



Justice Support Centre (JSC) Strategy

Financial Years 2025 to 2029

[Justicesupportcentre.org.au](https://justicesupportcentre.org.au)

Our Vision

Create a future in which there is equality of access to justice and women and children are free from domestic and family violence.

Team Values

Teamwork

We work better together.

Accountability

We empower our people.

Transparency

We are open and authentic.

Respect

We value each person.

Strategic Plan Pillars

People and work

Promote a trauma informed practice

Advocacy

Elevate our presence and advocate for our clients' rights

Integration

Streamline systems and enable greater efficiencies, sharing of information and collaboration

Holistic Service

Provide a holistic service that meets the highest priority needs for clients

Justice

Resource and empower the Legal Team to meet the demand for justice

OBJECTIVE: Increase the number of people reached from 10,000 to 15,000 by 2029

People & Work

Promote a trauma informed practice in the workplace by creating a safe and supportive environment. This empowers the team to live our Team Values: respect, teamwork, accountability and transparency.

2-Year Strategies

Ignite new starters!

- Enhance onboarding and training by managers
- Pair with a Buddy
- Empower through knowledge
- Set clear expectations
- Embed values

Enable a safe and supportive workplace

- External supervision and peer support for all frontline staff
- Empower through 'Motivate, Believe and Achieve' Program
- Educate through trauma informed and psychological safety training
- Inclusive consultation

Strengthen ties between teams

- Share knowledge and embrace diversity
- Create shared accountabilities
- Maintain ties and encourage referrals
- Fun team building events
- Communicate a unified Vision

Measures of Success



70% of staff would recommend working with JSC



Reduce our staff turnover from 18% to < 10%

Advocacy

Elevate our presence so that we can advocate for our clients' rights more powerfully, ensuring their voices are heard in decisions impacting their lives

Enhance our visibility with stakeholders*

- Run stakeholder engagement days
- Speak at public events
- Improve JSC website user experience for stakeholders
- Engage staff champions in social media and newsletters

Inspire transformation through education

- Create preventative education
- Run JSC seminars
- Integrate training with partners
(incl. men's services)

Ensure our voice resonates

- Advocate with MPs
- Make submissions on laws impacting our clients
- Write about the lived experience of our clients
- Fundraise for our work

Measures of Success



Increase the number of people we reach through education to 2,000 pa.



5% per year increase in users + views on website & followers on social media.

*Stakeholders include clients, community, partners, police, gov't departments etc.

**The voice should be collective, and we should not identify individual clients by name or tell their story in a way that could identify them. Their privacy must always be protected.

Integration

Streamline systems for enhanced efficiency, fostering seamless information sharing and collaboration, while embodying our values of teamwork, accountability and transparency.

2-Year Strategies

Streamline systems

- Engage timely expert support and training
- Streamline document management on SharePoint
- Enhance security
- Update policies and include First Nations and CALD views

Greater efficiencies

- Eliminate duplication in systems
- Explore leveraging AI
- Encourage a culture of planning
- Streamline referral processes

Information sharing

- Collaborate on MS Teams
- Implement new technology for group meetings
- Share information via existing and new forums

Measures of Success



Frequency of use of MS Teams collaborations.
% reduction in manual processing times.



Surveys to quantify % of employees adopting new technologies + satisfaction with them

Holistic Domestic and Family Violence (DFV) Service

Provide an holistic service for our clients either directly or through creating stronger links to existing service providers

2-Year Strategies

Investigate gaps

- Map current services against client needs
- Identify and prioritise service gaps according to client needs
- Assess high priority gaps that are a strategic fit for JSC vs partners

Resource strategic gaps

- Assess resources needed to fill gaps identified for JSC
- Develop and implement a funding plan to fund additional resources needed
- Recruit new staff and empower whole team to provide new services

Strengthen referral networks

- Map existing and potential partners who can fill any gaps
- Develop a client centred trauma informed referral process
- Strengthen relationships with partners

Measures of Success



New funding raised and number of 'gaps' filled by JSC



Number of partners <50 and number of referrals <40,000 pa

Justice

Resource and empower the Legal Team to meet the demand for justice in South West Sydney (SWS)

2-Year Strategies

Identify gaps

- Map current services against legal needs in SWS
- Prioritise service gaps according to need
- Consider high priority gaps that are a strategic fit for JSC

Resource strategic gaps

- Assess team's skills and identify resourcing needs
- Assess and implement alternative database
- Develop and implement funding plan
- Recruit new staff, empower whole team

Strengthen our partnerships

- Design a model for utilising pro bono support
- Maintain existing and pursue new pro bono partnerships
- Develop new strategic community partnerships

Measures of Success



Number of clients reached through existing and new services



Value of service + number of hours provided by pro bono partners