

State of the Sector survey 2022–2023

About your Centre

1. Primary contact for survey

We have this person listed as primary contact for the State of the Sector survey. Please review and update these contact details as needed.

*

Your name

Your email address

Your position

2. Centre locations and contact details

This is the contact information we have for your centre. Please review and update these details as needed.

Name of
your
centre

State or
territory

Street
address

Town or
suburb

Phone
number

Website

Public
email
address

3. Branches and outreach locations

A. Our records show you operate from the following branches. Please review and update these details as needed.

Branch 1

Branch 2

Branch 3

Branch 4

Other

B. Our records show you operate from the following outreach locations. Please review and update these details as needed.

Outreach 1

Outreach 2

Outreach 3

Outreach 4

Other

Your funding

4. Funding sources

A. From which of these sources did your centre receive funding in 2022–23? – Tick all that apply. *

Philanthropic

- Fundraising and sponsorship
- Commonwealth Government – Attorney-General's Department - (National Legal Assistance Partnership Agreement [NLAP])
- State or territory government (main budget allocation, e.g., via Attorney-General's or Justice department)
- Commonwealth Government – Attorney-General's Department (Non-NLAP) – Please specify:

- Commonwealth Government – other department, e.g., Employment and Workplace Relations, Home Affairs, Social Services, Health and Aged Care, National Indigenous Australians Agency – Please specify:

- State or territory government (Public Purpose Fund, Legal Practitioner Interest on Trust Accounts Fund etc.) – Please specify:

B. From which source did you receive the largest amount of funding? *

- Philanthropic
- Fundraising and sponsorship
- Commonwealth Government – Attorney-General's Department – (National Legal Assistance Partnership Agreement [NLAP])
- State or territory government (main budget allocation, e.g., via Attorney-General's or Justice department)
- Commonwealth Government – Attorney-General's Department (Non-NLAP) – please specify:

- Commonwealth Government – other department, e.g., Employment and Workplace Relations, Home Affairs, Social Services, Health and Aged Care, National Indigenous Australians Agency – Please specify:

- State or territory government (Public Purpose Fund, Legal Practitioner Interest on Trust Accounts Fund etc.) – Please specify:

C. Many centres have reported their work is impacted by reduced funding due to poor indexation and rising inflation, and wage costs. Do you have a story to tell us about what this looks like for your centre? For example, have you had to reduce telephone advice line hours, make a difficult staffing decision, shut down an outreach etc.?

5. Pro bono contributions

A. Did private law firms make pro bono contributions to support your centre's work in 2022–23? *

- Yes
- No

A1. If yes, how did they contribute? *

- Advice line hours
- Client representation
- Financial support and sponsorship
- Legal advice, e.g., in relation to tax arrangements, contracts, or complaints
- Legal research
- Providing regular secondees
- Writing submissions
- Other – Please specify:

A2. Can you estimate the average number of hours per week in pro bono contributions your centre received in the 2022–23 year?

A3. Can you estimate the dollar value of financial support from your pro bono partners received in the 2022–23 year? Include only direct financial contributions, not the value of hours worked in this estimate.

\$

Services and programs

6. Please confirm which of the following best describes your centre:

*

- Generalist
- Specialist
- Generalist with specialist programs – Please list:

- Other – Please specify:

7. Please select all the legal services your centre offered in 2022–23.

*

- | | | |
|---|---|--|
| <input type="checkbox"/> Animal welfare | <input type="checkbox"/> Employment | <input type="checkbox"/> Prisoners' rights |
| <input type="checkbox"/> Arts | <input type="checkbox"/> Environment | <input type="checkbox"/> Protest rights |
| <input type="checkbox"/> Child protection | <input type="checkbox"/> Family law | <input type="checkbox"/> Public interest litigation |
| <input type="checkbox"/> Consumer rights | <input type="checkbox"/> Financial abuse | <input type="checkbox"/> Refugee status |
| <input type="checkbox"/> Credit and debt | <input type="checkbox"/> Human rights protections – Please specify: | <input type="checkbox"/> Sexual harassment |
| <input type="checkbox"/> Criminal Law – Please specify:
<input type="text"/> | <input type="checkbox"/> Insurance
<input type="text"/> | <input type="checkbox"/> Social security |
| <input type="checkbox"/> Disability | <input type="checkbox"/> LGBTIQ+ | <input type="checkbox"/> Tenancy |
| <input type="checkbox"/> Disaster legal services | <input type="checkbox"/> Mental health | <input type="checkbox"/> Victims compensation |
| <input type="checkbox"/> Discrimination – Please specify:
<input type="text"/> | <input type="checkbox"/> Migration | <input type="checkbox"/> Whistle-blower rights |
| <input type="checkbox"/> Domestic and family violence | <input type="checkbox"/> Motor vehicle | <input type="checkbox"/> Wills and estates |
| <input type="checkbox"/> Elder abuse | <input type="checkbox"/> Police accountability | <input type="checkbox"/> Other – Please specify:
<input type="text"/> |

8. Does your centre employ people in any of the following non-legal roles? –
Select all that apply. *

- Alcohol and other drug workers
- Social workers, case workers, counsellors
- Financial counsellors
- Community development/engagement workers
- Identified Aboriginal community engagement or support workers
- Other – Please specify:
- Our centres does not employ people in any of the above non-legal roles

9. Do you deliver services in collaboration with other organisations, such as: *

- Hospital or health service
- Mental health service
- Domestic violence service or shelter
- Youth service
- Aboriginal community-controlled organisations including Aboriginal community-controlled health organisation?
- Other – Please specify:
- Our centre does not run an integrated service with a partner organisation

Challenges

10. What were the three main challenges your service faced in 2022–23? Please choose three at most. If you did not face any of these challenges, select the N/A option. *

- Insufficient funding and impacts of indexation and inflation
- Staffing – recruitment
- Staffing – retention
- Staff wellbeing – burnout, vicarious trauma etc.
- Increased client demand
- Increasing complexity of client need
- Not having good data on legal need
- CLASS
- Reporting
- N/A. We did not experience any of these challenges in 2022 – 23

11. Is there anything else you'd like to tell us about the challenges your centre faced in 2022–23?

12. Demand for services and emerging legal need

A. Compared to 2021–2022, has demand for your services: *

- Increased
- Decreased
- Stayed about the same
- Don't know

B. Compared to 2021–2022, are new or different people or groups approaching you for help? *

- No
- Don't know
- Yes. Please specify – for example, people from new geographical location, more young people etc.:

E. Is there anything else you would like to tell us about how changing demand is impacting your community?

13. Turnaways

Measuring the number of people centres turn away each year is one way to measure expressed legal need in the community.

For the purposes of this survey, we define a 'turnaway' as any person your centre could not assist, for reasons including:

- you did not have capacity to assist at all or within the required timeframe
- you could not offer the service needed, e.g., court representation
- you could help with some but not all of a person's problem
- you don't practice in the relevant area of law
- the person was not eligible for your service (outside your catchment area, conflict of interest, not from a priority group etc.)

We ask that you apply this definition to the responses in this section so that we are collecting the data based on a common understanding of the term and can calculate a more accurate national turnaway figure. We ask below about which of the reasons listed above are most common at your centre.

We recognise that turning someone away may not result in the person's legal need not being met – particularly if you offered a referral.

A. Do you track how many people you are unable to assist?

- Yes, completely or formally
 Yes, partially or informally
 No

A1. If yes, how do you track 'turnaways'? Please tick all that apply.

CLASS - please specify how:

Phone records

Based on anecdotal evidence, such as consulting with staff

Data from reception

Regular survey of internal lawyers

Other – please specify:

A2. What is your centre's average number of turnaways **per week**? *

A3. How did you calculate your weekly figure?

A4. What were the three main reasons your centre turned people away from your service in 2022–23? Please choose three at most. If you don't turn people away from your service, select the N/A option. *

- We didn't have capacity to assist at all
- We couldn't assist within the required time frame
- We don't offer the service required e.g., . representation at Court or a tribunal
- We could only assist with part of the problem but not the whole problem
- We don't practice in the relevant area of law
- The person was not eligible for our service, e.g., not in our catchment area, conflict of interest, not from a priority group
- N/A. We do not turn people away from our service.

B. Is there anything else you'd like to tell us about unmet legal need in your community?

People and workforce

14. Staff

The following questions require answers in full-time equivalent, or FTE, regardless of headcount. It is a way of adding up the hours of full-time, part-time and various other types of employees into measurable 'full-time' units. For example, using FTE, you would count a person who works three days per week as 0.6 FTE.

A. How many total FTE staff does your centre currently employ? If your centre is fully staffed by volunteers, put 0. *

B. Please break down the number of FTE given in the previous question. Where one person performs multiple roles, e.g., managing principal solicitor, please only count them once. *

Direct service,
legal

Direct service, non-
legal

Operational roles – executive (e.g., CEO,
Directors)

Operational roles – non-executive (e.g., admin, data,
communications)

C. There is significant unmet legal need in our communities, which centres

C. There is significant unmet legal need in our communities, which centres need additional resources to meet. At the same time, most centres face constraints in their ability to quickly scale up service delivery. Thinking about the service you would like to be able to deliver, how many additional FTE positions would you need – and could you reasonably manage – to better respond to unmet need in your community? If you do not need any additional roles in a particular field, put 0. *

Direct services, legal	<input type="text"/>
Direct services, paralegal and intake	<input type="text"/>
Direct services, non-legal (integrated services)	<input type="text"/>
Direct services, CLE	<input type="text"/>
Operations, executive team	<input type="text"/>
Operations, admin, office manager	<input type="text"/>
Operations, IT, data, reporting	<input type="text"/>
Operations, law reform and comms	<input type="text"/>

D. Compared to the 2021–22 year, in the 2022–2023 financial year, did the number of FTE staff at your centre: *

- Increase
- Decrease
- Stay the same

E. Compared to the previous year, did the amount your centre spent on wages: *

- Increase
- Decrease
- Stay the same

F. What was your resignation rate during the last twelve months, i.e. the number of resignations as a percentage of the number of employees? For example, if your centre has ten staff and two resigned during 2022–23, put 20%; if no employees resigned, put 0%. *

G. How does the resignation rate for 2022–23 compare to the previous twelve months? *

- Higher – this year there have been more resignations as a proportion of the workforce
- Same
- Lower – this year there have been fewer resignations as a proportion of the workforce
- Don't know

H. What were the top three drivers of staff resignations from your centre? – You can select one, two or three reasons, but no more than three.

*

- Remuneration
- Lack of career pathways
- Lack of access to appropriate and affordable housing and services
- Lack of appropriate loading for remoteness
- Workload
- Vicarious trauma and burnout
- Other – Please specify:
- N/A. No staff resigned from our centre in 2022–23

I. How many vacant positions did you advertise in 2022–23? *

J. On average, how long did it take to fill vacant positions?

- Less than 1 month
- Up to 3 months
- 3 to 6 months
- 6 to 12 months

K. What are the top three challenges your centre faces attracting and retaining qualified staff? – You can select one, two or three reasons, but no more than three.

- Remuneration
- Lack of career pathways
- Access to appropriate and affordable housing
- Remoteness
- Workload
- Vicarious trauma and burnout
- Other – Please specify:
- N/A. We did not face challenges attracting or retaining staff

15. Volunteers

A. Did your centre work with volunteers in any capacity during 2022–2023? *

- Yes No

A1. If yes, what type of volunteers were these? – Please tick all that apply. *

- | | |
|---|--|
| <input type="checkbox"/> Administrative Assistants | <input type="checkbox"/> Lawyers – advice services |
| <input type="checkbox"/> Communications and Media Officers | <input type="checkbox"/> Lawyers – client representation |
| <input type="checkbox"/> Community Legal Education and
Community Development Workers | <input type="checkbox"/> Migration Agent |
| <input type="checkbox"/> Counsellors – financial | <input type="checkbox"/> Social Workers |
| <input type="checkbox"/> Counsellors – family violence | <input type="checkbox"/> Students – law |
| <input type="checkbox"/> Finance Officers and Bookkeepers | <input type="checkbox"/> Students – social work |
| <input type="checkbox"/> Fundraising | <input type="checkbox"/> Other – Please specify |
| <input type="checkbox"/> Law Graduate – practical legal
training (PLT) | <input type="text"/> |

A2. What was the total number of hours volunteers contributed to your centre **per week** in 2022–23? If the number varies from week to week, estimate an average weekly figure for 2022–23.

16. Community control and Aboriginal and Torres Strait Islander staff members

A. Is your centre an Aboriginal community-controlled organisation (ACCO)? *

Yes

No

B. As far as you know, how many people at your centre identify as an Aboriginal or Torres Strait Islander person? Where one person performs multiple roles, e.g., managing principal solicitor, please only count them once. *

Board or management
committee

Executive team

Employed
staff

Legal roles

Non-legal roles

Voluntary roles

Please confirm whether you are a member of Community Legal Centres NSW.

Some questions have been included for CLCNSW member centres only to minimise duplication and work required by centres. These questions collect data and information about Aboriginal and Torres Strait Islander initiatives, projects and workforce in NSW centres to inform CLCNSW's work including around funding advocacy and supporting the Aboriginal and Torres Strait Islander workforce in the sector. Any questions, contact zachary@clcnsw.org.au *

- Yes
- No

Aboriginal and Torres Strait Islander justice and cultural safety

17. Specialist programs and workers

A. Does your centre deliver specialist programs for Aboriginal and Torres Strait Islander people? *

- No
- Yes – Please specify:

A.1. If yes, does the service employ Aboriginal and Torres Strait Islander workers? *

- Yes, all staff for this service are Aboriginal and Torres Strait Islander people
- Yes, some staff for this service are Aboriginal and Torres Strait Islander people
- No, this service is delivered by non-Aboriginal staff
- Don't know

B. Does your centre have any Aboriginal and Torres Strait Islander identified

B. Does your centre have any Aboriginal and Torres Strait Islander identified positions? *

- Yes, one
- Yes, more than one
- No
- Don't know

B.1. If yes, how do you fund the position(s)?

*

- Core funding
- Dedicated funding for identified positions or services
- Grant funding
- Other – Please specify:

CLCNSW CENTRES ONLY

C. What are the roles and FTE of each of your Aboriginal and/or Torres Strait Islander staff?

18. Does your centre partner with or provide support to ACCOs to deliver services to Aboriginal and Torres Strait Islander people in your community?

*

Yes – Please specify organisations and types of activity:

No

19. Cultural safety and access to justice

A. What initiatives has your centre implemented to improve cultural safety at your centre? *

Established an Aboriginal and Torres Strait Islander reference or advisory group

Developed and implemented a Reconciliation Action Plan (RAP)

Currently developing a RAP

Planning for a RAP in the next year

Developed and implemented other cultural safety policies

We don't have any current initiatives around cultural safety at our centre

Regular cultural safety training – Please specify:

Community engagement and participation – Please specify:

Other – Please specify:

B. On a scale of 1 to 10 (with 1 being very poor and 10 being excellent), how well do you think your organisation is doing in implementing the Cultural Safety Standard under the National Accreditation Scheme? *

C. What work does your centre do to improve access to justice for Aboriginal and Torres Strait Islander people in your community?

- Deliver targeted programs or outreach for Aboriginal and Torres Strait Islander people and communities
- Deliver targeted CLE for Aboriginal and Torres Strait Islander people
- Partner with ACCOs to deliver services to Aboriginal and Torres Strait Islander people
- Systemic advocacy – Please specify:
- Other – Please specify:
- We don't have any current initiatives to improve access to justice for Aboriginal and Torres Strait Islander people at present.

CLCNSW CENTRES ONLY

D. How are your Aboriginal and Torres Strait Islander initiatives and targeted programs funded, e.g., core funding/twelve-month funding from the National Indigenous Australians Agency?

CLCNSW CENTRES ONLY

E. How many FTE staff are working on Aboriginal and Torres Strait Islander justice programs or initiatives?

20. Advocacy and law reform

A. What proportion of your centre's work does advocacy and law reform represent?

*

- less than 10%
- 10–25%
- 25–50%
- More than 50%
- Don't know

B. Has this increased or decreased since 2021–22?

*

- Increased
- Decreased
- No change
- Don't know

C. If your centre's advocacy has decreased in the past twelve months, what is the top reason why?

- Budget related
- Staff related
- Other priorities
- Other – Please specify:

D. Ideally, what proportion of your centre's work would you like advocacy and law reform to represent?

*

21. Advocacy law reform

A. Do you have any advocacy and law reform position(s)? – Please include roles where a set percentage of the person's time is allocated to advocacy, e.g., a solicitor whose job description allocates four days per week to casework and one day per week law reform. *

- Yes
- No

B. If yes, how many FTE law reform and advocacy positions do you have? *

C. How do you fund these law reform and advocacy positions? Please tick all that apply.

*

- Philanthropic
- Fundraising and sponsorship
- Commonwealth Government – Attorney General's Department – National Legal Assistance Partnership Agreement (NLAP)
- Commonwealth Government – Attorney General's Department – National, non-NLAP – Please specify:

- Commonwealth Government – other department, e.g., Employment and Workplace Relations, Home Affairs, Social Services, Health and Aged Care, National Indigenous Australians Agency – Please specify:

State or territory government (main budget allocation, e.g., via Attorney-General's or Justice department)

State or territory government (Public Purpose Fund, Legal Practitioner Interest on Trust Accounts Fund etc) – Please specify:

Other – Please specify:

22. What are the top three areas of law your centre engaged in advocacy work on in 2022–23? – You may choose one, two or three areas, but not more than three.

*

Animal welfare

Arts

Child protection

Consumer rights

Credit and debt

Criminal law

Disability

Disaster legal services

Discrimination – Please specify:

Domestic and family violence

Elder abuse

Employment

Environment

Family law

Financial abuse

Human rights protections – Please specify:

Insurance

LGBTIQ+

Mental health law

Migration

Police accountability

Prisoners' rights

Protest rights

Public interest litigation

Refugee status

Sexual assault

Sexual harassment

Social security

Tenancy

Victims compensation

Whistle-blower

Wills and estates

Other – Please specify:

We did not undertake any advocacy activities in 2022–23