

Our Strategic Priorities 2024-2027



Provide consistent, effective and accessible services



Attract and retain skilled, inspired, satisfied staff and volunteers



Be trusted leaders in credit, debt and consumer law



Remain a strong, stable and sustainable organisation

> INFORMS ONGOING FUNDING

> > **NEED**

Community demand for access to legal advice and/or representation for credit, debt and consumer law matters.



Improving Access to justice via:

Telephone Advice Line (TAL)

Legal Representation



Law Reform & Policy

Community Legal Education





Specialist consumer and credit law knowledge

Providing a voice for the WA consumer at State and National Level

Influencing Law Reform and Policy change

Consumers empowered to resolve their financial and consumer law disputes.

Fairer financial and consumer products in the market



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
- 1.2 Expand service offerings
- 1.3 Elevate the voice of lived experience in service delivery and planning
 - 1.4 Ongoing Monitoring and evaluation
- 1.5 Collaborate with ACCOs to expand regional capacity and delivery

- 2.1 Maintain flexible attractive workplace benefits
 - 2.2 Expand the utilisation and retention of volunteers and secondees
- 2.3 Ensure appropriate training and development for staff
- 2.4 Identify opportunities for staff to expand their skills and profile
- 2.5 Sustain a positive workplace culture where staff are empowered and backed by a team

- 3.1 Leverage collaboration with key stakeholders to achieve our purpose
- 3.2 Drive financial and consumer law reform
- 3.3 Promote service outcomes to all stakeholders
- 3.4 Develop advocates for our service

- 4.1 Increase diversity of income streams and advocate for increased sustainable funding
- 4.2 Sustain strong governance and business planning
- 4.3 Maintain systems and processes to support strong compliance and
- 4.4 Collaborate for cost-effective service delivery
- 4.5 Implement the Financial Abuse Legal Service Pilot

Our Values

Innovative
Collaborative
Trustworthy
Respectful