# Community Legal Services Program plan and progress report

### **Plan financial year/s**: Click or tap here to enter text.

### **Progress report financial year**: Click or tap here to enter text.

## How to use this template

Use this template to complete both your **CLSP Plan** (multi-year or annual) and **Progress Report** (annual) for all services you deliver that are funded through the Community Legal Services Program.

The template contains instructions and example text to demonstrate what should be included. Please delete these once you have completed the template.

For your **CLSP Plan**, you can choose what length of plan suits your centre’s planning cycle; it can be an annual, two-year, or three-year plan for the financial years 2025-26, 2026-27, and 2027-28. Update the CLSP Plan as required if your services change.

For your **Progress Report** each financial year, provide comments against the CLSP Plan as submitted to demonstrate what progress has been made in delivering services and meeting legal needs. Focus on any key highlights and achievements in service delivery and outcomes, as well as any challenges you are experiencing. Government uses the reports to identify progress and trends across the state in meeting legal needs, highlights and achievements, and challenges in service delivery in the Community Legal Services Program.

Each section must be completed, however, if your centre has separate documents with similar content, you may be able to submit those in lieu of some sections by agreement with VLA. Contact the CLC Funding and Development team clcfdp@vla.vic.gov.au with any questions about information required.

The table of contents for this template is outlined on the next page.

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# Section 1: Centre overview

Complete this section when providing your CLSP Plan. If there are any changes, especially for contact details, please update this section when submitting your Progress Reports each year.

## Organisational information

### Accreditations held

[ ] Community Legal Centres National Accreditation Scheme

[ ] Other (please list) Click or tap here to enter text.

### What case management system does your centre presently use? (please tick all relevant)

[ ] CLASS

[ ] Action Step or other CMS with direct feed to CLCs Australia

[ ] Action Step/Other system with **no direct feed** to CLCs Australia

[ ] Other (please provide further information): Click or tap here to enter text.

### Key personnel details

Please provide the names, positions, email addresses and phone numbers for your following key personnel.

* **Chairperson of Board (or equivalent):** Click or tap here to enter name and email address, phone number.
* **CEO/EO or equivalent:** Click or tap here to enter name, position, email address, phone number.

### Other key contacts

The CLCFDP team sometimes sends out additional communications about the CLSP during the year. To ensure these communications are received by all those who need it, in addition to the CEO/EO listed in the key personnel, are there any additional contact persons to include on our mailing lists for general communications about either of the following? If so, please include their name/s and email/s.

#### ****Financial Reporting / Requirements**:** Click or tap here to enter name/s and email/s

#### ****General CLSP information or other Reporting / Requirements****: Click or tap here to enter name/s and email/s

#### Are you in regular contact with your local VLA office or VLA programs?

[ ] Yes. Please specify office location(s) and contact(s): Click or tap here to enter text.

[ ] No

## Areas of law

Please indicate which of the following areas of law where your centre actively provides advice, casework services or conducts community legal education (CLE). This list is not intended to be exhaustive.

**Child Protection –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Child Support –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Consumer Law** **–** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Criminal Law – Magistrates’ Court –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Criminal Law – County, Supreme or High Courts –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Debts –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Discrimination –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Employment Law – Employees –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Family Law – parenting –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Family Law – property –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Family Law – divorce –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Family violence –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Elder Abuse –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Immigration –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Infringements (fines) –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Motor Vehicle Accidents –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Personal Safety Intervention Orders –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Powers of Attorney –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Social Security –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Tenancy – for tenant –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Victims of Crime Assistance Tribunal –** Advice:[ ]  Casework:[ ]  CLE:[ ]  Not provided:[ ]

**Wills –** Advice:[ ]  Casework: [ ]  CLE:[ ]  Not provided:[ ]

## Service plan

Complete the following tables for services your centre provides in the financial year/s included in your Plan. If your centre is providing a multi-year CLSP Plan, update this section annually when you submit your Progress Report, and as required; for example, if any services cease, or new services begin. Add more rows to the table as required.

Note ‘CMS Funding Category’ refers to the standard category in CLASS or other case management system (CMS) for recording the funding stream that this service is reported against.

### Financial Year/s:  Click or tap here to enter text.

**Table 1: At-Centre Services**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of Service**  | **Location (which office if multiple)**  | **Type of Service**  | **Law Type**  | **Generalist or Specialist Service** (If specialist, identify target group/s)  | **Hours of Operation**  | **Frequency**  | **Total Available appointments**  | **CMS Funding Category** | **Funded by** |
| *Example: General advice phone line*  | *Example: Head office (Footscray)*  | *Example: Phone-advice line*  | *Example: All*  | *Example: General*  | *Example: 9:30-4pm*  | *Example: Monday to Friday weekly*  | *Example: N/A*  | *Example: CLSP-general*  | *Example: CLSP - general*  |
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**Table 2: Outreach and Integrated Services**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Name of outreach**  | **Street Address**  | **Partner Organisation**  | **Type of Service**  | **Law Type**  | **Generalist or Specialist Service** *(If specialist, identify target group/s and/or problem type)*  | **Hours of Operation**  | **Frequency**  | **Total Available appointments per session**  | **CMS Funding Category** | **Funded by**  |
| *Example:. Fairfield Advice Service*  | *Example: 123 Street St, Fairfield VIC 3165*  | *Example: Fairfield Aboriginal Health Centre*  | *Example: Appointment, drop in or both.*  | *Example: Crime, Civil, Family etc*  | *Example: Specialist service for First Nations Women*  | *Example: 2-4pm*  | *Example: Weekly on Weds*  | *Example: 4*  | *Example: CLSP - Generalist*  | *Example: CLSP general and DJCS grant*  |
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**Table 3: Court Services**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Court Location**  | **Type of Service**  | **Law Type**  | **Generalist or Specialist Service** (If specialist, identify target group/s)  | **Hours of Operation**  | **Frequency**  | **Approx. # of clients able to be seen per day**  | **CMS Funding Category** | **Funded by** |
| *Example: Melbourne Magistrates Court*   | *Example: Duty Lawyer Service, Social Work Support Service*  | *Example: Crime, Civil, Family, etc.*  | *Example: Family Violence Duty Lawyer Service*  | *Example: 9am – 4pm*  | *Example: Thursdays and Fridays weekly*  | *Example: 4*  | *Example: CLSP-FV*  | *Example: CLSP - general*  |
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|  |  |  |
| --- | --- | --- |
| **Priorities**  | **Partner Organisation(s), if any**  | **Other comments**  |
| *Example: CLE on Healthy Relationships at Schools*  | *Example: XXX Secondary School*  | *Example: 10 sessions planned so far, but expect more*  |
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Summarise your priorities for Community Legal Education (CLE), Law and Legal Services Reform, and Stakeholder Engagement (these are defined in the National Data Standards Manual). Group these activities by your main priorities – e.g. CLE topics, Law Reform priorities, Stakeholder Engagement priorities. The exact activities you deliver under these will likely change as you respond to opportunities – you do not need to anticipate the detail of all the sub-activities you will deliver. Update this table if there are significant changes to your work in these areas.

**Table 4: Community Legal Education, Law Reform, and Stakeholder Engagement**

# Section 2: strategic plan and legal needs analysis

Your Strategic Plan and/or other supporting documents (e.g. legal needs analysis reports) can be attached in place of this section if they contain your organisation’s vision, mission/purpose and values (or equivalent), strategic goals; and legal needs analysis (by catchment, area of law, priority client groups, as appropriate).

## Documents

If you have attached separate documents in lieu of this section, please delete the corresponding sections, and include the file names here Click or tap here to enter text.:

If your organisation has not provided a Strategic Plan or other supporting documents that cover these areas, please complete the relevant following sections.

## Organisational vision, mission and values

* **Vision:** Click or tap here to enter text.
* **Mission/Purpose:** Click or tap here to enter text.
* **Values:** Click or tap here to enter text.

## Strategic goals

Strategic Plan for years: 20\_\_ - 20\_\_

|  |  |  |
| --- | --- | --- |
| **Strategic Goals or Outcomes** | **Sub-goals or priorities** | **Performance Measures (if any)** |
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### Legal Needs Analysis

|  |  |  |
| --- | --- | --- |
| **Priority (location, client group, or area of law)** | **Evidence of legal need** | **Service priorities** |
| *Example: Migrant women* | *Example: Increasing demand from migrant women for services. Census data showed increasing migration in LGAs x and y, particularly people on humanitarian visas.*  | *Example: We aim to increase the proportion of our clients who are migrant women to 10% of our clients in 25-26* |
| *Example: Employment Law* | *Example: Information from FWO with high numbers of calls from people in our catchment. Discussions with other CLCs doing employment law. High numbers of people vulnerable to employment issues in catchment, e.g. international students, people working in X industry.*  | *Example: Developing collaborative approach with other CLCs working on employment law services.*  |
| *Example: LGA* | *Example: This LGA has high levels of persons likely to need legal assistance according to NLAS such as X% low income/low education.*  | *Example: Monitoring attendance at our outreach service in this local area.*  |
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# Section 3: Services and projects – plan and progress report

In this section, outline both your core services (funded by base/generalist funding) and your specific services and projects (funded by specific purpose funding). Use the following tables to fill in the information on your Plan (Outcomes, Activities and Outputs, Measurement, and Targets if required). Use the final column in each table to provide your annual Progress Report.

Most funding stipulates the activities and outputs to be delivered with the funding. Some funding streams also require reporting on outcomes, though this is an emerging area for the legal assistance sector and a national outcomes framework is planned for 2027. Refer to the [Victorian Community Legal Sector Outcomes Measurement Framework](https://www.fclc.org.au/outcomes_measurement_framework) and [Sector Outcomes Pilot](https://www.fclc.org.au/victorian_sector_outcomes_pilot) for guidance and examples on outcomes-based service planning and reporting. If your centre aligns your organisational, service and project planning to intended outcomes (e.g. for clients, communities, partners, systems change, and your own organisation), show links to outcomes wherever possible and relevant.

## Services and projects (specific-purpose funding)

**Plan: for any fixed-term project or specific purpose funding,** use the following tables to identify the activities/outputs for the funded activities. Use a separate table for each funding stream/project grant received (copy and paste a new table for each funding stream). If there are any targets that are required according to the funding letter include them in this section.

**Progress Report against Plan:** For the 12-month progress report, use the progress report column for each funding stream to report on the measures for your planned activities/outputs (and outcomes if relevant) and provide explanations where targets (if required) are not met or not on track. It is optional to provide comment on measures and targets which are on track or met but this can provide useful context.

**Funding stream 1:** Click or tap here to enter text.

**FTE / Staffing summary for this stream:**Click or tap here to enter text.

|  |  |  |  |
| --- | --- | --- | --- |
| **Activities and Outputs**As specified in the funding requirements | **Measurement**What are you measuring to track what you did and who you reached? | **Expected Annual Result/ Target** If specified in the funding requirements | **12-month Progress Report 20\_\_ to 20\_\_:** |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

**Funding stream 2:** Click or tap here to enter text.

**FTE / Staffing summary for this stream:**Click or tap here to enter text.

|  |  |  |  |
| --- | --- | --- | --- |
| **Activities and Outputs**As specified in the funding requirements | **Measurement**What are you measuring to track what you did and who you reached? | **Expected Annual Result/ Target** If specified in the funding requirements | **12-month Progress Report 20\_\_ to 20\_\_:** |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

## Core services (base funding)

Provide an overview of other core activities your centre undertakes, funded by base funding. If your centre has an overall workplan or similar in your preferred format, this may be provided as an attached document. If not, please use the following relevant tables.

**Plan:** use the table to identify the activities/outputs for core services funded with base funding.

**Progress Report against Plan:** For the 12-month progress report, use the progress report column to report on progress against the measures for your planned activities/outputs (and outcomes if relevant).

## Document

If you have attached a document in lieu of the following table, please include the file name here: Click or tap here to enter text.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Outcomes** | **Activities** | **Measurement**What are you measuring to track what you did and who you reached? | **Expected Annual Result/ Target** (if required) | **Progress Report 20\_ - 20\_**Achievements and comments on services delivered and any outcomes.  |
| *Example: Clients are safe and supported through family violence legal and related problems*  | *Example: Outreach clinic at [Partner]**for people experiencing family violence* | *Example: No. clinics delivered**No. advices per annum delivered at the clinic* *No. cases per annum for women experiencing FV* | *Example: 2 clinics per month**200 advices p.a.* *15 new cases p.a.* | *Example: All on track**Able to do 2 clinics per month except for June due to scheduling issue at partner centre**124 advices in reporting period**5 cases so far – expect more in Quarter 3 and 4 so on track* |
| *Example: People experiencing family violence understand their rights and options*  | *Example: Develop partnership with another FV organisation for CLE delivery* | *Example: New partnership developed**No. CLE sessions delivered, and topics covered**No. (and type?) attendees at CLE session* | *Example: 1 new partnership developed**3 CLE sessions delivered p.a.* | *Example: Not on track – no new partners with time/resourcing to commit to partnership* |
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# Section 4: Progress report

## Compliance checklist

The organisation certifies that it has complied with the requirements and service standards of the CLSP Service Agreement 2025-28 (please tick to confirm):

[ ]  CLSP Service Agreement requirements and service standards met

## Meeting legal needs

Report on the progress made this year towards meeting the legal needs identified in your strategic plan and/or legal needs analysis.

Click or tap here to enter text.

## Highlights

Report on highlights and achievements from this year:

Click or tap here to enter text.

## Challenges

Report on any challenges faced this year:

Click or tap here to enter text.

## **Case studies or other supporting documents (optional**)

Optional – provide case studies or other supporting documents to illustrate the impact of your services and programs.