



WOMEN'S LEGAL SERVICE (SA)  
Achieving justice for women

# WOMEN'S LEGAL SERVICE (SA) STRATEGIC PLAN 2020 - 2023

Our Vision is

**Achieving  
justice for  
women.**

Our Purpose is

*Providing women  
and their families in  
vulnerable situations  
with state-wide access  
to legal services in a  
holistic, empowering,  
culturally safe and  
confidential manner.*

## Our Core Values

**Justice**



**Commitment**



**Empowerment**



**Transparency**



**Respect**



**Excellence**



**Teamwork**



**Leadership**



# Our strategic priorities



**PURPOSE:** Providing women and their families in vulnerable situations with state-wide access to legal services in a holistic, empowering, culturally safe and confidential manner.



## Raise our Profile

### Priority 1: Profile of WLSSA across South Australia

**Objective:** To raise the profile of WLSSA as the peak body for women's legal support across community and social support services, and the legal sector.

- Consolidate our reputation and influence as experts in legal approaches to working with women; and in particular with women who face complex and vulnerable circumstances.
- Maintain a metropolitan and regional presence that ensures women have ability to access face to face services
- Develop and provide a range of professional development options regarding the legal needs of women in vulnerable situations for community and social support services
- Professional development sessions run by WLSSA provide a high level of content, delivery process and facilitator expertise
- Deliver effective communication strategies that are informed by evidence, data and that ensures service clarity across the broader sector



## Strengthen Practices

### Priority 2: Best practice legal services for women who face complex and vulnerable circumstances

**Objective:** To strengthen practices that support best practice legal services for women who face complex and vulnerable circumstances with the aim of ensuring that clients report feeling safe, supported and empowered by the assistance gained from WLSSA to address their situation(s).

- Provide best practice, specialist trauma-informed practice to clients across our service
- Ensure that practices and strategies that better address or minimise trauma are identified, trialled, evaluated and incorporated into WLSSA unique model of practice
- Build and improve our capacity for research and data management particularly in relation to women who face complex and vulnerable circumstances
- Develop and implement service strategies for more inclusive options for diverse groups of women
- Ensure continued innovation and tailored growth of our volunteer program to support the expansion of services across the South Australia



## Strengthen Collaboration

### Priority 3: Collaborative effort for women's justice and safety

**Objective:** To strengthen our collaborative work with government, non-government and corporate sectors in pursuing justice and safety for women.

- Improve financial sustainability and explore opportunities to diversify funding and business development
- Ensure continued and improved participation in relevant forums that drive change in achieving justice for women
- Build on and explore further opportunities for collaborative relationships that enhance equity and inclusion options for diverse groups of women



### **Head Office**

Women's Legal Service (SA)  
Level 7/45 Grenfell Street,  
ADELAIDE SA 5000

### **Patron**

The Hon. Dr Robyn Layton AO QC

### **Hours of Business**

Monday to Friday 9.00 am to 5.00 pm

Phone: (08) 8231 8929  
Free call: 1800 816 349  
Fax: (08) 8221 5737  
Email: [wls@wlssa.org.au](mailto:wls@wlssa.org.au)  
Web: [www.wlssa.org.au](http://www.wlssa.org.au)

### **Intake Line**

Hours of business, Monday to Friday 10.00 am to 4.00 pm  
Phone: (08) 8221 5553  
Free call: 1800 816 349

### **Aboriginal & Torres Strait Islander Women's Program (IWOP)**

Phone: (08) 8231 8929  
Free call: 1800 555 850

### **Family Law & Family Violence Program**

Phone: (08) 8231 8929  
Free call: 1800 555 850

### **InDIGO**

PO Box 41  
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### **Women's Legal Service (SA) receives funding from:**

- Commonwealth Department of Prime Minister & Cabinet
- Commonwealth Attorney General's Department
- South Australian Attorney General's Department
- Financial Counselling Foundation