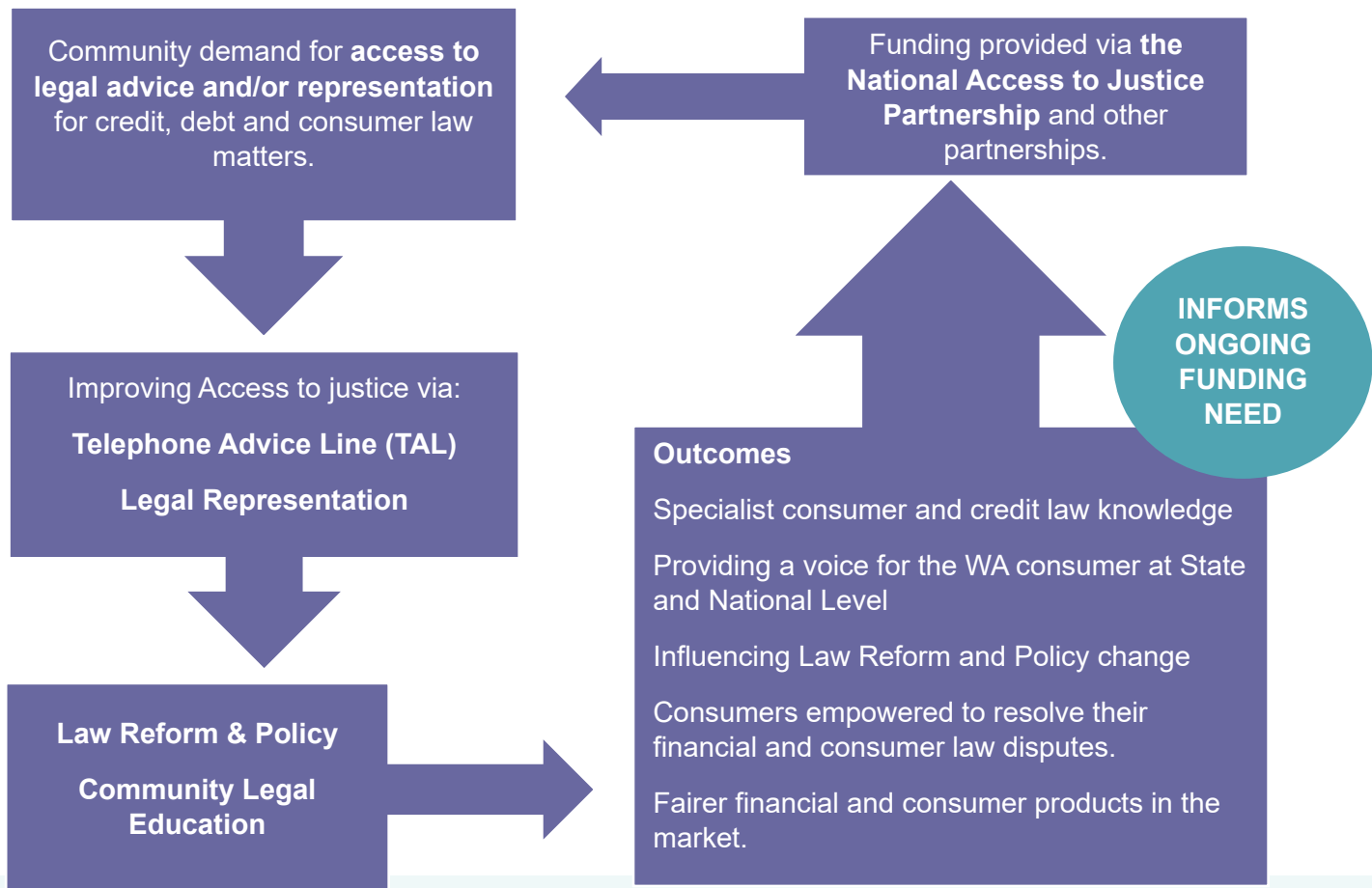


Our Strategic Priorities 2024-2027



Strategic Plan 2024-2027



Our Vision

A community whose members are empowered to access free-of-charge information and advice to support their financial and consumer rights.



Our Purpose

To empower people experiencing challenging financial and consumer legal matters and advocate for fairer financial systems and consumer laws.

Our Strategic Objectives

1.1 Ensure services are targeted and meet highest need	2.1 Maintain flexible attractive workplace benefits	3.1 Leverage collaboration with key stakeholders to achieve our purpose	4.1 Increase diversity of income streams and advocate for increased sustainable funding
1.2 Expand service offerings	2.2 Expand the utilisation and retention of volunteers and secondees	3.2 Drive financial and consumer law reform	4.2 Sustain strong governance and business planning
1.3 Elevate the voice of lived experience in service delivery and planning	2.3 Ensure appropriate training and development for staff	3.3 Promote service outcomes to all stakeholders	4.3 Maintain systems and processes to support strong compliance and
1.4 Ongoing Monitoring and evaluation	2.4 Identify opportunities for staff to expand their skills and profile	3.4 Develop advocates for our service	4.4 Collaborate for cost-effective service delivery
1.5 Collaborate with ACCOs to expand regional capacity and delivery	2.5 Sustain a positive workplace culture where staff are empowered and backed by a team		4.5 Implement the Financial Abuse Legal Service Pilot

Our Values



Innovative
Collaborative
Trustworthy
Respectful
Compassionate