

OUR MISSION:

*Delivering **forward-thinking legal regulation** for the benefit of everyone*

STRATEGY 2019-21

Protecting consumers and improving consumer experience by:

Ensuring that the legal service providers we regulate are clear and honest in the way that they work with clients

Understanding consumer needs and focusing our decision-making on the consumer

Creating a corporate website which helps consumers to access justice

Working with other regulators to build the Legal Choices website



Strengthening diversity within the legal profession and accessibility to legal services by:

Reviewing qualifying requirements to enhance a diverse legal profession

Identifying opportunities to increase equality of access to legal services

Delivering ABS licensing to the market

Providing supportive, safe and proportionate regulation

Promoting high standards by:

Reviewing legal education standards

Supporting new technologies for legal services

Using a risk-based approach to investigation to ensure regulator resources are used most effectively to uphold standards

Dealing with conduct complaints and enforcement fairly and promptly