

Peninsula Community Legal Centre Inc

VISION

A fair and inclusive society that promotes and protects human rights and equality before the law.

MISSION

VALUES

To empower and support disadvantaged and vulnerable people in our community to address their legal needs.

Fairness

We treat all people justly, reasonably and in a non-discriminatory manner and strive for a fairer justice system.

Empowerment

We work towards strengthening the capacity of all people, either as individuals or members of a community, to understand their rights, pursue their interests and understand their responsibilities.

Accessibility

We seek to ensure that members of our community are able to use and benefit from PCLC services, activities and premises. We seek to enhance the accessibility of the justice system and equality before the law.

Respect

We treat others with dignity and in a manner which demonstrates regard for their feelings, wishes, autonomy and rights.

Independence

We are free from external control or influence and are therefore unfettered in our ability to speak for our clients and our community.

Quality

We maintain a culture of continuous quality improvement and we strive for excellence in our operations and service delivery.

STRATEGIC GOALS

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Deliver high quality and holistic community legal services, targeting individuals and communities most in need.

- Strengthen the identification of and response to all relevant legal and associated non-legal issues in the planning, provision and review of services.
- Be flexible, innovative and responsive so as to reflect the nature, complexity of legal need experienced by and the geographical locations of our clients and communities.
- Provide community legal education to empower and inform the community about legal rights and responsibilities and improve awareness of free legal services.
- Seek and utilise client and stakeholder feedback to inform our services and activities.

Connect with our communities and collaborate with other organisations to understand and respond to community legal need.

- Collaborate with legal assistance sector organisations to ensure a full and current understanding of legal need and a co-ordinated approach to service planning and delivery.
- Strategically identify and build relationships with key stakeholders to support our understanding of and response to the legal and related needs of our clients and community.
- Proactively engage with priority client groups and communities to understand their legal needs and to ensure appropriate service delivery.

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Actively engage in systemic advocacy to promote and enhance human rights and ensure access to justice.

- Actively initiate and contribute to law reform and systemic advocacy work.
- Identify opportunities to use legal processes to highlight issues and bring about change.
- Law reform and systemic advocacy is viewed as a whole of organisation priority and responsibility.

Build and maintain a healthy and sustainable organisation.

- Determine and pursue a diversified, independent, sustainable/recurring funding and an in-kind resource development program, that supplements our income from government agencies.
- Engage in and promote continuous quality improvement and evidence-based practice.
- PCLC's structure, governance and resources enable it to achieve its mission and strategic goals.
- Value, develop and support our people.
- Strengthen our profile, impact and reach.

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Demonstrate leadership within our community and the legal assistance sector.

- Maintain and strengthen our contribution to, and advocacy for, the objectives and work of the broader legal assistance sector.
- Maintain and strengthen our visibility, contribution and advocacy regarding legal and justice issues relevant to our community.
- Be courageous, strategic and innovative.

HEAD OFFICE

441 Nepean Highway, Frankston, Vic 3199 Tel: 03 9783 3600 Fax: 03 9770 5200 Free Call: 1800 064 784, DX 19953 Frankston Email: pclc@pclc.org.au *Hours:* Mon – Fri, 9am – 5pm

BENTLEIGH BRANCH

82 Brady Road, Bentleigh, Vic 3165 Tel: 03 9570 8455 *Hours:* Mon & Thurs evening

CRANBOURNE BRANCH

Bella Centre, Suite 12, 33-39 High Street, Cranbourne, Vic 3977 Tel: 03 5995 3722 *Hours:* Mon – Fri, 9am – 5pm

PINES BRANCH

28 Mahogany Avenue Frankston North, Vic 3200 Tel: 03 9786 6980 *Hours:* By Appointment

ROSEBUD BRANCH

1375 Point Nepean Road, Rosebud, Vic 3939 Tel: 03 5981 2422 *Hours:* Mon, Wed & Thurs, 9am – 5pm

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> > www.pclc.org.au