

Strategic Plan

2023-2024



Our purpose

To improve outcomes for all women, with a specific focus on victim-survivors of family violence by:

- Providing high quality legal services for Victorian women who are disadvantaged or marginalised by structural and systemic barriers,
- Assisting women and professionals that work with women, to better understand the law and navigate the legal system safely, and
- Advancing gender equality by challenging unsafe and discriminatory policies and laws and informing and advocating for legal and policy initiatives that respect and promote the rights of women.

Our strategic goals and priorities

Goal 1 - Women's Legal Service Victoria is a person centred organisation that recognises and respects women as experts in their own lives.

1.1 Ensure clients are at the centre of our work by:

- ensuring our service design and delivery centres client voices, respects lived experience, and supports client decision-making; and
- creating meaningful opportunities for lived experience to shape our policy and advocacy activities, and education and engagement approaches and offerings.

1.2 Engage and collaborate with clients and stakeholders to develop new programs and services that meet an identified need.

1.3 Partner with interested communities to articulate their own unique needs, and co-develop tailored solutions to address them.

1.4 Enable a diversity of people with lived experience to be meaningfully involved in Women's Legal Service Victoria's advocacy and activism.

Goal 2 - Women's Legal Service Victoria delivers services and programs that recognise the diverse needs of women and children, and supports their safety, recovery, and economic security.

2.1 Strengthen early intervention pathways and services to identify and mitigate risks and prevent the escalation of legal and related problems and the flow on mid-long terms impacts.

2.2 Strengthen our integrated practice model and enhance access to financial counselling and social work support.

2.3 Develop tailored programs to enhance the capability of professionals and communities to address women's legal issues and promote women's rights, including their financial rights, and overcoming barriers to economic security.

2.4 Deliver services that recognise and respond to systemic and structural barriers and inequalities women face, based on race, ethnicity, religion, sexual orientation, gender identity, disability, age, and socioeconomic status.

2.5 Develop strategic partnerships to address service gaps and enhance access to services for women and their children.

2.6 Use data and evidence to identify need and service gaps, only expanding areas of legal practice in such a way that recognises Women's Legal Service Victoria's capacity and priorities, and stakeholder expectations.

2.7 Contribute to increasing women's access to services by improving knowledge and practice skills through sector-wide capacity building programs

2.8 Ensure our practices and services are culturally responsive, appropriate, trauma informed, accessible, inclusive, and equitable.

Goal 3 - Women's Legal Service Victoria drives and participates in activities to reform laws, policies, systems, and structures to create a safer and more gender equal society.

3.1 Ensure our advocacy activity is shaped by the experience and expertise of women, data, evidence, and research, guided by our lived experience and intersectionality frameworks.

3.2 Drive systemic change through strategic casework and litigation.

3.3 Work collaboratively with the community legal assistance, community service, and justice sectors to create fairer laws and justice systems; prevent the escalation of legal and related issues; address the impacts of systemic gendered discrimination, violence and inequality; enhance and protect women's financial and economic security and promote the rights of women and children and elevate their voices.

3.4 Evaluate the impact of our legal practice, advocacy, and reform activities, and use this data for continuous improvement.

Goal 4 - Women's Legal Service Victoria is a strong, flexible, and capable organisation that has a diverse workforce and is an employer of choice.

4.1 Invest in our people through enhanced support, flexibility, professional development, and wellbeing activities.

4.2 Understand key drivers for the financial sustainability of Women's Legal Service Victoria and develop budgeting approaches, and financial measures to enhance sustainability and promote a strong financial position.

4.3 Develop our digital and data systems to enhance efficiency, promote collaboration, deliver value and improve organisational effectiveness.

4.4 Develop organisational capabilities and systems to increase our impact.

4.5 Promote diversity and inclusion by ensuring that our workforce reflects the diversity of our clients and the community, and that all staff feel equal, included, and they belong at Women's Legal Service Victoria

women's legal
service victoria

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