

NATIONAL CENSUS OF COMMUNITY LEGAL CENTRES 2014

WORK, PRIORITIES AND TRENDS IN THE CLC SECTOR

The National Association of Community Legal Centres (NACLC) is the peak national organisation representing Community Legal Centres (CLCs) in Australia. Its members are the state and territory CLCs associations that represent around 200 centres in various metropolitan, regional, rural and remote locations across Australia.

The 2014 Census is the second annual survey of the CLC sector conducted by NACLC, in consultation with the state and territory CLCs associations. The Census is an important tool to collect information about the work, trends and priorities of CLCs.

Note: All statistics in this infographic relate to the 2013/14 financial year, except where noted otherwise.¹

PROFILE

77.8%
of the CLC sector responded to the Census

TOP 3

Top 3 specialist areas or clients groups were:

- family law
- domestic/family violence
- services for Aboriginal and/or Torres Strait Islander peoples

Percentage of CLCs that responded from each state/territory:

80.0% of ACT	75.0% of SA	
71.4% of NT	60.7% of WA	91.7% of NSW
87.5% of TAS	88.6% of QLD	75.5% of VIC

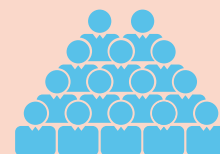
79.6%

reported providing legal outreach at a location other than their CLC's main or branch offices

STAFFING²

1,307.9

Full-time equivalent staff were employed by CLCs



CLIENTS³

13.3%

of clients, on average, identified as an Aboriginal and/or Torres Strait Islander person

25.4%

of clients, on average, identified as a person with disability



VOLUNTEERS AND PRO BONO PARTNERSHIPS

6,543
volunteers contributed a total of

CLCs spent approximately
139,168 hours

on supervising volunteers, and developing and providing orientation/induction and other training for volunteers

776,178 hours

An average of approximately
1 paid staff hour was spent to garner

5.6 quality assured volunteer hours

72,047 hours

were contributed by pro bono partners to CLCs



¹Every percentage (%) referred to in this infographic is a percentage of the number of respondents that answered that particular question. To locate how many CLCs responded to each question, please refer to the National Report on the NACLC website http://www.nacalc.org.au/resources/NACLC_NationalCensusofCLCs_2014_COMBINED.pdf

²Staffing questions were worded to capture staffing statistics at a 'point in time' – that is, at the time when CLCs completed the Census, rather than for the 2013/14 financial year.

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TURNAWAYS³

156,854

people were turned away



65.0%

reported turning away people due
to insufficient resources

GOVERNANCE

44.5%



used a skills audit to inform recruitment
to the CLC's Management Committee,
Board or other governance structure

TOP 3

Top 3 skills that could be strengthened:

- communications/marketing
- strategic/operational planning
- financial skills



POLICY ADVOCACY AND LAW REFORM

82.7%



undertook policy advocacy and law reform activities

TOP 3

Top 3 policy advocacy and
law reform activities:

- preparing submissions to
inquiries and reviews
- meeting with Members of
Parliament (MPs)
and/or their staff
- letter writing to MPs



PARTNERSHIPS

42.2%



partnered with community organisations – non-legal
when delivering legal services

40.6%



partnered with Aboriginal community controlled,
Family Violence Prevention Legal Services (FVPLS)
and Aboriginal and Torres Strait Islander Legal Services
(ATSILS) for the delivery of legal services and community
legal education (CLE)

68.1%



also commonly partnered with community organisations –
non-legal for the provision of CLE.

TECHNOLOGY

19.6%



used Skype to provide
legal advice

16.1%



used YouTube to
provide CLE

7.1%



used smart phone apps
for legal information

³These statistics represent the clients of CLCs that receive funding from the Community Legal Services Programme (CLSP) and other, non-CLSP funding sources. These figures include CLCs that reported that Aboriginal and/or Torres Strait Islander clients or people with disability comprised 100% of their client base.

⁴A '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 a person was turned away.