



### Our Vision

Working towards a just and compassionate community.

### Our Mission

To overcome systemic barriers to justice and empower our community by providing holistic legal services.

### Our Values

Canberra Community Law (CCL) is committed to:

- Evidence based advocacy;
- Self-determination;
- Empowering people;
- Inclusivity, respecting and valuing diversity;
- Commitment to high quality and client focused services;
- Treating people with respect and dignity;
- Collaboration;
- Innovation and creativity;
- Professional and ethical practice;
- Promoting social justice and human rights principles;
- Community engagement and participation;
- Robust advocacy and tenacity;
- Accountability;
- Sustainability; and
- Being connected to our community.

## Our Strategic Priorities 2017–2020

### 1. Client focused approach

#### Goal

To improve access to justice and legal outcomes by:

- Providing legal and social services for people on low incomes or facing other disadvantage in the Canberra regions, and
- Advocating for changes in law and policy which operate as barriers to justice and entrench disadvantage.

#### Objectives

- To continue to provide high quality, responsive and accessible legal services.
- To continue to provide services responsive to the needs of clients.
- To continue to promote the human rights of CCL's clients, including Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, people experiencing homelessness and family violence, people with disability, members of the LBGTI community.
- To continue to integrate social work practices to provide a more holistic service.
- To identify gaps in legal services and continue to develop innovative approaches to addressing these.
- To continue to produce legal resources and undertake community legal education in CCL's areas of expertise.
- To undertake strategic litigation in CCL's areas of expertise.
- To continue to undertake case work to build a body of human rights law.



## 2. Strong Support for CCL's work

### Goal

To build awareness of and support for CCL's work.

### Objectives

To continue to raise the public profile of CCL's work.

## 3. External Relationships and Collaboration

### Goal

To build strong effective relationships and partnerships for the benefit of our client group.

### Objectives

- To maintain regular and ongoing dialogue with Government agencies and Parliamentarians and Ministers.
- To establish, extend, renew and strengthen relationships with key stakeholders prioritising organisations which provide services to underrepresented groups.
- To continue to work co-operatively with other free legal services in the ACT to minimise duplication, share resources, address legal needs, increase and improve legal services and exchange information.
- To build, expand, strengthen and manage pro bono and funding partnerships.
- To continue to engage with Government to influence changes or initiatives that might result in adverse impacts for our clients.
- To build awareness of the social and economic benefits flowing from a holistic approach to delivery of services.

## 4. Organisational Sustainability

### Goal

To operate a safe, sustainable and accountable organisation that values its people.

### Objectives

- To continue to adopt best practice in the management and governance of CCL.
- To continue to provide a professional workplace environment for staff/volunteers and appropriate facilities for clients.
- To continue to promote and support professional development for staff.
- To continue to encourage and support volunteers particularly from diverse backgrounds.
- To pursue recurrent and other funding opportunities which enable sustainable legal and social support services that continue to respond to client needs.
- To develop a plan to further support the health and well-being of staff and volunteers.
- To develop training and protocols for dealing with difficult situations in CCL practice.
- To reduce the environmental impact of our activities.
- Strive to recruit a workforce that reflects the diversity of our community.