Greater Albury CLSD Program Partnership

Action Plan 2026 and 2027

Priority 1: continually improve our knowledge of the legal and non-legal service landscape and referral pathways	
The January 2026 Greater Albury CLSD Partner survey revealed that the partnership encounters significant barriers when connecting clients to essential legal services. To address these challenges, partners identified a critical need to deepen their mutual understanding of service offerings within the regional, rural, remote and very remote (RRRR) community. Consequently, the GA CLSD Partnership has committed to bridging these knowledge gaps and improving referral pathways through targeted collaboration, stakeholder education, and proactive information sharing.	
ACTIONS	
Information and referrals	
1.	Event for legal and support services focused on information and referral pathway. A 'who are we, what do we do, how to refer" event.
2.	Continue Monthly Newsletter.
3.	Continue Legal Service Only Meetings (Hume Riverina Murray Ovens Legal Services aka" HRMO") - feedback to all partners in quarterly meetings.
Strengthen Relationships	
4.	Presentations from agencies at quarterly meeting.
6.	Collaborative training for CLSD Partners - Topics identified: Fines and Debts Child Protection Discrimination Workplace Rights and Entitlements Visa Issues.
6.	Stocktake of agencies / services in CLSD partnership
Improve understanding of legal issues	
7.	Legal Health Check / Legal Needs Analysis training during quarterly CLSD Meeting / at partner meetings.
Support access to legal services	
8.	Upskill social support staff to assist with some non-legal work in demand.
9.	Legal services report on capacity via HRMO.
10.	Include 'problems accessing legal services' as a standing agenda item for quarterly meetings.

Priority 2. Collaborative Outreach
The survey data further indicates that the rural, remote, and very remote sectors within the region experience restricted or non-existent access to the services and assistance centralised in Albury. Participant feedback consistently emphasised the necessity for increased regional outreach. Consequently, the GA CLSD resolved to conduct preliminary reconnaissance within these outlying communities, implementing targeted initiatives to systematically assess and define their precise service requirements.
ACTIONS

11.	Service expo / Birth Certificate event to: Corowa, Moama, Finley / Berrigan.
12.	Planning ahead education session / DIY event in Corowa including Services Australia and Trustee and Guardianship NSW.
13.	Wills event at Yarkuwa Indigenous Learning Centre Deniliquin.

Priority 3: Helping people experiencing domestic and family violence and / or family breakdown

Furthermore, the survey indicated that individuals experiencing domestic and family violence, homelessness or the risk thereof, disabilities or NDIS engagement, and mental health or capacity constraints encountered the most significant barriers to accessing legal services. Consequently, the Greater Albury CLSD Partnership categorised these distinct challenges into four strategic priorities – see below. This framework enables the partnership to cultivate a deeper understanding of the unique issues confronting these cohorts, facilitating targeted interventions either independently or collaboratively as strategic opportunities emerge.

ACTIONS

14.	Self Esteem Workshops for DV survivors –SHLV – Vinnies – Deniliquin.
15.	Federation (Corowa and surrounds) GA CLSD present at the Federation Interagency DV / FV Focus Forum (May 2026).
16.	GA CLSD Partnership support the facilitation of 2 NSW CLC Victims Services Application Workshop sessions in the region - Albury and Deniliquin - to allow for regional, rural, remote agency partnership participation (April / May 2026).

Priority 4. Helping People Experiencing homelessness and or issues with tenancy

ACTIONS

17.	Birth Certificate clinics that are adaptive, situational, meaningful and trauma informed as required.
18.	Education session for services and providers: how to make an application in NSW and Victoria.
19	Housing and Homelessness Quarterlies group presentation at a CLSD Meeting.
20.	Identify areas of need – which areas have the most need and form a working group to identify how we can positively affect as a partnership.

Priority 5. Support for people with disability who are experiencing problems with the NDIS

ACTIONS

20.	Deep dive into- • What the issues are? • How do we elevate those issues? • From a legal issue perspective can and how do legal services provide support?

Priority 6. Mental Health and capacity of our clients to access legal assistance

ACTIONS

21.	Improve access to legal help for people experiencing mental health challenges with low literacy, and low digital literacy through: • Supply of low literacy collateral. • Education to low literacy / CALD groups on the services that support the CLSD partnership.

	• Investigate supply of Technology to RRR Communities • Support the cohort to attend our events.

The Greater Albury Action Plan 2026 – 2027 used data from the:

- Law and Justice Foundation Greater Albury Data Pack - to determine need for legal assistance services indicators (NLAS) and legal assistance priority groups.
- Ovens and Murray Legal Needs Analysis – VLA 25 March 2026
- Cross Border Justice Publication 2018 (NSW LA and VLA) and
- BOCSAR Data to inform the direction of the Survey results and focus its Action Plan for 2026 – 2027.