



Our vision

A fair and just Queensland

Our mission

To be a voice for the sector

To lead and support Queensland community legal centres to deliver quality and accessible services to people experiencing disadvantage and bring about change for individuals and communities

Our Values

Leadership: We have a strong learning and innovation culture; we are ambitious for the sector; and we lead by example to build and support quality and continuous improvement.

Integrity: We build trust through our transparency, accountability, empathy and courage.

Fairness: We show compassion; we recognise the dignity of all people; and we advocate for justice for vulnerable and disadvantaged communities.

Respect: We listen; we embrace diversity, equity and inclusion; and we elevate the voices of the sector and their communities.

Collaboration: We are a unified sector; we build and maintain strong partnerships; and we are committed to consultation and working together.

Strategic plan 2022-23



Objective 1

Work with Queensland community legal centres (CLCs) to continually improve organisational sustainability and service quality

Improve systems and practices across the sector

- Maintain the accreditation program
- Lead service improvement strategies in relation to First Nations engagement and leadership.

Support and develop the sector workforce

- Offer regular training and development opportunities in priority areas through targeted channels
- Develop a strategy for the sector to become an employer of choice with positive workplace cultures that recruit and retain diverse people and skills.
- Develop skills in establishing and managing strategic relationships and partnerships

Model good practice as a peak organisation

- Improve internal governance, systems and practices
- Identify new funding sources for priority initiatives



Objective 2

Work with Queensland CLCs to improve relationships and increase profile and resourcing of the sector

Foster relationships and pursue successful partnerships to grow and diversify sector resources

- Continue to nurture and strengthen relationships with our First Nations colleagues and stakeholders
- Build and strengthen relationships with and between member CLCs
- Maintain and foster member, government and stakeholder relationships
- Actively pursue strategic relationships and memberships in areas that extend Queensland CLCs' profile, resources and support bases
- Work with legal assistance services in collaborative service planning initiatives under the National Legal Assistance Partnership agreement

Build profile and recognition of the Queensland CLC sector

- Develop a communications plan in consultation with CLCs that supports the profile building of the sector
- Promote the work of CLCs and their impact in the community



Objective 3

Work with Queensland CLCs to unite around common objectives to bring about change

Build data, insights and knowledge

- Draw on accreditation insights to build knowledge and identify future priorities
- Support CLCs to prioritise evaluation, evidence-gathering and demonstration of impact through client stories
- Strengthen CLCQ's capability to access and analyse data to support sector advocacy

Coordinating advocacy for change

- Work with CLCs to elevate the voices of communities impacted by disasters and climate change to enhance sector resources, advocacy and law reform
- Be a platform for increased awareness and advocacy for Aboriginal and Torres Strait Islander voices on matters relating to First Nations people and communities
- Continue to be a voice of the sector on the administration of CLC funding and policy.