

Innovation

the best possible solutions for our clients

Caring and supportive

Outstanding Service

Respect

Acting with integrity, inclusiveness and accountability

OUR VISION

The people of Melbourne's North West have access to justice and their rights are protected



Passion

Delivering beyond expectations

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.

Provide consistently high-quality, client centered, purposeful legal assistance that is responsive to the communities' evolving needs

OUR MISSION

NCLC provides legal services and community legal education to the most vulnerable and disadvantaged people in Melbourne's North West, and advocates for equal access to justice for all.

Enhance organisational and financial capacity to meet growing demand

Respond

Advocate

Collaboratively

identify systemic barriers to justice and advocate for structural change

Educate & Resource

Educate and resource the community to prevent and resolve their own legal issues

Enhance & Sustain Develop and maintain

strong, collaborative partnerships to holistically meet clients' needs

Partner

Subgoals

Respond

- 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

Advocate

- tainable long-term
- Embed an evidence-driven ap-
- Strengthen NCLC's tions approach
- Build on relationships with key influencers

Educate &

Resource

- 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

Partner

- 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

Enhance & Sustain

- Enable staff to be involved in strategic activities
- Implement a wellbeing action plan to strengthen workforce resilience
- Upskill staff to be culturally responsive
- Increase professional development opportunities for better staff retainment