



## 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.