

COMMUNITY LEGAL CENTRES QUEENSLAND STRATEGIC PLAN 2025-26

Our Vision

A fair and just
Queensland

Our Mission

To be a voice for the sector

To lead and support Queensland community legal centres to deliver quality and accessible services to people experiencing disadvantage and bring about change for individuals and communities.



Our Values

Leadership: We have a strong learning and innovation culture; we are ambitious for the sector; and we lead by example to build and support quality and continuous improvement.

Integrity: We build trust through our transparency, accountability, empathy and courage.

Fairness: We show compassion; we recognise the dignity of all people; and we advocate for justice for people and communities experiencing vulnerability and disadvantage.

Respect: We listen; we embrace diversity, equity and inclusion; and we elevate the voices of the sector and their communities.

Collaboration: We are a unified sector; we build and maintain strong partnerships; and we are committed to consultation and working together.

Community Legal Centres Queensland acknowledges Aboriginal and Torres Strait Islander peoples as the original inhabitants of Australia and the traditional custodians of the continent, whose cultures are among the oldest living cultures in the world.

We recognise the role and accept the responsibility that Community Legal Centres Queensland has in advancing and respecting the rights of Aboriginal and Torres Strait people by working collaboratively with Aboriginal and Torres Strait Islander peoples and communities in working towards our strategic goals with our members and their communities.



Objective 1:

Work with Queensland community legal centres to continually improve organisational sustainability and service quality

1.1 Improve systems and practices across the sector

- Maintain the accreditation program
- Implement the First Nations Sector Framework
- Support CLCs in implementing good practice on First Nations service delivery and supporting first Nations Workforce
- Monitor & support CLCs transition from CLASS to CMS products
- Revise the Evidence of Legal Need Guide to support service planning and design
- Support the sector-wide client survey process

1.2 Support and develop the sector workforce

- Offer regular training and development opportunities in priority areas through targeted channels
- Implement and analyse the CLC Workforce survey

1.3 Model good practice as a peak organisation

- Implement the First Nations Action Plan, including the development of an identified role at CLCQ
- Implement CRM to support succession planning and relationships across CLCQ



Objective 2:

Work with Queensland Community Legal Centres to improve relationships and increase profile and resourcing of the sector

2.1 Foster relationships and pursue successful partnerships to grow and diversify sector resources

- Continue to nurture and strengthen relationships with our First Nations colleagues and stakeholders
- Build and strengthen relationships with and between member CLCs
- Maintain and foster member, government and stakeholder relationships
- Actively pursue strategic relationships and memberships in areas that extend Queensland CLCs profile, resources and support bases

2.2 Build profile and recognition of the Queensland CLC sector

- Promote the work of CLCs and their impact in the community
- Undertake targeted political engagement and relationship building to improve knowledge about CLCs & legal need across political system



Objective 3:

Working with Queensland Community Legal Centres to unite around common objectives to bring about change

3.1 Build data, insights and knowledge

- Draw on accreditation insights to build knowledge and identify future priorities
- Support CLCs to prioritise evaluation, evidence gathering and demonstration of impact
- Collect key sector data in CRM to build insights into how to support individual CLCs
- Collect key sector data to build insights into legal need, to support political buy-in.

3.2 Coordinating advocacy for change

- Develop a long term sector plan in collaboration with CLCs
- Be a platform for increased awareness and advocacy for Aboriginal and Torres Strait Islander voices on matters relating to First Nations people and communities
- Continue to be a voice of the sector on the funding profile of CLCs
- Provide coordination support to members on shared issues of legal and social policy reform
- Develop a legal need political advocacy strategy