

REACHING WOMEN WITH THE GREATEST LEGAL NEED

At Women's Legal Service Victoria (WLSV) we are always looking for ways to increase our impact and reach the women who need us most.

We have introduced three changes to our service delivery model to ensure we can identify women with the greatest barriers to accessing justice and provide them with appropriate and high quality services.

New intake, referral and appointment process

Our new intake, referral and appointment process commenced on **Monday 16 November**.

Lawyers will be available on Monday, Wednesday and Friday to speak with referring agencies to determine whether it is appropriate for a client to be referred in to WLSV for a face to face appointment.

There will be no change to our Link Virtual Outreach Program.

Discontinuing our face to face legal advice clinic

Our face to face legal advice clinic has been discontinued from **Thursday 19 November**

Discontinuing our day phone advice service

Our day phone advice service has been discontinued from **Wednesday 18 November**

Alternative advice services

Agencies can refer clients to, and clients can seek advice directly from:

- Victoria Legal Aid's (VLA) Legal Help Line: Monday to Friday 8.45am to 5.15pm, 1300 792 387
- WLSV's night phone advice service: Tuesday and Thursday nights from 6.30 to 8.30pm, 03 8622 0600 (for metropolitan callers) or 1800 133 302 (for country callers)

Why change?

These changes reflect a deliberate decision to shift our finite resources towards providing more intensive services to the women who need us most.

Our outcomes monitoring has demonstrated that supported referrals to WLSV from legal and community sector partners are the most effective pathway for women with significant barriers to justice to connect with WLSV.

WLSV's day phone service largely duplicates VLA's Legal Help Line. However, Legal Help is also more accessible due to its staffing levels and longer hours.

Contact us

If you are a legal or community sector referrer and you would like to discuss the new intake, referral and appointment process, please contact:

Helen Matthews, Principal Lawyer, on 8622 0600.

