

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*.

CLOSING DATE: Friday, 18 December COB.

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 (Mon-Wed) 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

Migration Agents

Community legal
educators

Students – Undergrad
Law

Students – Undergrad
Social Work

Law graduate – PLT

Counsellors – Financial

Counsellors – Family
Violence

Administrative Assistant

Accountant/Bookkeeper

Other volunteers

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

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

Volunteer

Management
Committee/Board
member

Advisory Council/Working
Group

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 (Mon-Wed) 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.