



**Community
Legal Centres
Queensland**

Updated evidence and analysis of legal need

Version 2.0

31 October 2016

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This project was funded by



Acknowledgments: *Community Legal Centres Queensland thanks contributors to this project:*

Aaron Finn, Sue Garlick, Matthew Jones, Jessica Lisec, David Manwaring, Catriona Mirrlees-Black, Geoff Mulherin, Giselle Negri, Elizabeth Shearer, Victoria Shiel, Amanda Shipway, Angus Sutherland, Rosemary van Haefton, Philippa Whitman, Janet Wight, Sarah Williams, Tony Woodyatt, William Zhang.

This report does not represent the views of any of these individuals or any organisations associated with them.

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Executive summary

Under Queensland government policy and the National Partnership Agreement on Legal Assistance Services (NPA), planning for legal assistance services requires evidence and analysis of legal need:

The first element of service planning is that the States use an evidence base to identify priority clients and the geographic locations in which people have the highest levels of legal need. This will enable the States to identify and analyse evidence of disadvantage, as a proxy for legal need, and target legal assistance services within their jurisdiction accordingly.¹

This document has been prepared to summarise evidence of legal need in Queensland; it uses demographic information as a proxy for legal need, based on leading international and Australian research. It draws primarily on work of the Law and Justice Foundation of New South Wales (LJF)

It presents data that indicates the number and proportion of the Queensland population that fits into the NPA's 'priority client groups', across 13 regions in Queensland.² In previous funding rounds and analysis, local government areas have been used to identify areas of need, and provision of service delivery. However, a regionalised approach is favoured as it:

- allows for higher-level, regionalised analysis;
- aligns with Legal Aid Queensland (LAQ) planning, on the basis that there is one regional LAQ office in each of these areas (except Brisbane, where there are two³); and
- aligns with regional legal assistance forum areas, which will allow for better local coordination/collaboration.⁴

This report also synthesises LJF research, which reflects community legal centres' experiences over 40 years providing legal help to vulnerable Queenslanders, with proposes strategies to make legal assistance services more appropriate and accessible (summarised in **Appendix A**).

Within the very short timeframe allocated to this project, it was not possible to source all of the statistics that might support this work (and particularly, in a form that allowed them to be allocated across the regions used). Similarly, limitations of existing data collection tools (particularly CLSIS, the Community Legal Service Information System) makes it difficult to measure and 'slice' data about existing and historical services. **This report should be treated as a work-in-progress, rather than a final product.**

About this report

Process for developing this report

This document was developed in consultation with the Queensland community legal centre (CLC) sector. The data has been drawn from a range of sources which can result in inconsistencies between data sources. For example, not all data sources relied upon consistently match the regional boundaries in the Regional Information section. The data has been tested with the community legal centres across Queensland and as a result of that feedback this edition has updated information. The data was tested by CLCs against the community information CLCs collect as part of their data collection, their partnerships, collaborations and consultations with community members and other service providers. This document and mapping legal need, in general, continues to be work in progress due to the challenges of consistency between data definitions, consistency of collection of data, and the use of demographic proxies as evidence of legal need. The evidence of legal need is best described by using a variety of information sources, including the lived experience of community members and the services that support them.

¹ NPA, clause [A4].

² Greater Brisbane; Ipswich; Logan; Gold Coast; Sunshine Coast; Moreton; Toowoomba; Bundaberg; Rockhampton; Mackay; Townsville; Cairns; Mt Isa.

³ Brisbane and Inala.

⁴ Brisbane does not currently have a legal assistance forum.

How this information should be used

Generalist community legal centres provide legal services to people in an identifiable geographic area. This report should assist generalist community legal centres to focus on vulnerable groups within their catchment, which are overrepresented within their region. Community organisations should use this information in service design and delivery, including adopting strategies to make legal assistance services appropriate and accessible for these groups. When applying for funding, generalist services should identify 2-3 priority client groups that are overrepresented in their catchment (based on research in this document), and describe strategies they have undertaken (or plan to undertake) to ensure their services are appropriate and accessible.

Specialist community legal services work closely with generalist community legal centres to provide expert legal help working with particular client groups, or providing services in complex areas of law. Specialist community legal centres should use evidence presented in this report to identify regions where people are more likely to need their assistance, and work with local services to ensure people in those regions can access legal help, including adopting strategies to make legal assistance services appropriate and accessible for these groups. When applying for funding, specialist services should identify the priority client groups on whom they focus, what strategies they use to ensure services are appropriate and accessible, and demonstrate how they deliver services in priority regions, including (where appropriate) in partnership with local services.

Some generalist community legal centres deliver specialist programs, and they should consider these approaches too.

In time, the evidence in this report should be used to assist local services to develop coordinated local plans, working with statewide, specialist and non-legal services, which should contribute to Queensland's collaborate service planning in the future. For this reason, information about areas of demand for legal services provided by other services (eg Legal Aid Queensland and ATSILS) is included in the regional breakdown, although there is not (and should not be) any expectation that these services will be provided by community organisations (eg criminal duty lawyer services and other Magistrates Court duty lawyer services, etc).

How this information should not be used

Community Legal Centres Queensland recognises that community legal centres, and other legal assistance services, must continue to provide services to all of the priority client groups identified in the NPA, and provide accessible services across Queensland. As a result, the evidence in this report does not, and cannot, identify a smaller sub-set of priority clients, or regions, that should be prioritised over others.

The information in this report will assist community organisations to design and deliver services, but more work is required. Community Legal Centres Queensland's sector sustainability project will support community legal centres through this extra work, including service planning and needs assessment, to which this report will contribute useful information.

This document does not identify all of the issues that funders should consider in making decisions about funding allocations, but helps identify some focus areas and strategies.

This version

Version	Date	Changes
1.0	11 July 2016	Original
1.1	28 July 2016	Corrects issues, based on feedback
2.0	31 October 2016	Includes discussion on legal need in family law Corrects issues, based on feedback
Next	TBC	Include in each client group: <ul style="list-style-type: none">• additional datasets• major intersectionalities• directs readers to additional resources for each group Provides further information to support regional collaborative planning

Background

Legal assistance services in Queensland are chronically underfunded. In 2015, the Productivity Commission recommended an immediate injection of \$200m into civil legal assistance services until need could be better measured;⁵ based on the current Funding Allocation Model,⁶ this would mean another \$40m is required in Queensland alone.

Queensland community legal centres currently receive \$16.7m in combined state and federal funding, while Legal Aid Queensland pays another \$4.2m to private practitioners for civil law services.⁷ Extrapolating the Productivity Commission's preliminary analysis, funding for civil law services should be tripled – as a starting point. Instead, more than 10% of this funding will be withdrawn (comprising 30% of the Commonwealth's contribution under the NPA) from July 2017.

Against the backdrop of this chronic under-funding, the Queensland Government will provide community organisations with funding to deliver legal assistance services from 2017-20.

In March 2016, the Department of Justice and Attorney-General (**DJAG**) engaged Community Legal Centres Queensland to

lead the governance and delivery of updated evidence and analysis of legal need by:

- leading the newly formed Evidence Base Working Group;
- developing a three month plan to deliver the updated evidence and analysis of legal need; and
- delivering a report to the QLAF by 30 June 2016 containing:
 - the updated evidence and analysis of legal need; and
 - identified information and data for future analysis.

Under the terms of the engagement, QAILS was required to use the following methodology:

- (a) consider the latest evidence of the need for legal assistance services provided by the LJF;
- (b) build on point (a) above, by identifying, prioritising and analysing:
 - other relevant information, including demographic data; and
 - existing legal and community services data.⁸
- (c) deliver a report to the QLAF by 30 June 2016 containing:
 - the updated evidence and analysis of legal need; and
 - identified information and data for future analysis; and
- (d) following QLAF endorsement, make the report available to Queensland community organisations to assist with local planning for legal assistance services.⁹

On 23 June 2016, DJAG agreed to provide an extension to 11 July 2016. This allowed the management committee of Community Legal Centres Queensland to consider some of the principles and strategies that support this report, at a meeting on 6 July 2016.

⁵ Australian Government Productivity Commission, *Access to Justice Arrangements*, Report No 72 (2014) 741.

⁶ *Ibid* 745.

⁷ Legal Aid Queensland, *Annual Report 2014-15*, 18. <http://www.legalaid.qld.gov.au/files/assets/public/publications/about-us/corporate-publications/annual-reports/2014-15/laq-annual-report-2015-web.pdf>, accessed 27 April 2016.

⁸ The Department of Justice and Attorney-General (DJAG) committed to assist, as necessary, to obtain required information and data.

⁹ Letter from Jennifer Lang, DJAG, to James Farrell, QAILS, 16 March 2016, 2.

The evidence: priority client groups

The NPA requires legal assistance service providers should focus their services on people experiencing financial disadvantage.¹⁰ It goes on to require legal assistance service providers to “plan and target their services to people who fall within one or more of the priority client groups”:¹¹ Similarly, the LJF states “All of these priority groups have been identified by research as having high legal need or low capability or both,”¹² although it also identifies unemployed people, and highlights the needs of people with multiple disadvantage:

Recent research indicates that people with multiple disadvantage are *particularly* likely to have high need for public legal assistance. They tend to have both elevated vulnerability to legal problems and low legal capability. In addition, many of the implications for service delivery to people with multiple disadvantage are also applicable to the individual priority groups.¹³

The LJF also helpfully identifies a baseline (the ‘general population’) in its work.

In 2014-17, the Queensland Government identified two priority client groups (Aboriginal and Torres Strait Islander peoples, and people with mental illness/cognitive impairment/development disability), stating that any additional resources should be prioritised to services for these groups. This was reflected in the application and allocation process for additional Commonwealth funding provided under the NPA for 2015-17.¹⁴

Priority group	LJF	NPA	Qld Gov
General population (15 years or over)	✓		
People with multiple disadvantage	✓		
Older people (65 years or over)	✓	B3(c)	
Youth (under 25 years)	✓	B3(a)	
Indigenous Australians	✓	B3(b)	✓
Single parents	✓	B3(k)	
People experiencing or at risk of family violence	✓	B3(d)	
People living in disadvantaged housing and homeless people	✓	B3(e)	
Prisoners	✓	B3(f)	
People living in remote and regional areas	✓	B3(g)	
People from CALD backgrounds	✓	B3(h)	
People with a disability or mental illness	✓	B3(i)	✓
People with low education levels	✓	B3(j)	
Financially disadvantaged people	✓	B2	
Unemployed people	✓		

For the purposes of this paper, we adopt the priority groups adopted by the NPA; for each of these groups, we also adopt the LJF’s research on methods to make services more appropriate and accessible.

¹⁰ NPA, [18], [B2].

¹¹ NPA, [B3].

¹² Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Services Planning – Service Planning* (Law and Justice Foundation of NSW, Sydney, November 2015) 13.

¹³ *Ibid.*

¹⁴ Hon Yvette D’Ath MP, ‘Additional services for vulnerable Queenslanders’ (Media Release, 12 January 2016) <<http://statements.qld.gov.au/Statement/2016/1/12/additional-services-for-vulnerable-queenslanders>>.

The importance of understanding ‘intersectionality’

It is important to note that considerable overlap occurs between many of the priority groups for public legal assistance with target groups experiencing multiple disadvantage. For example, of the group who are financially disadvantaged, 24% are from a CALD background and 18% have low education levels.¹⁵ People with multiple disadvantage often have a high legal need and low legal capability.

When it comes to people experiencing multiple disadvantage, it is common that people are also experiencing multiple legal problems.¹⁶

Socially disadvantaged people are also more vulnerable to experiencing spiraling problem sequences which are likely to have serious negative effects on their life circumstances. Furthermore, research has found that people who live with multiple disadvantage take longer to contact a support person or seek legal assistance for their matter.¹⁷ Many people ignore their legal problems, only a minority seek legal advice and only a few finalise their problems via the formal justice system.

In that regard, delivering “timely” services to people suffering multiple disadvantage is challenging as they are less capable of resolving their legal problems without more intensive assistance. Their problems often have long histories and unpredictable futures and they may not seek assistance until a crisis occurs making “early intervention” and “timely” services a challenge. When intervention occurs at this crisis point, the outcome at times has been predetermined and often results in a negative outcome for the client.

Legal problems co-exist with other everyday problems and people living with multiple disadvantage often have to prioritise legal problems with social, economic and health problems. People are often constrained by other barriers such as the time, stress or cost involved to resolve the problem, being worried about damaging relationships or not knowing the avenues for resolution.

There is an identified “two way relationship” between socially disadvantaged groups and legal problems. For example, housing-related problems, homelessness, family problems and domestic violence can emerge for people living with multiple disadvantage. On the other hand, it has been suggested that poor quality housing, relationship breakdown, domestic violence, and debt problems can result in exacerbating or reinforcing social disadvantage.¹⁸

Given this interconnectivity, it is clear that there is a need for better coordination between legal services and a broad range of human services, including health, social, welfare, housing and financial. A complete solution to their problems may require not only legal advice or assistance, but also a broad range of non-legal support services.¹⁹ It is recognised that the challenges of joining up services are many and complex. In general, as the level of joining up increases, the resources required to manage the collaboration increase therefore the benefits must be weighed up with the challenges.²⁰

Two key points emerge:

- (1) Understanding that clients of legal assistance services have multiple forms of disadvantage (or, to frame it another way, are in more than one ‘priority client group’) requires more complex or nuanced services responses; and
- (2) Multiple forms of disadvantage experience by our clients requires greater coordination and collaboration in service design/delivery, and resources must be dedicated to support this coordination/collaboration.

¹⁵ *Collaborative Planning Resource – Service Planning*, Coumarelos et al. Law and Justice Foundation November 2015, Table A2.1 Appendix 2 p82.

¹⁶ McDonald & Wei (2013); Wei & McDonald (2014).

¹⁷ Ibid. Page 2.

¹⁸ Coumarelos, C & Wei, Z 2009, *The legal needs of people with different types of chronic illness or disability*, Justice issues paper 11, Law and Justice Foundation of NSW, Sydney. Page 3.

¹⁹ Ibid. Page 4.

²⁰ Pleasence et al. (2014).

Children and young people (10 to 24 years)

In 2015, Queensland community legal centres had 1,117 clients aged under 18 years, of a total of 52,503 clients (representing 2.13% of total clients assisted). In the first six months of the NPA, only 229 representation services were provided to young people, making the proportion of representation services to this priority group just 13.09% of total representation services. Given that people aged 10 to 24 constitute one-third of Queensland's population, this group is significantly under-serviced by community legal centres.

The LJF notes that²¹

certain types of legal problems tend to peak in the younger age groups before 25 years of age – notably crime problems (including crime victim problems), rights problems (including student bullying and harassment) and personal injury problems. These problems may in part reflect stage of life, including greater risk-taking behaviour and greater opportunity to experience certain types of problems, such as motor vehicle accidents while driving skills are still developing and education-related problems.²² Nonetheless, young people can experience a wide range of legal problems, including problems not related to juvenile justice or child welfare.²³ Further, the problems young people experience can be severe, resulting in considerable adverse consequences.²⁴

Importantly, 'at risk' or 'disengaged' youth have increased vulnerability to legal problems compared to other young people. For example, those who have been homeless or in out-of-home care and those with a mental illness or physical disability have apparently higher levels of legal problems, including substantial legal problems.²⁵

Ideally, data in this section would be separated into two groups to better reflect the developmental aspects of youth:

- (a) children aged 10-17, noting that:
 - a. in Queensland, the youth justice (criminal) system does not include 17 year olds although they are not adults for most other purposes;
 - b. Since the age of criminal responsibility is 10 years of age, which means that children are held accountable for their actions, there must be an equivalent assumption that they are able to seek direct legal information, advice and representation in non-criminal as well as criminal matters
- (b) young people aged 18-24, who are still understood to be developing emotionally and neurologically, but are generally regarded as having full legal capacity (noting the 17 year old issue above.

	Youth Justice		Child protection				
	Total population	Children and youth population	Number of Youth Justice Matters	Youth Justice Matters /total pop	Number of Youth Justice matters/child population	Child Protection orders	% child protection orders per total population
Cairns	254,305	87,081	788	0.31%	0.90%	1780	0.7%
Toowoomba	270,346	97,556	513	0.19%	0.52%	1351	0.5%
Rockhampton	223,374	79,025	201	0.09%	0.25%	1116	0.5%
Mackay	166,818	57,193	150	0.09%	0.26%	333	0.2%
Mount Isa	33,125	12,595	106	0.32%	0.84%	231	0.7%
Townsville	217,916	29,664	675	0.31%	2.20%	871	0.4%
Bundaberg	273,273	83,330	218	0.08%	0.26%	819	0.3%
Maroochydore	306,918	92,353	245	0.08%	0.26%	306	0.1%
Caboolture	382,884	133,634	229	0.06%	0.17%	1531	0.4%
Ipswich	281,784	105,126	1127	0.40%	1.07%	1127	0.4%
Woodridge	290,435	109,969	842	0.29%	0.76%	1452	0.5%
Southport	507,648	152,475	659	0.13%	0.43%	1015	0.2%
Brisbane	1,110,895	365,714	3110	0.28%	0.85%	2221	0.2%
QLD TOTAL	4,319,721	1,405,715	8863			14,153	

²¹ [http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)

²² Coumarelos et al. (2012).

²³ Macourt (2013).

²⁴ Macourt (2014).

²⁵ See definition 2 for disengaged youth in Table A4.1 in Appendix 4; and see Macourt (2013).

Youth Justice Matters (as contained in the Table)

Due to differences in counting rules and definitions, this data should not be directly compared with youth justice data contained in other published reports prepared by other agencies.

For example: in the reference period 29% of young people had 1 proven offence, 27% had 2 to 3 offences and 30% had 4 to 11 offences.

The number of Youth Justice Matters in the Table represent matters finalised that resulted in a proven outcome and **not** individual young people.

Making services more appropriate and accessible

Pathways and problem noticers

- Family (parents) and friends
- Schools, including teachers
- Youth workers
- Homelessness services, youth refuges, youth services (for marginalised youth)
- Health services, including maternal child health nurses
- Health services, including alcohol and other drug services

Technology

- High use in general
- Low use to 'access government services'
- Low use to resolve legal problems

Service delivery:

- Youth-specific services
- Non-legal forms of support to access appropriate legal assistance services

Recommendation: Organisations delivering legal assistance services to young people should demonstrate that they:

- provide youth-specific services;
- focus on 'at risk' or 'disengaged' young people;
- ensure that young people are provided with non-legal forms of support to access appropriate legal assistance services and meet their other social needs; and
- engage with a variety of pathways and problem noticers, which should include collaborations, partnerships and/or preventative programs including CLE and support/referral training.

Indigenous Australians

While Aboriginal and Torres Strait Islander people make up only 2.37% of the Queensland population, they are overrepresented in most social indicators of disadvantage. Indigenous Australians tend to experience legal problems in the areas of crime, consumer and government related matters with 39% reporting multiple legal problems.

The Commonwealth Government funds two types of legal services for Aboriginal and Torres Strait Islander peoples – Aboriginal and Torres Strait Islander Legal Services, and Aboriginal Family Violence Prevention Legal Services (which is provided to two Queensland organisations, Queensland Indigenous Family Violence Legal Service (**QIFVLS**) and Aboriginal Family Law Service Southern Queensland (**AFLSSQ**)). A small amount of community legal centre funding is provided specifically for services to Aboriginal and Torres Strait Islander clients, to Aboriginal and Torres Strait Islander Women’s Legal Service North Queensland and QIFVLS.

Although limited funding is provided to community legal centres specifically to work with Aboriginal and Torres Strait Islander clients, community legal centres do assist a large number of these clients; in the first six months of the NPA, almost 23% of representation services were provided to Indigenous clients, and 7% of all clients in 2014-15 identified as Indigenous. Under Phase 2 of the National Accreditation Scheme, all community legal centres will be required to demonstrate that they are “culturally safe”.²⁶

Region	Total population	Indigenous population*	% of indigenous population
Cairns	254,305	24,622	9.68%
Toowoomba	270,346	6,903	2.55%
Rockhampton	223,374	6,998	3.13%
Mackay	166,818	4,195	2.51%
Mount Isa	33,125	4,546	13.72%
Townsville	217,916	15,403	7.10%
Bundaberg	273,273	6,390	2.34%
Maroochydore	306,918	2,850	0.93%
Caboolture	382,884	5,236	1.37%
Ipswich	281,784	5,982	2.12%
Woodridge	290,435	4,945	1.70%
Southport	472,320	3,913	0.83%
Brisbane	1,110,895	10,241	0.92%
TOTAL	4,319,721	102,842	2.37%

*Indigenous Australians aged 15-64 years

Making services more appropriate and accessible

Pathways and problem noticers

- Service provision by Indigenous legal services
- Non-Indigenous legal services employing Indigenous solicitors
- Aboriginal field workers
- Build relationships/partnerships between community elders and services (legal and non-legal)

Technology

- 63% of ATSI households reported having an internet connection in 2011

Service delivery:

- Culturally appropriate CLEI
- Mainstream legal assistance can employ Indigenous staff, partake in cross-cultural education
- Indigenous interpreters
- Improve coordination between Indigenous and mainstream legal services
- Employment of Aboriginal Field Officers

²⁶ This requirement is defined in the NAS Guidelines as: “The organisation is actively working to create a culturally safe organisation for staff and clients, is well connected to local Aboriginal and Torres Strait Islander communities and responds to the identified needs of Aboriginal and Torres Strait Islander people. The organisation is accessible to Aboriginal and Torres Strait Islander communities and people and provides services in a culturally safe and appropriate manner, respecting and acknowledging cultural diversity between different Aboriginal and Torres Strait Islander groups.”

Recommendation: Organisations delivering legal assistance services to Aboriginal and Torres Strait Islander people should demonstrate that they:

- work in partnership with ATSILS, QIFVLS and AFLSSQ;
- employ Indigenous staff, as appropriate; and
- build relationships/partnerships with community elders and services.

Older people (aged over 65 years)

13.1% of Queenslanders are aged over 65 years, but this proportion varies across regions:

Regions	Total Population	People 65 and over	% of people aged 65 and over
Cairns	254,305	29,646	11.7%
Toowoomba	270,346	41,541	15.3%
Rockhampton	223,374	25,841	11.6%
Mackay	166,818	16,734	10.0%
Mount Isa	33,125	2,359	7.1%
Townsville	217,916	24,675	11.3%
Bundaberg	273,273	54,134	19.8%
Maroochydore	306,918	55,831	18.2%
Caboolture	382,884	49,907	13.0%
Ipswich	281,784	30,411	10.8%
Woodridge	290,435	28,371	9.8%
Southport	507,648	73,496	14.5%
Brisbane	1,110,895	134,105	12.1%
TOTAL	4,319,721	567,051	13.1%

10% of community legal centres' clients in 2015 were aged over 65, but the LJF notes that older people are less likely than the general population to experience legal problems. The types of problems older people tend to experience are consumer, housing and government related matters.

The Department of Communities funds five community legal centres²⁷ across Queensland to deliver specialist Seniors Legal Advice and Support Services (**SLASS**). In August 2015, a Queensland parliamentary committee recommended expanding the SLASS program to other regions across Queensland, recognising the importance of equitable access to services, and the reality that older people all over Queensland are vulnerable to elder abuse. The 2016-17 Queensland budget committed \$900, 000 per annum over three years from 2017-18 to increase SLASS services.

Making services more appropriate and accessible

Pathways and problem noticers

- Family, including adult children
- General practitioners, hospitals and other health services
- Aged care services
- Veterans' services
- Migrant resource centres (for older CALD people)

Technology

- Low use

Service delivery:

- Face-to-face and telephone advice (consider access to public transport and/or parking, and mobility issues)
- Multi-disciplinary strategies (e.g. lawyer-social worker partnerships)

Recommendations:

- Department of Communities should expand the SLASS program
- Agencies offering services to older Queenslanders should demonstrate:
 - Relationships with aged care and health services;
 - Provision of face-to-face and/or telephone services; and
 - Appropriate non-legal support, including (if appropriate/resourced) links to social workers and other professionals

²⁷ These CLCs include Caxton Legal Centre (Brisbane); Cairns Community Legal Centre; Taylor St Community Legal Service (Hervey Bay); The Advocacy and Support Centre (Toowoomba) and Townsville Community Legal Service).

People experiencing, or at risk of, family violence

Collecting data about clients' experiences of violence is difficult, and certainly underreported in community legal centres. Police data doesn't differentiate between family violence and other violent crimes. Significant work needs to be done to better measure incidence of family violence in Queensland.

People experiencing family violence tend to experience family law issues, consumer law matters and government/social security matters.

The *Not Now, Not Ever* report provided information about the number of court applications for protection orders:

Regions	Total Population	Number of DVO applications	% of applications /person
Cairns	254,305	2,406	0.95%
Toowoomba	270,346	3,123	1.15%
Rockhampton	223,374	1,689	0.76%
Mackay	166,818	819	0.49%
Mount Isa	33,125	559	1.69%
Townsville	217,916	6,585	3.02%
Bundaberg	273,273	1,413	0.52%
Maroochydore	306,918	1,105	0.36%
Caboolture	382,884	2,462	0.64%
Ipswich	281,784	1,744	0.62%
Woodridge	290,435	1,763	0.61%
Southport	507,648	2,220	0.47%
Brisbane	1,110,895	6,121	0.55%
TOTAL	4,319,721	32,008	0.74%

Making services more appropriate and accessible

Pathways and problem noticers

- Friends and family
- Antenatal clinics, maternal child and family health services
- Hospitals, GPs, mental health facilities
- Centrelink
- Schools
- Police officers, court-based family violence services
- Refuge staff
- Family lawyers, family courts, family relationship centres

Technology

- High level use for people 44 years and under
- Risks and restrictions to some women's access to and use of technology
- Use of internet for help-seeking may be limited

Service delivery:

- CLE for problem noticers (as to how legal services can assist people facing family violence)
- Providing support and information to workers in places accessible to affected, monitored women (e.g. schools and GPs)
- Services should be alert to and capable of responding to women who present for issues other than violence
- Joined-up or collaborative service provision

Recommendations:

Agencies offering services to people experiencing (or at risk of) family violence should demonstrate:

- Links with a large number of specialist services, including outreach in these locations, training for non-legal services/workers, and joined-up service delivery; and
- Ability to respond to other legal needs of people presenting with FV-related legal problems.

People experiencing, or at risk of, homelessness

The data below, provided by the Law and Justice Foundation, is a composite variable defined by the ABS using Census data based on Place of Enumeration. For this reason there are no residents under 'No Usual Address'. It counts all persons (correcting for double counting):

- with no address on Census night (i.e. rough sleeping or those in improvised dwellings)
- that are living in temporary lodgings (i.e. in a hostels, bed and breakfasts and with an income <\$400 and not in formal employment of any form)
- living in severely overcrowded private dwellings
- marginally housed in caravan parks (excluding persons who formally own or rent the caravan)

People experiencing homelessness tend to require assistance with consumer law, criminal matters and housing issues with 44% experiencing multiple legal issues.

Regions	Total Population	Homeless people (15+)	Homeless people (%)
Cairns	254,305	3,340	1.31%
Toowoomba	270,346	1,425	0.34%
Rockhampton	223,374	1,456	0.65%
Mackay	166,818	890	0.53%
Mount Isa	33,125	939	2.83%
Townsville	217,916	1,586	0.73%
Bundaberg	273,273	1,281	0.47%
Maroochydore	306,918	760	0.25%
Caboolture	382,884	751	0.20%
Ipswich	281,784	1,161	0.41%
Woodridge	290,435	1,067	0.37%
Southport	507,648	1,426	0.28%
Brisbane	1,110,895	4,316	0.39%
TOTAL	4,319,721	19,834	0.46%

Making services more appropriate and accessible

Pathways and problem noticers

- Homeless services for rough sleepers
- Domestic violence related services
- Community, health, welfare and family support services
- Youth services
- Tenancy services and advocacy groups
- Services for recently released prisoners

Technology

- Not discussed

Service delivery:

- Information, support and referral training for support workers
- Outreach or co-location of legal services in places where homeless people go
- Legal staff skilled in supporting people with complex needs
- Joined-up service delivery
- Longer appointment times and intensive assistance

Recommendations:

Agencies offering services to people experiencing (or at risk of) homelessness should demonstrate:

- Relationships with specialist homelessness services and other welfare agencies, including outreach in these locations and joined-up service delivery; and
- Ability to provide more intensive assistance and to respond to complex needs.

People in custody and prisoners

While all prisoners experience criminal law issues, they may also arrive in prison with unresolved family and civil law issues (eg: debts, fines and housing). When prisoners are released they tend to experience issues relating to parole, housing, discrimination, employment and crime.

At 30 June 2015, the number of adult prisoners in Queensland prisons was 7,318,²⁸ and these prisoners were distributed across 13 correctional centres, in 10 of the legal assistance service regions, as set out below:

Queensland Regions	Correctional Centre(s)	# male inmates	# female inmates
Cairns	Lotus Glen CC (Mareeba)	876	182
Toowoomba	Southern Queensland CC (Spring Creek)	377	
Rockhampton	Capricornia CC (North Rockhampton)	547	
Mackay			
Mount Isa			
Townsville	Townsville Correctional Complex (Townsville)	673	
Townsville	Townsville Youth Detention Centre	@300	
Bundaberg	Maryborough CC (Maryborough)	580	
Maroochydore			
Caboolture	Woodford CC (Woodford)	1072	
Ipswich	Arthur Gorrie CC (Wacol)	1031	
	Brisbane CC (Wacol)	587	
	Brisbane Women's CC (Wacol)		399
	Wolston CC (Wacol)	685	
Woodridge	Palen Creek CC (Rathdowney)	177	
Southport	Numinbah CC (Numinbah Valley)		107
Brisbane	Helana Jones Centre (Albion)		17

Making services more appropriate and accessible

Pathways and problem noticers

- Legal services provided by legal aid commissions/CLCs
- Telephone-based advice services
- Corrective service staff or programs (e.g. custodial, welfare and education)
- Post-release support – parole, general and post-release welfare and support services

Technology

- Low access

Service delivery:

- CLEI resources in prisons or for inmates (e.g. Legal Information Portal in NSW correctional centres)
- Civil and family law outreach services providing help for these issues
- Telephone-based advice services

Recommendation: Organisations delivering legal assistance services to prisoners and people in custody should demonstrate that they:

- provide telephone-based advice services;
- work with other legal services, corrective services and post-release support services; and
- provide CLEI resources in prisons or for inmates.

²⁸ <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4517.0~2015~Main%20Features~Queensland~22>

People residing in rural or remote areas

The ABS's *Australian Standard Geographical Classification* defines six levels of remoteness:

- Major Cities of Australia
- Inner Regional Australia
- Outer Regional Australia
- Remote Australia
- Very Remote Australia
- Migratory

People residing in rural and remote areas tend to experience legal issues in the areas of consumer, crime and government with 32% reporting multiple legal issues.

For the purposes of this report, the regions used can **generally** be classed into areas corresponding to this scale, as follows:

Brisbane	Major city
Logan	Major city
Gold Coast	Major city
Sunshine Coast	Major city (majority)
Ipswich	Major city (majority)
Caboolture	Major city (majority)
Toowoomba	Inner regional + some remote/v remote
Bundaberg	Inner & outer regional
Rockhampton	Outer regional, some remote
Mackay	Inner & outer regional + some remote
Townsville	Outer regional, some remote
Mt Isa	Remote/v remote
Cairns	Outer regional + remote/v remote

On that basis, about half of the regions we use are likely to include a significant proportion of people residing in rural or remote areas.

Making services more appropriate and accessible

Pathways and problem noticers

- Local coordination
- Outreach legal services

Technology

- Relatively high access
- Fewer people use internet to access government services

Service delivery:

- Legal assistance services via video-conferencing
- Highly visible, well-connected outreach services

Recommendation: Organisations delivering legal assistance services to people residing in rural and remote areas should demonstrate that they:

- contribute to local coordination, including working with other services on coordinated, effective outreach;
- use a mix of outreach and technology services, which are promoted through rural and remote communities

People who are culturally and linguistically diverse

People from CALD backgrounds tend to experience consumer law issues, housing matters and crime with 25% reporting multiple legal issues.

Regions	Total Population	CALD people (15+)	CALD people (15+) %
Cairns	254,305	16,940	6.66%
Toowoomba	270,346	9,022	3.25%
Rockhampton	223,374	6,718	3.01%
Mackay	166,818	5,929	3.55%
Mount Isa	33,125	1,394	4.21%
Townsville	217,916	10,188	4.68%
Bundaberg	273,273	6,951	2.54%
Maroochydore	306,918	10,384	3.38%
Caboolture	382,884	16,600	4.34%
Ipswich	281,784	28,327	10.05%
Woodridge	290,435	28,117	9.68%
Southport	507,648	43,225	8.07%
Brisbane	1,110,895	152,422	13.72%
TOTAL	4,319,721	331,239	7.71%

Regions	Top 5 non-English speaking background (by country of birth)	Top 5 non-English languages spoken at home
Cairns	Philippines (0.8%); Italy (0.8%); Germany (0.7%); Japan (0.6%); India (0.5%)	Australian Indigenous languages (4.1%); Italian (1.3%); Japanese (0.9%); Southeast Asian Austronesian (0.7%); German (0.6%)
Toowoomba	Philippines (0.5%); India (0.3%); Germany (0.3%); Netherlands (0.3%); China (excl. SARs and Taiwan) (0.2%)	Chinese (0.5%); Southeast Asian Austronesian (0.5%); Indo Aryan (0.4%); Arabic (0.3%); Italian (0.3%)
Rockhampton	Philippines (0.6%); India (0.3%); Vietnam (0.3%); Germany (0.3%); Netherlands (0.2%)	Southeast Asian Austronesian (0.5%); Indo Aryan (0.4%); Vietnamese (0.3%); Chinese (0.2%); German (0.2%)
Mackay	Philippines (0.9%); Germany (0.3%); India (0.3%); Netherlands (0.2%); Malta (0.2%)	Southeast Asian Austronesian (0.8%); Indo Aryan (0.3%); German (0.3%); Chinese (0.3%); Italian (0.3%)
Mount Isa	Philippines (1.4%); Germany (0.4%); India (0.4%); Fiji (0.3%); Italy (0.2%)	Southeast Asian Austronesian (1.3%); Australian Indigenous languages (0.6%); Indo Aryan (0.3%); Italian (0.3%); German (0.3%)
Townsville	Philippines (0.6%); Italy (0.6%); India (0.4%); Germany (0.4%); Netherlands (0.2%)	Italian (1.1%); Southeast Asian Austronesian (0.6%); Indo Aryan (0.4%); Chinese (0.3%); German (0.3%)
Bundaberg	Germany (0.6%); Philippines (0.5%); Netherlands (0.4%); Italy (0.2%); India (0.2%)	German (0.4%); Southeast Asian Austronesian (0.3%); Italian (0.2%); Indo Aryan (0.2%); Chinese (0.2%)
Maroochydore	Germany (0.7%); Netherlands (0.5%); Philippines (0.3%); India (0.2%); Italy (0.2%)	German (0.6%); Italian (0.3%); French (0.3%); Dutch (0.3%); Southeast Asian Austronesian (0.3%)
Caboolture	Philippines (0.7%); Germany (0.4%); Netherlands (0.4%); India (0.3%); Fiji (0.3%)	Southeast Asian Austronesian (0.5%); Indo Aryan (0.5%); Samoan (0.4%); Chinese (0.4%); German (0.3%)
Ipswich	Vietnam (2.3%); Philippines (0.8%); India (0.7%); Germany (0.4%); Fiji (0.4%)	Vietnamese (3.6%); Samoan (1.6%); Indo Aryan (1.0%); Chinese (0.7%); Southeast Asian Austronesian (0.7%)
Woodridge	Philippines (0.8%); Fiji (0.5%); Germany (0.5%); India (0.5%); Netherlands (0.4%)	Samoan (1.3%); Chinese (1.1%); Indo Aryan (1.1%); Southeast Asian Austronesian (0.7%); Spanish (0.5%)
Southport	Japan (0.7%); China (excl. SARs and Taiwan) (0.7%); Germany (0.6%); Philippines (0.6%); India (0.5%)	Chinese (1.4%); Japanese (0.9%); Indo Aryan (0.6%); Southeast Asian Austronesian (0.6%); Korean (0.5%)
Brisbane	China (excl. SARs and Taiwan) (1.7%); India (1.6%); Philippines (0.8%); Malaysia (0.7%); Korea, Republic of (South) (0.6%)	Chinese (4.1%); Indo Aryan (2.0%); Southeast Asian Austronesian (1.0%); Italian (0.7%); Vietnamese (0.7%)

Making services more appropriate and accessible

Pathways and problem noticers

- Migrant resource centres
- Multicultural services (e.g. individual community networks and services)

Technology

- Low use

Service delivery:

- Legal information and education programs (CLE) tailored to specific communities
- Partnership between legal and migrant services
- Cultural competency within legal assistance services (e.g. additional time may be required, awareness of language barriers)
- Face-to-face legal services (e.g. visual formats for explanations)
- CLE locally provided, face-to-face, in community settings (e.g. migrant resource centres)

Recommendation: Organisations delivering legal assistance services to people from cultural and linguistically diverse backgrounds should demonstrate that they:

- Have a focussed, tailored plan for community legal information and education;
- Deliver face-to-face services, in culturally competent ways (including through the use of interpreters, as required).

People with a disability or mental illness

According to CLSIS statistics, almost one in six clients presenting at community legal centres disclose that they have a disability. People with a disability or mental illness tend to experience consumer law issues, crime and housing related matters with 42% reporting multiple legal issues.

Region	Total Population	People with a disability under 15		People with a disability 15-64	
		Number	%	Number	%
Cairns	254,305	815	0.32%	4,485	1.76%
Toowoomba	270,346	1,284	0.46%	5,620	2.05%
Rockhampton	223,374	1,041	0.47%	3,717	1.66%
Mackay	166,818	595	0.36%	2,253	1.35%
Mount Isa	33,125	84	0.25%	353	1.07%
Townsville	217,916	881	0.40%	3,917	1.80%
Bundaberg	273,273	1,716	0.63%	9,575	3.50%
Maroochydore	306,918	1,179	0.38%	5,404	1.76%
Caboolture	382,884	2,133	0.56%	7,694	2.01%
Ipswich	281,784	1,639	0.58%	6,864	2.44%
Woodridge	290,435	1,614	0.56%	6,102	2.10%
Southport	507,648	1,797	0.37%	7,553	1.52%
Brisbane	1,110,895	3,374	0.30%	14,048	1.26%
TOTAL	4,319,721	18,152	0.42%	77,585	1.80%

QPILCH has provided information that the Australian Bureau of Statistics' 2011-2012 Health Survey showed that 14.4% of Queenslanders reported suffering a mental health problem that lasted at least six months.²⁹ This equates to 640,800 people out of a population of 4,537,721 in 2012.³⁰ This was over a 5% increase from 2001.

There were 76,552 hospitalisations for mental and behavioural disorders in Queensland, 4.2% of all hospitalisations in 2011–12. Hospitalisation rates can vary across Health and Hospital Service Catchments, which also vary significantly in size.³¹

Number of hospitalisations by HHS (per 100,000 population)	
North West	1177
West Moreton	1544
South West	1042
Cape York	1482
Central West	1091
Wide Bay	916
Darling Downs	1437
Central Queensland	858
Torres Strait-Northern Peninsula	802
Cairns and Hinterland	1383
Mackay	790
Townsville	666
Sunshine Coast	1095
Metro North	2439
Metro South	2083
Gold Coast	1074
Queensland average	1583

We have not been able to determine the number of involuntary treatment orders made by region, although the Mental Health Review Tribunal provides data on ITO reviews and forensic orders (set out below, with the regions represented by the MHRT venue):

Region	Non-indigenous people		Aboriginal and/or Torres Strait Islander people	
	ITO Reviews	Forensic Order Review	ITO Reviews	Forensic Order Review
Greater Brisbane	3767	533	184	48
Ipswich	171	211	18	36
Logan	656	103	71	12
Gold Coast	1059	119	28	6
Sunshine Coast	587	72	22	6

²⁹ See ABS, [Queensland Results](#)

³⁰ see [population growth QLD](#)

³¹ <https://www.health.qld.gov.au/publications/research-reports/reports/cho-report/cho-full-report.pdf>, figure 67b.

Moreton/Redcliffe/Caboolture	955	149	95	19
Toowoomba	617	141	119	27
Bundaberg/Fraser Coast	295	48	53	8
Rockhampton	1	0	70	14
Mackay	250	42	43	9
Townsville	617	123	190	64
Mt Isa	No sitting tribunal			
Cairns	903	89	375	35
TOTAL	9878	1630	1268	284

Making services more appropriate and accessible

Pathways and problem noticers

- GPs, community health services, hospitals
- Guardianship services
- Mental health services, community health services
- Alcohol and drug treatment and support services

Technology

- Low use

Service delivery:

- Health-justice partnerships (integration of legal services into health settings)
- Outreach or integrated services
- Particular attention to timing of legal assistance

Recommendations:

Agencies offering services to people with disability and/or mental illness should demonstrate:

- Relationships with health services and other welfare agencies, including outreach in these locations, training for non-legal services and workers, and joined-up service delivery; and
- Capacity to respond in a timely way to legal problems.

People with low education levels

Total count of persons classified as:

- Ages 15 to 64
- Highest year of school below Year 12
- Not currently a full time or part time student
- Do not have a non-school qualification, such as a trade certificate or an academic qualification later in life

People aged 65 years are not included as leaving school early was previously more common and their inclusion skews the count to older people. Older people are represented by a separate priority group.

People with low education levels tend to experience consumer law issues, crime and housing matters with 27% reporting multiple legal issues.

Regions	Total Population	People with low education (15-64)	People with low education (15-64 %)
Cairns	254,305	38,790	15.25%
Toowoomba	270,346	46,762	17.47%
Rockhampton	223,374	39,737	17.79%
Mackay	166,818	29,348	17.59%
Mount Isa	33,125	6,333	19.12%
Townsville	217,916	33,874	15.54%
Bundaberg	273,273	51,304	18.77%
Maroochydore	306,918	38,545	12.56%
Caboolture	382,884	57,425	15.00%
Ipswich	281,784	46,638	16.55%
Woodridge	290,435	49,632	17.09%
Southport	507,648	62,312	12.46%
Brisbane	1,110,895	96,424	8.68%
TOTAL	4,319,721	596,223	13.88%

Making services more appropriate and accessible

Pathways and problem noticers

- People whom these clients have more regular contact with
- Health or welfare professionals

Technology:

- Low use

Service delivery:

- Broad legal and non-legal support to address all needs
- Targeted, timely and joined-up services
- Referral training and support to problem noticers
- Medical-legal and health-justice partnerships
- Joining-up between welfare and legal services

Most community legal centres' services are already appropriate and accessible for this priority client group.

Single parents

Regions	Total Population	Single parents (15+)	Single parents (15+) %
Cairns	254,305	12,418	4.88%
Toowoomba	270,346	10,524	3.87%
Rockhampton	223,374	8,339	3.73%
Mackay	166,818	5,505	3.30%
Mount Isa	33,125	1,163	3.51%
Townsville	217,916	9,364	4.30%
Bundaberg	273,273	12,694	4.65%
Maroochydore	306,918	13,373	4.36%
Caboolture	382,884	17,567	4.59%
Ipswich	281,784	14,323	5.08%
Woodridge	290,435	15,170	5.22%
Southport	507,648	22,901	4.59%
Brisbane	1,110,895	41,202	3.71%
TOTAL	4,319,721	184,543	4.27%

Single parents tend to experience legal problems in the areas of family law, consumer and crime with 50% reporting multiple legal issues.

Making services more appropriate and accessible

Pathways and problem noticers

- Family and friends
- Antenatal clinics, maternal child and family health services
- Hospitals, GPs
- Centrelink
- Schools
- Family relationship centres and other family breakdown assistance services
- Police officers, family violence services, refuge staff

Technology

- High level use for people 44 years and under
- Use of internet for help-seeking may be limited

Service delivery:

- Comprehensive legal diagnosis and triage (e.g. via legal check-up tools)
- Joining-up services to address 'cluster of issues'

Most community legal centres' services are already appropriate and accessible for this priority client group.

Family law

As a result of CLC consultation and feedback, it was apparent that the demographic proxies were not a complete data tool in identifying and predicting legal need in the area of family law. This is partly due to the nature of family law problems and the family law process itself. As a result, this edition contains a section on Family Law which provides additional commentary on the area of family law, including demographic predictors, the impact of family law problems and the barriers people face in accessing legal service for family law problems.

Family law priorities under the NPA include:

- Matters involving allegations of family violence
- Matters where the safety of welfare of children are at risk
- Matters involving complex issues about the living arrangements, relationships and financial support of children
- Assisting people with property settlements if they are experiencing financial disadvantage or at risk of homelessness

Organisations looking at their organisational data and client experiences may be able to correlate that information with some of the national data and analysis undertaken by the Law and Justice Foundation of New South Wales and the Productivity Commission in their inquiry into Access to Justice Arrangements. A summary of these and State-wide data is provided below.

Queensland state CLSIS data on family law.

Between 2014 – 2016:

- 37.7% of problem types in which community legal centres provided an advice in Queensland was family law related.
- Over half of the family law problems for which Queensland community legal centres provided assistance involved domestic and family violence and/or children.
- 41% of all clients that accessed Queensland community legal centres have a family law problem.

The 30 September 2016 *National Partnership Agreement on Legal Assistance Services 2015-20* Queensland report found that over 60% of family law representation services provided by community legal centres were delivered to people experiencing family violence or at risk of experiencing family violence.

Demographic predictors of the prevalence of a family law problem

The LAW Survey found a number of demographic predictors of people who were likely to experience a family related legal problem³²:

- People aged between 35 – 44 years;
- Single parents;
- People living in disadvantaged housing;
- People who were unemployed.

Impact of family law problems on people's lives

The LAW survey identified that family problems were seen as most severe with the greatest number of adverse consequences³³.

³² Law and Justice Foundation of New South Wales, August 2012, *Legal Australia-wide survey: legal need in Australia*, pp173-176

³³ Law and Justice Foundation of New South Wales, August 2012, *Legal Australia-wide survey: legal need in Australia* p181

The Productivity Commission Report into Access to Justice Arrangements found that relationship problems are strongly correlated with “the onset or continuation of deep and persistent disadvantage³⁴”.

How people seek to resolve their family law problems

The LAW survey found that family problems resulted in a higher likelihood of involving legal adviser, which was a reflection of the severity of family problems³⁵. Survey respondents were more like to take action and seek advice for family problems³⁶.

The Productivity Commission found that:

“Providing appropriate government-funded services to resolve serious family disputes fairly and as quickly as possible can allow parties to move on with their lives.....society will benefit from reduced welfare expenditure if early intervention in family disputes reduces the need for associated complex and costly social services.”³⁷

The barriers to accessing a legal service for family problems

The Productivity Commission found that cost is a significant barrier to pursuing a family law matter and ultimately accessing a fair outcome for family problems that require a court resolution.³⁸ The financial disadvantage experienced by many people who have family disputes means they are not able to afford private dispute resolution³⁹.

Service Gap

Rates of self-representation in the family law court is approximately 30 per cent. Limited legal aid funding impacts on justice outcomes of complex family law matters⁴⁰.

The Productivity Commission found a major service gap in family law property issues, particularly those property pools of low value. It was acknowledged that community legal centres pick up some of the gap, however only 17% of CLC family law activities involve property matters⁴¹.

Domestic and Family Violence

There is a range of commentary about domestic and family violence and the interplay with family law problems. The key policy documents at the State and National level are the:

- Not Now, Not Ever: Putting an end to domestic and family violence in Queensland;
- Queensland Government Domestic and Family Violence Prevention Strategy 2016 – 2026; and
- National Action Plan to reduce violence to women and their children.

These documents provide some evidence of appropriate service delivery responses when clients experience domestic and family violence and are seeking legal assistance.

³⁴ Productivity Commission Inquiry Report 2014, *Access to Justice Arrangements*. P846.

³⁵ Law and Justice Foundation of New South Wales, August 2012, *Legal Australia-wide survey: legal need in Australia* p 193

³⁶ ³⁶ Ibid p188

³⁷ Productivity Commission Inquiry Report 2014, *Access to Justice Arrangements* p847

³⁸ Ibid p. 853

³⁹ Ibid p 847

⁴⁰ Ibid p 861- 862

⁴¹ Ibid p 870 -871

The evidence: regional information

Greater Brisbane



Legal services in the region

Offices/branches:

- ATSILS (Brisbane Head Office)
- ATSILS (Cleveland, Satellite office of Brisbane Office servicing Wynnum and Holland Park)
- Bayside Community Legal Service (Wynnum)
- Caxton Legal Centre Inc. (South Brisbane)
- Environmental Defenders Office (South Brisbane)
- Legal Aid Queensland (Brisbane)
- LGBTI Legal Service Inc. (Newstead)
- Nundah Community Legal Service
- Pine Rivers Community Legal Service
- Prisoners Legal Service
- Queensland Advocacy Inc.
- QPILCH (South Brisbane)
- QIFVLS (Brisbane Local Government Area only)
- Refugee and Immigration Legal Service Inc.
- South West Brisbane Community Legal Centre (Inala)
- Womens' Legal Service (Annerley)
- Youth Advocacy Centre Inc.

Outreach Services:

- Pine Rivers Community Legal Service conducts outreach at Mitchelton, Chermside and Strathpine
- South West Brisbane Community Legal Centre (Inala) conducts weekly family law outreaches in Acacia Ridge, Browns Plains, Beaudesert and Riverview

Community Legal Education:

- Pine Rivers Community Legal Service conducts CLE at Redcliffe and Morayfield State High School

MyCommunityDirectory.com.au lists 2,496 community organisations providing services within 50km of the Brisbane area.⁴²

Legal services provided

Legal Aid Queensland:

- 830 advices provided per 100,000 population
- 650 applications for grants received per 100,000 population

Community legal centres (Caxton Legal Centre, Womens' Legal Service, Nundah Community Legal Centre, Pine Rivers Community Legal Centre, QPILCH, Prisoner's Legal Service, YFS, LGBTI Legal Centre, Youth Advocacy Centre) each provide community legal education in addition to:

- 30,053 information/ referrals
- 27,941 advices
- 5,421 cases

Specialist/statewide services

⁴²

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 15 June 2016.

- Basic Rights Queensland provides telephone advices to the Greater Brisbane region (specialist & statewide)
- Tenants Queensland provides telephone advices to the Greater Brisbane region. (specialist & statewide)
- ATSILS services: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of criminal, family and civil law. (specialist & statewide)
- QIFVLS : Providing culturally appropriate free legal service, welfare, support and advocacy (specialist & statewide)
- Prisoners' Legal Service provide advice to the Greater Brisbane region (specialist & statewide)
- South West Brisbane Community Legal Centre (Inala) runs a specialist Youth Legal program (specialist)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- There is a lack of dedicated employment law services for disadvantaged residents.
- Inala is an area of high legal need in the areas of youth justice, domestic and family violence and family law.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	1,110,895	26%		
DHS	Centrelink payments	147,500	13.2%	9.9%	+3.7%
LJF data	LJF indicator				
	People with disability 15-64	14,048	1.3%	2.6%	-1.3%
	Indigenous population 0-64	14,891	1.3%	2.36%	-1.71%
	Cald + low income	152,422	13.7%	2.3%	+11.42%
	Capability/ low inc	96,424	8.6%	5.4%	+3.27%
	Aged over 65	134,105	12%	11.3%	+0.7%
Courts	Children's Court	3110	0.28%	0.2%	-0.08%
	Mags Court	83,990	7.6%	4.9%	+2.66%
	Child Protection orders	6,121	0.55%	.39%	+0.19%
	DV applications	113,500	10.2%	1%	+9.21%
	Social housing	93,070	8.4%	3.9%	+4.47%

Summary:

Greater Brisbane has a higher than average amount of residents in social housing and recipients of Centrelink. Greater Brisbane also has a higher than average amount of socio-economically disadvantaged people, low income CALD residents and people aged over 65 years.

These types of residents generally require legal assistance in the areas of family law, tenancy, employment, social security, debt /consumer issues and minor civil law matters.

There is a higher than average amount of Childrens' Court matters, Magistrates' Court matters, Domestic Violence applications and Child Protection Orders.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Greater Brisbane region.

Ipswich



Legal services in the region

Offices/branches:

- ATSILS (Ipswich)
- Legal Aid Queensland (Ipswich)
- QPILCH (South Brisbane)
- South West Brisbane Community Legal Centre (Inala)
- The Advocacy and Support Centre Ipswich
- Women's Legal Service (Annerley)

Outreach Services:

- South West Brisbane Community Legal Centre (Inala) runs weekly outreaches at Booval and Goodna and the Youth Justice team are regularly at Ipswich Childrens' Court

MyCommunityDirectory.com.au lists 1,300 community organisations providing services within 50km of the Ipswich area.⁴³

Legal services provided

Legal Aid Queensland:

- 830 advices provided per 100,000 population
- 770 applications for grants received per 100,000 population

Community legal centres provide 992 advices to the Ipswich region with 43% civil law matters and 44% family law matters. Community legal centres also provide community legal education in a wide range of areas of law.

Specialist/statewide services

- Basic Rights Queensland provide advice to the Ipswich region (specialist & statewide)
- Tenants Queensland provide advice to the Ipswich region and their QSTARS service is co-located at The Advocacy and Support Centre Ipswich offering telephone and face to face tenancy advice. (specialist & statewide)
- Prisoners' Legal Service provide advice to the Ipswich region (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of criminal, family and civil law. (specialist & statewide)
- South West Brisbane Community Legal Centre (Inala) runs a specialist Youth Legal program which covers Ipswich Childrens' Court (specialist).

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- There is a lack of services targeting the increasing CALD population.

⁴³

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 15 June 2016.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	281,784	6.6%		
DHS	Centrelink payments	33,532	11.9%	9.9%	+2%
LJF data	LJF indicator				
	People with disability 15-64	6,864	2.4%	2.6%	-0.2%
	Indigenous population 0-64	9,994	3.55%	2.36%	+1.19%
	Cald + low income	28,327	10%	2.3%	+7.75%
	Capability/ low inc	46,638	16.5%	5.4%	+11.15%
	Aged over 65	30,411	10.79%	11.3%	-0.5%
Courts	Children's Court	1,127	0.4%	0.2%	+0.2%
	Mags Court	6,660	2.36%	4.9%	-2.5%
	Child Protection orders	720	0.25%	.39%	-0.13%
	DV applications	1,744	0.62%	1%	-0.38%
	Social housing	8,820	3.13%	3.9%	-0.80%

Summary:

Ipswich has a higher than average amount of Indigenous residents, socio-economically disadvantaged people, Centrelink recipients and low income CALD residents.

These types of people are more likely to have more family law, social security, tenancy, consumer issues and minor civil law matters in addition to Childrens' Court matters.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Ipswich region.

Logan



Legal services in the region

Offices/branches:

- ATSILS (Beenleigh)
- Legal Aid Queensland (Woodridge)
- QPILCH (South Brisbane)
- South West Brisbane Community Legal Centre (Inala)
- Women’s Legal Service (Annerley)
- YFS Legal (18-25 years)

MyCommunityDirectory.com.au lists 711 community organisations providing services within 50km of the Logan area.⁴⁴

Legal services provided

Legal Aid Queensland:

- 830 advices provided per 100,000 population
- 770 applications for grants received per 100,000 population

Community legal centres provide 3110 advices to the Logan region including 44% civil law matters and 28% family law matters. Community legal centres also provide community legal education in a wide range of areas of law.

Specialist/statewide services

- Basic Rights Queensland provide telephone advices to the Logan region (specialist & statewide).
- Tenants Queensland provide telephone advice to the Logan region (specialist & statewide).
- Prisoners’ Legal Service provide advice to the Logan region (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of criminal, family and civil law. (specialist & statewide)
- South West Brisbane Community Legal Centre (Inala) operate a weekly duty lawyer service at Beenleigh Childrens’ Court (specialist).

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- There is a lack of dedicated employment advice services in the area.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	290,435	6.8%		
DHS	Centrelink payments	31,914	10.98%	9.9%	+1.08%
LJF data	LJF indicator				
	People with disability 15-64	6,102	2.1%	2.6%	-0.5%
	Indigenous population 0-64	8,368	2.88%	2.36%	+0.52%

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<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 15 June 2016.

	Cald + low income	28,117	9.68%	2.3%	+7.38%
	Capability/ low inc	49,632	17.1%	5.4%	+11.68%
	Aged over 65	28,371	9.76%	11.3%	-1.53%
Courts	Children's Court	842	0.29%	0.2%	+0.09%
	Mags Court	13,800	4.75%	4.9%	-0.14%
	Child Protection orders	2,014	0.69%	.39%	+0.3%
	DV applications	1,763	0.61%	1%	-0.39%
	Social housing	13,513	4.65%	3.9%	+0.75%

Summary:

Logan has a higher than average number of Indigenous residents, people who are socio-economically disadvantaged, low income CALD residents and Centrelink recipients. There is also a higher than average number of residents living in social housing.

These types of people require advice in the areas of tenancy, social security, debt and consumer related issues in addition to domestic violence, family law and child protection issues.

Logan also has a slightly higher than average proportion number of Childrens' Court matters and Child Protection orders.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Logan region.

Gold Coast



Legal services in the region

Offices/branches:

- ATSILS (Southport)
- Gold Coast Community Legal Centre and Advice Bureau Inc.
- Legal Aid Queensland (Southport)
- QPILCH (South Brisbane)
- Robina Community Legal Centre
- Women's Legal Service (Annerley)

Outreach services

- Gold Coast Community Legal Centre and Advice Bureau offer weekly outreach to Palm Beach, Oxenford, Varsity Lakes, Nerang, Coomera, Upper Coomera (family law only) and Ashmore Family Relationship Centre.

MyCommunityDirectory.com.au lists 1,954 community organisations providing services within 50km of the Gold Coast area.⁴⁵

Legal services provided

Legal Aid Queensland:

- 870 advices provided per 100,000 population
- 460 applications for grants received per 100,000 population

Community legal centres provide 3558 advices being 50% civil matters and 34% family law matters. Community legal centres also provide community legal education in a wide range of areas of law.

Specialist/statewide services

- Basic Rights Queensland provide telephone advices to the Gold Coast region (specialist & statewide)
- Tenants Queensland provide telephone advices to the Gold Coast region (specialist & statewide).
- Prisoners' Legal Service provide advice to the Gold Coast region (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of criminal, family and civil law. (specialist & statewide)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- The Gold Coast has a larger than average low income and CALD resident population which would benefit from additional services to enable these client types to obtain legal assistance.
- The Gold Coast also is home to an increasing population of residents aged over 65 years who would benefit from a specialist Seniors' Legal Service.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	507,648	11.7%		

⁴⁵

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 15 June 2016.

DHS	Centrelink payments	45,741	9.01%	9.9%	-0.88%
LJF data	LJF indicator				
	People with disability 15-64	7,170	1.4%	2.6%	-1.2%
	Indigenous population 0-64	6,387	1.25%	2.36%	-1.10%
	Cald + low income	43,225	8.5%	2.3%	+6.2%
	Capability/ low inc	62,312	12.3%	5.4%	+6.87%
	Aged over 65	73,496	14.5%	11.3%	+3.17%
Courts	Children's Court	659	0.13%	.2%	-0.06%
	Mags Court	21,072	4.15%	4.9%	-0.74%
	Child Protection orders	1,027	0.20%	.39%	-0.18%
	DV applications	2,220	0.47%	1%	-0.53%
	Social housing	11,820	2.32%	3.9%	-1.57%

Summary:

The Gold Coast has higher-than-average socio-economically disadvantaged people, low income CALD residents in addition to a larger than average population aged over 65 years.

These people are likely to have more family law, social security, tenancy and minor civil law legal problems.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Gold Coast region.

Sunshine Coast



Legal services in the region

Offices/branches:

- ATSILS (Maroochydore)
- Legal Aid Queensland (Maroochydore)
- QPILCH (South Brisbane)
- Suncoast Community Legal Centre

Outreach services

- Suncoast Community Legal Centre offer fortnightly outreach to Landsborough, Maleny and weekly outreach to Caloundra, Nambour, Noosa and Pomona

MyCommunityDirectory.com.au lists 662 community organisations providing services within 50km of the Sunshine Coast area.⁴⁶

Legal services provided

Legal Aid Queensland:

- 720 advices provided per 100,000 population
- 430 applications for grants received per 100,000 population

Suncoast Community legal centre provides regular community legal education sessions in addition to:

- 1930 informations
- 2880 advices
- 173 cases
- QSTARS, co-located at Suncoast CLC provided 661 advices to the Sunshine Coast.

Specialist/statewide services

- Basic Rights Queensland provided X advices to the Sunshine Coast region (specialist & statewide)
- Tenants Queensland provide face to face advice to the Sunshine Coast and their QSTARS service is co-located at the Suncoast Community Legal Centre offering telephone and face to face tenancy advice (specialist & statewide)
- Prisoners' Legal Service provide advice to the Sunshine Coast area (specialist).
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of criminal, family and civil law. (specialist & statewide)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- The Sunshine Coast has a very high proportion of the population aged over 65 years which is also their fastest growing demographic. The Coast would benefit from a dedicated specialist Seniors' Legal Service.

⁴⁶

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 15 June 2016.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	306,918	7%		
DHS	Centrelink payments	29,056	9.46%	9.9%	-0.43%
LJF data	LJF indicator				
	People with disability 15-64	5,404	1.8%	2.6%	-0.8%
	Indigenous population 0-64	4,585	1.49%	2.36%	-0.86%
	Cald + low income	10,384	3.38%	2.3%	+1.08%
	Capability/ low inc	38,545	12.55%	5.4%	+7.15%
	Aged over 65	55,831	18%	11.3%	+6.89%
Courts	Children's Court	245	0.08%	0.2%	-0.12%
	Mags Court	8,598	2.8%	4.9%	-2.09%
	Child Protection orders	296	0.09%	.39%	-0.29%
	DV applications	1,105	0.36%	1%	-0.64%
	Social housing	7,412	2.41%	3.9%	-1.48%

Summary:

The Sunshine Coast has a very high proportion of residents aged over 65 years, socio-economically disadvantaged people and low income CALD residents.

These types of people are likely to have more family law, social security, tenancy, consumer and minor debt issues.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Sunshine Coast region.

Moreton



Legal services in the region

Offices/branches:

- ATSILS (Strathpine)
- Legal Aid Queensland (Caboolture)
- Moreton Bay Regional Community Legal Service Inc.
- QPILCH (South Brisbane)
- Women's Legal Service (Annerley)

Outreach services

- Moreton Bay Regional Community Legal Service Inc. conducts weekly outreach to Redcliffe, Caboolture, Bribie Island and Deception Bay.
- Pine Rivers Community Legal Service conducts outreach to Redcliffe (family law and domestic violence) and Bribie Island

MyCommunityDirectory.com.au lists 660 community organisations providing services within 50km of the Moreton Bay area.⁴⁷

Legal services provided

Legal Aid Queensland:

- 890 advices provided per 100,000 population
- 790 applications for grants received per 100,000 population

Community legal centres provided 2,949 advices to the Moreton region with 51% being civil law matters and 38% family law matters. Community legal centres also provide community legal education in a wide range of areas of law.

Specialist/statewide services

- Basic Rights Queensland provide telephone advice the Moreton region (specialist & statewide)
- Tenants Queensland provide telephone advice to the Moreton region (specialist & statewide)
- Prisoners' Legal Service provide advice to the Moreton region (specialist & statewide).
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of criminal and family law. Civil law matters via Brisbane office. (specialist & statewide)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- There is a lack of on the ground advice programs to advise on social security issues

⁴⁷

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 15 June 2016.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	382,884	8.9%		
DHS	Centrelink payments	38,186	9.8%	9.9%	-0.1%
LJF data	LJF indicator				
	People with disability 15-64	7,694	2.0%	2.6%	-0.6%
	Indigenous population 0-64	2,245	0.58%	2.36%	-1.77%
	Cald + low income	16,600	4.33%	2.3%	+2.0%
	Capability/ low inc	57,425	14.99%	5.4%	+9.59%
	Aged over 65	49,907	13%	11.3%	+2.3%
Courts	Children's Court	229	0.06%	0.2%	-0.13%
	Mags Court	14,417	3.76%	4.9%	-1.13%
	Child Protection orders	1,558	0.40%	.39%	+0.01%
	DV applications	2,462	0.64%	1%	-0.36%
		Social housing			3.9%

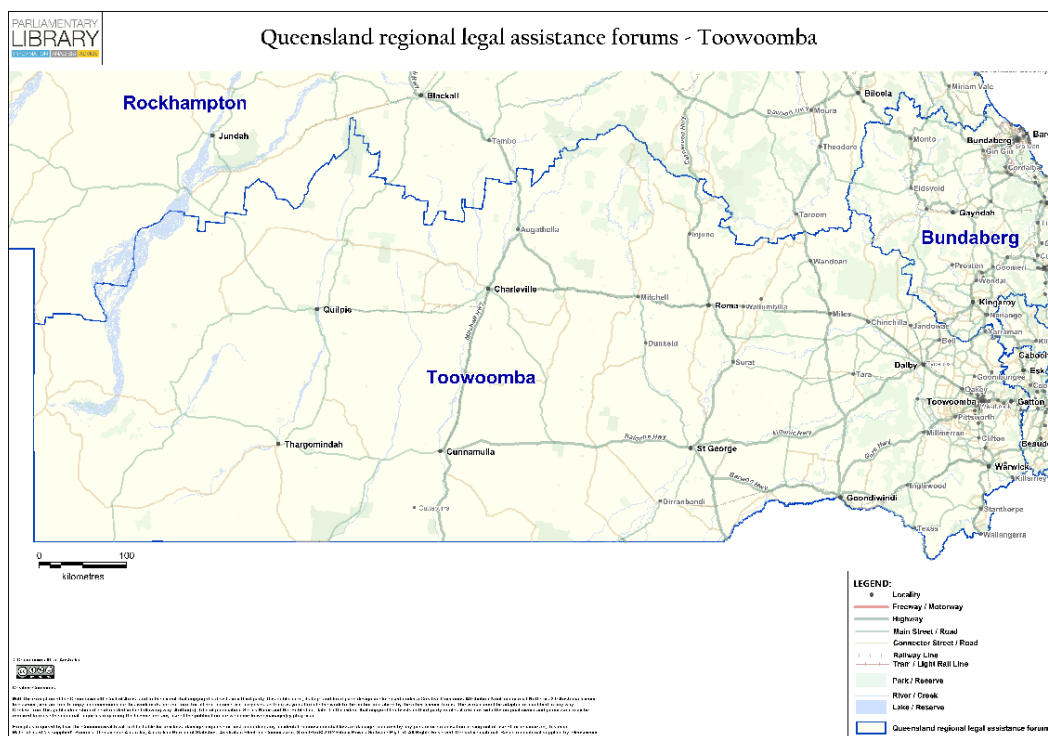
Summary:

Moreton/ Caboolture has a high proportion of socio-economically disadvantaged people, low income CALD residents and residents who are aged over 65 years.

These people are likely to have more social security, family law, tenancy, and minor civil law matters.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Moreton region.

Toowoomba



Legal services in the region

Offices/branches:

- ATSILS (Toowoomba)
- ATSILS (Charleville)
- ATSILS (Roma, Satellite office of Charleville office)
- Legal Aid Queensland (Toowoomba)
- The Advocacy and Support Centre (TASC) Toowoomba incorporating Seniors' Legal and Support Service (SLASS)

Outreach services

- TASC has offices in Roma and Warwick
- Rural Women's Legal Outreach Service (TASC) runs monthly outreach to Dalby, Stanthorpe, Warwick, Chinchilla, Tara, Goondiwindi, Miles, St George, Cunnamulla and Charleville.
- ATSILS (Cunnamulla – Satellite Field Officer, no formal office location, out of Charleville Office).
- ATSILS (Goondiwindi – Satellite Office of Toowoomba Office).
- ATSILS (St George - Satellite Office of Toowoomba Office).
- ATSILS (Murgon)
- Women's Legal Service – Rural, Regional and Remote phone service(Annerley)

MyCommunityDirectory.com.au lists 878 community organisations providing services within 100km of Toowoomba.⁴⁸

Legal services provided

Legal Aid Queensland:

- 850 advices provided per 100,000 population

⁴⁸

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 15 June 2016.

- 560 applications for grants received per 100,000 population

Community legal centres provide 2091 advices to the Toowoomba region of which 52% are civil law matters and 33% family law matters. Community legal centres also provide community legal education in a wide range of areas of law.

Specialist/statewide services

- Basic Rights Queensland provide telephone advices to the Toowoomba region (specialist & statewide)
- Tenants Queensland provide advice to the Toowoomba region and their QSTARS service is co-located at The Advocacy and Support Centre Toowoomba offering telephone and face to face tenancy advice (specialist & statewide)
- Prisoners' Legal Service provide an advice service (specialist & statewide).
- QIFVLS : Providing culturally appropriate free legal service, welfare, support and advocacy (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of criminal, family and civil law. (specialist & statewide)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- There is a lack of on the ground advice programs to advise on social security issues

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	282,396	6.25%		
DHS	Centrelink payments	27,675	9.8%	9.9%	-0.1%
LJF data	LJF indicator				
	People with disability 15-64	5,789	2.05%	2.6%	-0.55%
	Indigenous population 0-64	12,227	4.33%	2.36%	+1.97%
	Cald + low income	9,403	3.33%	2.3%	+1.03%
	Capability/ low inc	48,854	17.3%	5.4%	+11.89%
	Aged over 65	43,213	15.36%	11.3%	+4.06%
Courts	Children's Court	513	0.19%	0.2%	-0.01%
	Mags Court	12,143	4.3%	4.9%	-0.6%
	Child Protection orders	1,411	0.5%	.39%	+0.11%
	DV applications	3,247	1.15%	1%	+0.15%
	Social housing	3,473	1.23%	3.9%	-2.66%

Summary:

Toowoomba has higher-than-average Indigenous population, socio-economically disadvantaged people, low income CALD residents and people aged over 65 years.

These people are likely to have more family law, social security issues, tenancy, credit/debt problems and minor civil law issues.

In addition the Toowoomba area has a slightly higher than average number of Child Protection orders and Domestic Violence applications.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Toowoomba region.

Bundaberg



Legal services in the region

Offices/branches:

- ATSILS (Bundaberg)
- Legal Aid Queensland (Bundaberg)
- QIFVLS (Rockhampton)
- Taylor Street Community Legal Centre (Hervey Bay)

Outreach services

- QIFVLS Rockhampton travels to Bundaberg, Gladstone, Biloela, Duaranga, Yeppoon, and Woorabinda
- Taylor Street Community Legal Centre travel to Bundaberg, Burrum Heads, Childers, Gin Gin, Gympie, Hervey Bay, Maryborough, Tiaro, Tin Can Bay, Urganan, Buggenden, Eidsvold, Gayndah, Mundubbera, Monto.
- ATSILS (Hervey Bay Regional Office).

MyCommunityDirectory.com.au lists 449 community organisations providing services within 100km of Bundaberg.⁴⁹

Legal services provided

Legal Aid Queensland:

- 1040 advices provided per 100,000 population
- 920 applications for grants received per 100,000 population

Community legal centres provide 613 advices with 42% being civil law matters and 39% being family law matters. Community legal centres also provide community legal education in a wide range of areas of law.

Specialist/statewide services

- Basic Rights Queensland provide telephone advices to the Bundaberg region (specialist & statewide)
- Tenants Queensland provide telephone advices to the Bundaberg region (specialist & statewide)
- QPILCH (South Brisbane) (statewide).
- Women's Legal Service – Rural, Regional and Remote Helpline (Annerley) (specialist & statewide).
- Prisoners' Legal Service provide a advice service. (specialist & statewide)
- QIFVLS : Providing culturally appropriate free legal service, welfare, support and advocacy (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of criminal law (predominantly), with referrals provided for civil and family law matters. (statewide & specialist)

⁴⁹

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 15 June 2016.

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- Bundaberg has over 18% of the population aged over 65 years so would benefit from a specialist Seniors Legal and Support Service in the area.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	273,273	6.55%		
DHS	Centrelink payments	41,537	15.2%	9.9%	+5.3%
LJF data	LJF indicator				
	People with disability 15-64	9,575	3.5%	2.6%	+0.9%
	Indigenous population 0-64	10,842	3.95%	2.36%	+1.59%
	Cald + low income	6,951	2.5%	2.3%	+0.2%
	Capability/ low inc	51,304	18.77%	5.4%	+13.34%
	Aged over 65	54,134	19.08%	11.3%	+8.5%
Courts	Children's Court	218	0.08%	.2%	-0.12%
	Mags Court	2,840	1.04%	4.9%	-3.86%
	Child Protection orders	213	0.07%	.39%	-0.31%
	DV applications	1,413	0.52%	1%	-0.48%
	Social housing			3.9%	

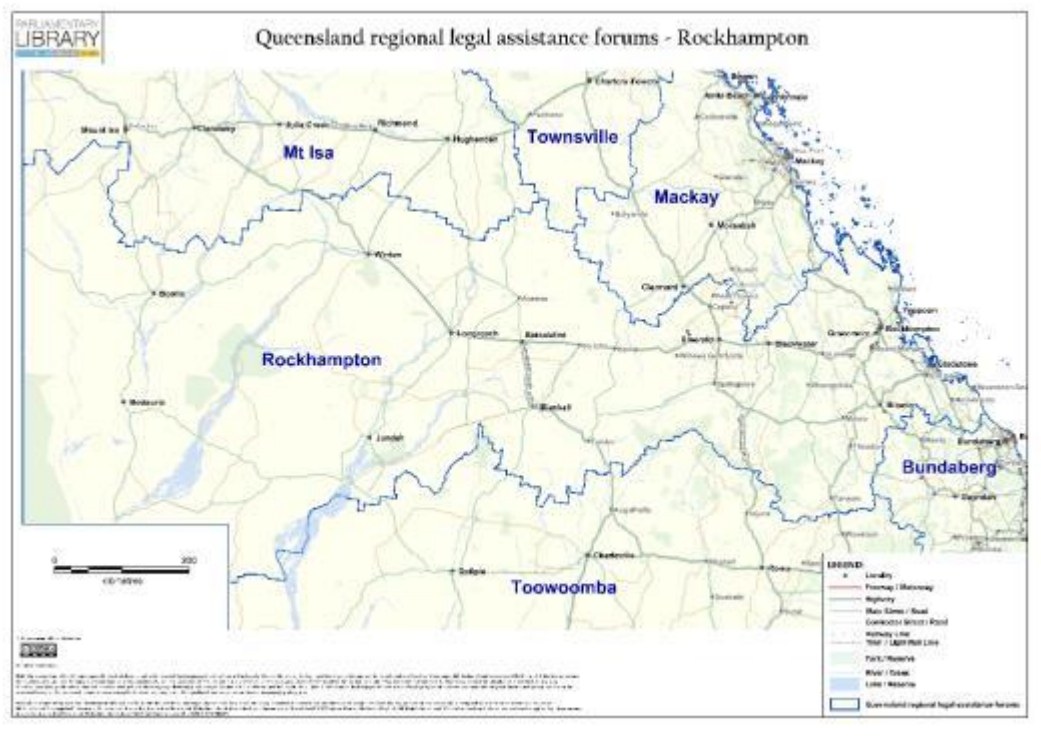
Summary:

Bundaberg has a higher-than-average Indigenous population, socio-economically disadvantaged people, low income CALD residents, people with a disability, people aged over 65 years and Centrelink recipients.

These people are likely to experience a range of legal issues including social security, tenancy, consumer issues, debt problems and other minor civil matters.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Bundaberg region.

Rockhampton



Legal services in the region

Offices/branches:

- ATSILS (Rockhampton)
- Central Queensland Community Legal Centre (incorporating the Banana Shire and Gladstone Community Legal Advice Services)
- Legal Aid Queensland (Rockhampton)
- QIFVLS (Rockhampton)

Outreach services

- Central Queensland Community Legal Centre provides outreach Yeppoon and monthly to Emerald
- QIFVLS provides outreach to Bundaberg, Duaringa, Yeppoon, Gladstone, Woorabinda and Biloela

MyCommunityDirectory.com.au lists 530 community organisations providing services within 100km of Rockhampton.⁵⁰

Legal services provided

Legal Aid Queensland:

- 870 advices provided per 100,000 population
- 580 applications for grants received per 100,000 population

Community legal centres provided 666 advices of which 67% were civil law matters.

Community legal centres also provide community legal education in a wide range of areas of law.

Specialist/statewide services

⁵⁰

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 13 June 2016.

- Basic Rights Queensland provide telephone advice to the Rockhampton region (specialist & statewide)
- Tenants Queensland provide telephone advice to the Rockhampton region (specialist & statewide)
- QPILCH (South Brisbane) (statewide)
- Women's Legal Service – Rural, Regional and Remote Helpline (Annerley) (specialist & statewide)
- Prisoners' Legal Service provide an advice service (specialist & statewide)
- QIFVLS : Providing culturally appropriate free legal service, welfare, support and advocacy (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of civil, criminal and family law, child protection and domestic violence. (specialist & statewide)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- The region would benefit from a specialist social security and tenancy service

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	223,374	5.2%		
DHS	Centrelink payments	6,748	3.02%	9.9%	-6.8%
LJF data	LJF indicator				
	People with disability 15-64	3,717	1.7%	2.6%	-0.9%
	Indigenous population 0-64	11,531	5.16%	2.36%	+2.80
	Cald + low income	6,718	3.00%	2.3%	+0.70%
	Capability/ low inc	39,737	17.8%	5.4%	+12.4%
	Aged over 65	25,841	11.5%	11.3%	+0.2%
Courts	Children's Court	201	0.09%	0.2%	0.11%
	Mags Court	3,936	1.76%	4.9%	-2.84%
	Child Protection orders	401	0.17%	.39%	-0.21%
	DV applications	1,689	0.76%	1.0%	-0.24%
	Social housing	4,177	1.8%	3.9%	-2.03%

Summary:

In addition Rockhampton has a higher than average Indigenous population, socio-economically disadvantaged people, low income CALD residents and people aged over 65 years.

These types of people are in need of legal assistance in the areas of social security, tenancy and debt matters.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Rockhampton region.

Mackay



Legal services in the region

Offices/branches:

- ATSILS (Mackay)
- Legal Aid Queensland (Mackay)
- Mackay Regional Community Legal Centre

Outreach services

- Mackay CLC travels monthly to: Bowen, Cannonvale and Proserpine

MyCommunityDirectory.com.au lists 380 community organisations providing services within 100km of Cairns.⁵¹

Legal services provided

Legal Aid Queensland:

- 1170 advices provided per 100,000 population
- 570 applications for grants received per 100,000 population

Community legal centres provided 942 advices being 43% family law and 40% civil law matters. Community legal centres also provide community legal education in a wide range of areas of law.

Specialist/statewide services

- Basic Rights Queensland provides telephone advice to the Mackay region (specialist & statewide)
- Tenants Queensland provide telephone advice to the Mackay region and their QSTARS service is co-located at the Mackay Community Legal Centre offering telephone and face to face tenancy advice (specialist & statewide)
- QPILCH (South Brisbane) (statewide)
- Women's Legal Service – Rural, Regional and Remote Helpline (Annerley) (specialist & statewide)
- QIFVLS : Providing culturally appropriate free legal service, welfare, support and advocacy (specialist & statewide)
- Prisoners' Legal Service provide an advice service (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of civil, criminal and family law. (specialist & statewide)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- The region would benefit from a specialist social security service

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
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<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 13 June 2016.

ABS	Total population	166,818	3.9%		
DHS	Centrelink payments	8,520	5.1%	9.9%	-4.8%
LJF data	LJF indicator				
	People with disability 15-64	2,253	1.4%	2.6%	-1.2%
	Indigenous population 0-64	6,829	4.09%	2.36%	+1.73%
	Cald + low income	5929	3.55%	2.3%	+1.23%
	Capability/ low inc	29,348	17.6%	5.4%	+12.19%
Courts	Aged over 65	16,734	16%	11.3%	+5.3%
	Children's Court	150	0.09%	0.2%	-0.11%
	Mags Court	4,560	3.8%	4.9%	-1.1%
	Child Protection orders	240	0.2%	.39%	-0.19%
	DV applications	819	0.49%	1%	-0.51%
	Social housing			3.9%	

Summary:

Mackay has a higher-than-average Indigenous population, socio-economically disadvantaged people, low income CALD residents and people aged over 65 years.

These types of people are likely to require assistance with social security, tenancy and minor civil law matters.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Mackay region.

Townsville



Legal services in the region

Offices/branches:

- ATSIWLS
- Aboriginal and Torres Strait Islander Legal Service NQ
- ATSILS (Townsville branch)
- ATSILS Palm Island (Satellite office of Legal Aid Queensland)
- North Queensland Women's Legal Service (Townsville office)
- QIFVLS (Townsville branch)
- Townsville Community Legal Service

Outreach services

- ATSIWLS travels to Ingham, Cardwell, Tully, Innisfail, South Ayr, Atherton Tablelands, Bowen and Mt Isa
- NQWLS travels to Ayr, Ingham, Charters Towers
- QIFVLS travels to Cardwell, Tully, Ingham, Proserpine, Palm Island, Ayr, Bowen, Charters Towers, Home Hill, Richmond and Hughenden.

MyCommunityDirectory.com.au lists 536 community organisations providing services within 100km of Townsville.⁵²

Legal services provided

Legal Aid Queensland:

- 830 advices provided per 100,000 population
- 650 applications for grants received per 100,000 population

Community legal centres provide regular community legal education events in addition to:

- 9438 information/ referrals
- 4059 advices
- 649 cases

Specialist Services operated by Townsville CLC:

- Registered Migration Agency
- Welfare Rights Service (operates from Sarina to Cape York)
- Seniors' Legal & Support Service
- Specialist advice provided in bankruptcy, consumer, employment, insurance law, human rights and discrimination matters.

Specialist/statewide services

- Basic Rights Queensland provide telephone advice to the Townsville region (specialist & statewide)

⁵²

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 27 April 2016.

- Tenants Queensland provide telephone advice to the Townsville region (specialist & statewide)
- QPILCH (South Brisbane) (statewide)
- Women's Legal Service – Rural, Regional and Remote Helpline (Annerley) (specialist & statewide)
- QIFVLS : Providing culturally appropriate free legal service, welfare, support and advocacy (specialist & statewide)
- Prisoners' Legal Service provide an advice service (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of civil, criminal and family law. (specialist & statewide)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- Townsville has a high need for an expanded and dedicated employment law service.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	217,916	5%		
DHS	Centrelink payments	16,809	7.7%	9.9%	-0.1%
LJF data	LJF indicator				
	People with disability 15-64	1,676	0.8%	2.6%	-1.8%
	Indigenous population 0-64	15,403	7.1%	2.36%	+4.74%
	Cald + low income	10,188	4.16%	2.3%	+2.37%
	Capability/ low inc	33,874	15.5%	5.4%	+10.14%
	Aged over 65	24,675	11.3%	11.3%	-
Courts	Children's Court	675	0.31%	0.2%	+0.11%
	Mags Court	11,320	6.6%	4.9%	+1.7%
	Child Protection orders	687	0.4%	.39%	+0.01%
	DV applications	6,585	3.02%	1.0%	+2.02%
		Social housing			3.9%

Summary:

Townsville has a higher than average Aboriginal and Torres Strait Islander peoples; local community centres should work with ATSIWLS NQ, ATSILS, QIFVLS and other Indigenous controlled services providing legal services to these client groups.

In addition, Townsville has a higher than average socio-economically disadvantaged people and low income CALD residents.

Townsville has a higher than average number of Childrens' Court matters, Magistrates' Court matters, Child Protection orders and Domestic Violence applications.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Townsville region.

Cairns



Legal services in the region

Offices/branches:

- ATSILS (Cairns, Bamaga, Thursday Island)
- Cairns Community Legal Centre
- Environmental Defenders Office of North Queensland
- Junkuri Laka CLC (Mornington Island)
- Legal Aid Queensland (Cairns)
- North Queensland Women's Legal Service (Cairns office)
- QIFVLS (Cairns)

Outreach services

- Cairns CLC travels monthly to : Mareeba, Atherton & Innisfail
- Cairns CLC travels to Cairns Hospital
- NQWLS travels monthly to: Atherton , Mareeba, Innisfail, Mossman and Port Douglas
- QIFVLS travels monthly to Atherton Tablelands, Mareeba, Innisfail, Yarrabah, Napranum, Mapoon, Aurukun, Lockhart River, Coen, Laura, Injinoo, Umagico, New Mapoon, Hopevale,

Old Mapoon, Cooktown, Pormpuraaw, Kowanyama, Weipa, Mossman Gorge, Mossman, Bamaga and Seisia.

MyCommunityDirectory.com.au lists 415 community organisations providing services within 50km of Cairns.⁵³

Legal services provided

Legal Aid Queensland:

- 770 advices provided per 100,000 population
- 640 applications for grants received per 100,000 population

Community legal centres provided 3862 advices of which 55% were civil law matters and 31% were family law matters. Community legal centres also provide regular community legal education sessions in a wide range of areas of law.

Specialist Services operated by Cairns CLC:

- Consumer Law Service
- Disability Discrimination Legal Service
- Seniors Legal & Support Service
- Cairns Mental Health Legal Service

Specialist/statewide services

- Basic Rights Queensland provides telephone advice to the Cairns region in relation to social security matters only (specialist & statewide)
- Tenants Queensland provides telephone advice to the Cairns region and their QSTARS service is now in Cairns offering telephone and face to face tenancy advice. (specialist & statewide)
- QIFVLS : Providing culturally appropriate free legal service, welfare, support and advocacy (specialist & statewide)
- QPILCH (South Brisbane) (statewide)

⁵³

<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 13 June 2016.

- Women’s Legal Service – Rural, Regional and Remote Helpline (Annerley) (specialist & statewide)
- Prisoners’ Legal Service provide an advice service (statewide & specialist)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of civil, criminal and family law, child protection and domestic violence. Prevention and early intervention programs. Community legal education. (specialist & statewide)

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- Cairns would benefit from a specialist social security services.
- Cairns has a high need for an employment law service.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	254,305	5.9%		
DHS	Centrelink payments	17,055	6.7%	9.9%	-3.19%
LJF data	LJF indicator				
	People with disability 15-64	4,484	1.8%	2.6%	-0.8%
	Indigenous population 0-64	38,675	15.2%	2.36%	+12.8%
	Cald + low income	16,940	6.6%	2.3%	+4.36%
	Capability/ low inc	38,790	15.25%	5.4%	+9.85%
	Aged over 65	29,646	11.65%	11.3%	+0.35%
Courts	Children’s Court	788	0.31%	0.2%	+0.11%
	Mags Court	9,095	3.57%	4.9%	-1.32%
	Child Protection orders	1,780	0.7%	.39%	+0.31%
	DV applications	2,406	0.95%	1%	-0.05%
	Social housing	6,537	2.57%	3.9%	-1.3%

Summary:

Cairns has higher than average Aboriginal and Torres Strait Islander peoples; local community legal centres should work with ATSIWLS NQ, ATSILS, QIFVLS and other Indigenous-controlled services providing legal services to these client groups.

Cairns has a higher than average amount of socio-economically disadvantaged people, low income CALD residents and people aged over 65 years.

These types of residents are more likely to have tenancy, social security, debt /consumer issues and family violence problems. Cairns also has a slightly higher than average number of Child Protection orders.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Cairns region.

Mt Isa



Legal services in the region

Offices/branches:

- ATSILS (Mt Isa branch)
- Legal Aid Queensland (Mt Isa)
- QIFVLS (Mt Isa branch)

Outreach services :

- Mt Isa is serviced by ATSIWLS (Townsville) and NQWLS (Cairns)
- ATSILS (Normanton – Satellite Office of Mount Isa Office also servicing Doomadgee, Mornington Island and Burketown)

MyCommunityDirectory.com.au lists 244 community organisations providing services within 100km of Mt Isa.⁵⁴

Legal services provided

Legal Aid Queensland:

- 540 advices provided per 100,000

population

- 1550 applications for grants received per 100,000 population

Community legal centres provided 810 advices to the Mt Isa, 73% of which were family law. Community legal centres also provide regular community legal education sessions in a wide range of areas of law.

Specialist/statewide services

- Basic Rights Queensland provides telephone advice to the Mt Isa region (specialist & statewide)
- Tenants Queensland provides telephone advice to the Mt Isa region (specialist & statewide)
- QPILCH (South Brisbane) (statewide)
- Women's Legal Service – Rural, Regional and Remote Helpline (Annerley) (specialist & statewide)
- Prisoners' Legal Service provide an advice service. (specialist & statewide)
- QIFVLS : Providing culturally appropriate free legal service, welfare, support and advocacy (specialist & statewide)
- ATSILS: Free legal advice, support and representation to Aboriginal and Torres Strait Islander people in the areas of civil, criminal and family law, child protection and domestic violence. Prevention and early intervention programs. Community legal education. (statewide & specialist).

Gap analysis

Consultation with local organisations suggest following priorities for additional services:

- There is an over representation of Magistrates' Court and Children's Court matters in Mt Isa suggesting a need for further duty law services.

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<https://www.mycommunitydirectory.com.au/Search/Directory?what=&where=townsville&service=0&category=0&location=13314&radius=100&council=68>, accessed 13 June 2016.

Indicators of legal need

	Indicator	Total	% of population	Queensland average (%)	Analysis
ABS	Total population	33,125	.78%		
DHS	Centrelink payments	1,913	8.5%	9.9%	-1.4%
LJF data	LJF indicator				
	People with disability 15-64	353	1.1%	2.6%	-1.5%
	Indigenous population 0-64	7,211	21%	2.36%	+19.4%
	Cald + low income	1,394	4.0%	2.3%	+1.9%
	Capability/ low inc	6,333	19%	5.4%	+13.6%
	Aged over 65	2,359	7%	11.3%	-4.17%
Courts	Children's Court	106	0.32%	0.2%	+0.12%
	Mags Court	2,454	10.9%	4.9%	+6%
	Child Protection orders	157	0.7%	.39%	+0.31%
	DV applications	559	1.69%	1%	+0.69%
		Social housing			3.9%

Summary:

Mt Isa has a significantly higher than average number of Aboriginal and Torres Strait Islander peoples; local community legal centres should work with ATSIWLS NQ, ATSILS, QIFVLS and other Indigenous-controlled services providing legal services to these client groups.

Mt Isa has a higher than average amount of socio-economically disadvantaged people and low income CALD residents.

Mt Isa has a higher than average number of Children's Court matters, Magistrate Court matters, Child Protection Orders and Domestic Violence applications.

These types of people are more likely to have minor civil, criminal and family law problems.

In applying for legal assistance funding, community organisations should demonstrate how they will meet these needs, if they propose to deliver services to the Mt Isa region.

Appendix A: Making legal assistance services more appropriate and accessible

The CPR identifies a number of strategies to make legal assistance services more appropriate and accessible. These concepts are summarised in the table below:

Group	Pathways and problem noticers	Technology	Service delivery
Older people (aged 65 years or over)	Family, including adult children General practitioners, hospitals and other health services Aged care services Veterans' services Migrant resource centres (for older CALD people)	Low use	Face-to-face and telephone advice (consider access to public transport and/or parking, and mobility issues) Multi-disciplinary strategies (e.g. lawyer-social worker partnerships)
Young people (under 25 years)	Family (parents) and friends Schools, including teachers Youth workers Homelessness services, youth refuges, youth services (for marginalised youth) Health services, including maternal child health nurses Health services, including alcohol and other drug services	High use in general Low use to 'access government services' Low use to resolve legal problems	Youth-specific services Non-legal forms of support to access appropriate legal assistance services
Indigenous Australians	Service provision by Indigenous legal services Non-Indigenous legal services employing Indigenous solicitors Aboriginal field workers Build relationships/partnerships between community elders and services (legal and non-legal)	63% of ATSI households reported having an internet connection in 2011	Culturally appropriate CLEI Mainstream legal assistance can employ Indigenous staff, partake in cross-cultural education Indigenous interpreters Improve coordination between Indigenous and mainstream legal services Employment of Aboriginal Field Officers
Single parents	Family and friends Antenatal clinics, maternal child and family health services Hospitals, GPs Centrelink Schools Family relationship centres and other family breakdown assistance services Police officers, family violence services, refuge staff	High level use for people 44 years and under Use of internet for help-seeking may be limited	Comprehensive legal diagnosis and triage (e.g. via legal check-up tools) Joining-up services to address 'cluster of issues'
People experiencing or at risk of family violence	Friends and family Antenatal clinics, maternal child and family health services Hospitals, GPs, mental health facilities Centrelink Schools Police officers, court-based family violence services Refuge staff Family lawyers, family courts, family relationship centres	High level use for people 44 years and under Risks and restrictions to some women's access to and use of technology Use of internet for help-seeking may be limited	CLE for problem noticers (as to how legal services can assist people facing family violence) Providing support and information to workers in places accessible to affected, monitored women (e.g. schools and GPs) Services should be alert to and capable of responding to women who present for issues other than violence Joined-up or collaborative service provision
People in disadvantaged	Homeless services for rough sleepers Domestic violence related services	Not discussed	Information, support and referral training for support workers Outreach or co-location of legal services in places where homeless people go

Group	Pathways and problem noticers	Technology	Service delivery
housing or homeless people	Community, health, welfare and family support services Youth services Tenancy services and advocacy groups Services for recently released prisoners		Legal staff skilled in supporting people with complex needs Joined-up service delivery Longer appointment times and intensive assistance
Prisoners	Legal services provided by legal aid commissions/CLCs Telephone-based advice services Corrective service staff or programs (e.g. custodial, welfare and education) Post-release support – parole, general and post-release welfare and support services	Low access	CLEI resources in prisons or for inmates (e.g. Legal Information Portal in NSW correctional centres) Civil and family law outreach services providing help for these issues Telephone-based advice services
People living in remote and regional areas	Local coordination (e.g. CLSD model in NSW) Outreach legal services	Relatively high access Fewer people use internet to access government services	Legal assistance services via video-conferencing Highly visible, well-connected outreach services State-wide telephone and CLEI services
People who are culturally and linguistically diverse (CALD)	Migrant resource centres Multicultural services (e.g. individual community networks and services)	Low use	Legal information and education programs (CLE) tailored to specific communities Partnership between legal and migrant services Cultural competency within legal assistance services (e.g. additional time may be required, awareness of language barriers) Face-to-face legal services (e.g. visual formats for explanations) CLE locally provided, face-to-face, in community settings (e.g. migrant resource centres)
People with a disability or mental illness	GPs, community health services, hospitals Guardianship services Mental health services, community health services Alcohol and drug treatment and support services	Low use	Health-justice partnerships (integration of legal services into health settings) Outreach or integrated services Particular attention to timing of legal assistance
People with low education levels	People whom these clients have more regular contact with Health or welfare professionals	Low use	Broad legal and non-legal support to address all needs Targeted, timely and joined-up services Referral training and support to problem noticers Medical-legal and health-justice partnerships Joining-up between welfare and legal services
Financially disadvantaged people	Centrelink Department of Veterans' Affairs Department of Housing Welfare services, health services, hospitals	Common use of online community legal information	Triage clients and provide services to identified need and capability Coordinated responses from legal and non-legal services Credible online legal information which is easily identifiable from less credible, or harmful material
Unemployed people	Legal triage services Internet-based community legal information resources Centrelink offices and staff	High use of technology with potentially limited knowledge of where to look for relevant legal information	Frequent usage of technology should be encouraged and made more readily findable Legal services need capacity to respond to large-scale retrenchments (e.g. use of targeted CLEI, advice services) Face-to-face services



**Community
Legal Centres
Queensland**