa Advisory Group, and the Family Violence Reform Group.
4. I'd like to acknowledge the client advisors who are here today, thank them for their willingness to engage with TLA to help us improve the work we do, and thank Nina, who is a member of our Family Violence Reform Group for being prepared to speak of her engagement with the development of the Strategy.