



northern suburbs
community
legal centre

Strategic Plan 2024 - 2026

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.

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

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

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

Maintain effective, efficient and flexible systems, including IT and data management, that support service delivery and accountability.

Ensure a sustainable, well supported and informed workforce, and a safe working environment that fosters wellbeing.

Collaborate to support sector reforms that enhance client centred services and sustainability.

Quality, people centred services

Develop cultural and diversity competency across our organisation.

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

Collaboration and partnerships

Maintain a strong presence through communication and engagement strategies that articulate our value and ensure continuous feedback on our work.

Our Strategic Enablers

Our People

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



Our Culture

We maintain an organisational culture that is values driven, prioritises safety and creativity, and is committed to excellence.



Our Community

We remain connected to our community, aim to respond to their needs and champion their legal rights, wherever possible.