

7 August 2019

The Hon. Jill Hennessy MP
Attorney-General
GPO Box 123
Melbourne VIC 3000

By Email - attorney-general@justice.vic.gov.au

Dear Attorney-General

Statement of Expectations

Thank you for your letter of 24 June 2019 regarding the Statement of Expectations (SOE) for the Victorian Legal Services Board and Commissioner (VLSBC) for the period 1 July 2019 to 30 June 2021.

The VLSBC will undertake the specific activities (improvements) described in your letter under the elements of *Timeliness* and *Risk-based regulation*.

In relation to the element of *Compliance-related assistance and advice*, the specific activities (improvements) we will undertake are as follows:

- By June 2020, the VLSBC will have undertaken 10-20 awareness-raising proactive initiatives
- By June 2021, the VLSBC will have undertaken 10-20 knowledge and skill development proactive initiatives
- By June 2021, the VLSBC will have undertaken an evaluation of the quality of the proactive initiatives to determine success of uptake of practice change.

The SOE and the VLSBC's accompanying response have now been published on our website as requested. We look forward to updating you on our progress in achieving these improvement measures as part of the VLSBC's 2020 and 2021 Annual Reports.

Yours sincerely



Fiona McLeay
Board CEO and Commissioner