

ABOUT US

Social Security Rights Victoria (SSRV) is an independent, state-wide community legal centre that specialises in social security and related law, policy and procedure. Our vision is for a fair and just society in which all people are able to receive a guaranteed adequate income in order to enjoy a decent standard of living. SSRV's contribution to this vision is the provision of legal services to vulnerable and disadvantaged Victorians, and those who support them, which assist them to secure and protect their right to equitable social security entitlements.

OUR VALUES

Respect

We engage respectfully with service users, partners, stakeholders, funders, colleagues and others.

Empowerment

While recognising that people have varying capabilities, we work towards strengthening the capacity of individuals and communities to understand their rights and responsibilities, prevent or resolve legal problems and pursue their interests.

Quality

We engage in continuous quality improvement and strive for excellence in our service.

Integrity

We are fair, honest and accountable, and our decisions are informed by credible evidence.

Courage

We are bold, adaptable and innovative in pursuing our vision and purpose.

STRATEGIC PRIORITIES 2018-2021

■ We continue to strengthen our expertise in social security law, and we use our knowledge and experience to provide high quality community legal services.

- Build our workforce of legally qualified and specialist trained/experienced paid and volunteer staff and pro bono partners.
- Promote SSRV to ensure that target clients and service providers are aware of and able to access SSRV's expertise and services.

■ We target our services at vulnerable and disadvantaged Victorians and to where they are most needed.

- Work closely with Victoria Legal Aid and other stakeholders to identify legal need and plan social security law service provision.
- Provide specialist social security law assistance as part of 'wrap around' legal and related client services.
- Explore the use of technology to enhance and extend our impact, including into regional and rural areas and to those with particular access needs.

■ We build the capacity and capability of other professionals, enabling them to better identify and assist people experiencing, or who may encounter, social security problems.

- Provide specialist legal advice and training to other professionals who assist people with social security law issues such as community legal centre workers and financial counsellors.
- Design and implement strategies that encourage and support sustained change to practice.

■ We highlight and address injustice, enhance service outcomes and build knowledge by engaging and collaborating with others.

- Build, maintain and leverage relationships with the community legal centre and broader legal assistance sector, other relevant sectors, clients and service users.
- Engage in sector planning and other reform processes to ensure that the legal needs of social security recipients are considered and addressed.
- Contribute to strong community legal centre and legal assistance sectors through participation in relevant activities.

■ Evidence informs our decisions, practice and advocacy.

- Strengthen our data collection and analysis, including in relation to the monitoring and evaluation of our activities.
- Engage in research and consultation to better understand issues and inform proposed responses.
- Ensure that the views of service users and target groups are elicited and considered.
- Undertake strategic litigation as appropriate.

■ We are a high performing and sustainable organisation.

- Advocate for increased recurrent funding to support the delivery of efficient, high quality client services and to provide competitive working conditions.
- Ensure strong and accountable governance and operational structures.
- Actively engage with the CLC accreditation process as a basis for continuous improvement, risk management and organisational learning.