



Gold Coast Community Legal Centre & Advice Bureau Inc.

Strategic Plan 2018 to 2021

Our mission

Maximising access to justice and empowering people to address their legal problems

Our values

People-focused—we're passionate about our work and strive to provide the best possible legal help to our clients

Collaborative—we work closely with local organisations

Responsive—if we see a need or an opportunity we respond where we can

Accountable—we are accountable to all our stakeholders and work to provide high quality services to our community

Team-centered—within our organisation, we value the team's wealth of knowledge and expertise

Who we are

We're an independent, non-profit community organisation. For over 30 years, people of the Gold Coast have come to us for free legal help.

Our specialty is working with vulnerable clients to get the best possible outcomes. We do this by listening with respect then diagnosing and addressing our client's unmet legal needs, not just the presenting issue.

Our local presence allows us to understand and respond to the unique community that we serve. Recognised for our agility, value for money and track record, we've grown and diversified in recent years in line with changing social and government directions.

Our direction

1. Provide high quality, responsive and accessible services

- a) Maintain service quality through training and support for the Committee staff and volunteers
- b) Increase recruitment and use of volunteers in service delivery and administration
- c) Review policies and procedures regularly
- d) Maximise use of technology to support service delivery
- e) Improve practice and decision making by collecting service and community data.

2. Extend our impact and profile

- a) Support collaborations with local services, universities and other organisations and politicians
- b) Pursue new connections with the private legal profession
- c) Increase delivery of community legal education through partnerships
- d) Build reputation through a range of media
- e) Raise our profile by attending community events and forums

3. Maintain stability and broaden funding base

- a) Seek funding to sustain, maintain and potentially extend services
- b) Pursue fundraising and sponsorship within the local Gold Coast Community and businesses
- c) Use resources efficiently in a restricted and contracting budgetary environment