

# Measure for Measure: A People-Centred Approach to Tailoring Justice.



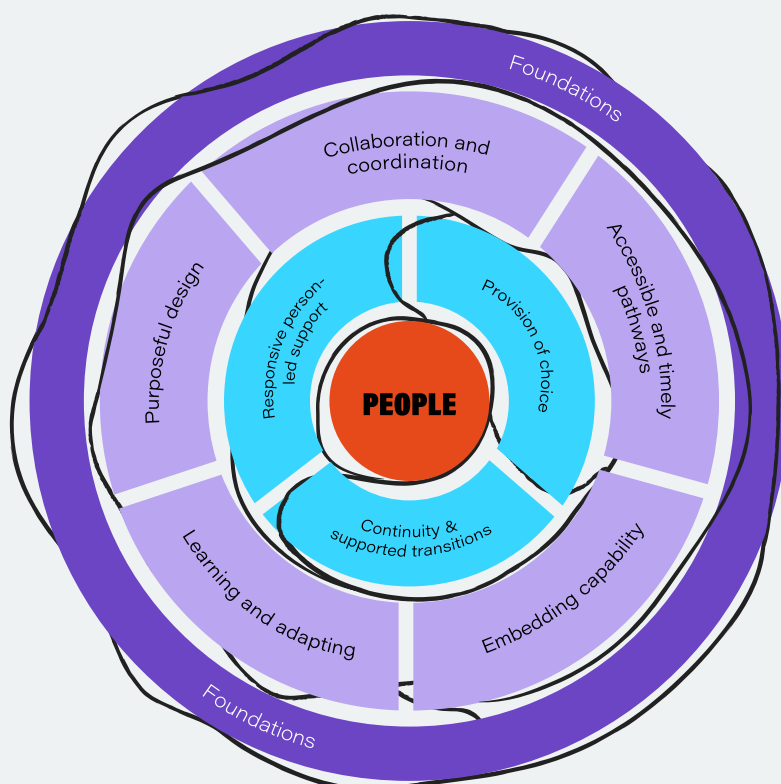
**Measure for Measure** draws on the knowledge and experience of justice practitioners across Victoria to explore what works to meet legal need—and what more is needed.

Victorian justice organisations are delivering innovative, tailored approaches to meeting everyday legal need. Measure for Measure brings these together to explore what works to meet people’s legal needs.

The report surfaces common elements seen to underpin success across 66 initiatives from 31 organisations, spanning diverse service models, legal issues, and populations. These insights are brought together in an exploratory People-Centred Justice Model that can inform how the justice sector designs, measures and understands its work.

The report also explores the barriers to measuring, sustaining, and scaling success, and outlines the need for a justice ecosystem lens to build on what works.

## THE PEOPLE-CENTRED JUSTICE MODEL



Common elements are organised across three levels: foundations, initiative, and individual. Trust runs through every level, underpinning relationships between practitioners, organisations, communities, and the justice system.

**KEY:**

- Elements at an individual level
- Elements at an initiative level
- Foundations
- Trust

## Key Findings

People-centred justice happens. Many services respond to need in ways that are tailored and accessible. There is no single model, but the **elements of success are common** in different combinations and intensities, from light touch information through to intensive support.

Two-thirds of initiatives (65%) involved external partners.

**Cross-sector collaboration** was consistently described as central to effectiveness, in both outreach and addressing interrelated needs.

**Trust and building capability** were also core aspects of what practitioners described as successful practice, operating at multiple levels and across service users, practitioners and organisations.

**Promising practice is not matched** by sufficient evidence, resourcing, or system coordination to sustain or scale. Four in five (79%) initiatives identified funding and resourcing as the most significant barrier to success. There are also serious challenges in embedding evaluation and outcomes measurement.

## Implications and Next Steps

Measure for Measure highlights the promise and the challenge of people-centred justice.

Individual initiatives may be effective, but there is limited visibility of how they interact, align, or where gaps persist. The findings make the case for a coordinated, evidence-driven, and system-wide approach, including:

- Test and refine the People-Centred Justice Model, with service users at the centre.
- Strengthen people-centred data and outcomes measurement, and the capability and resources to embed in practice.
- Develop robust evidence on effective service 'dosages,' to better match need and capability
- Build ecosystem level data of people's help-seeking to complement initiative-level insights.

Realising the promise of people-centred justice at scale requires a step change in how the sector understands, measures, and invests in what works.

The prize is significant: a justice system that is better able to connect people to the right help, at the right time, in the right way—and enable them to navigate justice with confidence.

# Victoria Law Foundation

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Authors: Bridget McAloon, Dr Georgina Rychner, Yolanda Mansfield, and Dr Bethia Burgess

Email: [research@victorialawfoundation.org.au](mailto:research@victorialawfoundation.org.au)

Web: [www.victorialawfoundation.org.au](http://www.victorialawfoundation.org.au)

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