



Strategic Plan 2024 -2026

Purpose

We deliver social justice for our vulnerable community members, so they can live a better quality of life

Vision

A fair and just society where all people have equal access to the law

Mission

To work with community to deliver tailored legal services that support vulnerable and disadvantaged community members to address their legal needs, through working towards fairer outcomes, to advocate for fair and just laws and through working with our community to deliver preventative legal education

Compassion

in it together

Empowerment

fairness equity respect

Integrity

quality driven

Engagement

being community driven

Social Justice

empowering
compassionate
relationships

Values

Focus Goals Activities



We proudly deliver ethical community legal services ensuring equity and justice for our communities

Deliver high quality targeted place-based legal services underpinned by a person-centred and rights base approach

Proactively engage with priority client groups and communities to improve access and equity

Provide community legal education to empower and inform the community about legal rights and responsibilities



We lead in social justice and advocacy to promote and enhance human rights ensuring access to justice

Identify and engage in advocacy for law reforms that have a direct benefit to PCLC clients and communities

Actively promote and protect the human rights of our vulnerable community members



We are the employer of choice in the legal assistance sector

Invest in an organisational culture built around the health and well-being of our people

Provide a work environment where employees develop professionally, and career growth is recognised and supported

Engage in and promote continuous quality improvement and evidence-based practice



We collaborate with community and partners to set the standard for best practice in addressing complex high impact and urgent legal practices

Partner with community sector and health organisations to address unmet, health-harming legal needs and effect system improvements

Seek and utilise client and stakeholder feedback to inform our services and activities

Work with our partners and community networks to reach people who may not actively seek out legal help



We demonstrate leadership within our community and the legal assistance sector

Build and maintain a strong profile amongst community and the legal assistance sector

Collaborate with legal assistance sector colleagues and organisations in service planning and delivery

Engage in effective advocacy with funders, stakeholders, governments on behalf of the legal assistance sector