



NCLC Strategic Plan 2020 - 2024



STRATEGY STATEMENT

By 2024 we will improve legal outcomes for those experiencing systemic injustice through purposeful and responsive legal assistance, collaborative advocacy and targeted community engagement.



Subgoals

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| <p>Respond</p> <ul style="list-style-type: none"> Deliver a holistic service that integrates legal and non-legal support Implement triage process to better identify client needs Maximise service accessibility Increase reciprocal referrals between NCLC and our outreach partners | <p>Advocate</p> <ul style="list-style-type: none"> Advocate for sustainable long-term funding Embed an evidence-driven approach to advocacy Strengthen NCLC's strategic communications approach Build on relationships with key influencers | <p>Educate & Resource</p> <ul style="list-style-type: none"> Target priority clients using a proactive, evidence-based approach Incorporate community legal education (CLE) into work plans Develop innovative self-help resources Evaluate the impact of CLE | <p>Partner</p> <ul style="list-style-type: none"> Ensure partnerships are strategic, effective and responsive to NCLC's needs and priorities Identify new partnership opportunities that align with our priority client groups Identify opportunities for pro bono support | <p>Enhance & Sustain</p> <ul style="list-style-type: none"> Enable staff to be involved in strategic activities Implement a well-being action plan to strengthen workforce resilience Upskill staff to be culturally responsive Increase professional development opportunities for better staff retention |
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