



Job Watch Inc (JobWatch) is an independent not-for-profit employment rights community legal centre committed to improving the lives of workers, particularly the most disadvantaged.

Strategic Plan

2017 - 2021

Ratified by the Committee of Management

19th September 2017

Introduction

The JobWatch strategic plan has been developed with our clients and other key stakeholders at the forefront of our minds. It is designed to provide a focus for our organisation over the next four years.

Our Vision

JobWatch is an independent not-for-profit employment rights community legal centre committed to improving the lives of workers, particularly the most disadvantaged.

JobWatch does this by:

- Advising;
- Representing;
- Informing;
- Educating and empowering;
- Advocating; and
- Campaigning for law reform and social change.

Our Values

JobWatch applies the values of:

- Justice;
- Access;
- Quality;
- Innovation;
- Collaboration; and
- Compassion in all of the work that we do.

Goal	Strategic Activity	Outcomes
<p>1. For JobWatch to have a range of funding sources in order to ensure its long term viability</p>	<ul style="list-style-type: none"> ▪ Identify potential funding opportunities, including philanthropic and corporate organisations; ▪ Maintain and further develop relationships with current and potential funding bodies; ▪ Ensure that accountabilities under current funding related contracts are met; ▪ Initiate projects with partner organisations; ▪ Develop partnerships for funding/research grant applications. 	<ul style="list-style-type: none"> ▪ Obtaining funding from funding submissions; ▪ Productive meetings conducted with stakeholders; ▪ Productive meetings conducted with peak bodies in the community sector to explore funding possibilities for significant shared projects; ▪ Scheduled meetings conducted with State and Federal Government to obtain additional funding.

Goal	Strategic Activity	Outcomes
<p>2 For JobWatch to provide a range of accessible and practical services for workers.</p> <p>These include:</p> <p>(a) A telephone information service (TIS) that meets our callers' needs for accurate, timely information and referral options regarding workplace rights and obligations;</p>	<ul style="list-style-type: none"> ▪ Review systems to ensure the quickest and most effective response rates to callers; ▪ Ensure as far as practicable that staffing and caller demand levels are in equilibrium; ▪ Ensure telephone/electronic technology is current; ▪ Ensure a current training and development plan is operational; ▪ Provide high quality, intelligible verbal information; ▪ Collect TIS database and phone system data that drives effective service delivery; ▪ Provide high quality accessible written material; ▪ Develop and maintain a TIS Volunteer Program; ▪ Investigate funding opportunities to provide a national JobWatch TIS. 	<ul style="list-style-type: none"> ▪ Report on TIS accessibility; ▪ Report on JobWatch written material and LawApp usage on the JobWatch website; ▪ Positive qualitative feedback from callers – “<i>Customer Satisfaction Survey</i>”; ▪ Successful achievement of contractual obligations and where practicable exceed these obligations; ▪ The provision of a national JobWatch TIS.

Goal	Strategic Activity	Outcomes
<p>(b) A legal practice which:</p> <p>(i) Provides high quality legal advice, as well as representation at conciliations, hearings and legal proceedings;</p> <p>(ii) Provides legal education to the public through public seminars, workshops and written materials;</p> <p>(iii) Engages in law reform activities;</p> <p>(iv) Strives to assist increased numbers of workers through innovative means.</p>	<ul style="list-style-type: none"> ▪ Ensure that all legal staff meet their CPD requirements and maintain their expertise in employment law; ▪ Develop in-house legal training as required; ▪ Record number of represented clients and outcomes; ▪ Provide legal advice and representation for workers in line with the relevant Legal Practice policy; ▪ Develop, monitor and record professional relationships with other Community Legal Centres and other stakeholders by way of assistance, training and joint projects; ▪ Provide/Co-ordinate legal education to community groups, students etc. within resources; ▪ Develop, maintain and supervise the JobWatch Volunteer Program; ▪ Regular review of all written materials as required; ▪ Research and produce submissions as required. 	<ul style="list-style-type: none"> ▪ Achieved high level of knowledge and expertise pertaining to employment law; ▪ Achieved CPD requirements; ▪ Strengthened relationships with Community Legal Centres and other stakeholders; ▪ Successful achievement of contractual obligations and where practicable exceed these obligations; • All written materials are up-to-date.

Goal	Strategic Activity	Outcomes
<p>3 For JobWatch to continue to be recognised as the leading employment rights community legal centre that campaigns for improved working conditions.</p>	<ul style="list-style-type: none"> ▪ Use statistical data to drive campaigns to raise awareness and advocate for policy and legislative change; ▪ Liaise with media and utilise social media to inform policy and debate; ▪ Respond to submission requests on employment law issues; ▪ Review and update the database as required; ▪ Utilise data from callers and case studies to design campaigns and to inform the broader community of relevant issues; ▪ Provide the legal practice with trend data to enhance law reform; ▪ Participate in public debate around issues pertinent to the rights of Victorian workers by utilizing various media including social media and other forums. 	<ul style="list-style-type: none"> ▪ Successfully participated in radio talk-back forums and TV programs and print media in line with campaigns and other workplace issues; ▪ Production of media releases as appropriate; ▪ Positive contribution and impact on law reform and public debate; ▪ Increased community awareness around issues pertinent to the rights of Victorian, Queensland and Tasmanian workers.

Goal	Strategic Activity	Outcomes
<p>4 For JobWatch to develop new networks and partnerships and strengthen existing relationships with key interest groups.</p>	<ul style="list-style-type: none"> ▪ Initiate projects with partner organisations active in employment law, workplace relations and human rights; ▪ Develop partnerships for funding/research grant applications; ▪ Participate in public debate on issues pertinent to the rights of workers; ▪ Develop partnerships with corporate and philanthropic organisations. 	<ul style="list-style-type: none"> ▪ Increased mutually beneficial projects and related funding; ▪ Increased funding as a result of new partnerships formed.

Goal	Strategic Activity	Outcomes
<p>5 For JobWatch's COM, management and staff to be a strong team that works together productively and respectfully.</p>	<ul style="list-style-type: none"> ▪ Ensure all management/COM processes are transparent; ▪ Maintain a focus on JobWatch's vision and values; ▪ Ongoing compliance with governance accountabilities as contained in the Job Watch Inc Committee of Management Charter; ▪ Diverse representation on the COM to support the strategic management of JobWatch; ▪ Ongoing compliance with Job Watch Inc Rules and Enterprise Agreement and JobWatch Policies; ▪ Ensure consultation with staff in substantive decision making on issues affecting their work; ▪ Succession planning on a regular basis. 	<ul style="list-style-type: none"> ▪ Staff access to non-confidential component of minutes of COM meetings; ▪ JobWatch's vision and values applied in relation to organizational decision making; ▪ Well balanced and informed decision making; ▪ Strengthened relationships between JobWatch COM and staff that is productive and respectful; ▪ Development of staff and COM.