

# NATIONAL CENSUS OF COMMUNITY LEGAL CENTRES (CLCs) 2016

## Clients, services and work

NACLC is the peak national organisation representing Community Legal Centres (CLCs) in Australia. Its members are the state and territory CLC associations that represent 180 centres in various metropolitan, regional, rural and remote locations across Australia.

The 2016 Census is the fourth annual survey of the CLC sector conducted by NACLC, in consultation with the state and territory CLC associations. The Census is an important tool to collect information about the clients, services, work and priorities of CLCs.

Note: All statistics in this infographic relate to the 2015/16 financial year.<sup>1</sup>

### PROFILE

**129** CLCs responded to the Census



### TOP 3

Top 3 specialist areas or clients groups were:



domestic/family violence



Aboriginal and Torres Strait Islander people



family law

### TURNAWAYS<sup>2</sup>

**169,513**

people were turned away from 109 CLCs



**74.7%**

reported turning away people due to **insufficient resources**

**32%**

of CLCs could not provide a person they turned away with an appropriate, accessible and affordable referral

### CLIENTS



**15.4%**

of clients, on average, identified as an **Aboriginal and/or Torres Strait Islander person**



**25.8%**

of clients, on average, identified as a person from a **culturally and linguistically diverse background**



**24.0%**

of clients, on average, identified as a person with a **disability**

### TIME SPENT ON FUNDING-RELATED ACTIVITIES

**118**   
CLCs spent over

**2,477**   
hours per week

on funding-related activities including reporting, grant applications and fundraising



<sup>1</sup> Every percentage (%) referred to in this infographic is a percentage of the number of respondents that answered that particular question in the Census. To locate how many CLCs responded to each particular question, please refer to the National Report on the NACLC website: [http://www.naccl.org.au/cb\\_pages/reports\\_and\\_resources.php](http://www.naccl.org.au/cb_pages/reports_and_resources.php)

<sup>2</sup> A 'turnaway' by a CLC was defined as: any person your CLC had to send away because you were unable to assist them within the needed timeframe or because of a lack of resources, lack of centre expertise or your centre's eligibility policy.

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### VOLUNTEERS AND PRO BONO PARTNERSHIPS

volunteers contributed  hours

**889,096**

to 112 CLCs across Australia

**6,773**  volunteers

contributed a total of **17,098** hours of work per week

An average of approximately **1**  staff hour was spent to garner **6.4**  quality assured volunteer hours<sup>3</sup>

**57,848**  hours were contributed by pro bono partners to 70 CLCs

CLCs spent approximately **138,602**  hours supporting the work of volunteers

### POLICY ADVOCACY AND LAW REFORM

**76.2%**  undertook policy advocacy and law reform activities

**TOP 3**

Top 3 policy advocacy and law reform activities:

-  preparing submissions to inquiries and reviews
-  meeting with Members of Parliament and/or their staff
-  letter writing to Members of Parliament

### PARTNERSHIPS

 **47%**

partnered with legal pro bono partners when delivering legal services

 **47%**

also partnered with legal aid commissions when delivering legal services

 **73%**

partnered with non-legal community organisations in the provision of community legal education

### OUTREACH

 **79.1%**

provide legal outreach at a location other than their main or branch offices



**83%**

provide services to clients and communities in Rural, Regional and Remote communities<sup>4</sup>

<sup>3</sup> The word 'approximately' is used because the number of CLCs that responded to each question about hours spent on the various types of support (supervision, induction, orientation and training volunteers) varied.

<sup>4</sup> Figures reflect the number of CLCs servicing Rural, Regional and Remote (RRR) areas, as opposed to being located in RRR areas. For example, state-wide specialist services exist that are based in urban areas, and provide outreach services to RRR areas