

Strategic Plan 2021-2024

OUR VISION

A future in which there is equality of access to justice, and women and children are free from domestic and family violence.

OUR PURPOSES

Providing equitable and accessible legal services to our community and empowering women and children to break the cycle of domestic and family violence.

OUR VALUES

We will work with our staff to refine and embed our shared values.



1 Increase capacity to meet demand for legal services

- » Research to understand which legal services are in most demand in SWS
- » Investigate, scope and implement a value-add pro bono/volunteer program supported by a new Pro Bono Coordinator role
- » Investigate better use of online/phone services
- » Increase community awareness of our legal services



2 Strengthen D&FV programs

- » Develop engagement plans for key partnerships
- » Consider new WDVCAS and casework tenders and grants if operationally sustainable
- » Develop and use a framework to assess future opportunities – includes whether we deliver ourselves or through others



3 Make SWSLC an even better place to work

- » Refine and embed our shared values; regularly check in on whether we are living them
- » Define our system requirements and incrementally improve/automate our systems and processes, with good change management
- » Review premises and locations for optimal set up
- » Increase professional development



4 Increase revenue and in-kind support to deliver services to more people

- » Use our capital better to generate defined returns (outcome based or financial)
- » Scope and hire a combined Business Development/Fundraising/Communications role – to increase revenue, better meet demand for services, and increase profile in the community
- » Investigate productivity improvements



5 Define our clients' key needs and measure our impact

- » Map our clients' overall journey and our value to them, including referral pathways
- » Develop a theory of change model for our legal and D&FV services showing inputs, outputs and outcomes (impact). The model will clearly define our role and areas of specialisation as a legal service and in the D&FV space
- » Review services and systems to ensure we are working from a client-centric mindset