

# COMMUNITY LEGAL CENTRES QUEENSLAND STRATEGIC PLAN 2023-24

## 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.



**Community  
Legal Centres  
Queensland**

## 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 people and communities experiencing vulnerability and disadvantage.

**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.

Community Legal Centres Queensland acknowledges Aboriginal and Torres Strait Islander peoples as the original inhabitants of Australia and the traditional custodians of the continent, whose cultures are among the oldest living cultures in the world.

We recognise the role and accept the responsibility that Community Legal Centres Queensland has in advancing and respecting the rights of Aboriginal and Torres Strait people by working collaboratively with Aboriginal and Torres Strait Islander peoples and communities in working towards our strategic goals with our members and their communities.



### Objective 1:

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

#### 1.1 Improve systems and practices across the sector

- Maintain the accreditation program
- Lead service improvement strategies in relation to First Nations engagement and leadership
- Develop a strategy to support CLCs to embed lived experience in service delivery design and responses

#### 1.2 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

#### 1.3 Model good practice as a peak organisation

- Improve internal governance, systems and practices
- Identify new funding sources for priority initiatives
- Refresh and build on the Community Legal Centre Queensland Cultural Action Plan



### Objective 2:

Work with Queensland Community Legal Centres to improve relationships and increase profile and resourcing of the sector

#### 2.1 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

#### 2.2 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 including the capacity of the CLC workforce and their clients to tell their stories of impact
- Promote the work of CLCs and their impact in the community
- Profile the unique experiences and qualities of the CLCs workforce and the values-based professional opportunities in CLCs



### Objective 3:

Working with Queensland Community Legal Centres to unite around common objectives to bring about change

#### 3.1 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 Community Legal Centres Queensland's capability to access and analyse data to support sector advocacy

#### 3.2 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
- Provide coordination support to members on shared issues of legal and social policy reform