

Impact on clients

Community Legal Centres make a difference to a diverse range of Queenslanders's lives everyday. By tailoring services to people and communities, Community Legal Centres contribute to the long-term impacts of people having decreased stress, improved financial wellbeing, increased personal safety and greater social inclusion.

To measure the impact on the clients of Queensland's Community Legal Centres we analysed survey results from each of our member centres and real-life stories from people supported by our centres.

The client survey results and case studies demonstrate that Queensland Community Legal Centres are providing appropriate and effective services to Queenslanders, and they are making a difference to people by improving their safety, wellbeing and inclusion. Services are client and community-focussed and the overall high degree of client satisfaction indicates that Queensland Community Legal Centres are vital social infrastructure.

Future work is required to ensure clients who have intersectional legal and other needs have increased access to holistic and wraparound services.

- 93% 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.



What our clients are saying:

“

“(My lawyer) was a wealth of knowledge and put my mind at ease on the matter I came in for. Excellent advice. Excellent people skills. I feel confident in returning here for any advice on legal matters, this is a fantastic resource for low-income earners who cannot afford legal advice.”

“The legal person was very patient and understanding even though my English is not very good. She's very politely asked me questions. I really appreciate and happy with the service. Thank you very much for your help.”

“The information I received was helpful in making me understand a bit of the process and the next steps in a really difficult situation.”

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“

The legal staff were very professional, friendly and easily approachable. They helped me understand my problem and assisted me in dealings with no bias towards me or my currently situation.

”

About our clients



37%
of clients have **no or low income**



56%
of clients in **rural, regional** and **remote areas** are experiencing **domestic** and **family violence**



74%
of clients indicated that they are experiencing **financial disadvantage**



3 in 5
clients (55%) are living with a **disability** on **no or low income**



9%
of clients identify as **Aboriginal** and/or **Torres Strait Islander**



1 in 2
(46%) clients with a **disability** experience **domestic** and **family violence**



63%
of clients are **women**



1 in 4
(22%) clients seeking help from rural, regional and remote areas identify as **Aboriginal** and/or **Torres Strait Islander** people



1 in 4
(26%) clients have a **disability** or **mental illness**



7%
of clients are experiencing, or are at risk of experiencing **homelessness**



3 in 5
(64%) of **women** seeking assistance are experiencing **family** and **domestic violence**



17%
of clients are from **rural, regional** and **remote areas** of Queensland



Women are **2.8 times** more likely than men to be **homeless** when seeking help from a Queensland Community Legal Centre

Notable differences since our last impact report in 2021:

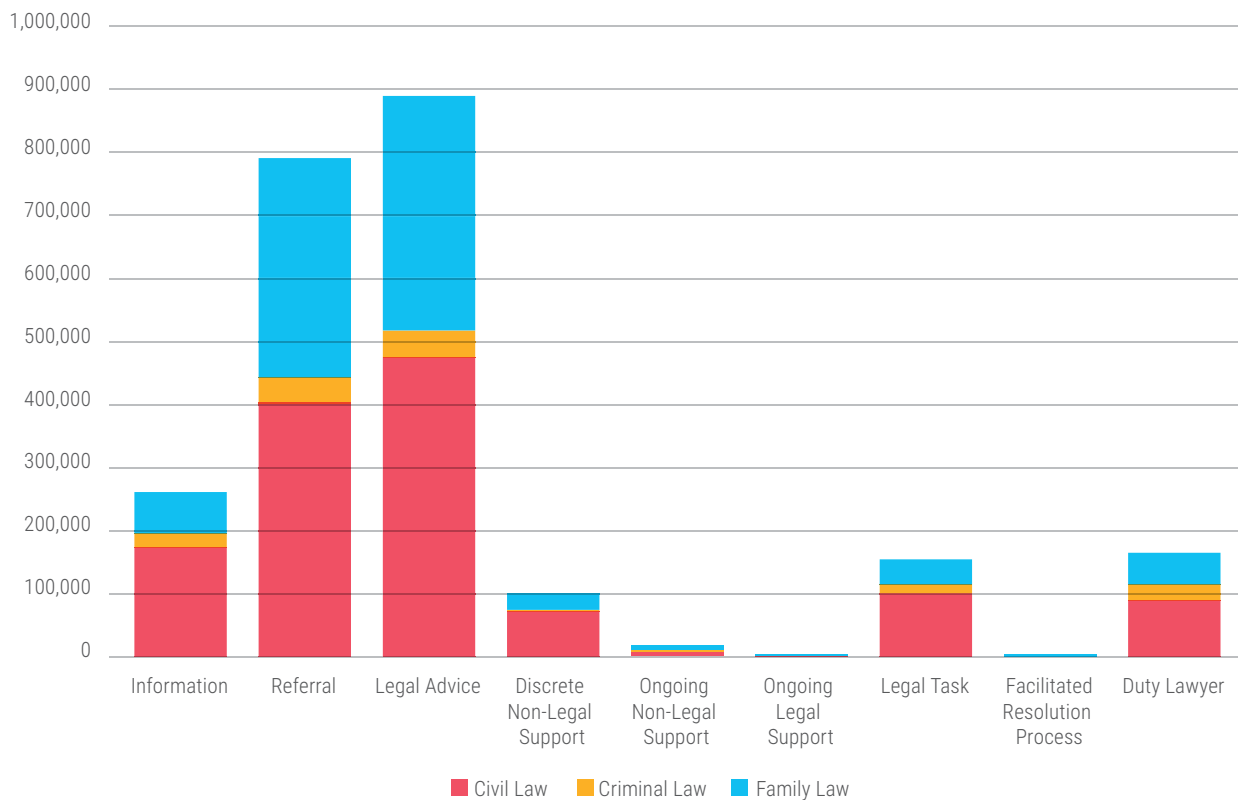
- More clients indicating they are experiencing financial disadvantage
- Increase in clients with a mental illness or disability

*These statistics are drawn from the national client database CLASS from the period of 1 July 2022 and 30 June 2023.

Appropriate services

The majority of services provided by Community Legal Centres were referrals and advices in civil and family law areas. The high rates of discrete services reflect the many volunteer services delivered across Queensland, which involve one-off legal advice and task assistance.

What services did we deliver this year?



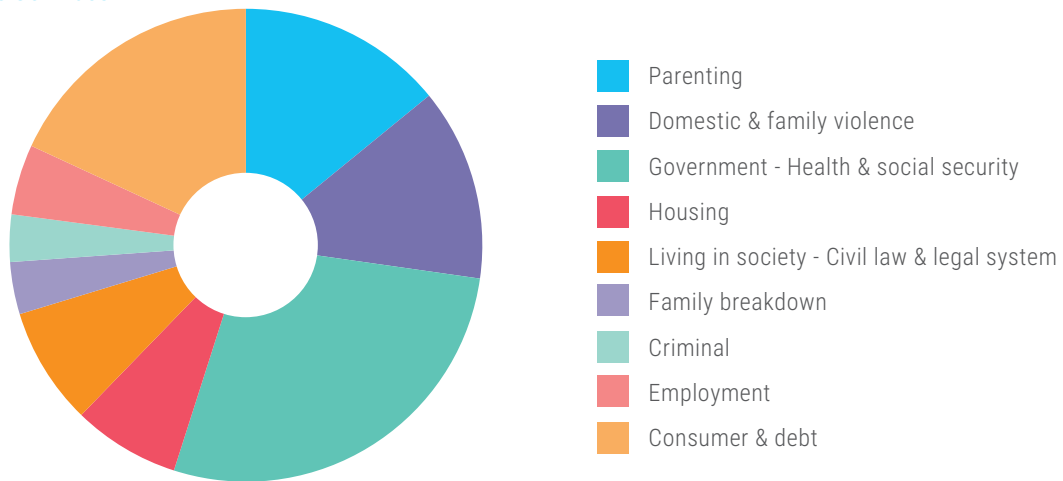
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I was taken care of. My needs were met at a caring level. I was extremely comfortable the whole time. I am happy with the Community Legal Centre services, and it made me feel like a human being and not just a number.

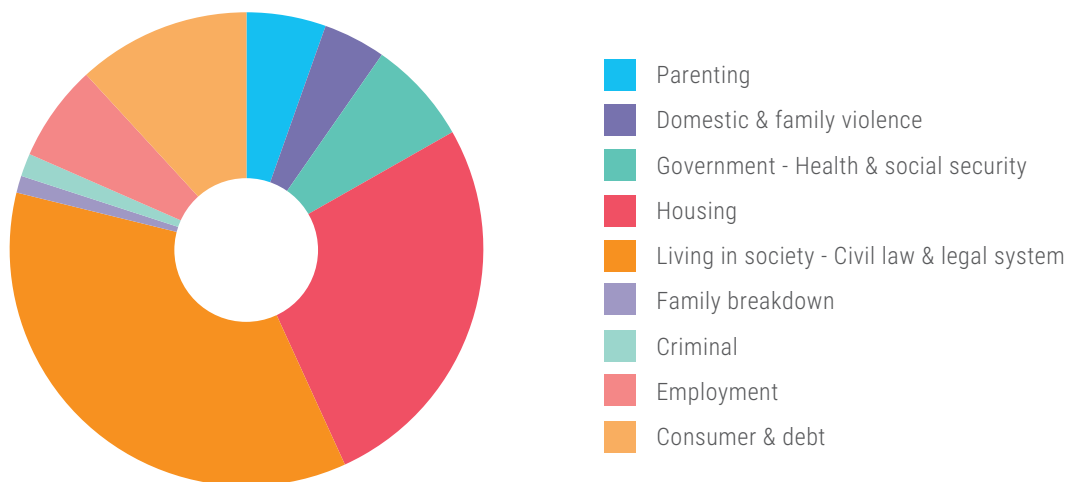
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What legal problems did we help with this year?

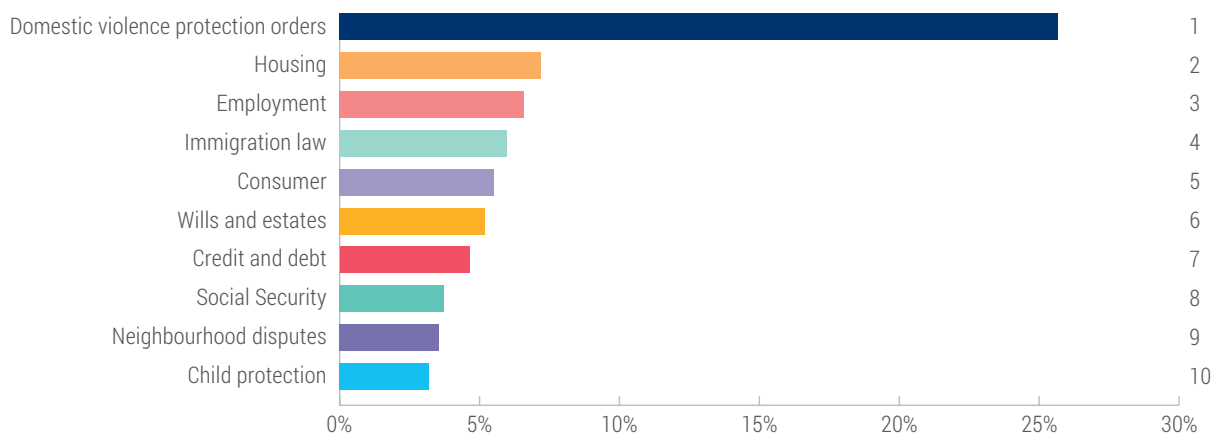
Discrete Services



Representation Services



Top 10 Civil Law Issues in 2022-23



How we deliver our services

Queensland communities need a range of diverse service models to meet the existing and emerging legal needs.

Community Legal Centres like **Wide Bay Burnett Community Legal Service** and **Brisbane North Community Legal Service** are co-located with their local neighbourhood centre, **Bayside Community Legal Centre** regularly visits the islands in Moreton Bay to provide services while **Gold Coast Community Legal Centre** operates out of various office locations to make services more accessible. Here are just a few examples of how Community Legal Centres adapt their services to meet the needs of their community.

Inclusive Services

It is important that communities can access safe and inclusive Community Legal Centres that provide legal assistance in an environment that is welcoming, valuing and respectful of diversity. **LGBTI Legal Service** is a Rainbow Tick accredited service. Compliance with the Rainbow Tick national quality framework recognises LGBTI Legal Service's commitment to safe and inclusive practices and service delivery for the LGBTIA+ community, meeting six rigorous standards of organisational capacity, workforce development, consumer participation, a welcoming and accessible organisation, disclosure and documentation and culturally safe and acceptable services.

Integrated Services

Community Legal Centres have long recognised that many people's legal issues are connected to or compounded by other social and economic challenges and that the best supports address all these challenges holistically. Critically, Community Legal Centres recognise the impacts of trauma and discrimination on a person's capacity to access justice. **Caxton Legal Centre** take a human rights approach to providing services in discrimination, employment, consumer, family, domestic violence, coronial, criminal and elder law. With lawyers and social workers working in a holistic multi-disciplinary model, skilled workers respond to, and support challenges driven by hardship, trauma, distress and health concerns while addressing legal issues.

At the door of the Court

Many Community Legal Centres provide courthouse-based services through duty lawyer services. **Mackay Regional Community Legal Service** provides regular duty lawyer services for domestic and family violence matters at the Mackay Magistrates Court. Duty lawyer services ensure that people listed at the court are informed of their options, whether applying for a

protection order or responding to an application and are informed of the court processes. Duty lawyer services are also able to identify other related legal issues and provide referrals for additional support.

Partnering with the local legal community

The local legal profession is an important service multiplier for Community Legal Centres that provide volunteer advice programs. **Suncoast Community Legal Service** has over 100 volunteer lawyers and 40 receptionists who dedicate their time and skills to meet the need for free legal advice on the Sunshine Coast. Without partnering with the local legal community, Suncoast would not be able to provide over 3000 legal advices to its community.

Specialist services

Townsville Community Law's Veterans' Legal Service was launched in April. This new service will improve veterans' access to legal assistance, including legal issues experienced by veterans during their transition to civilian life. The service will also help with legal issues experienced by veterans as a consequence of their service and assist with access to veterans' statutory entitlements.

Outreach

Community Legal Centres are located throughout Queensland, with regional centres providing services across large areas. Outreaches are critical to expanding the geographical reach. **Central Queensland Community Legal Centre** covers an area more than 208,000 square kilometres. By working in partnership with local regional agencies it not only provides services to people in the Rockhampton area, but also to Biloela, Emerald, Gladstone and Mt Isa. Partnerships with local services ensure that appropriate referrals and support are provided to local people who need access to legal help.