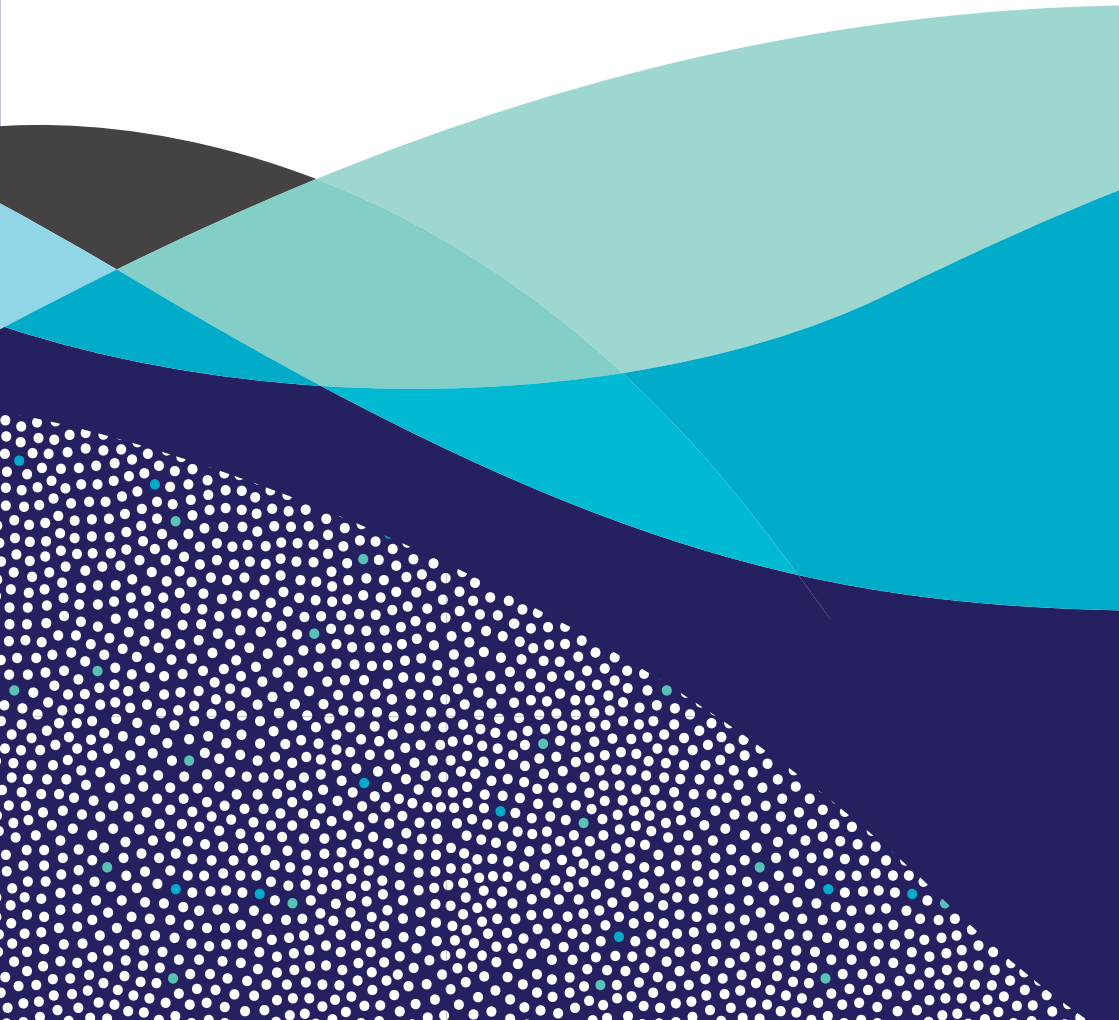




Peninsula
Community
Legal Centre

STRATEGIC PLAN

2020 > 2024





BOARD MESSAGE

As an organisational leader in the Sector, we work for the community through the dedicated service of the staff and management of Peninsula Community Legal Centre. With a fundamental “access for all” philosophy, we believe that to deny access to justice is a denial of justice.

Therefore as leaders in the social justice platform with a focus on sustainability, breadth of service representation and a desire to support those most in need, we work with the community to ensure that philosophy is not just maintained but strengthened.

We do this by ensuring both financial and operational compliance and governance; we drive quality, holistic community legal service, provide equitable access and fairness for all in an ever increasingly complex family law, family violence and mental health issues environment.

Working with the CEO and leadership team, we fully support the organisation’s staff so they can best support the community they serve.



VISION

Delivering justice for our community

*Promoting and protecting human rights
and equality before the law.*



MISSION

PCLC will...

- > empower and support disadvantaged and vulnerable people in our community to address their legal needs.
- > engage and build an ever strengthening and capable legal practice
- > foster and maintain a network of support for the vulnerable and disadvantaged within our community
- > support families in the provision of services that champion child welfare and safety in the eyes of the law
- > deliver a legal service that builds our community toward building one free from family violence

In pursuing these objectives PCLC is committed to a set of the fundamental human values



Empowerment

We work towards strengthening the capacity of all people to understand their rights, pursue their interests and understand their responsibilities



Independence

We are free from external control or influence and are therefore unfettered in our ability to speak for our clients and our community



Fairness

We treat all people justly, reasonably and in a non-discriminatory manner



Quality

We are a leading legal assistance sector organisation committed to providing quality, evidence based solutions to pressing issues facing our community



Integrity

We deliver service based upon our strong moral principles and ethics



Accessibility

We assist vulnerable and disadvantaged people to obtain justice that they would otherwise be denied



Respect

We treat others with dignity and in a manner which demonstrates regard to their feelings, wishes, autonomy and rights

These values underpin all that PCLC stands for and does. They strengthen our organisation and its capacity to deliver on its promises.



GOALS

PCLC's objectives are to:

- 1.** Deliver high quality and holistic community legal services, ensuring equity, fairness and justice for all
- 2.** Actively engage in systemic advocacy, to promote and enhance human rights and ensure access to justice
- 3.** Proactively develop the organisation and its employees to effectively respond to changing community needs.
- 4.** Innovatively and responsively address increasingly complex legal and social issues impacting upon our community
- 5.** Demonstrate leadership within our community and the legal assistance sector

GOAL 1

Deliver high quality and holistic community legal services, ensuring equity, fairness and justice for all.

To make that happen we will...

- > Proactively engage with priority client groups and communities to understand their legal needs and to ensure appropriate service delivery.
- > Identify creative methods of engaging with the community and reaching people who may not actively seek out legal assistance.
- > Provide community legal education to empower and inform the community about legal rights and responsibilities and improve awareness of free legal services.
- > Seek and utilise client and stakeholder feedback to inform our services and activities.

GOAL 2

Actively engage in systemic advocacy to promote and enhance human rights and ensure access to justice.

To make that happen we will...

- > Identify and engage in advocacy for law reforms that would have a direct benefit to the clients of PCLC.
- > Cooperate with governments and the judiciary to contribute to making the functioning of the justice system more efficient and effective.
- > Actively advocate for the human rights of socially disadvantaged members of the community.

GOAL 3

Proactively develop the organisation and its employees to effectively respond to changing community needs.

To make that happen we will...

- > Ensure that PCLC's structure, governance and resources enable it to achieve its mission and strategic goals.
- > Engage in and promote continuous quality improvement and evidence-based practice.
- > Enable all employees to develop professionally and provide a recognised path for career advancement.

GOAL 4

Innovatively and responsively address increasingly complex legal and social issues impacting upon our community.

To make that happen we will...

- > Prioritise the delivery of services to those most in need.
- > Partner with community sector organisations to provide holistic assistance to people experiencing family violence.
- > Champion and establish health justice partnerships and deploy PCLC lawyers to health and community service locations to address unmet, health-harming legal needs.
- > Enhance our expertise in international family law disputes involving children.
- > Partner with law firms that have specialist knowledge in family law to better assist those with highly complex matters.

GOAL 5

Demonstrate leadership within our community and the legal assistance sector for the benefit of the service.

To make that happen we will...

- > Build and maintain a healthy and sustainable organisation.
- > Collaborate with legal assistance sector organisations in service planning and delivery.
- > Develop and share resources with other legal assistance organisations.
- > Engage in effective advocacy with governments, the private sector and community organisations on behalf of the legal assistance sector.

HEAD OFFICE

441 Nepean Highway
Frankston Vic 3199

Tel: 03 9783 3600

Fax: 03 9770 5200

Free Call: 1800 064 784

DX 19953 Frankston

Email: pclc@pclc.org.au

Hours: Mon – Fri, 9am – 5pm

BENTLEIGH BRANCH

82 Brady Road
Bentleigh East Vic 3165

Hours: Mon & Thurs, evening

CRANBOURNE BRANCH

Casey Complex
65 Berwick–Cranbourne Road
Cranbourne Vic 3977

Hours: Mon – Fri, 9am – 5pm

FRANKSTON NORTH BRANCH

28 Mahogany Avenue
Frankston North Vic 3200

Hours: By Appointment

ROSEBUD BRANCH

1375 Point Nepean Road
Rosebud Vic 3939

Hours: Mon, Wed & Thurs, 9am – 5pm



Peninsula
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PCLC is committed to providing
safe and inclusive legal services

www.pclc.org.au



Reg A8T
ABN: 23591244622