

Strategic Plan 2020–24



OUR ROLE

To provide legal assistance to financially disadvantaged people throughout Queensland.

OUR PURPOSE

To maintain the rule of law, protect legal rights, contribute to the efficiency of the justice system and reduce the social impacts of legal problems.

OUR VISION

To be a leader in a fair justice system where people are able to understand and protect their legal and human rights.

OUR VALUES

SOCIAL JUSTICE

We seek to protect people's legal and human rights, promote fair treatment and help those at risk of social exclusion.

RESPECT

We respect the people we assist and those with whom we work and their safety.

QUALITY

We strive to improve the quality of our work and the outcomes for our clients.

COST EFFECTIVENESS

We deliver innovative, sustainable, quality and cost effective services.

ACCOUNTABILITY

We are accountable for our actions and decisions.

OUR SERVICES

- Community legal education and information — through our website, publications, community legal education activities, statewide contact centre and customer service counters
- Legal advice and task assistance — over the phone, by video-link, or face-to-face
- Duty lawyer services — in criminal, family, domestic violence, child protection, anti-discrimination, employment and administrative law
- Lawyer assisted dispute resolution — for families facing separation, and for consumers and farmers
- Representation in courts and tribunals — including criminal law, family law, child protection, domestic violence, mental health and some civil law matters

OUR ENVIRONMENT — RISKS AND OPPORTUNITIES

- Ability to meet the challenges of providing a broad spectrum of services to a diverse range of clients across a geographically decentralised state
- Capacity to continue to invest in our people, other service providers and systems while meeting demand for services

OBJECTIVES

Legal Aid Queensland's strategic objectives are determined by the *Legal Aid Queensland Act 1997* (Qld). We are also committed to the principles of the National Legal Assistance Partnership 2020–25. Legal Aid Queensland also contributes to the Queensland Government's community objective of being a responsive government.

- Provide quality and cost effective legal services to our clients
- Progress our vision through collaboration and policy leadership
- Build on our business capability and sustainability

STRATEGIES

- Support early resolution of legal problems
- Build a centre of excellence in our fields of legal practice
- Lead policy on issues affecting our service delivery
- Maintain a safe, skilled and motivated workforce and maintain a safe workplace
- Ensure we capably respond to people most at risk of social exclusion including Aboriginal & Torres Strait Islander people
- Partner with private lawyers and community legal centres to help ensure quality services
- Maintain strong, trusting relationships with government and other stakeholders
- Maintain our focus on financial sustainability and accountability
- Innovate to maximise the reach of services to rural and regional communities
- Engage collaboratively with service providers
- Improve business support systems and infrastructure

PERFORMANCE INDICATORS

- Meet Commonwealth Government targets and Queensland Government service delivery statement measures
- Deliver internal and external training opportunities to staff and other service providers
- Lead legal assistance forums
- Conduct service delivery audits
- Achieve First Nations Strategic Plan objectives
- Contribute to government policy development
- Conduct client satisfaction survey
- Improve services to rural and regional communities
- Implement service delivery initiatives in the Financial Strategy, Workforce Plan and ICT Strategic Plan