

Strategic Plan 2016–20



OUR PURPOSE

To provide quality, cost effective legal services to financially disadvantaged people throughout Queensland.

OUR VISION

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

OUR VALUES

SOCIAL JUSTICE

We seek to protect people's 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.

QUALITY

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

COST EFFECTIVENESS

We deliver innovative, sustainable and cost effective services.

ACCOUNTABILITY

We are accountable for our actions and decisions.

OUR SERVICES

Legal Aid Queensland is the leading provider of quality legal services to financially disadvantaged Queenslanders, including:

- community legal education and information – through our website, publications, community legal education activities, statewide call 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 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, anti-discrimination and consumer protection matters.

OUR ENVIRONMENT – RISKS AND CHALLENGES

Key factors in our operating environment include:

- delivering services across a geographically decentralised state
- providing a broad spectrum of services
- meeting the needs of a diverse range of clients
- the impact of policy decisions made by other agencies, and broader social and economic factors
- balancing the need to meet demand for services with the need to invest in our people and systems
- maintaining strong relationships with key stakeholders
- managing increased demand from population growth and economic conditions
- improving fees for lawyers in a constrained funding environment.

OBJECTIVES

Legal Aid Queensland is committed to improving access to justice for financially disadvantaged people throughout Queensland and maximising service delivery within available resources by adopting the principles of the National Strategic Framework for Legal Assistance 2015–20.

Legal Aid Queensland's strategic objectives contribute to the Queensland Government's objectives of:

- Building safe, caring and connected communities through the provision of legal services to ensure an accessible and effective justice system is available for financially disadvantaged Queenslanders
- Delivering quality front-line services through the provision of a range of information, advice, duty lawyer, dispute resolution and legal representation services.
- Support early resolution of legal problems and social inclusion
- Provide quality and cost effective legal services statewide to our clients
- Progress our vision through collaboration and policy leadership
- Build on our business capability and sustainability

STRATEGIES

- Maintain our commitment to existing early resolution programs
- Explore innovative early resolution programs
- Ensure we are responsive to people most at risk of social exclusion
- Build on our in-house service's vitality and expertise
- Partner with private lawyers to ensure quality services
- Innovate to maximise the reach of rural and regional services
- Lead policy on issues affecting our service delivery
- Maintain strong relationships with government and other stakeholders
- Engage collaboratively with service providers to streamline access and reduce duplication
- Maintain a safe, skilled and motivated workforce
- Maintain our focus on financial sustainability
- Improve business support systems and infrastructure

PERFORMANCE INDICATORS

- Progress towards Queensland and Commonwealth Government targets
- Audit outcomes demonstrate quality services
- Client survey shows high levels of client satisfaction
- Disadvantaged clients are able to access services
- Services enhanced through policy reform and good stakeholder relationships
- Services delivered within budget
- High levels of staff satisfaction
- Business improvement projects support better services