

Legal Aid NSW Plan 2011–2013

Legal Aid NSW helps people to understand and protect their legal rights. We do this through advice, advocacy, representation and education, focusing on disadvantaged people and communities.

We are committed to providing an expert service, being inclusive and respectful, and making a difference.

Promoting access to justice

FOCUS AREAS	SIGNPOSTS OF SUCCESS
<ol style="list-style-type: none"> Expand advice and minor assistance services, especially in regional and remote areas Improve access to legal assistance, through better information and referral services and targeted communication strategies Advocate for reform of the legal system in areas that impact significantly on the lives of disadvantaged people, particularly youth detention 	<ul style="list-style-type: none"> Increased services, consistent with the National Partnership Agreement on Legal Assistance Services

Supporting our people

FOCUS AREAS	SIGNPOSTS OF SUCCESS
<ol style="list-style-type: none"> Promote the health and wellbeing of staff by: <ul style="list-style-type: none"> addressing the impacts of workload and workplace stress promoting access to health and support services supporting managers to deal proactively with wellbeing issues promoting staff security and occupational health and safety across work locations Promote and support professional development and career opportunities for staff Improve support for our in-house legal practice through better communication, information sharing and technology Enhance our ability to respond to changing workload and legal needs, through improvements to business information systems 	<ul style="list-style-type: none"> Use of staff health and wellbeing programs Greater range of development tools NSW Government targets for occupational health and safety

Pursuing excellence in legal services

FOCUS AREAS	SIGNPOSTS OF SUCCESS
<ol style="list-style-type: none"> Improve training for lawyers, especially those providing services at court Review our processes for selecting, monitoring and communicating with panel lawyers Develop improved models of service delivery for Aboriginal and culturally diverse communities Conduct regular service evaluations to identify and drive good practice 	<ul style="list-style-type: none"> Client satisfaction Stakeholder feedback on the quality of our legal services

Linking services

FOCUS AREAS	SIGNPOSTS OF SUCCESS
<ol style="list-style-type: none"> Promote a culture of 'One Legal Aid', to improve internal referrals for clients across our range of services Work with other agencies to respond to clients' legal and non-legal needs through: <ul style="list-style-type: none"> improved collaboration with the Aboriginal Legal Service and community legal centres improved referrals to and from health and human service agencies improved collaboration between legal services in regional and remote areas 	<ul style="list-style-type: none"> Cross-divisional partnerships Partner agency feedback