

# Strategic Plan

July 2025 – June 2028



Western Sydney  
COMMUNITY LEGAL CENTRE LIMITED



Deliver quality people-centred services in Western Sydney, where justice, care and empowerment lead to lasting social impact.



A portfolio of innovative & integrated **people centered** services designed to meet the greatest community need



**Purposeful Engagement** with clients, partners and the community to enhance our services



Pragmatic sector-wide narratives providing **insightful advocacy** for continuous improvement, systemic change, collaboration, and innovation



A leading **sustainable & resilient** organisation known for its operational excellence, service delivery expertise, professionalism, fit for purpose systems & processes

Fair & equitable outcomes for people in situations of vulnerability and disadvantage

Supporting those who need it most through the justice system

An engaged and passionate community strong in advocating for systemic change

Continuous operational excellence and measurable impact

Our vision

Our pillars

Our impact



Deliver quality people-centred services in Western Sydney, where justice, care and empowerment lead to lasting social impact.

Our vision



### People-centered

- A. Listen & engage with our clients in evaluating to improve our services
- B. Review and refocus the portfolio of services/programs offered
- C. Ensure our quality & risk management framework meets the needs of the Community
- D. Ensure an organisational mindset of continuous improvement & quality service delivery



### Purposeful Engagement

- A. Engage purposefully with our partners
- B. Build new partnerships that align and support our vision
- C. Maintain and enhance our relationships with educational institutions



### Insightful Advocacy

- A. Proactively engage with the community to increase our understanding of their issues
- B. Proactively advocate for improvements & systemic change to the justice system
- C. Connect with key partners to foster innovative solutions



### Sustainable & Resilient

- A. Leverage our passion as we build an integrated people centred organisation and referral pathways
- B. Build our leadership capability & team development to support organisational development and innovation
- C. Implement leading practice systems, training & development, policies and processes across our organisation
- D. Enhance financial sustainability ensuring we are efficient and resilient

Our pillars

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Our impact

Our Values

People First

Respectful

Collaborative

Accountable