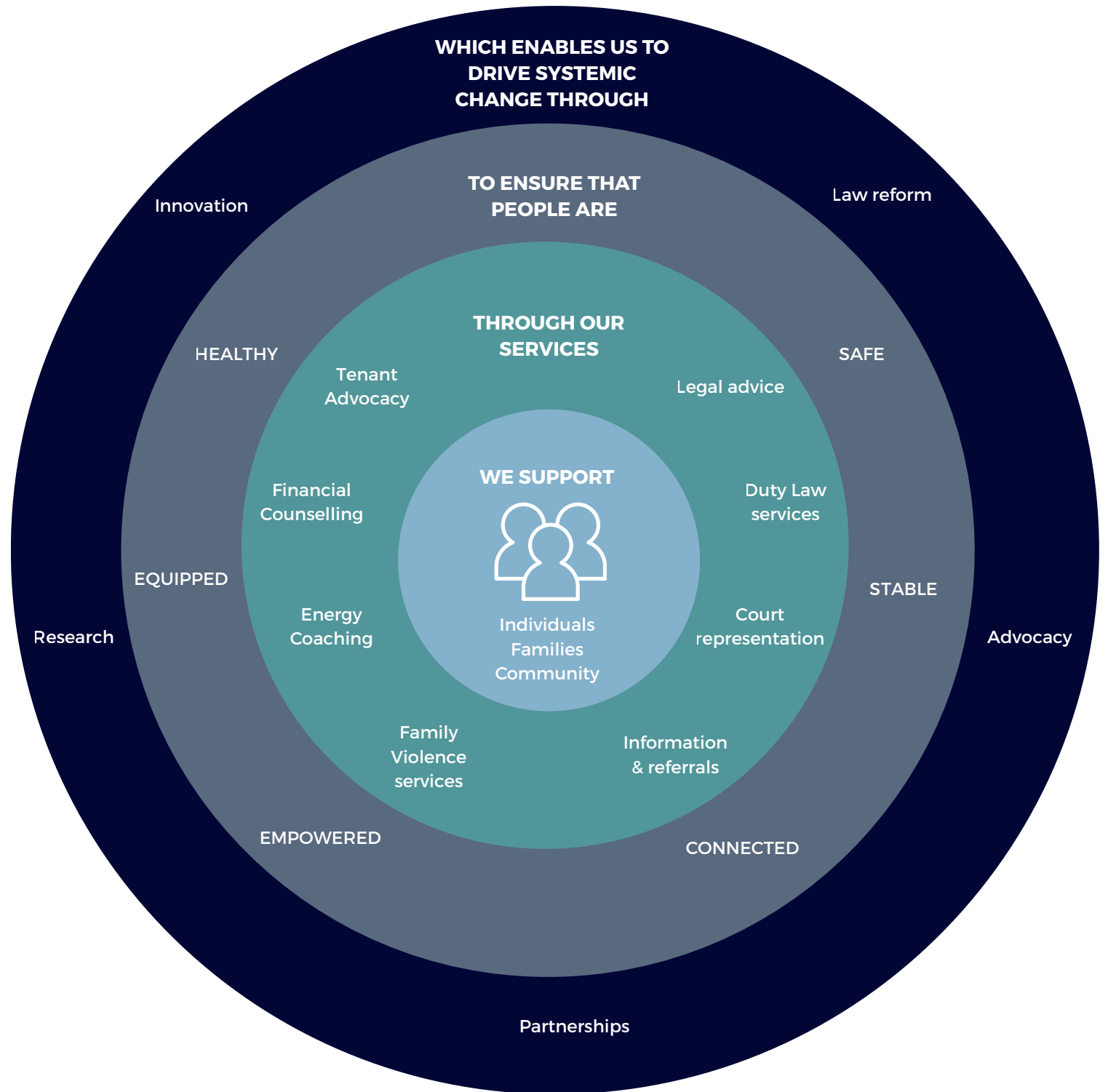




Strategic Plan 2026 - 2028





STRATEGIC PLAN 2026 – 2028

VISION

A community where everyone has access to justice

MISSION

To provide high-quality legal and non-legal services that assist in the pursuit of justice for our most vulnerable community members



Improve outcomes for vulnerable people

Client voice is heard & valued

Strategic partnerships

Service alignment to the changing demography of our community



Develop growth and expansion of services

Strategic Partnerships

Advancement and diversification

Outcome Measurement



Improve our capability, capacity and efficiency

Supporting and developing our people

Maintain robust governance structures

Demand and Supply modelling



Strengthen our brand and reputation

Use our influence for systemic change

Communication frameworks

Marketing and media strategy for brand promotion

OUR VALUES

ACCESSIBILITY

COLLABORATION

RESPECT

PRINCIPLED

EFFECTIVE

Improve outcomes for vulnerable people

Include the client voice in planning, service development and evaluation

Foster long-term partnerships to create shared vision and help further our mission

Consistently analyse emerging trends in the community to ensure service delivery is directly aligned to need

Develop growth and expansion of services

Strategically partner with likeminded organisations to grow and expand services in new areas of community need

Diversify service provision, revenue streams and partnerships to ensure organisational adaptiveness & sustainability

Embed Outcome Measurement frameworks to critically analyse the impact of our work

Improve our capability, capacity and efficiency

Invest in our people as our most valuable resource

Maintain a strong focus on governance and compliance to ensure the highest standard of ethical practice

Develop a robust picture of community needs, our internal capabilities, and where to tailor the pursuit of new opportunities, including AI

Strengthen our brand and reputation

Develop communication strategies to showcase our successes and promote our brand and service

Develop a comprehensive marketing and media strategy to promote our brand and influence change

Develop clear advocacy positions to influence systemic policy change and government reform