



Strategic Plan 2019 - 2023

Our Vision: **Leading in community social justice**

Our Mission **Provide innovative and dynamic services to enable justice for clients and the community.**

Our Values

Person-centred and holistic - people are at the centre of our activities.

Respect - for each other and the right of everyone to make their own choices.

Excellence - commitment to improve justice through evidence based services that are integrated and focussed on empowerment.

Inclusive - working actively to reduce barriers to access and improve outcomes across different communities.

Safe and open communication - we listen and respect the value of all -our client, communities, staff and stakeholders.

Compassion and appreciation - to all those we work with and for.

Our Strategic Priorities

Governance, leadership and sustainability

Ensure strong governance and strategic stewardship.

Continue to develop organisational sustainability with regards to financial, human and intellectual resources.

Maintain effective and efficient systems that support service delivery and accountability.

Quality, people centred services

Engage with our clients and communities to ensure that current programs and future growth is based on evidence of legal needs and best practice in service delivery.

Articulate models of service to maximise access, strengthen referral pathways and ensure person-centred responses.

Empower our community by promoting awareness of the law and legal assistance services.

Develop cultural and diversity competency across our organisation.

Build a culture of learning that allows us to evaluate services, refine our work and demonstrate our impact.

Collaboration and partnerships

Embrace collaborative opportunities to extend our reach, enhance sustainability and maximise outcomes for clients.

Strengthen and grow relationships and partnerships with key government, non-government, the community and corporate organisations that have a shared value base.

Collaborate with the broader community legal sector to contribute to effective community legal education, advocacy, policy and law reform on issues that affect our community.

Maintain a strong presence through communication strategies that articulate our value to target audiences.

Our Strategic Enablers

People

We recognise people as our most valuable asset and will recruit, support and retain high quality staff and volunteers.



Culture

We will maintain an organisational culture that is values driven, creative and committed to excellence.



Community

We will remain connected to our community, respond to their needs and champion their legal rights.