

National Census of Community Legal Centres

2015 National Report

by National Association of Community Legal Centres



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ACN: 163 101 737

Tel: 02 9264 9595

Fax: 02 9264 9594

Mail: PO Box A2245 Sydney South NSW 1235

Email: naclc@clc.net.au

Web: www.naclc.org.au

Twitter: [@NACLCComms](https://twitter.com/NACLCComms)

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Enquiries should be addressed to: naclc@clc.net.au phone 02 9264 9595.

Abbreviations

| | |
|---------------|---|
| ATSILS | Aboriginal and Torres Strait Islander Legal Service |
| BBS | Bulletin Board System |
| CLC | Community Legal Centre |
| CLE | Community Legal Education |
| CLSIS | Community Legal Services Information System |
| CLSP | Community Legal Services Programme |
| DAP | Disability Action Plan |
| FTE | Full-Time Equivalent |
| FVPLS | Family Violence Prevention Legal Service |
| MC | Management Committee |
| MSO | Management Support Online |
| MYEFO | Mid-Year Economic and Fiscal Outlook |
| NACLC | National Association of Community Legal Centres |
| NAS | National Accreditation Scheme |
| PII | Professional Indemnity Insurance |
| PLT | Practical Legal Training |
| RAC | Regional Accreditation Coordinator |
| RAP | Reconciliation Action Plan |
| RMG | Risk Management Guide |
| RRR | Regional, Rural and Remote |
| SPP | Standards and Performance Pathways |

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Appendices

Appendix A: Methodology and question development

Appendix B: Census questions

1. Background

Census 2015 marks the third year since the National Association of Community Legal Centres ('NACLC') commenced running an annual, national survey of the community legal centre ('CLC') sector. The Census is conducted to inform NACLC's sector sustainability and policy advocacy and law reform work, and state and territory associations' policy work and sector development activities.

134 CLCs responded to the Census in 2015.

As per previous years, the Census has been developed in consultation with state and territory associations, NACLC Advisory Council members and staff, with some states opting to ask additional state-specific questions of their members.

In 2015, the objectives of the Census remain to:

- provide an evidence-base for decision-making and advocacy by NACLC, funded and unfunded state and territory associations and individual CLCs
- increase and facilitate the opportunity for CLCs to provide feedback and information to NACLC
- reduce the need for multiple surveys of CLCs over the year
- establish and maintain a national baseline survey framework which can support longitudinal analysis, but allow flexibility for future amendments
- support coordinated and efficient state/territory CLC data collection and use
- increase capacity to track emerging trends and changing sector priorities
- inform the activities of NACLC as a representative body providing services to support the sector, and
- inform, support and improve marketing and promotion for the sector.

Appendix A sets out the methodology and other information about the development and fielding of the Census questions in 2015.

2. Summary of findings

NACLC is pleased to present the findings from the third annual survey of the CLC sector conducted by NACLC, in consultation with state and territory associations. For a more detailed breakdown of responses, please refer to the relevant section.

CLCs were asked to provide responses to questions based on the 2014/15 financial year, unless stated otherwise (eg. for the staffing questions).

Responses were received from November 2015 to February 2016.

Notes about using this data:

NACLC has included a list below of some key considerations below, in order to assist you with interpreting and using any findings in this report:

- Always refer to the $n=$ for the number of CLCs that responded to each particular question in your state/territory. When reading (or quoting) any figures in the Excel Workbook, it is important to note that these percentages and numbers only represent those CLCs that responded to that particular question, from the pool of CLCs that responded to the Census this year.
- CLCs were asked to provide responses to questions based on the 2014/15 financial year, unless asked otherwise (e.g. for staffing questions). Please refer to the wording of each question to clarify the relevant period asked.
- If you wish to compare the findings with previous years state data (where available), NACLC cautions against making any broad statements comparing the findings and saying that an increase or decrease, for example, can be observed. This is because the total number of respondents to the Census differs in each year, and the profile of the centres responding is not identical.
- All percentages have been rounded to one decimal point.

You may wish to use any or all of the above explanations and qualifications when using any of the data contained in this report in media releases, policy advocacy and law reform work or any other forums.

Where an asterisk (*) has been used in the summary below, this means CLCs were able to select more than one option from a selection of tick boxes, and many did so.

2.1. CLC profile

To establish some information about respondents, the initial questions in the Census asked for information about the state in which the service operated, type of service, specialist programs offered and service delivery locations, among other factors.

- 134 CLCs completed the survey.¹ The state/territory breakdown was:
 - 28.4% (38 CLCs) from Victoria
 - 22.4% (30 CLCs) from New South Wales
 - 20.9% (28 CLCs) from Queensland
 - 9.7% (13 CLCs) from Western Australia
 - 5.2% (7 CLCs) from Northern Territory
 - 5.2% (7 CLCs) from Tasmania
 - 4.5% (6 CLCs) from South Australia, and
 - 3.7% (5 CLCs) from Australian Capital Territory.
- 96.2% (128 respondents) identified as CLCs, 3.0% (4 respondents) as FVPLS and 0.8% (1 respondent) as ATSILS.
- 39.1% (52 CLCs) classified themselves as offering a specialist service, 37.6% (50 CLCs) as a generalist service with specialist programs and 23.3% (31 CLCs) as a generalist service.
- 124 CLCs reported on the client groups or area where their CLC offers specialist programs, with the top 3 being:
 - domestic/family violence (46.0% or 57 CLCs)
 - homelessness (41.1% or 51 CLCs)
 - family law (40.3% or 50 CLCs)
- Principal Lawyer was the main position held by individuals completing the Census (28.7% or 37 CLCs from 129 respondents).
- 69.2% (90 CLCs from 130 respondents) self-identified as providing services to clients and communities in regional, rural and remote ('RRR') areas.
- 53.0% (70 CLCs from 132 respondents) reported that their CLC was a state-wide or national service, or offered state-wide or national programs.
- 41.1% (53 CLCs from 129 respondents) reported having at least one branch office, as well as a main office location.
- 78.0% (103 CLCs from 132 respondents) reported offering legal outreach at a location or locations other than their main or branch offices.
- 33.6% (44 CLCs from 131 respondents) reported having a formal arrangement with a university to provide clinical legal education.

¹ Not all 134 CLCs responded to every single question. The number of responses to each question has generally been included in the summary. If you wish to confirm the n=, please refer to the relevant section in the report below.

2.2. Turnaways

The Census continues to be an important tool to gather data on the number of turnaways² and the reasons why CLCs have had to turnaway vulnerable and disadvantaged people.

- 92 CLCs provided the actual number or an estimate of the number of people turned away in the 2014/15 financial year. These 92 CLCs reported turning away 159,220 people in the 2014/15 financial year.
- 91 CLCs reported the percentage of the total number of people turned away in 2014/15, for whom the CLC could provide an appropriate, accessible and affordable referral. The average proportion was reported as 64.4%.
- The majority of respondents (45.1% or 60 CLCs from 133 respondents) reported recording turnaways 'some of the time'.
- The methods used for collecting turnaways, as reported by 87 CLCs were:
 - CLSIS as "information referrals"
 - spreadsheets
 - practice management systems
 - duty phone log, and
 - telephone systems that collect the number of calls that did not get through on advice lines (these are recorded as turnaways).
- The most prevalent reasons for turnaways,* as reported by 112 CLCs, were:
 - conflict of interest (81.4% or 91 CLCs)
 - person's legal problem was outside our centre's priority area/client group (70.8% or 79 CLCs), and
 - insufficient resources (67.3% or 75 CLCs).

2.3. Staffing

Unlike the other Census questions, staffing questions were aimed at capturing staffing at a 'point in time' – that is, at the time when the CLC completed the Census, rather than for the 2014/15 financial year.

- 133 CLCs reported employing a total of 1,563 people.
 - 47.7% (745 people) of those people were employed full-time.
 - 44.0% (687 people) of those people were employed part-time.
 - 8.4% (131 people) of those people were employed on a casual basis.
- 103 CLCs then reported their number of full-time equivalent ('FTEs') staff, with 1,204.5 FTE staff employed by these CLCs.

² In the Census, a 'turnaway' was defined as: 'any person your CLC had to send away because you were unable to assist them within the needed timeframe or because of a lack of resources, lack of centre expertise or your centre's eligibility policy'.

- The biggest group of FTE staff were lawyers (45.2% or 586.1 FTE staff), as reported by 123 CLCs.³
- NACLCL introduced a question in the 2015 Census about the orientation/induction training provided to staff in the 2014/15 financial year. 121 CLCs responded, with training on client confidentiality reported most frequently (95.9% or 116 CLCs).
- Of the 124 CLCs that responded to question about employing a dedicated communications workers (as a full-time, part-time, or as part of another position), 21.8% (27 CLCs) reported having such a position, and 6.5% (8 CLCs) were planning to employ one within the next 12 months.

2.4. Volunteers and pro bono partnerships

Volunteers and pro bono partnerships⁴ increase the capacity of CLCs to provide a legal safety net for vulnerable and disadvantaged people.

- 91.9% (114 CLCs from 124 respondents) reported utilising the skills and expertise of volunteers.
- 111 CLCs then provided detailed information about the types of volunteer and hours contributed. These 111 CLCs reported that 7,124 volunteers contributed a total of 11,057.7 hours of work per week in the 2014/15 financial year.
- The 3 main categories of volunteer contributions, as reported by these 111 CLCs, were from:
 - students – undergraduate law (2,446 volunteers contributed 4,527.8 hours per week to CLCs)
 - lawyers (3,014 contributed 2,220.2 hours per week), and
 - law graduates – Practical Legal Training ('PLT') (401 contributed 1,792.2 hours).
- The 3 main types of work undertaken by volunteers,* as reported by 110 CLCs, were:
 - involvement in direct legal service delivery (91.8% or 101 CLCs)
 - administrative support (79.1% or 87 CLCs), and
 - policy advocacy and law reform (51.8% or 57 CLCs).

³ This figure includes staff identified as lawyers (35.5% or 460.8 FTE staff) and the 9.7% of staff (125.3 FTE staff) employed as principal lawyers, including those who manage their CLC, and those who do not their CLC.

⁴ In the Census, NACLCL defined a volunteer as: 'a person who has, as an individual, made a personal choice and commitment to provide their skills and experience to a CLC or, more commonly, to the CLC's clients, free of charge and from their own personal time'. A pro bono partner was defined as: 'a professional or firm that, as a business, has formally committed to allocating resources and making a contribution to a CLC and/or its clients, free of charge'.

- The 3 main types of training provided to volunteers,* as reported by 108 CLCs, were:
 - centre policies and procedures (99.1% or 108 CLCs)
 - client confidentiality (99.1% or 108 CLCs), and
 - conflicts of interest (97.2% or 106 CLCs).
- 1,859 hours were spent per week responding to volunteers' queries and otherwise supervising volunteers in 2014/15, as reported by 106 CLCs. (96,668 hours over the 12 month period)
- 7,895 hours were spent on developing and providing orientation and induction training to volunteers in the 2014/15 financial year, as reported by 103 CLCs.
- 9,042 hours were spent on developing and providing training other than orientation/induction training to volunteers in the 2014/15 financial year, as reported by 83 CLCs.
- Combining the annual figures for induction, supervision and training, employed staff at CLCs spent approximately⁵ 113,605 hours supporting the work of volunteers in 2014/15.
- With 575,000.4 hours contributed by volunteers in 2014/15, an average of approximately⁶ 1 staff hour was spent to garner 5.1 quality assured volunteer hours.
- Of the 123 CLCs that responded to a question about working with pro bono partners, 59.3% (73 CLCs) reported having a pro bono partnership.
- 51,896 hours of pro bono assistance was provided to these centres and their clients over the 2014/15 financial year, including 41,775 hours from lawyers for direct service delivery to clients.

2.5. Engagement with Aboriginal and/or Torres Strait Islander peoples

- Across the 106 respondents, the average proportion of CLC clients identifying as an Aboriginal and/or Torres Strait Islander person was 15.3%, while the median⁷ was 4.0%.
- 16.5% (20 CLCs from 121 respondents) reported having at least one Aboriginal and Torres Strait Islander identified position.
- Participating in community events was the main type of community engagement (as reported by 69.7% or 69 CLCs from 99 respondents).*
- 68.8% (81 CLCs from 118 respondents) report that staff undertake cultural awareness/safety training.
- Of the 118 CLCs that responded to a question about whether their CLC has or is considering developing a RAP, the majority (56.8% or 67 CLCs of 118

⁵ The word 'approximately' is used because the number of CLCs that responded to each question about hours spent on supervising, inducting, orientating and training volunteers varied.

⁶ See above footnote for explanation about the use of the word 'approximately'.

⁷ The median result falls in the middle of all results when sorted in order of size.

respondents) have not yet considered developing a RAP. Yet, 28.0% (33 CLCs) are either currently develop a RAP or planning for a RAP within the next 12 months.

2.6. Engagement with people with disability

- Across 100 respondents, the average proportion of CLC clients identifying as persons with disability was 26.6%, while the median was 16.5%.
- 28.8% (34 CLCs from 118 respondents) reported that staff undertake disability awareness training.
- Of the 115 CLCs that responded to a question about whether their CLC has or is considering developing a DAP, the majority (69.6% or 80 CLCs) have not yet considered developing a DAP. However, 10.4% (12 CLCs) have developed and implemented a DAP.

2.7. Engagement with people from culturally and linguistically diverse background

- Across 133 respondents, the average proportion of CLC clients identifying as persons from a culturally and linguistically diverse background was 20.6%, while the median was 10.0%.
- 40.0% (46 CLCs from 115 respondents) reported that staff undertake cultural awareness training, specifically for working with culturally and linguistically diverse communities.
- Of the 114 CLCs that responded to a question about whether their CLC has or is considering developing a policy or plan relating to engagement with culturally and linguistically diverse communities, the majority (66.7% or 76 CLCs) have not yet considered developing such a policy/plan. 16.7% (19 CLCs) have developed and implemented a policy/plan for culturally and linguistically diverse communities.

2.8. Policy advocacy and law reform

CLCs have a long and successful history of bringing about systemic change through policy advocacy and law reform.

- 76.5% (91 CLCs from 119 respondents) reported undertaking policy and law reform activities in the 2014/15 financial year.
- The main 3 forms of policy and law reform activities*, as reported by 88 CLCs, were:
 - preparing submissions to inquiries (97.7% or 86 CLCs)

- meeting with MPs and/or their staff (80.7% or 71 CLCs), and
- letter writing to MPs (65.9% or 58 CLCs).

2.9. Funding

- 120 CLCs reported upon their funding sources, with the top 3 sources of funding being:
 - Commonwealth government (83.3% or 100 CLCs)
 - State or territory government (main budget) (77.5% or 93 CLCs), and
 - State or territory government (Public Purpose Fund/Legal Practitioner Interest on Trust Accounts Fund) (40.0% or 48 CLCs)
- 111 CLCs reported spending 1,500.4 hours per week in 2014/15 financial year on funding-related activities (e.g., reporting, grant applications, lobbying, fundraising).
- 113 CLCs provided examples of the likely affect of the significant Commonwealth Government funding cut to CLCs nationally (forecast from 2017/18), with the main predicted impacts including:
 - reduction in staff hours of both legal and non-legal staff
 - reduction in services overall, with associated negative outcomes for clients
 - reduction in outreach specifically
 - loss of specialist services
 - closure of branch offices
 - greater demand for pro bono assistance
 - staff redundancies, including the loss of specialist positions – e.g., positions for Aboriginal and/or Torres Strait Islander staff
 - loss of CLC independence
 - shutting down of telephone advice lines
 - increase number of turnaways, and
 - complete closure of some services.

2.10. Technology

CLCs are constantly striving to deliver legal assistance and community legal education in an efficient and cost effective manner that reaches the maximum number of people. To this end, CLCs are increasingly utilising technology.

- Of the 101 respondents, email was the method used most by CLCs to provide legal information (76.2% or 77 CLCs), legal advice (48.5% or 49 CLCs) and legal representation (12.9% or 13 CLCs).*

- Websites (including blogs) were the technology platform most used for the provision of community legal education (50.5% or 51 CLCs from 101 respondents).*

2.11. Partnerships

CLCs have a history of working collaboratively with both legal and non-legal service providers, including with other legal assistance services; the private profession; pro bono partners; community organisations; Commonwealth, state and local government agencies; and Aboriginal and Torres Strait Islander community-controlled organisations.

- The most common partner in the delivery of legal services was other CLCs (54.9% or 62 CLCs from 113 respondents).*
- Community organisations – non-legal were the primary partners for CLCs when delivering community legal education (69.9% or 79 CLCs from 113 respondents).*
- Other CLCs were also the most common partner in policy advocacy and law reform projects (53.1% or 60 CLCs from 113 respondents).*

2.12. Accreditation

The National Accreditation Scheme ('NAS') for CLCs continues to focus on quality assurance and continuous organisational development.

- The main priority, should additional resources for the NAS become available, was one-on-one practical assistance for less resourced services to undertake the certification renewal process (58.6% or 65 CLCs from 111 respondents).*
- 76 CLCs listed the benefits of the accreditation certification process to their CLC to date. The repeated beneficial themes that emerged were:
 - review/revise policies and procedures, in line with best practice standards
 - confirmed existing examples of best practice in CLCs
 - encourages consultation with staff on policies and procedures
 - improves internal accountability and perceived confidence
 - resources produced through accreditation aid staff/volunteer induction, and
 - encouraging continuous improvement.

2.13. Feedback on NACLC's services, work and future priorities

A number of questions were included in the Census to provide feedback to NACLC, and assist in informing NACLC's future sector sustainability, policy advocacy and law reform work, as well as communications with the sector.

- The top 3 most highly rated NACLC services, as rated by those CLCs that use them, were:
 - Professional indemnity insurance or other discounted insurances
 - LexisNexis online legal resources, and
 - Risk Management Guide
- The main sector sustainability priority over the next 12 months was broadening the funding base of CLCs (83.6% or 97 CLCs from 116 respondents).*
- A majority of respondents rated NACLC's policy advocacy and law reform work as 'good' or 'very good' (combined total of 88.4% or 99 CLCs from 112 respondents).
- The main policy advocacy and law reform priority over the next 12 months was advocating on behalf of the sector in relation to funding and administration of CLCs (87.4% or 104 CLCs from 119 respondents).*
- NACLC's communications with the sector was also mainly rated as 'good' or 'very good' (combined total of 84.6% or 99 CLCs from 117 respondents).
- The NACLC ebulletin, *NACLC News*, and the ad hoc emails were rated most positively by respondents
- 93.9% (108 CLCs from 115 respondents) indicated their support for NACLC to produce a members' only email (separate to *NACLC News*). 110 CLCs then indicated when they would prefer to receive this members' only email, with monthly being the dominant preference (45.5% or 50 CLCs).
- 19.8% (23 CLCs of 116 respondents) ticked yes they think NACLC should produce a hardcopy newsletter. Of these 23 CLCs, the majority (69.6% or 16 CLCs of 23 respondents) nominated that this hardcopy newsletter should be produced twice per year
- 30.5% (36 CLCs of 118 respondents) reported using FirstClass BBS.
- CLCs were also asked why they visit the NACLC website. The most common reported reason was to access the accreditation online assessment system (62.9% or 73 CLCs of 116 respondents).

3. National data

3.1. Profile of respondents

To establish some information about respondents, the initial questions in the Census asked for information about the state in which the service operated, type of service, specialist programs offered and service delivery locations, among other factors.

3.1.1. States and territories

Table 1: State and territory breakdown (n=134)

| State/territory | No. of CLCs that responded | Percentage (%) of National total |
|-----------------|----------------------------|----------------------------------|
| ACT | 5 | 3.7 |
| SA | 6 | 4.5 |
| TAS | 7 | 5.2 |
| NT | 7 | 5.2 |
| WA | 13 | 9.7 |
| QLD | 28 | 20.9 |
| NSW | 30 | 22.4 |
| VIC | 38 | 28.4 |
| Total | 134 | 100.0 |

Question: In which state/territory is your CLC located?

3.1.2. Position of person completing response

Principal Solicitor (28.7% or 37 CLCs) was the main position held by the 129 respondents who answered this question.

Table 2: Position of respondent (n=129)

| Type of service | No. of CLCs | Percentage (%) |
|-------------------------|-------------|----------------|
| Principal Lawyer | 37 | 28.7 |
| Chief Executive Officer | 29 | 22.5 |
| Manager | 23 | 17.8 |
| Coordinator | 12 | 9.3 |
| Executive Officer | 11 | 8.5 |
| Other | 9 | 7.0 |
| Administrator | 7 | 5.4 |
| Total | 129 | 100.0 |

Question: What is your position title at the CLC?

‘Other’ positions (7.0% or 9 CLCs) largely included Executive Assistants, Operations Officer and people acting in a senior role).

3.1.3. Centre types

Respondents were asked which of 3 centre types best described their organisation. Most of the respondents identified as a CLC (96.2% or 128 CLCs).⁸

Table 3: Centre type (n=133)

| Centre type | No. of CLCs | Percentage (%) |
|---|-------------|----------------|
| Community Legal Centre | 128 | 96.2 |
| Family Violence Prevention Legal Service | 4 | 3.0 |
| Aboriginal and Torres Strait Islander Legal Service | 1 | 0.8 |
| Total | 133 | 100.0 |

Question: Which of the following best describes your organisation?

⁸ As stated previously, for ease of reference, this report uses the term ‘CLC’ or ‘centre’ for all these member services, unless otherwise stated.

3.1.4. RRR services

Respondents were asked if they regarded their CLC as servicing a RRR location. Of the 130 respondents, the majority (69.2% or 90 CLCs) self-identified as providing services to clients and communities in RRR areas.

The above figures reflect the number of CLCs *servicing* RRR areas, as opposed to being *located* in RRR areas. For example, state-wide specialist services exist that are based in urban areas, but provide outreach services to RRR areas.

3.1.5. Specialist and generalist centres

Centres were also asked to nominate which type or types of service their centre delivered. Of the 133 respondents, most centres offered specialist services, either as part of or an adjunct to, a generalist service (37.6% or 50 CLCs) or as a stand-alone specialist only service (39.1% or 52 CLCs).

Table 4: Type of service (n=133)

| Type of service | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| Specialist | 52 | 39.1 |
| Generalist | 31 | 23.3 |
| Generalist with specialist programs | 50 | 37.6 |
| Total | 133 | 100.0 |

Question: Which of the following best describes the type of service your centre delivers?

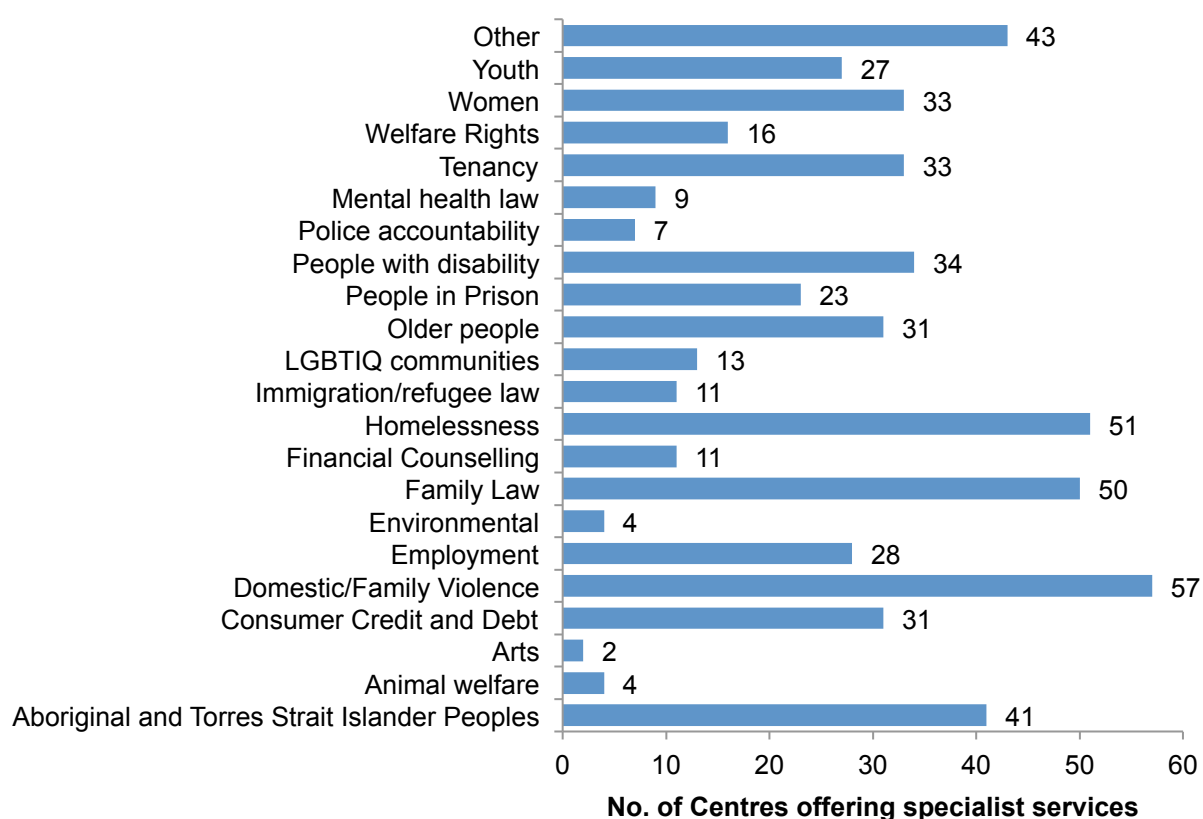
3.1.6. Specialist programs

124 CLCs nominated the specialist programs offered by their CLC. Even those nominating that they were a generalist CLC in the above question, then indicated that they still have specialist expertise in a particular area(s) or with a particular client group(s). The top 3 specialist areas or client groups were:

1. domestic/family violence (46.0% or 57 CLCs)
2. homelessness (41.1% or 51 CLCs), and
3. family law (40.3% or 50 CLCs).

The text of this question made it clear to respondents that centres could nominate more than one type of specialist service offered, and a number did so.

Figure 1: Types of specialist programs, multiple answers possible (n=124)



Question: In which of the following areas or to which client groups do you provide specialist programs? (Tick all that apply).

3.1.7. State-wide or national services or programs

Respondents were asked if their CLC was a state-wide or national service, or offered state-wide or national programs. Of the 132 respondents, just over half (53.0% or 70 CLCs) reported that their CLC was a state-wide or national service, or offered state-wide/national programs.

3.1.8. Branch offices

Centres deliver legal assistance in a variety of locations (eg. main office, branch office, outreach location). Of the 129 CLCs that responded to a question about this, 41.1% (53 CLCs) reported that they have at least one branch office.

Table 5: Number of branch offices (n=129)

| Number of branch offices | No. of CLCs | Percentage (%) |
|--------------------------|-------------|----------------|
| 0 | 76 | 58.9 |
| 1 | 35 | 27.1 |
| 2 | 12 | 9.3 |

| | | |
|--------------|------------|--------------|
| 3 | 1 | 0.8 |
| 4 | 3 | 2.3 |
| 5+ | 2 | 1.6 |
| Total | 129 | 100.0 |

Question: If you have a branch office(s), please tell us how many?

3.1.9. Provision of outreach

132 CLCs responded to a question about the provision of outreach legal services, with 78.0% (103 CLCs) reporting that their centre provided legal outreach at a location other than their main or branch offices.

3.1.10. Clinical legal education

CLCs were also asked if they have a formal arrangement with a university to provide clinical legal education to students. Of the 131 respondents, 33.6% (44 CLCs) reported having such a formal arrangement with a university.

3.2. Turnaways

As outlined in previous Census reports, data collection on turnaways is important, particularly given the current Community Legal Service Information System ('CLSIS') database – used for data collection by CLCs in the Community Legal Services Programme since 2003 – does not have capacity to specifically record turnaways.

For the purposes of the 2015 Census, a 'turnaway' by a CLC was defined as:

any person your CLC had to send away because you were unable to assist them within the needed timeframe or because of a lack of resources, lack of centre expertise, conflict of interest or your centre's eligibility policy.

It is important to note that this definition counts the number of people turned away, and not the number of times (or occasions) that each person seeking to access the CLC was turned away. As the same person may unsuccessfully attempt to access a CLC on multiple occasions for different issues, this suggests that the number of occasions that a person was unable to be assisted with a legal problem or a number of legal problems is a higher occurrence.

3.2.1. Number of turnaways

92 CLCs provided the actual number or an estimate of the number of people turned away in the 2014/15 financial year. The total number of people turned away from these 92 CLCs in 2014/15 was 159,220 people.

Table 6: Turnaways (n=92)

| No. of people turned away | No. of CLCs | Percentage (%) |
|---------------------------|-------------|----------------|
| 0 | 6 | 6.5 |
| 1 – 20 | 8 | 8.7 |
| 21 – 100 | 19 | 20.7 |
| 101 – 499 | 19 | 20.7 |
| 500 – 999 | 14 | 15.2 |
| 1000 or more | 26 | 28.3 |
| | 92 | 100.0 |

Question: *Please give the actual number or an estimate of the number of clients who received legal advice, casework and information services from your centre in the 2014/15 financial year?*

3.2.2. Appropriate, accessible and affordable referrals for turnaways

91 CLCs responded to the question, ‘of your total turnaways in the 2014/15 financial year, to what proportion (per cent) could you give an appropriate, accessible and affordable referral?’ The average was 64.4%.

3.2.3. Collecting turnaway data

Of the 133 CLCs that responded to a question about whether they recorded turnaways, the majority (45.1% or 60 CLCs) recorded turnaways ‘some of the time’.

Table 7: Recording of turnaways (n=133)

| Centres recording turnaways | No. of CLCs | Percentage (%) |
|-----------------------------|-------------|----------------|
| Yes – all of the time | 34 | 25.6 |
| Yes – some of the time | 60 | 45.1 |
| No - never | 39 | 29.3 |
| | 133 | 100.0 |

Question: Did your CLC record ‘turnaways’ in the 2014/15 financial year?

3.2.4. Methods for recording turnaways

87 CLCs that record turnaways described how they record turnaways.

Methods were:

- CLSIS as “information referrals”
- spreadsheets
- practice management systems
- duty phone log, and
- telephone systems that collect the number of calls that did not get through on advice lines (these are recorded as turnaways).

3.2.5. Reasons for turnaways

CLCs were asked to identify the reasons why they turned away clients in 2014/15 by selecting all relevant grounds from a list. 112 CLCs gave reasons for turnaways, even though only 108 CLCs provided their number of turnaways.

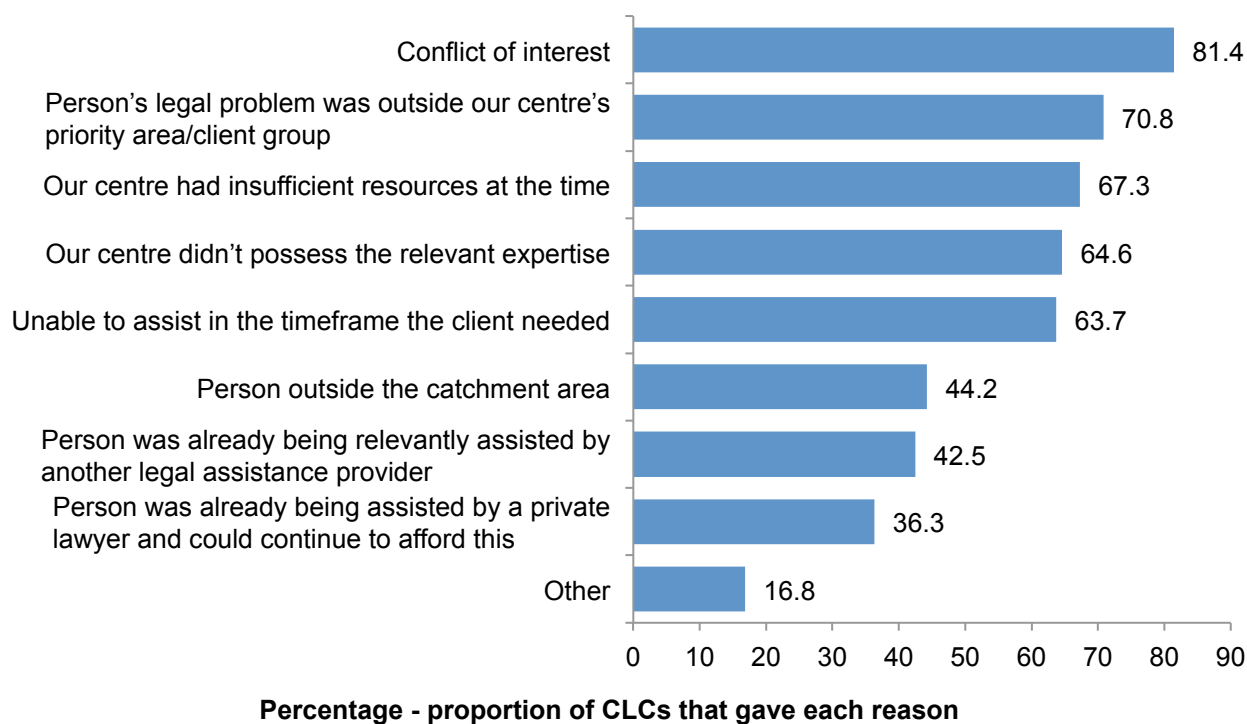
The top 3 most prevalent reasons (in order) were:

1. conflict of interest (81.4% or 91 CLCs)
2. person’s legal problem was outside our centre’s priority area/client group (70.8% or 79 CLCs), and
3. our centre had insufficient resources at the time (67.3% or 75 CLCs).

As noted above, 70.8% (79 CLCs) reported that people were turned away because their legal problem was outside the centre’s priority area/client group.

This could reflect the fact that at least some of the CLCs offered specialist services that have priority areas and clients. It could also, or alternatively mean, that centres have been compelled to make a policy decision to focus on work in a particular priority area or not to do certain types/areas of work due to limited resources.

Figure 2: Reasons for turnaways, multiple answers possible (n=112)



Question: What were the reasons your centre turned clients away in 2014/15 financial year? (Tick all that apply).

3.4. CLCs' staffing

Staffing-related questions were aimed at capturing staffing at a 'point in time' – that is, at the time when the CLC completed the Census, rather than for the 2014/15 financial year. Respondents were asked to take into account all paid staff at their centre and any position for which they were actively recruiting at that 'point in time'.

3.4.1. Number of paid staff

CLCs were asked how many of their paid staff were employed:

- permanent full-time (35 hours a week or more)
- permanent part-time (less than 35 hours a week), or
- on a casual basis in the week that the CLC completed the Census.

The focus in this question was on the number of people employed, not full-time equivalents ('FTEs').

133 centres reported employing a total of 1,563 people, with 47.7% (745 people) of those employed full-time. Part-time staff comprised 44.0% of people employed by respondents (687 people) and only 8.4% (131 people) were employed as casuals.

The average total number of paid staff at each CLC was between 11 and 12 people, although this average was inflated by the participation of some relatively large CLCs.

Table 8: Number of permanent full-time, part-time and casual staff (n=133)

| | Total number | Average per CLC | Percentage (%) of CLC workforce |
|--|--------------|-----------------|---------------------------------|
| Number of permanent full-time staff | 745 | 6.4 | 47.7 |
| Number of permanent part time staff | 687 | 5.7 | 44.0 |
| Number of casual staff | 131 | 1.3 | 8.4 |
| Total number of paid staff | 1563 | 11.7 | 100.1 |

Question: First, we would like to know how many of your current paid staff (or positions under active recruitment) are employed permanent full-time, permanent part-time or casual.

3.4.2. Number of FTE staff

103 centres reported employing a total of 1,204.5 full-time equivalent (FTE staff), with the majority (60.2% or 724.7 FTEs) employed full-time. Part-time FTE staff comprised 35.3% (424.7 FTEs) and 4.6% (55.1 FTEs) were employed as casuals.

The average total number of FTE staff at each CLC was 12.5, although this average was inflated by some of the larger CLCs.

The number of staff cannot be compared with the number of FTE staff, as the number of respondents for the latter question was less than the former.

Table 9: Number of FTE paid full-time, part-time and casual staff (n=103)

| | Total number | Average per CLC | Percentage (%) of CLC workforce |
|--------------------------------|---------------|-----------------|---------------------------------|
| Number of full-time FTE | 724.7 | 7.0 | 60.2 |
| Number of part-time FTE | 424.7 | 4.3 | 35.3 |
| Number of casual FTE | 55.1 | 1.2 | 4.6 |
| Total number of FTE | 1204.5 | 12.5 | 100.1 |

Question: Now that you've told us how many paid staff are working full-time, part-time and casual, we would like to ask how many full-time equivalents (FTEs) you employ.

3.4.3. Employment by position

123 CLCs responded to a question asking them to report the number of FTE staff they employed against a number of position types. In total, 1,296.7 FTE staff were employed at the time the Census was completed by the sector.

The majority of paid FTE staff were lawyers (45.2% or 586.1 FTE staff). This figure includes staff identified as lawyers (35.5% or 460.8 FTE staff) and the 9.7% of staff (125.3 FTE staff) employed as principal lawyers, including those who manage their CLC, and those who do not their CLC.

Table 10: FTE staff by position (n=123)

| Position | Number of CLCs that employed | Total employed in sector | Average per CLC that are employed | Percentage (%) of total paid CLC workforce |
|---|------------------------------|--------------------------|-----------------------------------|--|
| Lawyer | 108 | 460.8 | 4.3 | 35.5 |
| Other | 42 | 99.8 | 2.4 | 7.7 |
| Administrative Assistant | 68 | 86.9 | 1.3 | 6.7 |
| Principal Lawyer who does not manage their CLC | 61 | 64.9 | 1.1 | 5.0 |
| Principal Lawyer who manages their CLC | 64 | 60.4 | 0.9 | 4.7 |
| Community educator/development worker | 48 | 51.4 | 1.1 | 4.0 |
| Receptionist | 41 | 49.6 | 1.2 | 3.8 |
| Administrator | 42 | 49.4 | 1.2 | 3.8 |
| Manager | 43 | 48.2 | 1.1 | 3.7 |
| Finance/bookkeeping worker | 71 | 47.2 | 0.7 | 3.6 |
| Executive Officer | 52 | 46.2 | 0.9 | 3.6 |

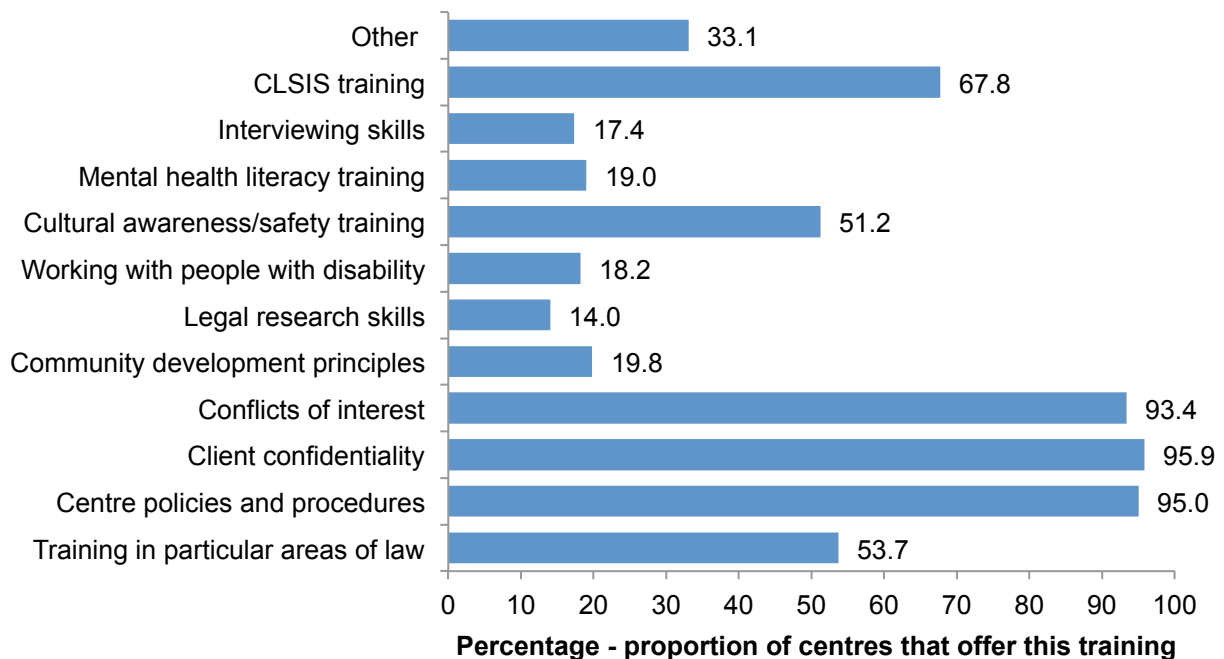
| | | | | |
|--|----|---------------------------|-----|--------------|
| Social worker/other counsellor | 15 | 39.6 | 2.7 | 3.1 |
| Paralegal | 34 | 38.9 | 1.1 | 3.0 |
| Court advocate | 11 | 38.7 | 3.6 | 3.0 |
| Coordinator | 27 | 34.1 | 1.3 | 2.6 |
| Policy officer/researcher | 21 | 31.7 | 1.5 | 2.4 |
| Financial counsellor | 10 | 28.0 | 2.8 | 2.2 |
| Migration agent | 7 | 11.1 | 1.6 | 0.9 |
| Fundraiser/Social Enterprise worker | 11 | 9.8 | 0.9 | 0.8 |
| Total | | 1296.7⁹ | | 100.1 |

Question: For each of the following position descriptions, please tell us the number of FTE staff your centre employs. How many paid FTE staff do you employ in each of the following position descriptions? Please select 'not applicable' if you do not employ anyone in that position.

3.4.4. Orientation/induction training for staff

NACLC introduced a question in the 2015 Census about the orientation/induction training provided to staff in the 2014/15 financial year. 121 CLCs responded, with training on client confidentiality reported most frequently (95.9% or 116 CLCs).

Figure 3: Orientation/induction training for staff (n=121)



⁹ This total of 1296.7 is 92.2 more than the total number of employees reported in para 3.4.2 above. This discrepancy could be due to some CLCs not responding to the question asking them to supply overall FTE numbers for full-time, part-time and casual staff, and instead simply answering the question about FTEs by position.

Question: NACLC wants to understand more about what is covered in your orientation/induction or any other training you provided to your staff in the 2014/15 financial year. What content do you include in your orientation/induction or other training? Please tick all that apply.

‘Other’ types of training included a mix of:

- work, health and safety training
- 4WD driving course
- first aid
- database training
- domestic/family violence training, including safety planning
- introduction to workplace documents like Enterprise Agreements
- opportunities to attend training by external stakeholders
- suicide awareness and response training, and
- vicarious trauma training.

3.4.5. Dedicated communications position

Centres were asked if they have a dedicated communications worker (full-time, part-time, or as part of another position). Of the 124 CLCs that responded to this question, 21.8% (27 CLCs) employed such a worker, and 6.5% (8 CLCs) were planning to employ one within the next 12 months.

3.5. Volunteers and pro bono partnerships

Data on numbers and types of volunteers and hours contributed by them is used to inform submissions, funding applications and other materials prepared by NACLC, which describe and emphasise the value of CLCs.

NACLC believes that an important distinction exists between volunteers and pro bono workers. In the Census, a 'volunteer' was defined as:

an individual who provides skills and experience to a CLC, free of charge.

A volunteer relationship is between the individual lawyer/law student (for example) and the CLC and its clients. Respondents were asked not to include Management Committee/Board members as volunteers, when those members were fulfilling their usual governance duties. However, if MC/Board members undertook other volunteer work, external from their governance responsibilities, for the CLC (or its clients) in that year, respondents were asked to report these contributions.

A 'pro bono partner' was defined in the Census as:

a professional or firm that, as a business, has formally committed to allocating resources and making a contribution to a CLC and/or its clients, free of charge.

A pro bono relationship is between a business and a CLC. Pro bono contributions usually occur in an organised way that may be formalised in an agreement. There is often (but not always) a benefit to the law firm as a business.

3.5.1. Use of volunteers

Of the 124 CLCs who responded to a question about volunteers, 91.9% (114 CLCs) indicated that volunteers were used in the 2014/15 financial year.

3.5.2. Hours and types of volunteers

Of the 124 CLCs who responded to the initial question about volunteers, 111 CLCs then provided detailed information about the types and numbers of volunteers they had at their centre in 2014/15.

111 CLCs reported that 7,124 volunteers contributed a total of 11,057.7 hours of work per week in 2014/15. Multiplying this figure by 52 weeks suggests that volunteers contributed 575,000.4 to those 111 CLCs in 2014/15.

Table 11: Types of volunteers, numbers and hours worked (n=111)

| Position | No. of CLCs | Min no. vols | Max no. of vols | TOTAL no. of vols | Average vols per CLC | TOTAL sector hours per week |
|---|-------------|--------------|-----------------|-------------------|----------------------|-----------------------------|
| Students – Undergrad Law | 91 | 1 | 198 | 2446 | 26.9 | 4527.8 |
| Lawyers | 85 | 1 | 227 | 3014 | 35.5 | 2220.2 |
| Law Graduate – PLT | 72 | 1 | 40 | 401 | 5.6 | 1792.2 |
| Other | 47 | 1 | 120 | 838 | 17.8 | 979.1 |
| Students – Undergrad Social Work | 21 | 1 | 55 | 97 | 4.6 | 887.6 |
| Administrative Assistant | 41 | 1 | 40 | 227 | 5.5 | 460.9 |
| Community legal educators | 5 | 1 | 12 | 21 | 4.2 | 115.1 |
| Migration agents | 10 | 1 | 35 | 69 | 6.9 | 49.8 |
| Accountant/bookkeeper | 6 | 1 | 2 | 7 | 1.2 | 21 |
| Counsellors – Financial | 3 | 1 | 1 | 3 | 1.0 | 3 |
| Counsellors – Family Violence | 1 | 1 | 1 | 1 | 1.0 | 1 |
| Total | | | | 7124 | | 11057.7 |

Question: Please calculate or make your best estimate as to the total number of hours provided by each category of volunteer PER WEEK at your centre in 2014/15 financial year. For example, if your centre has 4 lawyers who each volunteer 4 hours, this would be a weekly total of 16 hours for the category 'lawyers'.

3.5.3. Type of work undertaken by volunteers

The main activity undertaken by volunteers at CLCs was involvement in direct legal service delivery (91.8% or 101 CLCs from 110 respondents).

Table 12: Work undertaken by CLC volunteers, multiple answers possible (n=110)

| Type of work | No. of CLCs | Percentage (%) of CLCs |
|---|-------------|------------------------|
| Involvement in direct legal service delivery | 101 | 91.8 |
| Administrative support | 87 | 79.1 |
| Policy advocacy and law reform (eg., researching or writing submissions) | 57 | 51.8 |
| Community legal education | 48 | 43.6 |
| Involvement in other direct service delivery (eg., social work, court support or financial counselling) | 30 | 27.3 |
| Other | 32 | 29.1 |
| Accounting/bookkeeping | 10 | 9.1 |

Question: What type of work was undertaken by your CLC volunteers in the 2014/15 financial year? (Tick all that apply).

3.5.4. Training provided

To find out more about what was covered in orientation/induction or any other training provided to CLC volunteers in the 2014/15 financial year, respondents were asked to nominate the content of such programs. The top 3 types of content were:

1. centre policies and procedures (99.1% or 108 CLCs)
2. client confidentiality (99.1% or 108 CLCs), and
3. conflicts of interest (97.2% or 106 CLCs).

Table 13: Content included in orientation/induction or other training provided to volunteers (n=109)

| Content | No. of CLCs | Percentage (%) of CLCs |
|-------------------------------------|-------------|------------------------|
| Centre policies and procedures | 108 | 99.1 |
| Client confidentiality | 108 | 99.1 |
| Conflicts of interest | 106 | 97.2 |
| Training in particular areas of law | 66 | 60.6 |
| Cultural awareness/safety training | 55 | 50.5 |
| Interviewing skills | 49 | 45.0 |
| CLSIS training | 45 | 41.3 |
| Legal research skills | 44 | 40.4 |
| Other | 34 | 31.2 |

| | | |
|--|----|------|
| Working with people with disability | 33 | 30.3 |
| Mental health literacy training | 30 | 27.5 |
| Community development principles | 19 | 17.4 |

Question: NACLC wants to understand more about what is covered in your orientation/induction or any other training you provided to your volunteers in the 2014/15 financial year. What content did you include in your induction or other training? Please tick all that apply.

3.5.5. Overall CLC investment in volunteers

Combining the annual figures for induction, supervision and training, employed staff at CLCs spent approximately¹⁰ 113,605 hours supporting the work of volunteers in 2014/15. With 575,000.4 hours contributed by volunteers in 2014/15, an average of approximately¹¹ 1 staff hour was spent to garner 5.1 quality assured volunteer hours.

Table 14: Combining the hours CLCs invested in volunteers

| Activity | No. of CLCs | Total hours for CLC sector |
|---|-------------|----------------------------|
| Hours in 2014/15 spent responding to and otherwise supervising volunteers (both legal and non-legal) | 106 | 96668 ¹² |
| Hours in 2014/15 spent on orientation and induction training to volunteers | 103 | 7895 |
| Hours in 2014/15 spent on training other than at orientation/induction | 83 | 9042 |
| Total | | 113605 |

¹⁰ The word 'approximately' is used because the number of CLCs that responded to each question about hours spent on supervising, inducting, orientating and training volunteers varied. For example, 82 CLCs provided their hours for 'other training', while 105 CLCs provided hours for 'responding to or otherwise supervising volunteers (both legal and non-legal)'.

¹¹ See above footnote for explanation about the use of the word 'approximately'.

¹² 106 CLCs reported that 1,859 hours were spent in 2014/15 responding to or otherwise supervising volunteers (both legal and non-legal).

3.5.6. Pro bono partnerships

CLCs were asked to quantify the number of hours contributed by pro bono partners to their centre in a number of different business areas over the 2014/15 financial year. A 'pro bono partner' was defined in the Census as:

a professional or firm that, as a business, has formally committed to allocating resources and making a contribution to a CLC and/or its clients, free of charge.

Of the 123 centres that answered this question, 59.3% (73 CLCs) reported that their CLC had a pro bono partnership with a business. 69 of these 73 CLCs provided a breakdown of the hours. These partnerships contributed 51,896 hours of assistance to these 69 CLCs over the 2014/15 financial year. The majority of hours were contributed by pro bono lawyers providing direct service delivery to clients.

Table 15: Number of hours contributed by pro bono partnerships (n=69)

| Areas of work | No. of CLCs | Percentage of CLCs | Min. hours per CLC | Max. hours per CLC | Total hours to CLC sector |
|---|-------------|--------------------|--------------------|--------------------|---------------------------|
| From lawyers for direct service delivery to clients | 51 | 72.9 | 9 | 20000 | 41775 |
| From specialist lawyers in a particular area of expertise for use in client matters | 42 | 60.0 | 3 | 800 | 3831 |
| From lawyers for advice or assistance to the centre | 53 | 75.7 | 3 | 400 | 2574 |
| Policy advocacy and law reform | 19 | 27.1 | 5 | 500 | 1497 |
| Community legal education | 23 | 32.9 | 5 | 130 | 635 |
| Publications (eg., design and printing) | 12 | 17.1 | 3 | 100 | 452 |
| Governance/management | 8 | 11.4 | 6 | 190 | 366 |
| Administrative support | 8 | 11.4 | 6 | 400 | 315 |
| Legal practice management | 8 | 11.4 | 2 | 70 | 199 |
| Marketing | 10 | 14.3 | 5 | 30 | 134 |
| Fundraising or sponsorship | 19 | 27.1 | 4 | 150 | 18 |
| Bookkeeping/accountancy | 2 | 2.9 | 50 | 50 | 100 |
| Total | | | | | 51896 |

Question: Please estimate the total number of hours that pro bono partnerships contributed to your centre in each of the following areas in the 2014/15 financial year.

3.6. Engagement with Aboriginal and/or Torres Strait Islander peoples

NACLC asked a series of questions about the engagement of CLCs with Aboriginal and/or Torres Strait Islander peoples and communities.

3.6.1. Clients identifying as Aboriginal and/or Torres Strait Islander peoples

Centres were again asked to indicate the proportion of their clients, as a percentage of their total number of clients in the 2014/15 financial year, who identified as Aboriginal and/or Torres Strait Islander peoples.

Among the 106 CLCs that answered this question, the average proportion of Aboriginal and/or Torres Strait Islander clients was 15.3%. The median¹³ result was 4.0%, with 70.8% of respondents to this question having fewer than 10% of their clients who identified as an Aboriginal and/or Torres Strait Islander person.

The higher average figure in comparison to the median figure mirrors last year's rationale – the median response rate is inflated by 4 CLCs that reported Aboriginal and/or Torres Strait Islander peoples constituted 85% or more their client base.

Both the average and median percentages of clients identifying as Aboriginal and/or Torres Strait Islander remains above the percentage of Aboriginal and Torres Strait Islander peoples in the total Australian population (2.5%).¹⁴

3.6.2. Aboriginal and/or Torres Strait Islander identified positions

Of the 121 centres that responded to a question about having an Aboriginal and Torres Strait Islander identified staff position, 16.5% (20 CLCs) indicated that they have at least 1 identified position that can only be filled by an Aboriginal and/or Torres Strait Islander person. Five centres (4.1%) reported that they planned to introduce such a position within the next 12 months.

Considerable variation exists amongst the states and territories, with NSW again having the highest number of identified positions (11 CLCs). This may reflect the fact that the peak representative body, CLCNSW, is funded to run the state-wide Aboriginal Legal Access Program, which aims to increase access to justice for Aboriginal and/or Torres Strait Islander peoples.

Table 16: Centres with an Aboriginal and Torres Strait Islander identified position (n=121)

| Identified position | No. of CLCs | Percentage (%) |
|---------------------|-------------|----------------|
| Yes | 20 | 16.5 |
| No | 96 | 79.3 |

¹³ The median result falls in the middle of all results when sorted in order of size

¹⁴ Australian Bureau of Statistics, *Census of Population and Housing – Counts of Aboriginal and Torres Strait Islander Australians*, Cat No 2075.0 (2011).

| | | |
|---|------------|--------------|
| Not yet, but planning for one within 12 months | 5 | 4.1 |
| | 121 | 100.0 |

Question: Does your CLC currently have an Aboriginal and Torres Strait Islander identified position? An identified position in this case is a position that can ONLY be filled by an Aboriginal and/or Torres Strait Islander person.

3.6.3. Engagement with Aboriginal and/or Torres Strait Islander peoples

CLCs were asked to nominate the engagement their CLC has with Aboriginal and/or Torres Strait Islander peoples, aside from providing direct client services. 99 CLCs responded, with participating in community events and community outreach being the equal number one activity (as reported by 69.7% of respondents or 69 CLCs).

Table 17: Engagement with Aboriginal and Torres Strait Islander peoples (n=99)

| Type of engagement | No. of CLCs | Percentage (%) |
|---|-------------|----------------|
| Participating in community events | 69 | 69.7 |
| Community outreach | 69 | 69.7 |
| Participating in NAIDOC Week | 45 | 45.5 |
| Participating in Reconciliation Week | 28 | 28.3 |
| Management Committee/Board member | 26 | 26.3 |
| Other | 25 | 25.3 |
| Advisory Council/Working Group | 20 | 24.2 |

Question: Aside from direct client services, what engagement does your CLC have with Aboriginal and Torres Strait Islander peoples? (Tick all that apply).

From those CLCs that selected 'Other' engagement (25.3% or 25 CLCs), the responses varied and included:

- formal and informal partnerships and collaborations with key Aboriginal and/or Torres Strait Islander peoples
- input in policy and advocacy programs and activities
- regular community legal education, and
- participating in networks, conferences and forums.

3.6.4. Cultural awareness/safety training

Of the 118 CLCs that responded to a question about cultural awareness/safety training, 68.6% (81 CLCs) reported that their staff undertake this training.

3.6.5. Development of Reconciliation Action Plans ('RAPs')

Of the 118 CLCs that responded to a question about whether their CLC has or is considering developing a RAP, 2.5% (3 CLCs) have developed and implemented a RAP. The majority (56.8% or 67 CLCs) have not yet considered developing a RAP.

Yet, 28.0% (33 CLCs) are either currently develop a RAP or planning for a RAP within the next 12 months.

Table 18: Development of Reconciliation Action Plans (n=118)

| Action | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| Not yet considered developing a RAP | 67 | 56.8 |
| Currently developing a RAP | 17 | 14.4 |
| Planning for a RAP within the next 12 months | 16 | 13.6 |
| Other | 12 | 10.2 |
| Developed and implemented a RAP | 3 | 2.5 |
| Considered a RAP and decided against one | 3 | 2.5 |
| Total | 118 | 100.0 |

Question: We are interested in hearing about whether your CLC has, or is considering developing, a Reconciliation Action Plan ('RAP').

3.7. Engagement with people with disability

3.7.1. Clients identifying as a person with disability

CLCs were asked to indicate the percentage of their total number of clients in the 2014/15 financial year, who identified as a person with disability. For the 100 respondents, the average proportion of clients with disability was 26.6%. The median showed that 16.5% of clients identified as people with disability.

Of the 100 respondents to this question, 5.0% (5 CLCs) reported that they did not have any clients that identified as a person with disability, while 9.0% (9 CLCs) reported that their clients with disability constituted 90% or more of their clients.

It is possible that these 100 respondents underreported the proportion of clients with disability, given that clients might not self-identify or disclose their disability (particularly psychosocial disability), and given differing definitions of disability.¹⁵

3.7.2. Disability awareness training

Of the 118 CLCs that responded to a question about disability awareness training, 28.8% (34 CLCs) reported that their staff undertake this training.

3.7.3. Development of Disability Action Plans ('DAPs')

Of the 115 CLCs that nominated whether their CLC has or is considering developing a DAP, the majority (69.6% or 80 CLCs) have not yet considered developing a DAP. 10.4% (12 CLCs) have developed and implemented a DAP.

Table 19: Development of Disability Action Plans (n=115)

| Action | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| Not yet considered developing a DAP | 80 | 69.6 |
| Developed and implemented a DAP | 12 | 10.4 |
| Other | 9 | 7.8 |
| Planning for a DAP within the next 12 months | 7 | 6.1 |
| Currently developing a DAP | 6 | 5.2 |
| Considered a DAP and decided against developing one | 1 | 0.9 |
| Total | 115 | 100.0 |

Question: We are interested in hearing about whether your CLC has, or is considering developing, a Disability Action Plan (DAP).

¹⁵ Definitions of disability may impact on data collection and disclosure from clients. For example, the Productivity Commission notes that some intellectual disabilities might not be adequately captured by the Australian Bureau of Statistics definition. See Productivity Commission of Australia, *Disability Care and Support*, Volume 1 (2011), <<http://www.pc.gov.au/inquiries/completed/disability-support/report/disability-support-volume1.pdf>>, 94-95.

3.8. Engagement with clients from culturally and/or linguistically diverse backgrounds

3.8.1. Clients identifying from culturally and linguistically diverse backgrounds

CLCs were asked to indicate the percentage of their total number of clients in the 2014/15 financial year, who identified as from a culturally and linguistically diverse background. For the 133 respondents, the average proportion of CLC clients who identified as being from a culturally and linguistically diverse background was 20.6%. The median proportion of clients who identified as from a culturally and linguistically diverse background was 10.0%.

3.8.2. Cultural awareness training

Of the 115 CLCs that responded to a question about staff undertaking cultural awareness training, specifically for working with culturally and linguistically diverse people and communities, 40.0% (46 CLCs) reported that staff undertake this training.

3.8.3. Development of policies or plans for working with culturally and linguistically diverse people and communities

Of the 114 CLCs that responded to a question about whether their CLC has or is considering developing a policy or plan relating to engagement with culturally and linguistically diverse communities, the majority (66.7% or 76 CLCs) have not yet considered developing a such a policy or plan. 16.7% (19 CLCs) have developed and implement such a policy/plan.

Table 20: Development of policies or plans (n=114)

| Action | No. of CLCs | Percentage (%) |
|---|-------------|----------------|
| Not yet considered developing a policy/plan | 76 | 66.7 |
| Developed and implemented a policy/plan | 19 | 16.7 |
| Other | 8 | 7.0 |
| Planning for a policy/plan within the next 12 months | 6 | 5.3 |
| Currently developing a policy/plan | 4 | 3.5 |
| Considered a policy/plan and decided against developing one | 1 | 0.9 |
| Total | 114 | 100.0 |

Question: We are interested in hearing about whether your CLC has, or is considering developing, a policy or plan relating to engagement with culturally and linguistically diverse people and communities.

3.9. Policy advocacy and law reform

3.9.1. Engagement in law reform and policy work

Of the 119 respondents, the majority (76.5% or 91 CLCs) indicated that they undertook policy advocacy and law reform activities in the 2014/15 financial year.

3.9.2. Types of law reform and policy work

Of these 119 CLCs, 88 responded to a further question asking them to select the activities undertaken. The main activity reported was preparing submissions to inquiries and reviews (97.7% or 86 CLCs).

Table 21: Policy advocacy and law reform undertaken by CLC, multiple answers possible (n=88)

| Action | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| Preparing submissions to inquiries and reviews | 86 | 97.7 |
| Meetings with MPs and/or their staff | 71 | 80.7 |
| Letter writing to MPs | 58 | 65.9 |
| Consulting with and appearing before inquiries and reviews | 50 | 56.8 |
| Advocating via other media | 50 | 56.8 |
| Advocating via social media | 46 | 52.3 |
| Running a coordinated, branded campaign | 13 | 14.8 |
| Other | 9 | 10.2 |

Question: What sort of policy and law reform work did your CLC undertake in the 2014/15 financial year? (Tick all that apply).

3.9.3. Recent changes impacting on law reform and policy work

CLCs were asked to provide an example of how a number of factors (including Commonwealth Government funding restrictions) may affect policy advocacy and law reform work. 58 CLCs responded, with some of the key affects including:

- increased cautiousness in conducting such work
- reduction in the ability of CLCs to respond to government inquiries and/or initiate CLC-led campaigns to increase access to justice
- reduction in dedicated hours and/or cessation of law reform positions
- hesitancy to make public statements, and
- using other funding sources to fund this type of work.

Some CLCs responded that there have been no changes to their law reform and policy work, without providing further information.

3.10. Funding

3.10.1. Funding sources

In 2015, CLCs were asked to report upon their funding sources.

Table 22: Funding sources, multiple answers possible (n=120)

| Funding source | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| Commonwealth government | 100 | 83.3 |
| State or territory government (main budget) | 93 | 77.5 |
| State or territory government (Public Purpose Fund/Legal Practitioner Interest on Trust Accounts Fund) | 48 | 40.0 |
| Philanthropic | 36 | 30.0 |
| Fundraising and sponsorship | 43 | 35.8 |

Question: From which of the following sources did your CLC receive funding? (Tick all that apply).

3.10.2. Hours spent on funding-related activities

111 CLCs reported spending 1,500.4 hours per week in 2014/15 financial year on funding-related activities (e.g., reporting, grant applications, lobbying, fundraising).

3.10.3. Impact of 2017/18 nationally forecast funding cut

In light of the significant Commonwealth Government funding cut to CLCs nationally forecast from 2017/18, CLCs were also asked to give any examples of the likely affect of any such cut on the work of their CLC. 113 CLCs responded to this question, with the main actual impacts including:

- reduction in staff hours of both legal and non-legal staff
- reduction in services overall, with associated negative outcomes for clients
- reduction in outreach specifically
- loss of specialist services
- closure of branch offices
- greater demand for pro bono assistance
- staff redundancies, including the loss of specialist positions – e.g. positions for Aboriginal and/or Torres Strait Islander staff
- loss of CLC independence
- shutting down of telephone advice lines
- increase number of turnaways, and
- complete closure of some services.

3.11. Technology

101 CLCs answered a question asking respondents to select all the technology methods or platforms that they used to provide legal advice, information or representation and community legal education in the 2014/15 financial year.

3.11.1. Legal information via technology

Of the 101 respondents, email was the most favoured technology method used to provide legal information to people seeking legal assistance (76.2% or 77 CLCs). Legal information via email can involve CLCs sending people seeking assistance links to resources and attachments such as information sheets.

Table 23: Technology method/platform for the provision of legal information, multiple answers possible (n=101)

| Technology method/platform | No. of CLCs | Percentage (%) |
|----------------------------|-------------|----------------|
| Email | 77 | 76.2 |
| Website (including blogs) | 73 | 72.3 |
| Facebook | 43 | 42.6 |
| Twitter | 25 | 24.8 |
| Skype | 13 | 12.9 |
| YouTube | 9 | 8.9 |
| Online conferencing | 7 | 6.9 |
| DVD | 6 | 5.9 |
| Smart phone apps | 6 | 5.9 |
| Internet kiosk | 1 | 1.0 |

Question: Which of these technology methods or platforms (list provided) did you use to provide legal information in the 2014/15 financial year? (Tick all that apply).

3.11.2. Legal advice via technology

Of the 101 CLCs that responded about their use of technology, email was the main technology method or platform used to provide legal advice (48.5% or 49 CLCs).

With 1 CLC (1.0%) reporting that Facebook was used to deliver legal advice, this suggests some error in reporting may have occurred.

Table 24: Technology method/platform for the provision of legal advice, multiple answers possible (n=101)

| Technology method/platform | No. of CLCs | Percentage (%) |
|----------------------------|-------------|----------------|
| Email | 49 | 48.5 |
| Skype | 26 | 25.7 |
| Website (including blogs) | 4 | 4.0 |
| Online conferencing | 3 | 3.0 |
| Facebook | 1 | 1.0 |

Question: Which of these technology methods or platforms (list provided) did you use to provide community legal advice in the 2014/15 financial year? (Tick all that apply).

3.11.3. Legal representation via technology

The main reported method for the provision of legal representation via technology was through email (12.9% or 13 CLCs). Legal representation via email can involve writing letters to court on behalf of clients.

Table 25: Technology method/platform for the provision of legal representation, multiple answers possible (n=101)

| Technology method/platform | No. of CLCs | Percentage (%) |
|----------------------------|-------------|----------------|
| Email | 13 | 12.9 |
| Skype | 3 | 3.0 |
| Online conferencing | 3 | 3.0 |

Question: Which of these technology methods or platforms (list provided) did you use to provide legal representation in the 2014/15 financial year? (Tick all that apply).

3.11.4. Community legal education via technology

Websites (including blogs) were the main technology method or platform used to deliver community legal education (as reported by 50.5% or 51 CLCs).

Table 26: Technology method/platform for the provision of community legal education, multiple answers possible (n=101)

| Technology method/platform | No. of CLCs | Percentage (%) |
|----------------------------------|-------------|----------------|
| Website (including blogs) | 51 | 50.5 |
| Facebook | 39 | 38.6 |
| Twitter | 23 | 22.8 |
| YouTube | 18 | 17.8 |
| Email | 17 | 16.8 |
| Online conferencing | 17 | 16.8 |
| DVD | 12 | 11.9 |
| Skype | 11 | 10.9 |
| Smart phone apps | 6 | 5.9 |
| Internet kiosk | 1 | 1.0 |

Question: Which of these technology methods or platforms did you use to provide community legal education in the 2014/15 financial year? (Tick all that apply).

3.12. Partnerships

CLCs have a history of working collaboratively with both legal and non-legal service providers, including with other legal assistance services; the private profession; pro bono partners; community organisations; Aboriginal and Torres Strait Islander community-controlled organisations; and Commonwealth, state and local governments and agencies.

In the 2015 Census, 113 CLCs selected from a list the organisations and agencies with which they had partnered to deliver legal services, community legal education, and/or policy advocacy and law reform in the 2014/15 financial year.

3.12.1. Legal services

The 113 respondents reported that their most common partners when delivering legal services were other CLCs (54.9% or 62 CLCs), community organisations – non-legal (46.9% or 53 CLCs) and pro bono partners – legal (46.9% or 53 CLCs).

Table 27: Partners for legal services, multiple answers possible (n=113)

| Organisation/agency | No. of CLCs | Percentage (%) |
|---|-------------|----------------|
| CLCs | 62 | 54.9 |
| Community organisation – non-legal | 53 | 46.9 |
| Pro bono partners – legal | 53 | 46.9 |
| Legal Aid | 44 | 38.9 |
| University | 41 | 36.3 |
| Aboriginal community controlled organisation | 24 | 21.2 |
| Community organisation – legal | 20 | 17.7 |
| ATSILS | 18 | 15.9 |
| State government agency | 18 | 15.9 |
| Commonwealth government agency | 17 | 15.0 |
| FVPLS | 11 | 9.7 |
| Local government agency | 8 | 7.1 |
| Pro bono partners – non-legal | 8 | 7.1 |

Question: Which of the following organisations or agencies did your CLC partner with in delivering legal services in the 2014/15 financial year? (Tick all that apply).

3.12.2. Community legal education

For the 113 respondents, community organisations – non-legal were the primary partners for CLCs when delivering community legal education (69.9% or 79 CLCs).

Table 28: Partners for community legal education, multiple answers possible (n=113)

| Organisation/agency | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| Community organisation – non-legal | 79 | 69.9 |
| CLCs | 59 | 52.2 |
| Legal Aid | 40 | 35.4 |
| University | 35 | 31.0 |
| Aboriginal community controlled org | 33 | 29.2 |
| State government agency | 31 | 27.4 |
| Community organisation – legal | 24 | 21.2 |
| Commonwealth government agency | 23 | 20.4 |
| Local government agency | 23 | 20.4 |
| Pro bono partners – legal | 19 | 16.8 |
| ATSILS | 13 | 11.5 |
| FVPLS | 13 | 11.5 |
| Pro bono partners – non-legal | 8 | 7.1 |

Question: Which of the following organisations or agencies did your CLC partner with in delivering community legal education in the 2014/15 financial year? (Tick all that apply).

3.12.3. Policy advocacy and law reform

For the 113 respondents, other CLCs were the most common partner in policy advocacy and law reform projects (53.1% or 60 CLCs).

Table 29: Partners for policy advocacy/law reform, multiple answers possible (n=113)

| Organisation/agency | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| CLCs | 60 | 53.1 |
| Community organisation – non-legal | 39 | 34.5 |
| University | 30 | 26.6 |
| Legal Aid | 21 | 18.6 |
| Aboriginal community controlled org | 21 | 18.6 |
| Pro bono partners – legal | 20 | 17.7 |
| Community organisation – legal | 18 | 15.9 |
| State government agency | 17 | 15.0 |
| Commonwealth government agency | 14 | 12.4 |
| Local government agency | 14 | 12.4 |
| ATSILS | 13 | 11.5 |
| FVPLS | 9 | 8.0 |
| Pro bono partners – non-legal | 6 | 5.3 |

Question: Which of the following organisations or agencies did your CLC partner with in delivering policy advocacy and law reform in the 2014/15 financial year? (Tick all that apply).

3.13. Accreditation

3.13.1. Additional resources for the NAS

CLCs were again asked: if NACLCLC or the state/territory associations were able to invest additional resources into supporting centres with accreditation, in which of the following areas do you recommend they allocate resources?

The main priority for the 111 CLCs that responded to this question was 'one-on-one practical assistance for less resourced services to undertake the certification renewal process' (58.6% or 65 CLCs).

Table 30: Organisations/agencies partnered with for policy, advocacy and law reform, multiple answers possible (n=111)

| Organisation/agency | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| One-on-one practical assistance for less resourced services to undertake the certification renewal process | 65 | 58.6 |
| Opportunities for training or development in areas identified in need of improvement | 64 | 57.7 |
| Training in preparing and progressing a good practice improvement work plan | 62 | 55.9 |
| Training and support in using the SPP online assessment | 51 | 45.9 |
| Training in getting the most from the MSO tools | 48 | 43.2 |
| Other | 9 | 8.1 |

Question: If NACLCLC or the State/Territory associations were able to invest additional resources into supporting centres with the accreditation process, in which of the following areas do you recommend we allocate resources? (Tick all that apply).

9 CLCs (8.1%) suggested 'Other' options for additional resources, including:

- improved and up-to-date policy and procedure templates
- sharing of other CLCs' resources (with consent) in a library
- annual reporting only
- inclusion of information that would be common (eg., legislation relevant to different policies), and
- analysis of accreditation and development of resources that would benefit the bulk of CLCs, in areas repeatedly identified as needing to be improved.

3.13.2. Benefits of accreditation

76 CLCs listed the benefits of the accreditation certification process to their CLC to date. The repeated beneficial themes that emerged were:

- review/revise policies and procedures, in line with best practice standards
- confirmed existing examples of best practice in CLCs
- encourages consultation with staff on policies and procedures

- improves internal accountability and perceived confidence
- resources produced through accreditation aid staff/volunteer induction, and
- encouraging continuous improvement.

A minority of CLCs reported limited to no benefits.

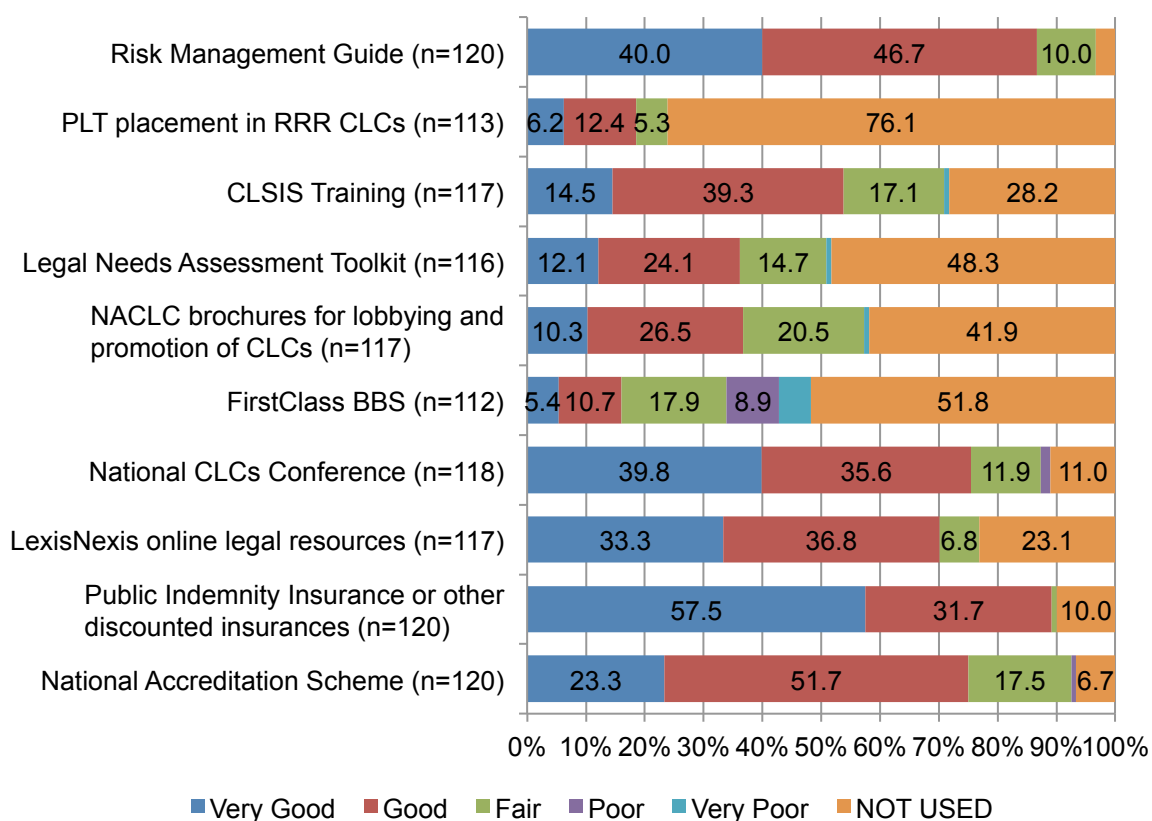
3.14. Feedback on NACLC’s services, work and future priorities

Feedback about NACLC’s work was sought from CLCs to assist in informing NACLC’s sector sustainability, policy advocacy and law reform work.

3.14.1. Rating of NACLC’s sector sustainability services

CLCs were asked to rate NACLC’s sector sustainability services over the 2014/15 financial year. 120 CLCs responded overall, with the Professional Indemnity Insurance (‘PII’) (or other discounted schemes) receiving the highest ‘very good’ and ‘good’ ratings. The figure below shows the rating of each NACLC service, and the proportion of CLCs that do not use the particular service.

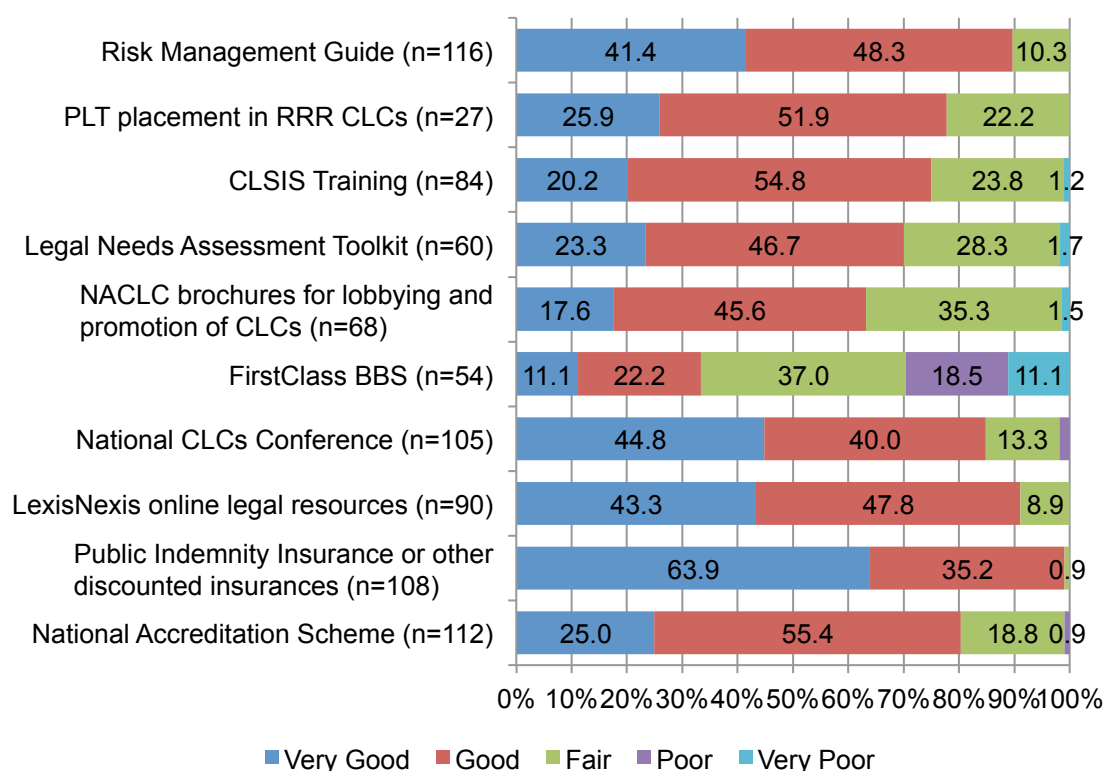
Figure 4: Rating of NACLC’s sector sustainability services, including the proportion of centres that do not use such services (see n= beside each service for the number of respondents that rated each particular service)



Question: Following is a list of sector sustainability services that NACLC offers. Please tell us how you rate each of our services for the 2014/15 financial year.

Focusing only on the responses from CLCs that reported using every service, the PII (or other discounted insurances) continued to receive the most ‘very good’ and ‘good’ ratings from CLCs, followed by the LexisNexis online legal resources and the Risk Management Guide.

Figure 5: Rating of NACLC’s sector sustainability services, as rated by only those services that use them (see n= beside each service for the number of respondents that rated each particular service)



Question: Following is a list of sector sustainability services that NACLC offers. Please tell us how you rate each of our services for the 2014/15 financial year.

3.14.2. Sector sustainability priorities

CLCs were asked to nominate sector sustainability priorities NACLC should focus on over the next 12 months. 116 CLCs responded, with the main priority being broadening the funding base of CLCs (83.6% or 97 CLCs).

Table 31: Sector sustainability priorities, tick up to three items (n=116)

| Organisation/agency | No. of CLCs | Percentage (%) |
|---|-------------|----------------|
| Broadening the funding base of CLCs | 97 | 83.6 |
| Strategic and organisational planning capabilities | 77 | 66.4 |
| Measuring the outcomes of service delivery | 70 | 60.3 |
| Workforce planning and sustainability | 46 | 39.7 |
| Financial management resources/support | 33 | 28.4 |

Question: If NACLC had additional funding to invest in sector sustainability services, what are the three most important services NACLC should focus on over the next 12 months? Tick up to three.

3.14.3. Rating of NACLC's policy advocacy and law reform work

Similar to the question on sector sustainability priorities, all CLCs were asked to rate the policy advocacy and law reform work of NACLC over the 2014/15 financial year. A significant majority of the 112 respondents rated NACLC's policy advocacy and law reform work as 'very good' or 'good' (88.4% or 99 CLCs).

Table 32: Rating of NACLC's policy advocacy and law reform work (n=112)

| Rating | No. of CLCs | Percentage (%) |
|--------------|-------------|----------------|
| Very Good | 38 | 33.9 |
| Good | 61 | 54.5 |
| Fair | 12 | 10.7 |
| Poor | 1 | 0.9 |
| Very Poor | 0 | 0.0 |
| Total | 112 | 100.0 |

Question: NACLC has done a range of policy advocacy and law reform work over 2014/15. This work includes: submissions and advocacy in relation to legal assistance funding and the new NPA; submissions and evidence to inquiries and reviews; meetings with government and MPs; and engagement with UN processes, including co-ordinating NGO engagement with Australia's Universal Periodic Review. What do you think of NACLC's overall policy advocacy and law reform work in 2014/15? Please rate our performance.

3.14.4. Policy advocacy and law reform work priorities

In order to inform NACLC's policy advocacy and law reform work, CLCs were asked to nominate the three most important priorities in this area over the next 12 months. The main priority selected from the list by the respondents was 'responding to the proposed changes to the framework for legal assistance, including funding changes'.

Table 33: Policy advocacy and law reform priorities, tick up to three items (n=119)

| Priorities | No. of CLCs | Percentage (%) |
|--|-------------|----------------|
| Advocating on behalf of the sector in relation to funding and administration of CLCs | 104 | 87.4 |
| Rights protection of priority groups | 64 | 53.8 |
| Assisting CLCs, as well as building the capacity of CLCs, to undertake policy and law reform work | 59 | 49.6 |
| Legal responses to family/domestic violence | 54 | 45.4 |
| Justice reinvestment aimed at reducing over-incarceration of Aboriginal and Torres Strait Islander peoples | 39 | 32.8 |

| | | |
|--|----|------|
| Engaging with international and UN mechanisms | 13 | 10.9 |
|--|----|------|

Question: *What do you think are the three most important policy advocacy and law reform priorities NALC should focus on over the next 12 months? Tick up to THREE items on the list.*

3.15. Communications from NACLC

3.15.1. Rating of NACLC’s communications

A large majority of the 117 respondents (84.6% or 99 CLCs) rated NACLC’s communication with individual centres as ‘very good’ or ‘good’.

Table 34: Rating of NACLC’s communication with individual CLCs (n=117)

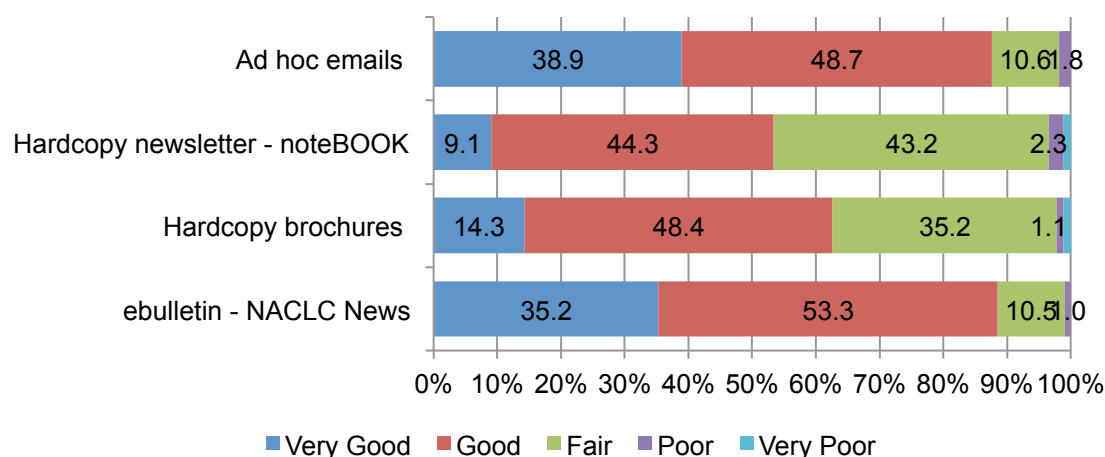
| Rating | No. of CLCs | Percentage (%) |
|--------------|-------------|----------------|
| Very Good | 29 | 24.8 |
| Good | 70 | 59.8 |
| Fair | 15 | 12.8 |
| Poor | 3 | 2.6 |
| Very Poor | 0 | 0.0 |
| Total | 117 | 100.0 |

Question: How would you rate NACLC’s communication with individual CLCs in the 2014/15 financial year?

3.15.2. Rating of methods of communication

CLCs were asked to rate the various methods of communication NACLC uses to communicate with CLCs. Of the various methods, 113 CLCs reported that ad hoc emails and the eBulletin, *NACLC News*, were most positively rated.

Figure 6: Rating of NACLC’s methods of communication (n=113)



3.15.3. Members’ only email

115 CLCs responded to a question about whether NACLC should produce a members’ only email (separate to the eBulletin, *NACLC News*). 93.9% (108 CLCs) indicated their support for such email to be produced and distributed.

110 CLCs then indicated when they would prefer to receive this members' only email, with monthly being the dominant preference (45.5% or 50 CLCs).

Table 35: Preferred frequency for members' only email (n=110)

| Frequency | No. of CLCs | Percentage (%) |
|----------------------------------|-------------|----------------|
| Weekly | 6 | 5.5 |
| Fortnightly | 19 | 17.3 |
| Monthly | 50 | 45.5 |
| Non-specific time, when required | 35 | 31.8 |
| Total | 110 | 100.1 |

Question: If you answered 'yes' to the above question, how frequently would you like to receive a members' only email?

3.15.4. *Hardcopy newsletter*

116 CLCs responded to a question asking them whether NACLC should produce a hardcopy newsletter. Only 19.8% (23 CLCs) responded yes to this question.

Of those 23 CLCs that responded yes, the preferred frequency of was twice a year (69.6% or 16 CLCs).

Table 36: Preferred frequency for hardcopy newsletter (n=23)

| Frequency | No. of CLCs | Percentage (%) |
|-------------------|-------------|----------------|
| 4 x a year | 4 | 17.4 |
| 2 x a year | 16 | 69.6 |
| 1 x a year | 3 | 13.0 |
| Total | 23 | 100.0 |

Question: If you answered 'yes' to the above question, how frequently would you like to receive a hardcopy newsletter?

3.15.5. *NACLC website*

116 CLCs reported the reasons why they visit the NACLC website. The most common reported reason for visiting the NACLC website was to access the accreditation online assessment system (62.9% or 73 CLCs).

Table 37: Reasons why CLCs visit the NACLC website, tick up to three items (n=116)

| Reason for visit | No. of CLCs | Percentage (%) |
|---|-------------|----------------|
| Accessing the accreditation online assessment system | 73 | 62.9 |
| National CLCs Conference | 72 | 62.1 |
| Accessing the Management Support | 48 | 41.4 |

| | | |
|---|----|------|
| Online (MSO) | | |
| CLCs Directory | 42 | 36.2 |
| Accessing the LexisNexis online resources | 37 | 31.9 |
| Publications – reports and other resources | 36 | 31.0 |
| News | 17 | 14.7 |
| Submissions | 13 | 11.2 |
| CLEAR database | 10 | 8.6 |
| Placement in RRR CLCs | 2 | 1.7 |

Question: We want to know why you visit the NACLC website. Tick up to THREE items on the list.

NACLC also asked CLCs why they did not visit the NACLC website. The comments from the 8 respondents varied, ranging from the website being difficult to access to respondents preferring to rely on the hardcopy directory for information about CLCs. Some respondents had not had a chance to fully explore the website.

3.15.6. FirstClass BBS

118 CLCs responded to a question asking whether they use the BBS, with 30.5% (36 CLCs) reporting that they do use this tool.

Appendix A: Methodology and question development

Questions

The Census comprised nationally focussed questions, with some state-specific questions for NSW, Victoria and QLD, provided by the relevant state association.

In developing the questions, NACLC consulted with the NACLC Advisory Council and Board, state and territory associations and NACLC staff.

A full list of the questions is available at Appendix A.

Piloting

Piloting of the proposed questions commenced in November 2015, with the Census being extended into the 2016 calendar year due to an initial low response rate.

Ten CLCs were invited to participate in the pilot. The pilot group was drawn from various states, centre types and geographic locations.

One NACLC staff member also participated in the pilot.

Following feedback from these participants, the survey was adapted.

Population group

The population group surveyed comprised members of the state and territory associations of CLCs. These members include CLCs, FVPLS and 1 ATSILS.

Only 1 response was required per CLC. NACLC sought responses from CLC personnel in management or administrative positions, as it was predicted that these positions would have the most comprehensive knowledge about the CLC, and be best placed to answer the vast bulk, if not all, of the Census questions.

Communications

Marketing for the survey was provided via the NACLC website, newsletters and Twitter account. Follow-up emails and phone calls were made by NACLC throughout January and February 2016. Some state and territory associations also promoted the Census through their newsletters, websites and via the telephone.

Data governance standards

The data governance standards from the 2013 and 2014 Census surveys were retained in 2015. The objectives of these standards was to protect the integrity of the data and ensure the statistical results distributed remain consistent.

The standards explained access and ownership of the raw data and online survey program, as well as set out the parameters of confidentiality offered to respondents. It was agreed that all data provided by CLCs would be de-identified, except for case studies where approval to use the material had been sought and given.

Distribution

The Census was delivered as a mixed mode survey on SurveyMonkey, with the primary mode being a web-based survey. CLCs were also provided with a PDF version of the survey, which they could complete and scan and post back to NACLC for data entry. The survey was open from November 2015 to February 2016.

Data cleansing

In a few instances, multiple responses from the same CLC were received. In these cases, the response that contained the most completed questions was retained in the sample. Where a CLC had completed the survey more than once, but answered a different group of questions at each attempt, the data was merged into one complete response. All data was cleansed in SPSS Statistics, a statistical analysis program, for data cleaning and analysis, after being extracted from SurveyMonkey.

Changes to the Census questions and impact

NACLC sought to keep many of the same sections and questions, in order to build upon the baseline data collected in 2013 and 2014.

New sections were added about funding including the impact of any funding cuts, engagement with people from culturally and linguistically diverse backgrounds and additional questions about NACLC communication preferences.

The average time taken to complete the Census was 67 minutes, with responses varying from 8 minutes to 300 minutes. Last year, the average time was 61 minutes.

The responses from CLCs about the Census itself varied with some CLCs commenting on finding the Census had increased in length and in detail (reflecting the above time estimates), while others expressed a preference for the Census to be released earlier in the year (before the financial year), rather than later.

NACLC is currently reviewing all this feedback from the 2015 Census, in order to inform the development of any future survey.

As like previous years, the Census is a 'living' project, and NACLC welcomes feedback at any time, to inform the development of the Census project.

Appendix B: Census questions

WELCOME TO THE NACLC CENSUS 2015!

NACLC invites your CLC to participate in the 2015 Census – an important tool for gathering data that is critical to informing the sector sustainability and policy advocacy and law reform work of NACLC and the CLC state/territory associations.

Your responses to the Census last year formed the basis of a widely distributed national report and infographic, and was repeatedly referenced in NACLC's advocacy efforts, which attracted national media attention. For example, the statistics on 'turnaways' were picked up by *The Project*, *ABC PM*, *The Australian* and *The Saturday Paper*.

NEW CLOSING DATE - FINAL EXTENSION: Friday, 12 February 2016 COB.

***** All CLCs that submit their response before the closing date will go in the draw to win a free registration to the 2016 National CLCs Conference! *****

PLEASE NOTE: You will need to complete the survey in the one sitting. If you wish to read the questions in advance, think about your responses or consult with others in your CLC before completing the questionnaire, we encourage you to download this PDF version for printing. Please then enter your response electronically or scan and email a copy to NACLC.

About the Census – what type of questions will be asked?

The Census will take around 30 minutes to complete, and will include questions about your CLC's:

- turnaways
- staffing
- funding, including the impact of any funding cuts
- volunteers and pro bono partnerships
- engagement with specific client groups, including Aboriginal and/or Torres Strait Islander peoples, people with disability and people from culturally and linguistically diverse backgrounds
- partnerships
- technology usage, and
- policy advocacy and law reform work.

You'll also have an opportunity to provide feedback on NACLC's services and priorities, and some state associations have provided specific questions for their members.

The majority of questions relate to the 2014/15 financial year (except for staffing).

Most questions are optional, except for those marked with an asterisk (*).

Your response will remain confidential. Only de-identified, aggregated data is published.

Who should complete the Census?

Only 1 response is required per CLC, and this should be completed by the CEO, Principal Solicitor or other nominated person.

I have a question...

If you have any questions, please contact Chantel at NACLC on [email](#) or 02 9264 9595.

PROFILE

We would like to start by asking you some "profile" questions about your CLC and some contact details for you in case we need to clarify anything.

* 1. What is the name of your CLC?

* 2. In which State/Territory are you located?*

- Australian Capital Territory
- New South Wales
- Victoria
- Northern Territory
- Queensland
- Tasmania
- Western Australia
- South Australia

3. What is your name?

4. What is your position title at the CLC?

- Chief Executive Officer
- Executive Officer
- Manager
- Coordinator
- Principal Lawyer
- Administrator
- Other (please specify)

5. What is your contact email address?

6. Does your CLC have a Facebook page?

Yes

No

7. What is your CLC's Twitter handle? (if applicable)

PROFILE

8. Is your CLC a state-wide/national service, or does it offer state-wide/national programs?

- Yes
- No

9. Do you regard your CLC as servicing a regional, rural or remote (RRR) location?

- Yes
- No

* 10. Which of the following best describes your organisation?

- CLC – Community Legal Centre
- FVPLS – Family Violence Prevention Legal Service
- ATSILS – Aboriginal and Torres Strait Islander Legal Service

11. Which of the following best describes the type of service your centre delivers?

- Specialist
- Generalist
- Generalist with specialist program(s)

PROFILE

12. In which of the following areas or to which client groups do you provide specialist programs? (Tick all that apply).

- Aboriginal and Torres Strait Islander peoples
- Animal welfare
- Arts
- Consumer, credit and debt
- Domestic/family violence
- Employment
- Environmental
- Family law
- Financial counselling
- Homelessness
- Immigration/refugee law
- LGBTIQ communities
- Older people
- People in prison
- People with disability
- Police accountability
- Mental health law
- Tenancy
- Welfare rights
- Women
- Youth
- Other (please specify)

PROFILE

13. If you have a branch office(s), please tell us how many?

- 0
- 1
- 2
- 3
- 4
- 5+

14. Do you provide legal outreach (eg., advice, casework, legal information) at a location other than at your main or branch office(s)?

- Yes
- No

15. Do you have a formal arrangement with a university to provide clinical legal education to students?

- Yes
- No

TURNAWAYS

CLCs have told us that they regularly ‘turn away’ some people because they were unable to assist them. We also understand that some people who are turned away cannot be provided with an appropriate, accessible and affordable referral by the CLC.

NACLC defines a turnaway as any person your CLC had to send away because you were unable to assist them within the needed timeframe or because of a lack of resources, lack of centre expertise, conflict of interest or your centre’s eligibility policy.

16. Did your CLC record ‘turnaways’ in the 2014/15 financial year?

- Yes – all the time
- Yes – some of the time
- No – never

TURNAWAYS

17. If your CLC does record turnaways, please tell us in a few lines how you record turnaways?

18. What were the reasons your centre turned people away in the 2014/15 financial year?

Tick all that apply.

- Our centre didn't possess the relevant expertise
- Person's legal problem was outside our centre's priority area/client group
- Person outside the catchment area
- Conflict of interest
- Our centre had insufficient resources at the time
- Unable to assist in the timeframe the client needed
- Person was already being relevantly assisted by another legal assistance provider (e.g., Legal Aid, FVPLS, ATSILS)
- Person was already being assisted by a private lawyer and could continue to afford this
- Other (please specify)

19. Please give the actual number or an estimate of the number of clients who received legal advice, casework and information services from your centre in the 2014/15 financial year?

Number of clients

20. Please give the actual number or an estimate of the number of people your centre turned away in the 2014/15 financial year?

Number of people

21. Of your total turnaways in the 2014/15 financial year, to what proportion (per cent) could you give an appropriate, accessible and affordable referral?

Percentage (%) of
turnaways you could give
an appropriate,
accessible and affordable
referral

STAFFING

Understanding CLC staffing profiles assists NACLC to understand the sector and informs its work on behalf of the sector, for example in engaging in reviews and inquiries of the legal assistance sector.

As this data is used for different purposes, we have to ask you some questions that may seem unnecessary or repetitive, but they are actually very important and inform NACLC's work.

NB: When answering, please take into account all of your current paid staff and any position for which you are currently actively recruiting. This is at the time of you completing this survey, NOT for the 2014/15 financial year.

NB: Please enter a '0' if you have no staff for any category, rather than leaving the answer empty.

22. First, we would like to know how many of your current paid staff (or positions under active recruitment) are employed permanent full-time, permanent part-time and casual.

- Permanent full-time – 35 hours per week or more; with access to entitlements such as paid annual leave, sick leave and public holidays.
- Permanent part-time – Less than 35 hours per week; with access to entitlements such as paid annual leave, sick leave and public holidays.
- Casual – casuals do not receive paid annual leave, sick leave and usually work on an irregular basis. In order to collect consistent meaningful data on casuals, we only want to know about casuals that worked THIS WEEK at or for your centre.

Using the definitions above, how many of your paid staff are employed:

| | |
|---------------------|----------------------|
| Permanent full-time | <input type="text"/> |
| Permanent part-time | <input type="text"/> |
| Casual | <input type="text"/> |

23. Now that you've told us how many paid staff are working full-time, part-time and casual, we would like to ask how many full-time equivalents (FTEs) you employ.

| | |
|-------------------------|----------------------|
| FTE Permanent full-time | <input type="text"/> |
| FTE Permanent part-time | <input type="text"/> |
| FTE Casual | <input type="text"/> |

STAFFING

In order to inform NACLC's submissions to legal assistance reviews and other advocacy, it would help us to know the full-time equivalent (FTE) for the positions listed below.

A brief guide to working out the number of FTE staff:

If your centre employs three lawyers and your normal working week is 35 hours, then:

Lawyer 1 working 2 days (or 14 hours per week) is an FTE = 0.4

Lawyer 2 working 5 days (or 35 hours per week) is an FTE = 1.0

The number of FTE lawyers employed by the centre is in this case: FTE = 1.4

You would enter the number 1.4 (FTE) for the position type Lawyer below, even though you actually employ two lawyers.

If you have an employee who works in more than one of the positions listed, please allocate their hours across the relevant positions.

24. For each of the following position descriptions, please tell us the number of full-time equivalent (FTE) staff your centre employs. If you need assistance with calculating the FTE, please see the brief guide above.

How many paid staff do you employ in each of the following position descriptions? Please enter a '0' if you do not employ anyone in that position.

| | |
|--|----------------------|
| Principal Lawyer who manages CLC | <input type="text"/> |
| Principal Lawyer who doesn't manage CLC | <input type="text"/> |
| Administrator | <input type="text"/> |
| Executive Officer | <input type="text"/> |
| Administration Assistant | <input type="text"/> |
| Manager | <input type="text"/> |
| Coordinator | <input type="text"/> |
| Lawyer | <input type="text"/> |
| Receptionist | <input type="text"/> |
| Finance Officer/Bookkeeper | <input type="text"/> |
| Community Education/Community Development Worker | <input type="text"/> |
| Policy Officer/Researcher | <input type="text"/> |
| Paralegal | <input type="text"/> |
| Social Worker/other counsellor | <input type="text"/> |
| Financial Counsellor | <input type="text"/> |
| Migration Agent | <input type="text"/> |
| Fundraiser/Social Enterprise Worker | <input type="text"/> |
| Court Advocate | <input type="text"/> |
| Other Paid Staff | <input type="text"/> |

STAFFING

25. Does your CLC have a dedicated communications worker (as a full-time job, part-time position, or as part of another position)?

- Yes
- No
- Not yet, but planning for one within the next 12 months

26. NACLC wants to understand more about what is covered in your orientation/induction or any other training you provided to your staff in the 2014/15 financial year. What content do you include in your orientation/induction or other training? Please tick all that apply.

- Training in particular areas of law
- Centre policies and procedures
- Client confidentiality
- Conflicts of interest
- Community development principles
- Legal research skills
- Working with people with disability
- Cultural awareness/safety training
- Mental health literacy training
- Interviewing skills
- CLSIS training
- Other (please specify)

FUNDING

27. From which of the following sources did your CLC receive funding? Please tick all that apply.

- Commonwealth Government
- State or Territory Government (Main Budget)
- State or Territory Government (Public Purpose Fund/Legal Practitioner Interest on Trust Accounts Fund)
- Philanthropic
- Fundraising and sponsorship

28. In 2014/15 some CLCs have experienced funding cuts, particularly in a number of jurisdictions, that may have impacted on their work. Has your CLC been affected by these funding cuts? If so, please provide a case/study example of how the work of your CLC has been affected.

29. There is a significant Commonwealth Government funding cut to CLCs nationally forecast from 2017-2018. Please give an example of the likely affect of any such cut on the work of your CLC. (For example, reduction of staff or services, cessation of a program(s), impact on outreach services).

30. Please estimate the total number of hours PER WEEK in the 2014/15 financial year that your CLC spent on funding-related activities (e.g., reporting, applying for grants, lobbying, fundraising).

VOLUNTEERS

The ability of CLCs to attract and use volunteers is vital to the work of CLCs and differentiates CLCs from other legal service providers.

A volunteer is classified as an individual who provides skills and experience to a CLC, free of charge. For this Census, please do not include as volunteers Management Committee ('MC')/Board members when they are fulfilling their usual governance duties – you can add any contributions your MC/Board members made to the CLC in addition to these duties.

31. Did your centre use volunteers in any capacity in the 2014/15 financial year?

Yes

No

VOLUNTEERS

32. Please provide the total number of volunteers at your centre in 2014/15 financial year in each of the following categories:

| | |
|----------------------------------|----------------------|
| Lawyers | <input type="text"/> |
| Migration Agents | <input type="text"/> |
| Community legal educators | <input type="text"/> |
| Students – Undergrad Law | <input type="text"/> |
| Students – Undergrad Social Work | <input type="text"/> |
| Law graduate – PLT | <input type="text"/> |
| Counsellors – Financial | <input type="text"/> |
| Counsellors – Family Violence | <input type="text"/> |
| Administrative Assistant | <input type="text"/> |
| Accountant/Bookkeeper | <input type="text"/> |
| Other volunteers | <input type="text"/> |

33. Please calculate or make your best estimate as to the total number of hours provided by each category of volunteer PER WEEK at your centre in 2014/15 financial year.

For example, if your centre has 4 lawyers who each volunteer 4 hours, this would be a weekly total of 16 hours for the category 'lawyers'.

| | |
|----------------------------------|----------------------|
| Lawyers | <input type="text"/> |
| Migration Agents | <input type="text"/> |
| Community legal educators | <input type="text"/> |
| Students – Undergrad Law | <input type="text"/> |
| Students – Undergrad Social Work | <input type="text"/> |
| Law graduate – PLT | <input type="text"/> |
| Counsellors – Financial | <input type="text"/> |
| Counsellors – Family Violence | <input type="text"/> |
| Administrative Assistant | <input type="text"/> |
| Accountant/Bookkeeper | <input type="text"/> |
| Other volunteers | <input type="text"/> |

34. What type of work was undertaken by your CLC volunteers in the 2014/15 financial year? Tick all that apply.

- Involvement in direct legal service delivery
- Involvement in other direct service delivery (eg., social work, court support or financial counselling)
- Policy advocacy and law reform (eg., researching or writing submissions)
- Community legal education
- Administrative support
- Accounting/bookkeeping
- Other (please specify)

35. Please estimate the total number of hours PER WEEK in the 2014/15 financial year that employed staff spent responding to volunteers' queries, checking volunteers' advices, and otherwise supervising volunteers' work (including both legal and non-legal work).

| | |
|----------------|----------------------|
| Hours per week | <input type="text"/> |
|----------------|----------------------|

36. Please estimate the total number of hours over the 2014/15 financial year that employed staff spent on developing and providing orientation/induction and other training to volunteers.

Hours in 2014/15

37. Please estimate the total number of hours over the 2014/15 financial year that employed staff spent on developing and providing training other than at orientation/induction to volunteers.

Hours in 2014/15

38. NACLC wants to understand more about what is covered in your orientation/induction or any other training you provided to your volunteers in the 2014/15 financial year. What content do you include in your induction or other training?

Please tick all that apply.

- Training in particular areas of law
- Centre policies and procedures
- Client confidentiality
- Conflicts of interest
- Community development principles
- Legal research skills
- Working with people with disability
- Cultural awareness/safety training
- Mental health literacy training
- Interviewing skills
- CLSIS training
- Other (please specify)

PRO BONO PARTNERSHIPS

NACLC is interested in information about your pro bono partnerships in the 2014/15 financial year.

A pro bono partner is defined as a professional or firm that, as a business, has formally committed to allocating resources and making a contribution to a CLC and/or its clients, free of charge. In this case, the relationship is essentially between a business and a CLC. Pro bono contributions usually occur in an organised way that may be formalised in an agreement.

39. Did your centre have a pro bono partnership with a business in the 2014/15 financial year?

Yes

No

PRO BONO PARTNERSHIPS

40. What type of work was undertaken by or with the assistance of your pro bono partners in the 2014/15 financial year? Please tick all that apply.

- Involvement in direct legal service delivery
- Provision of advice or assistance to the centre
- Provision of advice by specialist lawyers in a particular area of expertise for use in client matters
- Policy advocacy and law reform (e.g., researching or writing submissions)
- Community legal education
- Legal practice management
- Accounting/bookkeeping
- Administrative support
- Governance/management
- Publications (e.g., design and printing)
- Marketing
- Fundraising or sponsorship

41. Please estimate the total number of hours that pro bono partnerships contributed to your centre in each of the following areas in the 2014/15 financial year:

Involvement in direct legal service delivery

Provision of advice or assistance to the centre

Provision of advice by specialist lawyers in a particular area of expertise for use in client matters

Policy advocacy and law reform (e.g., researching or writing submissions)

Community legal education

Legal practice management

Accounting/bookkeeping

Administrative support

Governance/management

Publications (eg., design and printing)

Marketing

Fundraising or sponsorship

ENGAGEMENT WITH ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES

NACLC is committed to engaging with Aboriginal and/or Torres Strait Islander people and communities, and being guided by the vision of Aboriginal and/or Torres Strait Islander peoples in working to achieve access to justice.

42. According to CLSIS or other client records/database, in the 2014/15 financial year, what percentage of your clients identified as Aboriginal and/or Torres Strait Islander?

Percentage (%) of clients

43. Does your CLC currently have an Aboriginal and Torres Strait Islander identified position? An identified position in this case is a position that can ONLY be filled by an Aboriginal and/or Torres Strait Islander person.

- Yes
- No
- Not yet, but planning for one within the next 12 months

44. Based on your knowledge, how many people at your CLC identify as an Aboriginal and/or Torres Strait Islander person (whether employed in an identified position or not)? Please enter the number of people in the following roles:

| | |
|-----------------------------------|----------------------|
| Employed staff | <input type="text"/> |
| Volunteer | <input type="text"/> |
| Management Committee/Board member | <input type="text"/> |
| Advisory Council/Working Group | <input type="text"/> |

45. Aside from direct client services, what engagement does your CLC have with Aboriginal and/or Torres Strait Islander peoples?

Tick all that apply.

- Community outreach
- Participating in NAIDOC Week
- Participating in Reconciliation Week
- Participating in community events
- Advisory Council/Working Group
- Management Committee/Board member
- Other (please specify)

46. Do staff at your CLC undertake cultural awareness/safety training?

- Yes
- No

47. We are interested in hearing about whether your CLC has, or is considering developing, a Reconciliation Action Plan (RAP). Has/is your CLC:

- Developed and implemented a RAP
- Currently developing a RAP
- Planning for a RAP within the next 12 months
- Considered a RAP and decided against developing one
- Not yet considered developed a RAP
- Other (please specify)

ENGAGEMENT WITH PEOPLE WITH DISABILITY

NACLC is committed to working with people with disability, and understanding the work undertaken by CLCs to engage with this client group.

48. According to CLSIS or other client records/database, in the 2014/15 financial year, what percentage of your clients identified as having a disability?

Percentage (%) of clients

49. Do staff at your CLC undertake disability awareness training?

- Yes
- No

50. We are interested in hearing about whether your CLC has, or is considering developing, a Disability Action Plan (DAP).

Has/is your CLC:

- Developed and implemented a DAP
- Currently developing a DAP
- Planning for a DAP within the next 12 months
- Considered a DAP and decided against developing one
- Not yet considered developed a DAP
- Other (please specify)

ENGAGEMENT WITH CULTURALLY AND LINGUISTICALLY DIVERSE PEOPLE

NACLC is interested in hearing about the work your CLC undertakes with culturally and linguistically diverse people and communities.

51. According to CLSIS or other client records/database, in the 2014/15 financial year, what percentage of your clients identified as culturally and linguistically diverse/who's main language spoken at home is not English?

Percentage (%) of clients

52. Do staff at your CLC undertake cultural awareness training, specially for working with culturally and linguistically diverse people and communities?

Yes

No

53. We are interested in hearing about whether your CLC has, or is considering developing, a policy or plan relating to engagement with culturally and linguistically diverse people and communities.

Has/is your CLC:

Developed and implemented a policy/plan

Currently developing a policy/plan

Planning for a policy/plan within the next 12 months

Considered a policy/plan and decided against developing one

Not yet considered developed a policy/plan

Other (please specify)

PARTNERSHIPS

NACLC knows that CLCs develop beneficial partnerships with community organisations, government agencies and each other to deliver holistic services to clients and communities. We are interested in hearing about those partnerships.

We define a partnership as any service that your CLC may deliver in collaboration with another service, whether or not a formal agreement is in place.

54. Which of the following organisations did your CLC partner with in delivering legal services, community legal education, and/or policy advocacy and law reform in the 2014/15 financial year?
Tick all that apply.

| | Legal services | Community legal education | Policy, advocacy and law reform |
|--|--------------------------|---------------------------|---------------------------------|
| CLCs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| FVPLS | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ATSILS | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Legal Aid | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Commonwealth government agency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| State government agency (NOT Legal Aid) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local government agency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community organisation - legal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community organisation - non-legal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Aboriginal community controlled organisation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pro bono partners - legal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pro bono partners - non-legal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| University | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

55. Do you have a case study/example of an effective partnership undertaken by your CLC in the 2014/15 financial year? Please share in a few sentences.

TECHNOLOGY

56. Which of these technology methods or platforms did you use to provide legal advice, information or representation and community legal education in the 2014/15 financial year? Tick all that apply.

| | Legal information | Legal advice | Legal representation | Community legal education |
|----------------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Skype | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Internet kiosk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| DVD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Email | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Online conferencing (e.g. WebEx) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Smart phone apps | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| YouTube | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Website (this includes a blog) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

POLICY ADVOCACY AND LAW REFORM

NACLC is interested in hearing about your CLC's policy advocacy and law reform work.

57. Did your CLC undertake policy advocacy and law reform activities in the 2014/15 financial year?

Yes

No

POLICY ADVOCACY AND LAW REFORM

58. What sort of policy and law reform work did your CLC undertake in the 2014/15 financial year?
Tick all that apply.

- Preparing submissions to inquiries and reviews
- Letter writing to MPs
- Consulting with and appearing before inquiries and reviews
- Meetings with MPs and/or their staff
- Advocating via social media
- Advocating via other media
- Running a coordinated, branded campaign (eg., Do Not Knock campaign)
- Other (please specify)

59. Do you have a case study/example of effective policy advocacy or law reform activity undertaken by your CLC? Please share in a few sentences.

60. There are a number of factors (including Commonwealth Government funding restrictions) that may affect the law reform and policy work of CLCs. Has your CLC's policy advocacy and law reform work been affected? If so, please provide an example.

YOUR FEEDBACK ON NACLC'S SERVICES, WORK AND FUTURE PRIORITIES

Your feedback will assist to inform NACLC's future planning, particularly regarding communication tools and strategies, and future sector development and policy advocacy and law reform work.

61. Following is a list of sector sustainability services that NACLC offers. Please tell us how you rate each of our services for the 2014/15 financial year:

| | Very Good | Good | Fair | Poor | Very Poor | NOT USED |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| National Accreditation Scheme, including Management Support Online (MSO) and Standards and Performance Pathways (SPP) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Public Indemnity Insurance or other discounted insurances | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| LexisNexis online legal resources | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| National CLCs Conference | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| FirstClass BBS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| NACLC brochures for lobbying and promotion of CLCs (eg., on innovative technology) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Legal Needs Assessment Toolkit | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| CLSIS Training | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| PLT placement in RRR CLCs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Risk Management Guide | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

62. Resources permitting, what are the three most important sector sustainability areas NACLC should focus on over the next 12 months? Please tick up to three items on the list:

- Strategic and organisational planning capabilities
- Financial management resources/support
- Workforce planning and sustainability
- Measuring the outcomes of service delivery
- Broadening the funding base of CLCs, including for example through alternative funding sources

63. If you have any additional suggestions for NACLC's sector sustainability work, please share these ideas in a few sentences.

64. NACLC has done a range of policy advocacy and law reform work over 2014/54.

This work includes: submissions and advocacy in relation to legal assistance funding and the new NPA; submissions and evidence to inquiries and reviews; meetings with government and MPs; and engagement with UN processes, including co-ordinating NGO engagement with Australia's Universal Periodic Review.

What do you think of NACLC's overall policy advocacy and law reform work in 2014/15? Please rate our performance.

- Very Good
- Good
- Fair
- Poor
- Very Poor

65. What do you think are the three most important policy advocacy and law reform priorities NACLC should focus on over the next 12 months?

Tick up to THREE items on the list.

- Rights protection of priority groups (eg., Aboriginal and Torres Strait Islander peoples, older people, people with disability, LGBTIQ people)
- Advocating on behalf of the sector in relation to funding and administration of CLCs, including for example a national funding campaign
- Legal responses to family/domestic violence
- Engaging with international and UN mechanisms, including for example the Universal Periodic Review and using the outcomes of these in domestic advocacy
- Assisting CLCs, as well as building the capacity of CLCs, to undertake policy advocacy and law reform work, including for example through training, templates and materials
- Justice reinvestment aimed at reducing over-incarceration of Aboriginal and Torres Strait Islander peoples
- Other (please specify)

COMMUNICATIONS

NACLC is interested in hearing about your perception of how we communicate with CLCs. We also want to know about your communications needs of the sector.

66. Overall, how would you rate NACLC’s communication with individual CLCs in the 2014/15 financial year?

- Very Good
- Good
- Fair
- Poor
- Very Poor

67. NACLC communicates with the sector in a number of ways and we are interested in receiving your feedback on these communications. Please rate the following:

| | Very Good | Good | Fair | Poor | Very Poor |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ebulletin - NACLC News | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hardcopy brochures such as Working Smart: Innovation and Technology brochure | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hardcopy newsletter - noteBOOK | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ad hoc emails such as information about changes to the NPA | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

68. NACLC is trialling a regular members' only **email** and the next few questions will assist us to determine how best to deliver this tool. Do you think NACLC should produce such a members' only email?

- Yes
- No

69. If you answered 'yes' to the above question, how frequently would you like to receive a members' only **email**?

- Weekly
- Fortnightly
- Monthly
- Non-specific time, when required

COMMUNICATIONS

NACLC is reviewing some of its hardcopy publications, in particular noteBook, which is a hardcopy newsletter sent to all CLCs once or twice a year. The next few questions are about noteBook.

70. Do you think NACLC should product a **hardcopy** newsletter?

Yes

No

71. If you answered 'yes' to the above question, how frequently would you like to receive a hardcopy newsletter?

4 x a year

2 x a year

1 x a year

COMMUNICATIONS

72. We want to know more about why you visit the NACLC website. Tick up to THREE items on the list.

- CLCs Directory
- CLEAR database
- Publications – reports and other resources
- Submissions
- Accessing the LexisNexis online resources
- News
- National CLCs Conference
- Accessing the accreditation online assessment system (Standards and Performance Pathways)
- Accessing the Management Support Online (MSO)
- Placement in RRR CLCs

73. If you do not visit the NACLC website, please tell us in a couple of sentences why not.

74. Do you use FirstClass BBS?

- Yes
- No

ACCREDITATION

We appreciate that many of you have already answered questions about the National Accreditation Scheme in the recent CLC Survey in August. In this Census, however, we'll still ask you a couple of NAS-related questions in order to build upon our baseline data from previous years.

75. If NACLC or the State/Territory associations were able to invest additional resources into supporting centres with the accreditation process, in which of the following areas do you recommend we allocate resources?

Tick all that apply.

- Training and support in using the SPP online assessment
- Training in getting the most from the MSO tools
- Training in preparing and progressing a good practice improvement work plan
- One-on-one practical assistance for less resourced services to undertake the certification renewal process
- Opportunities for training or development in areas identified in need of improvement
- Other (please specify)

76. What have been the benefits of the accreditation certification process to your CLC to date?

QUESTIONS FROM THE STATE AND TERRITORY ASSOCIATIONS

A number of state/territory associations have requested some additional state specific questions be included in the Census.

* 77. Please confirm, what is your state/territory?

- Australian Capital Territory
- New South Wales
- Victoria
- Northern Territory
- Queensland
- Tasmania
- Western Australia
- South Australia

QUESTIONS FOR NEW SOUTH WALES CENTRES

As the state-based peak body representing funded and unfunded member community legal centres operating throughout New South Wales, CLCNSW is seeking feedback about the support offered to members, its performance and future priorities.

CLCNSW'S objectives are:

- **promoting community legal centres**
- **raising awareness of access to justice issues.**
- **building the organisational capacity of CLCs in NSW, and**
- **leading and advocating for social justice.**

78. Please rate the overall performance of CLCNSW in the 2014/15 financial year as your state-based peak body against all the objectives listed above.

- Very Good
- Good
- Fair
- Poor
- Very Poor

79. What are the areas where CLCNSW performed well in the 2014/15 financial year?

80. In what areas could CLCNSW develop to better support your centre?

81. What do you think are the future opportunities for CLCNSW?

QUESTIONS FOR QUEENSLAND CENTRES

The Queensland Association of Independent Legal Services (QAILS) would like to ask you some questions about its performance to identify areas where the organisation can improve and better support CLCs.

The objectives of the organisation are:

- to promote the development of community legal centres
- to enhance communication and cooperation between community legal centres
- to secure and develop funding for community legal centres, and
- to represent the interests and opinions of members.

82. Please rate the performance of QAILS as your state-based peak body in the 2014/15 financial year against the objectives listed above.

| | Very Good | Good | Fair | Poor | Very Poor |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| To promote the development of community legal centres | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| To enhance communication and cooperation between community legal centres | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| To secure and develop funding for community legal centres, and | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| To represent the interests and opinions of members | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

83. What are the areas where QAILS performed well in the 2014/15 financial year?

84. In what areas could QAILS develop to better support your centre?

85. What should be the sector development priorities in Queensland over the next 12 months?

QUESTIONS FOR WESTERN AUSTRALIA CENTRES

The Community Legal Centres Association of WA ('the Association') would like to ask you some questions about its performance and better support CLCs.

The objectives of the organisation are:

- to promote the development of community legal centres
- to promote co-operation between community legal centres
- to promote the provision of legal assistance to disadvantaged sections of the community
- to promote community awareness of the law and to encourage community participation in the legal process
- to promote equal opportunity in the law
- to promote social justice in the law

86. Please rate the performance of the Association as your state-based peak body in the 2014/15 financial year against the objectives listed below.

| | Very Good | Good | Fair | Poor | Very Poor |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| to promote the development of community legal centres | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| to promote co-operation between community legal centres | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| to promote the provision of legal assistance to disadvantaged sections of the community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| to promote community awareness of the law and to encourage community participation in the legal process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| to promote equal opportunity in the law | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| to promote social justice in the law | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

87. What are the areas where the Association performed well in the 2014/15 financial year?

88. In what areas could the Association develop to better support your centre?

89. Does your CLC use the online learning platform, CAnDO, for inductions, whether for your staff, volunteers or Management Committee/Board?

Yes

No

90. If your CLC uses CAnDO for inductions, how many staff hours do you estimate your CLC saves by using this online platform?

QUESTIONS FOR VICTORIAN CENTRES

As the state-based peak body representing funded and unfunded CLCs operating throughout Victoria, the Federation is seeking feedback on its performance and future priorities.

91. On a scale of 1 to 5, 1 being poor and 5 being excellent, how would you rate the general performance of the Federation in the following areas in 2014/15:

| | 1 | 2 | 3 | 4 | 5 | DON'T KNOW |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Sector development work – to develop a strong, effective and well-resourced community legal sector | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Policy advocacy and law reform work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall performance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

92. On a scale of 1 to 5, 1 being poor and 5 being excellent, how would you rate the performance of the Federation in each of the following specific areas in 2014/15:

| | 1 | 2 | 3 | 4 | 5 | DON'T KNOW |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Our work to provide training to CLCs and promote other training opportunities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Our work to provide legal practice support to CLCs (Professional Standards Working Group, CPD training) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Our knowledge management work (eg., website toolkit) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Our work to increase CLC funding and resources (eg: State Budget Submission, funding kit, training, promoting pro bono partnerships, funding advocacy to government, promoting funding opportunities). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Our communication with CLCs (eg., do we keep you properly informed of the things you need to know without overloading you with information). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| RRR centres only: Please rate our efforts to involve RRR centres in Federation activities (eg., funds for RRR working group to enable in person attendance). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

93. Please provide any comments on the Federation's performance overall or in any specific area in 2014/15.

94. What are the initiatives or issues do you think the Federation should prioritise for sector development over the next 12 months?

95. How can the Federation most effectively communicate with your CLC?

- Sector News
- Federation newsletter
- Email
- BBS
- Website
- Other (please specify)

YOUR EXPERIENCE OF THE CENSUS

As we see want to continue to improve the Census for CLCs, we encourage you to provide your feedback below.

If you prefer to talk over the phone, please contact Chantel at the NACLC office on [email](#) or 02 9264 9595.

96. How long did it take you to complete this Census?

Minutes

97. Do you have any comments or suggestions you wish to make about the Census? We are also interested in if you thought the Census was easier or harder than last year to complete, and why.

NACLC acknowledges the traditional owners of the lands across Australia and particularly acknowledges the Gadigal people of the Eora Nation, traditional owners of the land on which the NACLC office is situated. We pay deep respect to Elders past and present.