

Expert social security law assistance and advocacy

WE ARE

Social Security Rights Victoria (SSRV) is an independent, state-wide community legal centre that specialises in social security and related law, policy and administration.

VISION

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.

PURPOSE

To provide legal services to vulnerable and disadvantaged Victorians and those who support them, which assists them to secure and protect their right to social security entitlements.

VALUES

RESPECT

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

EMPOWERMENT

While recognising that people have varying needs and abilities, we work towards strengthening the capability of individuals and their 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 priorities.

The impact and outcomes that SSRV is working to achieve and the activities we will undertake are described in the SSRV Theory of Change. Strategic priorities in 2022 – 2025 for each of the key outcomes are identified below.

OUTCOMES	STRATEGIC PRIORITIES 2022-2025
<p>01 SSRV is capable, sustainable and able to respond to the legal needs of people experiencing disadvantage.</p>	<ul style="list-style-type: none"> i. Ensure that specialist social security community legal services continue to be available in the Victorian community legal assistance sector by pursuing viable and sustainable funding and operating structures. ii. Build, support and empower our (paid and volunteer) workforce ensuring continuity and extension of knowledge, experience and expertise. iii. Enhance evidence informed decision-making, practices and advocacy by resourcing data collection and analysis, research and evaluation of our work and its impact. iv. Continue and strengthen communications and engagement activities to ensure priority groups and stakeholders know about SSRV, its services and its impact; create awareness of policy and system injustices and proposed solutions; to build support and opportunities for collaboration. v. Ensure that disaster preparedness and response considerations are included in service and operational planning and delivery. vi. Build, maintain and leverage relationships within the legal assistance sector, with other relevant sectors and organisations.
<p>02 People experiencing disadvantage have increased access to justice.</p>	<ul style="list-style-type: none"> i. Prioritise the provision of legal and related services to vulnerable and disadvantaged Victorians and those who support them, where there is the greatest social security legal need. ii. Continue and strengthen provision of specialist social security legal and related services underpinned by person-centred, rights-based approaches and commitment to holistic/integrated service provision. iii. Plan and deliver a range of legal and related services, ensuring that they are accessible, timely and appropriate to the needs of individuals/priority groups and those who support them. iv. Remain open, proactive and responsive to changing needs for and innovative approaches to service design and delivery. v. Maintain relationships with other social security legal service providers to support understanding of legal need, efficient service provision and referrals, knowledge and skills building and collaborative activities.
<p>03 Community members and service providers have increased capability to understand and address legal issues.</p>	<ul style="list-style-type: none"> i. Provide specialist legal support, referral pathways, professional development and resources to those who assist people with social security law issues and problems. ii. Design and deliver quality social security legal information, tools and education targeted at both the general public, priority individuals/groups and those who support them. iii. Maintain and further develop the application of digital communications and technology to support people to identify, understand and address social security legal issues.
<p>04 SSRV and its stakeholders have increased capability to provide integrated responses to the needs of people experiencing disadvantage.</p>	<ul style="list-style-type: none"> i. Continue to build and strengthen organisational understanding of, commitment to and capability in integrated practice. ii. Deliver and further develop the Integrated Services Project in partnership with FCVic, including in-house financial counselling services and proactive engagement with the Victorian financial counselling sector. iii. Identify and develop opportunities to strengthen and extend existing partnerships and integrated practice within current services. iv. identify and expand integrated service delivery relationships, particularly in relation to intersections with family violence, health, mental health and disability.
<p>05 Decision makers address systemic issues.</p>	<ul style="list-style-type: none"> i. SSRV's evidence base informs policy and systemic advocacy priorities and activities. ii. Undertake strategic litigation as appropriate. iii. Work to identify, highlight and propose solutions to systemic issues in social security law and its administration. iv. Maintain an active and constructive presence in the national welfare rights movement.