



Community Legal Centres Queensland

Strategic plan

2020/2021

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 vulnerable and disadvantaged people and bring about change for individuals and communities



Objective 1

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

Improve systems and practices across the sector

- Continue the accreditation program
- Lead service improvement strategies in relation to culturally safe practices, digitalisation, and intake and triage systems
- Assist CLCs to implement the Human Rights Act

Support and develop the sector workforce

- Offer regular training and development opportunities such as webinars, masterclasses and annual conference
- Lead initiatives for the sector to offer attractive employment conditions and foster worker wellbeing and resilience
- 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 increase the accessibility, profile and resourcing of the sector

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

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



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

Coordinating advocacy for change

- Work with CLCs to identify priority issues in relation to post-COVID-19 recovery, sector resourcing, 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