

# Community Legal Centres NSW

## Orientation Handbook

A guide to working in the NSW community  
legal centre sector

3<sup>rd</sup> Edition

Formerly known as the Community Legal Centres NSW Induction Kit  
1<sup>st</sup> edition August 2009  
2<sup>nd</sup> edition May 2010

Published in Sydney by Community Legal Centres NSW Inc.  
ABN 22 149 415 148  
Level 1, 55 Holt Street, Surry Hills, NSW 2010

© **Community Legal Centres NSW Inc. 2017**

You may copy, distribute, display, download and otherwise freely deal with this work for any purpose, provided that you attribute Community Legal Centres NSW Inc. as the owner. However, you must obtain permission if you wish to (1) charge others for access to the work (other than at cost), (2) include the work in advertising or a product for sale, or (3) modify the work.

ISBN: 978-0-9806891-1-2

### **Acknowledgements**

Text: Community Legal Centres NSW  
Desktop publishing: Community Legal Centres NSW

### **Disclaimer**

This kit is for general information purposes only. Community Legal Centres NSW Inc. disclaims all liability for errors or omissions of any kind whatsoever, or for any loss or damage, in whole or in part, arising from any person relying on any information in this publication.

## Contents

Part 1	What are Community Legal Centres (CLCs)?	3
Part 2	The Strategic Service Delivery Model for CLCs	7
Part 3	History of CLCs	9
Part 4	The National Association of Community Legal Centres (NACLC)	12
Part 5	Community Legal Centres NSW Inc. (CLCNSW)	14
Part 6	The NPA and the NSW CLC Funding Program	22
Part 7	Other Major CLC Funding Streams	24
Part 8	CLASS and Other IT Services	25
Part 9	Resources and Support Available for CLCs	26
Part 10	Centre Specific Information	28
Part 11	Acronyms and Terms	29

## Part 1: What are Community Legal Centres (CLCs)?

Community legal centres (CLCs) are independent community organisations that provide access to legal services, with a particular focus on services to disadvantaged and marginalised people and communities and matters of public interest.

CLCs have a distinctive role in the NSW community and legal sector by:

- Providing general legal advice and assistance for socially and economically disadvantaged people. This includes taking on strategic casework on matters that may affect many in the community.
- Addressing special areas or specific population groups through dedicated centres (e.g. tenancy, credit and debt, domestic and family violence).
- Encouraging capacity building for people to develop skills for self-advocacy.
- Advocating for improved access to justice and more equitable laws and legal systems.

### **Specialist CLCs**

Specialist CLCs concentrate on a particular area of law and/or target a specific group in the community. They offer advice, assistance and legal education to individuals and organisations. In NSW, this includes areas such as credit and debt, environmental law, welfare rights, mental health, disability discrimination, tenancy, immigration, employment, the arts, refugees, women, and older persons. Although most specialist CLCs are situated in Sydney, these centres provide services across NSW.

### **Generalist CLCs**

Generalist CLCs are located across the state and service their local community. They offer legal assistance and information on a broad range of issues including, but not limited to:

- Animal Law and Protection
- Apprehended Violence Orders
- Child Protection
- Consumer
- Credit and Debt
- Crime
- Discrimination and Human Rights
- Domestic Violence
- Employment
- Environment
- Family
- Fines
- Guardianship for Adults
- Health
- Immigration
- Injuries Compensation
- Mental Health
- Motor Vehicle Accidents
- Neighbourhood Disputes
- Police Complaints
- Property Damage
- Social Security
- Tenancy
- Victims Compensation
- Wills and Estates

Some generalist CLCs also offer specialist advice in areas such as tenancy, child support, welfare rights, immigration, property and development, or they target their services to specific community groups such as Aboriginal and Torres Strait Islander people, children and young people, women, older people, refugees, prisoners, the homeless, gay and lesbian people and other groups. The decision to provide such services may be due to targeted funding, or made by the individual CLC's management committee in response to a specific demographic or need identified within the local community.

### **Membership of CLCNSW**

There are currently 36 CLCs in NSW that are full members of the peak body, Community Legal Centres NSW Incorporated (CLCNSW). CLCNSW also has associate members who support the aims and objectives of the organisation.

Being members of this peak body means that CLCs are able to be accredited by the National Association of Community Legal Centres (NACLC), and bear the NACLC trademark. The NACLC trademark signifies that the organisations are committed to community legal centre service standards, risk management guidelines, community involvement principles, and professional standards for CLCs.

### **What makes CLCs unique?**

CLCs are distinguished from other legal service providers by the ability to respond to evolving needs in the communities we serve. CLCs can offer effective and creative solutions to legal problems based on our direct experience within communities and on the strength and depth of the relationships we have with other local organisations and individuals within communities.

Services are usually offered for free, and are designed to ensure high levels of accessibility: e.g. legal advice may be provided by phone; interviews and advice sessions may be provided after hours or at outreach locations throughout their geographical area.

CLCs employ professional staff in managerial, legal, project and administrative roles who are joined by volunteer solicitors, barristers, law students and community members.

### **CLCs and collaboration**

All CLCs are committed to collaboration with government, the Legal Aid Commissions in each state and territory, the private legal profession and our community partners to ensure the best outcomes for our clients, and integrity of the system of justice in Australia.

### **Funding of CLCs**

CLC work is funded from a variety of sources, including state and federal governments and philanthropic organisations. Around 20 CLCs receive little or no funding and are staffed entirely by volunteers.

### **CLC success stories**

Over the years, CLCs in NSW have taken on high-profile public interest test cases and class actions, some of which have resulted in changes to the legal system. These include:

- Securing damages for a six-year-old with spina bifida who was denied enrolment at a school because of her disability
- Winning cases against the NSW Government's failed Home Fund housing scheme
- Winning a major case against the State Bank when it was discovered that a number of their loan contracts were not legal
- Securing record compensation against Katies for women from a non-English speaking background for employment discrimination
- Conducting Fiji's first successful Hague Convention Case – i.e. taking legal action in Fiji seeking recovery of an Australian child who had been taken by their parent out of Australia, in contravention of Family Court orders
- Assisting an employee in gaining compensation after he discovered that a sales company was paying him, and many other workers, less than half the national minimum wage
- Negotiating a favourable outcome for a 60-year-old widow who accumulated \$100,000 in debt due to entering a loan she did not understand
- Successfully representing an individual in a major case against Rail Corp in alleging discrimination due to its failure to provide ongoing audible announcements
- Assisting an employee in gaining compensation after he was forced to pay \$300 of his weekly wage back to the foreman at his company and upon complaint unfairly dismissed
- Successfully supporting a test case using laws in the *Fair Work Act* to prove that workers in the social and community services were underpaid and that this could at least partially be attributed to gender
- Lobbying to ensure victims of violence who had pending claims under the *Victims Rights and Support Act (2013)* were able to make claims under that statutory regime rather than its amended version. This ensured the victims received more monetary compensation than they would have under the new scheme

### **Philosophy**

CLCs developed out of a concern that many people in the community were prevented from accessing legal assistance because of cost or other barriers.

The founders of the CLC movement recognised that many legal problems stemmed from, or are exacerbated by, social and economic disadvantage or exclusion and can have enormous impact on many aspects of people's lives, beyond the need to resolve an immediate legal issue. This still holds true today.

CLCs therefore developed with a philosophy of holistic and accessible service provision and the need to be pro-active in addressing the root causes of the legal problems people experience. This has resulted in the development of multi-disciplinary teams within CLCs, which may include community development workers, social workers, lawyers, researchers and educators.

## Part 2: The Strategic Service Delivery Model for CLCs

The Joint NSW/Commonwealth Review of CLCs (2006) proposed a Strategic Service Delivery Model as good practice for CLCs. The model is an evidence-based, community-focused and systemic process that an individual CLC can use to determine its work.

Recommendation 10 of the *Joint NSW/Commonwealth Review of CLCs* (2006):

A Strategic Service Delivery Model for centres, with three key elements, be referred to by the [NSW peak CLC body] and CLSP as a useful model for Centres to adopt for their service delivery as follows:

**Element A. Identifying unmet legal needs** through a variety of techniques including:

- Monitoring casework patterns and statistics
- Research including consultation with, and/or surveys of clients, legal and non-legal service providers and communities conducted by centres or other bodies (such as the Law and Justice Foundation)
- Demographic data
- Socio-economic data and reports

**Element B. Planning and developing service responses** in accordance with good practice including:

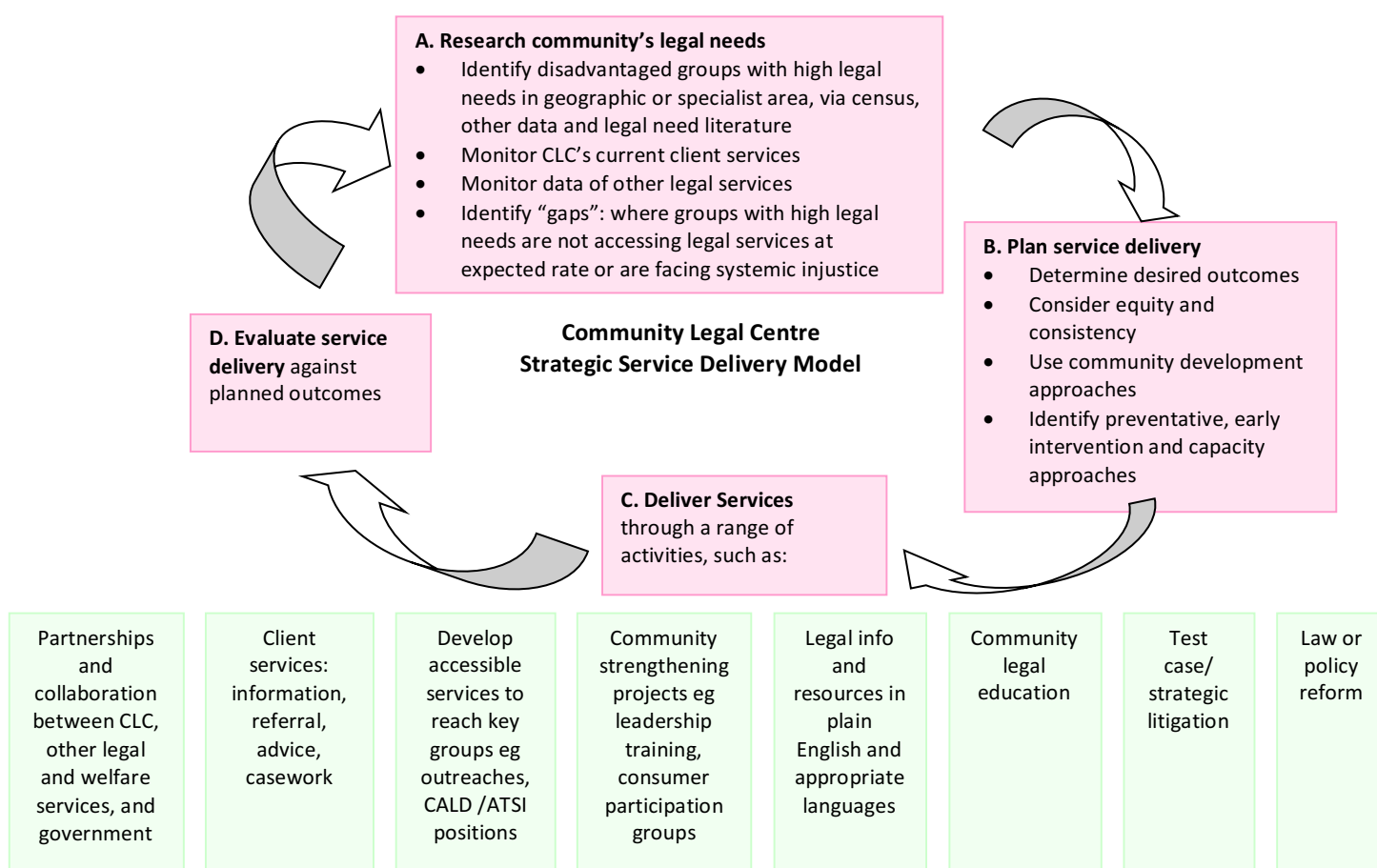
- Adopting a strategic approach to planning and service development
- Considering equity and consistency issues
- Identifying preventative, early intervention and capacity building approaches
- Using community development approaches
- Working cooperatively with other legal and/or community services providers
- Adjusting service delivery in response to changing circumstances

**Element C. Delivering services**—including the following activities or ‘modes’

- Legal services to clients - information, referral, advice, primary dispute resolution and casework services, including negotiation, advocacy and court representation
- Community development activities
- Legal reform and policy advocacy
- Strategic litigation
- Community legal education
- Promoting community participation in the legal system
- Training and support to other service providers.

**Implications of the model** are that:

- CLCs should be resourced at least to the baseline level of funding [recommended in chapter 5 of the Review Report] to enable them to operate efficiently, effectively and safely.
- Establishment of a new CLC, or service within an existing centre, should be based on evidence that the centre or a geographic/special interest group has identified the need, that it has acted or intends to act to meet the need through the establishment of a CLC, and that this is a credible and appropriate way to meet the need.



The Commonwealth Attorney-General's Department endorsed a simplified version of the model in its March 2008 *Report of the Review of the Commonwealth Community Legal Services Program*. The model is the ideal vehicle for delivering a socially inclusive legal service: see <http://www.nalc.org.au/resources/SocialInclusionflyer.pdf>

This model is a very effective means of ensuring that centres use an evidence-based approach to identifying their priority client groups, rather than an impressionistic view based on who is currently walking through the door. It thus adds some valuable "checking" tools to the organic model that CLCs use, and overcomes other problems of this model.

## Part 3: History of CLCs

### ***Fitzroy Community Legal Service***

In December 1972, a public meeting was called in Fitzroy to discuss the need for a local legal service. The meeting was attended by progressive lawyers, academics and students and raised difficulties experienced by some in obtaining assistance and/or representation by the local legal aid office and the continued failure of the legal system to cater for and deal with the legal issues faced by disadvantaged and marginalised people and communities. Until the establishment of CLCs in the 1970s, the idea that there should be justice for all and that everybody, regardless of financial means, should have access to legal information had not had broad currency.

Two nights after this public meeting, Fitzroy Legal Service opened its doors in the basement of Fitzroy Town Hall. The service was run entirely on volunteers; volunteer input was seen as important for community participation and was a strong link to the local neighbourhood.

Fitzroy Community Legal Service's Constitution stated that the aims of the service were to provide a free and readily accessible legal service, to involve local citizens in the recognition and solution of their own legal problems, to practice preventative law, to provide legal education and to initiate and participate in law reform.

Fitzroy Legal Service and the community legal centres that immediately followed were different to other legal services as:

- They provided free assistance to anyone who walked through the door - free of a means and merits test and no client contribution required,
- They were staffed entirely by volunteers who were both lawyers and non-lawyers,
- Their clients were involved in their own problem solving and clear explanations of the legal situation were given to them,
- They were open out of normal office hours and until late at night,
- Their 'shopfront' locations were easily accessible and close to communities/public transport,
- The physical surroundings of offices and clothing of lawyers were informal,
- They had non-hierarchical structures with accountability to Management Committees comprising community members, volunteers, lawyers, non-lawyers & students,
- They had a commitment to making legal information accessible and easily understood, and
- They advocated for reformation of unjust laws and practices.

Material in this (Brief) History of CLCs has been taken from Noone, M.A & Tomsen, S.A. *Lawyers in Conflict: Australian Lawyers and Legal Aid* 2006 Federation Press; Neal, D *On Tap, Not on Top: Community Legal Centres in Australia 1972-1982* Legal Services Bulletin; and Giddings, J and Noone, M.A. 'Australian community legal centres move into the twenty-first century' in *International Journal of the Legal Profession*, Volume 11, No.3, November 2004 at 257.

### Timeline

1970	Police harassment of Indigenous people in Redfern led to the establishment of the first Aboriginal Legal Service. The service was unfunded and voluntary and run by academics and students from UNSW.
1972	Fitzroy CLC (Victoria) opened for business. The CLC was run entirely by volunteers until February 1974.
1973	Within 6 months of the opening of Fitzroy Legal Service, 3 further CLCs were opened in Victoria, in St Kilda, Broadmeadows and Springvale.
1974	The first specialist CLC was established: Tenants' Union (Victoria).
1975	<i>Law and Poverty Report</i> detailed examples of how the poor were treated unequally before the law and identified the major areas of law impacting these clients as being social security, debt, tenancy, mental health and prisons. CLCs were already focusing their work in these areas
	Tenants Union of Tasmania established.
1976	Tenants Union of NSW established.
	Caxton Legal Service in inner-city Brisbane established.
1977	Redfern Legal Centre (NSW) opened its doors in March 1977 in premises provided by South Sydney Council. Academics from Law School UNSW influenced the conceptual shape of the centre and law students ran the day to day operations.
	<i>Legal Resources Book</i> – a plain English guide to law by Fitzroy Legal Service – was launched. This was Australia's first book on the law written for an audience including non-lawyers.
1979	First National Conference of CLCs
	First funded CLC in SA - Parks Legal Service
	Canberra Community Legal Service opened.
1981	Women's Legal Resources Centre VIC was established.
	Qld Youth Advocacy Centre was established
1982	WA's 1 <sup>st</sup> generalist legal centre was established
	Women's Legal Resources Centre NSW was established
	A further 5 generalist CLCs were opened in NSW and all (bar Inner City) were inspired by law student involvement.
	NACLIC was established, with one part time national representative role.

1983	By this time CLCs had been formally accepted as part of the legal aid system. 35 received Cth funding and Federal and State governments included CLC reps on legal aid commissions and bodies.
1984	EDO NSW was established
1985	Hobart CLC was established as the first generalist CLC in Tasmania
1991	Darwin Community Legal Service was established as the first CLC in the Northern Territory
	EDO Victoria was established
1993	National Children's Youth and Law Centre was established
1994	By this time there were 126 CLCs across Australia, with Commonwealth funding to 94 of these centres
1996-1998	11 new CLCs were funded by the Commonwealth Government under the Justice Statement - most in regional areas. In NSW these were Western NSW, North & North West CLC, Far West CLC, and Mt Druitt CLC.
2001-2005	Commonwealth Government commenced Reviews of the Community Legal Services Programs in Queensland, South Australia, Victoria, WA and NSW
2004	By this year, there were more than 200 CLCs in Australia – varying in sources of funding, hours of operation, service delivery methods, use of volunteers, catchment and areas of work priorities
2006	Report of the Joint Commonwealth and NSW Government Review of CLCs recommends increased funding to CLCs, the implementation of a Strategic Service Delivery Model, and a greater role for the state peak body to resource CLCs
2008	The Public Purposes Fund of NSW provides funding to 12 of the lowest funded CLCs to conduct outreaches and targeted programs to particular client groups, and to CLCNSW for two new programs: a Learning and Development / Sector Development Program, and an Aboriginal Legal Access Program.
2011	Mid North Coast CLC (auspiced by Advocacy Law Alliance) commenced operations, following a community campaign leading to the provision of State and Commonwealth Government funding
2015	CLCNSW held 40 <sup>th</sup> Anniversary celebrations
	National Partnership Agreement (NPA) of Legal Assistance Services commenced: this sees the Commonwealth Government no longer directly funding individual CLCs and instead providing total funding to each state and territory government for them to allocate. The NPA however sees a 30% cut in funds at 1 July 2017
2017	NSW Government commits \$3m extra p.a. for CLCs for the next two years, with a review to determine appropriate methodology
	Federal Government announces reversal of Government funding cuts

## Part 4: The National Association of Community Legal Centres (NACLC)

The National Association of Community Legal Centres (NACLC) is the association (and peak body) of state-based community legal centre organisations in Australia representing approximately 200 members. The Association was established for the public charitable purposes of assisting disadvantaged and marginalised people in the Australian community to obtain access to legal services by:

- Supporting and assisting CLCs to provide these services,
- Providing a national forum for CLCs,
- Developing and coordinating national CLC policy, and
- Advancing the interests of CLCs within Australia.

NACLC is funded primarily through contributions from member CLCs and self-generated income. It also receives some project funding from the federal Attorney-General's Department and other bodies.

### **NACLC Structure**

NACLC is a federation of the peak CLC bodies in each state. Each state nominates a representative; together they form NACLC's governing body, the Management Committee, which meets four times annually, and holds telephone conferences between the face-to-face meetings.

The NACLC Management Committee provides strategic direction for, and oversees the management of, the National Office. The work of NACLC is directed by the Management Committee within the priorities set out in the Association's strategic plan and is primarily undertaken by NACLC staff and the NACLC Convenor (an elected position).

State representatives assist in:

- Developing NACLC policy and priorities,
- Liaising with national networks of NACLC, and
- Organising the annual National CLC Conference.

The NSW NACLC state representative is an elected member of the Community Legal Centres NSW (CLCNSW) Board and represents the views of CLCNSW to NACLC.

### **Contact NACLC**

Phone: 02 9264 9595  
Email: [naclc@clc.net.au](mailto:naclc@clc.net.au)  
Website: <http://www.naclc.org.au/>  
Postal address: PO Box A2245, Sydney South NSW 1235

### **Staff Positions at NACLC:**

- Chief Executive Officer
- Director, Policy and Advocacy
- Director, Sector Sustainability
- NACLC IT Project Manager
- CLASS Support and Insurances Officer
- CLASS Support Officer
- CLASS Support Officer
- CLASS Training and Support Officer
- Communications Manager
- Office Manager
- National Accreditation Coordinator
- National Conference Coordinator
- Finance Officer

### **NACLC National Conference**

There has been an annual NACLC conference since 1979, providing an important opportunity for CLC staff to get together and learn from each other, hear from inspirational and interesting speakers and recharge their batteries.

The National CLC conference attracts approximately 400-450 delegates from Australia and New Zealand. People attend from all major capital cities and surrounding suburbs and from regional, rural and remote areas. The conference rotates annually around states and territories.

### **Peak CLC associations in Australia (NACLC Members):**

Community Legal Centres NSW  
(CLCNSW)  
[www.clcnsw.org.au](http://www.clcnsw.org.au)

South Australian Council of  
Community Legal Services  
(SACCLS)  
<http://www.saccls.org.au/>

Australian Capital Territory  
Association of Community Legal  
Centres (ACTACLC)

Community Legal Centres Tasmania  
Inc (CLCTAS)  
<http://www.clctas.org.au/>

Northern Territory Association of  
Community Legal Centres  
(NTACLC)

Federation of Community Legal  
Centres Inc (Victoria)  
<http://www.communitylaw.org.au/>

Community Legal Centres QLD  
[www.communitylegalqld.org.au](http://www.communitylegalqld.org.au)

Community Legal Centres  
Association (WA) Inc  
<http://www.communitylaw.net/>

## Part 5: Community Legal Centres NSW Inc. (CLCNSW)

Community Legal Centres NSW Inc. (CLCNSW) is the peak body representing the network of community legal centres (CLCs) throughout NSW. Its 36 members include generalist and specialist CLCs.

Resourced by a state office, CLCNSW provides services to member CLCs in the areas of

- Sector support and development;
- Communications and information; and
- Legal policy development and advocacy.

The CLCNSW state office provides information and referrals to appropriate CLCs or other organisations, however the office itself does not provide legal advice.

CLCNSW represents the interests of CLCs in NSW, coordinates strategic direction and development for the sector as a whole, and liaises and negotiates with government on relevant legal, equity, funding and program issues.

Much of this work of CLCNSW is developed through and in conjunction with sub-committees and networks. For example, the Professional Indemnity Insurance Committee Practice monitors issues which affect CLC legal practice, the Coordinators/Directors network brings together centre managers to monitor issues affecting the overall management of CLCs, and the Community Legal Education Worker (CLEW) Network brings together community education workers to share resources and training ideas.

### **The State Office**

The state office of CLCNSW aims to be an innovative, dynamic and effective provider of support services to CLCs in NSW, and to assist the CLC movement to achieve equitable access to justice for all citizens. The state office staff implement, on behalf of the Board, the strategies outlined in the CLCNSW strategic plan.

The state office provides services to CLCs as a group, and as individual centres, in the areas of network maintenance and development, communications and information, legal policy development and advocacy, and sector maintenance and development.

It represents the interests of CLCNSW, co-ordinates strategic direction and development for the sector, liaises and negotiates with government on relevant legal and equity issues, including sector funding and program issues.

The state office's principles are to:

- Promote equitable access for people who are disadvantaged in legal services markets
- Seek to empower CLC clients to assist themselves and develop their own capacities and independence
- Promote respect for human rights and equality
- Value diversity and difference in legal services
- Work in an open, democratic, consultative and inclusive way
- Encourage co-operative and collaborative action among CLCs
- Give primary focus to the collective needs and interests of CLCs rather than the needs of individual CLCs
- Use our limited resources wisely
- Be committed to work practices based on integrity
- Be committed to the professional development of the organisation thus ensuring improved service delivery to NSW clients

The clients of the State Office are:

- CLCs in NSW as a whole
- Individual CLCs
- Potential new CLCs
- Community-based projects providing legal services similar to CLCs.

The State Office also has special regard to the needs of:

- Localised communities
- Funding bodies
- Government funders/purchasers of services from CLCs
- Clients and potential clients of CLCs
- Other non-government organisations concerned with equitable access to justice
- The broader community

### **Staff Positions at CLCNSW**

- Executive Director
- Advocacy and Communications Coordinator
- Capacity Building Coordinator
- Aboriginal Legal Access Coordinator
- Administrator
- Research and Communications Officer
- CLCNSW Finance Service:
  - Finance Manager
  - Bookkeeper

### **Aboriginal Legal Access Program (ALAP)**

In December 2006, CLCNSW received funding from the Public Purpose Fund to run the CLCNSW Aboriginal Legal Access Program (ALAP) as a pilot program. ALAP is a state-wide program aiming to ensure better access by Aboriginal people to legal services, increase the numbers of Aboriginal people receiving legal services, improve and enhance the capacity of CLCs to provide effective and culturally appropriate services to Aboriginal people, and increase awareness among Aboriginal people of their legal rights and the legal services available to them.

Between 2008 and 2012 CLCNSW managed the NSW Aboriginal Legal Access program funded through the Public Purposes Fund. Under this program, CLCs received grants of funding to employ Aboriginal Legal Access workers who sought to increase access to legal assistance services by Aboriginal and Torres Strait Islander people in their local communities. CLCNSW employed an ALAP Coordinator who provided one-on-one support for the ALAP workers, and who convened the CLCNSW Aboriginal Advisory Group consisting of all Aboriginal staff across CLCs in NSW.

Since 2012, the ALAP Grants Program has been administered by Legal Aid NSW. However, CLCNSW continues to employ an ALAP Coordinator who plays a critical role in improving the Cultural Safety of CLCs. This has led to the creation of several resources and projects including:

- CLCNSW's first Reconciliation Action Plan,
- A Cultural Safety Workbook providing step-by-step guidance and ideas for CLCs to work through, and improve their own understanding of Aboriginal and Torres Strait Islander culture, as well as improve their relationships with Aboriginal people and organisations within their relevant area,
- A new Cultural Safety Standard for the National Accreditation Scheme for Community Legal Centres, and
- A Template Reconciliation Action Plan for CLCs to adapt.

### **Advocacy Program**

The Advocacy Program assists CLCs in NSW to collaborate for social justice, the promotion of human rights, and law reform, supported by the Advocacy and Communications Coordinator in the CLCNSW office. It involves working with the Law Reform and Policy Subcommittee, the Tech and Comms Working Group and several topic-specific working groups. The types of activities CLCNSW may be involved in on any particular issue include:

- Research and publication,
- Adoption of a public position on issues,
- Preparation of submissions to government, law reform bodies and other organisations,
- Advocacy through meetings, letters, fact sheets, flyers, newsletters, website information, media work, articles, campaigns, etc., and
- Public endorsement of the work of other organisations.

### **Accreditation**

In the 1990s and 2000s, several private companies, including small suburban law firms, began marketing themselves as “community legal centres” even though they were for-profit ventures. The CLC sector became concerned about the damage to the “brand” of community legal centres caused by these rogue companies and began investigating ways to ensure that clients of community legal centres could know that they were being serviced by a reputable organisation.

Trade Mark Rules were devised as part of an initiative by NACLCL and the State/Territory CLC Associations to more clearly identify the sector's shared understanding of the distinguishing and important characteristics and values of a CLC, in order to:

- Raise the profile of CLCs and publicise the importance of their work,
- Protect the CLC 'brand' and CLC clients against 'lookalike' services that do not have the agreed characteristics or values (for example, they may be operated for profit), and
- Assist in ensuring consistent quality services to CLC clients and efficient and effective operations.

NACLCL is the owner of the Certification Trade Mark known as the NACLCL CTM, applied for under the *Trade Marks Act 1995 (Cth)* as Trade Mark No. 1196148 and set out in Schedule 2 of the National Association of Community Legal Centres Certification Rules Governing the Scheme December 2008 (Certification Rules), which were approved by the Australian Competition and Consumer Commission.

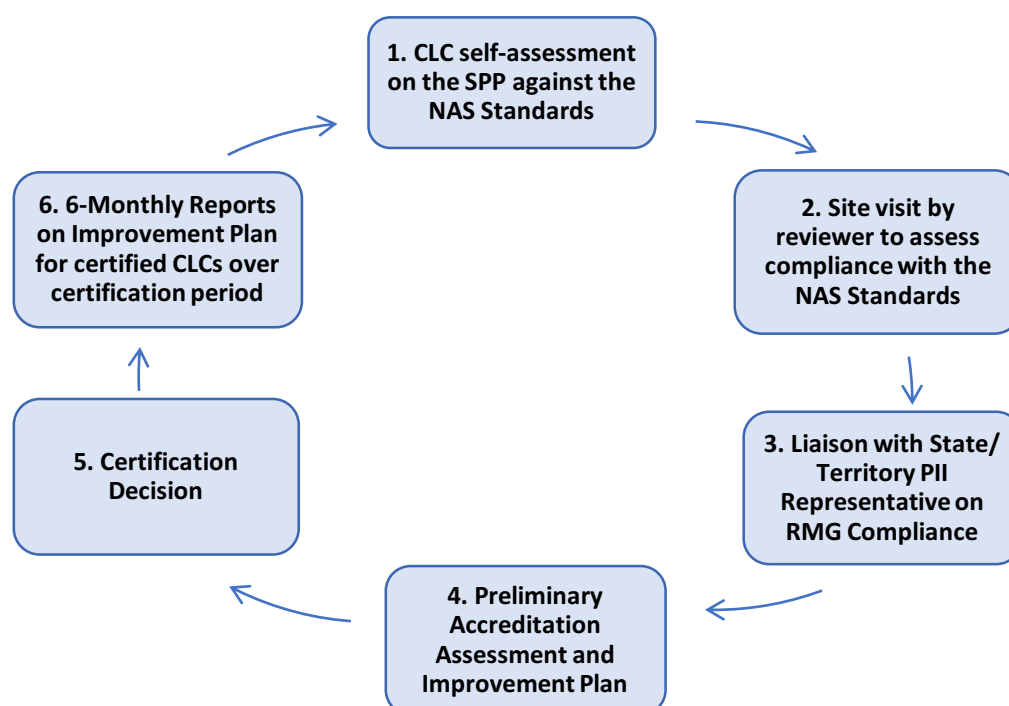
In 2008, proposed Common Membership Rules were devised as a set of minimum rules for membership of a State or Territory Association of CLCs. This provided some national consistency about the definition of “community legal centre” and common criteria for an organisation being accepted as member of a state CLC association.

The Common Membership Rules for State and Territory CLC Associations identify satisfying the National CLC Accreditation Criteria as a mandatory requirement for any CLC to be a full member of a State or Territory Association.

Operating since October 2010, the NACLCL National Accreditation Scheme for community legal centres is designed to promote best practice and consistent high-quality services by member CLCs around Australia. The process is a joint initiative between NACLCL and State/Territory CLC Associations. Accreditation certification is for three years – the second round of accreditation assessments are currently being conducted.

To become accredited, a NSW CLC must demonstrate compliance with nationally consistent service standards. The foundation for these standards are the existing Commonwealth Community Legal Services Program (CCLSP) Service Standards and the NACLC National Risk Management Scheme. CLCs are required to either comply with the accreditation standards or provide evidence they are working towards compliance.

There are six main steps in the Accreditation process:



NACLC members are provided with an account to access the Standards and Performance Pathways (SPP) online portal. The SPP contains the accreditation criteria and online self-assessment process. CLCs upload documents (e.g. a Client Intake policy) as part of its evidence that it is meeting the NAS standards. The SPP also provides resources, including sample policies, which CLCs can download and adapt for their own internal purposes.

A Regional Accreditation Coordinator, employed by the state association, conducts an on-site visit with each CLC in their state, following the online self-assessment (or, in the case of a CLC without a State/Territory Association, the NACLC National Accreditation Coordinator will conduct the on site assessment visit). The state Accreditation Coordinator will prepare a report to their state association with a recommendation for accreditation of the CLC, and an improvement plan with identified actions to meet the standards, and/or to demonstrate ongoing quality improvement. The certifier (the state

association or NACLCL where there is no state association) will make a decision about each CLC's compliance with the accreditation standards.

It is possible for a CLC to achieve certification at the time of the assessment, even if it does not meet all the standards. A condition of accreditation is the completion of identified actions in the Improvement Plan and ongoing six-monthly reporting. The actions identified as primary requirements in the improvement plan are required to be completed within a twelve-month period after the certification. Failure to fulfil primary requirements or repeated breaches in submitting 6-monthly reports will lead to a review of the CLC's certification status.

### **Other capacity-building initiatives**

In addition to administering the Accreditation Program in NSW, CLCNSW provides a series of other initiatives to develop, share and enhance the skills of community legal centre staff.

These include the following:

- Quarterly meetings held four times a year,
- Subsidies to RRR CLCs for some training, travel and accommodation expenses enabling them to participate in training,
- A RRR Roadshow hosted by a regional CLC once a year,
- At least three legal and management training days every year, held on a range of topics including, but not limited to, financial management; supervision skills; family law; and domestic violence, and
- Partnering with the College of Law to offer the CLC Legal Practice Management Course, which provides principal solicitors with the qualification required by the Law Society of NSW in order for them to supervise a community legal centre practice.

### **Contact CLCNSW**

Phone: 02 9212 7333  
Email: [clcnsw@clcnsw.org.au](mailto:clcnsw@clcnsw.org.au)  
Website: [www.clcnsw.org.au](http://www.clcnsw.org.au)  
Address: Level 1, 55 Holt Street, Surry Hills NSW 2010

### **Governance of CLCNSW**

The CLCNSW Board has oversight of the activities of CLCNSW through its 3-year strategic plan and is ultimately responsible for all actions (or omissions) carried out in the name of CLCNSW, whether the actions are taken by CLCNSW state office staff, contractors, volunteers or Board members.

CLCNSW has incorporated within the delegation system checks and balances, which ensure the organisation operates without exposure to unacceptable risks.

There are a maximum of 9 positions on the CLCNSW Board, the majority elected by members at an AGM, with one position nominated by the CLCNSW Aboriginal Advisory Group. At least 5 board members must be from a CLC.

### ***The role of CLCNSW members***

The constitution of CLCNSW sets out the objects and powers of the CLCNSW as a member-based organisation.

The constitution sets out key decisions that must be made by the membership, which include but are not limited to:

- Changes to the constitution
- Winding up i.e. closure
- Approval of annual report and audited financial statement
- Final decision as to disputes between members and/or appeals relating to the admission of new members.

In addition, members meeting in a general meeting have the ultimate power to decide on any major policies or strategic directions which will affect CLCNSW members or CLCs in general, including a major departure from established sector-wide policies or strategies.

### ***The Quarterlies***

These are the regular meetings of the CLCs in NSW held, as the name suggests, four times a year across a two-day period. This is the main forum in which the CLC sub-committees, working groups and networks meet to discuss different issues relevant to CLC work. All staff of CLCs are welcome to attend Quarterly meetings to learn more about the different networks, participate in trainings and get involved.

It is a CLCNSW requirement that the Principal Solicitor (or his/her delegate) of each centre attend the Practice and Indemnity Insurance (PII) committee meeting, which happens each Quarterly.

It is also strongly recommended that CLCs send a senior staff member to attend the Coordinators/Directors meeting, as this is regularly attended by Legal Aid NSW's CLC Program Manager, and is a critical meeting for understanding contract and funding requirements.

### ***Legal and management training days***

Training sessions are organised by the CLCNSW Capacity Building Coordinator with support from other CLCNSW staff as required.

The Quarterlies are crucial to information sharing and networking amongst other staff doing the same things in different CLCs. All staff from each centre, where possible, are encouraged to attend meetings that relate to their work.

***Sub-committees, working groups and networks***

The following groups meet at the CLCNSW Quarterlies unless otherwise specified.

Aboriginal Advisory Group
Aboriginal and Torres Strait Islander Rights Working Group
Administrators / Finance Officers' Group
Care & Protection Network
Community Legal Education Workers (CLEW) Group
Coordinators / Directors Network
Domestic Violence and Victims Compensation Network
Employment and Discrimination Law Network
Family Relationships Centres / CLCs Network
Law Reform & Policy Network
Professional Indemnity Insurance Committee
Prisoners' Rights Network
Rural, Regional & Remote Issues Network
Social Workers / Non-Legal Support Workers' Network
Technology & Communications Network

## Part 6: The NPA and the NSW CLC Funding Program

Since the Commonwealth started providing funds to CLCs in the 1980s, most CLCs have been allocated at least some funding from the Commonwealth Community Legal Service Program and/or the NSW Community Legal Service Program, administered by Legal Aid NSW.

However, under the *National Partnership Agreement for Legal Assistance Services 2015-2020* which commenced on 1 July 2015, the Commonwealth Government now simply provides funding for community legal centres directly to each state and territory government. While there were some restrictions on how the NSW Government could allocate this Commonwealth funding between 1 July 2015 and 30 June 2017 (around 15 centres known as the Dreyfus Centres had their total funding guaranteed in Schedule C of the NPA), from 1 July 2017 onwards, the State Government is responsible for determining the amount of funding to be provided to each CLC.

Legal Aid NSW now has a service agreement with 32 of the 38 NSW CLCs. These service agreements set out the amounts of Commonwealth, PPF or NSW funding being provided to each CLC (Schedule 1); the reporting requirements (see below); and the roles and responsibilities of all parties to the agreement. The agreement is usually for 1-3 years, with Deeds of Variation signed where the period is to be extended without a new agreement.

A State Program Manager (sometimes known as the SPM) is employed by Legal Aid NSW to manage the funding and service agreements for CLCs.

### **Reporting Requirements**

As outlined in the funding agreement, all CLCs are required to comply with the following reporting requirements:

1. Client Data Reporting - via CLASS
  - Provide data on service provision including advices, casework, CLE, law reform, and other project work.
  - Submission of Annual targets for each program.
  
2. Financial Reporting – via CLASS
  - Submission of Annual budgets for each program by 31 July.
  - Financial reports:
    - Six-month report for the period 1 July to 31 December – due by 1 February
    - 12 monthly report for the period: 1 January to 30 June – due by 31 July

3. CLSP Strategic Plan which covers the period of the funding agreement
4. Progress Reports against the CLSP plan:
  - Six monthly report for the period 1 July to 31 December – due by 1 February
  - 12 monthly report for the period: 1 January to 30 June – due by 31 July
5. Submission of the organisation's annual report and audited financial statements for each program.
6. Certificate of compliance for the financial year.

## Part 7: Other Major CLC Funding Streams

There are other sources of funding for CLCs services or projects, which some CLCs access. Some – though not all – of these are listed below.

### **NSW Government:**

- Office of Fair Trading NSW – Home Building Advocacy Service (auspiced by Western Sydney CLC), Strata Collective Sales Service (auspiced by Marrickville Legal Centre and Seniors Rights Service).
- Family and Community Services NSW via Legal Aid NSW – Care Partners Program – funds for part-time lawyers to provide legal advice in the early stages of Care and Protection legal matters – around 12 CLCs receive funding for this.

### **Federal Government**

- Department of Immigration and Border Protection – funding for advice and assistance about migration and visa applications.
- Department of Social Services – Community Grants Hub – funding for NGOs in relation to disability advocacy, volunteers, family support, natural disasters etc - see <https://www.communitygrants.gov.au/>
- Department of Health – funding for aged care advocacy, health.

### **Law and Justice Foundation of NSW**

- Operates a grants program to support projects to improve access to justice for socially and economically disadvantaged people.

### **Philanthropics, foundations and other sources of grants**

- Various organisations such as Philanthropy Australia and [thegrantshub.com.au](http://thegrantshub.com.au) provide a Directory of Funders for a one-off fee or subscription varying from between \$100-\$300 a year.

## Part 8: CLASS and Other IT Services

### **CLASS**

The Community Legal Assistance Services System (CLASS) is the replacement application for the Community Legal Services Information System (CLSIS). CLSIS has been used by CLCs and FVPLS since 2003 to manage and record legal cases and advices, to record community legal education work and law reform activities, and as a reporting tool to government. In 2015 the Australian Government Attorney-General's Department provided significant funding to NACLCL to project manage the development and rollout of a database to replace CLSIS. As of March 2017, CLASS is the primary database for many CLCs and FVPLS.

### **CLASS Helpdesk, Training and Support**

Email: [naclc@classhelp.org.au](mailto:naclc@classhelp.org.au)  
Phone: 1300 484 498

### **CLEAR**

The Community Legal Education and Reform (CLEAR) Database is a clearinghouse for community legal education and law reform projects undertaken by legal assistance services including CLCs, Legal Aid Commissions, Family Violence Prevention Legal Services (FVPLS) and Aboriginal and Torres Strait Islander Legal Services (ATSILS).

More information: [http://www.naclc.org.au/cle\\_database.php](http://www.naclc.org.au/cle_database.php)

## Part 9: Resources and Support Available for CLCs

The CLCNSW state office staff can assist members with funding submissions, source information about IT, policies and procedures, general sector information and referrals to other legal services.

CLCNSW also subsidises some training and travel and accommodation expenses for regional, rural and remote CLCs to participate in training and the Quarterlies.

The fortnightly CLCNSW e-bulletin *Off the Record* collates relevant training opportunities for CLC staff in the wider justice and community sectors.

### **Learning Management System (LMS)**

CLC members have access to Legal Aid NSW Learning Management System to access information about public courses, conferences, webinars and online courses that Legal Aid offers.

The link to the LMS is:

<https://learning.legalaid.nsw.gov.au/default.aspx>

Users need will need to create a new username as an LMS only user. Once the username is processed, users will be able to view our face to face courses, eLearning modules and upcoming conferences.

### **Telephone Interpreter Service (TIS National)**

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English, and for agencies and businesses that need to communicate with their non-English speaking clients.

The TIS National immediate phone interpreting service is available 24 hours a day, every day of the year, for the cost of a local call for any person or organisation in Australia who needs an interpreter.

If a client needs an interpreter, centres can call the Translating and Interpreting Service (TIS) on 131 450.

### **Multicultural NSW Language Services**

Multicultural NSW Language Services provides comprehensive interpreting and translation services in 104 languages and dialects, including Auslan (Australian sign language).

CLCs should use TIS National for interpreting needs where possible. If this is not possible, contact Multicultural NSW Language Services. In some circumstances where interpreting is required or arranged through a CLC, a fee-waiver may be available. For bookings that do not have their fee waived, Legal Aid NSW will, in many circumstances, reimburse the costs of interpreters for CLC appointments. To receive reimbursement of interpreting costs, the CLC should send the request to the State Program Manager at Legal Aid NSW.

Multicultural NSW Language Services can be contacted on 1300 651 500.

### ***NSW CLC Directory***

This is a CLCNSW publication made available to workers in the CLC, justice, community and government sectors. It contains contact information, hours of operation, and a description of each CLC in NSW. This information enables justice, community and government workers to source information on CLCs that may be relevant to their clients and work.

This publication is not for distribution to the general public. If members of the public require contact information on CLCs they can be provided with, or referred to, the CLC brochure, which is a quick guide to CLCs and contains information that is publicly available.

## Part 10: Centre Specific Information

The purpose of this section is to outline some of the information that the reader should seek from within their organisation.

- Governance structure
- Management structure
- Office bearers and membership of board/management committee
- Rules/Constitution of the organisation
- Incorporation status
- Annual General Meeting details
- Occupational Health and Safety Policies and representatives
- Staffing structure and people
- Union membership; the Australian Services Union (ASU) represents CLC staff
- Membership of an employer association such as Jobs Australia
- Finances and sources of funding and expenditure
- Policies and procedures
- Annual reports
- Casework/legal practice policy
- Complaints procedure
- Services and programs provided
- Volunteers, interns and placements
- Risk management practices
- Insurance Register

## Part 11: Acronyms and Terms

AAT	Administrative Appeals Tribunal <a href="http://www.aat.gov.au/">http://www.aat.gov.au/</a>
ABS	Australian Bureau of Statistics <a href="http://www.abs.gov.au/">http://www.abs.gov.au/</a>
ACLO	Aboriginal Community Liaison Officer
ACOSS	Australian Council of Social Service <a href="http://www.acoss.org.au/">http://www.acoss.org.au/</a>
ACWA	Association of Children's Welfare Agencies <a href="http://www.acwa.asn.au/index.php">http://www.acwa.asn.au/index.php</a>
ADR	Alternative Disputes Resolution
ADT	Administrative Decisions Tribunal <a href="http://www.lawlink.nsw.gov.au/adt">http://www.lawlink.nsw.gov.au/adt</a>
ADVO	Apprehended Domestic Violence Order
AFCCRA	Australian Financial Counselling & Credit Reform Association <a href="http://www.afccra.org/">http://www.afccra.org/</a>
AGD	Commonwealth Attorney-General's Department <a href="http://www.ag.gov.au/">http://www.ag.gov.au/</a>
AGs	Attorney General's, either state or federal
ALAF	Australian Legal Assistance Forum <a href="http://www.nla.aust.net.au/">http://www.nla.aust.net.au/</a>
ALAP	Aboriginal Legal Access Program, a program of CLCNSW
ALGA	Australian Local Government Association <a href="http://www.alga.asn.au">http://www.alga.asn.au</a>
ALO	Aboriginal Liaison Officer (Police)
ALS	Aboriginal Legal Service <a href="http://www.alsnswact.org.au/">http://www.alsnswact.org.au/</a>
ANTaR	Australians for Native Title and Reconciliation <a href="http://www.antar.org.au/">http://www.antar.org.au/</a>
ANU	Australian National University <a href="http://www.anu.edu.au">http://www.anu.edu.au</a>
AOD	Alcohol and other drugs
ARAFMI	Mental Health Carers ARAFMI NSW Incorporated <a href="http://www.arafmi.org/">http://www.arafmi.org/</a>
ASIC	Australian Securities and Investment Commission <a href="http://www.asic.gov.au">http://www.asic.gov.au</a>
ASU	Australian Services Union, the relevant union in respect of the SACS Awards <a href="http://www.asu.asn.au/">http://www.asu.asn.au/</a>
ATO	Australian Tax Office <a href="http://www.ato.gov.au/">http://www.ato.gov.au/</a>
ATSI	Aboriginal & Torres Strait Islander
AVL	Audio visual link
AVO	Apprehended Violence Order

BBS	Bulletin Board System, email system for CLCs
BFSO	Banking and Financial Services Ombudsman <a href="http://www.fos.org.au">http://www.fos.org.au</a>
CALD	Culturally and Linguistically Diverse
CAT	Convention Against Torture <a href="http://www.hrweb.org/legal/cat.html">http://www.hrweb.org/legal/cat.html</a>
CCAS	Children's Court Assistance Scheme
CCWT	Centre for Community Welfare Training <a href="http://www.acwa.asn.au/index.php">http://www.acwa.asn.au/index.php</a>
CDAT	Community Drug & Alcohol Team
CEDAW	Convention on the Elimination of all Forms of Discrimination Against Women <a href="http://www2.ohchr.org/english/law/cedaw.htm">http://www2.ohchr.org/english/law/cedaw.htm</a>
CERD	Committee on the Elimination of Racial Discrimination <a href="http://www2.ohchr.org/english/bodies/cerd/">http://www2.ohchr.org/english/bodies/cerd/</a>
CJC	Community Justice Centre <a href="http://www.cjc.nsw.gov.au/">http://www.cjc.nsw.gov.au/</a>
CJSN	Criminal Justice Support Network (NSW) <a href="http://www.idrs.org.au/cjsn/">http://www.idrs.org.au/cjsn/</a>
CLC	Community Legal Centre
CLCNSW	Community Legal Centres NSW Inc. <a href="http://www.clcnsw.org.au/">http://www.clcnsw.org.au/</a>
CLE	Community Legal Education or, in the legal profession in NSW, continuing legal education
CLEW	Community Legal Education Workers
CLSD	Co-operative Legal Service Delivery <a href="http://www.legalaid.nsw.gov.au">http://www.legalaid.nsw.gov.au</a>
CLSIS	Community Legal Services Information System commonly pronounced 'cell-siss'
CLSP	Community Legal Services Program, the joint state-federal funding program for CLCs
CRC	Community Relations Commission <a href="http://www.crc.nsw.gov.au">http://www.crc.nsw.gov.au</a>
CROC	Convention on the Rights of the Child <a href="http://www.unicef.org/crc/">http://www.unicef.org/crc/</a>
Cross-check	Annual process that all CLCs participate in as part of the national PII scheme
CRPD	Convention on the Rights of Persons with Disabilities <a href="http://www.un.org/disabilities/convention/conventionfull.shtml">http://www.un.org/disabilities/convention/conventionfull.shtml</a>
CSA	Child Support Agency <a href="http://www.csa.gov.au/">http://www.csa.gov.au/</a>
CSGP	Community Services Grants Program <a href="http://www.community.nsw.gov.au">http://www.community.nsw.gov.au</a>
CTTT	NSW Consumer, Trader & Tenancy Tribunal <a href="http://www.cttt.nsw.gov.au">http://www.cttt.nsw.gov.au</a>

D&A	Drugs and alcohol
DAA	Department of Aboriginal Affairs <a href="http://www.daa.nsw.gov.au/">http://www.daa.nsw.gov.au/</a>
DCS	Corrective Services NSW <a href="http://www.dcs.nsw.gov.au/">http://www.dcs.nsw.gov.au/</a>
DDLCC	NSW Disability Discrimination Legal Centre <a href="http://www.ddlcnsw.org.au/">http://www.ddlcnsw.org.au/</a>
DFAT	Department of Foreign Affairs and Trade <a href="http://www.dfat.gov.au/">http://www.dfat.gov.au/</a>
DGR	Deductible Gift Recipients
DJAG	Department of Justice and Attorney General NSW <a href="http://www.lawlink.nsw.gov.au/agd">http://www.lawlink.nsw.gov.au/agd</a>
DoCS	NSW Department of Community Services <a href="http://www.community.nsw.gov.au/">http://www.community.nsw.gov.au/</a>
DoH	Housing NSW <a href="http://www.housing.nsw.gov.au/">http://www.housing.nsw.gov.au/</a>
Drug Court	MERIT scheme in local courts
DV	Domestic violence
DVCAS	Domestic Violence Court Advocacy Scheme
DVICM	Domestic Violence Intervention Court Model
DVLO	Domestic Violence Liaison Officer (Police)
DX	Mail delivery service independent of Australia Post
ECAV	Education Centre Against Violence <a href="http://www1.health.nsw.gov.au/ecav/">http://www1.health.nsw.gov.au/ecav/</a>
EDO	Environmental Defender's Office <a href="http://www.edo.org.au/edonsw">http://www.edo.org.au/edonsw</a>
EEO	Equal Employment Opportunity
EWCAP	Energy +Water Consumers' Advocacy Program <a href="http://www.piac.asn.au//system/ucap.html">http://www.piac.asn.au//system/ucap.html</a>
EWON	Energy & Water Ombudsman NSW <a href="http://www.ewon.com.au/">http://www.ewon.com.au/</a>
FBT	Fringe Benefits Tax
FCAN	Financial Counsellors Association of NSW <a href="http://www.fcan.com.au/">http://www.fcan.com.au/</a>
Federation	Federation of Community Legal Centres Victoria <a href="http://www.communitylaw.org.au/">http://www.communitylaw.org.au/</a>
FONGA	Federation of Non-Government Agencies
FRC	Family Relationship Centres <a href="http://www.familyrelationships.gov.au/">http://www.familyrelationships.gov.au/</a>
FVPLS	Family Violence Protection Legal Services
GG	Governor General
HACC	Home and Community Care <a href="http://www.dadhc.nsw.gov.au/dadhc">http://www.dadhc.nsw.gov.au/dadhc</a>
HALC	HIV/AIDS Legal Centre <a href="http://www.halc.org.au/">http://www.halc.org.au/</a>

HESTA	Superannuation company <a href="http://www.hesta.com.au/">http://www.hesta.com.au/</a>
HR	Human rights or human resources
IARC	Immigration Advice and Rights Centre, pronounced 'eye-arc' <a href="http://www.iarc.asn.au/">http://www.iarc.asn.au/</a>
ICAC	Independent Commission Against Corruption <a href="http://www.icac.nsw.gov.au/">http://www.icac.nsw.gov.au/</a>
ICC	Indigenous Coordination Centres <a href="http://www.atsip.qld.gov.au/government/networks/indigenou-s-centres/">http://www.atsip.qld.gov.au/government/networks/indigenou-s-centres/</a>
ICCPR	International Covenant on Civil & Political Rights <a href="http://www2.ohchr.org/english/law/ccpr.htm">http://www2.ohchr.org/english/law/ccpr.htm</a>
ICESCR	International Covenant on the Economic, Social and Cultural Rights <a href="http://www2.ohchr.org/english/law/cescr.htm">http://www2.ohchr.org/english/law/cescr.htm</a>
ICRC	Independent Competition and Regulatory Commission <a href="http://www.icrc.act.gov.au/">http://www.icrc.act.gov.au/</a>
IDRS	Intellectual Disability Rights Service <a href="http://www.idrs.org.au/">http://www.idrs.org.au/</a>
JA	Justice Action <a href="http://www.justiceaction.org.au/">http://www.justiceaction.org.au/</a>
JC	Judicial Commission <a href="http://www.judcom.nsw.gov.au/">http://www.judcom.nsw.gov.au/</a>
JJs	Department of Juvenile Justice <a href="http://www.djj.nsw.gov.au/">http://www.djj.nsw.gov.au/</a>
KLC	Kingsford Legal Centre <a href="http://www.kingsfordlegalcentre.org">http://www.kingsfordlegalcentre.org</a>
KPI	Key Performance Indicators
L&D	Learning & Development, a CLCNSW project
LAC	Local Area Command (Police areas)
LAC	Legal Aid NSW, formerly the Legal Aid Commission of NSW <a href="http://www.legalaid.nsw.gov.au">http://www.legalaid.nsw.gov.au</a>
LALC	Local Aboriginal Land Council
Law Foundation	Law and Justice Foundation of NSW <a href="http://www.lawfoundation.net.au/">http://www.lawfoundation.net.au/</a>
LCSA	Local Community Services Association <a href="http://www.lcsa.org.au/">http://www.lcsa.org.au/</a>
LGA	Local Government Area
LGSA	Local Government & Shires Association <a href="http://www.lgsa.org.au">http://www.lgsa.org.au</a>
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersex
LIAC	Legal Information Access Centres, part of the State Library of NSW, pronounced 'lee-ac' <a href="http://www.legalanswers.sl.nsw.gov.au/">http://www.legalanswers.sl.nsw.gov.au/</a>
LIRF	Legal Information Referral Forum

MCLE	Mandatory Continuing Legal Education, a requirement on all legal practitioners in NSW
MDAA	Multicultural Disability Advocacy Association <a href="http://www.mdaa.org.au/">http://www.mdaa.org.au/</a>
MERIT	Magistrates Early Referral into Treatment, also referred to as the 'Drug Court'
MHCRT	Mental Health Crisis Response Team
MoU	Memorandum of understanding
MSA	Model Service Agreement
NACLC	National Association of Community Legal Centres – sometimes pronounced 'nack-lac', sometimes pronounced 'nackels' <a href="http://www.naclc.org.au/">http://www.naclc.org.au/</a>
National Childrens	National Children and Youth Law Centre <a href="http://www.ncylc.org.au/">http://www.ncylc.org.au/</a>
National Association	National Association of Community Legal Centres
NCOSS	Council of Social Service of NSW, pronounced 'en-coss' <a href="http://www.ncoss.org.au/">http://www.ncoss.org.au/</a>
NESB	Non-English speaking background
NLAF	NSW Legal Assistance Forum, pronounced 'en-laf' <a href="http://www.nlaf.org.au/">http://www.nlaf.org.au/</a>
NRS	National Relay Service
NTS	Native Title Services
NTRB	Native Title Representative Bodies and Service Providers <a href="https://www.ntrb.net">https://www.ntrb.net</a>
NYCLC	National Children and Youth Law Centre <a href="http://www.ncylc.org.au/">http://www.ncylc.org.au/</a>
OFT	NSW Fair Trading (previously known as Office of Fair Trading) <a href="http://www.fairtrading.nsw.gov.au">http://www.fairtrading.nsw.gov.au</a>
OH&S	Occupational Health and Safety
Ombo	Ombudsman
OP	Optional Protocol
OPA	Office of the Public Advocate
OPC	Office of the Protective Commissioner (NB: On 1 July 2009, OPC and the Public Trustee NSW merged to form NSW Trustee and Guardian) <a href="http://www.lawlink.nsw.gov.au/opc">http://www.lawlink.nsw.gov.au/opc</a>
PA	Public Advocate
PBI	Public Benevolent Institution
PC	Office of the Privacy Commissioner <a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a> or Productivity Commission <a href="http://www.pc.gov.au/">http://www.pc.gov.au/</a>
PIAC	Public Interest Advocacy Centre, pronounced 'p-ac' <a href="http://www.piac.asn.au/">http://www.piac.asn.au/</a>
PII	Professional Indemnity Insurance

PILCH	Public Interest Law Clearing House (NSW) <a href="http://www.pilchnsw.org.au/">http://www.pilchnsw.org.au/</a>
PILO	Pacific Islander Liaison Officer (Police)
PLU	Phone link-up
PPF	Public Purpose Fund
QAILS	Queensland Association of Independent Legal Services <a href="http://www.qails.org.au/">http://www.qails.org.au/</a>
Quarterlies	Meetings of the members of CLNSW, held four times a year
RACS	Refugee Advice and Casework Service <a href="http://www.racs.org.au/">http://www.racs.org.au/</a>
RJC	Restorative Justice Centre
RLCP	Redfern Legal Centre Publishing (now part of Thomson Reuters)
ROC	Regional organisation of councils
RRR	Rural Regional & Remote
RTO	Registered training organisation
SACS Award	Social & Community Services Award, the Industrial Award that applies to many people working in the CLC sector <a href="http://www.industrialrelations.nsw.gov.au/NSW_State_Awards.html">http://www.industrialrelations.nsw.gov.au/NSW_State_Awards.html</a>
SDRO	State Debt Recovery Office <a href="http://www.sdro.nsw.gov.au/">http://www.sdro.nsw.gov.au/</a>
SPM	State Program Manager, CLC funding program, based at Legal Aid NSW
SSAT	Social Security Appeals Tribunal <a href="http://www.ssat.gov.au/">http://www.ssat.gov.au/</a>
SSDM	Strategic Service Delivery Model
SSPI	Service Standards & Performance Indicators
State Office	Office of the secretariat of the CLCNSW
TAAP	Tenants Advice & Advocacy Program
TARS	The Aged Care Rights Service <a href="http://www.tars.com.au/">http://www.tars.com.au/</a>
TIO	Telecommunications Industry Ombudsman <a href="http://www.tio.com.au/">http://www.tio.com.au/</a>
TIS	Translating and Interpreter Service <a href="http://www.immi.gov.au/living-in-australia/">http://www.immi.gov.au/living-in-australia/</a>
ToR	Terms of Reference
Triple R Centres	CLCs in rural, regional and remote areas (RRR)
TTY	Text telephone or typewriter telephone
TU	Tenants' Union of NSW <a href="http://www.tenants.org.au/">http://www.tenants.org.au/</a>
UN	United Nations <a href="http://www.un.org/">http://www.un.org/</a>

UNE	University of New England <a href="http://www.une.edu.au/">http://www.une.edu.au/</a>
UNSW	University of New South Wales <a href="http://www.unsw.edu.au/">http://www.unsw.edu.au/</a>
UTS	University of Technology, Sydney <a href="http://www.uts.edu.au/">http://www.uts.edu.au/</a>
VCT	Victim's compensation
VETAB	Vocational Education & Training Accreditation Board <a href="http://www.vetab.nsw.gov.au/">http://www.vetab.nsw.gov.au/</a>
VOCAL	Victim of Crimes Assistance League <a href="http://vocal.org.au/">http://vocal.org.au/</a>
Womens	Short for Women's Legal Services (NSW) <a href="http://www.womenslegalsw.asn.au/">http://www.womenslegalsw.asn.au/</a>
Working with Children Checks	Background checks conducted by NSW Commission for Children & Young People, for relevant criminal records, relevant AVOs and relevant employment proceedings. <a href="http://www.kids.nsw.gov.au/kids/working.cfm">http://www.kids.nsw.gov.au/kids/working.cfm</a>
WSROC	Western Sydney Regional Organisation of Council <a href="http://www.wsroc.com.au/">http://www.wsroc.com.au/</a>
WDVCAP	Women's Domestic Violence Court Assistance Program. Program that provides funding for WDVCA schemes in NSW
YAPA	Youth Action & Policy Association NSW <a href="http://www.yapa.org.au/">http://www.yapa.org.au/</a>
YJC	Youth Justice Conferencing
YLO	Youth Liaison Officer (Police)