



**Community
Legal Centres
Queensland**

Leadership Forum 2024

Workforce Session

4 November 2024

Context

- 2023 Workforce survey:
 - High levels of staff turnover due to low wages
 - A juniorisation of the workforce, while losing experienced and mid-career professionals to other employers
 - Frequent workforce vacancies that can remain unfilled for long periods of time
 - Work pressures requiring staff to complete work outside ordinary hours
 - Increase risk of burnout of the workforce, particularly the risk of psycho-social hazards
- Levels of unmet demand which is exacerbated by increased population growth in Queensland
- Increase in complexity born out of service data that individual clients need more services per client

Context

- 2024 CLCQ State budget proposal was successful
- Despite actively seeking an election commitment there is no guarantee of the workforce uplift funding of \$12.4m continuing beyond 30 June 2025
- Further background on the NAJP processes provided through the CLCA update and state update later today
- This session focusses on the state workforce uplift funding component

Opportunities to continue increased state funding

- Make a business case to the new Queensland government for their 1st State budget
- Without an election commitment this may be difficult
- Next opportunity is to pursue a business case for the workforce uplift in the 2nd State budget of the new government in 2026
- What do we need to do
 - Build data on the impact of the investment in the short and longer term
 - Collect some initial data today to build the 2025 Budget business case (difficult when implementation has only begun)
 - Re-run the 2023 full workforce survey in 2025 to help build the 2026 Budget business case

Temperature
check on
workforce uplift
implementation



What have you defined as 'success' for your workforce uplift investment?

0

Positive workplace
culture

0

Reduced turnover of
staff

0

Retaining staff

0

Staff that better
supported and trained

0

Other

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What are the challenges with implementation of the workforce uplift funding

0

Funding is only for 12 months

0

Equity across funding streams/programs

0

Getting decisions made

0

Consulting staff

0

Constraints of the funding purpose

0

Other



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Have you observed any changes in staffing since implementation?

0

Staff retention

0

Improved
Workplace culture

0

Reduced vacancy
rates

0

Reduced out of
hours work

0

Reduced WH&S
issues

0

Better access to
training

0

Too early to tell



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What other measure are you using to understand the impact of the funding?

0

Staff satisfaction
surveys

0

HR metrics eg. vacancy
rates, leave balances

0

Training registers

0

Reduced WH&S
incidences

0

Retention of
experienced staff

0

HR Audits/reviews

0

Other



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What is likely to happen over the next 12 months should the investment not continue?

0

Our CLC will not keep staff

0

We will need to reduce services to the community

0

We risk staff burn out

0

We will need to restructure

0

Other



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 Mentimeter

What else do you need to tell government about the workforce uplift funding?

All responses to your question
will be shown here

Each response can be up to
200 characters long

Turn on voting to let
participants vote for their
favorites



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Making the case to
government about
investment



Group Discussion – What would you like to tell decision makers about:



HOW WE HELP
GOVERNMENT SOLVE
THEIR PROBLEMS?



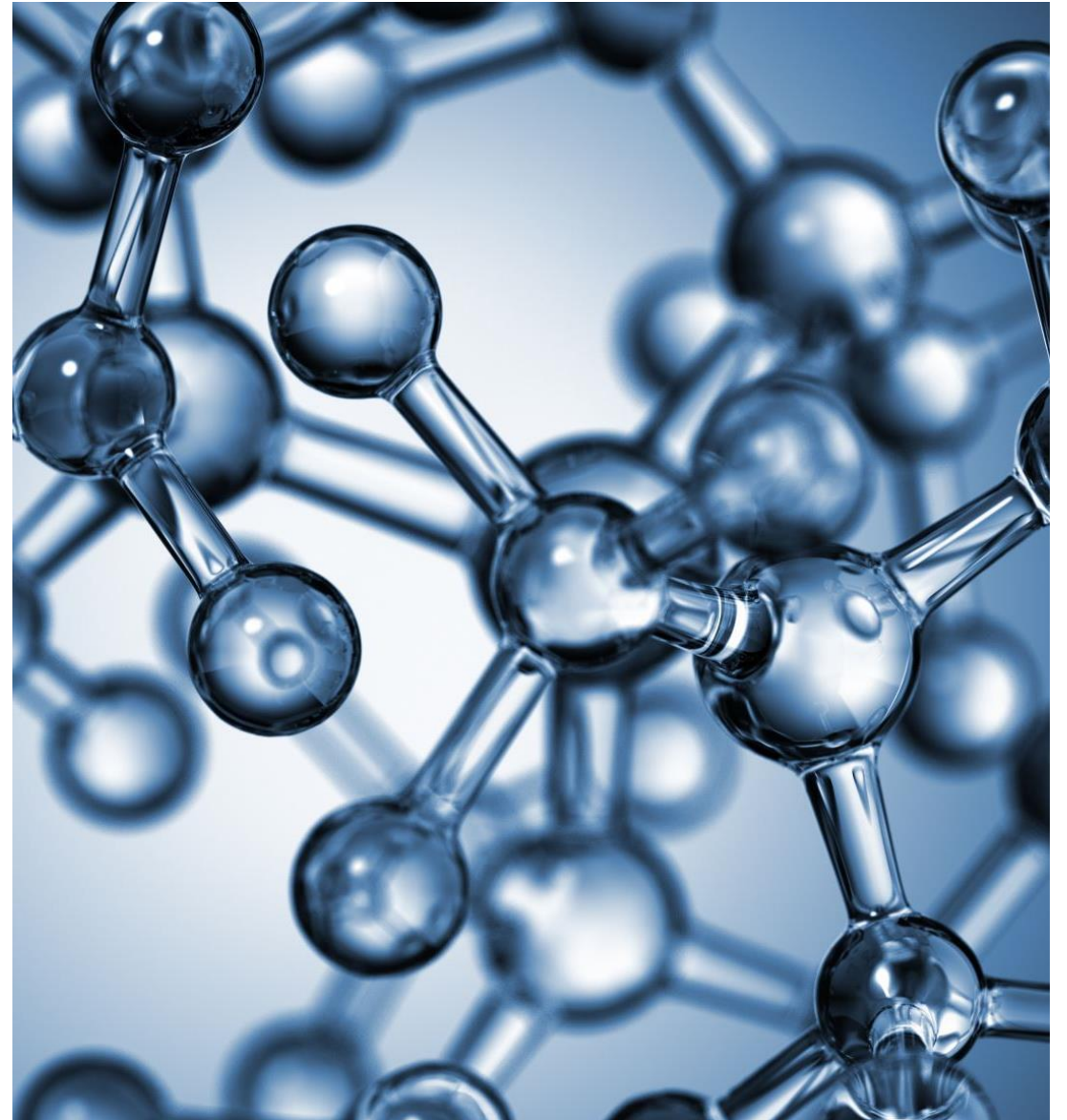
HOW DO WE HELP
THE COMMUNITY?



WHAT RESOURCES
WE NEED?



WHAT SHOULD BE
THE KEY ADVOCACY
STRATEGIES?



Morning Tea



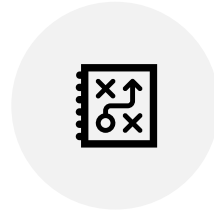
Feedback from groups



WHAT ARE THE
COMMON AND CLEAR
MESSAGES?



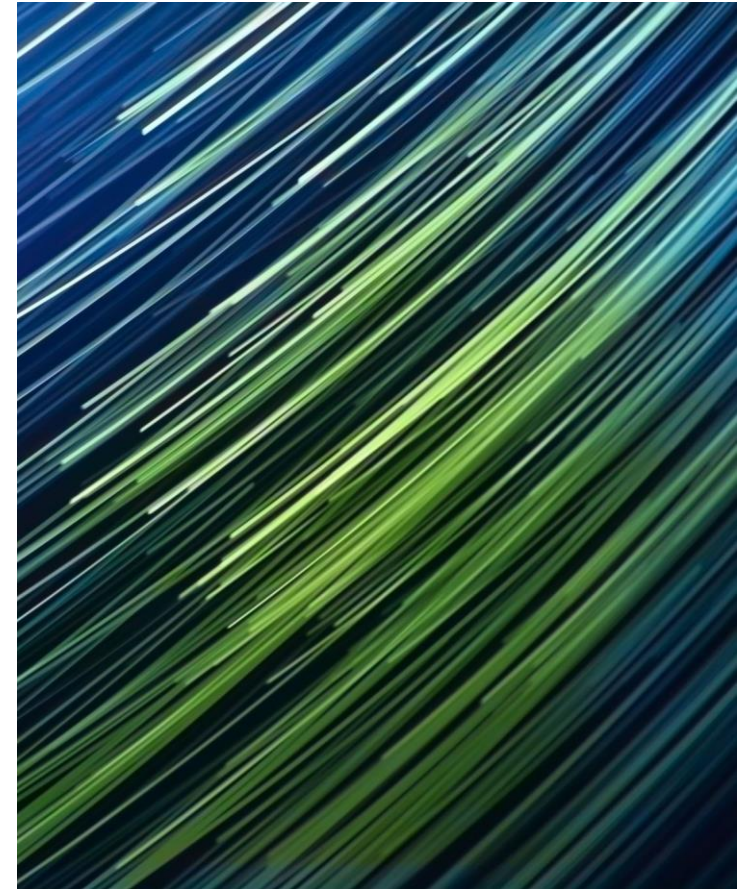
HOW SHOULD
MESSAGES BE
FRAMED? IE. ABOUT
CLIENTS,
COMMUNITIES OR
ORGANISATIONS



WHAT ARE THE
COMMON
STRATEGIES?



WHO SHOULD BE
IMPLEMENTING
STRATEGIES?





CLCQ does not support any defunding of CLCs (at sector level or individual CLCs)



Additional funds into the CLC sector will always be welcome



Behind closed door advocacy should be used before public advocacy strategies are deployed



CLCQ should remain politically bi-partisan and talk to all sides of politics



CLCQ focusses on promoting unity of our sector and working together for our common sector good



CLCQ supports a people-centred human rights approach to legal assistance and the justice system



CLCQ supports clear and transparent government processes for the distribution of funding that aligns with the recommendations of the NLAP review



Advocacy for the next agreement starts now - CLCQ will continue to support CLCs to tell positive stories of impact

Next steps – CLCQ Advocacy Principles for the next 6 months



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Thank you

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