



# 2017-2020 STRATEGIC PLAN

*“Building Bridges to Justice”*

# OUR VISION

*Empowering lives through law*



# AREAS FOR IMPACT

Service/Program Sustainability

Focused & Effective Legal Services Programs

Advancing Access to Justice for Indigenous Peoples

Leaders in the Pro Bono Justice Sector

## OUR MISSION

*To provide legal assistance, information and support to economically and socially disadvantaged individuals who would not otherwise have access to such services.*

# STRATEGIC GOALS & OBJECTIVES 2017-2020

<b>GOAL 1</b>	<b>BUILD AND MAINTAIN SUSTAINABLE AND DIVERSE FUNDING</b> <ul style="list-style-type: none"><li>• We have increased revenue from donations</li><li>• We have a well developed and researched social enterprise strategy in place</li><li>• We benefit from a diversity of funding sources (including corporate donors/sponsors)</li></ul>
<b>GOAL 2</b>	<b>ENSURE A HEALTHY AND FULFILLING WORKPLACE</b> <ul style="list-style-type: none"><li>• Our employees are engaged in professional growth opportunities</li><li>• We have a compensation &amp; benefits package which is comparable with other similar organizations</li><li>• Recognizing the challenging nature of our work, we prevent burn out in our staff &amp; volunteers</li></ul>
<b>GOAL 3</b>	<b>PROVIDE HIGH QUALITY SERVICE TO CLIENTS WITH LEGAL NEEDS</b> <ul style="list-style-type: none"><li>• We retain a highly satisfied group of volunteers who are recognized well for their contributions</li><li>• We match the expertise of our volunteers with our clients' and program needs</li><li>• We maintain and increase the 85% services satisfaction rate of our clients</li><li>• We deliver increased culturally appropriate and informed access to justice services to a growing number of Indigenous clients</li></ul>
<b>GOAL 4</b>	<b>BE RECOGNIZED AS EXPERTS IN ADVANCING ACCESS TO JUSTICE THROUGH THE PROVISION OF LEGAL SERVICES</b> <ul style="list-style-type: none"><li>• We have a robust public communications strategy in place</li><li>• We have advanced community collaborations with legal &amp; non-legal service providers</li><li>• There is increased awareness of our programs &amp; services with other community organizations</li></ul>