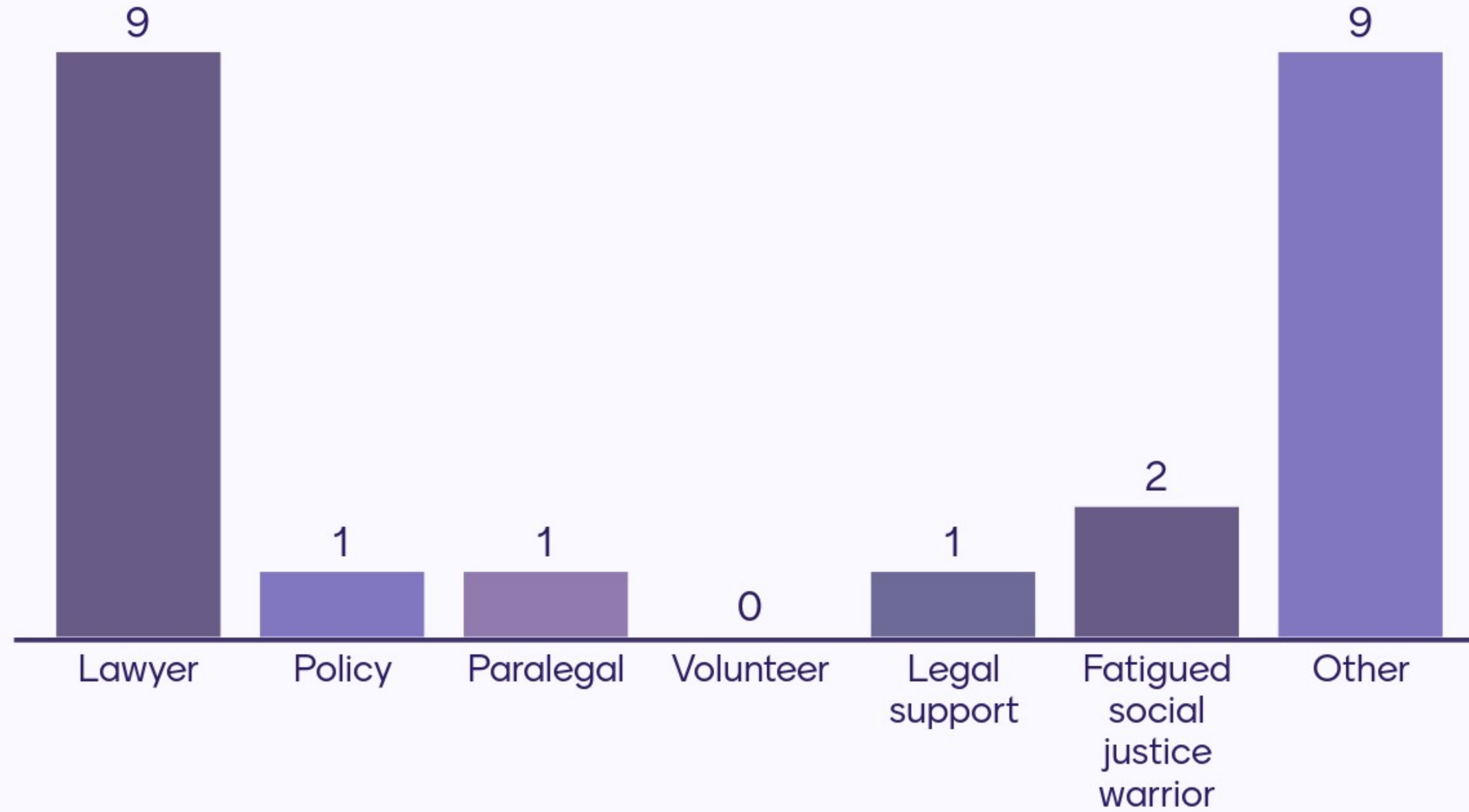


What is your role in your CLC?



What do you love most about your job?

19 Responses

Diversity

The community + commitment to social justice

Autonomy, brilliant colleagues and clients, making an impact

Rewarding

The people

Making a difference in community.

Rewarding

Diversity of work, direct client engagement, the team

The people with whom I work.

What do you love most about your job?

19 Responses

The people we work with and the work we do achieving tangible outcomes

No two days are the same.

Autonomy and real world experience helping people and testing new ideas

Making a diff

Working with people.

Helping vulnerable people

Interesting work within community

Team, challenge, values

Challenge the way people have access to justice & making law real and accessible



What do you love most about your job?

19 Responses

Helping people solve problems



What sludge do your clients face in accessing your service?

34 Responses

Restricted opening times

Long wait times for appointments

Intake process

Trying to talk to a real person

Wait times

Online form logic not fit for their purpose

Confusing website

Short opening hours

Initial information required to get help.

What sludge do your clients face in accessing your service?

34 Responses

Website hard to navigate, sometimes waits due to underresourcing

Wait times

Limited clinic spaces

Clunky website,

Referral roundabouts from other services, call wait times, intake eligibility criteria

Can't get through on phones.

Lawyers talk a different language

Waiting times, closed doors

Regional travel

What sludge do your clients face in accessing your service?

34 Responses

Too much legalese.

Appointment times and waiting to get a call back for advice

Difficulty getting through to intake on phone

Going between mutiple services

Intake is quite in-depth requires detailed and sensitive information

Long Wait time, wiffly waffly and confusing letters, needing to speak to a himan person instead of being avle to do online onr intake

Inaccurate information on website Poorly presented website

Not being linked with partners

Already gotten advice

What sludge do your clients face in accessing your service?

34 Responses

Information is not easy to understand

Having to do first name conflict checks for John or David's, wasting lots of time on needing to do physical mail and lots of time wasters

Recording stats

Unnecessary legacy fields in database carried over from years ago

Recording statistics

First name conflict checks for John and David and needing to do physical mail to clients

Emails

What sludge do you see internally?

27 Responses

Poor it systems

Missing collaboration opportunities across multiple teams

Class and paper and SharePoint.. triple handling paperwork

Resistance to change

Inefficient processes

Too many communication methods (email, teams, phone, etc)

IT

Inefficient meetings, lack of strategy, few handovers

Multiple reports for funders

What sludge do you see internally?

27 Responses

Unclear systems and processes

Changing reporting requirements

I don't have the skills to operate in today's modern world

Too many communication methods

People being late to team meetings

Ineffective process

Not enough face to face with colleagues

Clunky/laggy file management systems, lengthy meetings, double handling, IT problems

Siloed teams of workers

What sludge do you see internally?

27 Responses

Hybrid work means some people never see each other

Back to back meetings virtually

Arbitrary processes with no value

Too much admin

Process for volunteers to submit reports of work done

Needing to do first name conflict checks for John and David and needing to do physical mail letters

Getting extra information for conflict checks

Legacy tasks

Recording stats