

Strategic Plan 2017-2021

Our Vision

To provide the community with volunteers who stand beside, empower and instil confidence in all court users.

Our Strategy

From its earliest days, Court Network has held a unique place in the justice system by nature of its outreach model. Through approaching people in the courthouse itself, and offering direct support, information and referrals it has:

- Worked to reduce the anxiety and distress experienced by victims, witnesses, families and accused parties involved in court proceedings
- Empowered court users to confidently navigate the justice system
- Supported the efficient carriage of justice
- Helped to build increased community confidence in the justice system

To deepen our impact for individuals and further embed our work in the broader service system over the next four years, we will strengthen the integrity of our service model, ensure the quality and consistency of our work and, where appropriate, expand our reach to better connect with those most in need.

Our Mission

To provide support, information and referral to persons attending court and to advocate for the needs of all court users.

Priority 1 — Service

Work where we are most needed and can make a real difference for vulnerable court users.

Objectives

We will:

- **Respond** to the changing needs of court users and the dynamic court environment
- **Develop** our model to improve access to justice in emerging areas such as family violence, victim support and in our work with unrepresented court users
- **Integrate** with other services that operate within and beyond the courts

Measure

Court users report a high level of satisfaction and stakeholders confirm our responsiveness to service needs.

Priority 2 — Volunteer Workforce

Provide high-quality services through a skilled volunteer workforce.

Objectives

We will:

- **Implement** the Court Network Service Charter that defines the services delivered by skilled volunteers who share our goal of empowering court users
- **Recruit** and train a diverse and adaptable workforce that reflects the communities we serve
- **Ensure** best practice by linking intake training, continuing education, reflective practice and reviews to the needs of court users

Measure

Stakeholders confirm a positive match between volunteer skills and service user needs, and volunteers report a positive volunteering experience through their reviews.

Priority 3 — Partnerships

Build strong relationships to expand our reach and influence.

Objectives

We will:

- **Build** our reputation as an evidence-based service provider and a source of quality information
- **Advocate** for court users to improve access to the justice system for all
- **Create** new relationships that advance the needs of vulnerable court users

Measure

Stakeholders value our service and include our input into policy and program development.

Priority 4 — Organisational Capability

Secure the organisational base needed to achieve our Mission.

Objectives

We will:

- **Preserve** existing funding arrangements and expand our funding sources
- **Optimise** our management and reporting systems to ensure we are efficient and effective
- **Build** the capability of our workforce to deliver our strategies

Measure

Our balance sheet shows a secure financial position and our capability strategies have been implemented.

Our Quality Mechanisms

- Court User & Stakeholder Feedback
- Volunteer Standards & Reviews
- Quality Framework & Work Plans to meet Accreditation Standards
- Risk Register

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