

**STRATEGY**  
**2024 — 2029**



# Our context

Our strategy assumes the following predictions about our strategic environment:

## CLIENT AND COMMUNITY FACTORS

**Housing un-affordability** will continue to rise, creating problems with market access, precarious tenancies and social fragmentation.

Poverty and **economic vulnerability** are increasing, with middle income people becoming more economically stressed.

Ongoing **climate and disaster impact** on liveability, affordability and resilience will create different and fluctuating needs.

# Our identity

## OUR PURPOSE

*We exist so rights are known and acted upon, and communities are fairer.*

## OUR ROLE

- We promote individual rights and access to justice
- We prevent or reduce socio-legal problems by building awareness
- We create and support solutions that give the greatest opportunity for change

## OUR PRINCIPLES

- Holistic self-determination**  
We focus on the whole person and the whole of a problem as a way of finding more healthy and sustainable solutions to legal issues, and work with them to see a just outcome.
- Safe and rights-based**  
We recognise human rights and freedoms as legally enforceable and give priority to people in the most marginalised or vulnerable situations who face the biggest barriers to realising their rights.
- Systemic**  
We aim to create wider positive effects on a group or system as a whole, arising from our work with individuals and communities.

# Our focus of effort



*We take action as we...*

- Engage with our communities to understand their challenges and priorities — **Consultative**
- Critically reflect on trends and develop research-based solutions — **Authoritative**
- Optimise communication systems to ensure responsiveness and inclusion — **Inclusive**
- Reduce geographic inequality by matching services to needs — **Equal**
- Enhance individual agency by growing legal capability — **Educative**
- Deliver high quality targeted place-based services — **Purposeful**
- Therapeutically work with our clients to address all legal concerns — **Holistic**
- Intervene early to prevent and reduce legal problems — **Timely**

# Our community

We work with people in regional and rural Victoria who experience disadvantage relating to their housing, family, relationship, consumer, economic, social and civil rights.

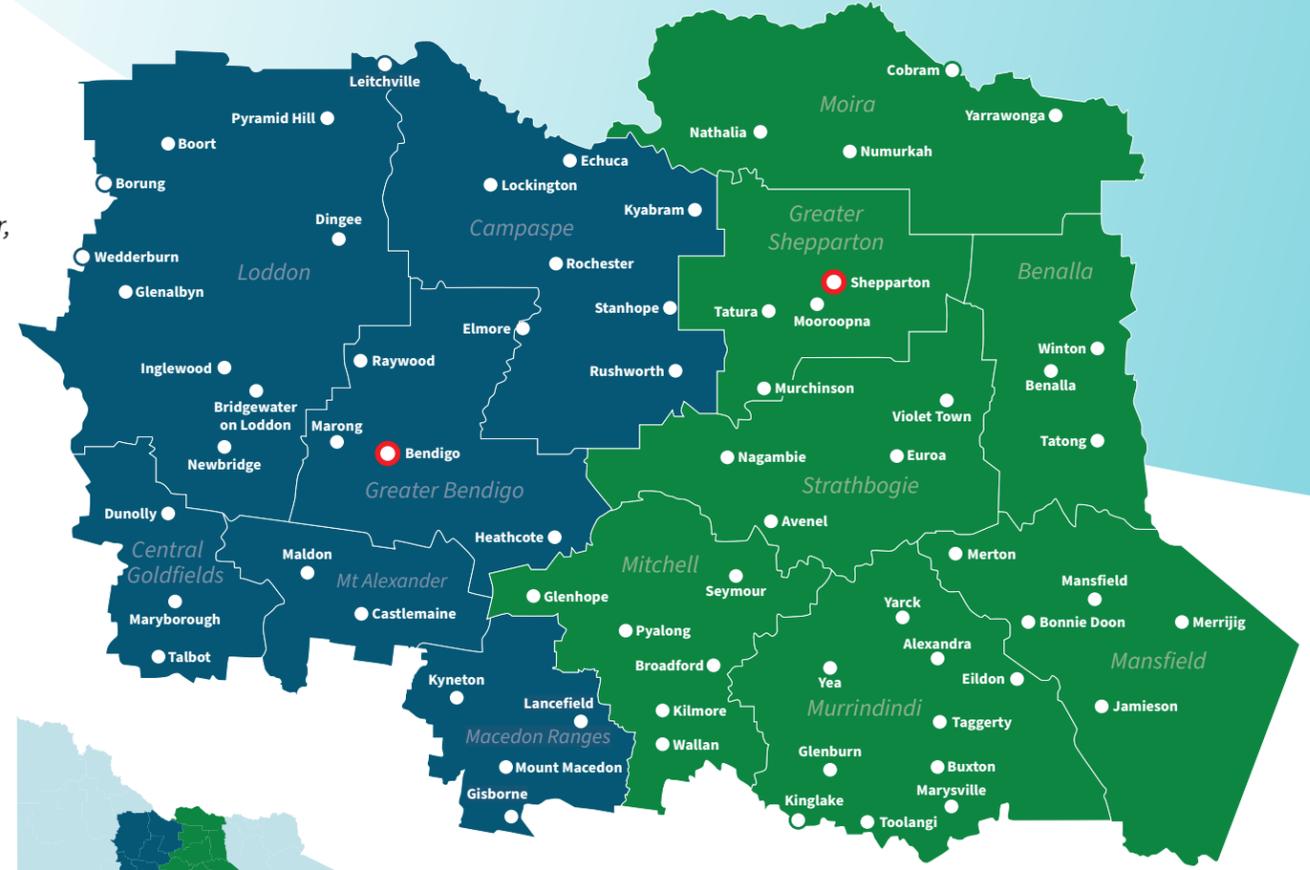
We walk with First Nations people and communities.

## OUR CLIENTS

- 96%** Financial disadvantage
- 43%** Living with disability or mental health issues
- 61%** Experiencing family violence

- Lead and contribute to advocacy for systemic solutions to regional problems — **Influential**
- Measure and tell the story of our impact — **Impactful**
- Amplify client and community voice — **Empowering**
- Provide evidence-based advice on social issues impacting regional communities — **Trusted**

- Support and grow our people — **Expert**
- Convey value to current and potential funders — **Sustainable**
- Continually enhance quality, compliance and risk mitigation — **Reliable**
- Lead best practice corporate, environmental and social responsibility — **Responsible**



● Loddon Campaspe Community Legal Centre and Housing Justice  
● Goulburn Valley Community Legal Centre  
● Office locations

## OUR PROGRAMS

- loddon campaspe community legal centre**  
*Free legal assistance to people in central Victoria*
- housing justice**  
*Information and advocacy services to renters in central Victoria*
- goulburn valley community legal centre**  
*Free legal assistance to people in northern Victoria*



**[arcjustice.org.au](http://arcjustice.org.au)**

Advocacy and Rights Centre Ltd trading as ARC Justice ABN 23 082 541 240 ARC Justice incorporates Loddon Campaspe and Goulburn Valley Community Legal Centres and Housing Justice.