



Community Legal Centres Queensland

DIGITAL STRATEGY PROJECT

Briefing Session

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Session agenda and objectives

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Project overview

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Project outcomes

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Taking the strategy forward

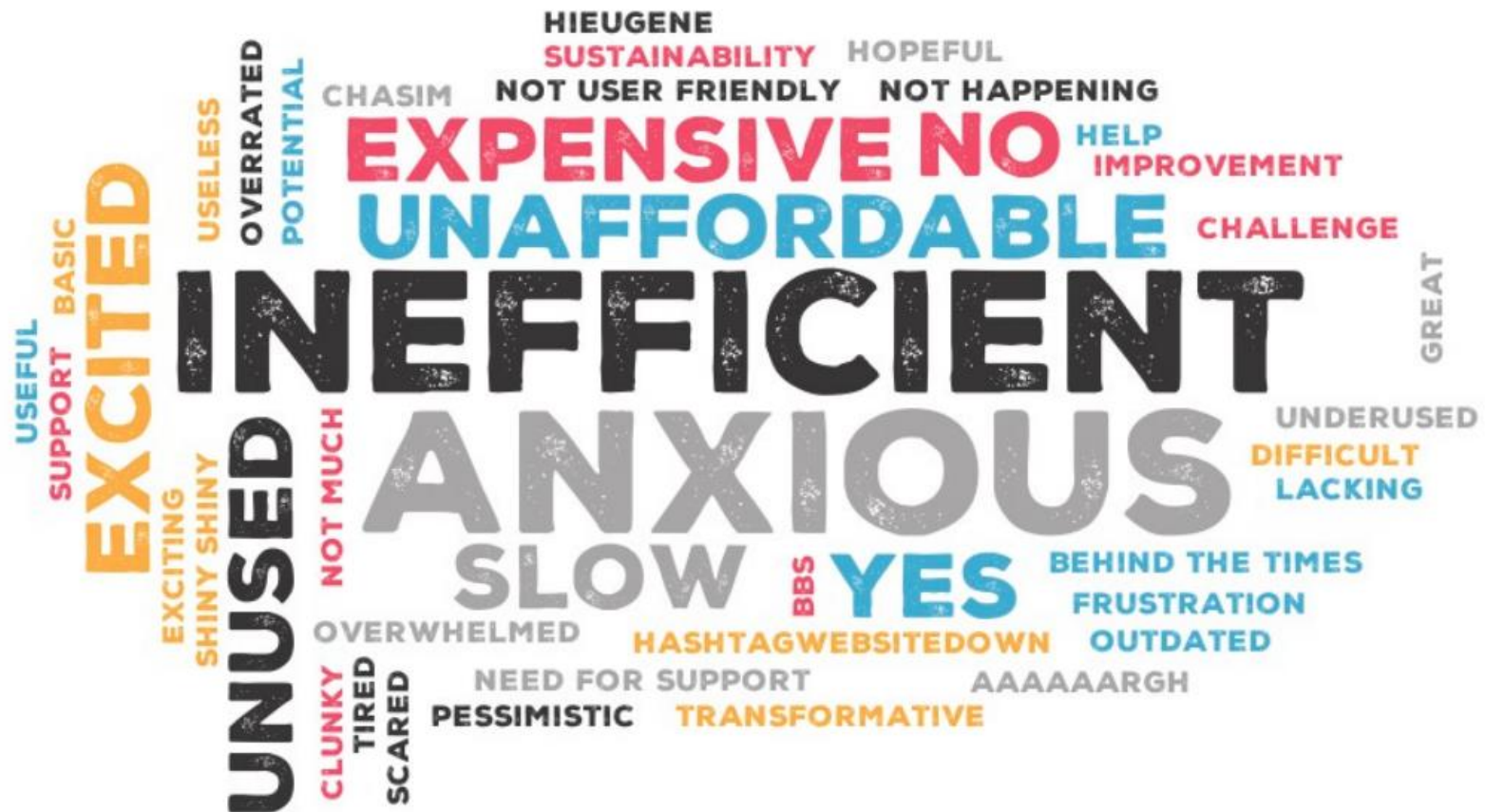


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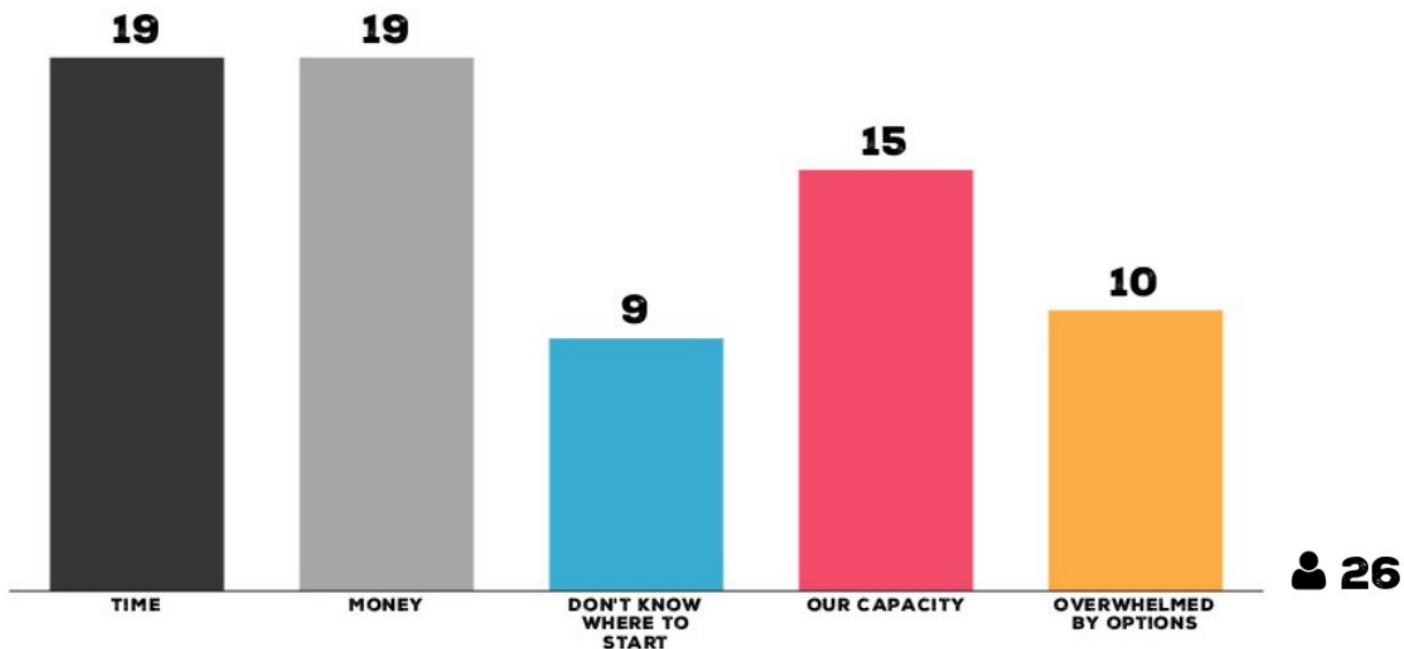


Project overview

How do you feel about technology? (Sector pulse survey Q4 2018)



What's stopping you from making any tech changes? (Sector pulse survey Q4 2018)

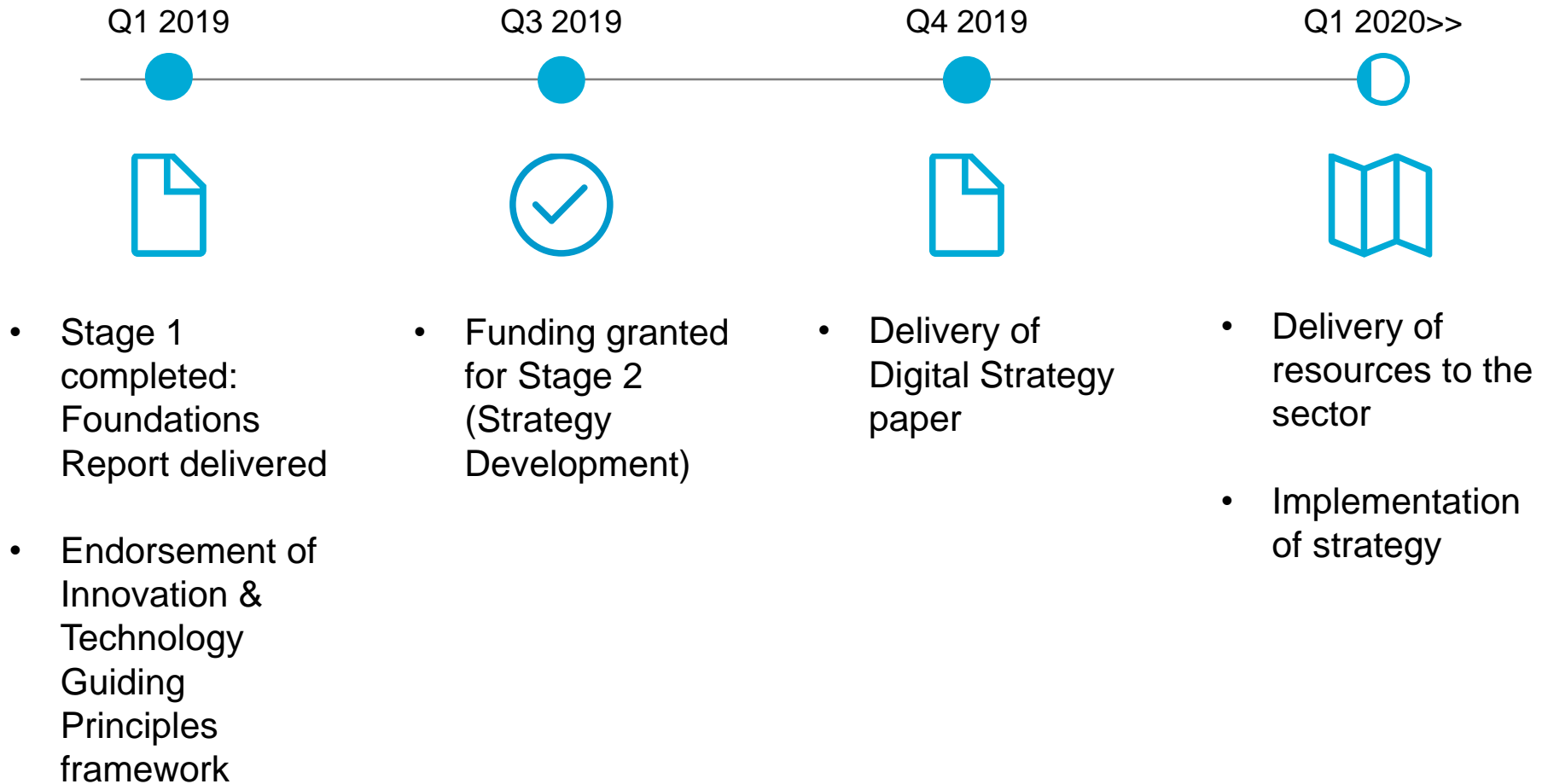


The sector acknowledges the imperative of “going digital” but is not equipped to do it well.

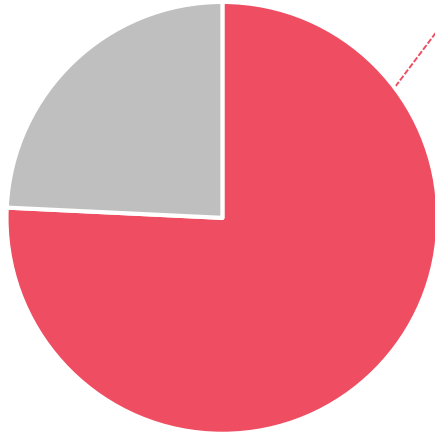
Understand the sectors' needs and **priorities**

Find ways to help the sector **build digital capacity** and access to technology

Promote sector **collaboration** and knowledge sharing



QLD CLCs



26 CLCs out of 34 involved in Stage 1 and/or Stage 2 including:

- **10** specialist centres
- **17** small and medium centres
- **13** regional centres

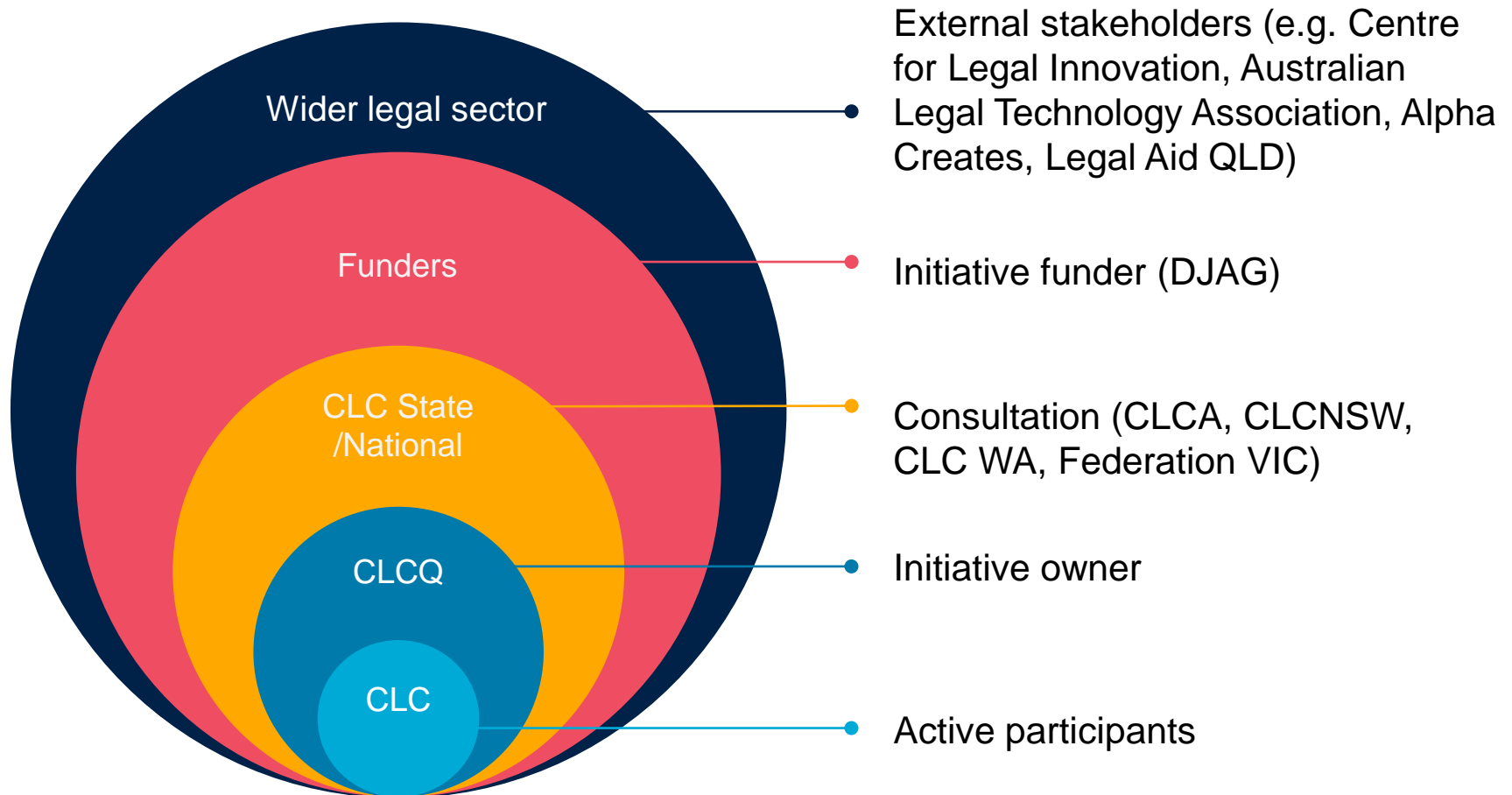
36 individuals participated from the QLD CLC sector

+ exposure to all CLCs

Engagement via:

- Formal Digital Strategy Working Group
- F2F workshops (x3) and video conferencing (x2)
- Surveys (x2)
- SLACK (online collaboration platform)

The engagement approach – beyond CLCs



Sector-wide strategy



Innovation & Technology Guiding Principles Framework

Objective: Promote effective digital adoption within the CLC sector, and assist CLCs and funders through the technology funding request process.

Principle #1

Outcome-focused initiatives

Principle #2

Fit-for-purpose solutions

Principle #3

Sustainable investment

Principle #4

Innovation-ready, risk-prepared

Funding
guidelines

Funding
criteria



Building digital capacity for
the Queensland CLC sector

Digital Strategy Paper

January 2020



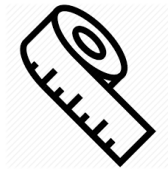
Initial set of resources for the sector
- guidelines, templates, checklists -

2

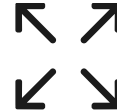
Project outcomes



Priorities
focused on **core**
capability
building



One **size** does
not fit all



Capacity is, and
always will be, a
challenge



Collaboration is
key

- ▶ Basic needs, but a complex and constrained environment.
- ▶ Aspiring innovators, but not at the expense of their fundamental purpose.

The vision


A community legal sector empowered by technology to provide access to justice for every client.

The mission

Build the digital capacity of the Queensland community legal sector.

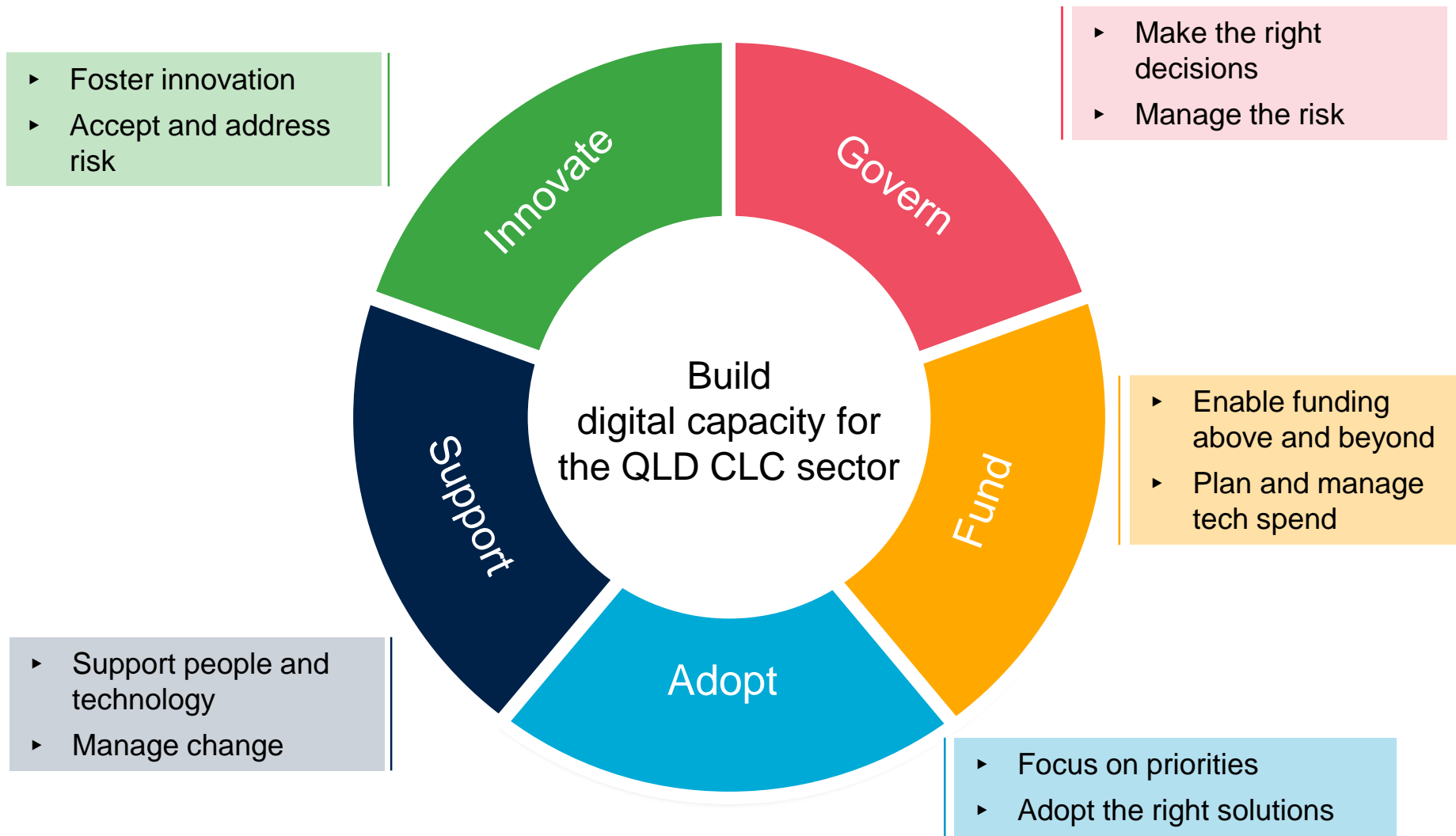
The strategy

A plan to help CLCs harness technology and close the digital gap.



A **collaborative** approach that enables CLCs to access and share centralised resources and knowledge, but run their own technology programs.

5 Strategic Areas of Digital Capacity Building



3

Taking the
strategy
forward

A roadmap to deliver the strategy

ROADMAP ACTIVITY AREA	OUTCOMES
1 Sector engagement	<ul style="list-style-type: none">▸ CLCs are actively engaged in building digital capacity and regularly participate in cross-sector related activities.
2 Knowledge development & sharing	<ul style="list-style-type: none">▸ CLCs have access to useful resources to build their digital capability, and keep abreast of technology trends relevant to the sector.
3 Digital / technology projects	<ul style="list-style-type: none">▸ CLCs collaborate to implement common digital solutions, develop lessons learnt and apply to ongoing digital capabilities development.
4 Partnerships Development	<ul style="list-style-type: none">▸ CLCs have access to partners who provide assistance, services and insights into digital and technology initiatives.

Resourcing the implementation of the Digital Strategy

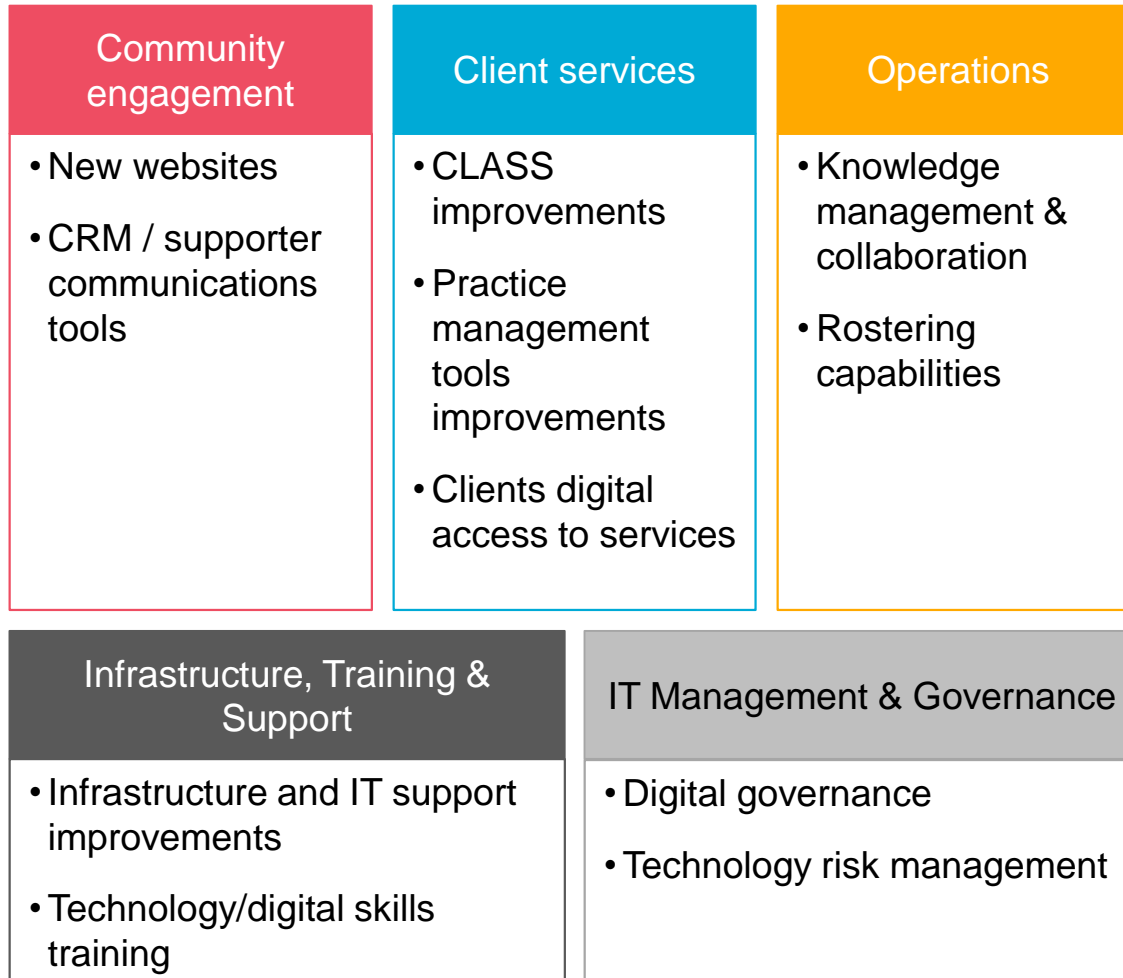
CLCs

- Have their own “starting point” from which to build digital capacity.
- Build their digital capacity by tapping into common resources.
- Implement initiatives specific to them.

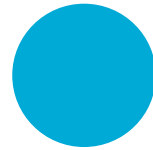
CLCQ

- Coordinates digital strategy implementation activities (knowledge development, relationships, communications, etc.).
- Acts as facilitator and central point of contact.

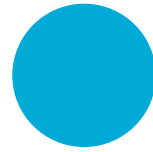
CLC-specific and joint projects will require dedicated resourcing and funding.



- ▶ Each CLC will have its own set of and priorities.
- ▶ Shared resources can help CLCs build their capacity and address their priorities.
- ▶ Opportunities for joint projects such as optimising triage and intake processes.



Questions?



Thank you