



women's
legal
service
tasmania

**STRATEGIC PLAN
2022-2025**

Who We Are

Women's Legal Service Tasmania is a community legal service funded by the Commonwealth Attorney-General's Department, operating since 1996.

We provide a free, statewide holistic service to women needing legal advice and information and financial counselling..

Our service recognises that women face barriers accessing justice due to power imbalances in our economic, social, political and legal systems. We support women who would otherwise not have access to the justice system, in particular those who experience violence, disadvantage and discrimination.

Our Vision

Tasmania is a place that values gender equity.

Our Mission

We exist to ensure all women are empowered in a system that promotes their economic, civil, social and cultural rights.

We do this by:

- working alongside all women to improve their lives
- working in an integrated way that meets their legal, social and financial needs
- delivering services that are trauma informed
- challenging the systems and culture that perpetuate inequity
- taking a leadership role and working in partnership with others.

Our Values Our decisions, our behaviours and activities are guided by three organisational values:

Empowerment

We empower women and each other to be courageous by listening and supporting their choices.

Influence

We use our influence to challenge injustice and equality, to make a positive difference for today and future generations of women.

Compassion

We treat everyone fairly and with compassion, and support the participation of women in all their diversity.

Our Goals



Organisational Culture

We have a positive, highly engaged and motivated statewide team that values and respects differences.

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Governance

Our organisation is future-oriented, values driven and proactive with a Board that is strategic and diverse in its skills and life experience.



Representation

Our clients get professional, timely representation that is inclusive and tailored to their needs.

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Advocacy and Reform

We lead awareness and advocacy of issues affecting women such as family violence, gender inequality, gaps in service delivery, sexual harassment, and the need for gender responsive budgeting.

8



Stakeholder Engagement

We have strong and trusting relationships between staff and the Board, and with clients, legal services, specialist women's services and other stakeholders.



Advice, Information & Referral

Our clients receive valuable advice, quality, plain language information, and meaningful referrals that help them make the decisions they need.

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Community Legal Education

Our community legal education changes culture and behaviour by empowering women and informing men about the impact of family violence and sexual harassment.



Outreach

We operate a quality program, including online services, to help more women access services where they live.

5

Measures

We will know we've been successful when we are an integrated legal service provider that is making a difference for individual clients, and for Tasmanian society by influencing the reduction of structural inequality.

We will measure our success by answering these questions:

1. How much did we do?

The number of community legal education sessions, advice line telephone calls, representation, outreach, submissions, media appearances, attendance at events and meetings.

2. How well did we do it?

Complying with the funding contract KPIs and ensuring financial stability, timeliness of assistance.

3. What difference did we make?

- Staff and Board Member retention and number and diversity of job and Board applications; staff satisfaction feedback and exit interviews.
- Client case studies; participant feedback on CLE sessions; client service feedback on the telephone advice line and representation (survey 3/4 calls per quarter); geographical spread of clients.
- The number and quality of working relationships (both informal and those formally recognised through MoUs).
- The organisation's reputation and profile - the number of invitations received and public acknowledgements.
- The number of proposals jointly initiated through collaborations with other organisations.

Enablers

There are range of enablers which will help us deliver our strategic priorities in the next three years:

- ✓ Funding certainty
- ✓ Healthy organisational culture that supports happy staff through engagement, entitlements, reward and recognition, training and capacity building and succession planning.
- ✓ Knowledge of available services and understanding of the gaps in legal and geographical needs.
- ✓ Strong relationships and partnerships with organisations, including with referral organisations.

Principles for Decision Making

We ask ourselves the following questions when evaluating and determining new work:

1. Does it fit with the needs and priorities of our clients?
2. Does it fit with our Commonwealth targets?
3. Does it fit with our vision and mission?
4. Will it be of benefit to women and children?
5. Will it provide value for money/investment in WLST?
6. Will it contribute to staff satisfaction and culture?
7. Do we have capacity to do it? Do we have the resources, time and skills required?

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