

LEGAL AID NSW STRATEGIC PLAN 2023 – 2024

Priority 1	Priority 2	Priority 3	Priority 4
<p>Our Clients</p> <p>High quality, consistent services tailored to meet client and community needs</p>	<p>Our People</p> <p>A diverse workforce that is safe, supported and valued</p>	<p>Our Justice System</p> <p>A fair and effective justice system</p>	<p>Our Processes</p> <p>Systems and processes responsive to our needs</p>
<ul style="list-style-type: none"> a. Trial a new process for contact with people in custody b. Design a culturally and linguistically diverse competency framework c. Develop a program of training and resources to support staff provide trauma-informed responses to our clients d. Uplift the Aboriginal client services strategy e. Improve cross-collaboration between practice areas in relation to Apprehended Violence Orders (AVOs) f. Implement options to respond to gaps in service delivery in regional locations g. Improve our monitoring and response to demand for advice state-wide h. Implement the civil law blueprint (Phase I) i. Operationalise the client service standards 	<ul style="list-style-type: none"> a. Implement a wellbeing strategy 2023–2028 b. Develop and implement a Diversity Equity and Inclusion (DEI) strategy 2024–2027 c. Develop and implement an anti-discrimination and anti-racism strategy d. Implement a new model for complaints and dispute resolution for staff e. Trial innovative strategies for attracting new talent f. Make recruitment processes simpler and efficient 	<ul style="list-style-type: none"> a. Develop a Legal Aid NSW strategy for people with disability that encompasses our staff, clients and those who live in our community b. Implement the legal assistance for families partnership agreement (LAFPA) objectives partnering with Department of Communities and Justice (DCJ) and Aboriginal Legal Service (ALS) c. Develop the domestic and family violence strategy (2023–2025) d. Develop the next strategic law reform agenda e. Develop a program of work under our CTG plan that contributes to Transforming Aboriginal Outcomes projects f. Enhance the Aboriginal Field Officer program g. Strengthen our relationship with Aboriginal community-controlled organisations h. Develop an external communications strategy and collateral 	<ul style="list-style-type: none"> a. Implement a human capital management system b. Implement the Process and Technology Harmonisation project (PaTH) c. Secure funding for replacing the legacy grants management system d. Deliver a client portal for in-house clients (Phase I) e. Launch the new website (Phase II) f. Deliver the Women's Domestic Violence Court Advocacy Services (WDVCAS) case management system g. Deliver improvements for how we manage our documents h. Scope the future state of external calls to Legal Aid NSW i. Improve our governance and compliance of digital records j. Improve our data reporting from SAP k. Uplift cyber security defences l. Implement a governance and risk compliance system