



# **Advocacy Law Alliance Strategic Plan 2020-2023**



# Our Vision

All people experiencing disadvantage have a right to equality, fairness, and a good quality of life.

# Our Mission

ALA provides high quality social/legal advocacy and support to people in need across NSW, with a commitment to servicing regional and remote communities. Our focus is to empower clients to navigate the legal and social systems and achieve fair outcomes in the pursuit of their goals.

# Our Values

**Trustworthy** - we are committed to an independent, professional and ethical approach in all our dealings with clients and stakeholders.

**Persistent** – we are committed to strong advocacy and support for those in need, and recognise this involves persistence when navigating the system.

**Empathic** – we acknowledge that people experience difficult times in their lives, and recognise support can have a positive impact.

**Innovative** – we believe in continually striving to improve.



# Our Strategic Goals: 2020-2023

1. Deliver consistently high standards of client service.
2. Strengthen workplace culture and ensure a safe and culturally diverse workplace.
3. Capitalise on funding opportunities to better meet client needs.
4. Continue to strengthen collaboration between internal service arms.
5. Enhance our leadership and management capabilities.
6. Utilise our influence as a lead agency to inform government priorities on disability and legal advocacy.



# Strategic Scorecard – 2020-2023

Strategic Goals	Performance Measures
<b>1. Deliver consistently high standards of client service.</b>	<ul style="list-style-type: none"> <li>a. Percentage of clients matters with positive outcome rating in social advocacy</li> <li>b. Percentage of clients with positive satisfaction rating with service delivery across all programs.</li> <li>c. Meet accreditation standards via independent third-party standards audits.</li> </ul>
<b>2. Strengthen workplace culture and ensure a safe and culturally diverse workplace.</b>	<ul style="list-style-type: none"> <li>a. Outcome of annual survey of staff satisfaction and culture</li> <li>b. Number of staff from special population groups (defined by the Equal Employment Opportunity Act 1987) as a percentage of the whole</li> <li>c. Number and type of team development initiatives undertaken annually</li> <li>d. Number of staff self-care and well-being initiatives implemented annually</li> <li>e. Staff turnover. Number and reasons for leaving</li> </ul>
<b>3. Capitalise on funding opportunities to better meet client needs.</b>	<ul style="list-style-type: none"> <li>a. Stability or increase in funding</li> <li>b. Number of funding opportunities investigated (weighing funding increase against maintaining good quality client service standards)</li> <li>c. Number of new funding opportunities achieved.</li> </ul>
<b>4. Continue to strengthen collaboration between internal service arms.</b>	<ul style="list-style-type: none"> <li>a. Number and success of DA and CLC joint initiatives.</li> <li>b. Number of joint DA-CLC clients (from CLASS database)</li> </ul>
<b>5. Enhance our leadership and management capabilities.</b>	<ul style="list-style-type: none"> <li>a. Survey and feedback on leadership staff skillsets as a baseline for improvements.</li> <li>b. Number of training and improvement actions taken to develop leadership skillsets.</li> <li>c. Budget targets met</li> <li>d. Funding and performance reports completed</li> </ul>

**6.Utilise our influence as a lead agency to inform government priorities on disability and legal advocacy.**

- a. number of submissions to Government about sector issues; and
- b. outline number of initiatives (not only submissions) undertaken to inform government priorities on disability and legal advocacy

