



**Community
Legal Centres
Queensland**

Strategic plan

2021 - 2022

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

- Maintain the accreditation program and support CLCs with their continuous improvement plans
- Lead service improvement strategies in relation to culturally safe practices, digitalisation, and demand management

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 employers of choice by fostering 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

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

Coordinating advocacy for change

- Work with CLCs to elevate the voices of marginalised groups and issues, in relation to the COVID-19 pandemic, 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