

Strategic Plan

2025-29



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, partners and employees.

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 attract and continue to invest in our people, other service providers and systems while meeting demand for services.
- Challenge of maintaining a strong network of external service providers across Queensland.

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 Access to Justice Partnership 2025-30. Legal Aid Queensland also contributes to the Queensland Government's community objective of safety where you live.

 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 and effectively administer the organisation
 STRATEGIES	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Build centres of excellence in our fields of legal practice • Work closely with private lawyers and community legal centres to help ensure quality services • Innovate to maximise the reach of services to rural and regional communities • Undertake strategic policy and law reform activities. 	<ul style="list-style-type: none"> • Lead policy on issues affecting our service delivery • Engage collaboratively with service providers • Strive to create a positive workplace culture where safety, wellbeing, flexibility, inclusivity and development is prioritised. 	<ul style="list-style-type: none"> • Maintain our focus on financial sustainability, governance and accountability • Transform business support systems and infrastructure • Contribute to the fair and efficient administration of justice
 PERFORMANCE INDICATORS	<ul style="list-style-type: none"> • Meeting National Access to Justice Partnership performance indicators (\$) • Meeting Queensland Government service delivery statement measures (% and av cost) • Results of quality and compliance audits • A mean satisfaction score > 7 in client satisfaction survey 	<ul style="list-style-type: none"> • Delivering internal and external training opportunities to staff and other service providers • Achieving First Nations Strategic Plan objectives • Improving services to rural and regional communities 	<ul style="list-style-type: none"> • Participating in legal assistance forums • Contributing to government policy development 	<ul style="list-style-type: none"> • Implementing service delivery initiatives in the: <ul style="list-style-type: none"> — Financial Strategy — Strategic Workforce Plan — ICT Strategic Plan — First Nations Action Plan