

**Community Legal Centres Queensland's achievements this year has helped to lead and support Queensland community legal centres to deliver quality and accessible services to vulnerable and disadvantaged people and bring about change for individual and communities.**

**2020/21 highlights include:**

- Working with four trial site community legal centres through an action learning framework in a demand management project. Developing new strategies and tools to ensure services are provided to the most disadvantaged and vulnerable in the Queensland communities.
- Launching a new website with improved navigation for Queenslanders looking for legal help and an exclusive members portal.
- Meeting with Queensland MPs, following the state election, to profile the work of community legal centres and to advocate for the resource needs of the sector.
- Supporting community legal centres members through a four-year funding regional procurement process.
- Facilitating a regional service planning process with the Townsville Regional Legal Assistance Forum.
- Coordinating a community legal centres sector client survey to obtain feedback about services and provide data on supporting sector-wide advocacy and development.
- Continuing to certify members under the Phase 3 of National Accreditation Scheme, ensuring sustainable organisations and quality services.
- Providing comprehensive training opportunities through our flagship webinar program, and two conferences: one conference online (November 2020) and one conference face-to-face (June 2021) with record attendance at both.

We finished the year in a sound financial position, with a surplus of \$40,406, from our total income of \$886,429. We retain an overall surplus of \$433,251.

Our 2021 Impact Report confirms that Queensland community legal centres provided:

- Appropriate and effective client services
- Increased knowledge and access to services that meet the community's legal needs
- Support to the justice system to effectively operate and make policy and practice decisions
- Meaningful professional experiences to volunteers.

Our management committee: Hayley Grainger, Klaire Coles, Sue Garlick, Simone Matthews, Candice Hughes, Justine Silverthorne, Drew Lauchland, George Pharmaxis, provided strategic leadership and support to our organisation and we thank them.

Our staff team: Rosslyn Monro, Louise Mullins, Sam Cooper, Carly Hanson, Penny Sullivan, Ange Hale, Kerriann Dear, did an outstanding job supporting and advocating for our sector.

Our volunteer students: Carrie Cormack, Sarah Flint, Geena Skow, Tian Behenna, Daniel Song, Ellie Taylor, Radhika Peddibhotla, Emitis Morsali, Raskia Baig, provided much-needed support to our sector.

We thank Queensland's Department of Justice and Attorney-General, Bank Australia, Department of Social Services and Queensland Mental Health Commission, and other supporters and sponsors.

We look forward to working with sector in the coming year.

**Hayley Grainger, President**  
**Rosslyn Monro, Director**

## Our year in stats



**15**  
community legal  
centres accredited



**39**  
meetings with state  
politicians



**25**  
webinars held



**26**  
Member's Digests  
sent



**3,300+**  
webinar registrants



**3,400+**  
Facebook followers



**190**  
2021 State Conference  
attendees



**3,300+**  
Twitter followers



**276**  
2020 Online State  
Conference attendees



**900+**  
LinkedIn followers



**4**  
masterclasses held



**4**  
subscriber newsletters  
sent