

### What we do

- 1. Develop and deliver education and self-help resources
- 2. Community outreach
- 3. Complementary services (e.g. social work)
- 4. Legal services design and delivery
- 5. Strategic engagement

### Changes we see

- 6. Better identification of legal problems by help-seekers
- 7. Increased capacity of help-seekers to self-help
- 8. Increased access to appropriate and timely legal support for help-seekers
- 9. Better understanding of users' experience of legal services ecosystem
- 10. Increased understanding by decision makers of the legal issues affecting people and community organisations
- 11. Increased community awareness about the impact of legal and associated social problems
- 12. Legal problems prevented and resolved
- 13. More people understand the law, and legal system
- 14. Better user experience of the legal services ecosystem
- 15. More decision makers prioritise implementing the best solution to legal system problems
- 16. Increased community buy-in and desire to fix legal and associated social problems

### Our impact

- 17. Stronger and more effective community organisations
- 18. Improved individual wellbeing
- 19. Better responses to legal need
- 20. Better laws and policies