



**Redfern**  
Legal Centre

**Theory of Change  
and Strategic Plan  
2020-2025**



## Our Vision

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

- Fair and equal access to justice
- A just and fair legal system
- Empowered individuals and strong communities.

## Our Purpose

Redfern Legal Centre promotes social justice by:

- Providing legal advice, legal services and education to people experiencing vulnerability in New South Wales, and to the groups who advocate for them, and
- Participating in activities that reduce inequalities and defects in laws, the legal system, and administrative and social practices that impact on people experiencing vulnerability.

## Our Values

- Equity and social justice
- Empowerment of individuals and communities to enjoy their rights
- Respect for clients, the communities we work within, and each other.

## Our 2020–2025 Guiding Principles

In all our work, we will be guided by the following principles:

- We will respect our clients, communities we work with, and each other
- We will positively impact people experiencing vulnerability through strategic service delivery
- We will ensure innovation and sustainability in our service delivery.

At Redfern Legal Centre, we measure and track our performance against outcomes to hold ourselves accountable for the impact we have on people and communities. Our 2020–2025 Strategic Plan is grounded on the belief that by achieving our goals, we will positively impact the people and communities we work with.

## Cover artwork



**Justice For All, Sharon Smith, 2020, acrylic on canvas, 90cm x 61cm.**

**Artist statement:** This painting for the Redfern Legal Centre (RLC) is about welcoming Aboriginal and Torres Strait Islander people into the community and giving them a safe place to access the RLC. The bigger circle in the middle of the painting represents a meeting place at the RLC and the feet are our people travelling into the community to use the free services that the RLC offers. The two outer circles are women's resting places, the circles with the branches are the roots of our community and people. I have used RLC a few times and I have found it to be a warm and friendly place so I hope when you look at the painting you will feel a warm and friendly place.

— Sharon Smith, Wiradjuri Artist

**About the artist:** Sharon Smith is a descendant of the Wiradjuri tribe of western New South Wales. Sharon's paintings thematically express her heritage and culture, and work as an affirmation of her identity. Born in Erskinville, Sharon currently resides in Waterloo and is a member of Boomalli Aboriginal Artists Cooperative. *Justice For All* was commissioned for RLC with funding support from City of Sydney.

# Our 2020–2025 Strategic Goals

In all our work, in 2020–2025, we will focus on:



## Service operations

Strengthen our current service delivery and focus on addressing unmet legal need



## Measurement and evaluation

Measure and evaluate our services



## Collaboration and partnerships

Pursue effective partnerships to better serve our clients and communities



## Growth and sustainability

Continue to diversify income sources and prioritise the wellbeing of staff and volunteers



▲ Redfern Legal Centre staff and volunteers, October 2019.

# Our Theory of Change

At Redfern Legal Centre, we believe that:



## Because ...

- There are gaps and flaws in the design of services, policies, and laws in the legal system that are failing people and communities
- People experience inequality and injustices, and
- Marginalised communities lack a voice.



## We respond by ...

- Providing free legal services including legal advice and representation and referrals to provide holistic solutions
- Engaging in policy and law reform work to change the system, and
- Empowering and building capacity in the community and within the legal profession through legal education and providing an effective volunteer program.



## Which results in ...

- Increased access to justice for people experiencing disadvantage
- Increased capacity in our community to understand and address legal issues
- Integrated and effective responses to the needs of people experiencing disadvantage
- Empowered and resilient individuals and communities
- Systemic injustices being addressed.



## Ultimately this will lead to ...

- Equal access to justice
- A just and fair legal system
- Improved wellbeing for Individuals and communities.



▲ Strategic planning with RLC staff and board



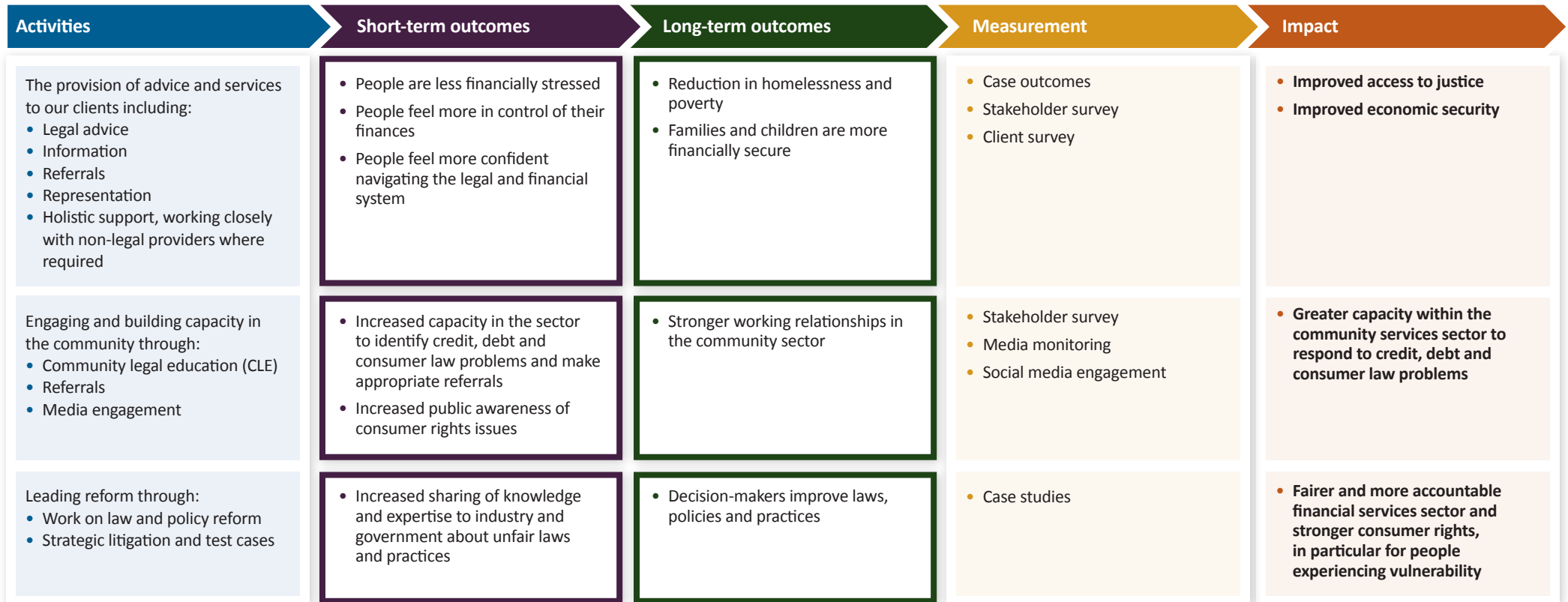
▲ Volunteer Legal Assistants on RLC's Front Desk



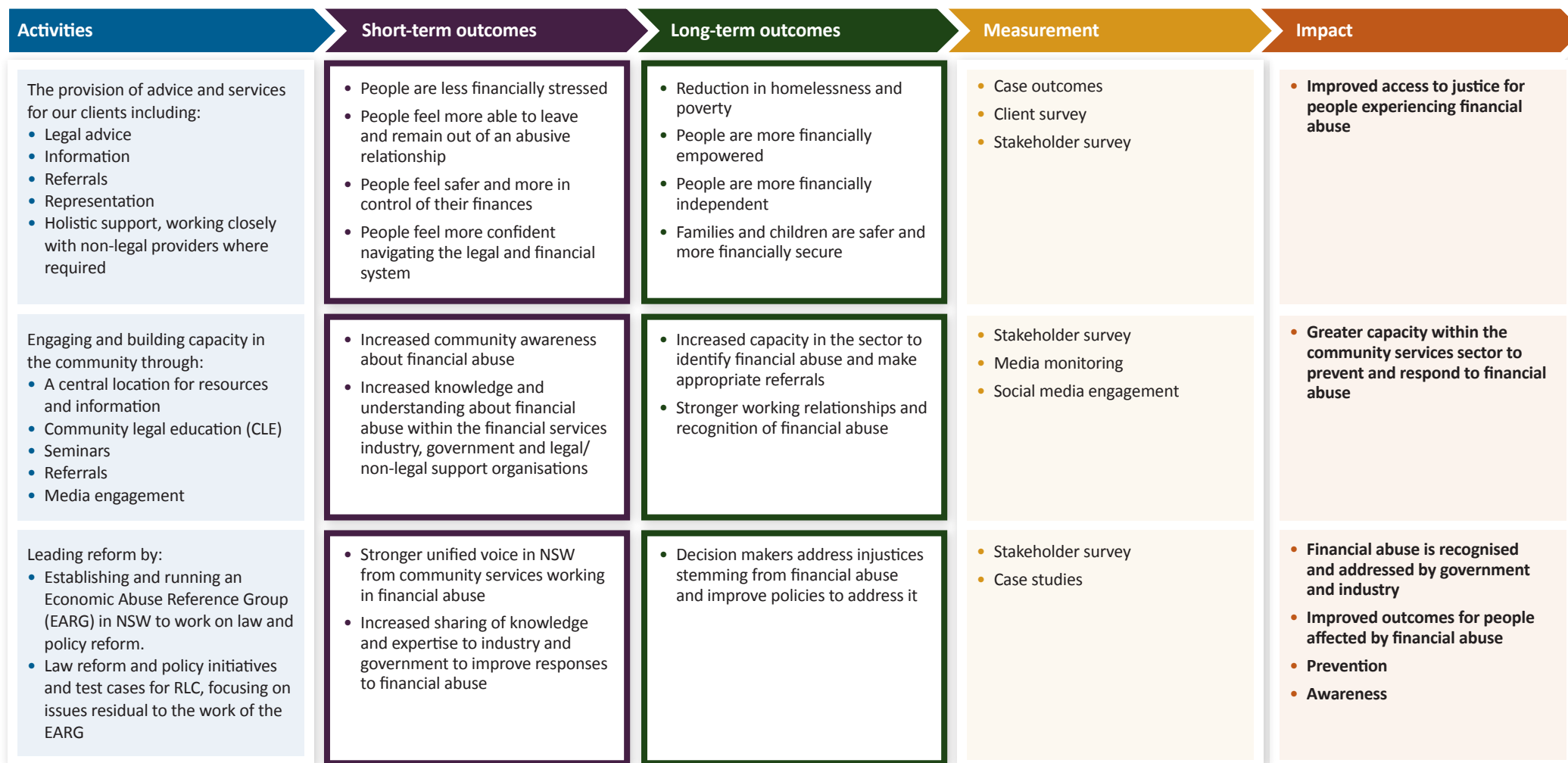
# Redfern Legal Centre's Theory of Change



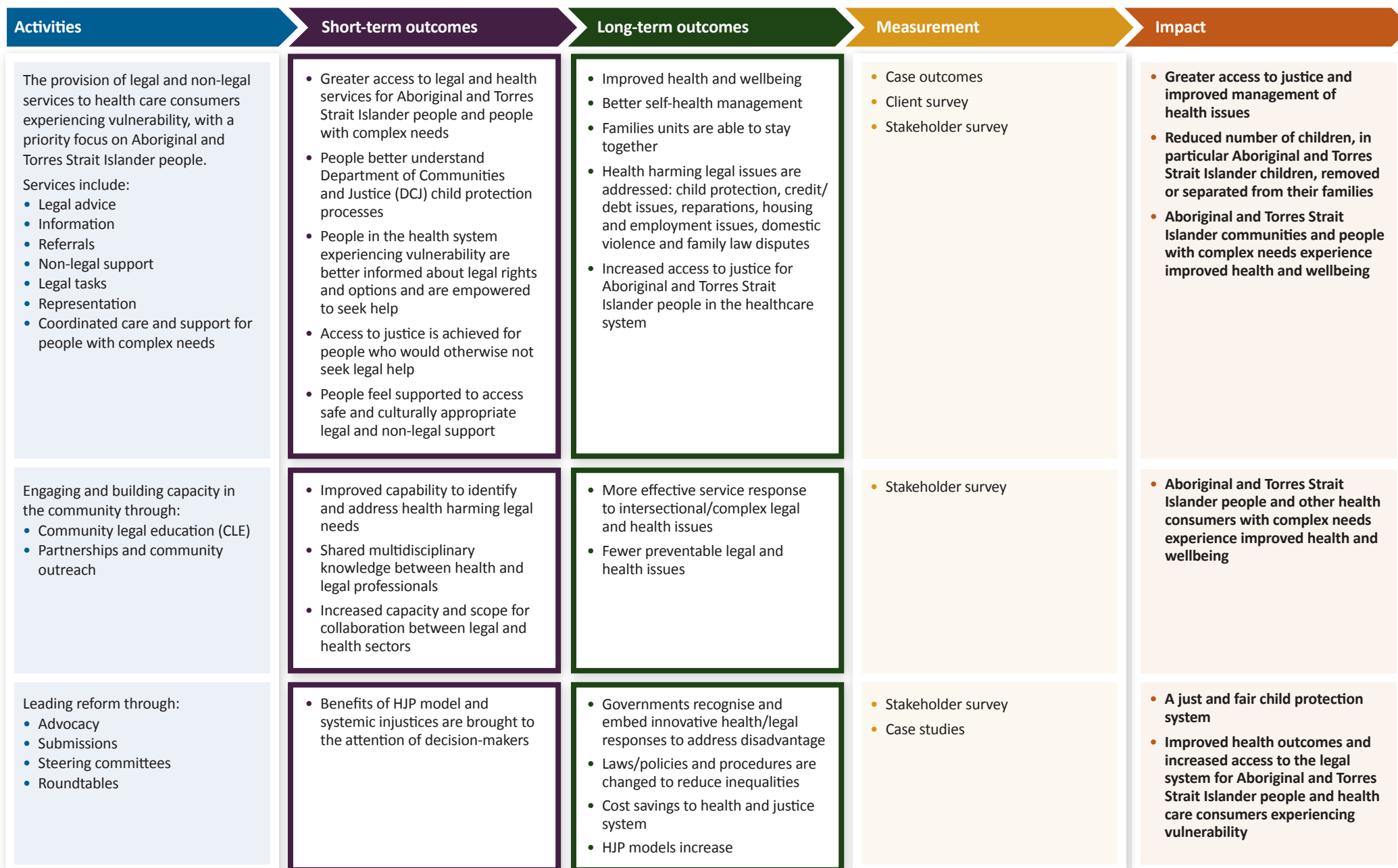
# Credit, Debt and Consumer Law Practice



# Financial Abuse Service NSW

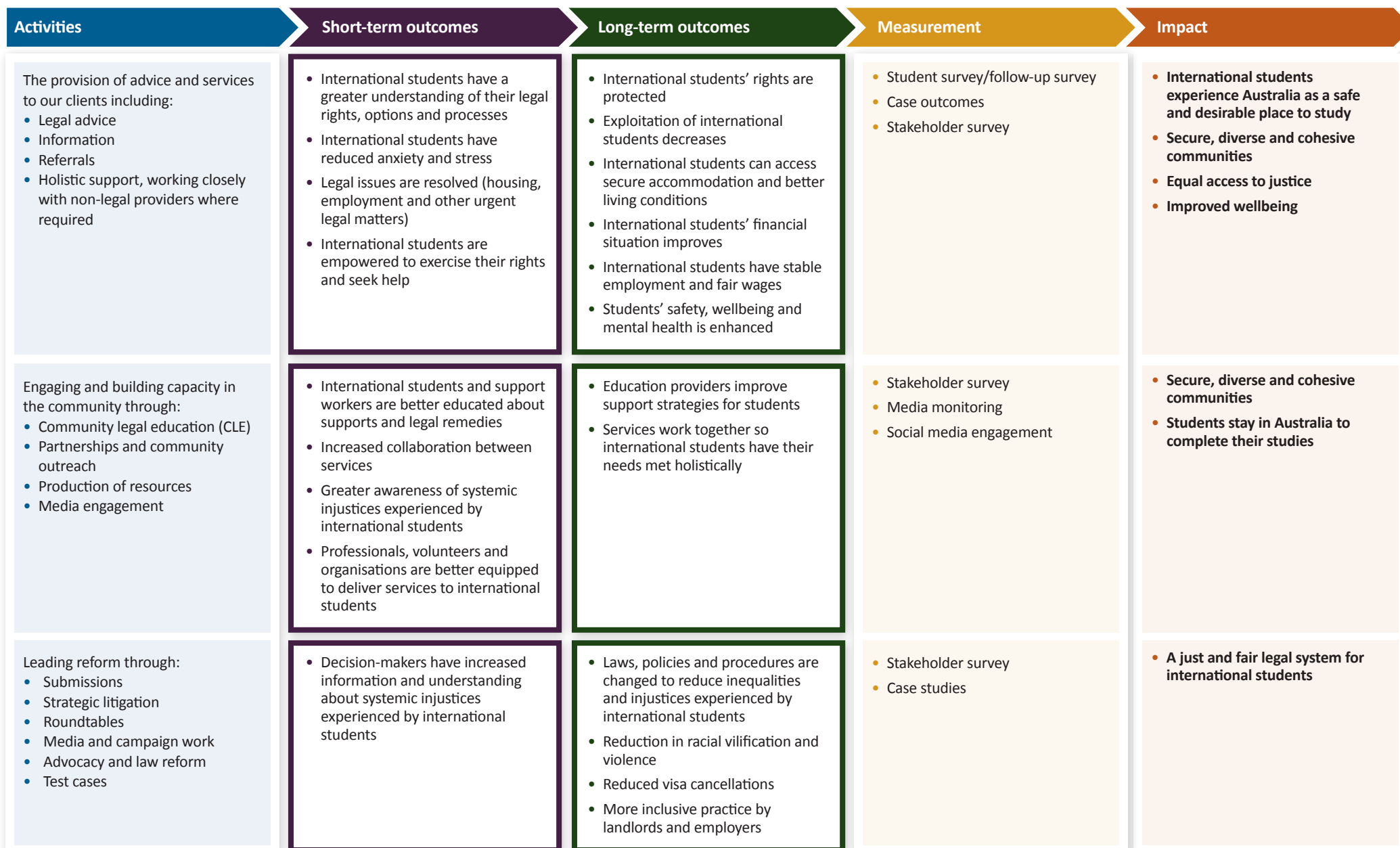


# Health Justice Partnership

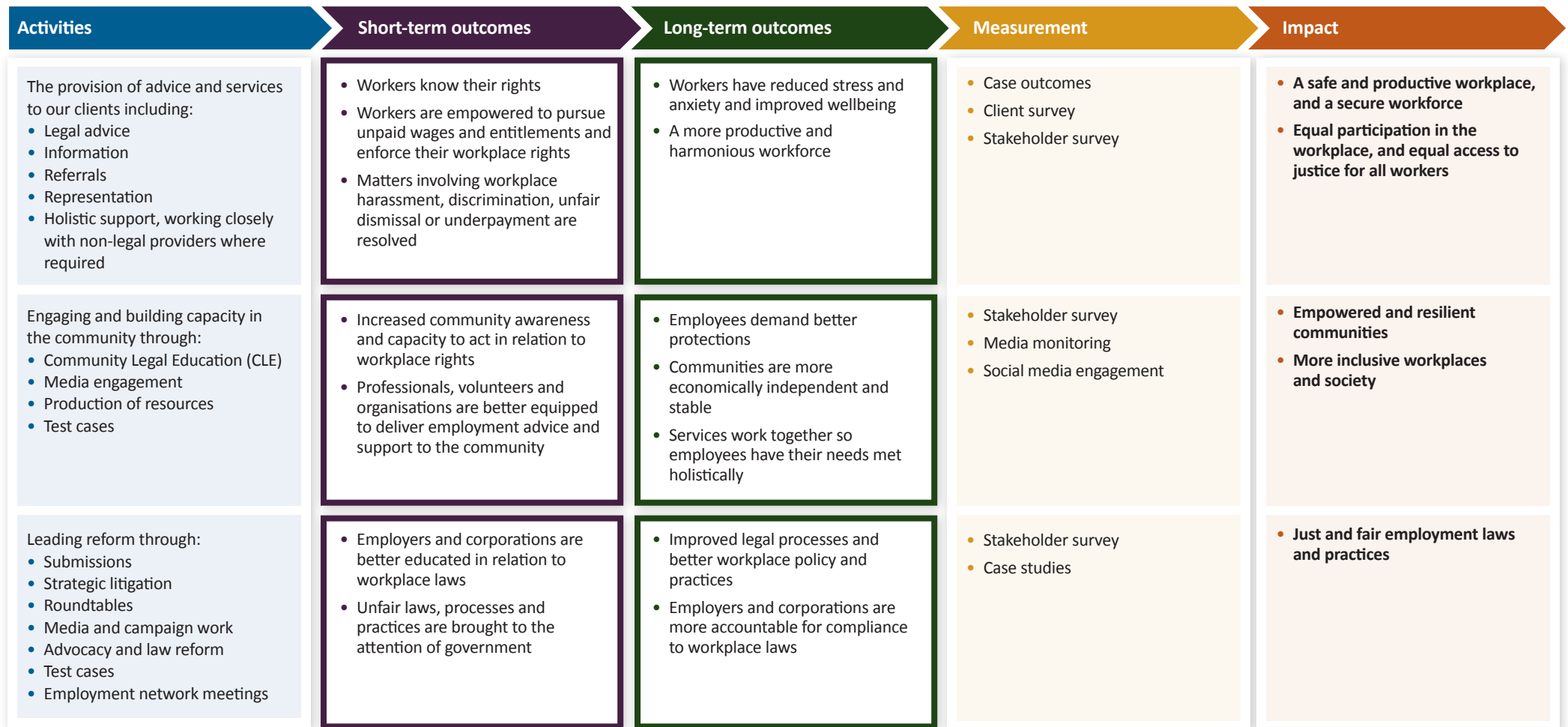




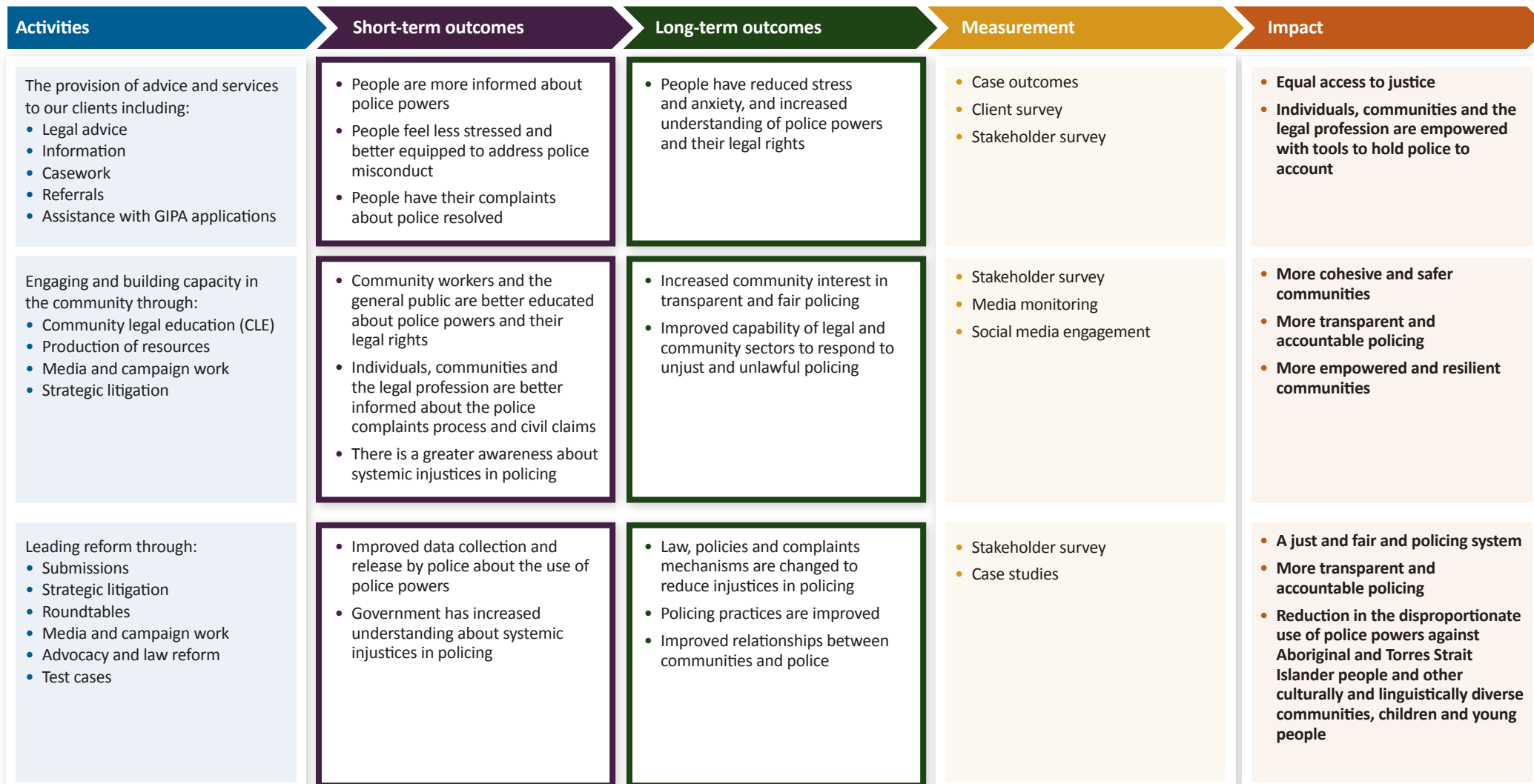
# International Students Service NSW



# Employment Law Practice

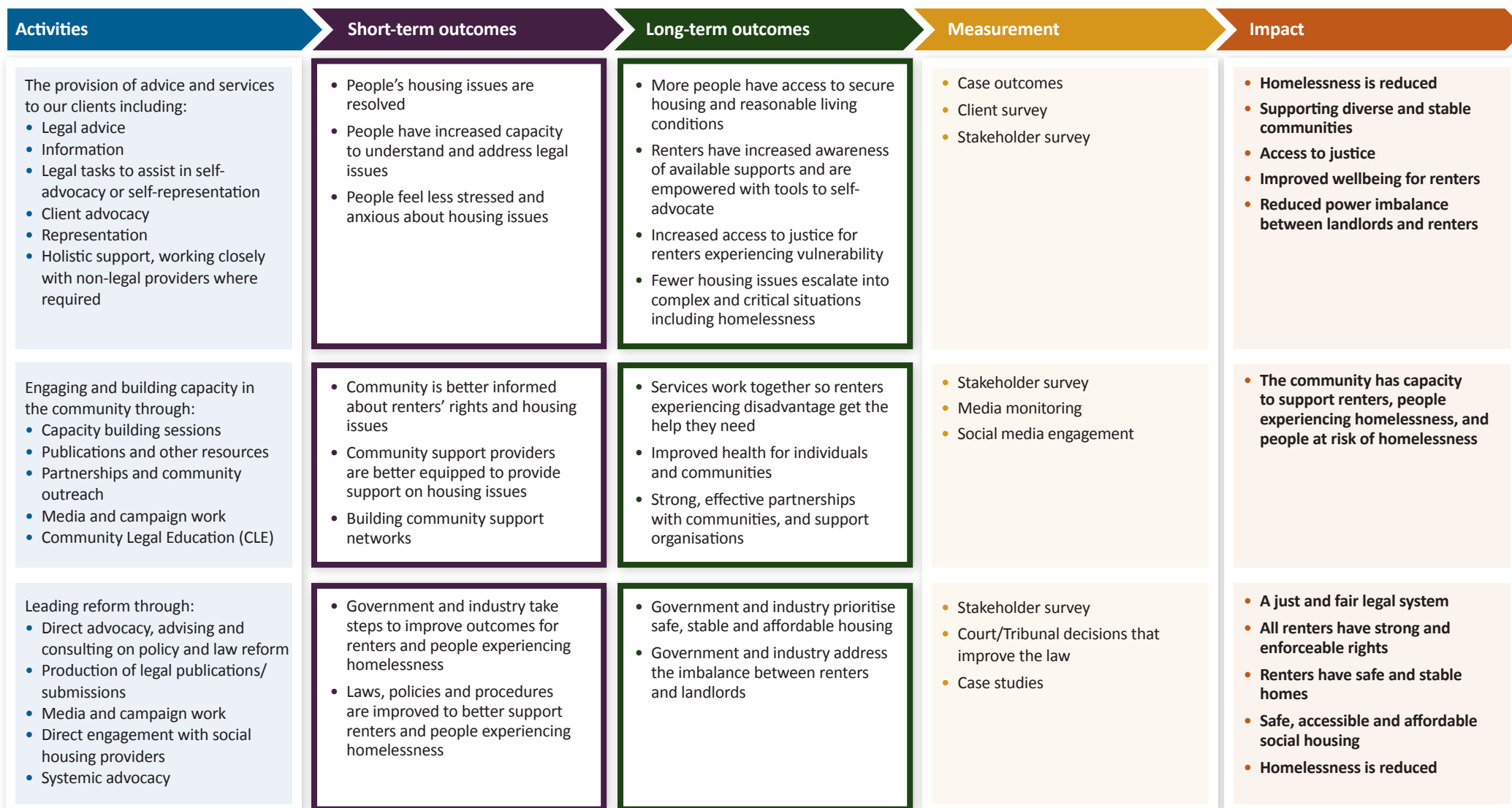


# Police Accountability Practice NSW





# Inner Sydney Tenants' Advice and Advocacy Service (ISTAAS)







**Left to right from top left:** Launching RLC's Financial Abuse Service NSW, December 2019; Celebrating Human Rights Day, December 2019; International students testing out *My Legal Mate*, October 2019; Accolades for a tenants' advocate; RLC's employment solicitor presents at the National CLCs Conference, August 2019; *Rethinking Strip Searches in NSW* report launch, August 2019; Uncle Brendan welcomes guests at an RLC fundraiser, March 2020; RLC's HJP Pod Project provided intensive legal support and identified law reform and advocacy opportunities to support First Nations young people, July 2019; members of RLC's Young Professionals Committee; Staff and students of RLC's UNSW Police Powers Clinic, September 2019; RLC's Aboriginal and Torres Strait Islander Legal Access Worker with Wiradjuri artist, Sharon Smith, September 2020; and Launching *My Legal Mate* on campus at Macquarie University, October 2019. Image courtesy Macquarie University.



# Redfern Legal Centre

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**[www.rlc.org.au](http://www.rlc.org.au)**