



NAAFLS
NORTH AUSTRALIAN
ABORIGINAL FAMILY
LEGAL SERVICE

STRATEGIC PLAN

2024 – 2028

INTRODUCTION

The North Australian Aboriginal Family Legal Service (NAAFLS) is an Aboriginal Community Controlled Family Violence Prevention Legal Service (FVPLS) that provides culturally safe legal and non-legal wraparound support to Aboriginal and Torres Strait Islander victim survivors of Domestic, Family and Sexual Violence (DFSV).

We offer our services to 45+ remote communities across the Top End, East Arnhem, Big Rivers and Central Desert regions of the NT, and our travel remit is inclusive of all 25 remote circuit court sittings across our coverage area.



Our work is founded on the following principles:

- Aboriginal people and communities should lead policies, laws and systems that relate to them.
- Both men and women must be part of the solution to family violence in Aboriginal communities.
- Colonisation, systemic racism and gender inequality are all major drivers of family violence against Aboriginal people.
- Every Aboriginal child must be supported to develop and maintain a connection with their family, community, culture, traditions, language and country.
- Over intervention into Aboriginal communities by Government can further entrench the harm of colonisation.

OUR PURPOSE

To provide culturally appropriate legal and support services that empower our communities against domestic, family and sexual violence.

OUR VISION

Aboriginal and Torres Strait Islander families and communities are free from domestic, family and sexual violence.

OUR VALUES



Collaboration

We combine individual skills and experience to be stronger together.



Cultural Respect

We embrace cultural difference to build respectful working relationships.



Trust

We are individually and collectively trusted and trustworthy.



Courage

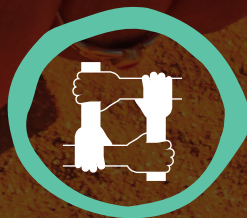
We engage in the hard conversations with compassion.

OUR FOCUS



Clients & Communities

The needs of our clients and communities are at the centre of all that we do, and we are trusted to represent them.



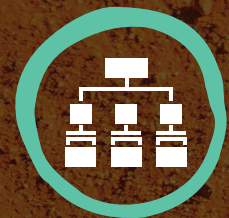
Programs & Partnerships

Our programs and partnerships contribute to communities that are safe, informed and empowered; and we are regarded as the leading authority in matters of domestic, family and sexual violence in the Top End.



People & Performance

We are an employer of choice offering an inviting and supportive workplace culture that fosters high performance, professional growth and development.



Structure & Governance

Our organisational structure is efficient, and strong governance underpins our services.



CLIENTS & COMMUNITIES

Our focus

The needs of our clients and communities are at the centre of all that we do, and we are trusted to represent them.

Our success

- Our clients and communities are **safe, informed and empowered** to be free from violence.
- Our clients have **the representation and support they need**, when they need it.
- Our communities **trust us to represent them** in Territory-wide and National forums.

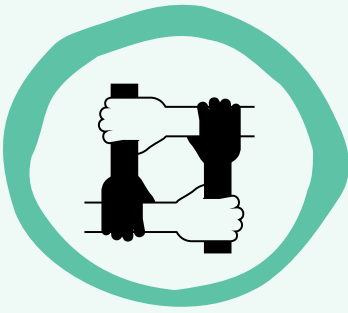
Success measures

- Improved service accessibility and client satisfaction.
- Increased awareness of NAAFLS brand and programs within our communities.

Our plan

- Improve our place-based cultural awareness.
- Enhance our relationships with communities.
- Know our communities and be trusted to represent them.
- Provide holistic and consistent client support.





PROGRAMS & PARTNERSHIPS

Our focus

Our programs and partnerships contribute to communities that are safe, informed and empowered; and we are regarded as the leading authority in matters of domestic, family and sexual violence in the Top End.

Our success

- We deliver **high quality programs** in our communities.
- We have **strong partnerships and referral arrangements** to allow our communities and clients **seamless support** beyond our scope of services.
- Our programs are **adaptable to community need**.
- **NAAFLS insight is valued** in Northern Territory and National family violence forums.

Success measures

- Increased participation in partnership programs.
- Enhanced service reach and impact.

Our plan

- Position NAAFLS as a trusted and respected authority for family violence matters in the Northern Territory.
- Reduce dependency on government funding cycle.
- Enhance program delivery to address community needs.
- Foster partnerships with key stakeholders deliver stronger support for victims and communities.
- Enhance delivery of legal services to clients.



PEOPLE & PERFORMANCE

Our focus

We are an employer of choice offering an inviting and supportive workplace culture that fosters high performance and professional growth and development.

Our success

- Workplace culture is **inviting and inclusive**.
- A performance and development framework is in place to **support professional development** of all staff members.
- All staff members are **actively engaged in their career planning**.
- Pathways are established to **develop our own** Aboriginal and Torres Strait Islander lawyers.

Success measures

- Higher staff retention.
- Consistent achievement of performance targets.

Our plan

- Establish NAAFLS as an employer of choice.
- Enhance support for Aboriginal employment.
- Provide professional development and career progression pathways.
- Establish improved training opportunities for staff.
- Support high quality and efficient delivery of work.
- Maintain an inviting, inclusive and supportive workplace culture.



STRUCTURE & GOVERNANCE

Our focus

Our organisational structure is efficient, and strong governance underpins our services.

Our success

- We are organised to **efficiently and effectively deliver high quality services** to our clients and communities.
- We are **guided by the voices of our members**.
- Our policies and procedures are **up to date, accessible and provide clear guidance** for decision making.
- We are **trusted** by those who invest in us.

Success measures

- Efficient governance structure.
- Strong policy compliance.
- Active engagement of members and stakeholders.

Our plan

- Ensure NAAFLS Board has a balance of relevant skillsets, community, and lived experiences.
- Establish a fit-for-purpose governance framework for risk management.
- Elevate the voices of our members.
- Ensure appropriate separation of strategic oversight and operational delivery.
- Ensure our policies and procedures support our organisational needs and provide sound guidance.
- Ensure NAAFLS organisational structure is fit-for-purpose and consistent with organisational needs.
- Ensure ongoing compliance with regulatory and funding bodies.
- Ensure strong corporate support relationships.
- Improve physical workspace in offices.