

Westjustice

Integrated Service Delivery

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Integrated Services in the West

Changes in service delivery

Prior to the merger service delivery was:

- Appointment based at the legal centre
- Focused on the legal problem not the client
- Delivered in isolation from most other services
- Rarely delivered at an outreach location

Integrated Services in the West

Westjustice has on site clinics with:

- Mercy Hospital – Family Violence & Psychiatric In-Patients (fines & debts)
- Mind – Weekly Clinic – fines, debts, contracts, wills & POA, TPD
- Sunshine Visy Hub – Youth Law
- Djerriwarrh Health Service – Mortgage Wellbeing Service
 - Lawyer, Financial Counsellor Social Worker
- The Grange, Tarneit, Wyndham Central College, Wyndham CEC – School lawyers in Wellbeing teams
- McAuley Family Services – Economic Abuse
- Wyndham Youth Centre – Youth Law
- Study Melbourne – Employment & Tenancy

Integrated Services in the West

Reasons for Integrated Service Delivery

- Legal problems do not occur in a vacuum and research tells us that:
 - Clients tend to have multiple problems
 - Clients do not seek out lawyers but confide in other professionals
 - Clients need support from case managers if legal problems are to be resolved
 - Holistic integrated services work best!