

CLCQ Leadership Forum

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We know a few things about the coming NAJP

- 1. The data and reporting sections won't change much**
 - 2. There'll be more monitoring around governance**
 - 3. There'll be some money**
 - 4. Not much for RRRR beyond Workforce Strategy**
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Data and reporting – some lost opportunities

- The ABS exercise is here to stay and now you'll be reporting on state-funded services as well
- Lots of funding streams will be collapsed into baseline, which is great, but not FASS or HJP/DVU
- We'll still be reporting twice-yearly (sigh)
- There'll be a new Data Strategy, which will probably turn out to be more important than you think

There's more focus on governance

- **A new schedule will give governments permission to more easily step in where governance is failing**
- **Hard to oppose these changes, but there are risks**
- **We've recommended changes: acknowledge the role of the NAS, improve natural justice provisions, acknowledge that good governance requires investment**

Some money is on its way

- There'll be an extra \$60m annually for CLCs, FVPLSs and ALSs for indexation and wages uplift
- There'll be an extra \$100m annually for service delivery to be shared across CLCs, Women's Legal Services (WLSs), FVPLSs, ALSs and LACs, although we still don't know how much will flow to CLCs or WLSs
- WLSs will have their own funding stream, but otherwise remain within the CLC network as usual

Our data transition is underway

- **We're the only game in town**
- **Half of centres nationally have purchased a new CMS or contracted to purchase one, overwhelmingly Actionstep**
- **Qld is catching up to other states**
- **As yet we have no Commonwealth money to build the NDR, but we're confident it will be built**



State of the Sector Survey Report 2024

- 1. Demand**
- 2. Domestic and family violence-related services**
- 3. Workforce**

We can't meet demand

- **124 CLCs assisted 190,000 people; that's an increase**
- **Demand is up for 92% of centres - 27% say by a little and 65% say by a lot**
- **Turnaways (always an underestimate) are up by 6.5%**

We do lots of domestic and family violence work

- **3/5 of clients are women or girls**
- **34% of clients report being victim-survivors of DFV – rising to around 50 % for women/girl clients - and they receive around 40% of our services**
- **The proportion of clients for whom the FVI is ticked varies hugely across jurisdictions – from 18% to 67%**

The workforce crisis looks no better

- 64% of centres have unfilled positions, on average two per centre, and nationally nearly 8% of positions unfilled
- 96% of centres don't have enough staff to meet need, yet staff numbers are up – 40% reported increased FTE with 44% staying the same
- 75% of centres have a larger wages bill than last year (on average up by 14%)
- 38% of centres reported a higher resignation rate

Questions?
Comments?



