

# NATIONAL CENSUS OF COMMUNITY LEGAL CENTRES (CLCs) 2015

## CLIENTS, SERVICES AND WORK

NACLC is the peak national organisation representing Community Legal Centres (CLCs) in Australia. Its members are the state and territory CLC associations that represent around 190 centres in various metropolitan, regional, rural and remote locations across Australia.

The 2015 Census is the third, annual survey of the CLC sector conducted by NACLC, in consultation with the state and territory CLC associations. The Census is an important tool to collect information about the clients, services, work and priorities of CLCs.

Note: All statistics in this infographic relate to the 2014/15 financial year.<sup>1</sup>

### PROFILE

**134** CLCs responded to the Census



### TOP 3

Top 3 specialist areas or clients groups were:



domestic/family violence



homelessness



family law

### TURNAWAYS<sup>2</sup>

**159,220**

people were turned away from 92 CLCs



**67.3%**

reported turning away people due to insufficient resources

**35.6%**

of CLCs could not provide a person they turned away with an appropriate, accessible and affordable referral

### CLIENTS



**15.3%**

of clients, on average, identified as an Aboriginal and/or Torres Strait Islander person



**20.6%**

of clients, on average, identified as a person from a culturally and linguistically diverse background



**26.6%**

of clients, on average, identified as a person with disability

### TIME SPENT ON FUNDING-RELATED ACTIVITIES

**111** CLCs spent over



**1,500** hours per week



on funding-related activities including reporting, grant applications and fundraising



<sup>1</sup> Every percentage (%) referred to in this infographic is a percentage of the number of respondents that answered that particular question in the Census. To locate how many CLCs responded to each particular question, please refer to the National Report on the NACLC website: <http://www.naccl.org.au/resources/NACLC%20Census%20-%20National%20Report%202015%20-%20FINAL.pdf>

<sup>2</sup> A 'turnaway' by a CLC was defined as: any person your CLC 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 or your centre's eligibility policy. It is important to note that this definition counts the number of people turned away, and not the number of times (or occasions) that a person was turned away.

## VOLUNTEERS AND PRO BONO PARTNERSHIPS

volunteers contributed  hours  
**575,000**  
to 111 CLCs across Australia

**7,124**  volunteers  
contributed a total of **11,057.7**  
hours of work per week

An average of approximately **1**  staff hour was spent to garner

 **5.1** quality assured volunteer hours<sup>3</sup>

CLCs spent approximately **113,605** hours supporting the work of volunteers

**51,896**  hours were contributed by pro bono partners to 69 CLCs

## POLICY ADVOCACY AND LAW REFORM

**76.5%** undertook policy advocacy and law reform activities 

**TOP 3**

Top 3 policy advocacy and law reform activities:



preparing submissions to inquiries and reviews



meeting with Members of Parliament and/or their staff



letter writing to MPs

## PARTNERSHIPS



**46.9%**

partnered with non-legal community organisations when delivering legal services



**46.9%**

also partnered with legal pro bono partners when delivering legal services



**69.9%**

partnered with non-legal community organisations in the provision of community legal education

## TECHNOLOGY



**25.7%**

of CLCs used Skype to provide legal advice



**50.5%**

CLCs used websites (including blogs) to provide community legal education



**17.8%**

use YouTube to provide community legal education

<sup>3</sup> The word 'approximately' is used because the number of CLCs that responded to each question about hours spent on the various types of support (supervision, induction, orientation and training volunteers) varied.