

## Consumer Credit Legal Service (WA) Inc

A not-for-profit charitable organisation which provides legal advice and representation to consumers in WA in the areas of banking and finance, and consumer law.

### Where are we today:

The Consumer Credit Task Force is appointed in 1988 by the WA government to recommend the establishment of an independent community-based Consumer Credit Legal Service in Western Australia. Consumer Credit Legal Service Inc is incorporated under the Associations Incorporations Act 1987 s 9(1) on 13 November 1990 and has its official opening on 12 March 1991. On 19 May 1993 Consumer Credit Legal Service Inc changes its name to Consumer Credit Legal Service (WA) Inc.

We are a statewide service for individual consumers, predominantly serving Perth based clients. We support about 1000 clients per year, with about 100 represented. We are specialists in the areas of consumer credit and consumer law.

We train and mentor volunteer law students and graduates. We have a vulnerable funding supply and can't meet demand for services. We also have restricted operating hours and restricted ability to represent clients. We have opportunities to explore collaboration with other Community Legal Centres as well as service providers and funding bodies.

### Our services

We deliver telephone advice, provide representation, deliver community legal education and participate in law reform.

### Vision

A strong community, empowered by consumer and financial rights.

### Mission

To support the community by educating people about, and advocating for, their consumer and financial rights.

### Guiding Principles for service

Consumers who know their rights are less likely to need advice in the future.

Consumers who are financially literate will make positive financial decisions. Staff and volunteers who are experts can impart their knowledge onto other advocates. Collaborating with other service agencies will provide innovative service delivery to specific target groups.

### Values



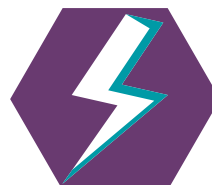
QUALITY



PASSION



INNOVATION



EMPOWERMENT



COLLABORATION

### Areas of Focus:

### How we will achieve this:

### Outcomes: Initiatives:

#### A. Optimise Service Delivery

- A1. Continue to deliver requirements of funding agreement.
- A2. Update on-line training platform.
- A3. Develop an operational manual.
- A4. Investigate outcomes measurement systems.
- A5. Explore opportunities to collaborate in service delivery with FCAWA.

#### B. Build Strong Governance

- B1. Provide in-house governance training to Board and senior staff.
- B2. Maintain NACLC accreditation.
- B3. Ensure compliance with Associations Incorporation Act 2015 (WA).

#### C. Ensure Financial Stability

- C1. Develop collaborative partnerships with other CLCs, non-legal pro bono corporates and other service providers.
- C2. Enhance relationship with Legal Aid.
- C3. Explore opportunity to expand CLE program on a cost-recovery or revenue making basis.

#### D. Enhance Brand/ Profile

- D1 Update social media strategy to increase profile among stakeholders.
- D2. Improve communications to rural, regional and remote communities.
- D3. Implement quarterly meetings with Ministers and Shadow Ministers.
- D4. Implement Brand Style Guide.

**Signs of our Success: A WA community that is financially empowered and understands its consumer rights.**