

WELFARE RIGHTS CENTRE STRATEGIC PLAN 2017-2020

Who we are

The Welfare Rights Centre is an independent, not-for-profit Community Legal Centre that specialises in social security/ income support law and policy and its implementation by government departments and agencies.

Our Vision

A fair, just and inclusive society where everyone has the resources they need to lead a meaningful life.

Our Purpose

- To provide high quality, independent legal services to enable and assist people to navigate the income support system, assert their rights to income support and to resolve disputes.
- To defend, advocate for and promote a fair, just and accessible income support system.

Our Values

- Respect and dignity
- Fairness and equity
- Integrity and transparency
- Excellence
- Camaraderie
- Commitment to social justice

The way we work

- Client-centred
- Professional
- Adaptive and strategic
- Collaborative
- Courageous and tenacious

Our Goals

Goal 1: To achieve the best possible outcomes for our clients

Objectives

1. To provide high quality information and advice on social security law to NSW residents.
2. To assist clients to assert their right to social security entitlements through our casework.
3. To be innovative in our response to high demand for casework services.
4. To focus our services on assisting vulnerable and disadvantaged people, in particular, women experiencing family violence and people of Aboriginal and Torres Strait Islander background.
5. To provide non-legal support services to clients in severe financial hardship or who are experiencing family violence.
6. To ensure our clients are satisfied with our advice and casework services.

Goal 2: To effectively influence social security law and policy

Objectives

1. To identify priority areas of social security law and policy in need of reform and advocate for change.
2. To effectively challenge Centrelink policies and practices through our casework and advocacy.
3. To develop resources which increase awareness of social security law and entitlements.
4. To increase public understanding of clients' experience of social security administration and policy.
5. To raise awareness and understanding in the community sector of social security law and entitlements.

Goal 3: To have strong governance, skilled staff and volunteers, and efficient operational systems

Objectives

1. To have strong and stable governance underpinned by a broad and diverse membership base.
2. To ensure our staff have expertise in social security law and casework practice.
3. To ensure staff and volunteers are supported, that they have decent working conditions and that their work is valued.
4. To be an effective and efficient organisation.

Goal 4: To have secure, adequate funding for a sustainable future

Objectives

1. To secure recurrent and increased funding.
2. To expand our sources of revenue.