

National Census of Community Legal Centres

2014 National Report

by National Association of Community Legal Centres



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Abbreviations

ACOSS	Australian Council of Social Service
ATSILS	Aboriginal and Torres Strait Islander Legal Service
BBS	Bulletin Board System
CLC	Community Legal Centre
CLCAWA	Community Legal Centres Association (Western Australia)
CLCNSW	Community Legal Centres New South Wales
CLE	Community Legal Education
CLSIS	Community Legal Services Information System
CLSP	Community Legal Services Programme
DAP	Disability Action Plan
FTE	Full-Time Equivalent
FCLC	Federation of Community Legal Centres (Victoria)
FVPLS	Family Violence Prevention Legal Service
MC	Management Committee
MSO	Management Support Online
MYEFO	Mid-Year Economic and Fiscal Outlook
NAC	National Accreditation Coordinator
NACLC	National Association of Community Legal Centres
NAS	National Accreditation Scheme
PII	Professional Indemnity Insurance
PLT	Practical Legal Training
QAILS	Queensland Association of Independent Legal Services
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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1. Background

The 2014 Census is the second, annual survey of the community legal centre ('CLC') sector conducted by the National Association of Community Legal Centres ('NACLC'), in consultation with the state and territory associations.¹

In 2013, the first Census received an 82.8% response rate and assisted NACLC by informing NACLC's sector sustainability and policy advocacy and law reform work on behalf of the sector, and state and territory associations' policy work and sector development activities.

The 2013 Census results were used for a range of purposes, including:

- informing NACLC's submissions, for example to the Productivity Commission's *Access to Justice Arrangements Inquiry*
- briefing and engaging with government departments and politicians
- informing the Community Law Australia campaign
- developing new *Working Collaboratively* publications about CLCs and volunteers, and CLCs and their pro bono partnerships
- developing a NACLC publication on innovative uses of technology by CLCs
- informing the independent review of the National Accreditation Scheme
- informing work under NACLC's Reconciliation Action Plan, and
- providing guidance about sector sustainability needs and activities, for example, planning sector support sessions at the National CLCs Conference.

In 2014, the objectives of the Census remain to:

- provide an evidence-base for decision-making and advocacy by NACLC, 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
- improve performance of NACLC as a representative body providing services to support the sector, and
- inform, support and improve marketing and lobbying for the sector.

Appendix A sets out the methodology and other information about the development and fielding of the Census questions in 2014.

¹ The 2014 Census was developed in consultation with Community Legal Centres NSW ('CLCNSW'), the Federation of Community Legal Centres, the Queensland Association of Independent Legal Services and the Community Legal Centres Association (Western Australia). Consultations also occurred with the state and territory representatives on the then NACLC Management Committee.

2. Summary of findings

NACLC is pleased to present the findings from the second 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 2013/14 financial year, unless stated otherwise (eg. for the staffing questions).

Responses were received from 1 October to 7 November 2014.

Notes about using this data:

When reading (or quoting) any findings in this report, it is important to note that these percentages and numbers only refer to the centres that responded to that particular question, from the pool of CLCs that responded to the Census this year.

For this reason, we ask that when responding to any numbers contained in this report, you do so with this explanation and qualification.

To locate how many CLCs responded to a particular question, this is usually mentioned in the text. Otherwise, please refer to the **n=** number.

All percentages in this summary have been rounded to one decimal point.

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.

In this report, you will also note that NACLC, in some instances, has discussed the 2013 results alongside the 2014 responses. NACLC cautions against making any broad statements comparing the findings between the two years, as the total number of respondents was different in each year, and the profile of the centres responding was not identical. Some centres responded in 2013, and not in 2014, and vice versa.

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.

- 143 CLCs (77.8% of the 180 invited) completed the survey.² The state and territory breakdown was:
 - 25.9% (37 CLCs) from Victoria
 - 23.1% (33 CLCs) from New South Wales
 - 21.7% (31 CLCs) from Queensland
 - 11.9% (17 CLCs) from Western Australia
 - 6.3% (9 CLCs) from South Australia
 - 4.9% (7 CLCs) from Tasmania
 - 3.5% (5 CLCs) from the Northern Territory, and
 - 2.8% (4 CLCs) from the Australian Capital Territory.
- Of these 143 CLCs:
 - 95.1% (136 respondents) identified as CLCs, 4.2% (6 respondents) as FVPLS and 0.7% (1 respondent) as ATSILS.
 - 40.6% (58 CLCs) classified themselves as offering a specialist service, 39.1% (56 CLCs) as a generalist service with specialist programs and 20.3% (29 CLCs) as a generalist service.
 - Family law, domestic/family violence and services for Aboriginal and/or Torres Strait Islander peoples were the 3 main specialist programs offered.*
- Chief Executive Officer was the main position held by individuals completing the Census (30.0% or 42 CLCs from 140 respondents).
- 73.8% (104 CLCs from 141 respondents) self-identified as providing services to clients and communities in regional, rural and remote ('RRR') areas.
- 50.7% (71 CLCs from 140 respondents) reported that their CLC was a state-wide or national service, or offered state-wide or national programs.
- 56.9% (78 CLCs from 137 respondents) reported having at least one branch office, as well as a main office location.
- 79.6% (113 CLCs from 142 respondents) reported offering legal outreach at a location or locations other than their main or branch offices.
- 35.7% (51 CLCs from 143 respondents) reported having a formal arrangement with a university to provide clinical legal education.

² Not all 143 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. 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 2013/14 financial year.

- 142 CLCs reported employing a total of 1,736 people.
 - 49.1% (852 people) of those people were employed full-time.
 - 43.0% (746 people) of those people were employed part-time.
 - 7.9% (138 people) of those people were employed on a casual basis.
- 131 CLCs then reported their number of full-time equivalent ('FTEs') staff, with 1,307.9 FTE staff employed by these CLCs.
- The biggest group of FTE staff were lawyers (44.4% or 625.4 FTE staff), as reported by 138 CLCs.³
- Of the 33 CLCs that responded to question about employing a dedicated communications workers (as a full-time, part-time, or as part of another position), 21.2% (7 CLCs) reported having such a position.

2.3. 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.

- 90.8% (129 CLCs from 142 respondents) reported utilising the skills and expertise of volunteers.
- 125 CLCs then provided detailed information about the types of volunteer and hours contributed. These 125 CLCs reported that 6,543 volunteers contributed a total of 14,926.5 hours of work per week in the 2013/14 financial year.
- The 3 main categories of volunteer contributions, as reported by these 125 CLCs, were from:
 - students – undergraduate law (2,507 volunteers contributed 6,291.1 hours per week to CLCs)
 - law graduates – Practical Legal Training ('PLT') (416 contributed 3,082.3 hours), and
 - lawyers (2,608 contributed 3,140 hours per week).

³ This figure includes FTE staff identified as lawyers (35.0% or 493.0 people) and the 9.4% of FTE staff (132.4 FTE staff) employed as principal lawyers, who either managed or did not manage centres.

⁴ In the Census, NACLC 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 work undertaken by volunteers,* as reported by 125 CLCs, were:
 - involvement in direct legal service delivery (91.2% or 114 CLCs)
 - administrative support (70.4% or 88 CLCs), and
 - policy advocacy and law reform (61.6% or 77 CLCs).
- The 3 main types of training provided to volunteers,* as reported by 127 CLCs, were:
 - centre policies and procedures (100.0% or 127 CLCs)
 - client confidentiality (99.2% or 126 CLCs), and
 - conflicts of interest (96.9% or 123 CLCs).
- 2,306 hours were spent per week responding to volunteers' queries and otherwise supervising volunteers, as reported by 116 CLCs.
- 8,355 hours were spent on developing and providing orientation and induction training to volunteers in the 2013/14 financial year, as reported by 114 CLCs.
- 10,901 hours were spent on developing and providing training other than orientation/induction training to volunteers in the 2013/14 financial year, as reported by 103 CLCs.
 - Combining the annual figures for induction, supervision and training, employed staff at CLCs spent approximately⁵ 139,168 hours supporting the work of volunteers in 2013/14.
 - With 776,178 hours contributed by volunteers in 2013/14, an average of approximately⁶ 1 staff hour was spent to garner 5.6 volunteer hours.
- Of the 140 CLCs that responded to a question about working with pro bono partners, 54.3% (76 CLCs) reported having a pro bono partnership.
- 72,047 hours of pro bono assistance was provided to these centres and their clients over the 2013/14 financial year, including 55,806 hours from lawyers for direct service delivery to clients.

2.4. Governance

Most CLCs are usually either an incorporated association or a company limited by guarantee and have a Management Committee ('MC') or Board. Some CLCs are not incorporated, but rather are auspiced as part of a larger organisation.

- 44.5% (61 CLCs) reported using a skills audit to inform recruitment to the MC, Board or other governance structure, as reported by 137 CLCs.
- The main 3 skills or expertise MC/Board members could strengthen*, as reported by 122 CLCs, were:

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. For example, 103 CLCs provided their hours for 'other training', while 116 provided hours for 'responding to or otherwise supervising volunteers (both legal and non-legal)'.

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

- communications/marketing (50.8% or 62 CLCs)
- strategic/operational planning (50.8% or 62 CLCs), and
- financial skills (39.2% or 48 CLCs).

2.5. Turnaways

The Census continues to be an important tool to gather data on the number of turnaways⁷ and the reasons why CLCs have had to turnaway vulnerable and disadvantaged people.

- The majority of respondents (52.9% or 74 CLCs from 140 respondents) reported recording turnaways 'some of the time'.
- 84 CLCs provided the actual number or an estimate of the number of people turned away in the 2013/14 financial year. These 84 CLCs reported turning away 156,854 people in the 2013/14 financial year.
- 87 CLCs reported the percentage of the total number of people turned away in 2013/14, for whom the CLC could provide an appropriate, accessible and affordable referral. The average proportion was reported as 66.2%, while the median⁸ was 75%.
- The most prevalent reasons for turnaways,* as reported by 84 CLCs, were:
 - conflict of interest (83.5% or 86 CLCs)
 - person's legal problem was outside our centre's priority area/client group (71.9% or 74 CLCs), and
 - insufficient resources (65.0% or 67 CLCs).

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

CLCs actively seek to engage with Aboriginal and/or Torres Strait Islander peoples through having identified positions, participating in community events, ensuring staff undertake cultural awareness training, and developing Reconciliation Action Plans.

- Across the 121 respondents, the average proportion of CLC clients identifying as an Aboriginal and/or Torres Strait Islander person was 13.3%, while the median was 4.2%.
- 19.0% (26 CLCs from 137 respondents) reported having at least one Aboriginal and Torres Strait Islander identified position.
- 40.6% (43 CLCs from 106 respondents) reported that they have a position that has Aboriginal and/or Torres Strait Islander community liaison as part of the role.

⁷ 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'.

⁸ The median result falls in the middle of all results when sorted in order of size.

- Participating in Community events was the main type of community engagement (as reported by 72.8% or 75 CLCs from 103 respondents).*
- 69.3% (95 CLCs from 137 respondents) report that staff undertake cultural awareness/safety training.
- Of the 123 CLCs that responded to a question about whether their CLC has or is considering developing a RAP, the majority (70.7% or 87 CLCs) have not yet developed a RAP. Only 4.9% (6 CLCs) had developed and implemented a RAP.

2.7. Engagement with people with disability

CLC engagement with people with disability is important, in part, as the *Legal Australia-Wide Survey: Legal Need in Australia* ('the LAW Survey') highlighted, people with disability have a higher prevalence of legal problems than all other groups across all jurisdictions.⁹

- Across 113 respondents, the average proportion of CLC clients identifying as persons with disability was 25.4%, while the median¹⁰ was 20.0%.
- 35.5% (49 CLCs from 138 respondents) reported that staff undertake disability awareness training.
- Of the 127 CLCs that responded to a question about whether their CLC has or is considering developing a DAP, the majority (81.9% or 104 CLCs) have not yet developed a DAP or considered developing a DAP. However, 6.3% (8 CLCs) have developed and implemented a DAP.

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, and other early intervention strategies.

- 82.7% (115 CLCs from 37 respondents) reported undertaking policy and law reform activities in the 2013/14 financial year.
- The main 3 forms of policy and law reform activities*, as reported by 112 CLCs, were:
 - preparing submissions to inquiries (98.2% or 110 CLCs)
 - meeting with MPs and/or their staff (71.4% or 80 CLCs), and
 - letter writing to MPs (58.9% or 66 CLCs).

⁹ C Coumarelos et al, *Legal Australia-Wide Survey: Legal Need in Australia*, (Law and Justice Foundation of NSW, 2012), 36.

¹⁰ The median result falls in the middle of all results when sorted in order of size.

- 74 CLCs responded to a question asking them to provide an example of how their CLC has been affected by changes in government policy (including wording of funding agreements)¹¹ that may have impacted on the policy advocacy and law reform work of the CLC sector. Some of the key effects highlighted in responses were:
 - reluctance to publicly question or criticise government, including more caution about the language used in any public communications
 - using other funding sources to fund this type of work
 - undertaking policy advocacy and law reform projects outside 'working hours'
 - cessation of policy advocacy and law reform activities – either completely, or only in relation to Commonwealth matters
 - reduction in the quantity of policy advocacy and law reform work, and
 - using volunteers or pro bono partners to undertake this work.

- CLCs were also asked to give any examples of how their work had been affected by recent funding cuts to the legal assistance sector.¹² 100 CLCs responded to this question. Some of the predicted and actual impacts were:
 - complete closure of the service
 - closing branch offices
 - reduction in services overall
 - cessation of non-legal services (eg. social work, financial counselling)
 - reduction in positions and/or staff hours contributing to an increased inability to meet demand from people seeking legal assistance
 - staff redundancies, including the loss of specialist positions, including positions for Aboriginal and/or Torres Strait Islander staff
 - reduction in staff hours
 - cutting or reducing outreach services
 - reduction in community engagement
 - reduction in casework load
 - inability to contribute to policy advocacy and law reform work
 - increased reliance on volunteers and pro bono assistance, and
 - downsizing office space and relocating.

¹¹ For example, following amendments to Community Legal Services Programme ('CLSP') service agreements in the 2012/13 financial year, CLCs are no longer able to use Commonwealth funding for law reform and policy and advocacy work, except in specific and limited circumstances.

¹² Funding cuts to the legal assistance sector have been announced since the 2013 Census. In December 2013, as part of the Mid-Year Economic and Fiscal Outlook ('MYEFO'), the Commonwealth Government announced a funding cut of \$43.1 million for legal assistance services over 4 years from the 2013/14 financial year onwards. This included a cut of \$19.61 million to CLCs, \$13.34 million to Aboriginal and Torres Strait Islander Legal Services ('ATSILS') and \$3.65 million to Family Violence Prevention Legal Services ('FVPLS'). In March 2015, after responses to the Census closed, the Commonwealth Government announced a reversal of some of these MYEFO funding cuts. However, further funding cuts to CLCs of \$6 million were announced as part of the 2014/2015 Federal Budget, as well as cuts to specific programs.

2.9. 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 112 respondents, email was the method used most by CLCs to provide legal information (77.7% or 87 CLCs), legal advice (53.6% or 60 CLCs) and legal representation (13.4% or 15 CLCs).*
- Websites (including blogs) were the technology platform most used for the provision of community legal education (50.9% or 57 CLCs from 112 respondents).*

2.10. 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 (52.6% or 71 CLCs from 135 respondents).*
- CLCs were also the most common partner in policy advocacy and law reform projects (51.9% or 70 CLCs from 135 respondents).*
- Community organisations – non-legal were the primary partners for CLCs when delivering community legal education (68.1% or 92 CLCs from 135 respondents).*

2.11. Accreditation

The National Accreditation Scheme ('NAS') for CLCs continues to focus on quality assurance and continuous organisational development. In the 2014 Census, the number of questions about the NAS was reduced, because CLCs had already been surveyed as part of an independent review of the first cycle of the NAS.

- The main priority, should additional resources for the NAS become available, was one-on-one practical assistance for less resourced CLCs to address their problem area(s) (70.7% or 87 CLCs from 123 respondents).*

2.12. 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
 - Risk Management Guide, and
 - LexisNexis online legal resources.*
- The main sector sustainability priority over the next 12 months was actively supporting CLCs in using the Legal Needs Assessment Toolkit (60.8% or 73 CLCs from 120 respondents).*
- A majority of respondents rated NACLC's policy advocacy and law reform work as 'good' or 'very good' (combined total of 85.9% or 115 CLCs from 134 respondents).
- The main policy advocacy and law reform priority over the next 12 months was responding to the proposed changes to the framework for legal assistance, including funding changes (96.3% or 129 CLCs from 134 respondents).*
- NACLC's communications with the sector was also mainly rated as 'good' or 'very good' (combined total of 77.5% or 107 CLCs from 138 respondents).
- A majority (70.1% or 96 CLCs from 137 respondents) preferred receiving news via a combination of methods, namely NACLC's e-Bulletin as well as ad hoc email broadcasts containing news items.
- Just over a third (39.6% or 55 CLCs) of CLCs reported using FirstClass BBS.
- Sharing and viewing jobs in the sector was the main use for FirstClass (55.6% or 30 CLCs from 54 respondents).*
- The top 3 sections of the NACLC website that received the highest ratings for usefulness were:
 - CLCs Directory
 - CLEAR database, and
 - accessing the LexisNexis resources.*
- CLCs were also asked why they visit the NACLC website. The main reason was to access the NAS – Standards and Performance Pathways tool (63.2% or 79 CLCs from 125 respondents).*

3. National data

In total, 180 CLCs were invited to participate in the 2014 Census, and 143 CLCs (77.8%) submitted a response.

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

Although the overall Census response rate was 79.4% (143 CLCs), there was a large variation in the response rate from different states and territories. Response rates ranged from 60.7% (17 CLCs) in WA to 91.7% (33 CLCs) in NSW.

Table 1: State and territory breakdown (n=143)

State/territory	Total no. of CLCs in state/territory	No. of CLCs that responded	Proportion of CLCs represented by results as a percentage (%)	Percentage (%) of National total
ACT	5	4	80.0	2.8
NT	7	5	71.4	3.5
TAS	8	7	87.5	4.9
SA	12	9	75.0	6.3
WA	28	17	60.7	11.9
QLD	35	31	88.6	21.7
NSW	36	33	91.7	23.1
VIC	49	37	75.5	25.9
Total	180	143		100.1

Question: What is your state/territory?

3.1.2. Position of person completing response

Chief Executive Officer (30.0% or 42 CLCs) was the main position held by the 140 respondents who answered this question.

Table 2: Position of respondent (n=140)

Type of service	No. of CLCs	Percentage (%)
Chief Executive Officer	42	30.0
Executive Officer	15	10.7
Manager	26	18.6
Coordinator	16	11.4
Principal Lawyer	25	17.9
Administrator	11	7.9
Other	5	3.6
Total	140	100.1

Question: What is your position title at the CLC?

'Other' positions (3.6% or 5 CLCs) largely included MC members.

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 (95.1% or 136 CLCs).¹³

Table 3: Centre type (n=143)

Centre type	No. of CLCs	Percentage (%)
Community Legal Centre	136	95.1
Family Violence Prevention Legal Service	6	4.2
Aboriginal and Torres Strait Islander Legal Service	1	0.7
Total	143	100

Question: Which of the following best describes your organisation?

¹³ 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 141 respondents, the majority (73.8% or 104 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 143 respondents, most centres offered specialist services, either as part of or an adjunct to, a generalist service (39.1% or 56 CLCs) or as a stand-alone specialist only service (40.6% or 58 CLCs).

Table 4: Type of service (n=143)

Type of service	No. of CLCs	Percentage (%)
Specialist	58	40.6
Generalist	29	20.3
Generalist with specialist programs	56	39.1
Total	143	100

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

3.1.6. Specialist programs

All of the 143 CLCs that responded to the Census then opted to select specialist areas or client groups that they service. 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).

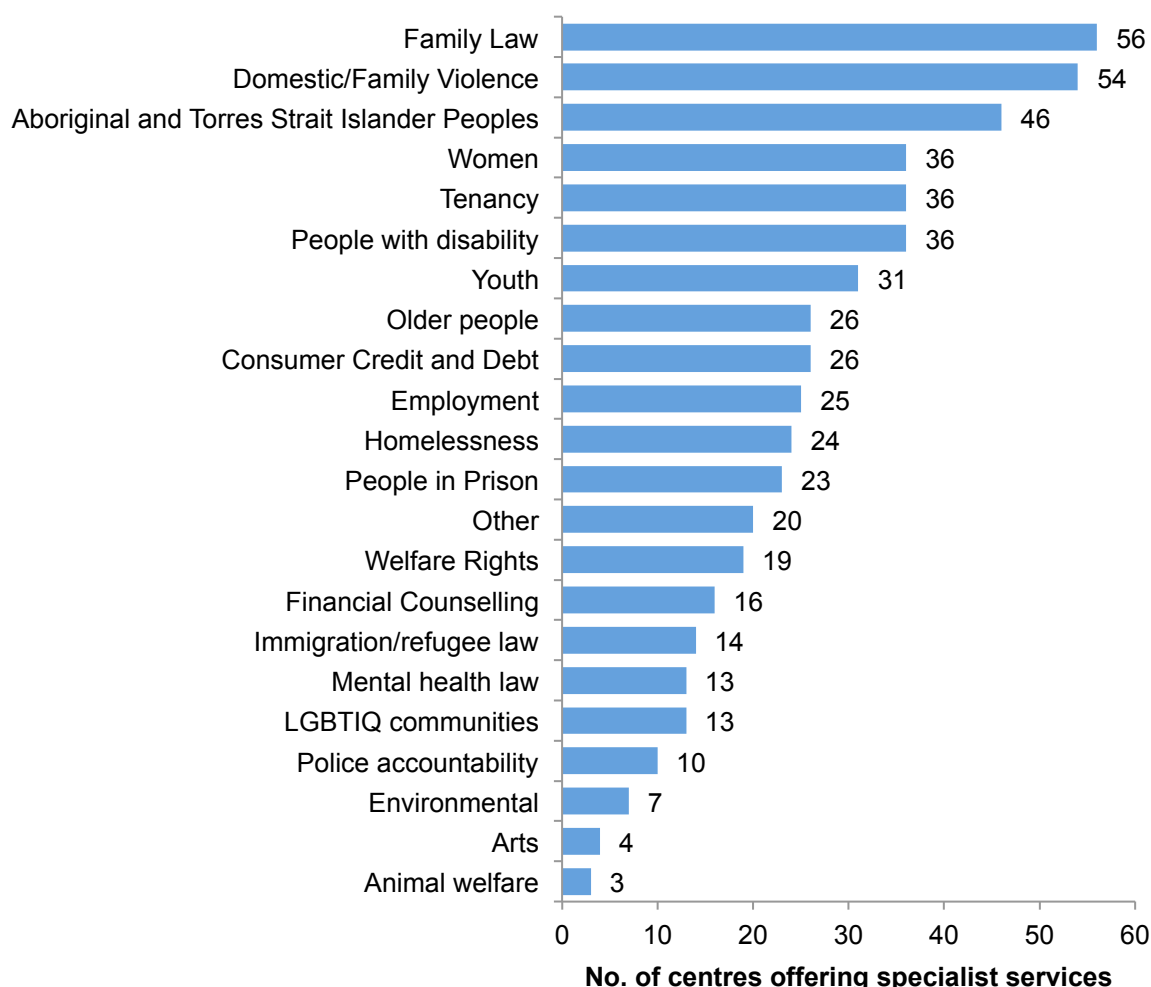
The top 3 specialist areas or client groups were:

1. family law (39.2% or 56 CLCs)
2. domestic/family violence (37.8% or 54 CLCs), and
3. services for Aboriginal and/or Torres Strait Islander peoples (32.3% or 46 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.

While domestic/family violence and family law services were included in the top 3 specialist programs provided by CLCs in the 2013 Census, services for Aboriginal and Torres Strait Islander peoples was a new inclusion in the top 3 for 2014.

Figure 1: Number of CLCs offering specialist programs, multiple answers possible (n=143)



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 140 respondents, just over half (50.7% or 71 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 137 CLCs that responded to a question about this, 43.1% (59 CLCs) reported that they have at least one branch office, as well as a main office location.

Table 4: Number of branch offices (n=137)

Number of branch offices	No. of CLCs	Percentage (%)
0	78	56.9
1	39	28.5
2	13	9.5
3	2	1.5
4	2	1.5
5+	3	2.2
Total	137	100.1

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

3.1.9. Provision of outreach

142 CLCs responded to a question about the provision of outreach legal services, with 79.6% (113 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 143 respondents, 35.7% (51 CLCs) reported having such a formal arrangement with a university.

3.2. CLCs' staffing

To build upon data from the 2013 Census, CLCs were asked a number of questions about staffing. These 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 2013/14 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'.

3.2.1. 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').

142 centres reported employing a total of 1,736 people, with 49.1% (852 people) of those employed full-time. Part-time staff comprised 43.0% of people employed by respondents (746 people) and only 7.9% (138 people) were employed as casuals.

The average total number of paid staff at each CLC was between 12 and 13 people, although this average was inflated by the participation of some relatively large CLCs. The median¹⁴ number of paid employees at each CLC was 9.

Table 5: Number of permanent full-time, part-time and casual staff (n=142)

	Total number	Average per CLC	Median	Percentage (%) of CLC workforce
Number of permanent full-time staff	852	6.0	5	49.1
Number of permanent part time staff	746	5.3	4	43.0
Number of casual staff	138	1.0	1	7.9
Total number of paid staff	1736	12.3	9	100.0

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.

A difference can be observed in the number of people employed by CLCs between the 2013 and 2014 Census. In 2013, 147 CLCs reported employing 1,675 people in the 2012/13 financial year, whereas in 2014, 142 CLCs reported employing 1,736 people at the 'point in time' when they completed the Census (between October and November 2014).

¹⁴ The median result falls in the middle of all results when sorted in order of size.

This difference can be primarily observed in the number of full-time and part-time staff. In the 2013 Census, 814 people were reported as being employed full-time by CLCs, while in 2014, CLCs responding to the Census reported employing 852 full-time people. For part-time staff, 721 people were reported as being employed in 2013 and 746 people in 2014.

NACLC cautions against reading this difference as an increase, as it could be a result of multiple factors. A key reason may be related to the wording of the question. In 2013, the Census was interested in staffing across the 2012/13 financial year, whereas in 2014 staffing was captured at a 'point in time'. Other reasons may include, different respondents, or the result of some additional funding provided to the sector in 2013.¹⁵

3.2.2. Number of FTE staff

NACLC recognises that staffing can sometimes be more accurately measured if data on the number of FTE staff is collected as well as on the number of people employed. In the 2014 Census, NACLC introduced a new question asking CLCs to note how many of their staff were employed as FTEs full-time, part-time and casual.

131 centres reported employing a total of 1,307.9 FTE staff, with the majority (62.5% or 817.2 FTEs) employed full-time. Part-time FTE staff comprised 33.6% of the sector (439.6 FTEs). 3.9% (51.1 FTEs) were employed as casuals.

The average total number of FTE staff at each CLC was 10, although this average was inflated by some of the larger CLCs. The median¹⁶ number of paid FTE staff at each CLC was 8.4.

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 6: Number of FTE paid full-time, part-time and casual staff (n=131)

	Total number	Average per CLC	Median	Percentage (%) of CLC workforce
Number of full-time FTE	817.2	6.2	5	62.5
Number of part-time FTE	439.6	3.4	2.8	33.6
Number of casual FTE	51.1	0.4	0.6	3.9
Total number of FTE	1307.9	10.0	8.4	100.0

¹⁵ For example, \$33.5 million of one-off additional funding was allocated to some CLCs by former Attorney-General, Mark Dreyfus QC, starting in the 2013/14 financial year. In December 2013 as part of the 2013 Mid-Year Economic and Fiscal Outlook ('MYEFO'), the last two years of that funding was cut. However, in March 2015, the decision to cut that funding was reversed.

¹⁶ The median result falls in the middle of all results when sorted in order of size.

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.

3.2.3. Employment by position

138 CLCs responded to a question asking them to report the number of FTE staff they employed against a number of position types. The majority of paid FTE staff were lawyers (44.4% or 625.4 FTE staff). This figure includes staff identified as lawyers (35.0% or 493.0 FTE staff) and the 9.4% of staff (132.4 FTE staff) employed as principal lawyers, including those who manage their CLC, and those who do not.

Table 7: FTE staff by position (n=138)

Position	Number of CLCs that employed	Total employed in sector	Average per CLC that are employed	Percentage (%) of total paid CLC workforce
Lawyer	124	493.0	4.0	35.0
Other	58	114.8	2.0	8.1
Administrative Assistant	68	86.3	1.3	6.1
Principal Lawyer who does not manage their CLC	72	71.1	1.0	5.0
Administrator	60	66.0	1.1	4.7
Principal Lawyer who manages their CLC	66	61.3	0.9	4.4
Paralegal	41	59.4	1.5	4.2
Manager	49	56.8	1.7	4.0
Community Educator/Development Worker	45	55.0	1.2	3.9
Executive Officer	53	53.1	1.0	3.8
Coordinator	3	50.7	1.5	3.6
Receptionist	49	50.1	1.0	3.6
Finance/Bookkeeping worker	73	45.0	0.6	3.2
Social worker/other Counsellor	16	37.1	2.3	2.6
Policy Officer/Researcher	24	35.0	1.5	2.5
Financial Counsellor	16	34.2	2.1	2.4
Migration Agent	6	21.8	3.6	1.5
Court Advocate	5	12.2	2.4	0.9
Fundraiser/Social Enterprise worker	9	5.8	0.6	0.4
Total		1408.7¹⁷		99.9

¹⁷ This total of 1408.7 is 100.8 or 7.2% more than the total number of employees listed in response to question 17 of the Census, and discussed at para 3.2.2 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: For each of the following position descriptions, please tell us the number of full-time equivalent (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.

Due to limitations in the survey design, NACLC was unable to capture the types of 'Other' positions, however this will be reviewed and rectified in the 2015 Census.

3.2.4. 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 33 CLCs that responded to this question, 21.2% (7 CLCs) employed such a worker, and 3.0% (1 CLC) were planning to employ one within the next 12 months.

3.3. 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.

The relevant figures collected in the 2013 Census enabled NACLC to, amongst other things, produce updated versions of the *Working Collaboratively* publications, that have been widely distributed.¹⁸

In 2014, the Census asked questions about the hours spent supervising and training volunteers and pro bono contributors; the sector was last surveyed on these questions in 2012.

NACLC believes that an important distinction exists between volunteers and pro bono workers. In the Census, a 'volunteer' was defined 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 volunteer relationship is between the individual lawyer/law student (for example) and the CLC and its clients. Respondents were asked not to include MC/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.

¹⁸ See NACLC, *Working collaboratively: community legal centres and volunteers* (2014), <http://www.nacalc.org.au/resources/NACLC_VOUNTEER2014_WEB.pdf>, and *Working collaboratively: community legal centres and pro bono partnerships* (2014), <http://www.nacalc.org.au/resources/NACLC_probono_WEB.pdf>

3.3.1. Use of volunteers

Of the 142 CLCs who responded to a question about volunteers, 90.8% (129 CLCs) indicated that volunteers were used in the 2013/14 financial year, while 9.2% (13 CLCs) did not use volunteers.¹⁹

3.3.2. Hours and types of volunteers

Of the 142 CLCs who responded to the initial question about volunteers, 125 then provided detailed information about the types and numbers of volunteers they had at their centre in 2013/14.

125 CLCs reported that 6,543 volunteers contributed a total of 14,926.5 hours of work per week to 125 CLCs in the 2013/14 financial year. Multiplying this figure by 52 weeks suggests that volunteers contributed 776,178 hours to those 125 CLCs in 2013/14.

A difference can be observed in the number of volunteers reported by CLCs in the 2013 (4,588 volunteers) and 2014 (6,543 volunteers) Censuses.

A difference can also be observed in the volunteer hours between the 2013 and 2014 Censuses. In 2013, 24,113 volunteer hours were reported per week in the 2012/13 financial year. In 2014, respondents reported that their volunteers contributed 14,926.5 hours per week throughout the 2013/14 financial year.

NACLC cautions against reading this difference as a decrease, as this difference may arise as a result of a number of factors, including for example, changes in the sample between the two reporting years, CLCs failing to enter in their volunteer hours in the 2014 Census, incorrect reporting in the 2013 Census or a combination of these factors.

The majority of hours were contributed by law students (2,507 law students contributed 6,291.1 hours per week in the 2013/14 financial year).

¹⁹ Reasons given in the *NACLC Pro Bono and Volunteer Survey* in 2012 by CLCs for not having volunteers, included a lack of time or resources to provide adequate supervision, and a lack of office space. For those CLCs that are able engage volunteers, these factors still limit the extent to which volunteers can be utilised. For some CLCs in RRR areas, volunteers are unavailable.

Table 8: Types of volunteers, numbers and hours worked (n=125)

Position	No. of CLCs	Min no. vols	Max no. of vols	TOTAL no. of vols	Average vols per CLC	Average total hours per week per CLC	TOTAL sector hours per week
Students – Undergrad Law	101	1	160	2507	24.8	24.8	6291.1
Lawyers	95	1	270	2608	27.5	27.5	3140
Law Graduate – PLT	78	1	45	416	5.3	5.3	3082.3
Other	53	1	100	643	12.1	12.1	1444
Administrative Assistants	34	1	45	210	6.2	6.2	623
Migration Agents	13	1	40	84	6.5	6.5	132.4
Students – Undergrad Social Work	16	1	10	42	2.6	2.6	88.5
Accountant/Bookkeeper	5	1	12	17	3.4	3.4	50
Community Legal Educators	4	1	6	12	3.0	3.0	37
Counsellors – Financial	2	1	2	3	1.5	1.5	22.2
Counsellors – Family Violence	0	0	0	1	1.0	1.0	16
Total				6543			14926.5

Question: Please provide the 1.) Total number of volunteers at your centre in 2013/14 financial year in each category; and 2.) Please calculate or make your best estimate as to the total number of hours provided by each category of volunteer per week in the 2013/14 financial year.

While the majority of volunteers are lawyers or law students, CLCs also benefit from the time and expertise of 'Other' volunteers. Due to limitations in the survey design, NACLC was unable to capture the types of 'Other' volunteers, however this will be rectified in the 2015 Census.

3.3.3. Type of work undertaken by volunteers

The main activity undertaken by volunteers at CLCs was involvement in direct legal service delivery (91.2% or 114 CLCs from 125 respondents).

Table 9: Work undertaken by centre volunteers, multiple answers possible (n=125)

Type of work	No. of CLCs	Percentage (%) of CLCs
Involvement in direct legal service delivery	114	91.2
Administrative support	88	70.4
Policy advocacy and law reform	77	61.6
Community legal education	56	44.8
Involvement in other direct service delivery	32	25.6
Accounting/bookkeeping	9	7.2

Question: What type of work was undertaken by your CLC volunteers in the 2013/14 financial year? (Tick all that apply).

3.3.4. Training provided

To find out more about what was covered in orientation/induction or any other training provided to CLC volunteers in the 2013/14 financial year, respondents were asked to nominate the content of such programs. The top 3 types of content were:

1. centre policies and procedures (100.0% or 127 CLCs)
2. client confidentiality (99.2% or 126 CLCs), and
3. conflicts of interest (96.9% or 123 CLCs).

Table 10: Content included in orientation/induction or other training provided to volunteers (n=127)

Content	No. of CLCs	Percentage (%) of CLCs
Centre policies and procedures	127	100.0
Client confidentiality	126	99.2
Conflicts of interest	123	96.9
Training in particular areas of law	79	62.2
CLSIS training	67	52.8
Cultural awareness/safety training	65	51.2
Interviewing skills	63	49.6
Legal research skills	41	32.3
Working with people with disability	34	26.8
Mental health literacy training	25	19.7
Community development principles	20	15.7

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 2013/14 financial year. What content did you include in your induction or other training? (Please tick all that apply).

3.3.5. Supervising volunteers

116 CLCs responded to a question asking them to estimate the total number of hours per week in the 2013/14 financial year that employed staff spent responding to volunteers' queries, checking volunteers' advices, and otherwise supervising volunteers' work (both legal and non-legal work).

These questions were last asked in the 2012 *NACLC Volunteers and Pro Bono Survey*, however the wording was slightly different in the 2014 Census.

These 116 CLCs reported that a total of 2,306 hours were spent responding to and otherwise supervising volunteers. This equates to 119,912 hours over a year.

Table 11: Number of hours responding to and supervising volunteers (n=116)

Activity	No. of CLCs	Min. hours per CLC per week	Max. hours per CLC per week	Avg. hours per CLC per week	Total hours for CLC sector per week
Hours per week employed staff spent responding to volunteers' queries, checking volunteers' advices, and otherwise supervising volunteers' work (including legal and non-legal work)	116	1	195	19.9	2306

Question: Please estimate the total number of hours PER WEEK in the 2013/14 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)

3.3.6. Developing and providing orientation and induction

114 CLCs responded to a question asking them to estimate the total number of hours that employed staff spent on developing and providing orientation and induction training to volunteers.

These CLCs reported that over the course of the 2013/14 financial year, 8,355 hours were spent on providing orientation and induction training to their volunteers.

Table 12: Number of hours on orientation and induction (n=114)

Activity	No. of CLCs	Min. hours per CLC in 2013/14	Max. hours per CLC in 2013/14	Avg. hours per CLC in 2013/14	Total hours for CLC sector in 2013/14
Hours in <u>2013/14</u> employed staff spent on developing and providing orientation and induction training to volunteers	114	1	520	73.3	8355

Question: Please estimate the total number of hours over the 2013/14 financial year that employed staff spent on developing and providing orientation and induction training to volunteers.

3.3.7. Developing and providing other training

103 CLCs responded to a question asking them to estimate the total number of hours that employed staff spent on developing and providing training other than orientation/induction to volunteers.

These CLCs reported that over the course of the 2013/14 financial year, 10,901 hours were spent on providing other training to volunteers.

Table 12: Number of hours on other training (n=103)

Activity	No. of CLCs	Min. hours per CLC in 2013/14	Max. hours per CLC in 2013/14	Avg. hours per CLC in 2013/14	Total hours for CLC sector in 2013/14
Hours in <u>2013/14</u> employed staff spent on developing and providing training other than at orientation/induction to volunteers	103	1	3000	105.83	10901

Question: Please estimate the total number of hours over the 2013/14 financial year that employed staff spent on developing and providing training other than at orientation/induction to volunteers.

3.3.8. Overall CLC investment in volunteers

Combining the annual figures for induction, supervision and training, employed staff at CLCs spent approximately²⁰ 139,168 hours supporting the work of volunteers in 2013/14. With 776,178 hours contributed by volunteers in 2013/14, an average of approximately²¹ 1 staff hour was spent to garner 5.6 quality assured volunteer hours.

Table 13: Combining the hours CLCs invested in volunteers

Activity	No. of CLCs	Total hours for CLC sector
Hours in 2013/14 spent responding to and otherwise supervising volunteers (both legal and non-legal)	116	119912
Hours in 2013/14 spent on orientation and induction training to volunteers	114	8355
Hours in 2013/14 spent on training other than at orientation/induction	103	10901
Total		139168

²⁰ 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, 103 CLCs provided their hours for 'other training', while 116 provided hours for 'responding to or otherwise supervising volunteers (both legal and non-legal)'.

²¹ See above footnote for explanation about the use of the word 'approximately'.

3.3.9. 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 2013/14 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 140 centres that answered this question, 54.3% (76 CLCs) reported that their CLC had a pro bono partnership with a business. Of these 76 CLCs, 71 centres provided a breakdown of the hours provided. These partnerships contributed 72,047 hours of assistance to 71 CLCs over the 2013/14 financial year.

A difference in can be observed in the hours contributed by pro bono partnerships, as reported in the 2013 and 2014 Censuses. In the 2013 Census, the number of respondents to the question about pro bono hours was 92 and the hours contributed were 50,859 hours. In 2014, 76 CLCs reported 72,047 hours were contributed from pro bono partners.

Again, NACLC strongly cautions against reading this difference as a decrease in the number of hours contributed by pro bono partners, since this difference might be due to changes in the sample between the two reporting years, CLCs failing to enter in their volunteer hours in the 2014 Census, incorrect reporting in the 2013 Census or a combination of these factors.

The top 3 most common types of pro bono assistance in 2013/2014 were (in order):

1. pro bono lawyers providing direct service delivery to clients (80.3% or 57 CLCs)
2. pro bono lawyers giving advice or assistance to the centre (66.2% or 47 CLCs), and
3. specialist pro bono lawyers advising centre lawyers in particular areas of expertise for use in client matters (50.7% or 36 CLCs).

Table 14: Number of hours contributed by pro bono partnerships (n=71)

Areas of work	No. of CLCs	Percentage of CLCs	Min. hours per CLC	Max. hours per CLC	Avg. hours per CLC per year	Total hours to CLC sector
From lawyers for direct service delivery to clients	57	80.3%	4	17000	979	55806
From lawyers for advice or assistance to the centre	47	66.2%	2	2200	202	9516
From specialist lawyers advising centre lawyers	36	50.7%	5	720	63	2261
Governance/Management	15	21.1%	1	283	69	1040
Administrative Support	11	15.5%	1	300	94	1035
Marketing	7	9.9%	10	400	94	660
Publications – including design/printing	16	22.5%	1	152	39	628
Fundraising	5	7.0%	15	304	125	624
Legal practice management	12	16.9%	5	75	12	397
Bookkeeping/accounting	4	5.6%	10	40	20	80
Total						72047

***Question:** Please estimate the total number of hours that pro bono partnerships contributed to your centre in each of these areas over the last 12 months.*

3.4. Governance

The following responses relate to the governance arrangements of CLCs. In the 2014 Census, questions were asked about skills audits, and about the areas in which the expertise and skills of MC or Board members could be strengthened.

It is important to note that most CLCs are either an incorporated association or a company limited by guarantee, however some CLCs are not incorporated but rather form part of a larger auspicing organisation. Where a CLC is a program of an auspicing organisation, the MC or Board of the auspicing organisation will usually be responsible for meeting governance responsibilities.

3.4.1. Skills audit

The Census asked if a skills audit was used in 2013/14 to inform recruitment to the CLC's MC, Board or other governance structure. Of the 137 respondents, nearly half (44.5% or 61 CLCs) used a skills audit to inform recruitment.

3.4.2. Management Committee/Board skills and expertise

CLCs were also asked in what areas could members of their MC, Board or other governance structure, strengthen their skills and expertise. Communications/marketing and strategic/operational planning were the equal main areas in which CLCs identified that skills and expertise could be strengthened (50.8% or 62 CLCs of the 122 respondents).

Table 15: The skills and expertise that MCs could strengthen as reported by CLCs, multiple answers possible (n=122)

Skills and expertise	No. of CLCs	Percentage (%) of CLCs
Communications/marketing	62	50.8
Strategic/operational planning	62	50.8
Financial	48	39.2
Pro bono connection	44	36.1
Community representative voice	40	32.8
Human resources and management	39	32.0
Understanding the role of the MC/Board	38	31.1
Liaison with Aboriginal and Torres Strait Islander communities	34	27.9
Legal	24	19.7
Work, health and safety	24	19.7

Question: In your opinion, in which areas could your current MC, Board or governance body strengthen their skills/expertise? (Tick all that apply).

3.5. Turnaways

The 2013 Census was the first time NACLC was able to collect quantitative data on the number of people seeking assistance from CLCs who were turned away.

This data supported anecdotal reports from CLCs that centres were having to turn clients away, and data from the *Australian Community Sector Survey* administered by the Australian Council of Social Service ('ACOSS').²²

As outlined in the 2013 Census, data collection on turnaways is important, particularly given the Commonwealth's Community Legal Service Information System ('CLSIS') database – used for data collection by CLCs in the CLSP since 2003 – does not have capacity to record turnaways.

For the purposes of the 2014 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 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.

²² See ACOSS, *Community Sector Survey* (2014), <http://acoss.org.au/images/uploads/ACSS2014_final.pdf>; ACOSS, *Australian Community Sector Survey* (2013) and ACOSS, *Australian Community Sector Survey* (2012), <http://www.acoss.org.au/images/uploads/ACOSS_ACSS2012_FINAL.pdf>. <http://acoss.org.au/images/uploads/Australian_Community_Sector_Survey_2013_ACOSS.pdf>. Note: ACOSS used the phrase 'community legal services' rather than community legal centres but both refer to the same type of entity. The survey was distributed to the membership of the CLC state and territory associations, as well as to other CLCs that might not have been members of these associations.

3.5.1. Collecting turnaway data

Of the 140 CLCs that responded to a question about whether they recorded turnaways, the majority (52.9% or 74 CLCs) recorded turnaways 'some of the time'.

Table 16: Recording of turnaways (n=140)

Centres recording turnaways	No. of CLCs	Percentage (%)
Yes – all of the time	30	21.4
Yes – some of the time	74	52.9
No - never	36	25.7
	140	100.0

Question: Did your CLC record 'turnaways' in the 2013/14 financial year?

3.5.2. Number of turnaways

84 CLCs provided the actual number or an estimate of the number of people turned away in the 2013/14 financial year. The total number of people turned away from these 84 CLCs was 156,854 people. The number of people per CLC in 2013/14 was reported in a range from 0 to 57,506.

A difference can be noted between the 2013 and 2014 Census turnaway figures. In the 2013 Census, 90 CLCs reported turning away 47,678 people, whereas 84 CLCs reported turning away 156,854 people in the 2014 Census.

NACLC cautions against interpreting this difference as an increase in the number of turnaways, due to those reasons mentioned elsewhere in this report, such as changes in the sample between 2013 and 2014.

Table 17: Turnaways (n=84)

No. of people turned away	No. of CLCs	Percentage (%)
0	1	1.3
1 – 20	5	6.3
21 – 100	15	18.8
101 – 499	25	31.3
500 – 999	14	17.5
1000 or 9999	20	25.0
10000 or more	4	5.0
	84	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 2013/14 financial year?

3.5.3. *Appropriate, accessible and affordable referrals for turnaways*

NACLC introduced a new question into the Census in 2014, asking respondents to report the percentage of the total number of people turned away in 2013/14, for whom the CLC could provide an appropriate, accessible and affordable referral.

Of the 87 CLCs responding to this question, the average proportion was reported as 66.2%, while the median was reported as 75%.

Looking at only the median, this means that three quarters of all people turned away received an appropriate, accessible and affordable referral.

3.5.4. *Reasons for turnaways*

CLCs were asked to identify the reasons why they turned away clients in 2013/14 by selecting all relevant grounds from a list. 103 CLCs gave reasons for turnaways, even though only 84 CLCs provided their number of turnaways.

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

1. conflict of interest (83.5% or 86 CLCs)
2. person's legal problem was outside our centre's priority area/client group (71.9% or 74 CLCs), and
3. insufficient resources (65.0% or 67 CLCs).

The reasons, in order, are consistent with 2013 Census responses.

As noted above, 71.9% (74 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 respondents were specialist services that have priority areas and clients. It could also, or alternatively mean, however, 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.

Indeed, in the ACOSS *Australian Community Sector Survey* for 2011/12, 85% of respondent community legal services reported that their organisation had targeted services more tightly or limited service levels to manage demand pressures in that financial year.²³

²³ ACOSS, *Australian Community Sector Survey* (2013), http://acoss.org.au/images/uploads/Australian_Community_Sector_Survey_2013_ACOSS.pdf, 34.

Table 18: Reasons for turnaways, multiple answers possible (n=103)

Reasons for turnaways	No. of CLCs	Percentage (%)
Conflict of interest	86	83.5
Person's legal problem was outside our centre's priority area/client group	74	71.8
Our centre had insufficient resources at the time	67	65.0
Our centre didn't possess the relevant expertise	65	63.1
Unable to assist in the timeframe the client required	63	61.2
Person was already being relevantly assisted by another legal assistance provider	48	46.6
Person was already being assisted by a private lawyer and could continue to afford this	45	43.7
Person outside the catchment area	35	34.0

Question: What were the reasons your centre turned clients away in 2013/14 financial year? (Tick all that apply).

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

Similar to the 2013 Census, centres were again asked to indicate the proportion of their clients, as a percentage of their total number of clients in the 2013/14 financial year, who identified as Aboriginal and/or Torres Strait Islander peoples.

Among the 121 CLCs that answered this question, the average proportion of Aboriginal and/or Torres Strait Islander clients was 13.3%. The median²⁴ result was 4.2%, with well over half of the respondents having fewer than 10% of their clients who identified as an Aboriginal and/or Torres Strait Islander person.²⁵

The reason for the higher average figure in comparison to the median response rate mirrors last year's rationale – the median response rate is inflated by 5 CLCs that reported that Aboriginal and/or Torres Strait Islander peoples constituted 100% of their client base. As noted, 6 FVPLS and 1 ATSILS completed the Census.

NACLC notes that the response rate to this question last year was similar (120 CLCs), as were the average and median results – with less than 1% difference.

Of the 121 respondents to this question, 8.3% (10 CLCs) reported that they did not have any clients that identified as Aboriginal and/or Torres Strait Islander, while 6.6% (8 CLCs) reported that their Aboriginal and/or Torres Strait Islander clients constituted 95% or more of their clients. Again, the responses to these questions are very similar to those reported in the 2013 Census.

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%).²⁶

²⁴ The median result falls in the middle of all results when sorted in order of size.

²⁵ In contrast, data from the CLSIS database reveals that 208,756 clients were assisted over the 2013/14 financial year. Of these clients, 6.3% (13,130) identified as Aboriginal and/or Torres Strait Islander. Note: Only CLCs that receive funding under CLSP are required to collect data using CLSIS, and then only for CLSP funded services and programs. Further, NACLC believes that the proportion of Aboriginal and/or Torres Strait Islander clients is underreported overall, due to practices such as not asking clients for this information or having 'Neither Aboriginal nor Torres Strait Islander origin' selected as the default indicator in CLSIS. See NACLC's publication, *The work and clients of CLSP CLCs in numbers for 2013/14* (2014) for more information <<http://www.nacclc.org.au/resources/The%20work%20and%20clients%20of%20CLSP%20CLCs%202013-14%20-%20FOR%20CLCs.docx>>.

²⁶ Australian Bureau of Statistics, *Census of Population and Housing – Counts of Aboriginal and Torres Strait Islander Australians*, Cat No 2075.0 (2011).

3.6.2. Aboriginal and/or Torres Strait Islander identified positions

Of the 137 centres that responded to a question about having an Aboriginal and Torres Strait Islander identified staff position, 19.0% (26 CLCs) indicated that they have at least 1 identified position that can only be filled by an Aboriginal and/or Torres Strait Islander person. Four centres (2.9%) 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 (15 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 Torres Strait Islander peoples, including the provision of culturally safe services.

Table 19: Centres with an Aboriginal and Torres Strait Islander identified position (n=137)

Identified position	No. of CLCs	Percentage (%)
Yes	26	19.0
No	107	78.1
Not yet, but planning for one within 12 months	4	2.9
	137	100

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. Positions with community liaison as part of their role

CLCs were asked whether an identified position or any other position at their CLC had Aboriginal and Torres Strait Islander community liaison as part of the role. Of the 106 CLCs responding to this question, 40.6% (43 CLCs) reported that they do have a position with such a community liaison role.

It is not known how many of these positions are held by an Aboriginal and/or Torres Strait Islander person, but NACLC has been informed by one of the state CLC associations that some CLCs employ an Aboriginal and/or Torres Strait Islander person in a community liaison position where the position has not been formally classified as an identified position. NACLC intends to review and potentially clarify questions relating to identified positions, in consultation with Aboriginal and/or Torres Strait Islander stakeholders, for future Censuses.

3.6.4. Aboriginal and/or Torres Strait Islander Community events

CLCs were asked to nominate the engagement their CLC has with Aboriginal and/or Torres Strait Islander peoples, aside from providing direct client services. 103 CLCs responded, with 'participating in community events' the number one selected activity (as reported by 72.8% of respondents or 75 CLCs).

Table 20: Engagement with Aboriginal and Torres Strait Islander peoples (n=103)

Type of engagement	No. of CLCs	Percentage (%)
Participating in community events	75	72.8
Community outreach	70	68.0
Participating in NAIDOC Week	52	50.5
Management Committee/Board member	33	32.0
Participating in Reconciliation Week	31	30.1
Advisory Committee	20	19.4
Other	18	17.5

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 (17.5% or 18 CLCs), the responses varied and included: community legal education projects, policy and law reform work regarding cultural heritage, and working in partnership with Aboriginal and Torres Strait Islander organisations (such as the Aboriginal Health Service).

3.6.5. Cultural awareness/safety training

Of the 137 CLCs that responded to a question about cultural awareness/safety training, 69.3% (95 CLCs) reported that their staff undertake this training.

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

In 2014, a new question was introduced about developing RAPs that built upon a question asked in the 213 Census about centres' perceptions of RAPs, (responses to that question ranged from 'very important' to 'very unimportant').

Of the 123 CLCs that responded to a question about whether their CLC has or is considering developing a RAP, the majority (70.7% or 87 CLCs) have not yet developed a RAP. 4.9% (6 CLCs) have developed and implemented a RAP for their centre.

Table 21: Development of Reconciliation Action Plans (n=123)

Action	No. of CLCs	Percentage (%)
Not yet considered developing a RAP	87	70.7
Planning for a RAP within the next 12 months	14	11.4
Currently developing a RAP	12	9.8
Developed and implemented a RAP	6	4.9
Considered a RAP and decided against one	4	3.3
Total	123	100.1

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

In the 2014 Census, NACLC included a new group of questions related to engagement with people with disability in order to collect demographic and service data on this client group, and determine how CLCs are seeking to provide an accessible service to this client group.

CLC engagement with people with disability is particularly important given, as highlighted in the *Legal Australia-Wide Survey: Legal Need in Australia* ('the LAW Survey'), people with disability have a higher prevalence of legal problems than all other groups across all jurisdictions.²⁷

3.7.1. Clients identifying as a person with disability

Centres were asked to indicate the proportion of their clients, as a percentage of their total number of clients in the 2013/14 financial year, who identified as a person with disability.

For the 113 respondents, the average proportion of clients with disability was 25.4%. Unlike the figures for Aboriginal and Torres Strait Islander clients, minimal difference was observed between the average and median.²⁸ The median showed that 20.0% of clients identified as people with disability.²⁹

Of the 113 respondents to this question, 3.5% (4 CLCs) reported that they did not have any clients that identified as a person with disability, while 8.8% (10 CLCs) reported that their clients with disability constituted 90% or more of their clients.

Both the average and median percentages of clients identifying as persons with disability, as reported by these 113 respondents, remain above the percentage of people with disability in the total Australian population (18.5%).³⁰

It is possible that these 113 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.³¹

²⁷ C Coumarelos et al, *Legal Australia-Wide Survey: Legal Need in Australia* (Law and Justice Foundation of NSW, 2012), 36.

²⁸ The median result falls in the middle of all results when sorted in order of size.

²⁹ In contrast, data from CLSIS database reveals that 208,756 clients were assisted over the 2013/14 financial year. Of these clients, 16.4% (34,297) identified as a person with disability. Note: only CLCs that receive funding under CLSP are required to collect data using CLSIS. Further, NACLC believes that even though collection rates for the disability indicator have improved, there remain a number of CLCs that hardly collect this data at all. See NACLC's publication, *The work and clients of CLSP CLCs in numbers for 2013/14* (2014) for more information < <http://www.nacalc.org.au/resources/The%20work%20and%20clients%20of%20CLSP%20CLCs%202013-14%20-%20FOR%20CLCs.docx>>.

³⁰ Australian Bureau of Statistics, *Disability, Ageing and Careers, Australia: Summary of Findings, Cat No 4430.0* (2012).

³¹ 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*

3.7.2. Disability awareness training

Of the 138 CLCs that responded to a question about disability awareness training, 35.5% (49 CLCs) reported that their staff undertake this training.

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

Of the 127 CLCs that responded to a question about whether their CLC has or is considering developing a Disability Action Plan (DAP), the majority (81.9% or 104 CLCs) have not yet developed or considered developing a DAP. 6.3% (8 CLCs) of respondent CLCs have developed and implemented a DAP for their centre.

Table 22: Development of Disability Action Plans (n=127)

Action	No. of CLCs	Percentage (%)
Not yet considered developing a DAP	104	81.9
Planning for a DAP within the next 12 months	8	6.3
Developed and implemented a DAP	8	6.3
Currently developing a DAP	7	5.5
Considered a DAP and decided against one	0	0.0
Total	127	100.0

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

3.8. Policy advocacy and law reform

CLCs have a long and successful history of bringing about systemic change through policy advocacy and law reform activities, as well as other early intervention strategies.

Of the 139 respondents, the majority (82.7% or 115 CLCs) indicated that they undertook policy advocacy and law reform activities in the 2013/14 financial year.

Of these 115 CLCs, 112 centres responded to a further question asking them to select the activities their centres undertook. Most CLCs reported undertaking a range of activities. The main activity reported was preparing submissions to inquiries and reviews (98.2% or 110 CLCs).

Table 23: Policy advocacy and law reform undertaken by CLC, multiple answers possible (n=112)

Action	No. of CLCs	Percentage (%)
Preparing submissions to inquiries and reviews	110	98.2
Meeting with MPs and/or their staff	80	71.4
Letter writing to MPs	66	58.9
Consulting with and appearing before inquiries and reviews	60	53.6
Advocating via social media	53	47.3
Advocating via other media	50	44.6
Running a coordinated, branded campaign	20	17.9

Question: What sort of policy and law reform work did your CLC undertake in the 2013/14 financial year? (Tick all that apply).

3.8.1. Recent changes impacting on law reform and policy work

CLCs were asked to provide an example of how their CLC has been affected by changes in government policy (including wording of service agreements)³² that may have impacted on the policy advocacy and law reform work of the CLC sector.

74 CLCs responded to this question. Some of the key effects highlighted in responses include:

- reluctance to publicly question or criticise government, including more caution about the language used in any public communications
- using other funding sources to fund this type of work
- undertaking policy advocacy and law reform projects outside 'working hours'

³² For example, following amendments to CLSP service agreements in the 2012/13 financial year, CLCs are no longer able to use Commonwealth funding for law reform and policy and advocacy work, except in specific and limited circumstances.

- cessation of policy advocacy and law reform activities – either completely, or only in relation to Commonwealth matters
- reduction in the quantity of policy advocacy and law reform work, and
- using volunteers or pro bono partners to undertake this work.

A minority of the 74 respondents indicated that there had been no changes to their law reform and policy work, without providing further information. Some respondents commented that their law reform and policy work had not been affected as their policy advocacy and law reform positions were funded by other sources (eg. state funding or non-government funding).

3.8.2. Impact of funding cuts

CLCs were also asked to give any examples of how their work had been or will be affected by recent funding cuts to the legal assistance sector.³³

100 CLCs responded to this question, with some of the predicted and actual impacts including:

- complete closure of the service
- closing branch offices
- reduction in services overall
- cessation of non-legal services (eg. social work, financial counselling)
- reduction in positions and/or staff hours contributing to an increased inability to meet demand from people seeking legal assistance
- staff redundancies, including the loss of specialist positions, including positions for Aboriginal and/or Torres Strait Islander staff
- reduction in staff hours
- cutting or reducing outreach services
- reduction in community engagement
- reduction in casework load
- inability to contribute to policy advocacy and law reform work
- increased reliance on volunteers and pro bono assistance, and
- downsizing office space and relocating.

Some CLCs noted that they had not been affected by the cuts at the time of the Census, while others indicated they had started forward planning for cuts due to take effect in future years (eg. foreseeing branch closures, reduction in staff hours).

³³ See above at footnote 12 for an explanation about the recent funding cuts.

3.9. Technology

The 2014 Census contained questions relating to methods of using technology and technological platforms that differed from questions in the 2013 Census. The 2014 questions were designed to obtain a clearer view about what technology methods and platforms CLCs use for a range of legal assistance services.

In 2014, 112 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 2013/14 financial year.

3.9.1. Legal information via technology

Of the 112 respondents, email was the most favoured technology method used to provide legal information to people seeking legal assistance (77.7% or 87 CLCs). Legal information via email can involve CLCs sending people seeking assistance links to resources and attachments such as information sheets.

Table 24: Technology method/platform for the provision of legal information, multiple answers possible (n=112)

Technology method/platform	No. of CLCs	Percentage (%)
Email	87	77.7
Website (including blogs)	85	75.9
Facebook	41	36.6
Twitter	29	25.9
Online conferencing	17	15.2
DVD	13	11.6
YouTube	13	11.6
Skype	11	9.8
Smart phone apps	8	7.1

Question: Which of these technology methods or platforms (list provided) did you use to provide legal information in the 2013/14 financial year? (Tick all that apply).

3.9.2. Legal advice via technology

Of the 112 CLCs that responded about their use of technology, email was the main technology method or platform used to provide legal advice (53.6% or 60 CLCs).

With 1 CLC (0.9%) reporting that YouTube was used to deliver legal advice, this suggests some error in reporting may have occurred.

Table 25: Technology method/platform for the provision of legal advice, multiple answers possible (n=112)

Technology method/platform	No. of CLCs	Percentage (%)
Email	60	53.6
Skype	22	19.6
Website (including blogs)	6	5.4
Online conferencing	5	4.5
YouTube	1	0.9

Question: Which of these technology methods or platforms (list provided) did you use to provide community legal advice in the 2013/14 financial year? (Tick all that apply).

3.9.3. Legal representation via technology

The main reported method for the provision of legal representation via technology was through email (13.4% or 15 CLCs). Legal representation via email can involve writing letters to court on behalf of clients.

With 2 CLCs (1.8%) reporting that a website (including blogs) was used to provide legal representation, this again suggests some error in reporting may have occurred. For example, this CLC could have meant that legal representation had been *facilitated* through a website, but was provided through video conferencing.

Table 26: Technology method/platform for the provision of legal representation, multiple answers possible (n=112)

Technology method/platform	No. of CLCs	Percentage (%)
Email	15	13.4
Skype	6	5.4
Website (including blogs)	2	1.8
Online conferencing	2	1.8

Question: Which of these technology methods or platforms (list provided) did you use to provide legal representation in the 2013/14 financial year? (Tick all that apply).

3.9.4. Community legal education via technology

Websites (including blogs) were the main technology method or platform used to deliver community legal education (as reported by 50.9% or 57 CLCs).

Table 27: Technology method/platform for the provision of community legal education, multiple answers possible (n=112)

Technology method/platform	No. of CLCs	Percentage (%)
Website (including blogs)	57	50.9
Facebook	29	25.9
Email	28	25.0
Online conferencing	22	19.6
Twitter	21	18.8
YouTube	18	16.1
DVD	17	15.2
Skype	10	8.9
Smart phone apps	6	5.4

Question: Which of these technology methods or platforms did you use to provide community legal education in the 2013/14 financial year? (Tick all that apply).

3.10. 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 2014 Census, 135 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 2013/14 financial year.

3.10.1. Legal services

The 135 respondents reported that their most common partners when delivering legal services were other CLCs (52.6% or 71 CLCs), followed by community organisations – non-legal (42.2% or 57 CLCs), then Legal Aid (39.3% or 53 CLCs).

Table 28: Organisations/agencies partnered with for legal services, multiple answers possible (n=135)

Organisation/agency	No. of CLCs	Percentage (%)
CLCs	71	52.6
Community organisation – non-legal	57	42.2
Legal Aid	53	39.3
Aboriginal community controlled organisation	20	14.8
ATSILS	18	13.3
Community organisation – legal	16	11.9
State government agency	16	11.9
FVPLS	14	10.4
Local government agency	13	9.6
Commonwealth government agency	10	7.4

Question: Which of the following organisations or agencies did your CLC partner with in delivering legal services in the 2013/14 financial year? (Tick all that apply).

3.10.2. Community legal education

CLCs have long worked in partnership with other organisations to provide community legal education services. For the 135 respondents, 'community organisations – non-legal' were the primary partners for CLCs when delivering community legal education (68.1% or 92 CLCs).

Table 29: Organisations/agencies partnered with for community legal education, multiple answers possible (n=135)

Organisation/agency	No. of CLCs	Percentage (%)
Community organisation – non-legal	92	68.1
CLCs	79	58.5
Legal Aid	50	37.0
State government agency	39	28.9
Aboriginal community controlled organisation	35	26.0
Community organisation – legal	32	23.7
Local government agency	27	20.0
Commonwealth government agency	18	13.3
ATSILS	12	8.9
FVPLS	8	5.9

Question: Which of the following organisations or agencies did your CLC partner with in delivering community legal education in the 2013/14 financial year? (Tick all that apply).

3.10.3. Policy advocacy and law reform

For the 135 respondents, other CLCs were the most common partner in policy advocacy and law reform projects (51.9% or 70 CLCs).

Table 30: Organisations/agencies partnered with for policy advocacy and law reform, multiple answers possible (n=135)

Organisation/agency	No. of CLCs	Percentage (%)
CLCs	70	51.9
Community organisation – non-legal	54	40.0
Community organisation – legal	20	14.8
State government agency	18	13.3
Aboriginal community controlled organisation	14	10.4
Legal Aid	13	9.6
Commonwealth government agency	11	8.1
ATSILS	9	6.7
Local government agency	8	5.9
FVPLS	6	4.4

Question: Which of the following organisations or agencies did your CLC partner with in delivering policy advocacy and law reform in the 2013/14 financial year? (Tick all that apply).

3.11. Accreditation

In the 2014 Census, the number of questions about the NAS was reduced, because CLCs had already been surveyed as part of an independent review of the first cycle of the NAS' operation ('NAS Review').³⁴ One question was retained, in order to build upon baseline data from 2013.

3.11.1. Additional resources for the NAS

CLCs were again asked: if NACLC 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 123 CLCs that responded to this question was 'one-on-one practical assistance for less resourced services to address their problem area(s)' (74.2% or 23 CLCs). This was also a top priority in the 2013 Census.

The need for such assistance was a key finding of the NAS Review, leading to a recommendation that a major focus of the National Accreditation Coordinator/Regional Accreditation Coordinators' activity and resources in the next cycle be directed towards providing organisational development and support, especially for less resourced centres, to facilitate continuous improvement.³⁵

Table 31: Organisations/agencies partnered with for policy, advocacy and law reform, multiple answers possible (n=123)

Organisation/agency	No. of CLCs	Percentage (%)
One-on-one practical assistance for less resourced services to address their problem area(s)	87	70.7
Opportunities for training or development in areas identified in need of improvement	83	67.5
Training in preparing and progressing a good practice improvement work plan	67	54.5
Training in getting the most from the MSO tools	45	36.6
Training and support in using the SPP online assessment	30	24.4

Question: *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).*

12 CLCs (9.8%) suggested 'Other' options for additional resources, including more 'modern' templates, practical assistance drafting policies as 'some templates are great, some not so good' and developing training modules for MC/Board members.

³⁴ L Ryan and B Currie, *Review of the National Accreditation Scheme of Community Legal Centres* (Hecate Consulting, 2014).

³⁵ Ibid, 36.

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

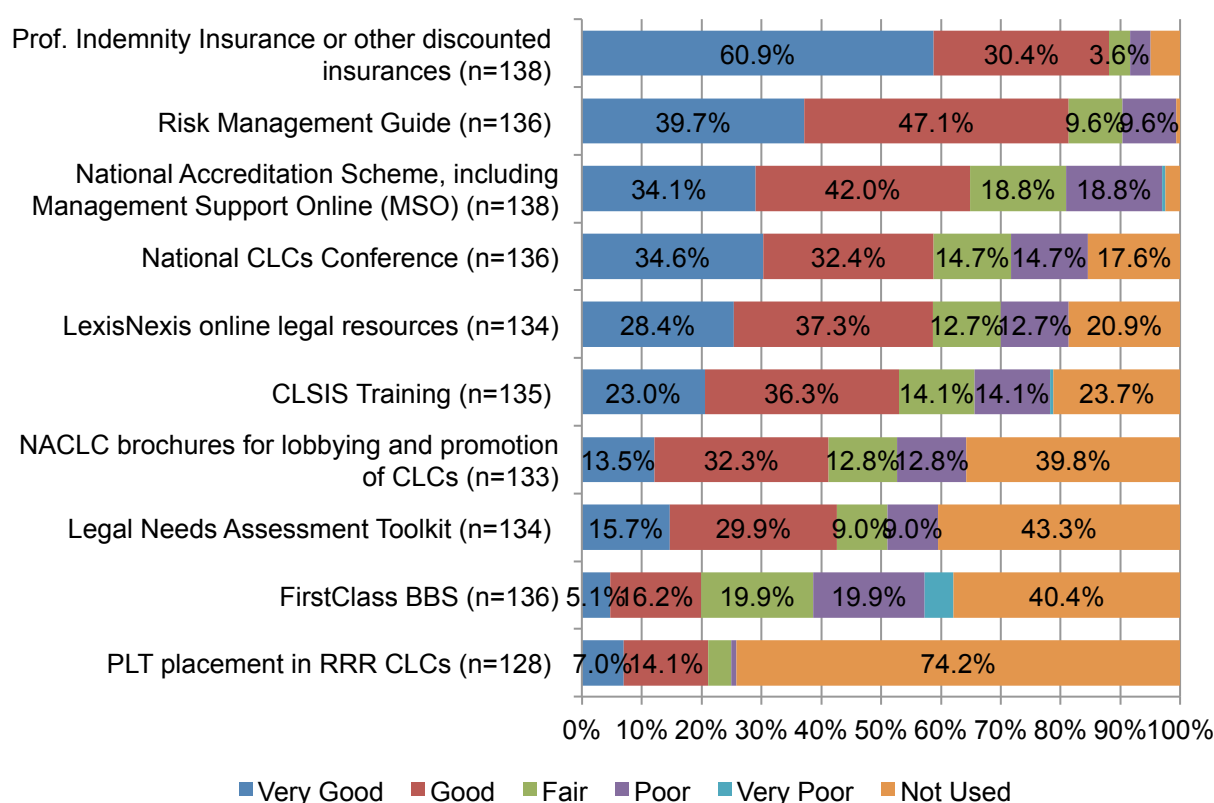
Feedback about NACLC's work was sought from CLCs to assist in informing NACLC's sector sustainability, policy advocacy and law reform work.

3.12.1. Rating of NACLC's sector sustainability services

CLCs were asked to rate NACLC's sector sustainability services over the 2013/14 financial year. 138 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 2: Rating of NACLC's sector sustainability services, including the proportion of centres that do not use such services

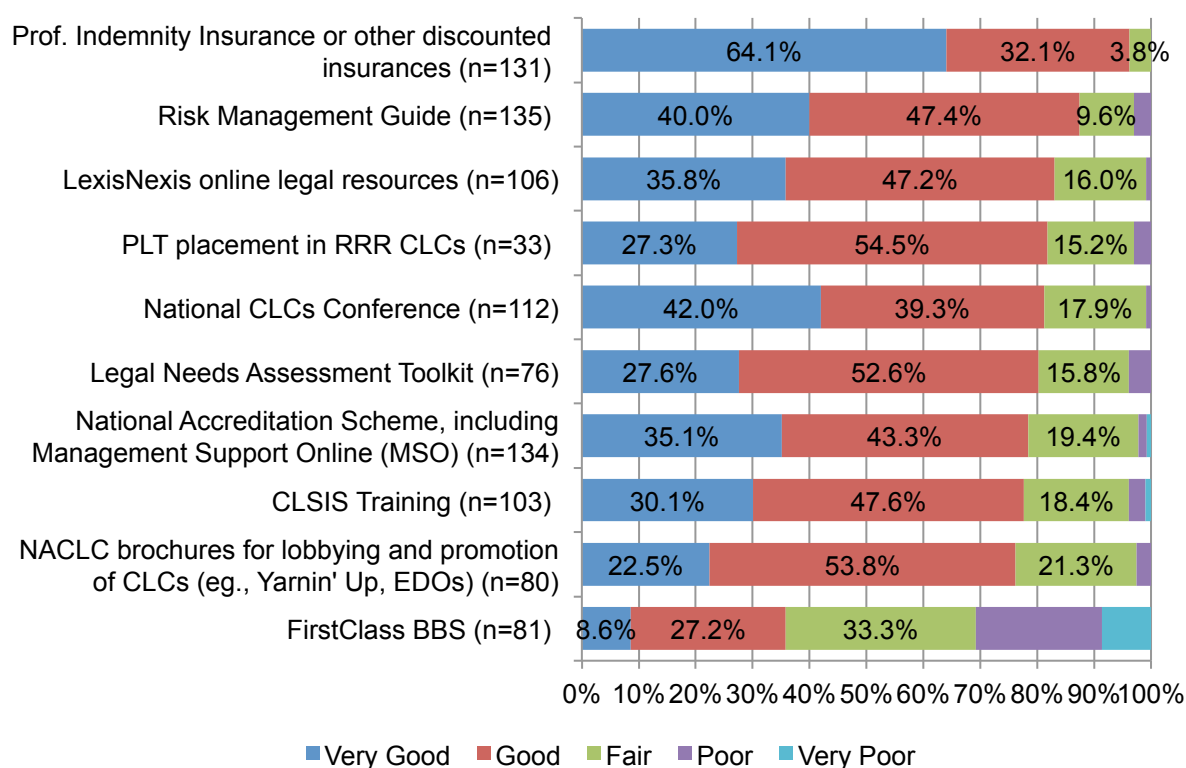


Question: Following is a list of sector sustainability services that NACLC offers. Please tell us how you rate each of our services for the 2013/14 financial year.

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. By excluding those CLCs that do not use each service, the

results now show a higher rating than in 2013 for the LexisNexis online legal resources and PLT placement in RRR CLCs.

Figure 3: Rating of NACLC's sector sustainability services by centres that use them



Question: Following is a list of sector sustainability services that NACLC offers. Please tell us how you rate each of our services for the 2013/14 financial year.

3.12.2. Sector sustainability priorities

CLCs were asked to nominate sector sustainability priorities NACLC should focus on over the next 12 months. 120 CLCs responded, with the main priority being actively supporting CLCs in using the Legal Needs Assessment Toolkit (60.8% or 73 CLCs).

Table 32: Sector sustainability priorities, tick up to three items (n=120)

Organisation/agency	No. of CLCs	Percentage (%)
Actively supporting CLCs in using the Legal Needs Assessment Toolkit	73	60.8
Developing accessible online training in non-legal skills	67	55.8
Resources/support in developing project management skills	58	48.3
Good practice financial management resources/support	54	45.0
Investigating bulk purchases	51	42.5

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.*

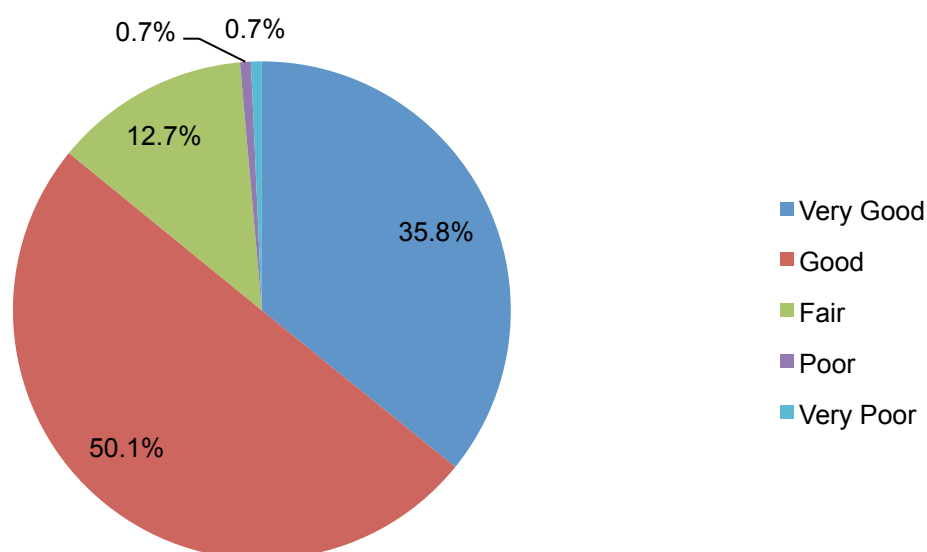
3.12.3. Rating of NACLC's policy advocacy and law reform work

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 2013/14 financial year.

A significant majority of the 134 respondents rated NACLC's policy advocacy and law reform work in the 2013/14 financial year as 'very good' or 'good' (85.9% or 115 CLCs). 12.7% (17 CLCs) rated NACLC's policy advocacy and law reform work as 'fair'. Only 1.4% (2 CLCs) rated policy advocacy and law reform work as 'poor' or 'very poor'.

While NACLC cautions against making any broad statements comparing the findings between the two years, NACLC does note that a difference can be observed in the rating for policy advocacy and law reform work in the 2013 and 2014 Censuses. In 2013, 74.7% of those CLCs that reported 'using' NACLC's policy advocacy and law reform 'service' rated this work as 'very good' or 'good'. As stated above, in 2014, 85.9% reported this aspect of NACLC's work as 'very good' or 'good'.

Figure 4: Rating of NACLC's policy advocacy and law reform work (n=134)



Question: *NACLC has done a range of policy advocacy and law reform work over 2013/14. This work includes: submissions and advocacy in relation to legal assistance funding and policy advocacy/law reform work; submissions to inquiries including the Productivity Commission Access to Justice Inquiry; meetings with government and MPs; and engagement with UN processes, including on the rights of older persons. What do you think of NACLC's overall policy advocacy and law reform work in 2013/14? Please rate our performance.*

3.12.4. 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=134)

Priorities	No. of CLCs	Percentage (%)
Responding to the proposed changes to the framework for legal assistance, including funding changes	129	96.3
Rights protection of priority groups	87	64.9
Legal profession regulation that 'fits' the needs of CLCs and their clients	68	50.7
Engaging with the debate on traditional rights and freedoms	44	32.8
Justice reinvestment for Aboriginal and Torres Strait Islander peoples	35	26.1

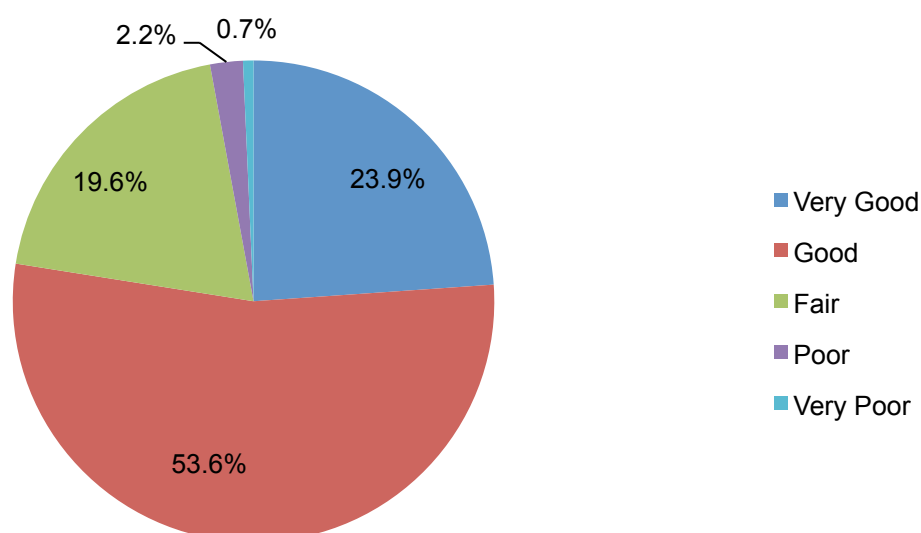
Question: *What do you think are the three most important policy advocacy and law reform priorities NACLC should focus on over the next 12 months? Tick up to THREE items on the list.*

3.13. Communications from NACLC

3.13.1. Rating of NACLC's communications

A large majority of the 138 respondents (77.5% or 107 CLCs) rated NACLC's communication with individual centres as 'very good' or 'good'. 19.6% (27 CLCs) ranked it as 'fair'. Only 2.9% (4 CLCs) rated communication as 'poor' or 'very poor'.

Figure 5: Rating of NACLC's communication with individual CLCs (n=138)



Question: How would you rate NACLC's communication with individual CLCs in the 2013/14 financial year?

3.13.2. Preferred method of electronic communication

In order to enhance NACLC's communication with CLCs, a new question was added to the 2014 Census, asking what was the preferred method of electronic communication from NACLC. A large majority (70.1% or 96 CLCs) preferred receiving news via a combination of methods, namely NACLC's e-Bulletin as well as ad hoc email broadcasts containing news items.

Table 34: Preferred methods of communication (n=137)

Methods of communication	No. of CLCs	Percentage (%)
I prefer to only receive all news in NACLC's e-Bulletin	30	21.9
I prefer to only receive news items in ad hoc email broadcasts	11	8.0
A combination of both	96	70.1
Total	137	100.0

Question: To assist us in communicating with centres, it would help us to know how you prefer to receive electronic communications. (Please tick the statement with which you most agree).

3.13.3. FirstClass BBS

Similar to the results in the 2013 Census, the majority (60.4% or 84 CLCs) of the 139 respondents in 2014 do not use FirstClass BBS. Just over a third (39.6% or 55 CLCs) reported using it.

Of the 55 respondents that reported using FirstClass BBS, 54 CLCs then reported how they used it. The top 3 uses (in order) were:

1. share and view jobs in the sector (55.6% or 30 CLCs)
2. only to access the NoticeBoards (51.9% or 28 CLCs), and
3. setup on the CLC's computers as the email client (44.4% or 24 CLCs).

Table 35: How FirstClass BBS is used, multiple answers possible (n=54)

FirstClass BBS uses	No. of CLCs	Percentage (%)
Share and view jobs in the sector	30	55.6
Only to access the NoticeBoards	28	51.9
Setup on your CLC's computers as the email client	24	44.4
Use the calendar function	14	25.9
Only to forward emails from an @clc.net.au account to another email	13	24.1
Use the FirstClass BBS smart phone app	13	24.1
Share documents	9	16.7
Access the chat function	3	5.6

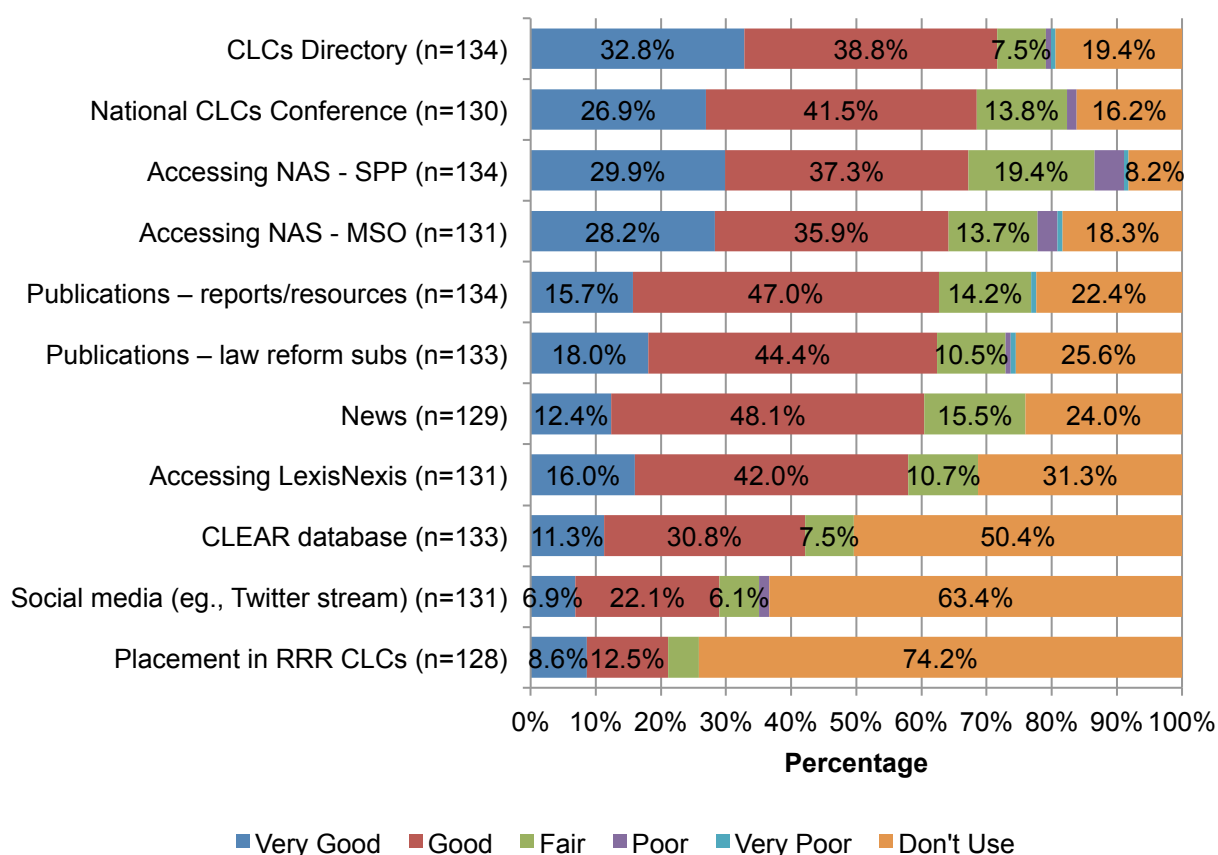
Question: How do you use FirstClass BBS? (Tick all that apply).

3.13.4. NACLC website

As in 2013, respondents were again asked to rate the usefulness of each section of the NACLC website. 134 CLCs overall responded to this question, with 'accessing the NAS' Standards Performance Pathways' ('SPP') online assessment tools and the 'National CLCs Conference' sections being rated as the most useful.

The figure below shows the usefulness rating of each section of the NACLC website, and the proportion of CLCs that do not use a particular section.

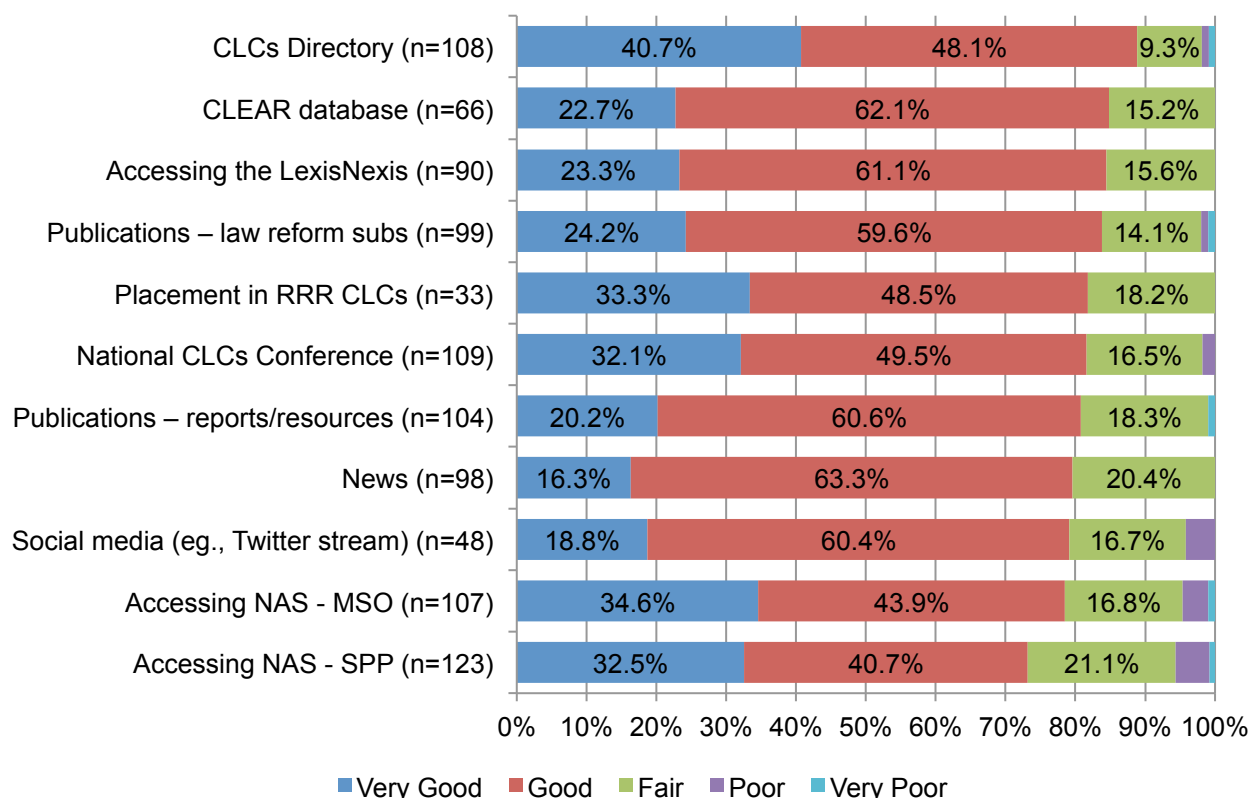
Figure 6: Usefulness of sections of the NACLC website, including the proportion of centres that do not use the website



Question: How do you rate each of the following sections of the NACLC website for usefulness?

Focusing only on the responses from CLCs that reported using every section of the website, all sections of the website received generally positive ratings from users. The CLCs Directory received the most 'very good' and 'good' ratings.

Figure 7: Usefulness of sections of the NACLC website by centres that use them



Question: How do you rate each of the following sections of the NACLC website for usefulness?

CLCs were then asked why they visit the NACLC website. Of the 145 respondents, the main reason given was to access the 'NAS – Standards & Performance Pathways' (63.2% or 79 CLCs) section of the website.

Table 36: Reasons why CLCs visit the NACLC website, tick up to three items (n=125)

Reason for visit	No. of CLCs	Percentage (%)
Accessing NAS – SPP	79	63.2
National CLCs Conference	61	48.8
Accessing NAS – MSO	59	47.2
CLCs Directory	50	40.0
Publications – report and other resources	42	33.6
Accessing the LexisNexis online resources	26	20.8
Publications – law reform submissions	24	19.2
News	22	17.6
CLEAR database	19	15.2
Social media (eg., Twitter stream)	5	4.0
Placement in RRR CLCs	4	3.2

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 18 respondents varied. One key theme was that CLCs are obtaining information elsewhere, whether it be through accessing FirstClass BBS or obtaining information from the state CLC associations or via emails from NACLC. Another theme was that the website was not directly relevant to the day-to-day work of CLCs.

Appendices

Appendix A: Methodology and question development

The methodology below applies to both the national and state-based reports, with the exception that the population group changes.

Questions

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

In developing the questions, NACLC consulted with state and territory representatives on the NACLC MC, Executive Officers of the state and territory associations, NACLC staff and members of NACLC's RAP Working Group.

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

Piloting

Piloting of the proposed questions commenced in September 2014.

Ten CLCs were invited to participate in the pilot, with 5 CLCs ultimately participating. 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.

NACLC's view is that a randomised sampling approach would not adequately capture the diversity of the sector.

In total, 180 members were invited to complete the survey.

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 October and November 2014. 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 Census were retained in 2014. The objective 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, 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 1 October to 7 November 2014.

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

NACLC sought to keep many of the same sections and questions, in order to build upon the baseline data from 2013. While the number of questions in some sections was reduced (eg. the governance and NAS-related questions), other sections, especially those sections focussing on volunteers, technology and communications, had additional questions added.

New sections were added about partnerships, funding cuts and changes to service agreements, and CLC engagement with people with disability.

Some of the sections from the 2013 Census that CLCs reported as being onerous and/or from which NACLC did not obtain any reliable data were removed for the 2014 Census. For example, questions about staff salaries and non-CLC data were not included.

NACLC anticipated that even though there were more sections, the questions were less onerous, the sector would be more familiar with the process, and that therefore the survey would take the same or less time to complete. Yet, the average, national time taken to complete the Census in 2014 was 61 minutes, whereas in 2013 it was 40 minutes. The median time was only 40 minutes – 10 minutes more than in 2013.

The responses from CLCs about the Census itself varied, with some CLCs commenting on finding the Census had increased in length (reflecting the above time estimates), whereas others found it easier to consider and answer the questions, irrespective of the length of the Census overall.

The Census is a 'living' project, and NACLC welcomes feedback at any time, to inform the development of the 2015 Census.

Technical changes

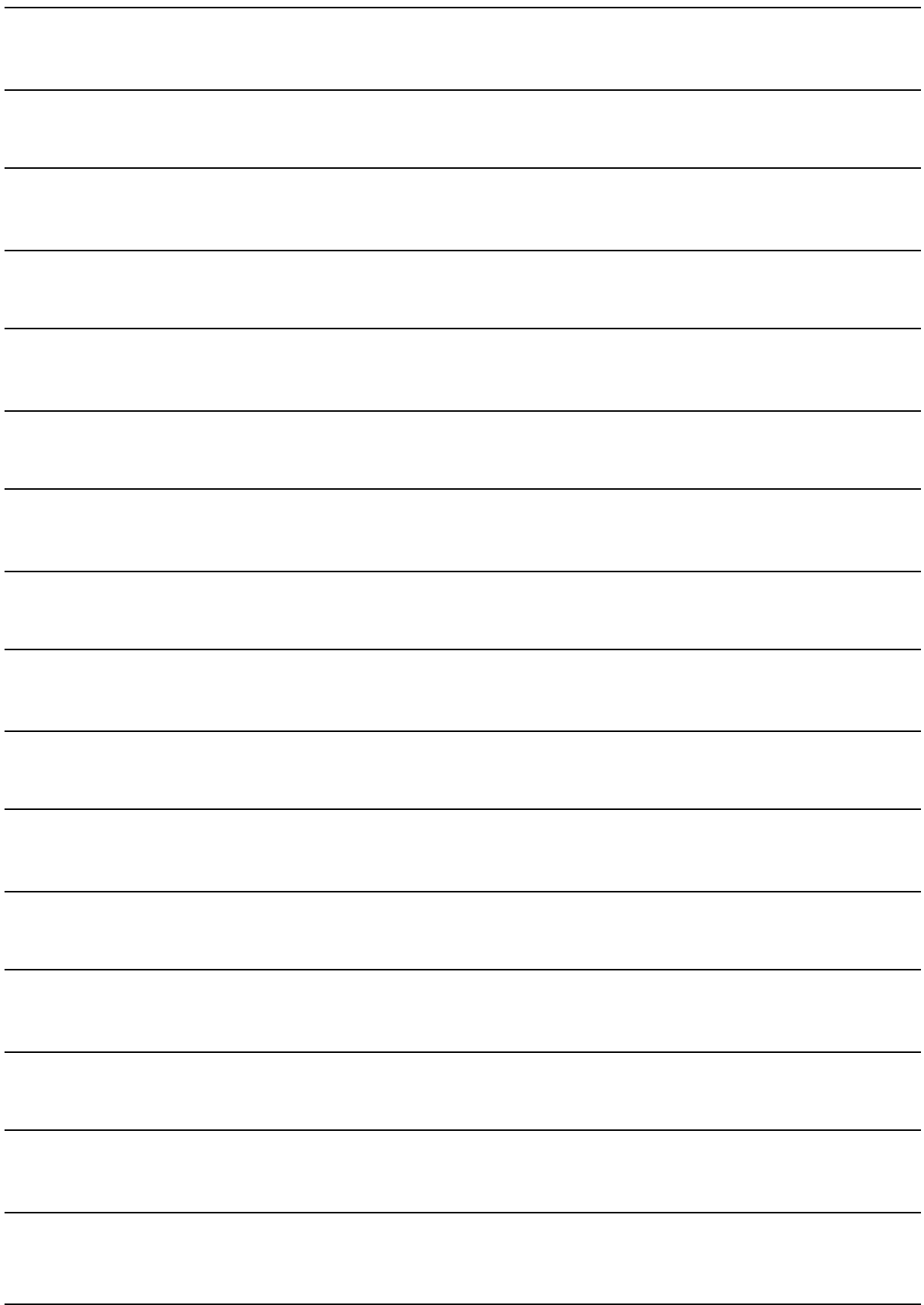
NACLC considered the feedback and technical issues experienced by CLCs during the 2013 Census and discontinued using the free online web survey software, 1ka. SurveyMonkey was used instead of 1ka.

In 2013, many CLCs lost data due to 1ka not saving their responses. With the use of SurveyMonkey this year, no data was lost. This significantly reduced the technical troubleshooting that needed to occur.

CLCs were invited to participate via emails, with a generic link to SurveyMonkey. In 2013, CLCs were sent personalised links to the surveys, but as some CLCs did not have cookies enabled on their browser, this approach did not work well.

Appendix B: Census questions

[illegible]



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.

NACLC Census 2014

WELCOME TO THE NACLC CENSUS 2014!

NACLC invites you to participate in the Census 2014 – an important tool for gathering data that is critical to informing NACLC's work for the sector, particularly in the current political climate.

Your responses to the Census last year were used to inform some of our policy and advocacy and sector sustainability work – including submissions into the Productivity Commission's Inquiry into Access to Justice Arrangements and lobbying Federal MPs.

The Census closing date has been extended until **COB Wednesday, 5 November**.

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 a PDF version for printing from [here](#). Please then enter your response electronically or scan and email a copy to nacalc@clc.net.au.

What's in the Census this year?

A series of nationally focussed questions and some CLCs will be asked questions by their state CLC association. We recommend that you have staffing and volunteer data close to hand when responding.

We've taken your feedback on board and removed some of the more difficult questions about staff salaries and non-CLC data from last year. However, the survey is still around the same length, because we've replaced these questions with easier to answer questions about your CLC's partnerships and policy advocacy and law reform work.

The Census will take around 30 minutes to complete and is confidential. Most questions are optional, except for those marked with an asterisk (*).

Who should complete the Census?

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

I have a question...

If you have any questions about the survey, please contact Chantel at the NACLC office (Mon-Wed) on nacalc@clc.net.au or 02 9264 9595.

CLOSING DATE: COB Wednesday, 5 November.

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. What is your State/Territory?

- ☐ 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 statewide or national service, or does it offer statewide/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

YOUR CLC'S SERVICE DATA

16. Does your CLC use client records/databases other than CLSIS to record data on service delivery and/or client details?

☐ Yes

☐ No

STAFFING

Understanding CLC staffing profiles assists NACLC with its submissions to legal assistance reviews and other advocacy.

Since 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 2013/14 financial year.

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

17. 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"/>

18. 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.

NACLC Census 2014

19. 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/Bookkeeping	<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	<input type="text"/>
Court Advocate	<input type="text"/>
Other paid staff	<input type="text"/>

STAFFING

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

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

VOLUNTEERS AND PRO BONO PARTNERSHIPS

The ability of CLCs to leverage off volunteer contributions is a major positive feature that differentiates CLCs from other legal service providers.

Using data from last year's Census, NACLC recently released two lobbying publications focussing on the collaborative relationships that CLCs have with [volunteers](#) and [pro bono partners](#).

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 additional to these duties.

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.

21. Did your centre use volunteers in any capacity in the 2013/14 financial year?

- ☐ Yes
- ☐ No

VOLUNTEERS

22. Please provide the total number of volunteers at your centre in 2013/14 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"/>

23. 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 2013/14 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"/>

24. What type of work was undertaken by your CLC volunteers in the 2013/14 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)

25. Please estimate the total number of hours PER WEEK in the 2013/14 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

26. Please estimate the total number of hours over the 2013/14 financial year that employed staff spent on developing and providing orientation and induction training to volunteers.

Hours in 2013/14

27. Please estimate the total number of hours over the 2013/14 financial year that employed staff spent on developing and providing training other than at orientation/induction to volunteers.

Hours in 2013/14

NACLC Census 2014

28. NACLC wants to understand more about what is covered in your orientation/induction or any other training you provided to your volunteers in the 2013/14 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

NACLC wants to also know about your pro bono partnerships in 2013/14.

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.

29. Did your centre have a pro bono partnership with a business in the 2013/14 financial year?

☐ Yes

☐ No

PRO BONO

30. Please estimate the total number of hours that pro bono partnerships contributed to your centre in each of the following areas in the 2013/14 financial year:

From lawyers for direct service delivery to clients	<input type="text"/>
From lawyers for advice or assistance to the centre	<input type="text"/>
From specialist lawyers advising centre lawyers in particular areas of expertise for use in client matters	<input type="text"/>
Legal practice management	<input type="text"/>
Bookkeeping/accountancy	<input type="text"/>
Administrative support	<input type="text"/>
Governance/management	<input type="text"/>
Publications (eg., design and printing)	<input type="text"/>
Marketing	<input type="text"/>
Fundraising	<input type="text"/>

GOVERNANCE

We would like to know information about your CLC's governance arrangements to assist us to better understand the sector.

31. Was a skills audit used in 2013/14 to inform recruitment to your MC, Board or governance body?

- ☐ Yes
- ☐ No

32. In your opinion, in which areas could your current MC, Board or governance body strengthen their skills/expertise?

Tick all that apply.

- ☐ Understanding the role of the MC/Board
- ☐ Strategic/operational planning
- ☐ Work, health and safety
- ☐ Human resources and management
- ☐ Financial
- ☐ Legal
- ☐ Communications/marketing
- ☐ Liaison with Aboriginal and Torres Strait Islander
- ☐ Community representative voice
- ☐ Pro bono connection

Other (please specify)

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 or your centre's eligibility policy.

33. Did your CLC record 'turnaways' in the 2013/14 financial year?

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

TURNAWAYS

34. What were the reasons your centre turned people away in the 2013/14 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)

35. 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 2013/14 financial year?

Number of clients

36. Please give the actual number or an estimate of the number of people your centre turned away in the 2013/14 financial year?

Number of people

37. Of your total turnaways in the 2013/14 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

ENGAGEMENT WITH ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES

NACLC would like to know more about how your CLC engages with Aboriginal and Torres Strait Islander peoples.

38. According to CLSIS or other client records/database, in the 2013/14 financial year, what percentage of your clients identified as Aboriginal and/or Torres Strait Islander?

Percentage (%) of clients

39. 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

40. Does this identified position - or any other position - at your CLC have Aboriginal and Torres Strait Islander community liaison as part of their role?

- ☐ Yes
- ☐ No

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

Tick all that apply.

- ☐ Community outreach
- ☐ Participating in NAIDOC Week
- ☐ Participating in Reconciliation Week
- ☐ Participating in Community events
- ☐ Advisory Committee
- ☐ Management Committee/Board member

Other (please specify)

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

- ☐ Yes
- ☐ No

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43. 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.

44. According to CLSIS or other client records/database, in the 2013/14 financial year, what percentage of your clients identified as having a disability?

Percentage (%) of clients

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

☐ Yes

☐ No

46. 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)

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. For the purposes of this section, do not include partnerships with pro bono law firms, private lawyers or volunteers, as these are covered elsewhere in the Census.

47. Which of the following organisations or agencies did your CLC partner with in delivering legal services, community legal education, and/or policy advocacy and law reform in the 2013/14 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"/>

Other (please specify)

48. Do you have a case study/example of an effective partnership undertaken by your CLC in the 2013/14 financial year? Please share in a few sentences.

POLICY ADVOCACY AND LAW REFORM

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

49. Did your CLC undertake policy advocacy and law reform activities in the 2013/14 financial year?

☐ Yes

☐ No

POLICY AND LAW REFORM

50. What sort of policy and law reform work did your CLC undertake in the 2013/14 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)

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

52. There have been recent changes in government policy (including wording for funding agreements) that may have impacted on the law reform and policy work of CLCs.

Please provide an example of how your CLC's policy advocacy and law reform work has been affected by these changes.

IMPACT OF FUNDING CUTS

53. There have been recent funding cuts that may have impacted on the work of CLCs. Do you have any examples of how your work as been affected by these funding cuts?



TECHNOLOGY

54. Which of these technology methods or platforms did you use to provide legal advice, information or representation and community legal education in the 2013/14 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"/>

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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.

55. Following is a list of sector sustainability services that NACLC offers.

Please tell us how you rate each of our services for the 2013/14 financial year:

	Very Good	Good	Fair	Poor	Very Poor	NOT USED
National Accreditation Scheme, including Management Support Online (MSO)	<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., Yarnin' Up, EDOs)	<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"/>

56. 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** items on the list.

- ☐ Actively supporting CLCs in using the Legal Needs Assessment Toolkit
- ☐ Resources/support in developing project management skills
- ☐ Investigating bulk purchases
- ☐ Developing accessible online training in non-legal skills (eg., effective evaluation, WH&S)
- ☐ Good practice financial management resources/support

Other (please specify)

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57. NACLC has done a range of policy advocacy and law reform work over 2013/14.

This work includes: submissions and advocacy in relation to legal assistance funding and policy advocacy/law reform work; submissions to inquiries including the Productivity Commission Access to Justice Inquiry; meetings with government and MPs; and engagement with UN processes, including on the rights of older persons.

**What do you think of NACLC's overall policy advocacy and law reform work in 2013/14?
Please rate our performance.**

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

58. 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)
- ☐ Responding to the proposed changes to the framework for legal assistance, including funding changes
- ☐ Legal profession regulation that 'fits' the needs of CLCs and their clients
- ☐ Engaging with the debate on traditional rights and freedoms (eg., freedom of speech, RDA s18C)
- ☐ Justice reinvestment for 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.

59. How would you rate NACLC's communication with individual CLCs in the 2013/14 financial year?

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

60. To assist us in communicating with centres, it would help us to know how you prefer to receive electronic communications.

Please tick the statement with which you most agree.

- ☐ I prefer to only receive all news in NACLC's e-Bulletin (currently released monthly)
- ☐ I prefer to only receive news items in ad hoc email broadcasts
- ☐ A combination of both

61. Do you use FirstClass BBS?

- ☐ Yes
- ☐ No

COMMUNICATIONS

62. How do you use FirstClass BBS? Tick all that apply.

- ☐ Setup on your CLC's computers as the email client
- ☐ Use the FirstClass BBS smart phone app
- ☐ Share and view jobs in the sector
- ☐ Access the chat function
- ☐ Share documents
- ☐ Use the calendar function
- ☐ Only to access the NoticeBoards
- ☐ Only to forward emails from an @clc.net.au account to another email account

COMMUNICATIONS

63. How do you rate each of the following sections of the NACLC website for usefulness?

	Very Good	Good	Fair	Poor	Very Poor	DON'T USE
CLCs Directory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (eg., Twitter stream)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CLEAR database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications – reports and other resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications – law reform submissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing the LexisNexis online resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
News	<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"/>
Accessing the accreditation online assessment system (Standards and Performance Pathways)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing Management Support Online (MSO)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placement in RRR CLCs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- ☐ CLCs Directory
- ☐ Social media (eg., Twitter stream)
- ☐ CLEAR database
- ☐ Publications – reports and other resources
- ☐ Publications – law reform 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

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



COMMUNICATIONS

66. Thinking about your CLC's communication needs, in which of the following areas would you like to increase your centre's expertise? Tick up to THREE items on the list.

- ☐ Social media
- ☐ Other media
- ☐ Email bulletins
- ☐ Hard copy newsletters
- ☐ Copy writing

ACCREDITATION

We appreciate that many of you have already answered questions about the National Accreditation Scheme as part of the recent independent review of the program. In this Census, however, we have retained a few questions in order to build upon our baseline data from last year.

67. 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 address their problem area(s)
- ☐ Opportunities for training or development in areas identified in need of improvement

Other (please specify)

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.

***68. 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.

69. Please rate the overall performance of CLCNSW in the 2013/14 financial year as your state-based peak body against all the objectives listed above.

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

70. What are the areas where CLCNSW performed well in the 2013/14 financial year?

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

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

QUESTIONS FOR NEW SOUTH WALES CENTRES

CLCNSW is asking these questions as part of their work with members to identify areas where the organisation could potentially reduce costs for NSW CLCs.

73. Which IT provider do you use?

74. Would you be interested in changing to a different IT provider as part of a group purchasing scheme?

- ☐ Yes
- ☐ No
- ☐ Unsure, more information needed

75. Which office supplies provider(s) do you use?

76. Would you be interested in changing to a different office supplies provider(s) as part of a group purchasing scheme?

- ☐ Yes
- ☐ No
- ☐ Unsure, more information needed

77. Which telephone provider do you use?

78. Would you be interested in changing to a different telephone provider as part of a group purchasing scheme?

- ☐ Yes
- ☐ No
- ☐ Unsure, more information needed

79. Which auditor do you use?

80. Would you be interested in changing to a different auditor as part of a group purchasing scheme?

- ☐ Yes
- ☐ No
- ☐ Unsure, more information needed

81. Do you provide any of the following salary-packaged benefits to your staff, to take advantage of your organisation's fringe benefit tax exemption?

- ☐ Living expenses card
- ☐ Loan and mortgage repayments
- ☐ Rent
- ☐ Credit card payments
- ☐ Bills
- ☐ Meal entertainment
- ☐ Cars
- ☐ Superannuation
- ☐ Laptops
- ☐ Professional memberships and subscriptions
- ☐ Newspapers, magazines and journals
- ☐ Self education
- ☐ Childcare
- ☐ Relocation expenses
- ☐ Remote area housing
- ☐ Living away from home allowance
- ☐ Home office expenses
- ☐ Car parking
- ☐ Airline lounge membership
- ☐ Taxi travel
- ☐ Development travel
- ☐ Mobile phones
- ☐ Briefcase, PDAs and calculators
- ☐ Computer software
- ☐ Work related equipment
- ☐ Uniforms
- ☐ Income protection insurance
- ☐ Investment loans
- ☐ Financial/Taxation advice

Other (please specify)

82. If so, who administers this salary packaging program?

- ☐ In-house bookkeeper/financial officer
- ☐ External service provider

Other (please specify)

83. Do you subscribe to any of the following online legal services?

- ☐ LexisNexis
- ☐ Westlaw AU
- ☐ HeinOnline
- ☐ CCH IntelliConnect
- ☐ Lawlex

Other (please specify)

84. Do you subscribe to any hard copy (e.g. loose-leaf) services?

85. What resources would help you to better manage workplace health and safety at your centre?

- ☐ Webinars
- ☐ Draft policy templates
- ☐ Work, health and safety audits
- ☐ Conference sessions – State level (CLCNSW Quarterlies)
- ☐ Conference sessions – National CLCs Conference

Other (please specify)

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/or reduce costs for members.

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.

86. Please rate the performance of QAILS as your state-based peak body in the 2013/14 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"/>

87. What are the areas where QAILS performed well in the 2013/14 financial year?

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

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

QUESTIONS FOR QUEENSLAND CENTRES

QAILS is asking these questions as part of their work with members to identify areas where the organisation could potentially reduce costs for QLD CLCs.

90. Which IT provider do you use?

91. Would you be interested in changing to a different IT provider as part of a group purchasing scheme?

- ☐ Yes
- ☐ No
- ☐ Unsure, more information needed

92. Which office supplies provider(s) do you use?

93. Would you be interested in changing to a different office supplies provider(s) as part of a group purchasing scheme?

- ☐ Yes
- ☐ No
- ☐ Unsure, more information needed

94. Which telephone provider do you use?

95. Would you be interested in changing to a different telephone provider as part of a group purchasing scheme?

- ☐ Yes
- ☐ No
- ☐ Unsure, more information needed

96. Which auditor do you use?

97. Would you be interested in changing to a different auditor as part of a group purchasing scheme?

- ☐ Yes
- ☐ No
- ☐ Unsure, more information needed

98. Do you provide any of the following salary-packaged benefits to your staff, to take advantage of your organisation's fringe benefit tax exemption?

- ☐ Living expenses card
- ☐ Loan and mortgage repayments
- ☐ Rent
- ☐ Credit card payments
- ☐ Bills
- ☐ Meal entertainment
- ☐ Cars
- ☐ Superannuation
- ☐ Laptops
- ☐ Professional memberships and subscriptions
- ☐ Newspapers, magazines and journals
- ☐ Self education
- ☐ Childcare
- ☐ Relocation expenses
- ☐ Remote area housing
- ☐ Living away from home allowance
- ☐ Home office expenses
- ☐ Car parking
- ☐ Airline lounge membership
- ☐ Taxi travel
- ☐ Development travel
- ☐ Mobile phones
- ☐ Briefcase, PDAs and calculators
- ☐ Computer software
- ☐ Work related equipment
- ☐ Uniforms
- ☐ Income protection insurance
- ☐ Investment loans
- ☐ Financial/Taxation advice

Other (please specify)

99. If so, who administers this salary packaging program?

☐ In-house bookkeeper/financial officer

☐ External service provider

Other (please specify)

100. Do you subscribe to any of the following online legal services?

☐ LexisNexis

☐ Westlaw AU

☐ HeinOnline

☐ CCH IntelliConnect

☐ Lawlex

Other (please specify)

101. Do you subscribe to any hard copy (e.g. loose-leaf) services?

102. What resources would help you to better manage workplace health and safety at your centre?

☐ Webinars

☐ Draft policy templates

☐ WHS audits

☐ Conference sessions – State level (QAILS conference)

☐ Conference sessions – NACLC

Other (please specify)

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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.

103. 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:

	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 checked="" 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 checked="" type="radio"/>	<input type="radio"/>

104. 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:

[illegible]

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105. Please provide any comments on the Federation's performance overall or in any specific area.

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

107. 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 02 9264 9595.

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

Minutes

109. 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.