



IMPACT REPORT 2025

HIGHLIGHTS

WELCOME FROM OUR DIRECTOR AND PRESIDENT

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

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

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

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

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

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

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

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

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



Rosslyn Monro,
Director



Amanda Whelan,
President



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“I was taken care of. My needs were met at a caring level. I was extremely comfortable the whole time. I am happy with the community legal centre services, and it made me feel like a human being and not just a number.”

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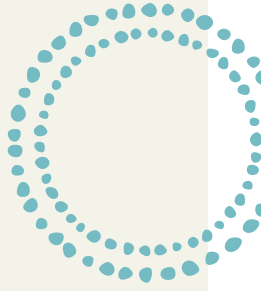


Acknowledgement: We honour Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of lands, waters and skies across Australia, and their enduring connection to Country, culture and community. We pay deep respect to Elders past and present, and particularly thank the Turrbal and Jagera peoples, Traditional and Ongoing owners of Meanjin. We recognise sovereignty was never ceded and commit to amplifying First Nations voices, advocating for justice, and supporting genuine self-determination.

CLIENT STORIES

The stories of David and Dianna profile Community Legal Centres' representation work and provide a powerful insight into the impact of Community Legal Centres. There are hundreds of stories just like these.

For more stories go to www.clcq.org.au



David

When David*, an older man living alone on a pension, let his estranged adult child stay with him temporarily, he did so out of compassion. His child was experiencing homelessness and had nowhere else to go. Unfortunately, David's act of kindness quickly led to harm.

Shortly after moving in, David's adult child became verbally and physically violent towards him. When David asked them to leave, they refused.

Police referred David to **HUB Community Legal** after his adult child's violence and aggressive behaviour escalated. David came to HUB seeking support to protect himself and regain control of his life.

A community lawyer listened to David's story and provided clear, compassionate legal advice about his rights and the steps he could take to stay safe.

With HUB's assistance, David successfully obtained a Protection Order, and his adult child was required to leave the home.

HUB's ability to provide free legal help in a supportive environment was critical to ensuring David could access justice during a vulnerable time.

**Names have been changed to protect client privacy and images are for illustrative purposes only*



Dianna

Dianna* is a young woman living with a disability that impacts her ability to work. Her only income is a disability support payment, which only covers her basic, everyday living expenses.

Dianna had effectively managed her limited income for multiple years, balancing a tight budget as a single mother. However, after an unexpected cost left her with no money, she took a high-cost, short-term loan to buy groceries. This started a debt spiral that Dianna couldn't stop.

When Dianna came to **LawRight**, she was in significant debt that put her housing at risk. She couldn't pay her current payday loan and had multiple other small unpaid debts.

Investigations revealed 19 previous loans from the same provider that increased as Dianna's financial position worsened.

Making strong responsible lending arguments, LawRight negotiated a refund of over \$5,000 and a cancellation of Dianna's current loan agreement.

Underpinned by principles of empowerment and strength-based assistance, our lawyers worked with Dianna to help her understand her legal rights and obligations. We workshopped other options she could use to avoid high-cost loans. LawRight also provided tailored legal advice to inform her decisions on how to use the refund money. Dianna commented that she felt empowered to make informed decisions about her money going forward.



MAKING A DIFFERENCE TO CLIENTS

Community Legal Centres make a difference to a diverse range of Queenslanders every day.

By tailoring services to people and communities, Community Legal Centres contribute to the long-term impacts of people having decreased stress, improved financial wellbeing, increased personal safety and greater social inclusion.

To measure the impact on the clients of Queensland’s Community Legal Centres we analysed survey results from each of our member centres and real-life stories from people supported by our centres.

- **94%** of clients said they would recommend the organisation to other people;
- **91%** of clients said they know where to get help if they have another legal problem in the future;
- **97%** of clients said staff listened to their legal problem in a friendly and respectful manner; and
- **92%** of clients said staff helped them understand how to deal with their legal problem and provided them with options.

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

- confident in their legal representation
- they know how to get help in the future.

What our clients are saying:

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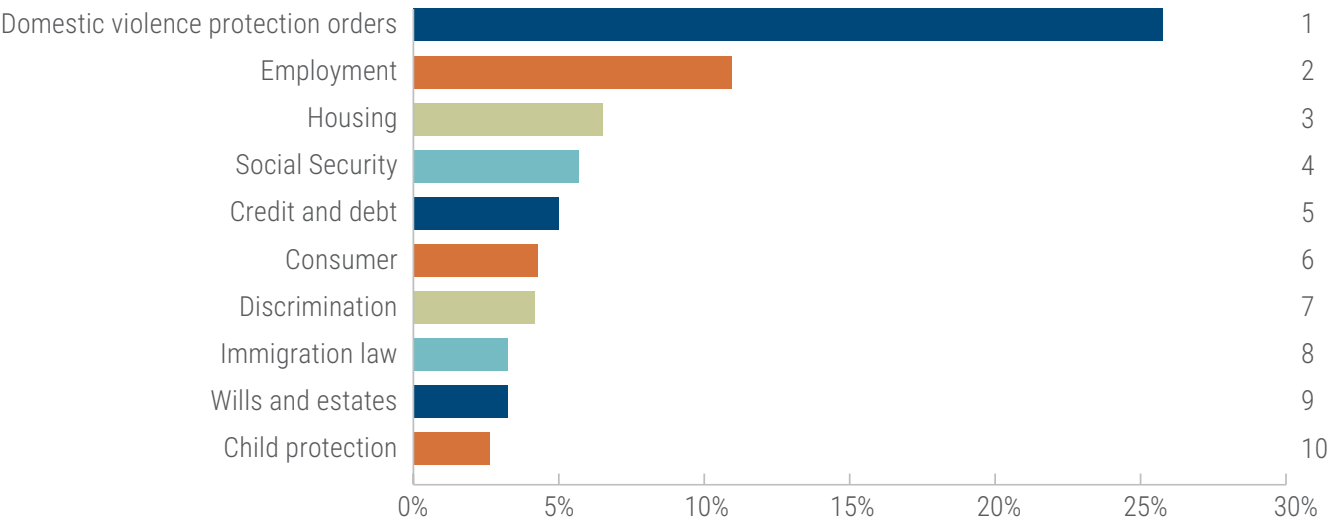
“The lawyers I spoke with were extremely empathetic, professional and respectful. I sincerely appreciate their assistance and the work you all do. They were extremely capable and provided detailed information throughout all of our discussions. I felt able to trust them completely and would not hesitate to recommend the service to others.”

“From the moment I walked in I was treated with respect and care, they listened to me and handled my situation with such professionalism.”

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Top 10 Civil Law Issues in 2024-25



ABOUT OUR CLIENTS

- 41,324 individuals received help from Queensland's community legal centres
- 2,726 community legal education resources and activities delivered to communities



75%

of clients are experiencing **financial disadvantage**



87%

of clients living with a disability are experiencing **financial disadvantage**



64%

of clients are **women**



1 in 2

(48%) clients with a disability experience **domestic and family violence**



3 in 5

women seeking assistance are experiencing **family and domestic violence**



67%

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



11%

of clients identify as **Aboriginal and/or Torres Strait Islander**



1 in 4

(26%) clients seeking help from rural, regional and remote areas identify as **Aboriginal and/or Torres Strait Islander people**



1 in 4

clients have a **disability (25%)**



7%

of clients are experiencing, or are at risk of experiencing **homelessness**

Notable differences since our last impact report in 2023:

- Increase in clients who identify as Aboriginal and/or Torres Strait Islander
- Increase in clients from rural, regional and remote areas seeking assistance for domestic and family violence

*These statistics were drawn from the national client database from the period of 1 July 2024 and 30 June 2025

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“The legal staff were very professional, friendly and easily approachable. They helped me understand my problem and assisted me in dealings with no bias towards me or my currently situation.”

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To find your local community legal centre: www.clcq.org.au

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