

Basic Rights Queensland Strategic Plan 2024-27



Our vision

Knowing your rights and having the power to act.

Our purpose

Providing holistic legal services, support, education and advocacy.

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

Advocating fair and just outcomes for Queenslanders most in need.

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.

Our goals

1. Deliver accessible, person-centred services to Queenslanders most in need
2. Maintain a highly skilled and well supported workforce
3. Be a strong voice for issues affecting our clients
4. Run a sustainable organisation with good governance
5. Foster partnerships to extend our impact and reach

Priority initiatives in 2024-25:

- Refine service access criteria
- Implement a leading Enterprise Bargaining Agreement
- Review and implement recommendations from psychosocial audit
- Secure recurrent government funding
- Update policies, procedures and reporting
- Develop a First Nations Strategy