

NATIONAL SOCIAL SECURITY RIGHTS NETWORK (NSSRN)

STRATEGIC PLAN 2017-2020

The NSSRN is a national peak body organisation of community legal centres that specialise in Social Security and Family Assistance law and its administration by Centrelink. NSSRN's work is informed by the casework experience of our member centres.

NSSRN's aim is to reduce poverty, hardship and inequality in Australia by advocating for a Social Security and Family Assistance system, which is fair, adequate and well administered.

Our Vision

A fair, inclusive and sustainable Australia underpinned by a comprehensive, rights-based Social Security safety net for all.

Our Commitment to a Rights Based System

NSSRN advocates that, essential to our vision, the Social Security and Family Assistance system in Australia should be firmly grounded in the following rights:

- a right of all people in need to an adequate level of income support which is protected by law;
- the right of people to be treated with respect and dignity by Centrelink and those administering the Social Security and Family Assistance system;
- the right to accessible information about Social Security and Family Assistance rights and entitlements, obligations and responsibilities;
- the right to receive prompt and appropriate service and Social Security and Family Assistance payments without delay;
- the right to a free, independent, informal, efficient and fair appeal system;
- the right to an independent complaints system;
- the right to independent specialist advice and representation; and
- the right to natural justice and procedural fairness.

Our Key Values

NSSRN organisations are committed to the following set of key values, which underpin all the work that each organisation does:

1. Aboriginal and Torres Strait Islander people are the traditional owners of the land. We respect Indigenous experience and cultures and will work with Indigenous people and organisations to overcome the systemic disadvantage faced by Indigenous people.
2. We are united in our recognition of the inherent dignity and of the equal and inalienable rights of all human beings.
3. We respect and value diversity and promote the need for a compassionate, fair and inclusive Australia.
4. We value the voices of the people we serve and will work to ensure that they are heard in our own organisations and by the wider society and government.
5. We represent the interests of disadvantaged people in Australia and fearlessly promote and defend those interests through evidence-based, non-party political advocacy.
6. We act with honesty, openness, integrity and impartiality.

OUR STRATEGIC PRIORITIES 2017-2020

Influencing Government policy and its administration

Objectives

1. To participate in and influence the development of Social Security and Family Assistance policy and its administration in Australia.
2. To produce research based on client and member service experience with Social Security and Family Assistance Law administration.
3. To maximise opportunities for enhancing the public profile of the NSSRN including through engagement with other key stakeholders.

Strengthening Member Support and Engagement

Objectives

1. To continue to support the work of member centres.
2. To deliver a webinar training program and explore opportunities to engage members and external experts in the delivery of these sessions.
3. To develop additional mechanisms for facilitating member engagement and communication through trialing innovative new approaches.

Ensuring NSSRN Sustainability

Objectives

1. To secure recurrent funding for the NSSRN Secretariat.
2. To promote the work and value of member centres within government and the wider community.
3. To highlight the need for adequately funded specialist Social Security Rights services.
4. To enhance the governance and operations of NSSRN through completing the development of a set of policy and procedures.
5. To review the location of the NSSRN Secretariat with a view to maximizing our strategic influence and improving the work environment for our staff.