

2023-24 Questions

About you and your centre

1. Who is the primary contact for this survey?

Please check these details and update as appropriate

- Your name
- Your email address
- Your position
- Your centre

2. Which of the following best describes your centre?

- a. Place-based (generalist)
- b. Specialist
- c. Other - please specify

2a. <for generalist> Does your place-based (generalist) service provide specialist programs or services?

3. Which state or territory does your centre operate in? (Select all that apply)

- a. We're a national centre operating in all jurisdictions
- b. ACT
- c. NSW
- d. NT
- e. QLD
- f. SA
- g. VIC
- h. TAS
- i. WA

4. Is your centre any of the following?

- a. Family Violence Prevention Legal Service (FVPLS)
- b. Aboriginal and Torres Strait Islander Legal Service (ATSILS)
- c. Aboriginal controlled community legal centre
- d. None of the above

5. Does your centre identify as being a rural, regional, remote, or very remote (RRRR) centre?

- a. Yes, please specify
 - Rural
 - Regional
 - Remote
 - Very remote
- b. No

6. What initiatives has your centre implemented to improve cultural safety? (Select all that apply)

- a. Established an Aboriginal and Torres Strait Islander reference or advisory group
- b. Cultural supervision or cultural mentors
- c. Staff have joined Aboriginal networking group
- d. Developed and implemented a Reconciliation Action Plan (RAP)
- e. Developed and implemented other cultural safety policies
- f. Regular cultural safety training (please specify)
- g. Community engagement and participation (please specify)
- h. Other (please specify)
- i. We don't have any current initiatives around cultural safety at our centre

Your funding

7. Did you receive any Commonwealth government funding in 2023-24? (Select all that apply)
- a. NLAP: Attorney-General's Department - National Legal Assistance Partnership Agreement
 - b. Non-NLAP: Attorney-General's Department
 - c. Another (please specify)
 - d. No

<7a. if a> Which of the following NLAP funding did you receive? (Select all that apply)

- a. Baseline or Family Law Family Violence
- b. An additional stream (please specify)

8. Did you receive any state or territory government funding in 2023-24? (Select all that apply)
- a. Main budget allocation e.g. Attorney-General's or Department of justice
 - b. Public Purpose Fund
 - c. Another (please specify)
 - d. No

9. Did you receive any local government funding in 2023-24?
- a. Yes (please specify)
 - b. No
 - c. Unsure

10. Did you receive any non-government funding in 2023-24? (Select all that apply)
- a. Philanthropic
 - b. Fundraising and sponsorship
 - c. Another (please specify)
 - d. No

11. From which source did your centre receive the largest amount of funding?
- a. Commonwealth Government - NLAP baseline: Attorney-General's Department - National Legal Assistance Partnership Agreement
 - b. Commonwealth Government - NLAP additional stream
 - c. Commonwealth Government - Non-NLAP Attorney-General's Department
 - d. Commonwealth Government - other
 - e. State and Territory government sources - main budget allocation e.g. Attorney-General's or Department of justice
 - f. State and Territory government sources -Public Purpose Fund
 - g. State and Territory government sources - other
 - h. Local government sources
 - i. Non-government sources - Philanthropic
 - j. Non-government sources - Fundraising and sponsorship
 - k. Non-government sources - other
 - l. Another (please specify)

12. These funding breakdowns may not be meaningful to all centres. Is there anything else you want to say about your funding sources?

13. The Federal Budget 2024-2025 did not provide funding security beyond June 2025. What will it mean for your centre if the new NLAP agreement is not finalised and funding announcements made by the end of 2024? What will your centre do?

Your services

This year, we will use CLASS and National Data Repository data alongside the State of the Sector survey to create a national snapshot of all the services our sector delivered in 2023-24.

Domestic and family violence services

Instead of asking about all your services, this section focuses on domestic and family violence services and clients. Your responses will help us to build a fuller picture of the breadth and depth of community legal centres' domestic and family violence work.

Data provided will support our advocacy in the lead up to the Mid-Year Economic and Fiscal Outlook (MYEFO) 2024 and the federal budget 2025-26 to ensure that any increases in legal assistance funding provided for the specific purpose of supporting victim-survivors of domestic and family violence is available to all community legal centres that do this work.

14. Did your centre provide direct services to people affected by domestic and family violence in 2023-24? (Select all that apply)
- Yes, we provided legal services to victim-survivors
 - Yes, we provided other support services to victim survivors
 - Yes, we provided legal services to users of violence
 - Yes, we provided other supports to users of violence
 - No

14a. <if any yes> Do you use CLASS or another CMS?

- CLASS
- Another CMS (please specify)

14b. <if yes to 14a.(b)> What proportion of your centre's total services did direct domestic and family violence services make up? (Answer as a percentage of the total amount of people you supported throughout 2023-24)

14c. <if any yes to 14> Did your centre receive funding via any of these NLAP streams to support people impacted by domestic and family violence in 2023-24? (Select all that apply)

- Domestic Violence Unit (please estimate how much)
- Health Justice Partnerships (please estimate how much)
- Legal assistance for vulnerable women (please estimate how much)
- Frontline support to address sexual harassment in the workplace (please estimate how much)
- None of the above

15. Regardless of whether you provided direct domestic and family violence services what proportion of people that you assisted with other legal problems (like tenancy, social security, credit and debt) disclosed that they were also impacted by domestic and family violence? (Answer as a percentage of total services).

NOTE: We acknowledge this question may be hard to answer. Please give us your best estimate. It is optional.

Outreach services

16. Does your centre do outreach to Rural, Regional, Remote, or Very Remote (RRRR) locations?
- Yes
 - No
- 16a. <If yes> How many trips did you do in 2023-24?
- 16b. <If yes> On average, how many locations did you visit each trip?
- 16c. <If yes> On average, how many kilometres did you travel each trip?

Integrated services and collaboration

17. Does your centre employ someone in any of the following roles? (Select all that apply)
- Social workers, case workers, counsellors
 - Financial counsellors
 - Community development or engagement workers
 - Identified Aboriginal community engagement or support workers
 - Advocates e.g. tenancy, disability (please specify)
 - Peer or lived-experience workers
 - Education or training (including CLE)
 - Policy, campaigns, or communications
 - Fundraisers or grant writers
 - Other (please specify)
 - Our centre does not employ people in any of the above professional roles
18. Do you deliver integrated services in collaboration with other organisations? (Select all that apply)
- Aboriginal community-controlled health service
 - Aboriginal community-controlled organisation
 - Domestic violence service or shelter
 - Hospital or health service
 - Housing or homelessness service
 - LGBTQIA+ health or social service
 - Maternal and child healthcare service
 - Mental health service
 - Womens health service
 - Youth service
 - Another community legal centre
 - Other (please specify)
 - Our centre does not run an integrated service with a partner organisation
19. If you have one, please share a story about a successful or innovative collaboration from 2023-24.

Community Legal Education

20. Does your centre conduct community legal education (CLE)?
- Yes
 - No
- 20a. <if yes> How many CLE sessions did you conduct in 2023-24?
- 20b. <if yes> Please estimate the average attendance per CLE session.

Law reform and advocacy

21. What proportion of your centre's work does advocacy and law reform represent?
22. Do you want this to change?
- We want it to increase a lot
 - We want it to increase a little
 - We want it to stay the same
 - We want it to decrease a little
 - We want it to decrease a lot
23. If your centre got more funding for advocacy or law reform, how would you spend it (please select one option only)?
- Hire a dedicated staff member
 - Hire another lawyer and spread the advocacy and law reform work across the team
 - We would prefer new advocacy funding for community legal centres to flow to state/territory and national peak bodies
 - Something else? (Please specify)
24. In 2023-24, which of the following access to justice issues did your law reform and advocacy address? (Select all that apply)
- Animal welfare
 - Children and young people's rights
 - Climate change and environmental justice including disaster response
 - Consumer rights
 - Criminal justice system reform, including criminalisation of poverty, bail laws, youth justice
 - Disability rights
 - Domestic and family violence
 - Economic justice
 - Employment conditions
 - First nations justice, including Closing the Gap, incarceration, domestic and family violence
 - Housing and homelessness, including renters' rights
 - Human rights protections, including domestic rights charters
 - LGBTIQA+ rights
 - Older persons' rights, including elder abuse
 - Refugee and asylum seekers' rights
 - Policing and police accountability
 - Prisoners' rights
 - Protest rights
 - Women's rights, including sexual harassment
 - Other (Please specify)
 - We did not do any law reform or advocacy work in 2023-24.
25. If you have one, please share a story about recent policy, law reform, or advocacy work your centre was involved in that delivered a positive outcome?
26. Were you involved in Community Legal Centres Australia's national funding advocacy campaign in 2023-24?
- Yes (how so?)
 - No
 - Unsure
27. Are you interested in being involved in national funding advocacy over the next 12 months?
- Yes

- b. No
- c. Unsure

27a. <if yes> What kind of involvement are you interested in? (Select all that apply)

- a. Engagement with Members of Parliament
- b. Media engagement
- c. Social media engagement
- d. Something else? (please specify)

Specialist programs for Aboriginal and Torres Strait Islander people

28. Does your centre deliver specialist services or programs for Aboriginal and Torres Strait Islander people?

- a. Yes, please specify
- b. No

28a. <if yes> Does this specialist service or program employ Aboriginal or Torres Strait Islander workers?

- a. Yes, all staff for this service are Aboriginal or Torres Strait Islander people
- b. Yes, some staff for this service are Aboriginal or Torres Strait Islander people
- c. No, this service is delivered by non-Aboriginal staff
- d. Don't know

28b. <if yes to 28> Do you receive dedicated funding to run this program or service?

- a. Yes
- b. No

28c. <if yes to 28b> Where does this funding come from? (please specify funding stream if relevant)

- a. Commonwealth government (please specify)
- b. State or Territory government (please specify)
- c. Local government (please specify)
- d. Non-government (please specify)
- e. Another answer (please specify)

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

- a. Deliver targeted programs or outreach for Aboriginal and Torres Strait Islander people and communities
- b. Deliver targeted community legal education for Aboriginal and Torres Strait Islander people
- c. Partner with Aboriginal community-controlled organisations to deliver services to Aboriginal and Torres Strait Islander people
- d. Systemic advocacy – Please specify:
- e. Other – Please specify:
- f. We don't have any current initiatives to improve access to justice for Aboriginal and Torres Strait Islander people at present.

Legal need

Demand for services

30. Compared to 2022-23, demand for your services in 2023-24 has:

- a. Increased a lot
- b. Increased a little
- c. Stayed about the same
- d. Decreased a little
- e. Decreased a lot
- f. Don't know

31. Compared to 2022-23, are new or different people or groups approaching you for help?

- a. Yes
- b. No
- c. Don't know

32a. <if yes> Please specify - for example, people from new geographical location, more young people etc.

32. Please rate the level of impact the following factors had on your centre's ability to meet legal need in 2023-24.

1 = did not impact our ability to meet need at all

5 = made it extremely challenging to meet need

- a. Insufficient funding
- b. Impacts of inadequate indexation and inflation
- c. Staffing – recruitment/retention
- d. Staff wellbeing – burnout, vicarious trauma etc.
- e. Increased client demand
- f. Increasing complexity of client need
- g. Data - not having good data on legal need
- h. Data - administrative burden and inadequate systems

COMMENT BOX: "Please use the comment box to share any other challenges that impacted your centre's ability to meet expressed demand for services in 2023-24."

33. If you have one, please share a story demonstrating one (or more) of the most difficult challenges your centre faced in 2023-24.

34. If you have one, please share a story demonstrating innovative ways your centre navigated challenges in 2023-24.

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
- the person needed representation at a court or tribunal (which you could not provide)
- you could help with some but not the whole of a person's problem
- the person was not eligible for your service (outside your catchment area, conflict of interest, not from a priority group, you don't practice in the relevant area of law 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.

35. Do you track how many people you are unable to assist?
- a. Yes, completely or formally
 - b. Yes, partially or informally
 - c. No

35a. <If yes> How do you track turnaways? (Select all that apply).

- a. CLASS
 - i. (please specify how)
- b. Modern CMS, e.g. Actionstep, Consensus, CSnet
 - i. (please specify which one)
 - ii. (please specify how)
- c. Phone records
- d. Data from reception
- e. Regular survey of internal lawyers
- f. Other - please specify

35b. <if "CLASS" to 36a> How do you use CLASS to track Turnaways?

35c. <if "Modern CMS" to 36a> How do you use your CMS to track Turnaways?

36. Please estimate your centre's average number of Turnaways per week?

37. How did you calculate your weekly figure?

38. Which of the following were reasons that your centre turned people away in 2023-24.

- a. We didn't have capacity to assist at all or we couldn't assist within the required time frame
- b. The person needed representation at Court or a tribunal (which we could not provide)
- c. We could only assist with part of the problem but not the whole problem
- d. The person was not eligible for our service, e.g., not in our catchment area, conflict of interest, not from a priority group, we don't practice the relevant area of law. (If you can, please tell us the main reason you turned people away due to ineligibility)
- e. Another reason (please specify)
- f. N/A. We do not turn people away from our service.

39. If you have one, please share a story demonstrating the impact of turnaways and unmet legal need on your communities from 2023-24.

40. If you have one, please share a story demonstrating the impact of turnaways and unmet legal need on your workers from 2023-24.

Workforce

The following two questions ask for the total number of people or positions at your organisation.

41. At 30 June 2024, how many people worked at your centre?

42. At 30 June 2024, did you have any unfilled positions?

- a. Yes (how many positions)
- b. No

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.

43. At 30 June 2024, how many FTE staff did your centre employ? If your centre is fully staffed by volunteers, put 0.

44. 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 in their most senior capacity.

- a. Direct services, legal
- b. Direct services, paralegal and intake
- c. Direct services, other professionals (e.g. social workers, community workers, client support, advocates)
- d. Direct services, community legal education (CLE)
- e. Operations, executive team
- f. Operations, admin, office manager
- g. Operations, IT, data, reporting
- h. Operations, law reform and communications

45. In 2023-24, did your centre have any Aboriginal or Torres Strait Islander identified positions?

- a. Yes
- b. No

45a. <If yes> How many FTE?

45b. <if yes> How did you fund the identified position(s)? (Select all that apply)

- a. Core funding (e.g., baseline Commonwealth, state or territory government funding)
- b. Targeted or additional government funding for identified positions or services
- c. Grant funding (non-government)
- d. Other (please specify)

46. Do you have any staff that work on outcomes measurement or evaluation? (this may include where outcomes measurement is a portion of someone's role).

- a. Yes
- b. No
- c. Unsure

46a. <if yes> How many FTE staff work on outcomes measurement at your centre?

46b. <if no or unsure> How many FTE staff do you think you would need to conduct outcomes measurement well in your centre?

47. Did you have enough staff to meet expressed need for your centre's services in 2023-24?

- a. Yes
- b. No
- c. Unsure

47a. <If no>: For each of the following, how many additional FTE positions would your centre need – and could you reasonably onboard in 2024-25 with current operational capacity – to better respond to unmet need in your community? If you do not need any additional roles in a particular field, put 0.

- a. Direct services, legal
- b. Direct services, paralegal and intake
- c. Direct services, other professionals (e.g. social workers, community workers, client support, tenant/disability advocates)
- d. Direct services, CLE
- e. Operations, executive team
- f. Operations, admin, office manager
- g. Operations, IT, data, reporting
- h. Operations, law reform and comms

48. Compared to the previous year, in the 2023-24 financial year, did the number of FTE staff at your centre:

- a. Increase <by approximately what percentage>
- b. Stayed the same
- c. Decrease <by approximately what percentage>

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

- a. Increase <approximately what percentage>
- b. Stayed the same
- c. Decrease <approximately what percentage>

50. How many people left your organisation in 2023-24?

- a. Via resignation
- b. Contract ended and not renewed
- c. Termination
- d. Other (please specify)
- e. No one left our organisation in 2023-24

51. Thinking specifically about resignations, how does this compare to the previous twelve months?

- a. Higher – this year there have been more resignations as a proportion of the workforce
- b. About the same
- c. Lower – this year there have been fewer resignations as a proportion of the workforce
- d. Don't know

52. How many vacant positions did you advertise in 2023-24?

52a. <if greater than zero> On average, how many months did it take to fill vacant positions?

53. Did you hold any positions vacant due to funding constraints?

- a. Yes <for how long>
- b. No
- c. N/A (we didn't have any vacant positions)

54. Please rate the level of impact the following factors had on your centre's ability to attract and retain workers in 2023-24.

1 = did not impact our ability at all

5 = made it extremely challenging to attract and retain workers

COMMENT BOX: If your centre faced another significant challenge in attracting and retaining staff, that is not listed, you can provide this in the comment box.

- a. Funding insecurity
- b. Remuneration
- c. Lack of career pathways
- d. Lack of professional development opportunities
- e. Organisational culture (please specify *next question*)
- f. Workload
- g. Vicarious trauma and burnout
- h. Remoteness including access to basic services like housing and childcare (optional specify)

55. If you have one, please share a story about challenges your centre faced attracting or retaining staff in 2023-24.

Volunteers and pro bono contributions

56. Did your centre work with volunteers in any capacity during 2023-24?

- a. Yes
- b. No

56a. <If yes> What type of volunteers were these? (Select all that apply).

- a. Administrative assistants
- b. Board or management committee
- c. Communications and media officers
- d. Community legal education and community development workers
- e. Counsellors – financial
- f. Counsellors – family violence
- g. Finance officers and bookkeepers
- h. Fundraising
- i. Law Graduate – practical legal training (PLT)
- j. Lawyers – advice services
- k. Lawyers – client representation
- l. Migration agent
- m. Social workers
- n. Students – law
- o. Students – social work
- p. Other (please specify)

56b. <if yes> Please estimate the average number of hours volunteers contributed to your centre **per week** in 2023-24?.

57. Did private law firms make pro bono contributions to support your centre's work in 2023-24?

- a. Yes
- b. No

57a. <If yes> How did they contribute?

- a. Advice line hours
- b. Client representation
- c. Financial support and sponsorship
- d. Legal advice, e.g., in relation to tax arrangements, contracts, or complaints
- e. Legal research
- f. Providing regular secondees
- g. Writing submissions
- h. Other (Please specify)

57b. <If yes to 57> Please estimate the average number of hours **per week** in pro bono contributions your centre received in the 2023-24 year?

57c. <If yes to 57> Please estimate the dollar value of financial support from your pro bono partners received in the 2023-24 year? Include only direct financial contributions, not the value of hours worked in this estimate.

58. Do you have a story about an innovative or unusual way that your centre has engaged with volunteers or pro bono support?

Survey Feedback

You've now completed the survey!

59. You are welcome to provide any overall feedback on the survey here (optional)