

Legal Aid NSW helps people to understand and protect their legal rights by giving advice, advocacy, representation and education, focussing on disadvantaged people and communities. We are committed to providing an expert service, being inclusive and respectful and making a difference.

OBJECTIVE | To promote access to justice through early intervention and better targeting of legal assistance to disadvantaged people

- Develop a new *Reconciliation Action Plan* for 2015-2017
- Develop and implement a targeted civil law service for children and other vulnerable persons
- Develop and implement an immigration advice and outreach strategy
- Provide legal education about the risks of cyber bullying and sexting, targeting young people and parents
- Redevelop the *Best for Kids* website to improve accessibility to legal information for children and young people
- Develop and implement new models for the delivery of legal services in child protection law targeting casework assistance to disadvantaged families

OBJECTIVE | To pursue excellence, innovation and efficiency in legal service delivery

- Evaluate the civil law duty services model in use at the Social Security Appeals Tribunal and the NSW Civil and Administrative Tribunal
- Implement accepted recommendations from the Review of the Panel Lawyer Audit Strategy
- Contribute to negotiations for a new funding agreement with the Commonwealth
- Review the outcomes of the Productivity Commission's *Access to Justice Arrangements Inquiry*
- Implement the *Diversity Action Plan 2014-15* to promote diversity and inclusiveness and improve client service and support for staff
- Implement the recommendations of the external audit of Legal Aid NSW complaints handling
- Assess the impact on Legal Aid NSW of the government's accepted recommendations of the NSW Law Reform Commission's *Inquiry Into Encouraging Appropriate Early Guilty Pleas*

OBJECTIVE | To support and develop our people and improve our systems to meet organisational goals

- Implement a new *Aboriginal Employment and Career Development Strategy* for 2015-2017
- Develop new procedures and revise policies for managing the safety of Legal Aid NSW staff travelling long distances and working in isolation
- Implement the requirements of the *Government Sector Employment Act 2013* and the Public Service Commission Guidelines
- Implement accepted recommendations of the University of NSW study into health and wellbeing in Legal Aid NSW
- Develop organisational capability in Activity Based Costing
- Develop and implement a comprehensive data governance framework that addresses quality assurance and data recording and monitoring

OBJECTIVE | To build strong, effective service partnerships to respond to the legal and non-legal needs of our clients

- Review the *Statement of Commitment* with the Aboriginal Legal Service
- Establish a formal relationship with the network of Aboriginal community justice groups
- Review provision of legal services in South-West, Far West and Northern NSW and identify gaps in legal services experienced by disadvantaged communities in those areas
- Promote and provide training on best practice principles for outreach/mobile lawyers across the legal assistance sector
- Monitor and support Women's Domestic Violence Court Advocacy Services in Waverley and Orange in the establishment of domestic violence Local Coordination Points and Safety Action meetings
- Support collaborative projects including legal clinics through the Cooperative Legal Service Delivery Program in regional and remote locations
- Identify gaps in support systems for Aboriginal women leaving custody