



Strategic Plan 2018 to 2021

Who we are

Bayside Community Legal Service:

- Is an independent, non-profit community organisation.
- Operates a part-time advice and assistance service, an evening advice service and mediation services for the southern bayside community and Morten Bay islands.
- Is able to increase service if resources are available.
- Participates in local, state and national Community Legal Centre networks.

Our vision

- Dignity, human rights and social justice for all people.
- Build a just and inclusive society that values difference and diversity and that recognises and responds to the needs of people who are socially or economically disadvantaged.
- To provide advice and assistance to people who would otherwise be denied access to justice, due to social or economic disadvantage.

Our mission

Our mission is to maximise access to professional legal advice and assistance on behalf of persons who would otherwise be unable to access such advice or assistance.

Our goals

- Promote access to justice.
- Provide free legal advice and assistance.
- Provide mediation services
- Empower people to address their legal problems.
- Increase community awareness of the law.
- Produce clear, easy to read publications.

Our services

- Legal advice, casework, referral, information and assistance
- Community legal education.
- Mediation

STRATEGIC PRIORITIES AND GOALS

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<p align="center"><u>Community and Profile</u> Expand our reputation and profile in the local and broader community</p>	<p align="center"><u>Capacity</u> Maintain stability and increase funding</p>	<p align="center"><u>Services</u> Provide high quality, accessible services including community legal education and mediation</p>
<ul style="list-style-type: none"> • Develop and support initiatives that empower and build the capacity of the organisation • Support collaboration with local services and agencies and politicians at all levels of government • Establish a stronger relationship with Aboriginal and Torres Strait Islander peoples and organisations • Enhance the reputation of and awareness of the service through the media including local media, website and social media • Ensure that good news stories are collected and published • Update brochures and website • Build relationships with private legal profession including local firms • Continue to partner with universities • Raise awareness through attendance and participation at community events and forums 	<ul style="list-style-type: none"> • Pursue funding to sustain and extend services including funding at a local community level • Partnerships and work with universities and local agencies • Continue to use resources efficiently and in way that minimises the impact on the environment • Recruit, train and supervise suitable volunteers and students to work at the service • Recruit additional members to the Board of Management • Ensure that all volunteers are acknowledged for their contribution 	<ul style="list-style-type: none"> • Ensure services are consistent, responsiveness and professional • Work with First Nations Community to address legal needs • Increase the number of mediation services that are provided • Review mediation program • Regularly review policies and procedures • Maintain training for Board and staff • Explore opportunities to build a pool of back up staff and volunteers able to support the service including during periods of leave • Collect quality service and community data to identify services gaps and inform practice and decisions • Develop funding and partnerships to increase the level and range of community legal education • Increase the use of technology in providing advice and assistance