

Strategic Plan

2022-26



OUR ROLE

To provide legal assistance to financially disadvantaged people throughout Queensland as a valued part of the legal and justice system.



OUR PURPOSE

To maintain the rule of law, protect legal rights, contribute to the fairness and 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 can understand and protect their legal and human rights.



OUR VALUES

SOCIAL JUSTICE

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

RESPECT

We respect the people we assist, those with whom we work and their safety, and the rule of law, our professional obligations and the administration of justice.

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 to our clients, courts, the legal profession, the community and those who fund us.



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 and including in a constrained fiscal environment.
- Capacity to continue to invest in our people, other service providers and systems while meeting demand for services, even in and following a pandemic.

Our objectives will be delivered through the following strategies:

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 backing our frontline services.



OBJECTIVES

OBJECTIVE 1

Provide quality and cost effective legal services to our clients

OBJECTIVE 2

Progress our vision through collaboration and policy leadership

OBJECTIVE 3

Build on our business capability, sustainability and workplace culture

OBJECTIVE 4

Contribute to the administration of justice



STRATEGIES

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



PERFORMANCE INDICATORS

- Meet National Legal Assistance Partnership performance indicators (\$)
- Meet Queensland Government service delivery statement measures (% and av cost)
- Results of quality and compliance audits
- Mean satisfaction score > 7 in client satisfaction survey
- Deliver internal and external training opportunities to staff and other service providers
- Achieve First Nations Strategic Plan objectives
- Improve services to rural and regional communities
- Participate in legal assistance forums
- Contribute to government policy development
- Implement service delivery initiatives in the:
 - Financial Strategy
 - Workforce Strategy
 - ICT Strategic Plan
 - First Nations Operational Plan