

ZLSC Orientation Session

1st July 2023

A graphic with the word "Welcome" in a blue, cursive font above a red, rounded rectangular button containing the word "ABOARD" in white, bold, uppercase letters.

Welcome
ABOARD

We are excited to have an enthusiastic new team member with creative mindset among us. Together let us innovate and take **Zanzibar Legal Services Centre (ZLSC)** to the new heights.



- To understand the organization's expectations.
- To be familiar with the ZLSC culture and values.
- To understand ZLSC goals and strategies.

- Displaying a positive and respectful attitude.
- Working with honesty and integrity.
- Representing the organization in a responsible manner.
- Performing the work to a reasonable, acceptable standard.
- Maintaining good attendance.
- Conducting ourselves in a professional manner, even when off duty.
- Following set policies and procedures when dealing with problems or issues.



Organization Overview

Who is ZLSC ?

- ZLSC) was established in 1992 as a non-governmental organization (NGO) and registered as a Trust under the Land (Perpetual Successions) Decree of Zanzibar in May 1992.
- In 1995, it acquired a certificate of compliance under the Societies Act of 1995, the main legislation regulating the civil society sector in Zanzibar.
- ZLSC operates mainly in Zanzibar.



Vision

Rights and Access to Justice for all

Mission

Raise people's awareness, Promote Human Rights and Good Governance.

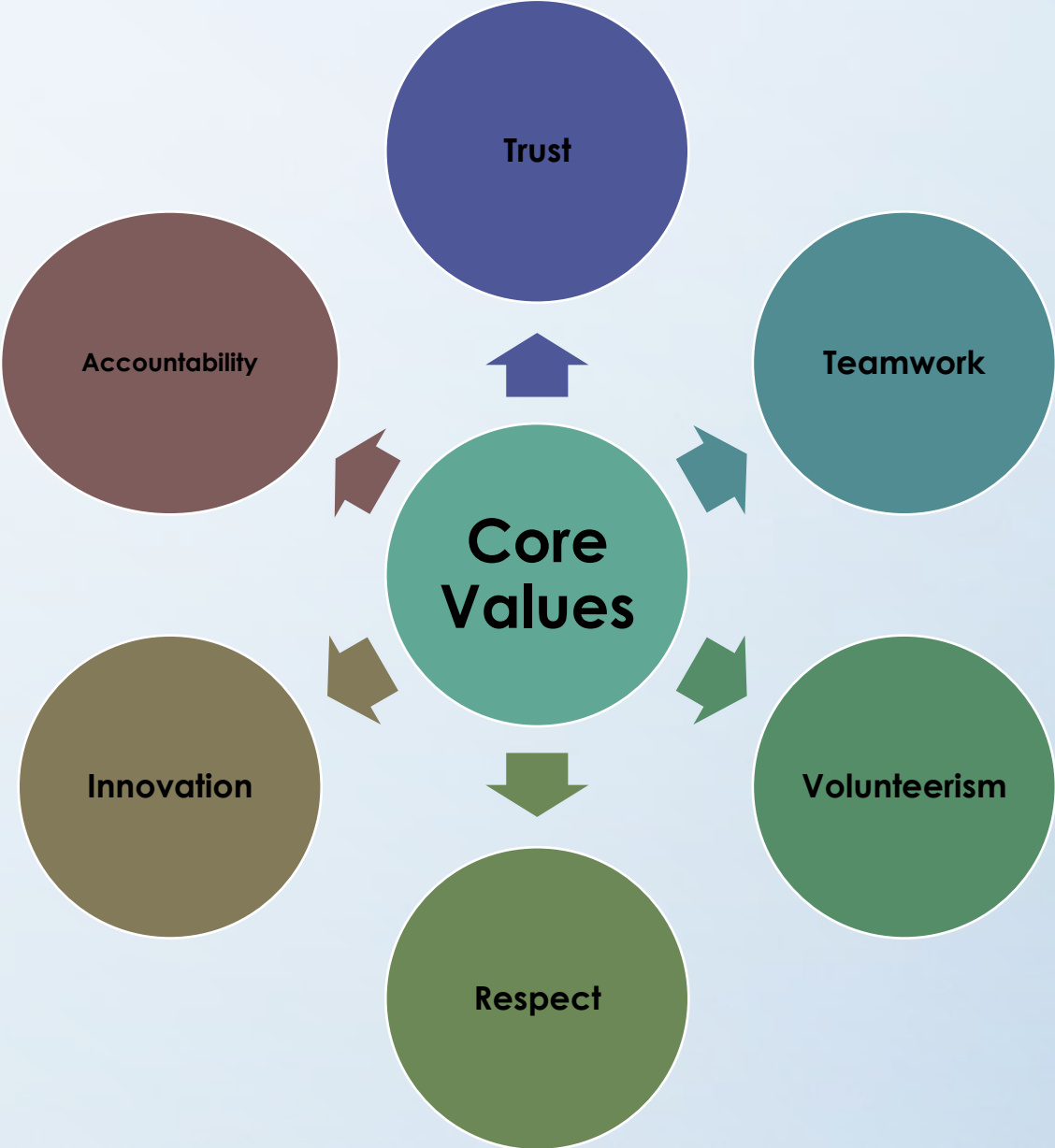
ZLSC's Objectives

- a) To render legal aid, legal assistance and other legal services to the public;
- b) To promote and advocate for the respect and observance of human rights, rule of law, democratic principles and the culture of peace and tolerance;
- c) To assist other institutions and individuals whose objectives are charitable in nature;
- d) To perform any other lawful activities as may be conducive to the goals of ZLSC.

Our Core Values

- Our core values influence our entire organizational culture. They affect everything from employee attitudes to the quality of our services.
- Our core values drive how we operate every day, and in the ways, we treat employees, clients, suppliers, and other stakeholders.
- Our commitment to these core values is not optional, and it never wavers.
- Our core values unite us and differentiate us.
- Our core values define us.

Our Core Values



Our Core Values

- TRUST:** We act with credibility, professionalism and integrity in all we do.
- ACCOUNTABILITY:** We take responsibility for our actions and operates in open straight forward manner while maintaining sustainable environmental.
- RESPECT:** We recognize each others difference and show consideration for one another in upholding justice.
- TEAMWORK:** We believe in combined individual strengths to develop exceptional results.
- INNOVATION:** We believe in individual are fountain of new ideas for fueling better services while working towards a common goal.
- VOLUNTEERISM:** We create opportunities for people to become active citizens and deliver solutions to the challenges.

Governance

- ZLSC is a trustee organization.
- Board of trustee (3-5 members)
- Executive Director/Management Team





- ZLSC programs are informed by its Strategic and Operational Plans.
- The first strategic plan was in 2008 to 2011; whereas the second one was 2013 to 2017.
- In 2018-2022 ZLSC's launched her third Strategic Plan for the next five years.
- The Strategic Plan highlights four strategic objectives

STRATEGIC RESULT 1:

Demand by vulnerable and disadvantaged people in Zanzibar for their rights increased

Immediate Result 1.1

Knowledge of relevant policies and laws among vulnerable and disadvantaged people increased

Immediate Result 1.2

Self-confidence among vulnerable and disadvantaged people increased

Immediate Result 1.3

Public trust and confidence in justice administration system increased

Strategic Result 2:

Inclusion of vulnerable and disadvantaged people in public affairs increased

Immediate Result 2.1

Awareness of inclusion opportunities among vulnerable and disadvantaged people in Zanzibar increased

Immediate Result 2.2

Ability of vulnerable and disadvantaged people in Zanzibar to interact with other people increased

Immediate Result 2.3

Public knowledge of rights and responsibilities of vulnerable and disadvantaged people in Zanzibar increased

Strategic Result 3

Enforcement of rights of vulnerable and disadvantaged people in Zanzibar enhanced

Immediate Result 3.1

Knowledge of human rights model among policy makers and implementers increased

Immediate Result 3.2

Capacity of rights enforcers to fulfil rights of vulnerable and disadvantaged people in Zanzibar increased

Immediate Result 3.3

Ability of public to engage in law-making processes increased

Strategic Result 4

Organizational performance and sustainability enhanced

Immediate Result 4.1

Capacity of ZLSC to effectively manage and retain its human resources enhanced

Immediate Result 4.2

Capacity of ZLSC to effectively adapt manage and sustain its material and financial resources enhanced

Immediate Result 4.3

Capacity of ZLSC to design and deliver quality projects and programmes enhanced

Our Approach

- Legal Aid Provision
- Empowerment
- Evidence based advocacy
- Campaign/Community mobilization
- Integrated use of ICT
- Coalition and Networks
- Media engagement & Communication
- Reports and Publications

Stakeholders

- Community based organizations
- Like minded organizations
- Faith based organizations
- Academic institutions
- Government institutions
- Individuals
- Development partners



CODE OF CONDUCT

The purpose of the Code of Conduct is to promote and safeguard the interests of ZLSC and create conditions for all volunteers and employees to conduct themselves with integrity and work together to create a good working environment in fulfilling their duties while striving to empower the public, human rights and good governance in Zanzibar.



DRESS CODE

ZLSC's objective in establishing a formal work dress code is to enable its employees to project the professional image that is in keeping with the needs of the professional itself and other stakeholders.

During working hours, employees must ensure they are groomed appropriately and in compliance with the policy requirements and the nature of the clients they serve.

Employees must project the image of a trustworthy, knowledgeable and ethical organization for the stakeholders who seek their guidance and inputs on a daily basis.



WORKING HOURS

- Normal working hours for all employees at LHRC shall be Monday to Friday from 0700 to 1500 hours, inclusive of one hour for lunch (1200 – 1300 hours).
- ZLSC encourages volunteers and staff to observe working hours to complete the assignment within the working hour duration;
- Volunteers and employees shall observe strict punctuality respect of arrival to work and commencement of meetings.
- In addition to that, ZLSC encourages work life balance hence would like their staff to rest with their families.
- All volunteers and staff who are present, are required to be in their respective offices or fulfilling their official duties during official working hours.
- In unavoidable situations of emergencies and unforeseen events that may not permit working from office, employees will be advised to work from home, by receiving the communication from the Executive Director or the HR Office based on approval of the Executive Director.

Zanzibar Legal Aid Act 2018

With special focus on the following:

- Part 4: Legal aid services
- Part 5: Legal aid in civil procedures
- Part 6: Legal aid in criminal procedures

Thank you for listening!

Karibu sana!