

Vision

The Barwon Community Legal Service aims for a society in which all people have equal access to, and status under, the law; and envisages a legal system which is humane, fair and equitable.

Mission

To promote, protect and enhance the rights and interests of individuals, groups and organisations within the region who are disadvantaged in their access to justice; and contribute to reform of laws and structural inequities which limit access to justice.

Our Work

Barwon Community Legal Service provides a range of services to assist members of our local community, from legal referral and advice to specialist casework services and education. We pride ourselves on being responsive to the diverse needs of our community and delivering services that meet that need. As a community service we do not work in isolation but seek to partner with other agencies to deliver the best possible outcomes for our community.

For the next five years the strategic directions outlined in this plan will guide our business planning activities. Annual business plans will be developed and performance against them reviewed to ensure we remain on track to deliver these goals.



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Open 9am - 5pm Monday - Friday

Strategic Plan 2012-2017



Delivering Exceptional Services

GOAL ONE:

Match resources to identified priority need by using needs identification processes.

The agency continuously strives to allocate resources to the most significant need in the community.

GOAL TWO:

Engage in dialogue with the community, service users, partners and funders regarding trends in the provision of community legal services.

The Board and agency commits to participating in the key local, state and national debates that promote community access to the law.

GOAL THREE:

Maintain a balance between law reform, community legal education and direct client services.

The agency recognises the balance between funded service delivery requirements and other activities that will increase community access to the law.

GOAL FOUR:

Continuously develop quality and organisational systems that co-ordinate staff knowledge and effort to maximise benefit to the community.

The agency commits to quality systems that develop consistency, reliability and capacity.

Understanding Community Need

GOAL ONE:

Develop and maintain systems to continuously understand community need.

The agency recognises the benefits of accurate, relevant information regarding community need across this diverse region.

GOAL TWO:

Strengthen collaborative community services partnerships that grow resources to provide the best possible services.

The agency affirms the value of partnerships in the process of identifying and meeting community need.

GOAL THREE:

Deploy new services that meet identified need.

The agency recognises the need to deliver effective and timely services to the community.

Being A Healthy Organisation

GOAL ONE:

Continue to provide an effective career pathway for staff, both paid and unpaid.

The agency focusses on providing career opportunities within the community legal sector across legal, community and administrative roles.

GOAL TWO:

Reward and recognise the commitment and contribution of all staff, both paid and unpaid.

The agency commits to recognising the positive values, culture and outcomes within the organisation.

GOAL THREE:

Develop and maintain a continuous quality improvement system that effectively measures and informs agency progress.

The agency recognises the value of measuring progress as a further means to maintaining a healthy organisation.

GOAL FOUR:

Further develop organisational capacity to manage work life balance.

The agency understands the significance of work life balance and strives to achieve employment and support practices that deliver this goal.

Ensuring Sound Governance

GOAL ONE:

Further develop the annual planning and review processes across the agency to track progress with strategic and service priorities.

The agency commits to using governance, management and business systems to identify priorities and monitor outcomes for the organisation and the community.

GOAL TWO:

Broaden the approaches to communicating key messages to the community and the staff.

The Board focusses on the benefits of keeping the community informed of the work of community legal services. The Board also maintains clear, transparent communication with staff.

GOAL THREE:

Maintain a constitution, sub committee structure and documentation to support sound governance.

The Board manages the legal and financial requirements of governance and has the best structure and systems to review and maintain high standards of governance.

GOAL FOUR:

Maintain representative membership that is diverse, skilled, informed and committed.

The Board continuously reviews membership to ensure that voluntary participation on the Board is rewarding for the Board members and beneficial to the agency and its mission.