



ANNUAL REPORT 2024-25



Community Legal Centres Queensland

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This Annual Report covers the period 1 July 2024 – 30 June 2025 and was presented at the Community Legal Centres Queensland Annual General Meeting on 18 November 2025.

Community Legal Centres Queensland held appropriate insurance throughout the 2024-25 financial year. This included \$20 million in public liability insurance cover.

About us

Community Legal Centres Queensland (CLCQ) is the peak body representing 32 independent community legal centres (CLCs) operating across Queensland, including rural and remote areas.

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

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



We work with Queensland CLCs to:

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

CLCQ's new logo draws from the iconography and motifs of an original artwork developed for us by Uncle Charlie Waters, which you can read about on page 14. The colours used in the logo reflect the Queensland landscape.

We acknowledge traditional custodians

Community Legal Centres Queensland pays 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.

In particular, we acknowledge the Turrbal and Jagera peoples, the traditional custodians of the land in and around Meanjin (Brisbane) and pay respect to their elders, past and present.

Director & President's report

The 2024–25 financial year began in a period of significant uncertainty for Queensland's community legal centres (CLCs).

The State Government's workforce uplift funding was only committed for 12 months, and the National Legal Assistance Partnership (NLAP) was due to expire on 30 June 2025.

As the state peak body, Community Legal Centres Queensland (CLCQ) faced a critical challenge: securing ongoing workforce funding for the sector under the new national partnership agreement set to begin in July 2025.

Our "Save Queensland Community Legal Centres" campaign involved extensive engagement with federal and state politicians, as well as key departmental representatives. Through persistent advocacy, Queensland became the only state to secure additional State funding under the new National Access to Justice Partnership.

While nationally, the sector did not receive the full funding increase we had called for, this outcome represented a significant step forward and lays an important foundation for ongoing advocacy over the next five years.

None of these achievements would have been possible without the tireless efforts of our dedicated staff and Management Committee. It is a testament to our small but highly capable team that members and stakeholders are often surprised by our small team size and limited resources.

This year, we also hosted our largest-ever annual conference and launched the 2025–2030 First Nations Framework – the result of two years of meaningful consultations – grounded in cultural knowledge, respect, and deep listening.

In developing this framework, we were privileged to be guided by the wisdom of the CLCQ First Nations Reference Group, the First Nations Employee Network and First Nations Community Controlled CLCs, to make sure that we centred the lived experiences, voices, and cultural authority of Aboriginal and Torres Strait Islander peoples across Queensland.

As we look to the coming year, we remain ambitious for our sector and committed to strong, strategic advocacy that supports our members and the communities they serve.



Rosslyn
Monro
Director



Amanda
Whelan
President

2024-25: CLCQ's year in stats



32
member
community legal
centres (CLCs)



6
members
re-accredited under
NAS



19
meetings with
Federal politicians



23
meetings with State
politicians



1
trip to Parliament
House (Canberra)



10
meetings with the
DJAG (Qld)



9
webinars held



1500+
webinar registrations



220+
2025 Conference
attendees



46
First Nations
employees attended
Wunya



4
Quarterly newsletters
sent



26
Member's Digest
email newsletters

Funding Advocacy



The 2024/25 Queensland State Budget saw \$12.366 million allocated by the Queensland Government to provide an uplift in salary and conditions for community legal centre (CLC) staff.

This was a big win for CLCs, but the lack of funds committed in forward estimates still left the sector in an uncertain position, particularly with the National Legal Assistance Partnership (NLAP) ending on June 30, 2025.

Community Legal Centres Queensland (CLCQ) engaged in a two-pronged advocacy campaign, targeting both the Federal and State Governments.

In August 2024, a delegation from Queensland joined other state peak colleagues in Canberra to support Community Legal Centres Australia's "Save community legal centres: end the funding crisis" campaign.

The key messages of the campaign were:

- \$35 million this year to address the workforce crisis facing CLCs
- At least \$270 million per year for CLCs from July 1 2025 and for this funding to be committed by December 2024
- \$103 million for frontline domestic and family violence work.

The funding picture in Queensland was complicated by the 2024 State Election.

CLCQ held a "Save CLCs Week of Action" and supported CLCs to meet with local State Government MPs and candidates.

The key asks of the week of action were:

- Include that year's \$12.4 million workforce uplift investment in the base funding for the next partnership agreement; and
- Ensure that Queensland CLCs have funding certainty by the end of 2024.

In mid-September, the Federal Government unveiled its new National Access to Justice Partnership (NAJP).

The Partnership was agreed to at the November Standing Council of Attorneys-General (SCAG) meeting and provided \$558 million for CLCs and \$276 million for Women's Legal Services (a total of \$833 million) over five years.

In early December, the Queensland Government announced \$142 million in additional funding for legal assistance sector, which included CLCs.

This announcement secured the CLC workforce uplift for five years of the NAJP and was the biggest injection of state funding into Queensland CLCs in decades.







First Nations Framework Launch



The 2025-2030 First Nations Framework was launched at the CLCQ Conference in June 2025.

This Framework is the culmination of two years of meaningful consultation, shaped by the cultural knowledge, wisdom, and leadership of our First Nations Reference Group, the First Nations Employee Network, and Community-Controlled CLCs.

We are also grateful to the many 'mainstream' CLCs that we engaged with, who shared honestly and frankly about their contexts, the challenges and barriers they face, and told us about what would be most helpful to them in improving their capacity to work for and with First Nations peoples to support access to justice.

CLCQ identified a range of drivers for the development of a strategic framework, including:

- Ensuring that CLCQ's future work for and with First Nations peoples reflects the needs and priorities of First Nations organisations and workers in our sector, and supports them to meet the needs of their clients and communities
- Supporting the sector to develop relationships that are meaningful and relational not transactional
- Addressing gaps in our understanding of what mainstream and specialist CLCs see as their strengths, weaknesses, opportunities and challenges in working with and for First Nations peoples
- Elevating and centering First Nations voices in the sector
- Identifying initiatives to more effectively support First Nations workers in the CLC sector
- Developing mechanisms to support accountability for meaningful outcomes
- Analysing the effectiveness /impact of the cultural safety standard of the accreditation scheme
- Identifying and supporting opportunities for collaboration and networking in the sector

**Find a copy of the
First Nations Framework 2025-2030
at www.clcq.org.au**



Strategic pillars and areas for action

PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4
Constantly improving cultural capability in working for and with First Nations peoples	Supporting the current and future First Nations workforce of Queensland Community Legal Centres	Building community connection and relationships	Evaluating impact and measuring our progress
GOVERNANCE & MANAGEMENT Leadership development & upskilling Organisational values and philosophy Workplace culture Resourcing Organisational frameworks (policies, procedures, guidelines) Professional and personal development Culturally safe governance CLIENTS & STAKEHOLDERS Service models & design Models for stakeholder engagement & relationship building Relationship based partnerships Commitments to allyship & elevation of First Nations voices	CULTURAL & PSYCHOLOGICAL SAFETY AND SUPPORT Recognising, respecting & responding to cultural factors Commitment to culturally safe workplaces & support systems Access to cultural supports and cultural activities HR SYSTEMS & MANAGEMENT Recruitment & retention policies, procedures & guidelines Remuneration Systems for workforce engagement/input/feedback WH&S (cultural & psychological safety) WORKFORCE DEVELOPMENT Work pathways Training, personal & profession development CLC entry pathways Partnerships	STAKEHOLDER & COMMUNITY ENGAGEMENT Principles and philosophy Mapping & Planning Training & development Promoting commitment Building local knowledge Culturally safe and strategic models of engagement People centric relationships SUPPORTING WORKERS Organisational frameworks (policies, procedures, guidelines) Understanding Cultural Load and impact of responding to community expectations Service design inputs	MEASURING PROGRESS KPI identification Cultural safety performance measures/indicators (or proxies) EVALUATION Evaluation of strategies, initiatives & relationships embedded in First Nations ways of knowing, being and doing Cultural safety evaluation Embedding principles of Data Sovereignty



Wunya 2024

On 31 July and 1 August 2024, CLCQ hosted Wunya - an event for its First Nations Employee Network event.

More than 40 participants came from around Queensland for the event. We had two days filled with deep listening, reflection, learning, laughing and blak joy.

The focus on cultural self-care, connection and sharing was inspiring for the whole CLCQ team.

The program included:

- Worker Wellbeing – Clinton Shultz
- Cultural resilience and psychological wellbeing – Trent Wallace
- Murri Tucker Tasting – Bruce Gululai Phillips
- Weaving – Dreamtime Artistry
- CLCQ First Nations Framework Yarn
- Social event with platters from Birrunga Café

Thanks to the Queensland Government via the Department of Justice and Attorney-General for their support of the 2024 event.



"I have put "Excellent" in all of my answers because I could not fault nor find lacking in any aspect of Wunya. Your team has created a safe place to BE at one with my culture and with others. Thank you from my heart."

"This event is a critical part of the year for me. It re-energises me to keep giving back to my people and my community."



2024-25 Events

Leadership Development Training

Following on from the success of the Leadership Development Training held in 2023-2024, CLCQ again facilitated this program for managers and leaders working in the Queensland CLC sector.

Joan Wilson-Jones from JwJ Consulting presented the bespoke program that was delivered across three 2-day intensive modules.

The program aimed to develop skills in management and leadership and help the participants understand their leadership style to build and maintain a high performing team and to create a successful and sustainable workplace.

The program had 18 participants from 14 different CLCs.



"This training has well and truly exceeded my expectations. I am inspired to continue practicing the skills I have learnt as well as continue to grow into the leader I aspire to be."

2024 Leadership Forum

CLCQ hosted its annual Leadership Forum in November 2024.

The program included:

- CLCQ Update – Workforce stabilisation: where have we come from and what's next
- First Nations Framework Update
- Leading Cultural Safety – presented by Dr Clinton Schultz
- Leading Change – presented by Joan Wilson-Jones
- Defamation and the RMG PII Session



2025 Community Legal Centres Queensland Conference

The 2025 Community Legal Centres Queensland Conference saw more than 220 delegates each day gather for thought provoking presentations and robust conversations.

The conference sold out for the first time ever and a waiting list was established.

The opening keynote presentation was delivered by Race Discrimination Commissioner, Giridharan Sivaraman, and was followed by a session on Automating (in)justice: thinking beyond the hype of AI and automated-decision making and a CLC Sector Planning Workshop.

Day Two of the conference featured a presentation by Terri Reid from the Wiji Yani U Thangani Institute for First Nations Gender Justice followed by a panel on the Future of Human Rights in Queensland.

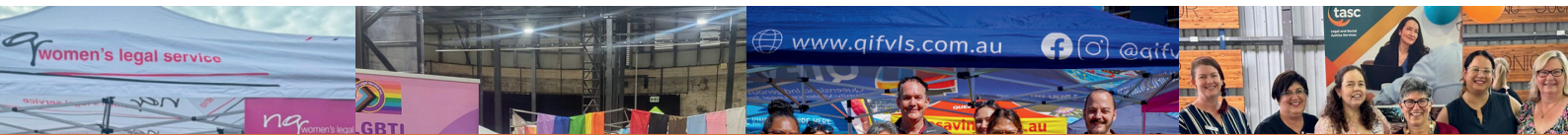
A further 12 breakout sessions were held over the two-day program around the themes of Running a CLC, Frontline Workers and Supporting Communities and People.



"All the speakers had a connection to our industry and were able to share relevant insights. The session topics were a nice balance of practical insights and bigger picture thinking."

"It exceeded my expectations and I've been to more than a few CLCQ conferences. I thought it was excellent - positive, thought provoking and relevant presentations. And it's always nice to see everyone."





Strengthening the sector



In addition to key projects and events, CLCQ's "core business" is to be a voice for the sector and to support Queensland CLCs to deliver quality and accessible services to people experiencing vulnerability and disadvantage.

National Accreditation Scheme

This year saw us continue to progress our next phase of the National Accreditation Scheme (NAS), with six CLCs achieving re-accreditation during the year.

The NAS is owned by Community Legal Centres Australia and administered in Queensland by CLCQ.

NAS ensures that all accredited CLCs meet the rigorous 17 key standards and requirements.

Throughout the year, CLCQ's team visited 12 members throughout the state.

Leaders' Meetings

In early 2025, CLCQ instigated a series of regular meetings with leaders from its member CLCs around the implementation of the NAJP so ideas and approaches could be shared.

The scope of these meetings was then broadened out to include other issues affecting the sector such as disaster funding, collaborative planning and future advocacy.

Seven meetings were held between February and June 30.

Client Survey

CLCQ supported CLCs to undertake their annual survey of clients and other stakeholders.

The 2025 client survey data showed:

- 94% of clients said they would recommend the organisation to other people;
- 91% of clients said they know where to get help if they have another legal problem in the future;
- 97% 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.

The survey results indicate high levels of strong agreement or agreement to questions that link to the intermediate service delivery outcomes for clients, being that they felt:

- Confident in their legal representation
- They know how to get help in the future

"The staff treated me with respect, and the solicitor explained the legal terms in a way that was appropriate and easy for me to understand."

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.

Nine webinars were held covering a wide range of topics including:

- Legal Practice Ethics
- Family Law
- Human Rights
- Credit Law and Scams
- Cultural Safety

Webinars run throughout the year are available to watch “on-demand” via the CLCQ website.



CRM Project

CLCQ received a grant from Department of Justice and Attorney-General to scope and implement a Customer Relationship Management (CRM) system.

CLCQ had previously used a combination of excel spreadsheets and email address books for member and stakeholder contact details.

After a research and testing process, Swiftfox was chosen as the preferred product.

As part of this project, CLCQ also refreshed its logo, colour branding and updated its website.

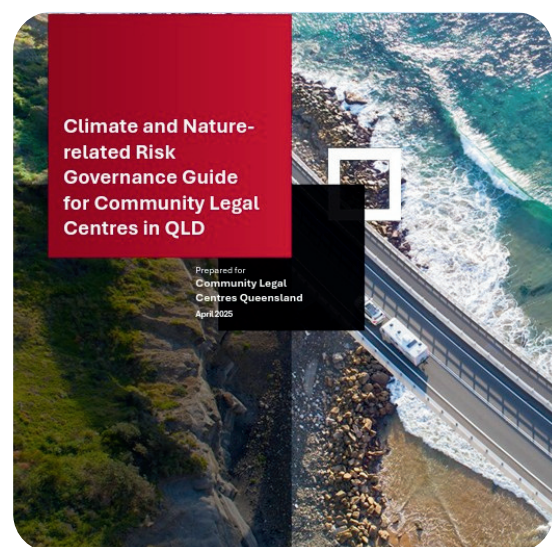
The new branding and website will be released in late 2025.

Climate and Nature-related Risk Governance Guide for CLCs

The Guide was developed in consultation with CLCQ Members and the CLCQ First Nations Reference Group and with pro bono support from MinterEllison.

It is a risk management tool that is situated within a broader context of climate justice.

It is recommended that the Guide should be read in conjunction with the 2025-2030 First Nations Framework.



CLASS Transition Project

CLCQ continued to support CLCs as they faced the challenge of moving away from the national data base, CLASS, to platforms that are compatible with a soon to be developed national data repository.

We have been in the process of supporting our members with the transition away from CLASS by:

- Holding regular CLASS Transition Community of Practice meetings via Teams
- Providing individual support to CLCs
- Hosting a masterclass after our conference on outcome measures. This masterclass was tailored for CLCs who have moved to the Actionstep platform.

First Nations Employee Network

CLCQ continued to support the First Nations Employee Network.

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

First Nations Reference Group

We thank the CLCQ First Nations Reference Group, which has continued to provide invaluable guidance to us in progressing the First Nations focussed aspects of our work.

This year the Reference Group has been our vital sounding board in the development of a First Nations Framework for Queensland's CLC sector, and in shaping our directions for Wunya, our Conference and the annual CLCQ Leadership Forum.

In the 2024-25 year membership was Patrina Benton, Candice Hughes, Patricia (Trish) Johnson, Andrea Kyle Sailor, Simone Matthews, Kathleen Wincen and Sammy Cooper.



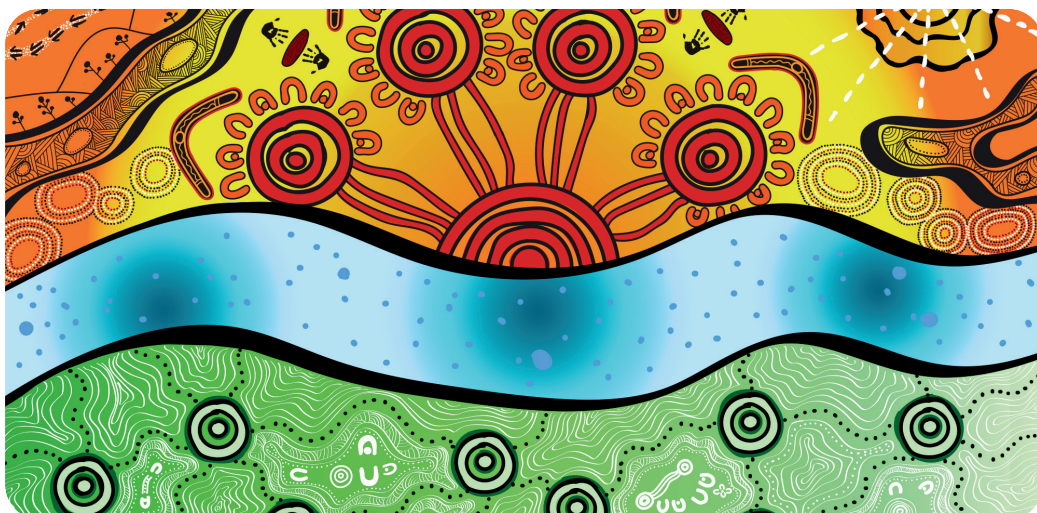
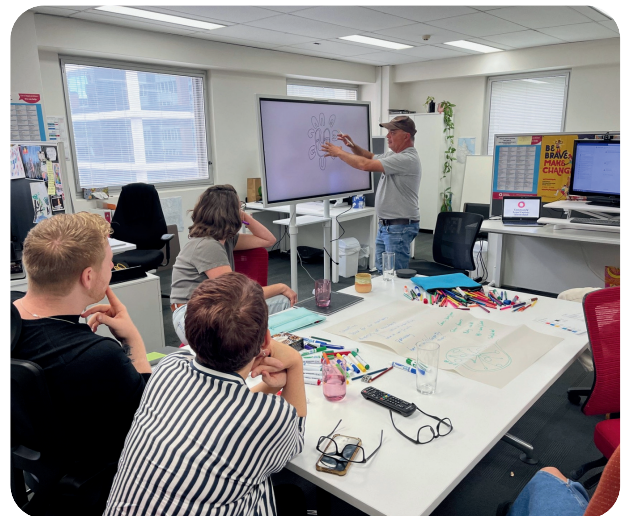
First Nations Artwork Workshop

CLCQ staff participated in a full day workshop with Uncle Charlie to collaborate on the elements to be included in an original artwork.

Warren C. Waters, known as Uncle Charlie, is a proud Kamilaroi man, Aboriginal artist and cultural educator.

The unique artwork reflects the diversity of the community legal sector in Queensland and the connecting role that CLCQ plays in bringing together the knowledge and capability of all the CLCs across the state.

Uncle Charlie's work blends contemporary artistic expression with a deep cultural wisdom passed down through generations, reflecting his connection to land, culture and community.



A fair and just Queensland



41,324

individuals received help from
Queensland's CLCs



2,726

community legal education
resources and activities delivered
to communities

The work of CLCQ's members 2024-2025 included:

- Giving more than **51,123** legal advices
- Assisting with over **10,300** legal tasks
- Providing over **10,050** duty lawyer services
- Appearing in courts or tribunals in almost **2,300** matters
- Assisting with **151** mediations and dispute resolution services
- Helping with over **11,835** non-legal support services, such as social work and financial counselling
- Providing referrals on close to **86,200** occasions.

Service delivery

Our members delivered:

- **62 per cent** of services by phone
- **27 per cent** of services in person
- **11 per cent** of services by letter or electronically (email and videoconference)



Client groups



75% of clients are experiencing financial disadvantage



64% of clients are women



11% of clients are First Nations peoples



25% of clients are living with disability or mental illness



3 in 5 clients who are women are experiencing family and domestic violence



1 in 2 clients with a disability are experiencing family and domestic violence

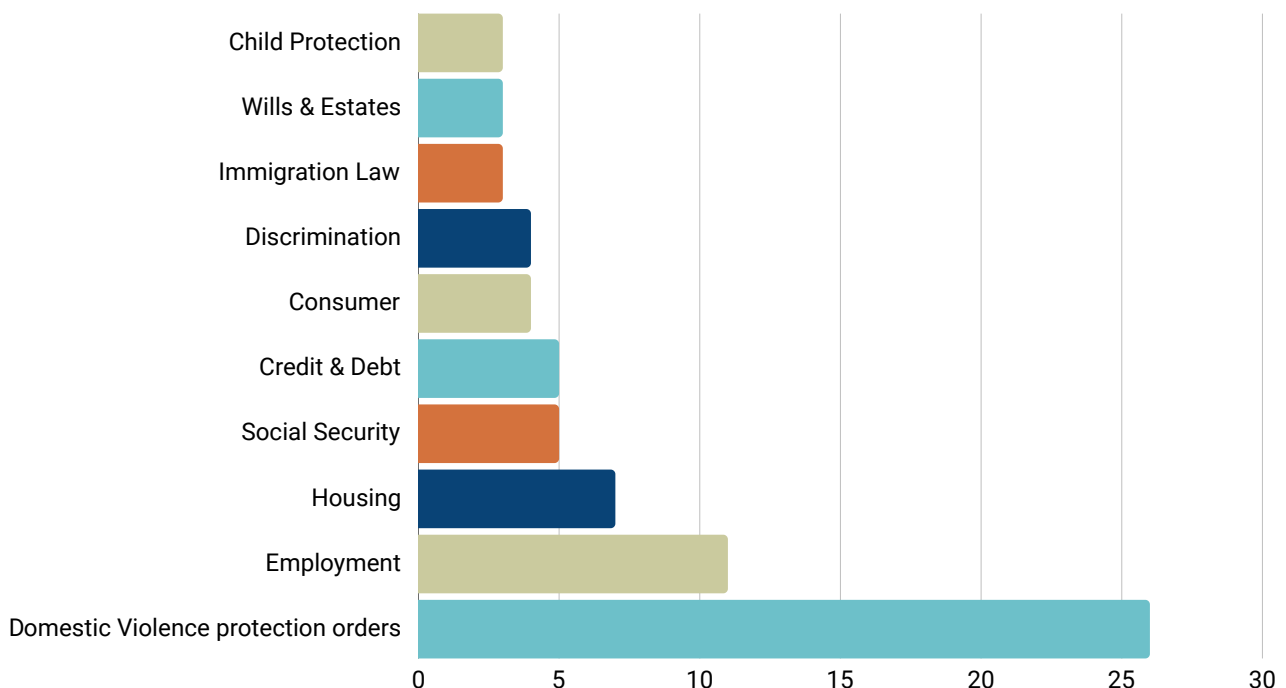


67% of clients in rural, regional and remote areas are experiencing family and domestic violence



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

Top 10 Civil Law Issues in 2024-25



Our members

- Aboriginal Family Legal Services Queensland (Maruma-li-mari)
- Aged and Disability Advocacy Australia
- Basic Rights Queensland
- Bayside Community Legal Service
- Brisbane North Community Legal Service
- Cairns Community Legal Centre
- Caxton Community Legal Centre
- Central Queensland Community Legal Centre
- Environmental Defenders Office Queensland
- First Nations Women's Legal Services Queensland
- Gold Coast Community Legal Centre
- HUB Community Legal
- Institute for Urban Indigenous Health
- knowmore
- LawRight
- LGBTI Legal Service
- Mackay Regional Community Legal Centre
- My Community Legal
- North Queensland Women's Legal Service
- Pine Rivers Community Legal Service
- Prisoners' Legal Service
- Queensland Advocacy for Inclusion
- Queensland Indigenous Family Violence Legal Service
- Refugee and Immigration Legal Service
- Suncoast Community Legal Service
- TASC
- Tenants Queensland
- Townsville Community Law
- Wide Bay Burnett Community Legal Service
- Women's Legal Service Queensland
- YFS Legal
- Youth Advocacy Centre



Our people

Staff members

Rosslyn Monro, Director

Penny Sullivan, Capacity Building Lead

Carly Hanson, Capacity Building Lead
(seconded to Qld Government from August 2024)

Sammy Cooper, Capacity Building Lead
(maternity leave from January - May 2025)

Kate Scanlon, Capacity Building Coordinator
(seconded to Qld Government from January 2025 – June 2025)

Nate de Valois, Capacity Building Coordinator
(September 2024)

Meg Houston, Capacity Building Coordinator
(February 2025)

Karen Cutler, Project Officer (February 2025)

Angela Hale, Operations Coordinator

Leah Lane, Communications and Events
Coordinator

Management Committee members

Amanda Whelan (President), knowmore

James Farrell (Treasurer), Basic Rights
Queensland

Alex Whitney, Townsville Community Law

Ben Tuckett, LawRight

Elizabeth Behrend, Cairns Community Legal
Centre

Helen Wallace, Caxton Community Legal
Centre

Karen Cutler, EDO (until August 2024)

Megan Inglis, TASC

Serrina Kenny, North Queensland Women's
Legal Service

Our thanks

Thanks to our volunteers

Charlie Mitchell, Daniel Song, Marie Ludjio,
Ryan Collins, Tamika Dalby and Vanessa
Boitchenko

Thanks to our supporters

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**Queensland Government's Department of
Justice and Attorney-General** as well as
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2024-25:

Actionstep
Allens
Ashurst
Colin, Biggers & Paisley Foundation
DLA Piper
Herbert Smith Freehills Kramer
Holding Redlich
Hopgood Ganim Lawyers
MinterEllison
Queensland Human Rights Commission
Queensland Law Society
QLeave
The Services Union
UQ Pro Bono Centre



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