

TLA Client Engagement Strategy Launch – Director’s speech

I am delighted to launch Tasmania Legal Aid’s Client Engagement Strategy

- TLA’s vision is for all Tasmanians to be safe, respected and to have their voices heard.
- This strategy represents an important and fundamental change in the way TLA engages with our clients

It might seem obvious that asking clients what they want and how they would like services delivered– is best practice.

But the legal profession has sometimes assumed it knows what is best for people, and has under- appreciated that clients are the experts in their own lives – and we have much to learn from them.

This strategy gives us the tools and mechanisms to **actually** put our clients’ voices at the centre of everything we do.

Many of our clients face significant challenges and barriers in many aspects of life, including their access to justice.

To do our clients justice - we need to understand their experiences, perspectives and insights about TLA and the justice system more broadly

If we get this right by listening and engaging, it follows that our services will best meet client needs

and it will help us identify and advocate for what the system reforms that are needed

By listening to our clients, we’ll find out how we can improve the ways we communicate, We can and are re-designing the way our services are delivered to make them safer, more culturally sensitive, and inclusive, And how we can change our facilities, so they are more welcoming and accessible

We’ll find out how we can improve our services to meet the needs of our younger clients, our older clients, clients living in regional and remote areas, Aboriginal and Torres Strait Islander clients, our differently abled clients and clients from migrant and refugee backgrounds.

The Client Engagement Strategy gives us a three-year road map and the tools to bring our clients voices into everything we do.

- It sets out different activities, including client surveys, a focus group, client advisors on project steering committees and working groups and client advisory groups.
- Our clients will be invited to engage with us in **every** practice area, in service design and evaluation, policy development, projects, training and our advocacy work.

Finally, I encourage our clients to help us to improve the way we deliver our services, and to let us know if they will join our Client Advisor Register and our specialist client advisory groups.