

# Strategic Plan 2021 - 2023

## Our Vision

Basic rights for a just society

## Our Purpose

Providing high quality, independent advice, legal services and community education.

Upholding rights to social security entitlements, freedom from discrimination and social justice in the workplace.

Advocating fair and just outcomes for people experiencing disadvantage.

## Our Values

**Fairness:** We act with integrity, ensuring our resources are targeted equitably while prioritising people experiencing disadvantage.

**Access:** We are committed to enabling access to justice through innovative service provision and making the complex comprehensible.

**Inclusion:** We embrace and understand diversity.

**Transparency:** We are clearly accountable for our actions so as to maintain trust with our clients, the wider community, and funders.

**Respect:** We respond to all who need our assistance with compassion and understanding, maintaining a non-judgemental perspective.

**Responsiveness:** We provide our clients with an objective assessment of their situation while also being empathic to the difficulties of their situation and the challenges of dealing with it.

**Expertise:** Through continually developing our in-depth knowledge of complex areas of law, we provide expert, evidence-based advice to our clients.



## Strategic Priorities

### Organisational Sustainability

- Fulfil governance, business and contractual requirements
- Be best practice employers
- Seek additional and diversified income streams
- Foster a culture of excellence

### Responsive and excellent service

- Analyse data, research and feedback to improve BRQ responsiveness to clients and communities
- Develop rural and remote practice
- Foster referral networks to ensure fair access to BRQ
- Adapt service delivery including through digital platforms

### Leaders in Social Security, Disability Discrimination and Employment Rights

- Engage in networks and campaigns to share knowledge and collaborate for systemic change
- Develop or contribute to law reform submissions

### Effective stakeholder relationships

- Map and prioritise engagement
- Advocate for the needs of our clients
- Promote BRQ services
- Foster good stakeholder relationships

