



## STRATEGIC PRIORITIES 2019 - 2023

As a specialist not-for-profit Community Legal Centre, Women's Legal Service WA is the only standalone Women's Legal Service in WA. It is a leader in the sector. WLSWA provides accessible legal services on a non-discriminatory and equitable basis to women facing disadvantage in Western Australia.

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**VISION** Justice for Women

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**MISSION** We provide legal services, education and advocacy to empower all women to make informed decisions and access just and equitable outcomes

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**VALUES**

- Justice:** We promote equitable access to justice
- Equality:** We uphold gender equality and cultural diversity
- Integrity:** We work with honesty, professionalism and dedication
- Leadership:** We drive law reform and lead public debate
- Respect:** We care for our clients and each other

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**GUIDING PRINCIPLES**

- We believe in equitable access to justice for all women. We are a state-wide legal service, guided by feminist principles and the principles embodied in the UN Convention on the elimination of all forms of discrimination against women.
- We advocate for women's legal rights taking into account the social, economic and cultural contexts in which women live.
- We recognise the barriers faced by women seeking fair and just outcomes through our legal system.
- We recognise and value the diversity of women and their different needs and choices.
- We acknowledge the injustices indigenous women have suffered and continue to suffer. We recognise their cultural needs and aspirations and we are committed to the process of reconciliation.
- We provide a high-quality, culturally appropriate service for indigenous women and women from culturally and linguistically diverse backgrounds.
- We are a model employer for women showcasing best practice in supporting and enhancing staff wellbeing.

**PRIORITY 1 - JUSTICE**      **WE EMPOWER WOMEN TO MAKE INFORMED CHOICES**

We will:

- Prioritise assistance for women experiencing barriers in accessing legal support and justice
  - Focus our legal expertise on areas of law that most directly have a gendered impact on women
  - Provide family law, care and protection, family violence and criminal injuries compensation legal advice to our State's most vulnerable women
  - Expand our services into complementary areas of law to support justice for women
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**PRIORITY 2 - STRENGTH**      **WE BUILD OUR CAPABILITY AND SUSTAINABILITY**

We will:

- Develop a sustainable funding model to increase revenue from diverse sources
  - Secure fifty percent of our funding from non-government sources by 2023
  - Build partnerships with strategically aligned organisations to provide a holistic service to our clients
  - Operate skills-based volunteering initiatives to expand our service delivery
  - Uphold feminist values and gender equity in all that we do
  - Provide accountability and governance through a diverse skills-based Board
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**PRIORITY 3 - CLIENTS**      **WE PROVIDE EXCELLENT CUSTOMER SERVICE**

We will:

- Provide accessible and culturally appropriate services to women
  - Implement a structured approach to monitoring and evaluating customer experience
  - Maintain focus on understanding the holistic needs of our clients
  - Develop and invest in advanced technology platforms for improved service delivery
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**PRIORITY 4 - CHANGE**      **WE ADVOCATE FOR AN EQUAL AND JUST FUTURE FOR WOMEN**

We will:

- Advocate for policy and law reform to improve women's social and economic opportunities
  - Advocate for social change to remove obstacles restricting women's advancement
  - Provide community legal education to build knowledge and increase respect for women's legal rights
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