

Strategic Plan 2025 -2028

Our mission: Accessible legal and social justice for a safer future for women and children

Our values:



Women's Legal Service Queensland (WLSQ) is a community legal centre providing state-wide free specialist legal information, advice, representation and integrated supports to women.

We provide legal assistance with matters involving domestic and family violence, sexual violence, family law, child protection, and financial abuse. We advocate for legal and social reform to improve access to justice, safety, and equality for women.

We acknowledge the diverse experiences of women and understand that different forms of marginalisation deepen and amplify each other to create unique vulnerabilities. Our work is informed by our feminist framework :

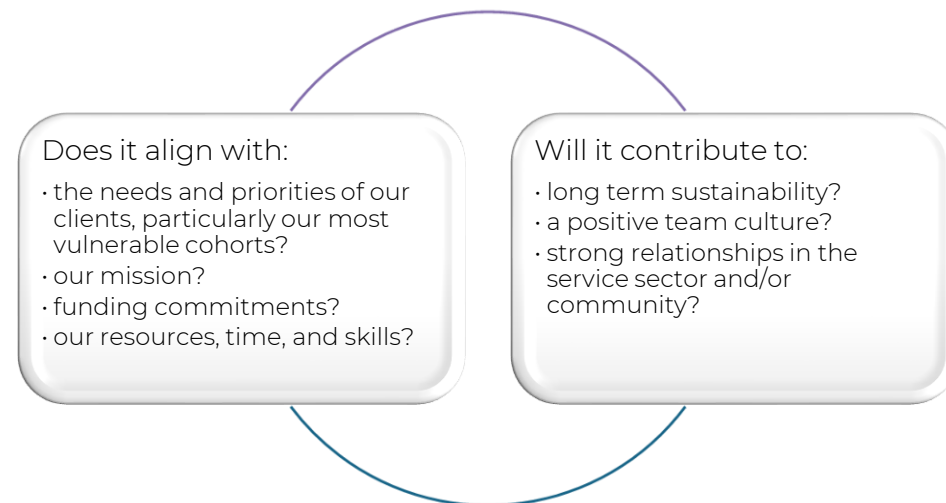
- Free holistic services based on **care** and **respect** more effectively support women to address legal, societal, and economic structures which unfairly impact on them.
- Diverse and broad engagement and partnerships across communities are essential for **inclusivity**.
- Working in **collaboration** with our clients in a trauma-informed and culturally appropriate way empowers them to make informed choices
- We take **accountability** for our work, as part of a community movement for change, and in demonstrating progress towards our mission

This plan sets out how we will achieve our mission.

We have four strategic objectives:

- Empower clients to navigate the legal system and ensure their voices are heard.
- Create meaningful change through advocacy, policy, and reform.
- Build a skilled, engaged workforce focused on client outcomes.
- Strengthen partnerships to amplify our impact for clients.

To sustainably and transparently deliver on our mission, we assess the spaces in which we work and the use of our resources in this context:



Objectives

Strategies

Measures of success



Empower clients to navigate the legal system and ensure their voices are heard

- work across Queensland to assist more women where they live
- engage with community to identify and address service gaps - especially for First Nations and CALD women
- use evidence from our clients' experience to inform service design and advocacy
- provide a holistic response to clients' needs, focused on risk, safety, reducing trauma and empowering clients

- Our clients feel heard, respected, and understand their choices
- We meet current legal needs and proactively plan for future demand



Create meaningful change through advocacy, policy, and reform

- engage in national, state, and local policy development and law reform informed by our client's experiences
- collaborate with communities to establish a deeper understanding and enable an effective and targeted response
- provide community legal education as a tool for individual empowerment and capacity building in the service sector
- commit to continuing our reconciliation journey as part of the social movement for change

- We are trusted experts in our field
- We are a partner of choice for government, corporations and philanthropists



Build a skilled, engaged workforce focused on client outcomes

- attract, retain and recognise our people and demonstrate our values in everything we do
- implement a long-term accommodation strategy with fit-for-purpose premises
- invest in the future and create professional development pathways for our people
- develop improved processes, procedures and policies to increase cultural safety and attract and retain culturally diverse staff
- focus on continuous improvement and improving the capacity and capability of our team and sector

- Our workforce reflects the diversity of the communities we support
- We are an employer of choice



Strengthen partnerships to amplify our impact for clients

- commit to innovation and finding new ways to address unmet client need
- have processes in place to monitor and evaluate our service and client's experiences
- work with a broad range of philanthropic and corporate partners to increase our capacity and reach
- develop communication plans to deliver on our commitment to engaging with our team and community

- We work with partners to maximise investment and optimise outcomes for women and children
- Our diverse funding sources provide organisational resilience and flexibility