



**Community  
Legal Centres  
Queensland**

# A fair and just Queensland

## Queensland Government investment in Community Legal Centres 2020-2025

November 2018

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# About Community Legal Centres Queensland Inc.

All Australians understand and value the idea of a “fair go” – that we will be treated equally and fairly regardless of the circumstances we face. This extends to our legal systems, and community legal centres play a vital role in making Australia a safer and fairer place to live, by ensuring that everyone has access to justice.

Community legal centres are independent, community-run organisations that provide legal help to anyone who asks. There are more than thirty of these organisations across Queensland providing legal advice and ongoing representation and support.

**Community Legal Centres Queensland is the peak body for Queensland’s community legal centres, and we work with those centres towards a fair and just Queensland.**

We help community legal centres so they can provide effective, high quality services to their communities.

We help the network of community legal centres keep informed, united and relevant.

We help disadvantaged and vulnerable people in the community to understand their legal and human rights, access legal help, and be heard and respected.

**[www.communitylegalqld.org.au](http://www.communitylegalqld.org.au)**

# Executive Summary

Queensland community legal centres need an overall funding increase from the Queensland Government of **\$50 million** to provide more legal assistance services to more Queenslanders between 2020 and 2025.

The number of clients who receive a service from Queensland community legal centres has not grown since the injection of additional Commonwealth funding in 2015.

There are a number of factors demonstrating that more people are missing out on the legal help they need:

- the population in Queensland has grown in the last 3 year, and is projected to grow by 1.4 -2% over the next 5 years
- the number of services have increased despite the number of people receiving services staying stable, indicating the **increasing complexity** of people's legal needs and requiring us to provide multiple legal services to the same client
- the number of people turned away from community legal centres has more than doubled in the last 3 years.

The negotiation of a new 5-year National Partnership Agreement on Legal Assistance Services (**NPA**) with the Commonwealth provides a window of opportunity to plan for Queensland's contribution to community legal centres in 2020-2025, in the 2019 budget process.

\$50 million over five years starts to make inroads to the State funding contribution identified by the Productivity Commission in 2014, based upon service delivery output comparisons between community legal centres and Legal Aid Queensland.

According to the experts in measuring and mapping legal needs (the Law and Justice Foundation of NSW), census figures show that 50,000 people were more likely to need legal assistance in Queensland between 2011 and 2016.<sup>1</sup>

Investment in Queensland community legal centres provides complementary services and outcomes to those of Legal Aid Queensland, including:

- We provide service to those who cannot afford a lawyer but are unable to obtain a grant of legal aid
- We are community-based organisations that are embedded in our communities and work in partnership with local agencies
- We use volunteers and pro bono support, providing value for money to government
- We provide mainly civil and family legal assistance
- We prioritise services to those on low incomes and otherwise disadvantaged individuals and groups
- We provide services to those whose rights should be protected as a matter of public interest

Our sector requires quality assurance, staff training and development, and other key supports to ensure community legal centres can provide efficient and effective services to more people in Queensland, so we also recommend an additional **\$2.5 million** over 5 years for peak services to support our members' work.

# Investing to provide more services, to more people

Queensland community legal centres need an overall funding increase from the Queensland Government of \$50 million to provide more legal assistance services to more Queenslanders between 2020 and 2025.

This document outlines Community Legal Centre Queensland's advice to Government on the challenges and opportunities of community legal centres providing legal assistance service in Queenslanders under the 2020-2025 National Partnership Agreement (NPA) on Legal Assistance Services.

## About the National Partnership Agreement on Legal Assistance Service

The NPA is an agreement between the Commonwealth and States and Territories setting out the arrangement for the delivery of legal assistance services by community legal centres and legal aid.

The NPA provides Commonwealth community legal centre funding to states and territories to distribute alongside state funding contributions.

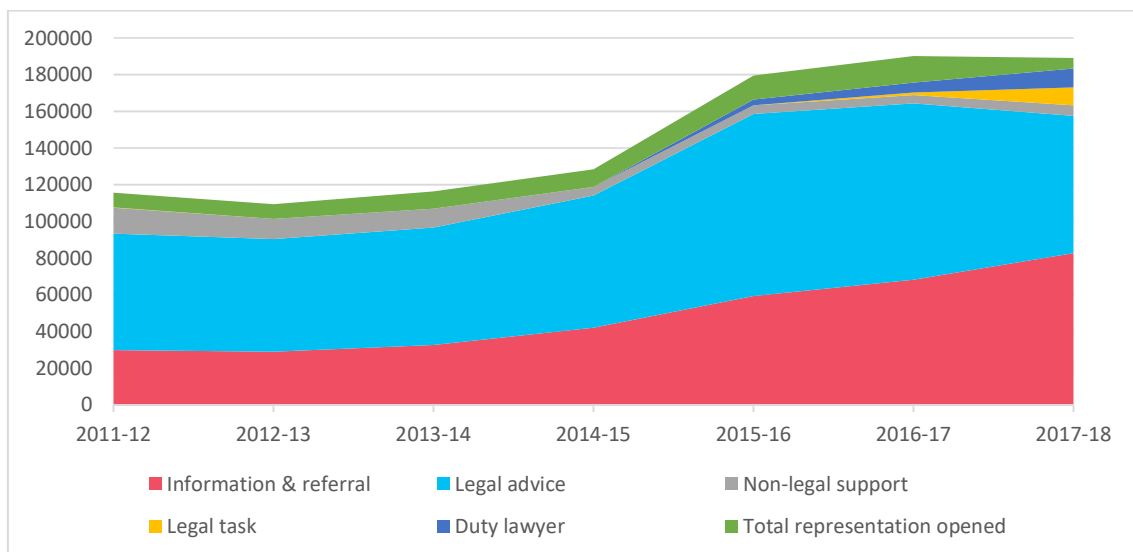
The current NPA ends in June 2020 with negotiation between the parties for the new funding instrument to commence in 2019. This period of negotiation provides a window of opportunity to plan for Queensland's contribution to community legal centres alongside Governments' NPA negotiation process, particularly given that the current system won't meet Queenslanders' need for legal help.

## The current system won't meet Queenslanders' need for legal help

### Current system won't meet our clients' (increasingly) complex needs

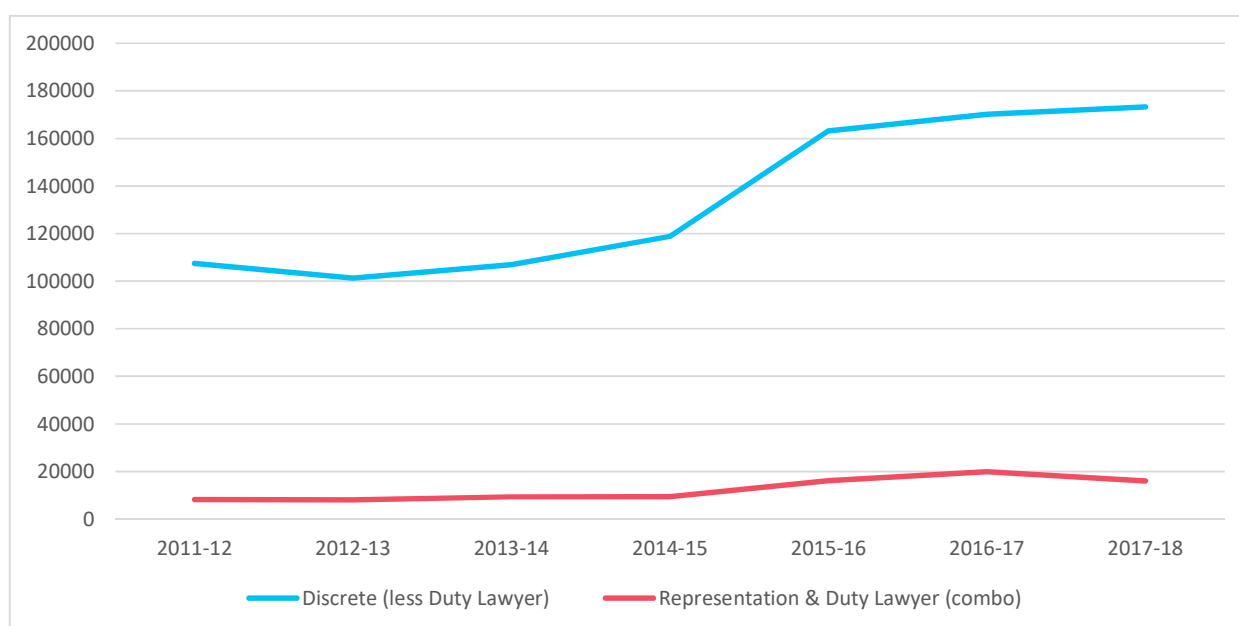
Since 2015, community legal centres have provided more services, but the number of clients has remained relatively stable. This indicates the increasing complexity of people's legal needs and the requirement to provide multiple legal services to clients.

Aggregated numbers of services from CLASS show a significant increase in service numbers since 2011/12:



Disaggregated by service types, we see a sharp increase in 'discrete services' following the introduction of the NPA, but a reduction in representation services:

Year	Information & referral	Legal advice	Non-legal support	Legal task	Duty lawyer	Representation opened
2011-12	29721	63575	14223	8	0	8202
2012-13	28912	61415	10985	2	4	8094
2013-14	32490	64073	10361	1	8	9354
2014-15	42016	71973	4873	7	3	9480
2015-16	59327	99228	4702	28	3250	12946
2016-17	68117	96184	4511	1394	5538	14442
2017-18	82565	74959	5860	9768	10146	5899

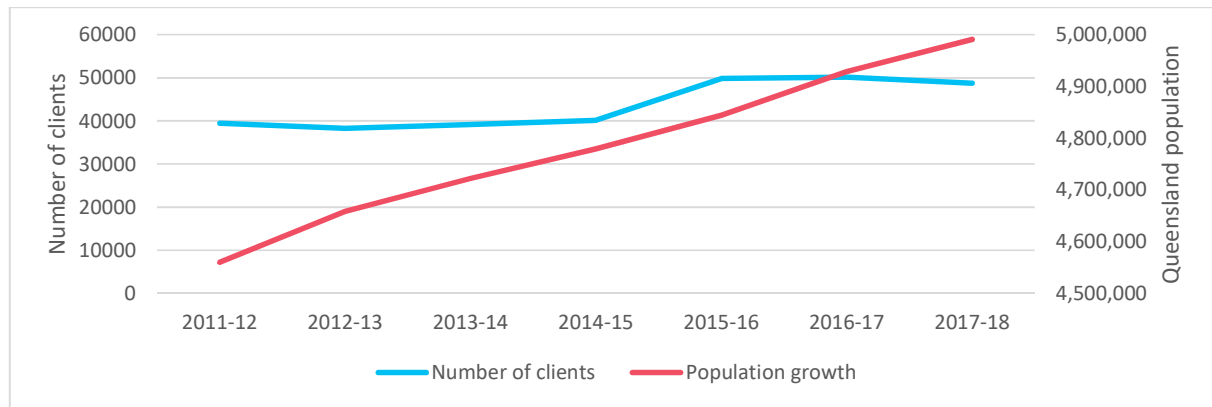


Changes to data definitions and data collection make it difficult to compare trends, so these CLASS data need to be treated cautiously. However, our interpretation of these figures is that proportionately fewer representation services reflects an 'underservicing' of people needing legal help; people approaching community legal centres get some help, but fewer people can access intensive, continuing assistance.

## Current service system will not meet projected population growth

The number of clients provided a service by Queensland community legal centres has not grown since the injection of additional Commonwealth funding in 2015, however the population in Queensland has grown and is projected to grow by 1.4%-2% over the next 5 years.

While the Queensland population is growing, number of clients has remained relatively stable (with the exception of a spike following the introduction of the NPA in July 2015, which included some additional Commonwealth funding):

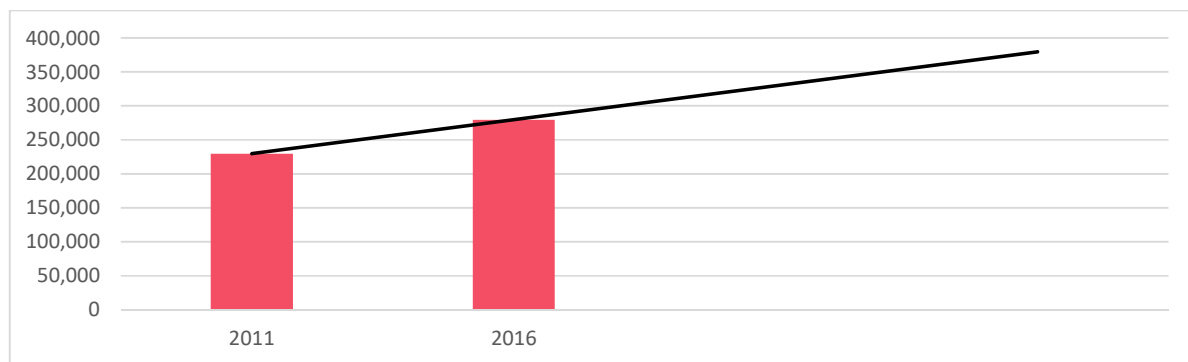


## The number of people likely to need legal help is increasing

### Census figures show 50,000 people were more likely to need legal assistance in Queensland between 2011 and 2016.<sup>2</sup>

Prevalence of the need for legal assistance in Queensland has grown between the 2011 and 2016 Census in addition to community legal centre facing an anticipated increase in population that will place an increase in demand on existing services across 2020-2025.

The Law and Justice Foundation of New South Wales has developed a Need for Legal Assistance Services (Capability)<sup>3</sup> indicator to show the number of people who are likely to need legal assistance should they experience a problem due to their **low level of personal income** and **educational attainment**. Following the 2011 Census, the Foundation identified that there were 229,695 people in Queensland that fall into this category.<sup>4</sup> At the 2016 Census, this number increased to 279,759 people in the State who were likely to need legal assistance.<sup>5</sup>



## Sometimes quick advice is just not enough

Jacek had recently lost his job with a telemarketing company and he is owed some wages. When he contacted his employer about the wages, he was told he wasn't entitled to them and not to bother contesting his dismissal as he was an independent contractor. Jacek's local community legal centre had an evening drop-in service and he was told on the phone that the quickest way to get some help was to turn up on Wednesday night.

Jacek waited for 2 hours on Wednesday night before he got to see a volunteer solicitor, who was very helpful about his situation and gave him a list of 4 things he needed to do before the time limit of 28 days had expired and he lost his right to contest his dismissal at the Fair Work Commission. Two items on the follow-up list involved filling out forms.

English is Jacek's second language and found the forms difficult to fill out. To get help in filling out the form he will need to attend another evening advice session at his local community legal centre to get 30 mins of assistance from a different volunteer lawyer. Jacek is worried that he won't be able to fill out the forms in time.

## Leaving a violent relationship is hard enough, but is made even harder with the string of legal issues that can sometimes follow.

Jackie has left her relationship due to domestic violence and is living in a women's shelter. She wants legal help to get a domestic violence order (**DVO**). The shelter arranges for Jackie to get an appointment with a lawyer at her local community legal centre to help with the DVO application.

During the course of the legal appointment it becomes clear that Jackie is experiencing a number of other issues that require legal help:

- Jackie is still on the lease of the rental property in which she formerly lived with her violent partner. The leasing agent is chasing her for rent arrears and damage to the property.
- Jackie is also named on the personal loan for the car her former partner drives. Her former partner has defaulted on the loan and the lender is now chasing Jackie for payments.
- Jackie's former partner is threatening to apply for custody of their 5 year old daughter and is likely to start court proceedings.
- Jackie has few long term housing and income options and urgently needs help with Centrelink benefits.

Jackie is started to feel that since leaving her violent relationship she has more problems than ever before and fewer options for herself and her daughter.

Jackie is grateful for the help she has received from the community legal centre, but is feeling intimidated and scared about her upcoming court appearance for the DVO. The community legal centre is unable to appear for Jackie or provide her in-court assistance due to resource constraints.

## “Turnaways” have more than doubled in the last 3 years

The current system is unsustainable indicated by the stable numbers of client accessing community legal centres for a service, however the numbers of people turned away from community legal centres have more than doubled in the last 3 years.

Community legal centres report on ‘turnaways’, defined as *‘any person your centre had to send away because you were unable to assist them within the needed timeframe or because of a lack of resources, lack of centre expertise, conflict of interest or your centre’s eligibility policy.’*

Community legal centres provide this information through the NACLC Census,<sup>6</sup> and gather this data by:

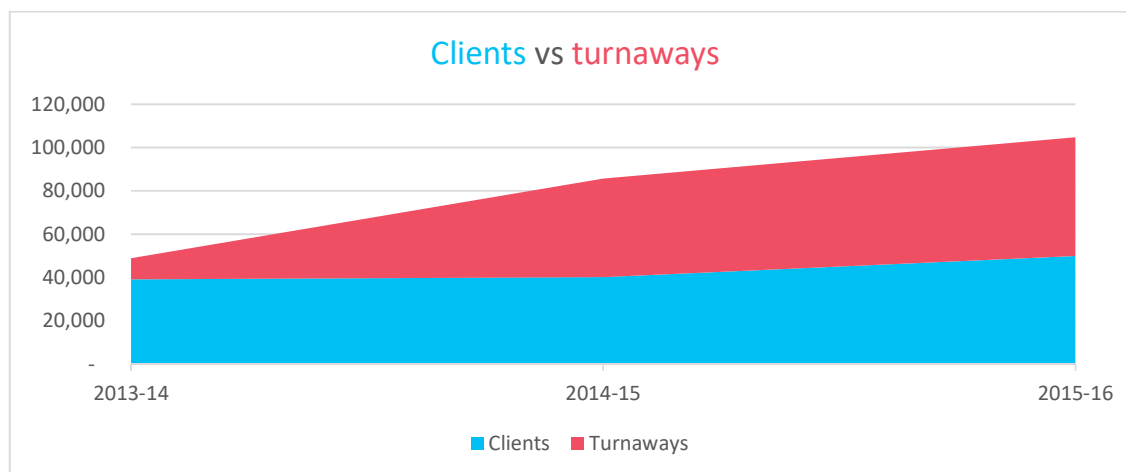
- entering “information referrals” in the Community Legal Services Information System (**CLSIS**),<sup>7</sup>
- recording “informations” in the Community Legal Assistance Services System (**CLASS**),
- recording “referrals” in CLASS,
- using telephone systems that collect the number of calls that did not get through on advice lines (these are recorded as turnaways),
- completing spreadsheets, and
- other practice management systems.

Community legal centres are asked to identify the reasons why they turn away clients by selecting all relevant grounds from a list. The most prevalent reasons are consistently:

- the centre having insufficient resources at the time
- conflict of interest
- the person’s legal problem was outside the centre’s priority area/client group
- unable to assist in the timeframe the client needed

Data from 2013 to 2016 shows increasing numbers of turnaways:<sup>8</sup>

	Clients	Turnaways
2013-14	39,125	9,781
2014-15	40,168	45,423
2015-16	49,808	54,963



## Community legal centres complement Legal Aid's services & outcomes

Queensland community legal centres complement the services of Legal Aid Queensland, filling an increasing gap of the population that can't afford legal assistance.

The Productivity Commission in its 2014 review of Access to Justice Arrangements<sup>9</sup> identified that the 4 government funding legal assistance providers provide specialised, but complementary roles in providing access to justice in Australia.



	Legal aid commissions (LACs)	Community legal centres (CLCs)	Aboriginal and Torres Strait Islander legal services (ATSILS)	Family violence prevention legal services (FVPLS)
Where are they located?	<b>8 LACs</b> <ul style="list-style-type: none"> <li>• In all states and territories</li> <li>• Metropolitan, regional and remote services including regional offices</li> </ul>	<b>200 CLCs</b> <ul style="list-style-type: none"> <li>• In all states and territories</li> <li>• Mainly in metropolitan and regional areas</li> </ul>	<b>8 ATSILS</b> <ul style="list-style-type: none"> <li>• One in each state, two in the NT; ACT serviced by NSW</li> <li>• Majority of outlets in regional and remote areas</li> </ul>	<b>14 FVPLS</b> <ul style="list-style-type: none"> <li>• In all states and territories except ACT and Tasmania</li> <li>• Service 31 high need regional, rural and remote areas</li> </ul>
What are their objectives?	<ul style="list-style-type: none"> <li>• Provide access to assistance for the vulnerable and disadvantaged</li> <li>• Provide the community with improved access to justice and legal remedies</li> </ul>	Contribute to access to legal assistance services for vulnerable and disadvantaged members of the community and/or those whose interests should be protected as a matter of public interest	Deliver legal assistance and related services to Aboriginal and Torres Strait Islander people	Provide legal services and assistance to Aboriginal and Torres Strait Islander victims of family violence and sexual assault
Who do they target?	<ul style="list-style-type: none"> <li>• State and territory communities</li> <li>• Focus on vulnerable and disadvantaged people</li> </ul>	<ul style="list-style-type: none"> <li>• Local communities (with outreach), except specialist CLCs who service their state/territory community</li> <li>• Those who do not qualify for legal aid focusing on the vulnerable and disadvantaged</li> </ul>	Aboriginal and Torres Strait Islander people or a partner or carer of an Aboriginal or Torres Strait Islander person	Aboriginal and Torres Strait Islander people or a partner or carer of an Aboriginal or Torres Strait Islander person, who is a victim of family violence or a child at risk of family violence and in need of protection

In its report the Commission identified that key characteristics of community legal centres that distinguishes them from Legal Aid commissions including:

- providing service to those who cannot afford a lawyer but are unable to obtain a grant of legal aid
- community-based organisations that are embedded in their communities and work in partnership with local agencies
- use of volunteers and pro bono support
- Providing mainly civil and family legal assistance
- Prioritising services to those on low incomes and otherwise disadvantaged individuals and groups
- Providing services to those whose interests should be protected as a matter of public interest

## The Productivity Commission's call for additional funding

The Productivity Commission's major 2014 Access to Justice Arrangements Inquiry found that the '*positive spill-over or flow on effects to the wider community from providing legal assistance services*'<sup>10</sup> justify government involvement in, and funding of, legal assistance services. It has also highlighted that in many types of disputes, the avoided or flow-on costs are greater than the cost of providing funding to legal assistance services to provide the assistance.<sup>11</sup>

In 2014 when the report was released, the Productivity Commission expressed the view that this was an urgent and interim measure, necessary to address "*the pressing nature of service gaps*" and needs including maintaining existing frontline services.<sup>12</sup>

The Productivity Commission recommended that Governments should invest an additional \$200m in legal assistance services for civil and family law issues, and that States should contribute 40% of this funding (total \$80m). Under the NPA's funding allocation model, approximately 20% of funding is provided to Queensland, so an additional \$16m should be provided annually by the Queensland Government to legal assistance services (community legal centres and Legal Aid Queensland) to address the shortfall identified by the Productivity Commission.

\$10 million per annum should be provided to community legal centres, on the basis that community legal centres:

- provided 35,653 legal advices<sup>13</sup> in civil law in 2017-18, compared to 11,470 advices provided by Legal Aid Queensland<sup>14</sup> (or 76% of the total legal advice services);
- provided 34,737 legal advices in family law in 2017-18, compared to 16,569 advices provided by Legal Aid Queensland<sup>15</sup> (or 68% of the total legal advice services);
- opened 3,584 new representation services in civil law in 2017-18, compared to 3,306 grants of aid<sup>16</sup> being approved by Legal Aid Queensland (or 54% of representation services).

This distribution supports an allocation of approximately 63% of \$16m – a total of \$10m per annum – being allocated to community legal centres.<sup>17</sup>

# Community legal centres provide value for money

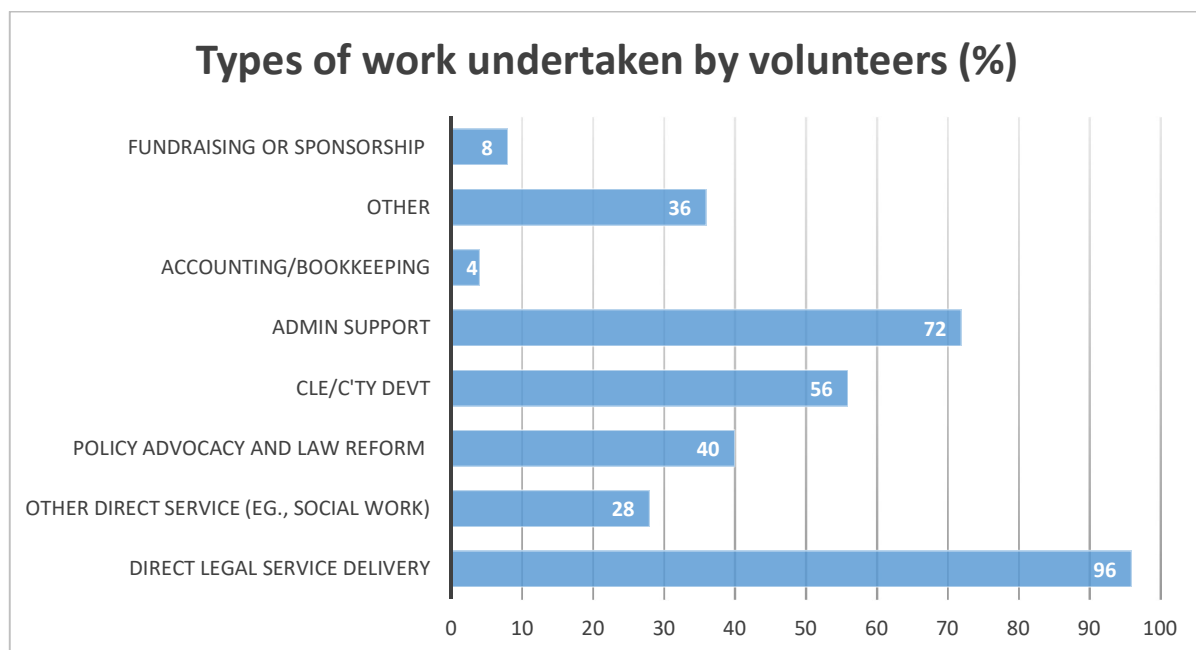
Queensland community legal centres provide value for money to government, in part, because of our ability to harness many hours of volunteer and pro bono support.

## Volunteer support

Queensland community legal centres can leverage substantial community resources by harnessing the commitment, energy and enthusiasm of hundreds of volunteers. The deployment of volunteers in direct service delivery and supporting roles has meant students and early career volunteers are able to develop professional skills and insights into community issues.

- 89.3% of Queensland community legal centres involved volunteers in their organisation.
- Over the course of one year, the total number of volunteer hours in Queensland community legal centres was 4111 hours involving 1565 individual volunteers.

In the last year, volunteers were involved in all aspects of Queensland community legal centre operations.



## Volunteers keep services in communities

Small community organisations would not be able to run without the dedication and commitment of volunteers to provide support across all the functions of the organisation, including governance. Bayside Community Legal Service has limited staff resources, so the efforts of the committed voluntary management committee has ensured the service continues to remain available to the Bayside community, and has done so for over 25 years.

## Volunteering builds careers

Volunteering in a community legal centre not only helps people who need legal help, but can also play an important part in building the careers and networks of legal practitioners.

Alice first came to volunteer at Robina Community Legal Centre through her studies of law at Bond University and then as an ongoing volunteer, after she happened to fill in for a friend. Through volunteering with the community legal centre, Alice developed connections with lawyers in the private profession. These connections led to Alice undertaking work experience at a local law firm. The work experience was invaluable to Robina community legal centre as she brought paralegal skills she learnt from work experience to her volunteering duties. Recently Alice was successful in obtaining a paid position at another private law firm, who also had volunteering connections with Robina Community Legal Centre.

For Alice, and many other student volunteers across community legal centres, their volunteering experience enables them to gain valuable work experience and develop professional networks which contributes to their developing legal careers.

## Volunteers are a service multiplier

Providing services in a geographically dispersed State like Queensland has its logistical challenges, particularly when resources are scarce.

In tackling the legal need across the Sunshine Coast region, Suncoast Community Legal Service recruits volunteer lawyers and receptionists to provide regular evening services across the region, from Maroochydore, Noosa, Nambour, Caloundra, Maleny, and Landsborough to Pomona.

The commitment of volunteers has meant that regional towns and communities have increased access to free legal services on a regular basis.

## Pro bono support

The 2016 NACLC Census shows that Queensland community legal centres also attract significant pro bono support from private law firms by way of secondments or other legal services. This has been estimated to be over 25,000 hours each year.

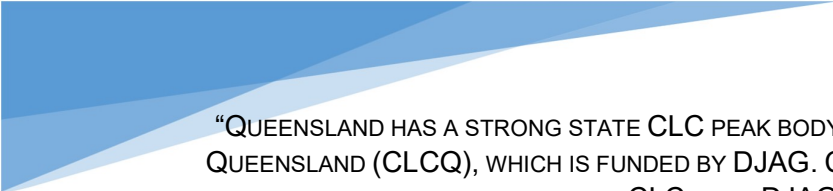
Over half (55.6%) of the community legal centres participating in the census had a pro bono partnership, equating to close to 25,000 total hours per year, with most partnerships involving direct legal service delivery (80%) and/or provision of advice or assistance to the community legal centre (66.7%). 19.2% of our members received funding from philanthropic funding sources, and 30.8% from fundraising and other sponsorship, with approximately 4 hours per week being spent on funding-related activities.

## Peak services to support quality services, staff training and development and other key supports

In general terms, peak bodies are in a unique position to conduct analysis and research, and make recommendations for public policy issues that impact vulnerable and disadvantaged groups. They are able to build strong networks with other service providers, agencies and community organisations, and act as the repository of sector knowledge. This provides a cost-effective point of contact for the government in addressing the impact of their existing or future policies. A strong relationship with peak bodies assists governments in being accountable to the wider community.

**We recommend that investment in community legal centres' work under the next NPA should allocate \$2.5 million over 5 years for peak services, to support quality services, staff training and development, and other key supports.**

Aside from the role of peak bodies in a public policy and research context, they also provide vital services and information to the community and other smaller organisations in the sector. This is achieved through raising information regarding community issues, promoting specific groups and individuals, and disseminating helpful guides and toolkits.



“QUEENSLAND HAS A STRONG STATE CLC PEAK BODY, COMMUNITY LEGAL CENTRES QUEENSLAND (CLCQ), WHICH IS FUNDED BY DJAG. CLCQ MANAGES THE REQUIRED ACCREDITATION PROCESS OF ALL CLCs FOR DJAG WHICH ENTAILS CERTIFICATION UNDER THE NATIONAL ACCREDITATION SCHEME OR THE QUEENSLAND GOVERNMENT HUMAN SERVICES QUALITY STANDARDS. IT ALSO PROVIDES SUPPORT AND ADVOCACY TO 34 INDEPENDENT CLCs IN QUEENSLAND AND UNDERTAKES A RANGE OF COORDINATION, INFORMATION DISSEMINATION, TRAINING, CAPACITY-BUILDING AND STANDARDISATION FUNCTIONS IN THE QUEENSLAND CLC SECTOR”

[Urbis review of the National Partnership Agreement on Legal Assistance Services, November 2018](#)

Following are some of the specific types of work undertaken by Community Legal Centres Queensland in recent years:

## A critical conduit in the working relationship between government and sector

Community Legal Centres Queensland has a track record in working constructively with the Queensland government so that communities get the services that they need through transparent and fair processes. Community Legal Centres Queensland worked with the Queensland government in the 2016 procurement process which resulted in:

- Positive co-design and engagement between government and the sector
- Development of a clear evidence base and agreed funding principles
- A strong basis for ongoing partnership in the planning and funding of legal assistance services.

In practical terms Community Legal Centres Queensland provided the sector with:

- An Updated Evidence Guide to assist with service planning and the procurement process
- An Application Guide available to all funding applicant to assist with developing funding applications
- Regional service planning processes and facilitation that supports collaborative service planning across legal assistance services.

## Supporting quality service delivery through the National Accreditation Scheme

The National Accreditation Scheme (**NAS**) has been in place since 2011 and is an industry based certification process that supports and recognises good practice in the delivery of community legal services. The NAS provides a quality assurance process that gives community legal centres, funding bodies and clients' confidence that community legal centres are operating according to good practice and industry standards. The NAS promotes a culture of on-going continuous quality improvement.

Our role is central to the implementation and success of the NAS, providing on site visits as part of the assessment process, improvement reports and monitoring and support to build the capacity of community legal centres to meet the NAS standard. NAS accreditation was one of the mandatory criteria with which applicants to the 2016 State procurement process needed to comply in order to be eligible to apply for government funds. The NAS certification provides the Queensland Government with the guarantee that funded organisations are adhering to good practice in both organisational governance and service delivery. Funding support is critical to ensuring the scheme remains viable and operational in Queensland.

## Supporting Learning and Development

Community Legal Centres Queensland plays an important role in providing training and support to community legal centres and the legal community who support their work. In the last 12 months we:

- Provided free webinars to community legal centre staff and volunteers
  - 38 webinars in the last year with 3326 registrants
  - Webinar registrants came from community legal centres (51.75%) and from the private legal profession, government agencies, community organisations and students (46.82%)
  - 26.82% registrants were outside Queensland
- Held an annual 2-day conference and an annual Leadership Forum
- Special training events – This year a **CLE Masterclass** was held for community legal centres and Legal Aid commission workers across Australia. More than 80 participants attended.

## Outcomes Measurement and Client Survey

Community Legal Centres Queensland has supported the sector to better measure the outcomes of their work by developing an online toolkit, *Measuring the Impacts of Community Legal Centres*. The toolkit provides community legal centres with practical tools to measure the impact of their work on four stakeholder groups: clients, community partners, justice system and volunteers. We recently used the toolkit to release a Sector impact report that documented the collective impact of the sector.

The toolkit's client survey was used to undertake the whole of Queensland sector client survey in May 2018. Community Legal Centres Queensland coordinated the State-wide survey, providing practical tools and assistance, to obtain 1,757 client responses, approximately one-third of the client base accessing a community legal centre over the survey period. The survey results were used by the Queensland government to comply with NPA reporting requirements. Queensland was the only jurisdiction to conduct a coordinated state-wide survey of clients.

## Exploring efficient and effective ways to offer services

Community Legal Centre's Queensland "Blood from a Stone" report explored the options for identifying cost savings in the operational costs of community legal centres. Overall the project identified limited areas for costs savings for community legal centres in their operating budgets due to the underinvestment in expenditure not specifically related to providing direct services. This underinvestment is consistent with benchmark research across the social and community sectors.

Community Legal Centres Queensland is actively working with members who want to explore different ways of working such as co-location or merger, and will continue to support these sector-driven initiatives.



## References

- <sup>1</sup> Based upon Need for Legal Assistance Services (NLAS) indicator between the 2011 and 2016 Census years – see Law and Justice Foundation of New South Wales, *2018 Collaborative Planning Resource*. Available online at <http://www.lawfoundation.net.au/reports/2018cpr>.
- <sup>2</sup> Comparisons in NLAS indicators are not direct comparisons due to the revision of measures that take into account changes to the cost of living and to reflect trends in educational attainment.
- <sup>3</sup> NLAS(Capability) – a count of people aged 15 to 64 who are likely to need legal assistance should they experience a problem due to their low level of personal income and educational attainment
- <sup>4</sup> Law and Justice Foundation Collaborative Planning Resource 2015  
[http://www.lawfoundation.net.au/ljf/site/templates/resources/\\$file/CPR\\_QLD\\_Jurisdictional\\_Data\\_2015WEB.pdf](http://www.lawfoundation.net.au/ljf/site/templates/resources/$file/CPR_QLD_Jurisdictional_Data_2015WEB.pdf)
- <sup>5</sup> Law and Justice Foundation Collaborative Planning Resource 2018 Collaborative Planning Resource  
[https://public.tableau.com/profile/law\\_and\\_justice.foundation.of.nsw#!/vizhome/2018CPRNLAS\\_indicatorsbyStatisticalAreaallAustralia/Home](https://public.tableau.com/profile/law_and_justice.foundation.of.nsw#!/vizhome/2018CPRNLAS_indicatorsbyStatisticalAreaallAustralia/Home)
- <sup>6</sup> Available online at [http://www.naccl.org.au/cb\\_pages/reports\\_and\\_resources.php](http://www.naccl.org.au/cb_pages/reports_and_resources.php).
- <sup>7</sup> CLSIS – used for data collection by centres in the Community Legal Services Programme from 2003 to early 2017 – did not have capacity to specifically record turnaways. The new CLASS database provides improved data collection, however NACLC will be working with the sector to consider ways to appropriately and accurately measure turnaways.
- <sup>8</sup> Changes to methodology and data collection in CLASS and the NACLC census means that 2017-18 figures are not comparable to previous years:  
[http://www.naccl.org.au/cb\\_pages/files/20180613%20NACLC%20Advice%20re%20CLASS%20data%202015-2018\(1\).pdf](http://www.naccl.org.au/cb_pages/files/20180613%20NACLC%20Advice%20re%20CLASS%20data%202015-2018(1).pdf).
- <sup>9</sup> Productivity Commission Inquiry Report, *Access to Justice Arrangements*, No 72, Sept 2014, pp667-669.
- <sup>10</sup> Ibid, 666.
- <sup>11</sup> Ibid, Appendix K, 1054.
- <sup>12</sup> Ibid, 738-739.
- <sup>13</sup> Legal advice are directly comparable, as defined service types in the DSM.
- <sup>14</sup> Legal Aid Queensland Annual Report, p 33  
<http://www.legalaid.qld.gov.au/files/assets/public/publications/about-us/corporate-publications/annual-reports/2017-18/laq-annual-report-2018-web.pdf>
- <sup>15</sup> Ibid.
- <sup>16</sup> While 'grants of aid approved' and 'representation services' aren't interchangeable terms, Legal Aid Queensland's annual report shows grants of aid under the heading 'Representation Services' – see Legal Aid Queensland, note 14 above, 41.
- <sup>17</sup> Additional funding was provided to Legal Aid Queensland in the 2016-17 budget, to bring its funding up to national averages: see Attorney-General and Minister for Justice and Minister for Training and Skills, Hon. Yvette D'Ath MP, 'Palaszczuk Government to improve access and efficiency in justice system' (media release, 14 June 2016). Government could consider whether this meets the PC's recommendation to inject additional funds to Legal Aid Queensland – which we suggest is \$6m – or whether additional funding is required)



**Community  
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