

# NATIONAL CENSUS OF COMMUNITY LEGAL CENTRES 2014

# WORK, PRIORITIES AND TRENDS IN THE CLC SECTOR

The National Association of Community Legal Centres (NACLC) is the peak national organisation representing Community Legal Centres (CLCs) in Australia. Its members are the state and territory CLCs associations that represent around 200 centres in various metropolitan, regional, rural and remote locations across Australia.

The 2014 Census is the second annual survey of the CLC sector conducted by NACLC, in consultation with the state and territory CLCs associations. The Census is an important tool to collect information about the work, trends and priorities of CLCs.

Note: All statistics in this infographic relate to the 2013/14 financial year, except where noted otherwise.<sup>1</sup>

## PROFILE

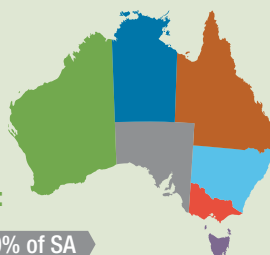
**79.4%**   
of the CLC sector responded to the Census

**TOP 3** 

Top 3 specialist areas or clients groups were:

- family law
- domestic/family violence
- services for Aboriginal and/or Torres Strait Islander peoples

Percentage of CLCs that responded from each state/territory:



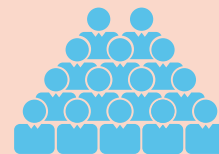
**79.6%**

reported providing legal outreach at a location other than their CLC's main or branch offices

## STAFFING<sup>2</sup>

**1,307.9**

Full-time equivalent staff were employed by CLCs



## CLIENTS<sup>3</sup>

**13.3%**

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

**25.4%**

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



## VOLUNTEERS AND PRO BONO PARTNERSHIPS

**6,543**   
volunteers contributed a total of

**776,178** hours

CLCs spent approximately

**139,168** hours

on supervising volunteers, and developing and providing orientation/induction and other training for volunteers

An average of approximately

**1** paid staff hour was spent to garner

**5.6** quality assured volunteer hours

**72,047** hours

were contributed by pro bono partners to CLCs



<sup>1</sup>Every percentage (%) referred to in this infographic is a percentage of the number of respondents that answered that particular question. To locate how many CLCs responded to each question, please refer to the National Report on the NACLC website [http://www.naclc.org.au/resources/NACLC\\_NationalCensusofCLCs\\_2014\\_COMBINED.pdf](http://www.naclc.org.au/resources/NACLC_NationalCensusofCLCs_2014_COMBINED.pdf)

<sup>2</sup>Staffing questions were worded to capture staffing statistics at a 'point in time' – that is, at the time when CLCs completed the Census, rather than for the 2013/14 financial year.

## TURNAWAYS<sup>3</sup>

# 156,854

people were turned away



# 65.0%

reported turning away people due to insufficient resources

## GOVERNANCE

# 44.5%



used a skills audit to inform recruitment to the CLC's Management Committee, Board or other governance structure

# TOP 3

Top 3 skills that could be strengthened:

- communications/marketing
- strategic/operational planning
- financial skills



## POLICY ADVOCACY AND LAW REFORM

# 82.7%



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 (MPs) and/or their staff
- letter writing to MPs



## PARTNERSHIPS

# 42.2%



partnered with community organisations – non-legal when delivering legal services

# 40.6%



partnered with Aboriginal community controlled, Family Violence Prevention Legal Services (FVPLS) and Aboriginal and Torres Strait Islander Legal Services (ATSILS) for the delivery of legal services and community legal education (CLE)

# 68.1%



also commonly partnered with community organisations – non-legal for the provision of CLE.

## TECHNOLOGY

# 19.6%



used Skype to provide legal advice

# 16.1%



used YouTube to provide CLE

# 7.1%



used smart phone apps for legal information

<sup>3</sup>These statistics represent the clients of CLCs that receive funding from the Community Legal Services Programme (CLSP) and other, non-CLSP funding sources. These figures include CLCs that reported that Aboriginal and/or Torres Strait Islander clients or people with disability comprised 100% of their client base.

<sup>4</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.