

ARC Justice Strategic Plan

2014

/ 2017



Who we are

ARC Justice is an independent, not-for-profit organisation based in Bendigo, Victoria. We work to advance access to justice for disadvantaged and vulnerable members of the community through the provision of legal services, housing advocacy and support, education and policy work. Our service covers a large part of central and northern Victoria through our Bendigo based Housing Justice and Loddon Campaspe Community Legal Centre, and our Shepparton based Goulburn Valley Community Legal Centre. We have a deep knowledge of the law affecting disadvantaged individuals and communities, insights into their particular support and advocacy needs and the capacity to engage with policy makers to improve justice outcomes at a systemic level.

Vision

An inclusive community built on a foundation of human rights and equality before the law.

Mission

We are a leading an innovative advocacy and rights organisation that delivers client focused services that empower disadvantaged and vulnerable people in rural and regional Victoria. We elevate justice as an issue in public discourse and advocate for systemic change that upholds human rights. We are a leader that strengthens the sector, pursuing best practice and innovation through collaboration.

Where we work

We work in the rural and regional areas of central and northern Victoria. We have legal services in the Loddon Campaspe and Goulburn Valley regions, and a housing service in the Loddon Mallee region. We have offices based in Bendigo and Shepparton and provide regular outreach services.

Our context

ARC Justice operates in an environment of shifting funding priorities and emphases. Funders will rightly look for efficiencies, outcomes and accountability. The public will expect high quality, accessible services. We understand that although our vision of social inclusion built on a foundation of human rights and equality will receive wide public support it may not be universally embraced. Values will be rightly challenged. The opportunities and needs to evolve, adapt and challenge laws and systems that negatively impact the lives of people in our region will remain.

ARC Justice will demonstrate why its approach is sound and justifies investment. We will continue to engage in local partnerships that contribute to place-based solutions and industry partnerships that create collective capacity. ARC Justice will pursue outcomes and not just outputs and show how our everyday

activities contribute to an overall theory of change that determines the force of our impact.

New technologies will support the delivery of services in regional locations, communication between our people and the provision of excellent professional and community education by our metropolitan counterparts. Social media will continue to grow as a means of promoting our services and engaging the public.

Our principles

Empowerment

We work with disadvantaged and vulnerable people and our diverse community on strategies to help themselves.

Equality

We ensure that disadvantaged and vulnerable people have access to services.

Compassion, Dignity and Respect

We act with empathy and respect the dignity of every person.

Creativity

We strive to find new solutions and approaches.

Quality and Accountability

We strive for excellence and rigour in everything we do.

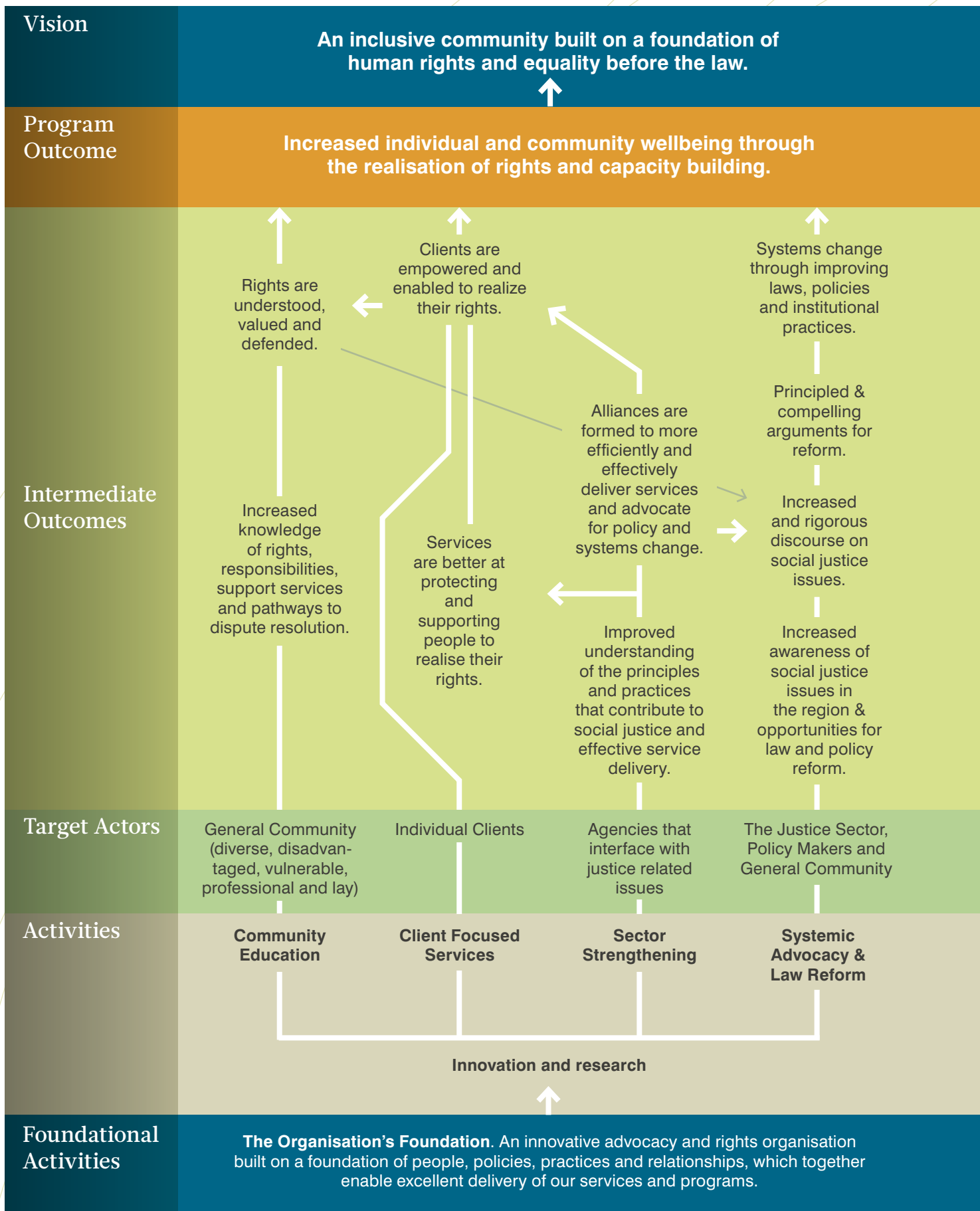
Social Justice and Human Rights

We ensure that people's fundamental freedoms are protected and promoted.

Collaboration

We seek to work with others knowing that through the alignment of effort we are more effective.

Our Theory of Change



Areas of Focus

We believe that to achieve our vision we need to:

Be innovative and dynamic

learning from our practice experience to drive systems change and our service delivery approach.

Deliver a client focused service

that enables people to exercise their rights and choices

So that:

Clients are empowered and enabled to realize their rights.

Undertake systemic advocacy and law reform

activities that promote rights while improving individual and community wellbeing.

So that:

- Systems change through improving laws, policies and institutional practices.
- We can make principled and compelling arguments for reform.
- There is increased and rigorous discourse on social justice issues.
- There is an increased awareness of social justice issues in the region and opportunities for law and policy reform.

Facilitate community education and awareness

with vulnerable and disadvantaged people and community stakeholders to increase understanding of rights and responsibilities about legal, housing and social justice issues.

So that:

- Rights and responsibilities are understood, valued and defended by individuals and the community.
- There is an increased knowledge of rights, responsibilities, support services and pathways to dispute resolution.

Strengthen the social justice, legal and community service sectors

and collaborate to optimise integrated service delivery and alignment of systemic objectives.

So that:

- Alliances are formed to more efficiently and effectively deliver services and advocate for systems change.
- The sector has improved understanding of the principles and practices that contribute to social justice.
- Services are better at protecting and supporting people to realise their rights.

Have a strong foundation

of people, policies, practices and relationships, which together enable excellent delivery of our services and programs.

Through:

- Ensuring that the organisation has diverse funding sources to support excellent, continued and expanded services to the community consistent with our vision.
- Being a work place of choice that ensures staff have the appropriate skills and qualifications and 'fit' the organisation's culture, to achieve our vision and mission.
- Engaging with our stakeholders strategically, build relationships, listen and collaborate with them to align effort, improve services and programs for our clients and to optimise our advocacy.
- Being strategic in what we do; monitor and evaluate our work and maintain quality standards. We capture achievements and lessons learned and then adapt and improve our work.

