



...members

Our goals

- Position members to benefit from the National Legal Profession Reform (NLPR).
- Advance member interests through advocacy, ethics, learning and development and practice support services.

Our strategies

- Build and enhance valued member services; Advocacy, Ethics, L&D, Practice Management.
- Develop a sustainable Trust Account Advisory service for members.
- Provide members with accurate, timely information and practical advice to benefit from NLPR, while meeting their obligations.
- Build the Society's and the profession's profile in the community and consolidate relationships with specific stakeholder groups.

Our goals

- Be business fit in our operations and organisational structure for exceptional service delivery.

Our strategies

- Upgrade our systems to improve, support and enhance processes and identify and implement efficiencies.
- Develop and deliver system and process improvements for more efficient, user-friendly, convenient and accessible member services.



...systems and processes

Our vision

To be the leading legal professional membership association in Australia

Our values

- RESPECT** valuing people and respecting their contributions
- INTEGRITY** being honest and fair in all our actions
- SERVICE** working together to anticipate needs, exceed expectations and honour commitments

...people



Our goals

- Demonstrate a strong member-focused ethos.
- Build our organisational capability by having the right people in the right roles.

Our strategies

- Ensure a member-focused culture, grounded in our values through effective leadership and skilled staff.
- Foster a positive workplace culture that encourages optimal personal and team performance.

Our goals

- Provide superior value to our members delivering valued and efficient services.

Our strategies

- Review our membership structure and offering to ensure we deliver value to our members segments.
- Establish commercial relationships that satisfy member needs and optimise funding.
- Be cost effective in the way we deliver services and products to members.

...finance

