

## Strategic Plan 2025 – 2028 : key priorities

**Vision:** Equal access to justice

**Purpose:** To assist those experiencing disadvantage through pro bono legal assistance.

Service Delivery	Stakeholder Relationships	Organisational Sustainability
Improve turn-around time on all applications, particularly requests for urgent assistance	Strengthen relationships with CLCs to support the sector and increase quality of warm referrals to and from legal assistance providers	Attract and retain funding and other financial support to maintain economic viability
Continuously strive for individualised service (appreciating accessibility, inclusivity, and intersectionality)	Nurture pro bono culture in the private sector (particularly amongst junior practitioners) and facilitate engagement in areas of need	Measure performance, maintain quality data, demonstrate social impact, learn and continuously improve
Identify new and emerging need and innovate to address unmet legal need	Establish and maintain value-adding relationships between private practice and legal assistance providers	Maintain a quality workforce, volunteer participation and broader community support
Advocate for systemic change to address disadvantage and improve access to justice	Maintain connections with all participants in the wider justice system and all our stakeholders	Continuously improve use of technology and efficacy of internal processes