

Queensland Public Interest Law Clearing House Incorporated

Strategic Plan



Our vision is for a just, fair and accessible legal system where no-one is disadvantaged through lack of resources, knowledge or ability.

We provide pro bono civil law services to people unable to afford private legal assistance or access Legal Aid to assist in the relief of poverty and disadvantage.

Our objectives are:

Provide high quality, targeted, timely, integrated and appropriate services;

Facilitate engagement of the legal profession in pro bono work;

Undertake research and exercise a responsible influence to achieve systemic change;

Maintain effective governance, management and accountability

Provide high quality, targeted, timely, integrated and appropriate legal services to vulnerable and disadvantaged members of our society.

- *Provide a continuum of civil law services when and where needed, including helping people to identify legal problems and providing advice, assistance and representation to resolve them.*
- *Collaborate with the private legal profession, health and community services, community legal centres, courts and tribunals, universities, government agencies, and corporate and philanthropic bodies.*
- *Maintain sensitivity to individual client circumstances, responsiveness to clients' legal problems and cultural competence.*
- *Educate members of the community and those who assist them about the law, legal issues and remedies.*

Facilitate engagement of the Queensland legal profession in pro bono legal service delivery

- *Encourage members of the legal profession, wherever situated, to participate in pro bono activities, including by facilitating cross-sector connections.*
- *Coordinate a range of pro bono services and projects, in which legal practitioners can participate.*
- *Influence the next generation of the legal profession to appreciate the value of pro bono.*

Undertake research and exercise a responsible influence on the development of socio-legal policies, laws and legal services to achieve systemic change and meet gaps in the delivery of civil law services.

- *Conduct research drawing on client and stakeholder evidence to identify and prioritise civil law needs.*
- *Develop and implement innovative services, or adjust existing services to address identified needs.*
- *Provide informed responses to inquiries and reports on civil law and access to justice issues.*

Maintain effective governance, leadership, administration, resourcing, planning, coordination and accountability.

- *Maintain effective board governance, oversight, and involvement in strategic decision making.*
- *Maintain sound operational and financial management practices.*
- *Apply a continuous improvement methodology to all programs.*
- *Undertake periodic internal review and external evaluation of existing services and projects, and make appropriate adjustments.*
- *Plan for effective, long-term organisational sustainability and service delivery.*