

Our Vision

Shaping a fairer future for our community through accessibility and engagement

Our Mission

Working with vulnerable and disadvantaged community members, Springvale Monash Legal Service contributes to a fair and just society by :

- ✧ Advising on legal rights and responsibilities;
- ✧ Advocating for systemic change;
- ✧ Collaborating with stakeholders; &
- ✧ Educating law students as future advocates

Our Values

Integrity : We act with honesty, transparency, fairness and compassion to build trust.

Team : We are united for the benefit of our clients, community & students - working together and supporting each other to make a difference

Respect : We recognise and embrace diversity and different perspectives

Accountability : We strive to meet the needs of our people and communities. We are responsible and take ownership for our actions

People-focused : We assist, educate & empower our clients and students, to achieve the best possible outcomes

Ethical : We are guided by human rights principles and professional standards

Strategic Priority 1

Secure resources to be responsive and to achieve stability

Our Ambitions

- ✧ Pursue financial stability
- ✧ Seek non-financial resources
- ✧ Improve resource management

Our Strategies

- ✧ Diversify funding sources
- ✧ Develop partnerships to leverage on pro-bono advice, expertise & services
- ✧ Formulate intentional resource allocation decision-making

Strategic Priority 2

Evolve quality services to respond to clients' needs

Our Ambitions

- ✧ Provide quality legal services & programs to achieve client outcomes
- ✧ Take a proactive approach through education & targeted early intervention services
- ✧ Focus on advocacy and law reform to enable change and to maximise community impact

Our Strategies

- ✧ Train staff in evidence-based reporting
- ✧ Review programs & services to embed a proactive approach to meeting clients' needs
- ✧ Seek and engage in advocacy & law reform opportunities

Strategic Priority 3

Develop innovative and efficient services & systems to increase comparative advantage

Our Ambitions

- ✧ Use technology to improve service delivery
- ✧ Review programs & services to improve responsiveness
- ✧ Leverage on opportunities to develop innovative & efficient services & systems

Our Strategies

- ✧ Conduct environmental scan on available technology in sector and seek expert advice on improving technology & related skills
- ✧ Review existing processes & practices with view to improving responsiveness
- ✧ Understand and leverage on 'market position' to innovate

Strategic Priority 4

Be an influential and recognised voice in the community

Our Ambitions

- ✧ Maintain an enviable reputation through strong culture and brand
- ✧ Attract and retain quality people who identify with our culture & brand
- ✧ Maintain relationships with alumni and educate future advocates

Our Strategies

- ✧ Enhance best practice and evidence-based service delivery
- ✧ Support professional development of staff in a positive learning environment
- ✧ Provide innovative clinical practice to create positive experience for Monash students

Strategic Priority 5

Foster strong relationships and create new connections to achieve the best outcomes for our community

Our Ambitions

- ✧ Strengthen existing relationships
- ✧ Drive new partnership opportunities
- ✧ Provide informed and relevant services that reflect community needs

Our Strategies

- ✧ Embed shared outcomes with Monash and SECL
- ✧ Diversify and innovate service delivery to attract new partners
- ✧ Maintain connection with our community