



**Community
Legal Centres
Queensland**

Annual report
2021/2022

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This Annual Report covers the period 1 July 2021 – 30 June 2022 and was presented at the Community Legal Centres Queensland Annual General Meeting on 9th November 2022.

Community Legal Centres Queensland held appropriate insurance throughout the 2021-22 financial year. This included \$20 million in public liability insurance cover.



About us

Community Legal Centres Queensland is the peak body representing the 34 independent, community-led community legal centres operating across Queensland, including in rural and remote areas.

Queensland's community legal centres provide free information, legal assistance and referrals, representation and casework, community education and advocacy to people experiencing disadvantage who are facing legal and social problems.

Established in 1993, our vision is to work with our centres towards a fair and just Queensland.

Our mission is to be a voice for the sector and to lead and support Queensland CLCs to deliver quality and accessible services to vulnerable and disadvantage people and to bring about change for individuals and communities.

Our objectives are to:

- continually improve organisational sustainability and service quality
- increase the accessibility, profile and resourcing of the sector
- to unite around common objectives to bring about change



We acknowledge traditional custodians

Community Legal Centres Queensland pay our deepest respect to Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land in Australia, and recognise their continuing connection to land, water and culture.

We pay respect to Elders past, present and emerging.

We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples and commit to fostering a culture of learning from and working with First Nations peoples in the spirit of reconciliation and access to justice.

President's and Director's report

Welcome to the Community Legal Centres Queensland 2021-2022 Annual Report. This report provides an overview of Community Legal Centres Queensland's work in supporting 34 members to provide access to justice for thousands of Queenslanders.

The challenges of the last year with the rising costs of living, the housing crisis, natural disasters, the pandemic's disruption to employment and the increasing costs of delivering services to the community have all had their impact on community legal centres and their ability to meet the legal needs in their communities.

The increasing complexity of legal need means that Queenslanders need access to free community legal centres more than ever.

In our 2022 State Budget proposal, we called on the State government to invest a further \$18 million per annum into Queensland community legal centres to provide essential services to their community.

In the coming year, we will continue to call on the Queensland government to meet this funding challenge so that Queensland CLCs can continue to be part of the social infrastructure that is vital to communities who experience disadvantage in a sustainable way.

There have been number of changes to our membership this year. We welcomed knowmore as a member of CLCQ.

knowmore is a free independent legal service providing assistance to survivors of child sexual abuse about justice and redress.

Rosslyn
Monro
Director



There were also some member resignations, two of these as a direct or indirect result of losing funding in competitive tendering processes, Care Goondiwindi and Moreton Bay Regional Community Legal Service.

Junkuri Laka Community Legal Centre, who for many years provided legal services without funding in a very remote location on Mornington Island to a highly vulnerable community, also resigned

Some of the many highlights for the year include:

- The successful launch of the Impact Report by the Attorney-General at the CLCQ Leadership Forum.
- The 2022 state conference: "Champions, Allies and Advocates" saw the largest attendance at our conferences to date.
- The finalisation of our action learning project on demand management.
- Supporting the collaborative planning between Women's Legal Service, the First Nations Women's Legal Service NQ, and Women's Legal Service North Queensland.

Many thanks to the members of the management committee.

This is Hayley's last year on the committee and in the role of President and we thank her for her commitment and support over the years.

Many thanks also to the small staff team that are highly committed to the success of CLCs and critical to CLCQ being able to achieve all the work in this annual report.

Hayley
Grainger
President



Our year in stats



1

new member community
legal centre



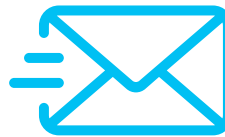
8

meetings with
politicians



31

webinars held



25

Member's Digest
email newsletters sent



ALL

members maintained
NAS accreditation



3,800+

Facebook followers



200 +

2022 State Conference
attendees



3,300+

Twitter followers



3,000

on-demand webinar views



1,200+

LinkedIn followers



3

masterclasses held



4

Quarterly subscriber
newsletters sent

Objective 1

Work with Queensland community legal centres to continually improve organisational sustainability and service quality.

- **Improve systems and practices across the sector**
- **Support and develop the sector workforce**
- **Model good practice as a peak organisation**

Free and accessible webinar program

The CLCQ webinar program continues to provide training and resources to our members to support their work in the community. This year we were pleased to partner with the Queensland Community Foundation to provide a well-received series of webinars and in-person workshops focusing on mental health and wellbeing for CLC frontline workers, managers and support staff.

We surveyed webinar participants to gather their feedback on the program:

- Q1: The session increased my understanding of this topic: 92% agreed or strongly agreed
- Q2: I will use the information I've learned in my workplace / to help my clients: 90% agreed or strongly agreed
- Q3: The information was presented in an engaging style: 92% agreed or strongly agreed
- Q4: The session handouts / PowerPoints were helpful (if provide): 90% agreed or strongly agreed

Comments from attendees of the program included:

"The webinar was enjoyable to watch and allowed for professional self-reflection of my own practice through providing solid, relatable examples."

"Well presented and thought out. So many situations resonated with me in both my working life, personal life and family connections. I can see there is a lot of burnout out there in the community. Well done."

"Most valuable training I have received in the last couple of years."

"I absolutely think that more of these webinars (mental health and wellbeing) should be available because it brings it to the forefront of people's minds!"



Our general webinar program covered a wide range of topics, including:

- Ethics and risk management
- Mental health and wellbeing
- Human rights and homelessness
- Family law and domestic and family violence
- WHS and supporting CLC staff
- Working with diverse client groups
- Consumer, debt and insurance issues
- Social security and disability
- Employment law and COVID-19
- Disaster legal assistance and climate change

After the severe weather event in South East Queensland, CLCQ partnered with pro bono law firms and legal assistance sector colleagues to provide a series of special flood webinars on topics such as disaster legal assistance, neighbourhood disputes and damage to property, insurance claims, tenancy arrangements, workplace rights, body corporate disputes.

Thanks to our presenters HopgoodGanim Lawyers, Herbert Smith Freehills, Holding Redlich, Townsville Community Law, Caxton Legal Centre and Legal Aid Queensland.

2022 Conference & Masterclass: Champions, Allies and Advocates

The 2022 Community Legal Centres Queensland State Conference saw more than 200 delegates from around Queensland and further afield gather for two days of thought provoking presentations around the theme: "Champion, Allies & Advocates".

The conference was well received by delegates.

"Thank you for showcasing such amazing First Nations women throughout this conference. I finished Day 2 feeling that fire in my belly again."

"Excellent presentations again. Informative, inspiring and so good to centre First Nations Justice at the CLC Conference. Really enjoyed the insights provided through the LGBTI group in advocacy."

"It is great to be in the company of such amazing people doing great work."

Following the conference there was an online Masterclass on Taking Shelter from the Perfect Storm: Identifying vicarious trauma and burnout risks, impacts and how you can recover, presented by knowmore.

Training for community legal centres



31

webinars delivered
to the sector
(available on demand)



4,000

people registered across the
webinar program



7

Flood & Natural Disaster
webinars



7

wellbeing webinars

Demand Management Project

This year we finalised the Demand Management Project which worked with CLCs about prioritising services to targeted client groups.

The project took an action learning approach with four trial site CLCs to analyse their base data to identify gaps in service delivery; implement a wide range of tools and strategies to implement changes; and then measure the impact of these changes.

As part of the project, CLCs implemented the PowerBI tool which provided user friendly analysis and presentation of CLASS data.

National Accreditation Scheme

This year saw all CLCQ members re-accredited under Phase 3 of the National Accreditation Scheme (NAS).

The NAS, owned by Community Legal Centres Australia and administered in Queensland by CLCQ, ensures that all accredited CLCs meet the rigorous 17 key standards and requirements.

What's Next?

- Prepare the sector for Phase 4 of National Accreditation Scheme
- Lead service improvement strategies on First Nations engagement and leadership
- Offer regular training and development opportunities in priority areas such as webinars and masterclasses to our members
- Develop a strategy, including a template enterprise agreement, for the sector to become an employer of choice with positive workplace cultures that recruit and retain diverse people and skills
- Develop the skills of the sector to establish and manage strategic relationships and partnerships



Objective 2

Work with Queensland CLCs to increase the accessibility, profile and resourcing of the sector.

- **Foster relationships and pursue successful partnerships to grow and diversify sector resources**
- **Build profile and recognition for the Queensland CLC sector**

Collaborative Planning with Townsville RLAF

CLCQ facilitated collaborative service planning with the Townsville Regional Legal Assistance Forum. This evidence and data driven planning process culminated in a plan for further collaborative projects and work between the members of the forum

First Nations Employee Network

The First Nations Employee Network was established and supported by CLCQ.

This network provides support to First Nations staff in their work in community legal centres across Queensland in a positive, confidential and supportive environment.

Cultural Safety Reference Group

We thank the CLCQ cultural safety reference group who have guided us in the implementation of the CLCQ Cultural Safety Action Plan.

The plan has provided the framework for CLCQ to continue to build connections with First Nations people and communities, provided opportunities for our sector to develop deeper awareness of First Nations perspectives and increase knowledge of issues affecting First Nations peoples.

CLE Skills Refresher Workshop

CLCQ partnered with Legal Aid Queensland to provide a CLE Skills Refresher Workshop in Cairns for the legal assistance sector with funding from the CLE Collaboration Fund.

Held on the traditional country of Gimuy-Walubara Yidinjiand Yirrganydji peoples, there was a strong focus on First Nations peoples sharing their stories, knowledge and views on place-based community legal education, community development and cross-cultural communication.

Flood legal assistance collaboration

We supported CLCs to provide legal assistance to flood affected communities by working with members to develop a communication resource, sharing resources about flood legal assistance, a refresher webinar program, advice about capturing legal need, and meeting regularly with CLCs about service coordination.

Women's Legal Centres Collaborative Planning

The 2021 Federal Budget saw a major investment in the three Women's Legal Services in Queensland.

CLCQ supported these services to develop a collaborative planning project so that the implementation of increased services was coordinated and meeting the needs of communities across Queensland.

This project will be finalised in the 2022-23 financial year.

State Budget investment proposal

CLCQ called for an additional \$18 million pa for 2022-2025 in 2022 State Budget to fund access to justice and meet increasing demand for CLCs in Queensland by investing:

- \$5 million pa to help meet increased demand for general CLC services
- \$3 million pa to support Queenslanders pursue their human rights
- \$3 million to support the provision of domestic and family violence assistance
- \$1 million pa for Family Violence Prevention Legal Services
- \$5 million pa to funding integrated services and partnerships
- \$1.5 million for analysis of the economic impact of CLCs to assist future government planning and investment
- \$500,00 pa to enhance capacity to support the CLC sector

What's Next?

- Continue to nurture and strengthen relationships with our First Nations colleagues and stakeholders
- Build and strengthen relationships with and between member CLCs
- Maintain and foster member, government and stakeholder relationships
- Actively pursue strategic relationships and memberships in areas that extend Queensland CLCs' profile, resources and support bases
- Work with legal assistance services in collaborative service planning initiatives under the National Legal Assistance Partnership Agreement
- Develop a communications plan in consultation with CLCs that supports the profile building of the sector
- Promote the work of CLCs and their impact in the community



Objective 3

Work with Queensland CLCs to unite around common objectives to bring about change.

- **Build data, insights and knowledge**
- **Coordinating advocacy for change**

Client Survey

We supported community legal centres to undertake their annual survey of clients and other stakeholders.

The 2022 client survey data showed:

- 94% of clients said they would recommend the organisation to other people.
- 90% of clients said they know where to get help if they have another legal problem in the future.
- 96% of clients said staff listened to their legal problem in a friendly and respectful manner.
- 92% of clients said staff helped them understand how to deal with their legal problem and provided them with options.



NLAP Strategy and Action Plan

CLCQ actively contributed to the Department of Justice and Attorney General's development of the National Legal Assistance Partnership Strategy and Action Plan.

The key areas raised in CLCQ's written and other submissions included:

- The need to develop strong evidence base of legal need in Queensland to inform service development
- The importance of collaboration and partnership in meeting community needs
- Coordination of community legal education and law reform
- Workforce development; and
- The need for additional resources across government to tackle complex legal and social issues in the community

Review of the Anti-Discrimination Act Qld

CLCQ supported a group of CLCs to publish their 10-point plan for a fairer Queensland which was a community resource to support submissions to the review.

CLCQ was also a member of the review's community reference group.

Hands up for Justice

In the lead up to the Federal election, CLCQ and Queensland community legal centres were part of the national Hands up for Justice campaign.

Delegates met virtually with Queensland Federal politicians to talk about the legal needs in their community and the role of community legal centres in increasing access to justice.



What's next?

- Draw on accreditation insights to build knowledge and identify future priorities
- Support CLCs to prioritise evaluation, evidence gathering and demonstration of impact through client stories
- Strengthen CLCQ's capability to access and analyse data to support sector advocacy
- Work with CLCs to elevate the voices of communities impacted by marginalised groups and issues in relation to disasters and climate change to enhance sector resources, advocacy and law reform
- Be a platform for increased awareness and advocacy for Aboriginal and Torres Strait Islander voices on matters relating to First Nations people and communities
- Continue to be a voice of the sector on the administration of CLC funding and policy



A fair and just Queensland



50,973

individuals received help from
Queensland's community
legal centres



84,360

different legal issues
were dealt with



1,290

community legal education
resources and activities delivered
to communities

Community Legal Centres Queensland's members 2021-2022 work included:

- Giving close to **59,000** legal advices
- Assisting with over **10,600** legal tasks
- Providing over **11,100** duty lawyer services
- Appearing in courts or tribunals in almost **4,124** matters
- Assisting with **138** mediations and dispute resolution services
- Helping with over to **8,200** non-legal support services, such as social work and financial counselling
- Providing referrals on close to **89,000** occasions.

Service delivery

Our members delivered:

- **66 per cent** of services by phone
- **24 per cent** of services in person
- **10 per cent** of by letter or electronically (email and videoconference)



Client groups



73%

of clients were experiencing financial disadvantage



25%

of clients were living with disability or mental illness



49%

of clients were experiencing, or at risk of, family violence



7%

of clients were homeless



11%

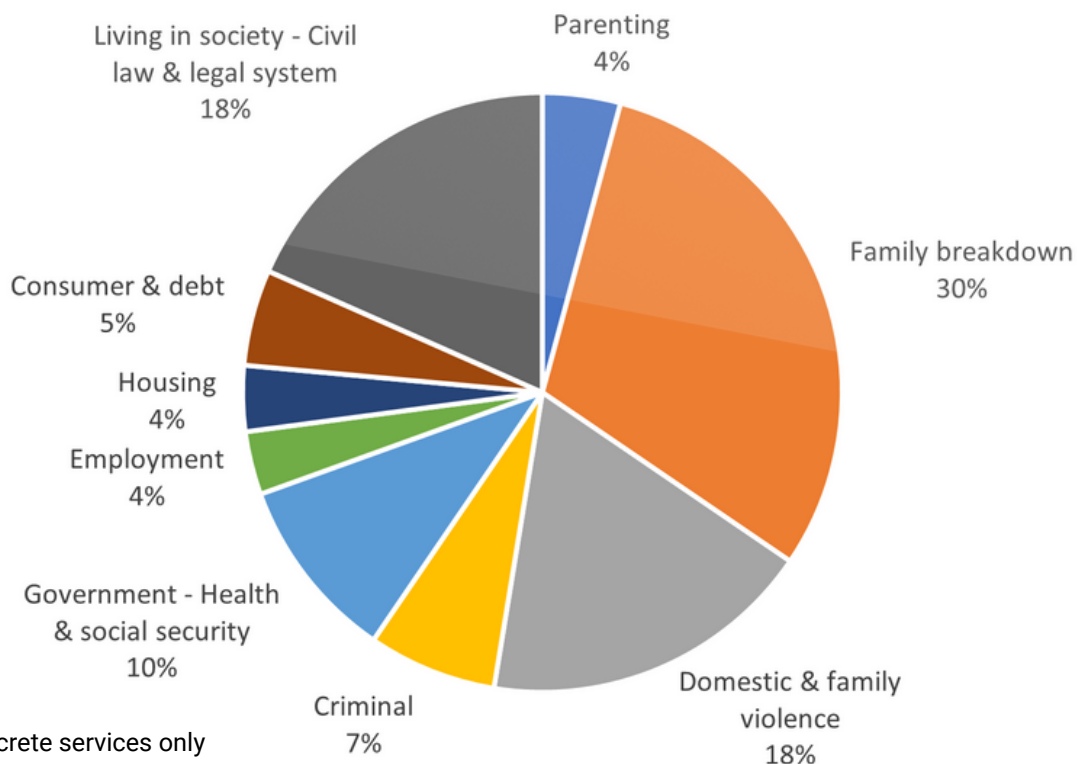
of clients were First Nations peoples



9%

of clients were from culturally and linguistically diverse backgrounds

Legal issues CLCs assisted with *



Our members

Community Legal Centres Queensland's members in 2021/22

- Aged and Disability Advocacy Australia
- Aboriginal Family Legal Service Southern Queensland
- Basic Rights Queensland
- Bayside Community Legal Service
- Brisbane North Community Legal Service
- Cairns Community Legal Centre
- Care Goondiwindi (resigned 1 July 2021)
- Caxton Legal Centre
- Central Queensland Community Legal Centre
- Environmental Defenders Office Queensland
- Environmental Defenders Office of Northern Queensland
- First Nations Women's Legal Service North Queensland (formerly ATSIWLSNQ)
- Gold Coast Community Legal Centre
- Hub Community Legal
- Institute for Urban Indigenous Health
- knowmore (joined November 2021)
- LawRight
- LGBTI Legal Service
- Junkuri Laka Community Legal Centre (resigned March 2022)
- Mackay Regional Community Legal Centre
- Moreton Bay Community Legal Services (resigned 30 June 2022)
- My Community Legal
- North Queensland Women's Legal Service
- Pine Rivers Community Legal Service
- Prisoners Legal Service
- Queensland Advocacy for Inclusion (formerly Queensland Advocacy Incorporated)
- Queensland Indigenous Family Violence Legal Service
- Refugee and Immigration Legal Service
- Suncoast Community Legal Service
- TASC National
- Tenants Queensland
- Townsville Community Legal Service
- Wide Bay Burnett Community Legal Service (formerly Taylor St Community Legal Centre)
- Women's Legal Service
- YFS Legal
- Youth Advocacy Centre



Our people

Staff members

Rosslyn Monro, Director
Penny Sullivan, Sector Sustainability Coordinator
Carly Hanson, Sector Sustainability Coordinator
Samantha Cooper, Sector Sustainability Coordinator
Angela Hale, Operations Coordinator
Louise Mullins, Communications Coordinator (until December 2021)
Leah Lane, Communications Coordinator (from February 2022)
Kate Scanlon, Project Worker for WLS Collaborative Planning Project (on secondment from Women's Legal Service from March 2022)
Daniel Song, Client Survey Project worker

Our thanks

Thanks to our volunteers

Daniel Song, Milli Power, Charlene Cheuk Ling Ko, Matthew Stark, Mia Zhang, Emitis Morsali, Tian Behenna, Ellie Taylor & Radhika Peddibhotla

Management committee members

Hayley Grainger (President), North Queensland Women's Legal Service
Klaire Coles (Treasurer), Caxton Legal Centre
Candice Hughes, YFS Legal
Drew Lauchland, LGBTI Legal Service
Jonathan Ward, Gold Coast Community Legal Service
Simone Matthews, Institute for Urban Health Institute
Elizabeth Gallagher, LawRight
Aaron Luki, Queensland Indigenous Family Violence Legal Service

Thanks to our supporters

Community Legal Centres Queensland acknowledges funding from the **Queensland Government's Department of Justice and Attorney-General** along with Department of Justice and Attorney-General Investing in Women Grant and Queensland Community Fund.

Conference Sponsors: Queensland Government, Maurice Blackburn, MinterEllison, Sparke Helmore Lawyers, TransUrban, Herbert Smith Freehills, Colin Biggers & Paisley, Holding Redlich, UQ Pro Bono Centre and Queensland Law Society.

Thank you for supporting our work.

Thank you to all our pro bono supporters and other organisations we collaborated with this year.

Special mention to:

MinterEllison; Allens; HopgoodGanim; Herbert Smith Freehills, Carroll & O'Dea Lawyers, Maurice Blackburn; Holding Redlich; DLA Piper; Queensland Law Society;
Legal Aid Queensland and the UQ Pro Bono Centre.



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