



# Strategic Plan 2021-2025

PROUD OF OUR PAST, BUILDING FOR THE FUTURE

## Our Mission

To provide the community with volunteers who stand beside, empower and instil confidence in all court users.

## Our Vision

To be a nationally recognised organisation, providing the community with volunteers to support all court users and enhance access to justice.

## Our Values



### INCLUSION & EMPOWERMENT

We respect, support and value diversity of experience and diversity of thought.



### CURIOSITY & COURAGE

We have courage to inquire and are prepared to take on new challenges. We are committed to continuous learning, innovation & growth.



### EXCELLENCE

We strive to be our best and meet the highest standards.

### COLLABORATION

We work collaboratively to achieve shared goals and greater impact.

### EMPATHY & COMPASSION

We support each other and people we serve with kindness, empathy and compassion and without judgment.

### INTEGRITY

We act ethically, honestly, with fairness and impartiality



# Priorities

## SERVICE

Work where and when we are most needed and can make a real difference for court users.

### WE WILL:

- Respond to the changing needs of court users and the dynamic court environment.
- Integrate new service delivery models with our core in-court service
- Collaborate or partner with other services that operate within and beyond the courts.

### How we measure success:

- Court users report a high level of satisfaction.
- Stakeholders confirm our responsiveness to service needs.
- Our service reach increases.

## VOLUNTEER WORKFORCE

Provide high-quality services through a skilled volunteer workforce.

### WE WILL:

- Recruit a diverse and adaptable workforce that reflects the communities we serve.
- Design and deliver volunteer training and development for volunteers that reflects best practice.
- Develop retention strategies that are appropriate to the different cohorts of volunteers.

### How we measure success:

- We have the workforce that can deliver the services we want to provide.
- Our volunteers have high levels of satisfaction and retention.

## PARTNERSHIPS

Build strong community and stakeholder relationships to expand our reach and influence.

### WE WILL:

- Build our reputation as an evidence-based service provider and a source of quality information and support.
- Understand and respond to the needs of each court's community.
- With support from partners, promote our services in the community.
- Create new relationships that advance the needs of court users.

### How we measure success:

- There are increasing referral numbers.
- There are more types of referral pathways in and out of Court Network.
- Stakeholders have confidence in the skills and knowledge of volunteers.

## ORGANISATIONAL CAPABILITY

Secure the organisational base needed to deploy our highly skilled volunteers.

### WE WILL:

- Preserve existing and explore new potential funding sources.
- Optimise our systems to ensure we are efficient and effective.
- Implement a regime to measure impact.
- Build the capability of our workforce to implement, review, learn, and innovate.

### How we measure success:

- Our balance sheet shows a strong financial position to achieve our goals.
- The contribution of our volunteers is measured and incorporated in our reporting.
- Our impact is measured and is increasing.

### Our Quality Mechanisms:

- Court user and stakeholder feedback
- Maintenance of accreditation with government and regulatory bodies
- Embedded quality and risk management frameworks
- Performance and development management framework
- Key performance indicator scorecard

### Contact us

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