

Access to justice impact report: Snapshot

As the regulator of the legal profession in Victoria, the Victorian Legal Services Board and Commissioner is committed to doing our part to help increase Victorians' access to justice.

We do this through our own work, and the work we support others to do.

We have three clear roles in improving access to justice:

we are a regulator

we are a funder

we are an investor

▶ **Read the full report**
lsbc.vic.gov.au/resources/access-justice-impact-report



we are a regulator

We support a functional justice system in Victoria through effective regulation of the legal profession.

As a regulator, we're empowered by the *Legal Profession Uniform Application Act 2014* (Vic) to grant lawyers practicing certificates, and hold them to account for their conduct and competence. We handle complaints from consumers, and work to make sure they are informed about their own rights, and their lawyer's responsibilities.

Regulation impact snapshot 2022-24

State of the legal profession

81,034 practising certificates issued

29,187 legal practitioners registered in Victoria as of December 2024

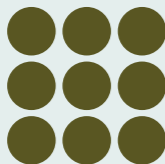
Consumer complaints

14,903 consumer enquiries answered

3,028 enquiries progressed to complaints

602 complaints resolved through mediation

43 Fidelity Fund claims totalling **\$6,886,078** paid to consumers from the Fidelity Fund



we are a funder

We are committed to supporting organisations and projects that increase access to justice in Victoria.

Each year, we distribute funding to make our justice system fairer and more accessible. We're focused on funding programs that benefit consumers of legal services and the wider public.

We provide 3 types of funding:

- + ongoing and recurring funding to organisations
- + annual grants programs
- + sponsorships

Funding impact snapshot 2022-24

Funding

\$141.9m worth of funding distributed from the PPF

13 organisations were funded

Grants

\$25m worth of grants went to access to justice initiatives

68 grants were awarded

57 organisations received grants

3 grant rounds were offered

Zooming out on impact

We provided:

- \$4.5m** to improve access to justice for youth and young people
- \$4.3m** to health justice and improve access to justice for people with disability
- \$3.6m** to improve access to justice for First Peoples
- \$3.5m** to improve access to justice for women and children with experiences of family violence
- \$1.7m** to support housing security



we are an investor

We are committed to supporting access to justice in the way we invest public monies held in the Public Purpose Fund (PPF).

- + In 2024, we approved a new Investment Policy with environmental, social and corporate governance principles.
- + We've established a new Impact Investing Fund with dedicated funding for access to justice investments.