



Strategic Plan 2026–2030



**Redfern
Legal
Centre**

We acknowledge that Redfern Legal Centre is located on the land of the Gadigal people of the Eora Nation and that sovereignty was never ceded. We pay our respects to Elders past and present, and to all the First Nations people, organisations, and communities that we work in solidarity with. Always was, always will be.

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Baabinje's Flowers 1 by Dr. Bronwyn Bancroft AM

"I was inspired to create this series of works as a tribute to my Grandmother Baabinje on my Father's side. To honour her as an Aboriginal woman and matriarch of our family at Budgerahgum in NSW. Annie Alice made a garden that had 4 beds, all in the shapes of a heart, club, spade and diamond. I think this represents that saying, 'you never know what cards you will be dealt'

Dr. Bronwyn Bancroft AM

Guiding Principles

Vision

At Redfern Legal Centre (RLC), we strive for:



Fair and equal
access to justice



A just and fair legal
system



Empowered
people and strong
communities

Purpose

Redfern Legal Centre promotes social justice by:

- ✓ Providing free legal assistance and education to people experiencing disadvantage in NSW
- ✓ Working to improve unfair laws, practices and policies that create disadvantage and inequality

Values

- ✓ Equity and social justice
- ✓ Respect for our clients, the community, and each other
- ✓ Empowerment of people and communities
- ✓ Excellence and integrity in all our work

Strategic goals



1.
Service excellence
and impact



2.
Collaboration
and partnerships



3.
An enduring, strong
and innovative
organisation



4.
Staff wellbeing
and culture

1. Service excellence and impact



Service excellence is the heart of what we do and how we address disadvantage, inequity and improve wellbeing.

What success looks like in 2030

- RLC Services are specialised, expert and trauma informed
- RLC clients feel heard, supported and informed, and their wellbeing is improved
- RLC is a respected, independent organisation on the issues that are important for the people and communities we serve
- Client outcomes and feedback drive continuous improvement
- Our work improves laws, policy and practice.

How we will get there

Strategies

- 1.1 Continuously improve and innovate our services in response to client data and feedback.
- 1.2 Draw on our evidence base and collaborate with the community and partners to identify priorities for systems change and advocacy.



2. Collaboration and partnerships



Strong collaboration and partnerships, internally and externally, means we are responsive to the changing needs of the community, we can effect systemic change, and our capacity and reach is increased.

What success looks like in 2030

- Sustained and strengthened partnerships that lead to collective impact
- RLC Services are responsive to community needs
- Strong partnerships ensure that services are targeted, effective and accountable.

How we will get there

Strategies

- 2.1 Develop and strengthen our strategic relationships, particularly with First Nations organisations, for service delivery.
- 2.2 Identify our strategic partnerships and work collaboratively for systems change.
- 2.3 RLC capacity and reach is increased through strong and diverse partnerships.



3. An enduring, innovative and strong organisation



As an innovative and strong organisation we have the capacity to lead change. We can continuously innovate and improve our services to better meet client and community needs.

What success looks like in 2030

- We have diverse, stable sources of funding that enable us to support both core services and innovation
- We've ethically adopted technology to increase our efficiency and better service our clients
- We can test and scale new service models quickly, responsive to client need and emerging issues.

How we will get there

Strategies

- 3.1 Secure new funding streams to grow our services and advocacy work.
- 3.2 Invest in technology and infrastructure for efficiency and innovation.



4. Staff wellbeing and culture



Excellence in our work starts with staff who feel safe, supported and valued. A healthy culture helps people stay in the work, grow in their roles and deliver better outcomes for clients.

What success looks like in 2030

- We retain great people and attract others who share our values
- Staff feel safe to speak up and their voices are embedded in decisions that shape the organisation
- We have systems and roles that support sustainability and wellbeing.

How we will get there

Strategies

- 4.1 Encourage connections and collaboration internally to leverage diverse knowledge, expertise and strengths.
- 4.2 Invest in the wellbeing, skills and growth of our staff.
- 4.3 Review and strengthen our strategies to attract and retain excellent staff.





**Redfern
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