

Queensland Indigenous Family Violence Legal Service (QIFVLS) Aboriginal Corporation Strategic Direction 2017-2020



WHO WE ARE

Our Vision

Aboriginal & Torres Strait Islander people & communities in Queensland are supported to live free from family violence &/or sexual assault.



Empower



Change



Action



Community



Opportunity

Our Mission

To address domestic & family violence & sexual assault of women, children & men by providing free legal & well-being support services through casework & more broadly through community education, reform & advocacy. Ensuring services are reflective of the cultural values of each community.

Our Commitment

QIFVLS is committed to assisting Aboriginal & Torres Strait Islander people who are victims of domestic violence, family violence &/or sexual assault.

Our Values

The guiding principles adopted by QIFVLS try to ensure that we are well placed to assist Aboriginal & Torres Strait Islander people who are victims/survivors of family violence or sexual assault.

STRATEGIC DIRECTIONS

SD1. Our Governance

Recognised as the peak in our sector across Qld, supporting the government's responsibility to provide effective Aboriginal & Torres Strait Islander well-being.

SD2. Our Management

Identified as a leading contributor in domestic & family violence services, advocacy and holistic support in Qld.

SD3. Our Community

Uphold a culturally sensitive & safe environment for staff & clients, be recognised for service excellence.

SD4. Our People

Value & develop career pathways for our staff, & attract Aboriginal & Torres Strait Islander people into roles within the sector.



KEY RESULTS AREAS

1. Governance structures, transparency & accountability
2. Strong voice & proponent of important integrative functions
3. State wide entity with growth in sustainability
4. Key operational reforms, events and activities at a National &/or State
5. Operational planning
6. Efficient and effective service outcomes and outputs
7. Provide a holistic response to our clients' needs
8. Identify and establish key partnership and collaborations
9. Community communication and relationships are maintained
10. Engagement with Traditional Owners in communities in which we service
11. Evaluate stakeholder and client feedback
12. Key events and activities at a local and regional level
13. 85% Aboriginal & Torres Strait Islander Employment by 2020
14. 80% of Management roles are filled by Aboriginal & Torres Strait Islander staff
15. 75% of all staff engage in professional development
16. Develop healthy workplace strategies for employees
17. Develop strategies to attract Aboriginal and Torres Strait Islanders into the sector.

SUMMARY

QIFVLS will endeavour to be a leading organisation in the sector by supporting the national vision in Aust.; working openly, constructively & collaboratively with victims, service providers, funders, policy makers & the broader legal system; to enable a safer, more respectful & sustainable community way of life to thrive.

QIFVLS addresses domestic & family violence & sexual assault of women, children & men by providing free legal & support services through casework & more broadly through community education, law reform & advocacy.

QIFVLS will ensure that our services are reflective of the cultural values of each community that we service.

CHALLENGES & RISKS

- Participation & Community Confidence
- Funding & Revenue Resources
- Technological, Financial & Policy Trends
- Geographical / Cultural Diversity of Regions
- Staff Engagement & Retention



Strategic Direction	Strategies	Key Results Areas (Indicators)
<p>SD1. Our Governance Recognised as the peak in the Aboriginal and Torres Strait Islander well-being sector across Queensland, supporting the government's responsibility to provide effective Aboriginal and Torres Strait Islander wellbeing.</p>	<ul style="list-style-type: none"> • Work towards being recognised as the peak body in Queensland within the Aboriginal and Torres Strait Islander Well-being Sector. • Explore alternative revenue streams. • Represent non-government organisations, seeking the membership predominantly of/from other organisations of allied interests in the sector. • Engage stakeholder communities and organisations in identified regions of Queensland not currently serviced by QIFVLS, and in some instances currently not serviced by FVLPS, to ensure all Aboriginal and Torres Strait Islander victims of family and or domestic violence have access to culturally appropriate legal services. 	<ol style="list-style-type: none"> 1. Strong Governance structures, transparency and accountability is in place - <ol style="list-style-type: none"> a) Funder and ORIC compliance, including Performance Reporting, Audits, Notifications, AGM, Annual Report, Rule Book, annually; b) Board participation in meetings, decisions and training, quarterly (four [4] times per annum); c) Strategic Direction performance reviewed, annually. 2. Recognised as a strong voice and proponent of important integrative functions by undertaking key peak roles at a minimum of four (4) times per annum, which include - <ol style="list-style-type: none"> a) Research, policy development, advice to government and the sector; b) Advocacy and representation to government and other decision makers; c) Information dissemination within the sector; d) Sector consultation and coordination within the sector; e) Sector capacity building to enable better service delivery and functioning of community organisations. 3. Expand QIFVLS to a state-wide entity with growth in revenue/income streams (>50% by 2020), capital asset base (>15% by 2020) and self-generated funds (>25% by 2020) that is either working with and/or supporting other entities (i.e. AFLSSQ), and/or is placed in all areas of Queensland.
<p>SD2. Our Management Identified as a leading contributor in domestic and family violence services, advocacy and holistic support in Queensland.</p>	<ul style="list-style-type: none"> • Ensure high quality "wrap around" support services by QIFVLS teams of specialised domestic violence services as QIFVLS Point of Difference (PoD). • Implement QA / Benchmark indicators for Frontline Services that supports integrated and collaborative service delivery models underpinned by community capacity building and progressing local capabilities. 	<ol style="list-style-type: none"> 4. QIFVLS to participate in, and contribute to key operational reforms, events and activities at a National and/or State level four (4) times per annum, including, but not limited to - <ol style="list-style-type: none"> a) Law Reform; b) NAIDOC / DV Month / Child Protection Week/White Ribbon; c) Conference/Workshop Presentations/Speaker 5. Budget and operational Plan to the Board, May annually, quarterly compliance reporting. 6. Measure and evaluate efficiency service outcome and outputs to assess level of satisfaction with, and effectiveness of services. 7. Provide a holistic response to meet the needs of our clients through the integration of the Case Management Model state wide. 8. Identify and establish partnerships and/or collaborations with key service providers/stakeholders to further support the needs of our clients.
<p>SD3. Our Community Uphold a culturally sensitive and safe environment for staff and clients and be recognised for service excellence.</p>	<ul style="list-style-type: none"> • Strong relationships exist between QIFVLS employees and Aboriginal and Torres Strait Islander communities are important to our business. These relationships are important to our Business as we aim to authentically and respectfully represent Aboriginal and Torres Strait Islander peoples. • QIFVLS is a role model in the community for Aboriginal and Torres Strait Islander peoples who wish to better their circumstances. 	<ol style="list-style-type: none"> 9. QIFVLS will meet with the local Traditional Owners in communities in which we service to ensure continued appropriate communication and relationships are maintained at least once (1) time per annum. 10. QIFVLS will invite the local Traditional Owners in communities in which we service to meet with the Board of Directors in each region as Board meetings are scheduled throughout the year, four (4) times per annum. 11. QIFVLS will evaluate stakeholder and client feedback and advise the Board on outcomes and continual improvement strategies. 12. QIFVLS to participate in key events and activities at a local and regional level ten (10) times per annum.
<p>SD4. Our People Value and develop career pathways for our staff, and attract Aboriginal and Torres Strait Islander people into roles within the sector.</p>	<ul style="list-style-type: none"> • Develop and mentor existing staff and / or recruit staff with existing skills that will enable a stronger representation of Aboriginal and Torres Strait Islander peoples with professional skills within the business. 	<ol style="list-style-type: none"> 13. 85% Aboriginal and Torres Strait Islander Employment by 2020. 14. 80% of Management roles are filled and maintained by qualified and experienced Aboriginal and Torres Strait Islander staff by 2020. 15. 75% of all staff have engaged in professional development activities at least once (1) time per annum. 16. Develop healthy workplace strategies for employee work/life balance, training, career pathways and service recognition. 17. Develop partnerships with TAFE Colleges / Tertiary Institutions around student placements, career expos to attract Aboriginal and Torres Strait Islanders into the sector.