



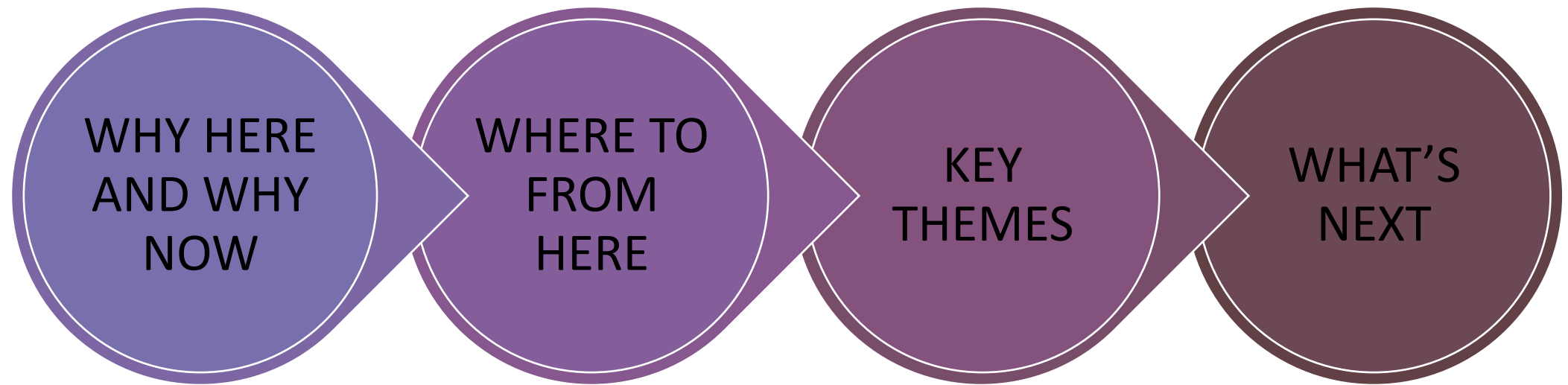
Leadership Forum 2022

9 & 10 November 2022

Gold Coast

A stylized sunburst graphic in the top right corner, consisting of numerous thin white lines radiating from a central point.

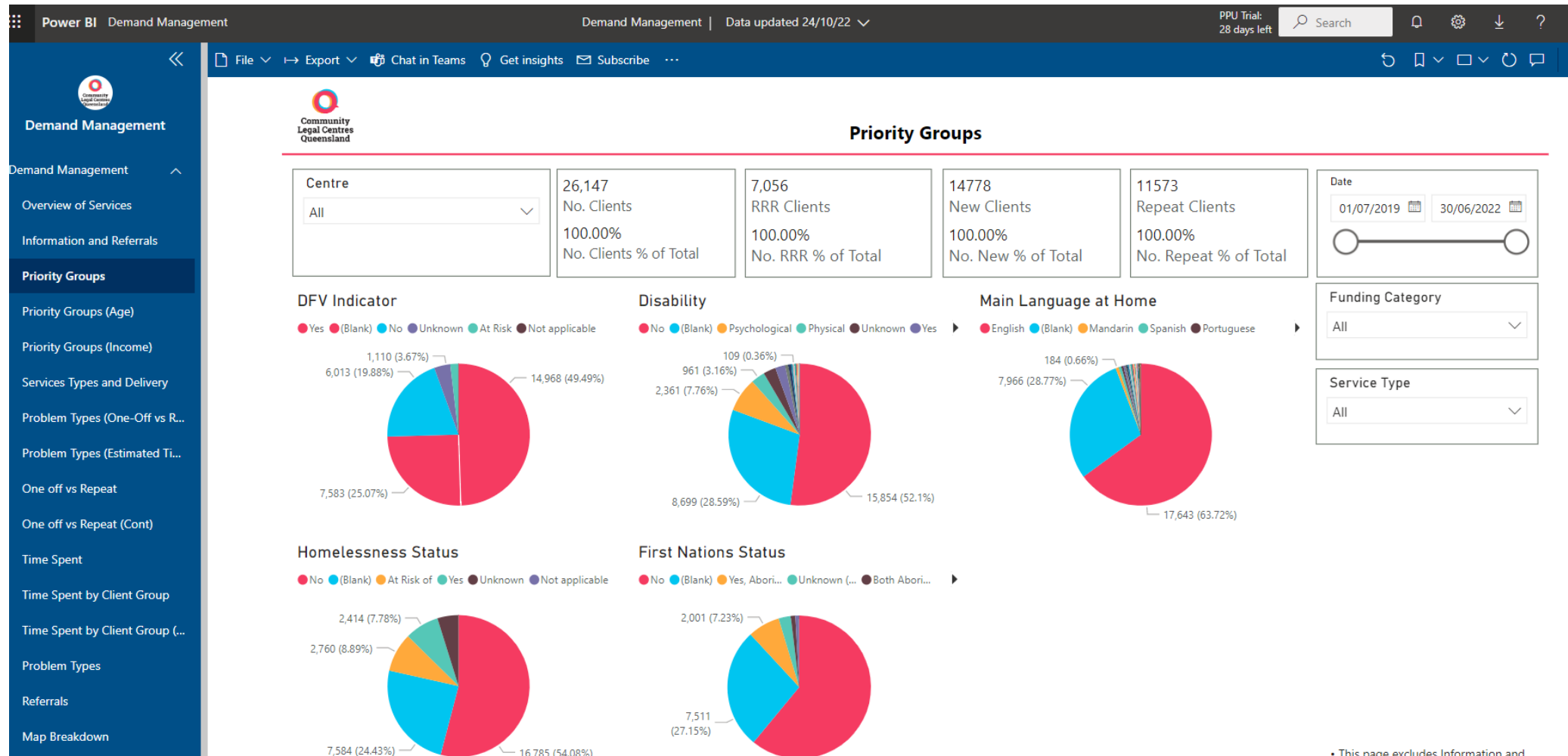
First Nations Sector Consultation Project



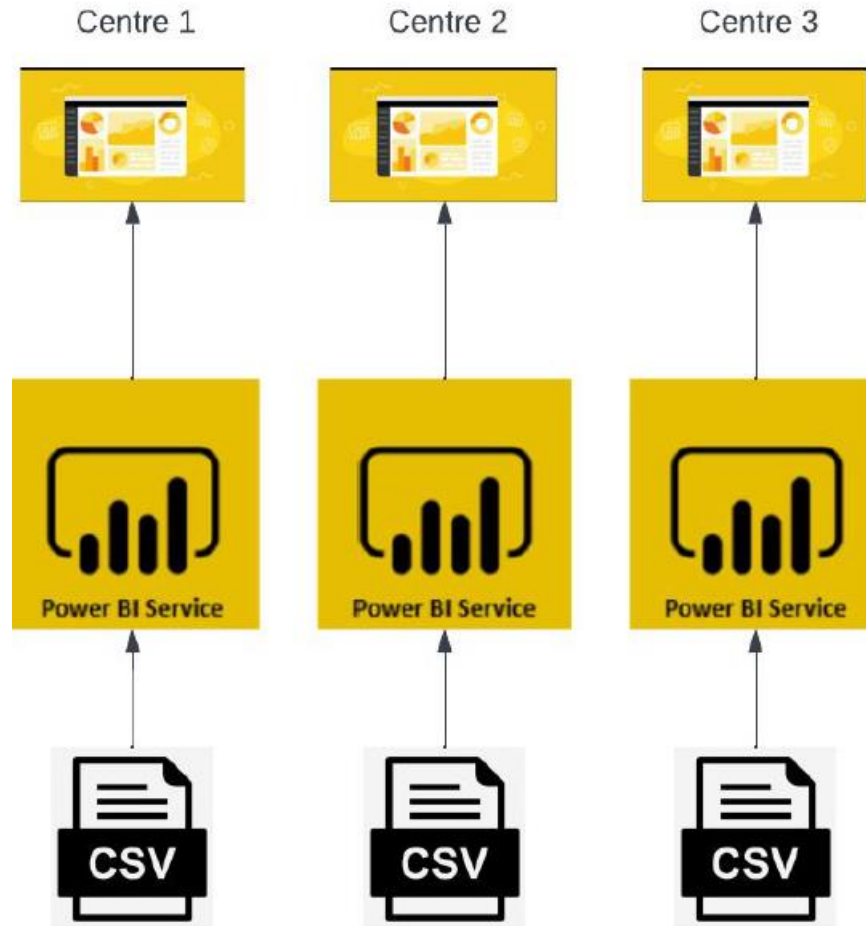


Power BI

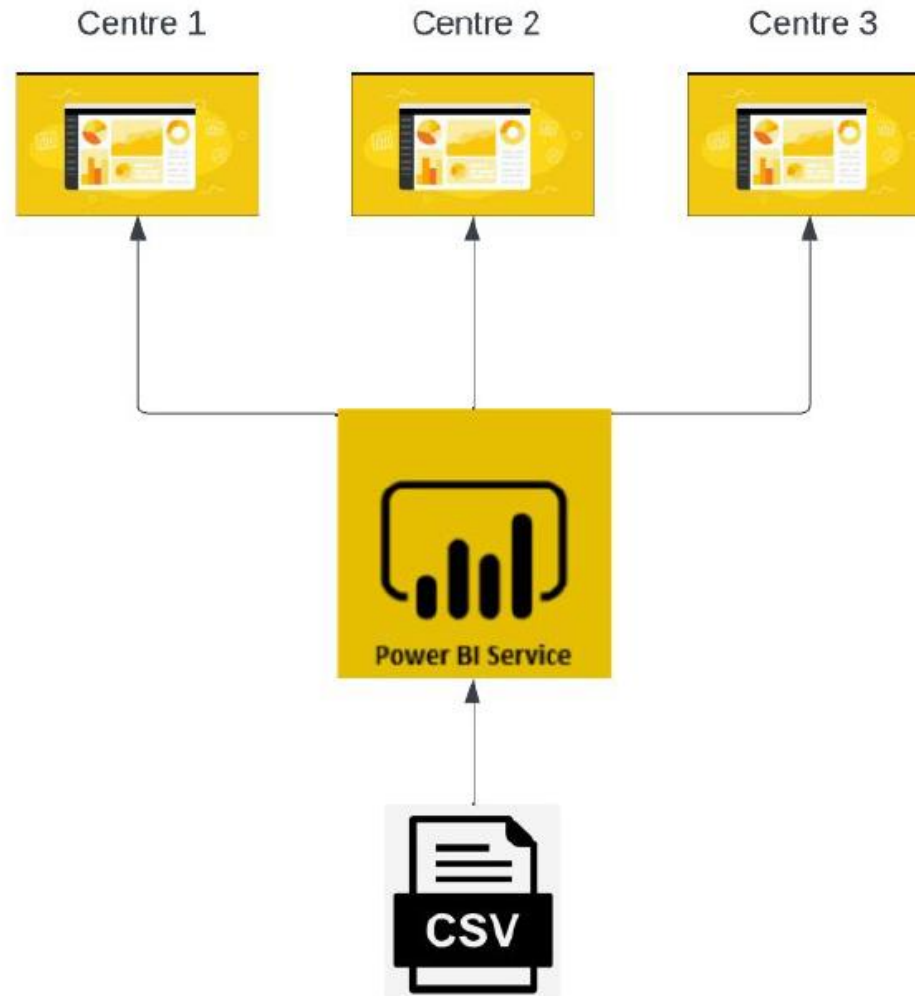
What is Power Bi?



Structure – Previous



Structure - Current



CLASS Data

- CLCQ's Power Bi dashboard can analyse data from 15 CLASS reports
 - Majority are 'custom CLASS reports'
- Includes:
 - Funding categories;
 - Service types
 - Problem types
 - Time spent with client
 - Demographic info re priority groups
- No data that identify individual clients (e.g no names, DOB, address etc)
- Security setting – Each centre can only view their own CLASS data

Power Bi - Cost

- Very low cost for Centres to have an account (approx. \$80 per year).
 - Significantly cheaper than cost to set up an independent PowerBi
- Centres need to have:
 - Office 365 - CLCQ's domain (eg @communitylegalqld.org.au)
 - Power BI Pro Licence
- CLCQ offering to cover account costs initially until EOFY
- CLCs who wish to continue using Power Bi in 2023 – 2024 financial year will be required to pay account costs

Support Site

SharePoint

Search this site

Community Legal Centres Queensland

CLCQ Power BI

[Home](#) [Power Bi](#) [CLASS Reports List](#) [Preparing CLASS Reports](#) [Uploading Reports](#) [Videos](#) [FAQ](#) [Files & forms](#) [Edit](#)

+ New ▾ ⚙ Page details 📊 Analytics



WELCOME

CLCQ Power BI Guide

Our Power Bi Guide should assist your centre to master all the steps required to operate your PowerBi

[Get started →](#)

Register Interest – Power BI



A white sunburst graphic with many thin lines radiating from a central point in the top right corner of the red background.

NAS Update

NAS Update

- Extension to Phase 3 in Qld; centres being contacted as re-certification dates fall due
- Review of NAS to prepare for Phase 4; key proposed changes
- Timing of Phase 4 rollout
- Likely to be some changes in CLC allocations within CLCQ team
- Analysis of Phase 3 outcomes (compared to Phase 2)

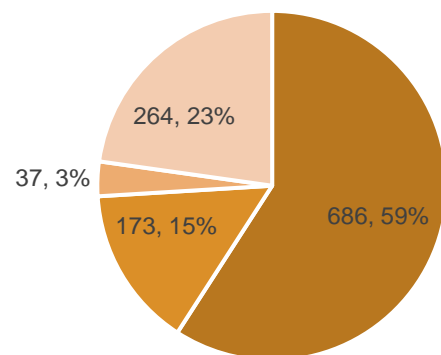
Focus of Recommendations

All Sections

Qld Phase 2

Total Number of Recommendations (*equivalent)

- Section A: Governance, Management & Administration
- Section B: Provision of Legal Services
- Section C: Community Development, Education & Reform Activities
- Section D: Client Services

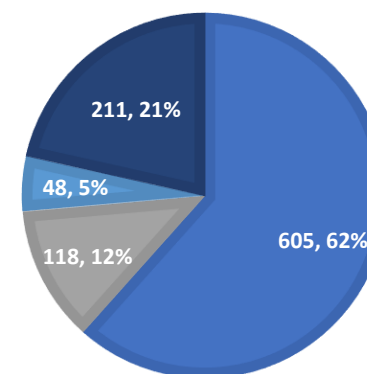


**Actual sample size of 22 CLCs. Data has been 'averaged up' to 34 CLCs to enable comparison with Phase 3 sample*

Qld Phase 3

Total Number Of Recommendations

- A: Governance, Management & Administration
- B: Provision of Legal Services
- C: Community Development, Education & Reform Activities
- D: Client Services



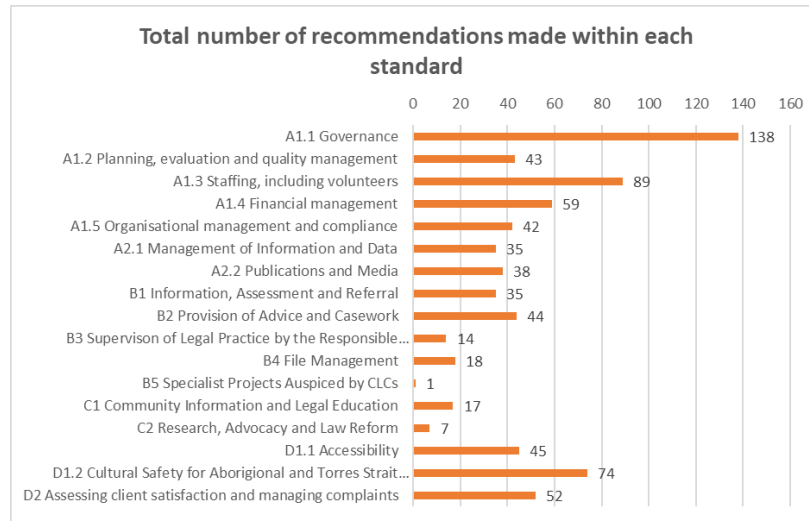
Sample size of 34 CLCs

Spread of Recommendations

All Standards

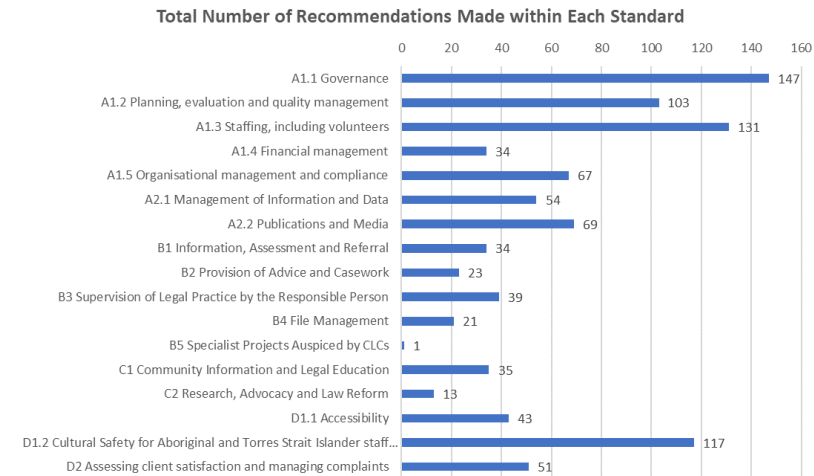
Qld Phase 2

This data is based on a sample size of 22 CLCs.
Data is provided for the purposes of overall comparison with Phase 3 on the spread (not the quantum) of recommendations.



Qld Phase 3

Sample size of 34 CLCs

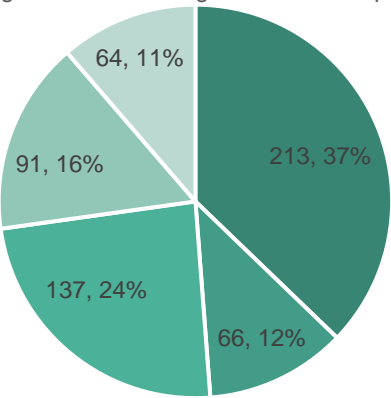


Actions within Section A1: Organisational Management

Qld Phase 2

Recommendations within A1:
Organisational Management

- A1.1 Governance
- A1.2 Planning, evaluation and quality management
- A1.3 Staffing, including volunteers
- A1.4 Financial management
- A1.5 Organisational management and compliance

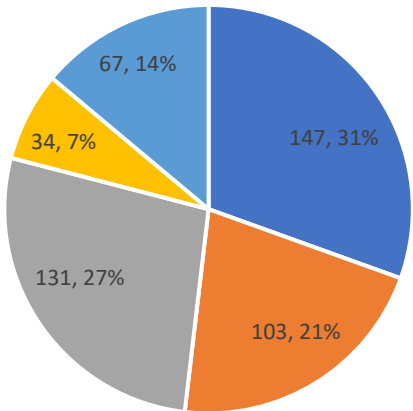


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Qld Phase 3

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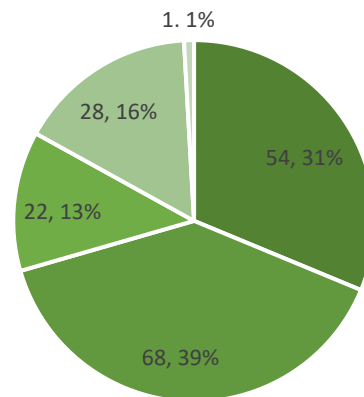
Sample size of 34 CLCs

Actions within Section B: Legal Services

Qld Phase 2

Section B: Provision of Legal Services

- B1 Information, Assessment and Referral
- B2 Provision of Advice and Casework
- B3 Supervision of Legal Practice by the Responsible Person
- B4 File Management
- B5 Specialist Projects Auspiced by Centres

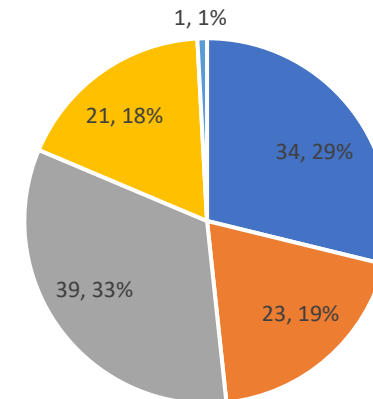


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Qld Phase 3

Section B: Provision of Legal Services

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- B2 Provision of Advice and Casework
- B3 Supervision of Legal Practice by the Responsible Person
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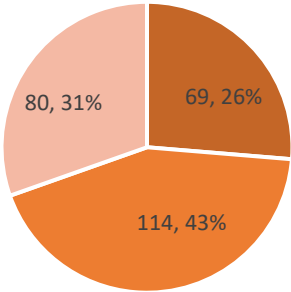
Sample size of 34 CLCs

Actions within Section D: Client Service

Qld Phase 2

Section D: Client Service - Breakdown

- D1.1 Accessibility
- D1.2 Cultural Safety for Aboriginal and Torres Strait Islander staff and clients
- D2 Assessing client satisfaction and managing complaints

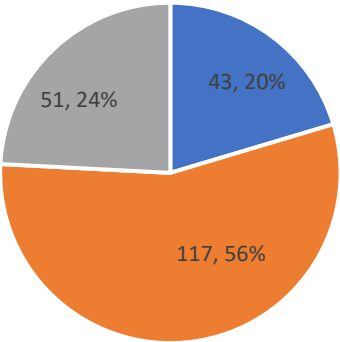


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Qld Phase 3

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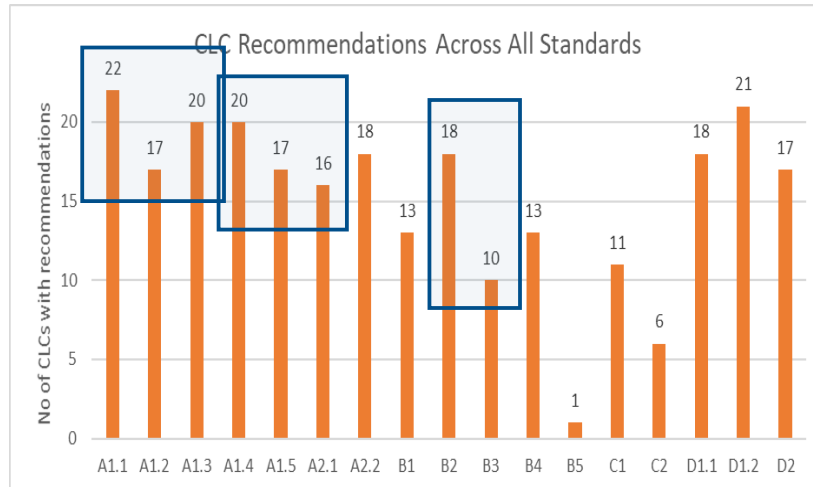
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Sample size of 34 CLCs

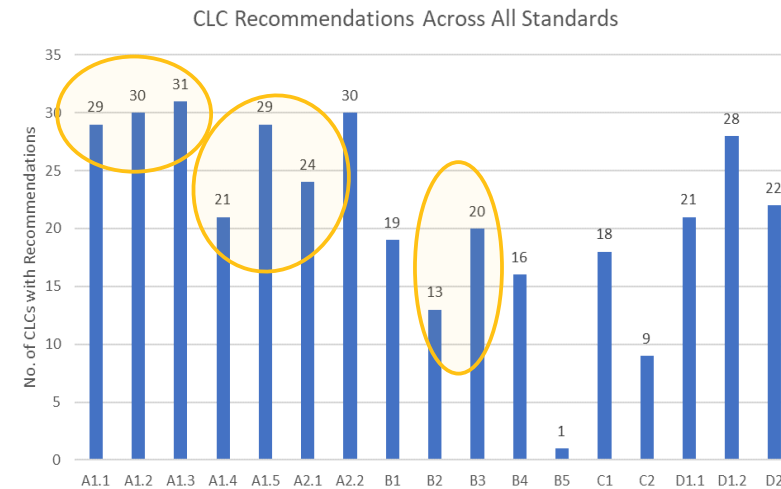
Compliance with Standards: Centres with Recommendations

Qld Phase 2



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Qld Phase 3



Sample size of 34 CLCs

A decorative graphic in the top right corner consisting of a bright white sunburst with numerous thin white lines radiating outwards against the purple background.

Enterprise Bargaining Agreement Template

Current CLC employment context

- Tight labour market
- Difficult to attract the right people to community sector
- Restricted by funding agreements
- Unable to match pay levels of private sector, government or Legal Aid
- Very few CLC have Enterprise Agreements (EA) in place
- Emphasis on improvement under NAS Standards:
 - Standard 3: Staffing & volunteers
 - Standard 16: Cultural safety for Aboriginal and Torres Strait Islander staff and clients

Become an 'Employer of Choice'

- Opportunity as values-based organisations:
 - Best practice employment conditions (leave, flexible work, salary sacrificing)
 - Focus on promoting & supporting worker health and wellbeing, cultural and physical safety, diversity and inclusion, and flexibility = reduce burnout
 - Set your organisation apart, enhanced reputation, cost savings for CLC, meet NAS standards & keep insurance premiums low

What is an 'Employer of choice'?

Workers choose to work at your CLC when presented with other employment choices

CLC Sector Enterprise Agreement Template



Unfunded
project by
CLCQ



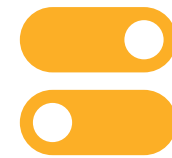
Pro bono
support with
development
of EA template



Template
reviewed by
The Services
Union



Designed as a
starting point
for
consultation &
negotiation
with staff



Includes
options &
explainers for
above-
Award/NES
clauses



CLCQ has just
undertaken
our own EA
negotiations

What's in the EA template: Paid leave options

Christmas shut-down period
(2 weeks, no leave loading)

Personal/carer's/
mental health leave
(15 days)

Compassionate/
Sorry Business leave
(5+ days)

Sexual, domestic &
family violence leave
(20 days)

Natural disaster
leave
(5 days)

Trade union leave
(3 days)

Study leave
(10 days)

Parental leave –
either parent
(10 weeks)

Cultural/religious
leave
(5 days paid, 5 days
unpaid)

Time off to attend
cultural activities
(eg NAIDOC week)

Gender affirmation
leave
(6 weeks)

What's in the EA template: Other leave options

Long service leave –
early access at 7 years
(match PLSL scheme)

Discretionary leave
(5 days paid & 5 days
unpaid)

Special unpaid leave

Leave of absence
(unpaid, 3-12
months)

Menstruation &
menopause
(12 days unpaid
leave)

Pro rata access to
public holidays for
staff working shifted
hours

Taking leave in
advance and/or at
half pay

Cashing out annual
leave

What's in the EA template: Other supports

35 hour working
week
(without loss of pay)

Flexibility work
arrangements
(eg work from home,
shifted work hours,
for all employees)

Superannuation
increases
(eg increasing to 12%)


Breastfeeding support
in the workplace

Higher duties
allowance

Practising certificates
& professional
association
membership fees

Salary packaging

Consultation on
major workplace
change before
decisions are made



My CLC is
interested!
How do we
get started?



- Contact Carly Hanson at CLCQ:
carly@communitylegalqld.org.au
- Word version of Template EA will be emailed to you (with details for The Services Union, CLC Organiser: Stuart Maggs)
- We will keep in touch to see how you are tracking
- We are also very keen to hear your feedback so we can evaluate this project!
- **Note:** the template is for individual CLCs:
 - Not a multi-employer agreement
 - Doesn't require sector-wide approval, so your centre can start at any time



2023 Budget Submission

2021 Survey to inform 2022 Budget proposal

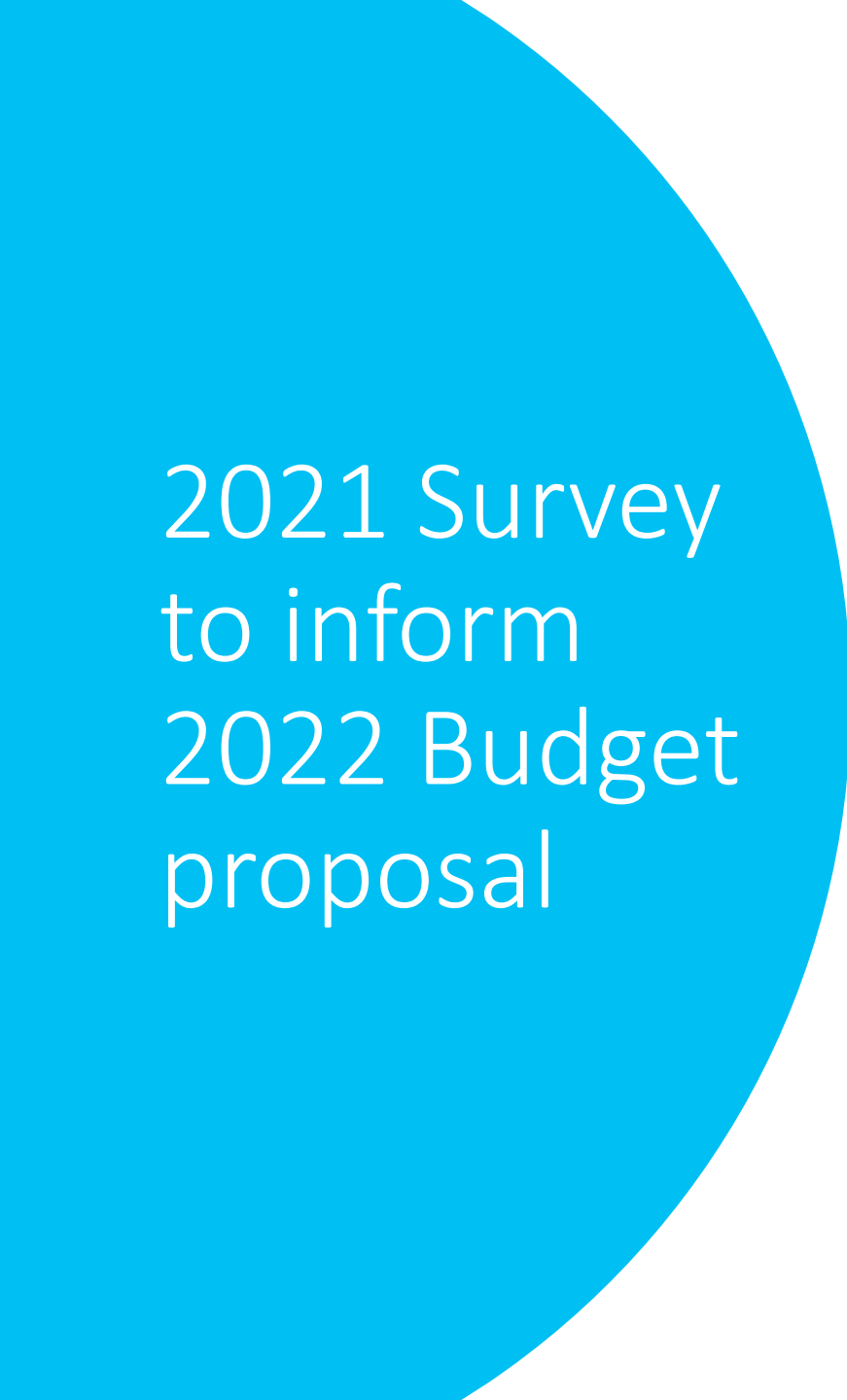
With additional funding how would increase services to the community?

1. More Lawyers
2. More social workers
3. More administrative/paralegal staff
4. New program areas/projects

With addition funding what areas of law would you focus on?

1. Domestic and family violence
2. Human Rights
3. Family law
4. Mental health





2021 Survey to inform 2022 Budget proposal

What are the priority areas for government investment:

1. Supporting people to pursue their human rights
2. Legal assistance for people at risk of homelessness
3. Adjusting to the changes in the family law system
4. Legal assistance for particular vulnerable groups

Strong themes across survey response – client complexity and need for integrated/ joined-up services



Have your say – how would you answer these questions now?

- How would you increase services?
- What areas of law would you focus on?
- How should government prioritise investment?

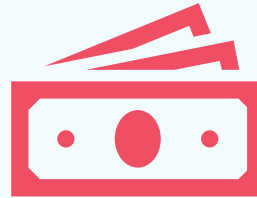
[www.menti.com](https://www.menti.com/join/83459578) – 8345 9578



2022 Budget Proposal



**Total ask of
\$18 million p.a
over 3 years**



4 key areas:


Fund access to justice to meet increased demand for CLCs in Queensland

Fund new integrated services to support people with urgent and complex needs

Fund research and analysis to guide future planning and investment in CLCs

Fund the peak body to enhance capacity to effectively support CLCs

2022 Asks: Fund Access to Justice

- \$5 mil pa – help meet increased demand for General CLC services
 - \$3 mil pa – support Queenslanders pursuing their human rights
 - \$3 mil pa – support the provision of domestic and family violence assistance
 - \$1 mil pa – Family Violence Prevention Legal services to provide legal assistance to First Nations Queenslanders
- 

2022 Asks

- Fund integrated services and partnerships - \$5 mil pa to address and prevent service delivery gaps
- Fund research and analysis - \$1.5 mil one-off for analysis of net economic benefit of CLCs to help guide future government planning and investment in Queensland CLCs
- Fund CLCQ - \$500,000 pa to enhance capacity to effectively support CLC sector

2023 Budget Proposal

- A-G position??
- What's changed in the external environment in the last 12 months:
 - COVID recovery?
 - Disaster recovery and climate events
 - More investment in LAQ in 2022 budget – the disparity in funding across the legal assistance sector is greater
 - New NLAP Strategy and Action Plan
- What's stayed the same:
 - High levels of unmet demand
 - No improved way of measuring legal need vs demand
 - Client complexity and need for integrated service models
 - Disparity between State and Commonwealth investment (in favour of Cth)
 - Projected growth in Queensland population



**Community
Legal Centres
Queensland**

**31 MAY-1 JUNE
2023**

SAVE THE DATE

**2023
STATE CONFERENCE**