

Strategic Plan 2018–22



OUR ROLE & PURPOSE

We provide legal assistance to financially disadvantaged people throughout Queensland. By doing so we help 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 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 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

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 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

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
- managing increased demand due to 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
- improving fees for lawyers in a constrained funding environment.

OBJECTIVES

Legal Aid Queensland is committed to the principles of the National Strategic Framework for Legal Assistance 2015–20. Legal Aid Queensland also contributes to the Queensland Government's community objective of being a responsive government.

- 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 capably respond to people most at risk of social exclusion including Aboriginal & Torres Strait Islander people
- Use our in-house service's vitality and expertise to build a centre of excellence in our fields of legal practice
- 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
- Maintain a safe, skilled and motivated workforce and maintain a safe workplace
- 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
- Participation in collaboration processes and developing policy
- High levels of staff satisfaction
- Maintain a safe workforce
- Responsible budget management
- Business support projects completed