

FINANCIAL RIGHTS LEGAL CENTRE STRATEGIC PLAN 2017-2019



OBJECTIVE: EXCELLENCE IN FINANCIAL COUNSELLING AND LEGAL SERVICES	OBJECTIVE: PROMOTE ACCESS TO JUSTICE	OBJECTIVE: EVIDENCE BASED POLICY DEVELOPMENT AND LAW REFORM	OBJECTIVE: SUPPORT OUR PEOPLE	OBJECTIVE: FINANCIAL STABILITY
<p>ACTIONS:</p> <ul style="list-style-type: none"> • Innovate and tailor services to meet the needs and abilities of our clients • Empower clients to advocate for themselves • Promote and improve service availability through online services and community outreach • Improve service delivery by working with others particularly financial counsellors, community workers and solicitors • Evaluate our service to improve service delivery quality and outcomes for clients and meet objectives set by funders 	<p>ACTIONS:</p> <ul style="list-style-type: none"> • Implement a Reconciliation Action Plan to enhance services to Aboriginal and Torres Strait Islander people and communities across Australia • Promote and explore options to improve access to justice for Aboriginal and Torres Strait Islander people and communities via the Aboriginal Advice Service • Ensure that 90% of represented clients are low-income, vulnerable and/or disadvantaged • Assist clients to lodge in External Dispute Resolution and offer continuing support until a decision is made or the matter is settled • Innovate and increase use of sample letters/emails and sample disputes to make it easy to get a complaint resolved 	<p>ACTIONS:</p> <ul style="list-style-type: none"> • Pursue public interest litigation • Ensure client experience informs and is included in policy development and law reform work • Identify emerging systemic issues faced by clients and advocate for change • Pursue campaigns to improve consumer protections in financial services • Ensure all financial counselling and legal staff contribute to policy development and law reform work • Use collected information effectively to advocate for consumers and reflect client experience 	<p>ACTIONS:</p> <ul style="list-style-type: none"> • Provide staff with opportunities for growth and professional development • Provide a friendly, flexible and culturally safe working environment • Move to a paperless office and new database to support staff in delivering improved client services • Develop a workplace that staff value to improve retention • Develop a Work Health and Safety Plan to improve staff wellbeing 	<p>ACTIONS:</p> <ul style="list-style-type: none"> • Develop and maintain relationships with existing and potential funders • Manage our funding agreements professionally and efficiently • Demonstrate to funders that we can reliably meet objectives and continuously improve • Explore diversification in funding • Undertake prudent expense management to maximise efficient use of funding

Advice and advocacy for consumers in financial stress.