

National Association of Community Legal Centres National Data Snapshot Report 2018

Overview

The National Association of Community Legal Centres (NACLC) is the peak body for community legal centres in Australia. Community legal centres are independent, non-profit, community-based organisations that provide free and accessible legal and related services to everyday people, including people experiencing discrimination and disadvantage across Australia.

In 2018 there were 181 centres nationally. Centres are imbedded in local communities, working in a holistic, client-centred and multidisciplinary way. Centres play a crucial and effective role in assisting people to resolve their legal problems at an early stage, in meeting rising demand for legal assistance and contributing to systemic reform.

This national data snapshot provides an overview of the work of community legal centres in 2018. It demonstrates the high number of people and communities helped by the sector across a broad range of areas of law.

Note, this snapshot does not provide information on the work of all centres- the data is extracted from the Community Legal Assistance Services System (CLASS) and provides data for 144 centres across Australia. It does not include data from Aboriginal and Torres Strait Islander Legal Services or Family Violence Prevention Legal Services.

People and Communities

Centres helped over **203,005 people** in 2018.

The people centres helped included the following:

Client Group	Percentage of Total Clients
Women	57.81%
People experiencing family violence:	30.4%
People with disability:	20.39%
People from culturally and linguistically diverse communities	19.11%
People in rural, regional and remote areas	10.72%
Older people (65 years of age and over):	9.26%
People who reported no income at all	8.39%
Aboriginal and/or Torres Strait Islander people	7.14%
People experiencing homelessness	6.44%
Children (up to 17 years of age)	1.72%

Services and Areas of Law

Centres provided **697, 563 services** nationally in 2018.

The top 5 areas of law in which centres helped people were:

Area of Law	Number of Services	Percentage of Total Services
Parenting arrangements	96,227	13.06%
Credit and debt	73,165	9.93%
Housing	70,979	9.63%
Other civil law problems	63,398	8.60%
Domestic violence protection orders	60,296	8.18%

In providing civil law services, the top 5 areas of law in which centres helped people were:

Area of Law	Number of Services	Percentage of Total Civil Law Services
Credit and debt	73,165	16.20%
Housing	70,979	15.72%
Other civil law problem type	63,398	14.04%
Domestic violence protection orders	60,296	13.35%
Consumer	31,423	6.96%
Immigration law	27,835	6.16%
Employment	24,996	5.54%
Wills and estates	23,177	5.13%
Social Security	20,598	4.56%

Centres focus on predominately civil and family law services, however in providing some **criminal law services**, over 44% were traffic and regulatory offences.

Centres also provided:

- **212, 880 referrals** to other services and organisations, demonstrating the holistic nature of centre work in supporting people and connecting them with other services and supports
- Over **4,500 community legal education activities**

For more information or questions about this Snapshot, please contact the Community Legal Centres Australia Policy Team at policy@naclc.org.au

