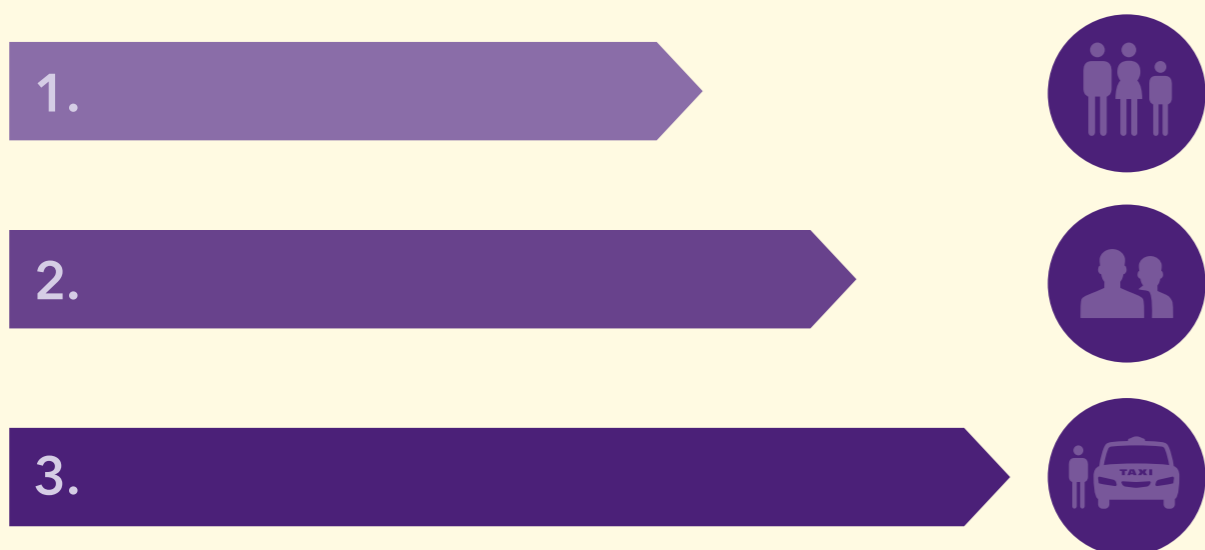


**“AN INDEPENDENT AND INFLUENTIAL VOICE THAT EMPOWERS AND STRENGTHENS THE COMMUNITY THROUGH ACCESS TO LEGAL SERVICES, EDUCATION, INFORMATION AND LAW REFORM ACTIVITIES”**



## OUR PURPOSE REFLECTS COMMUNITY NEED AND STRONG, CREDIBLE EVIDENCE OF CONTINUING ACCESS ISSUES FOR LEGAL SERVICES



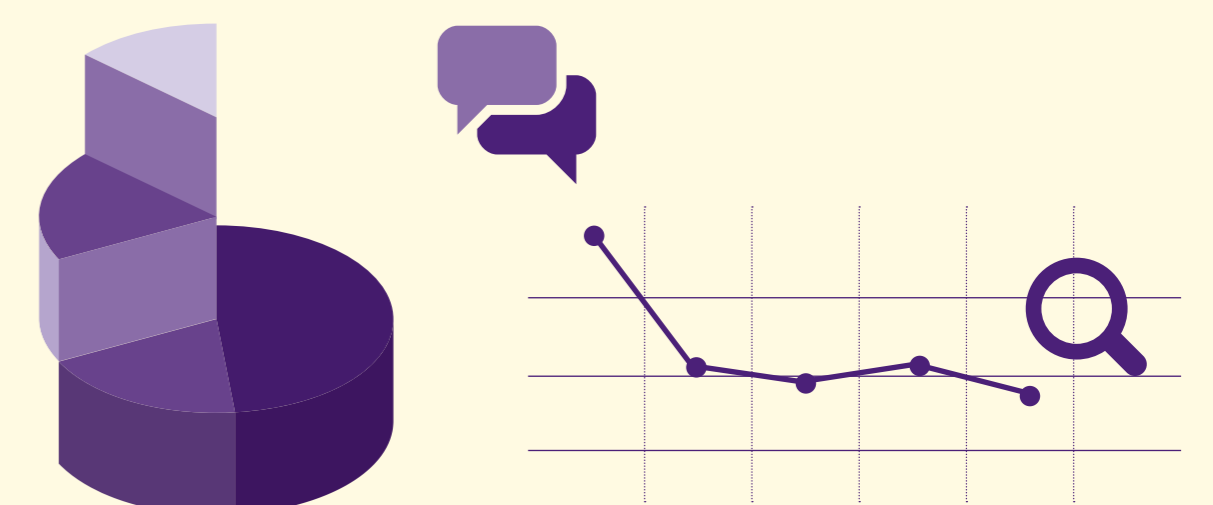
### WHO WILL WE SERVE AND HOW?

- We will provide a tiered response to the community's needs, services will be streamlined and integrated within FLS and with other community organisations
- Services should be available to people who cannot access legal assistance through other means, with priority given to vulnerable people, such as those with low income or complex needs
- Empowering the community (including CLCs and community stakeholders) through targeted legal education resources that are accessible, up to date and relevant, and ensuring that FLS staff and volunteers have appropriate resources to undertake their work
- Taking action on systemic justice-related issues that affect our community through credible, independent and evidence-based approaches
- Empowering the community to manage their own legal issues, facilitating access to legal and other required services



### HOW WILL WE SUCCEED?

- Protecting and promoting our reputation and culture as an independent, influential voice for social justice
- As a well administered organisation, demonstrating strong governance and accountability
- Being financially sustainable through diversifying our funding sources, focusing initially on increased capacity for income generation from services that are aligned to our vision and leveraging networks for philanthropy
- Nurturing existing partnerships and proactively seizing new opportunities
- Demonstrating leadership among CLCs
- Attracting and retaining high quality staff and volunteers and supporting them to have fulfilling experiences through their involvement with FLS
- Providing high quality services that are holistic and responsive to the needs of the community



### WHAT CAPABILITIES WILL WE NEED?

- Greater capacity to conduct evidence-based research and measure the impact of our work
- Partnerships with networks of relevant community organisations, philanthropic funders, the legal profession and other FLS supporters (volunteers and alumni)
- Ongoing dialogue with the network of CLCs in Victoria and nationally
- A shift in organisational culture that supports staff working together across program and service areas to deliver a common vision
- Up to date online and hard copy resources, leveraging external assets where possible
- Support for staff to progress their career development objectives
- Ongoing consideration of options to improve targeting, effectiveness and efficiency of service delivery through use of technology

## OUR STRATEGY IS UNDERPINNED BY OUR VALUES:



EMPOWERMENT



INTEGRITY



RESPECT



QUALITY



PARTICIPATION