

2024/
2025

North West Community Legal Centre Inc.

Strategic Plan

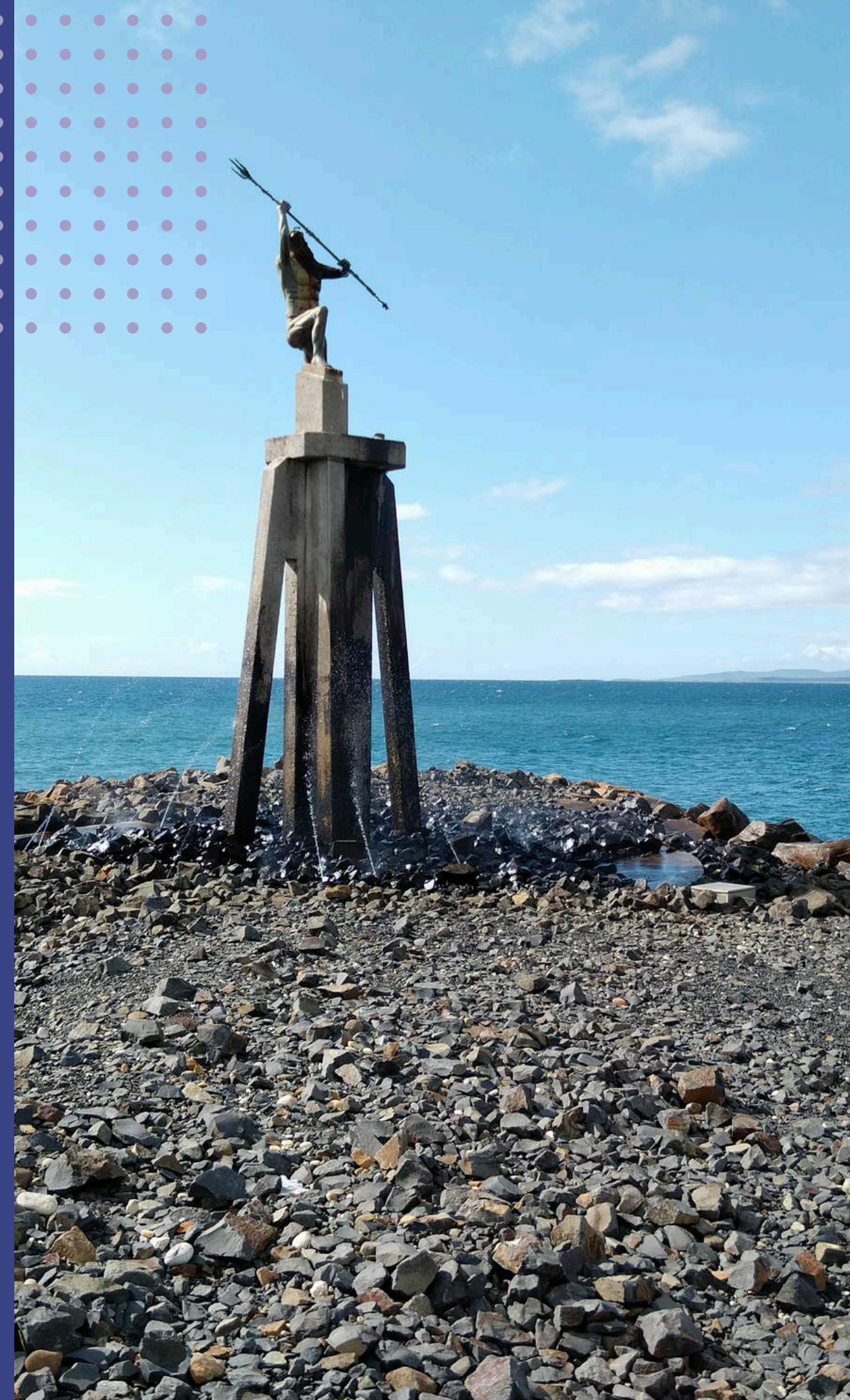


Table of Contents

1.Overview

2.Vision and
Mission

3.Values

4.Strategy
#1

5.Strategy
#2

6.Strategy
#3

7.Strategy
#4

8.Strategy
#5

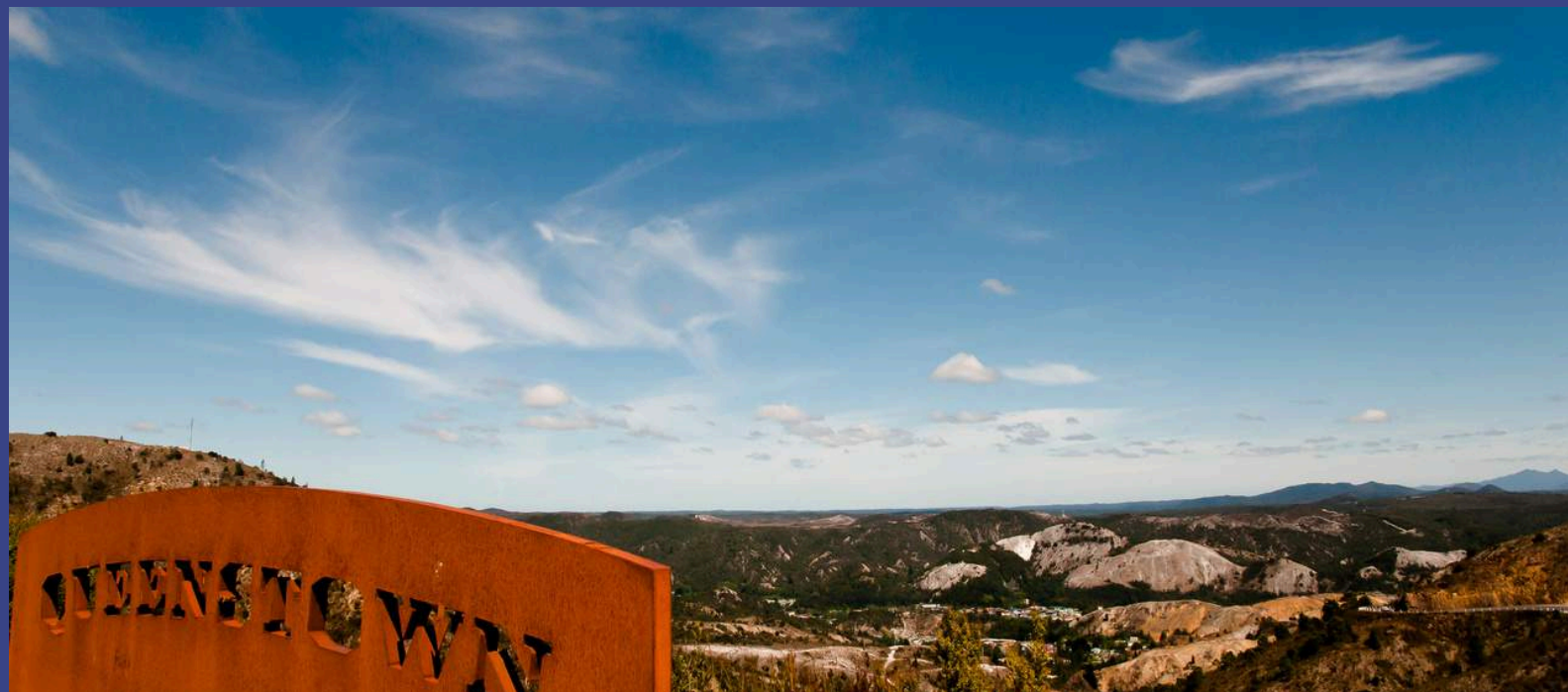
9.Contacts



Overview

Established in 1991 and based in Devonport, Tasmania the North West Community Legal Centre Inc. provides free legal advice and assistance to vulnerable members of the community on the North West, West Coast and King Island areas of Tasmania.

The financial assistance provided from both the State and Commonwealth Governments via the National Legal Assistance Partnership (NLAP) is gratefully acknowledged.



Vision and Mission



To provide and promote an accessible and free of charge legal service to address the needs of those in our catchment area who are in any way underprivileged, vulnerable, disadvantaged, helpless, impoverished or distressed.



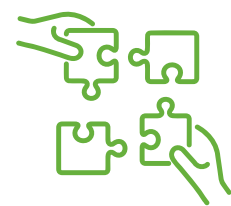
To develop and provide free legal education to the community.



To promote law reform to remove injustice and inequality.



To develop and promote self help strategies to empower and encourage a multi-disciplinary approach to the solution of legal problems.



To work collaboratively with other legal assistance services to provide and promote a streamlined and holistic approach to addressing legal need.





Values

- Respect
- Empowerment
- Integrity
- Advocacy
- Strong Governance
- Education

Strategy #1

A Responsive & Accessible Legal Service

Objective:

- Build upon the NWCLC profile to increase overall client numbers and expand casework.
- Ensure our services are accessible - offering outreach services based on need, making our services available via various forms of technology.
- Ensuring our services are disability friendly and culturally welcoming.
- Engage with our community, CLC Tasmania and CLC Australia (CLCA) to form a better understanding of unmet legal need and work with available resources to best address such identified need.
- Adopt and maintain processes that ensure time critical client matters are prioritised.
- Identify new partnership opportunities that benefit the legal needs of both State and Commonwealth priority client groups





Strategy #2

Strong and Independent Advocacy

Objective:

- Challenge unfairness and prioritise representation to those matters that have a degree of public interest.
- Build on key relationships through participation in existing networks and growing our networks.
- Engage in law reform opportunities via CLC Tasmania.
- Prioritise representation in those areas that are both within our capacities and that are displaying signs of unmet demand from other organisations and the private sector.
- Maintain strong connections with elected members in all levels of government from all political parties and memberships

Strategy #3

Educate & Resource

Objective:

- Demystify the law through Community Legal Education (CLE).
- Develop innovative self-help resources to be made available to the community via our website and social media.
- Evaluate the impact of CLE delivered and use that information to improve the production of future CLE activities and resources.
- Use an evidence based approach to target CLE to national and state priority client groups.
- Increase the development and refinement of interactive stock presentations on legal topics of interest to our catchment area.
- Where achievable, collaborate with other legal and non legal services to create a holistic approach to providing CLE.

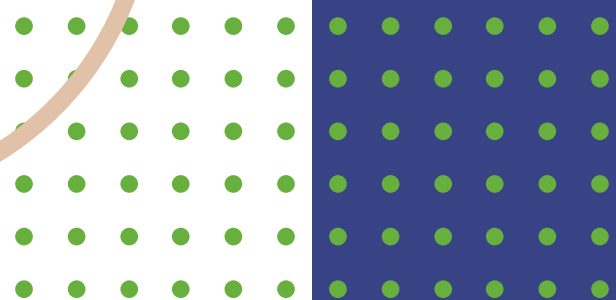


Strategy #4

Financial Resilience & Sustainability

Objective:

- Advocate for sustainable long term funding in the 2024 state budget and the next national legal assistance partnership.
- Ensure sound budgetary processes are maintained to accurately forecast revenue and expenditure.
- Work towards the implementation of a new Client Management System (CMS) to replace CLASS that considers both the functionality required to meet the objectives of our Strategic Plan in line with sound budgetary processes.
- Consider opportunities to grow revenue from sources such as one off grants and donations.
- Increase professional development opportunities for staff.



Strategy #5

Enhance & Sustain

Objective:

- Develop, value and support our human resources to ensure we maintain a varied workforce with the skills required to drive our strategy.
- Operate a service that utilises evidence based processes to constantly improve all aspects of service delivery.
- Upskill staff in areas of technology and to be culturally responsive.
- Involve all lawyers in both the development and production of CLE.
- Ensure there is an ongoing focus on continuous quality improvement in all areas of our operation.
- Uphold our reporting obligations to the Department of Justice, CLCA and the ACNC.
- Maintain a strong commitment to upholding our policies and procedures and adding further policies and procedures as deemed necessary.
- Maintain a strong culture of corporate governance through transparent leadership at all levels





***North West
Community
Legal Centre Inc.***

www.nwclc.org.au

***56 Formby Road,
Devonport, TAS, 7310***

Ph: (03) 6424 8720

email: office@nwclc.org.au

