



Our vision

A future in which there is equality of access to justice, and women and children are free from domestic and family violence.

Our purposes

Providing equitable and accessible legal services to our community and empowering women and children to break the cycle of domestic and family violence.

Our values



Respect
We value everyone's individual experiences and perspectives.



Safety
We prioritise physical, psychological and cultural safety.



Empowerment
We focus on giving people knowledge, clarity and choice.



1 Increase capacity to meet demand for legal services

- » Investigate to understand which legal services are in most demand in South West Sydney
- » Sustain, diversify and increase pro bono partnerships
- » Scope and fund new capacity-building role/s in the legal team
- » Make better use of online/ phone services



2 Strengthen Domestic + Family Violence programs

- » Develop engagement plans for key partnerships
- » Consider new role/s on our Domestic and Family Violence (DFV) teams, focused on children's needs



3 Make the Centre an even better place to work

- » Refine and embed our shared values; regularly check in on whether we are living them
- » Define our system requirements and incrementally improve/ automate our systems and processes, with good change management
- » Review premises and locations for optimal set up
- » Develop tailored professional development plans
- » Investigate, scope and add an HR specialist role



4 Increase revenue and in-kind support to deliver services to more people

- » Use our capital better to generate defined returns (outcome based or financial)
- » Investigate and scope a fundraising strategy and role/s
- » Hire a Communications role



5 Define our clients' key needs and measure our impact

- » Map our clients' overall journey and our value to them, including referral pathways
- » Develop a theory of change model for our legal and DFV services showing inputs, outputs and outcomes (impact). The model will clearly define our role and areas of specialisation as a legal service and in the DFV space
- » Review services and systems to ensure we are working from a client-centric mindset
- » Consider an advocacy role for DFV and justice issues

Strategic projects completed

- » Developed new pro bono partnerships
- » Introduced VOIP telephone system
- » Developed a child-focused role in the Staying Home Leaving Violence service
- » Defined organisational values
- » Introduced new cloud-based HR and payroll system
- » Introduced new accounting software
- » Developed new Staff Support and Achievement Program
- » Moved Head Office. Merged location of some South West Sydney teams
- » Reconfigured Sydney WDVCS office set up
- » Developed multi-year training calendar
- » Successful tender for additional Staying Home Leaving Violence services
- » Hired Communications Manager
- » Completed client journey mapping to inform Theory of Change
- » Developed Theory of Change and Impact Evaluation Framework
- » Developed Trauma Informed practice manual