

OUR CORPORATE PLAN 2017-18 AT A GLANCE

Advocate

Advocate for the role of solicitors in the community and speak out for justice and the rule of law

- Undertake a public campaign to advocate for justice and the rule of law
- Promote the role of solicitors in the community.

Regulate

Regulate to uphold the good standing of all solicitors

- Modernise the Queensland Law Society Rules in the administration of practising certificate and membership records, including how they are accessed and updated through our systems

Guide

Guidance to encourage the professional values of fidelity, service and courage

- Continue to deliver and expand the QLS Ethics Centre offerings
- Provide Ethics and Practice Support guidance.

Continuous improvement

Continuously improve our member experience, with a focus on technology, service, connectedness, convenience, accessibility and collegiality

- Assessing, evaluating and improving our information management and business processes
- Leveraging technology to facilitate better member engagement with the Society
- Enhancing our member orientated culture service initiative.

Our vision

Good Law. Good Lawyers. Public good.

Our purpose

Supporting our members to have more satisfying, balanced and rewarding legal careers and businesses. Promoting the value of solicitors in the community and supporting the professional values of fidelity, service and courage. Be the authoritative voice of solicitors in Queensland, speaking out for justice and the rule of law.

Strategic objectives for 2017-18

- Be at the forefront of identifying issues and market trends that may affect solicitors, helping them to prepare for the future by actively producing resources to assist them in the practice of law
- Promote the benefits of solicitors and positively differentiating the services of solicitors from other providers of legal services
- Actively represent Queensland solicitors with lawmakers and law enforcers, promoting laws that are necessary, just and workable
- Unlock the benefits of technology and innovation in the practice of law
- Better connect and engage with our members and promote collegiality
- Continue to promote our professional values of fidelity, service and courage as a basis for active public involvement
- Continue to support good corporate governance and best practice governance arrangements.

Key performance indicators 2017-18

- Proportion of members in law practices grows each financial year
- Increased membership engagement with our products and services
- Members express high levels of satisfaction with our Products and services
- We are listened to by government and members of Parliament
- Staff are engaged, collaborative and productive
- Annual financial targets are achieved.

Connect

Connecting the profession with each other and the public

- Implement our Reconciliation Action Plan
- Improve our member and public online solicitor search facilities.

Educate

Educate to develop the reputation and expertise of members and their businesses

- Review our Learning and Professional Development strategy to identify the best options for QLS to meet solicitors' needs into the future
- Further our key education offerings
- Provide solicitors with guidance on the emerging issues of cyber security and new technologies which may potentially affect the profession
- Provide Ethics and Practice Support education services.

Sustainability

Deliver results that balance the value provided to members and the public with the need to ensure ongoing financial viability while managing our risks and challenges

- Review our asset management strategy
- Finalise and promote our member service value proposition