



STRATEGIC PLAN

Year 5: 2022 - 2023



Our vision	To be a leader in a legal system that delivers fair outcomes for disadvantaged and vulnerable people				
Our purpose	We use the law to help people, particularly those who are disadvantaged, know, defend and assert their rights				
Our outcomes	1. High quality, targeted services that meet our clients' needs	2. Partnerships that deliver the best possible outcomes for our clients	3. Our work improves the legal and justice systems	4. A highly capable workforce that is flexible, developed and equipped	5. Business processes that are responsive to our business needs
Our actions	<ul style="list-style-type: none"> a. Make sure clients get the right level, right type and right standard of service b. Elevate LawAccess to be the main entry for people needing legal help c. Deliver digital solutions to improve access for clients d. Make it easier and faster to apply for a grant of aid e. Implement the family law blueprint f. Develop the civil law blueprint g. Establish a state-wide Respect at Work Legal Service h. Trial a new prisoners' service model for improved access to legal help 	<ul style="list-style-type: none"> a. Achieve Legal Aid NSW's strategic objectives in jurisdictional planning b. Review the statement of commitment with the Aboriginal Legal Service c. Lead the National Legal Aid Consortium project to develop a mental health training to legal assistance workers 	<ul style="list-style-type: none"> a. Implement the strategic law reform agenda 2021-23 b. Deliver priorities to support Closing the Gap targets 	<ul style="list-style-type: none"> a. Implement workforce planning across the organisation b. Design an updated executive structure for the practice areas c. Deliver the new Diversity, Equity and Inclusion Plan 2023-2025 d. Simplify our processes in payroll and recruitment e. Implement the administrative resource allocation model f. Promote and support a mentally healthy workplace g. Invest in social governance to promote a culturally safe workplace that celebrates diversity 	<ul style="list-style-type: none"> a. Develop a climate policy b. Seek funding to commence the first phase of a new grants management system c. Improve corporate service support to our staff d. Improve the user experience of CCMS e. Implement the Process and Harmonisation Project f. Improve our telephony g. Improve our network resiliency h. Implement technology initiatives that enable staff to work digitally i. Uplift cyber security defences j. Operationalise the resource allocation models across the business