

2020 Sector Survey

Queensland community legal centres (CLCs) are **resilient** and have leveraged the challenges COVID-19 created, allowing them to be **innovative** in the way they deliver services to help their communities

HERE'S HOW OUR SECTOR RESPONDED...

ADAPTING TO CHALLENGES

- **Over 90%** of CLCs indicated that their organisation **adapted to changes**
- **75%** of CLCs indicated that staff managed changes well
- **Over 70%** of CLCs noted that their **clients seemed satisfied** with the service changes implemented



INCREASED CLIENT NEED



- **Over 60%** of CLCs indicated an increase in demand for help from their clients and communities
- **57%** of CLCs indicated the urgency of client need and complexity of matters has increased
- The increases focus on **particular areas of law (90%)** including employment, domestic violence and family law

LONG LASTING & SUSTAINABLE BENEFITS

Over 80% of CLCs said they would continue changes to practice after COVID-19, including:

- Technology and infrastructure
- Providing flexible work practices
- Changes in communication practices
- Managing risk
- People management



HOW COMMUNITY LEGAL CENTRES QUEENSLAND WORKS TOWARDS A FAIR & JUST QUEENSLAND



- Be a voice for the community legal sector
- Lead and support CLCs to deliver quality and accessible services to vulnerable and disadvantaged people
- Bring about change for individuals and communities

HERE'S WHAT WE HAVE IN STORE FOR 2020-21...

We will work with Queensland CLCs to:

- Continually improve organisational sustainability and service quality
- Increase the accessibility, profile and resourcing of the sector
- Unite around common objectives to bring about change

