# Community Legal Services Program Plan

Use this template to complete your centre’s CLSP Plan. Each section must be completed, however, if your centre creates a separate document with similar content you may be able to submit this in lieu of some of the report. Contact the CLC Funding and Development team at VLA *prior* to submitting your plan if this has not been otherwise approved.

## Sections of this Report & Plan

* **Section 1: Operational Report**
	+ - Basic information
		- Staffing and volunteers
		- Service offering and service locations
* **Section 2: Strategic Plan**
* **Section 3: Identified Legal Need**
* **Section 4: Service and Project Plans**

This Plan template contains example text to demonstrate what should be included. Please ensure you delete/update these as necessary while completing the template.

## CLSP Progress Reports 1 and 2

The CLSP Plan provides the basis to complete Progress Reports 1 and 2. For Progress Reports you do not need to update the content of the Plan, but only provide comments against the Plan as submitted. Comments only need to be provided in Section 3 and Section 4. There are explanations of what comments need to be provided for progress reporting within this document in the relevant sections.

When submitting Progress Reports, you can delete Section 1 and Section 2 from the Report if this makes it easier to process and complete.

## Section 1: Annual Operational Report

Details in the Annual Operational Report section only need to be provided once per annum, as part of the Plan submission. This section does not need to be updated when providing Progress Reports.

### Basic organisational information

#### Accreditations held

[ ] National Accreditation Standard

[ ] QIP

[ ] Other (please list) \_\_\_\_\_\_\_\_\_

#### Does your organisation have a Reconciliation Action Plan?

☐Yes

☐No, but we are currently developing one

☐No

|  |
| --- |
| Comment: |

#### Key personnel

|  |  |
| --- | --- |
| **Position** | **Name, position, email address, phone number** |
| *Chairperson of Board (or equivalent)* |  |
| *CEO/EO or equivalent* |  |

#### 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 above, are there any additional contact persons for the CLCFDP team to include on our mailing lists for general communications about the either of the following? If so, please include their name/s and email/s.

|  |  |
| --- | --- |
| Financial Reporting / Requirements |  |
| General CLSP information or other Operational Reporting / Requirements |  |

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

[ ] Yes (please specify office location(s) and contact(s)) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ] No

### Workforce Summary

#### Staff summary

VLA, at a minimum, needs centres to report the total number of staff and FTE for groups of roles classification within the organisation – and also to specify CLSP funded FTE.[[1]](#footnote-2) If it is preferable for the centre, they can report individual roles and FTE, rather than by grouping. A table to do this is provided below. Some centres may provide this information as an organisational chart rather than in a table. A mock-up of this approach is demonstrated at Attachment One.

We understand that staff can fluctuate during the year due to project funding starting or ending, and this may not reflect the actual staffing levels across the year. For the purposes of this report, please record the staffing as at **1 July** for the financial year. You can provide comments below to explain any expected staffing variations across the year.

|  |  |  |  |
| --- | --- | --- | --- |
| Position Type | Total # staff | Total FTE | Total FTE CLSP Funded |
| *CEO/EO*  |  |  |  |
| *Manager, Community Development* |  |  |  |
| *Senior Lawyer* |  |  |  |
| *Lawyer* |  |  |  |
| *Communications Officer* |  |  |  |
| *… Edit this list as required* |  |  |  |
| **Total** |  |  |  |
| **Additional Comments on Staffing:***You can include any explanation about any expected staffing changes through the year, for example due to any funding coming to an end or any grants or projects expected to begin throughout the year. If any Long Service Leave or other long leave is expected and may require backfill, you can also provide a comment here.*  |

#### Volunteer Summary (includes interns and students) - *optional*

VLA understands that volunteers can play a significant role in the work of CLCs and that some centres want to highlight the role of volunteers that support CLSP service delivery. If you complete this section, please report on the number of regular volunteers at your centre at **1 July**. We understand that the definition of regular may differ from centre to centre. As an example, a regular volunteer could be any volunteer that is ‘active’ at the organisation, e.g. rostered to assist during July.

Alternatively, long term volunteers who may only volunteer a few times a year may also be considered regular by a centre. Please also indicate the number of FTE equivalent of ‘work’ by volunteers in the first two weeks of July.

|  |  |  |
| --- | --- | --- |
| Volunteer position | # regular volunteers | # FTE equivalent (volunteer hours) |
| *Edit list as necessary* |  |  |
| *Legal Service Provision* |  |  |
| *Students on placement/internship* |  |  |
| *Administration* |  |  |
| *Other* |  |  |
| **Total** |  |  |

|  |
| --- |
| **Additional Comments on Volunteers:***You can include any explanation about volunteers, students, or interns if needed.*  |

### Services Provided

Please complete this section for services being provided in the financial year for which this plan is for. If your centre is not using CLASS, for ‘CLASS Funding Category’ please indicate the equivalent name in the system which you use.

| **Outreach 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** | **CLASS Funding Category\*** | **Funded by:** |
| *Fairfield Advice Service* | *123 Street St, Fairfield NSW 2165*  | *Fairfield Aboriginal Health Centre* | *Appointment, drop in or both.* | *Crime, Civil, Family etc* | *Specialist service for ATSI Women* | *2-4pm* | *Weekly on Weds* | *4* | *CLSP - Generalist* | *CLSP general and DJCS grant* |
|  |  |  |  |  |  |  |  |  |  |  |

| **At Centre Clinics/Service** |
| --- |
| **Name of Clinic/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** | **CLASS Funding Category\*** | **Funded by:** |
| *General advice phone line* | *Head office (Footscray)* | *Phone-advice line* | *All* | *General*  | *9:30-4pm*  | *Monday to Friday weekly* | *N/A* | *CLSP-general* | *CLSP - general* |
|  |  |  |  |  |  |  |  |  |  |

|  |
| --- |
| **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** | **CLASS Funding Category\*** | **Funded by:** |
| *Melbourne Magistrates Court* | *e.g. Duty Lawyer Service, Social Work Support Service* | *Crime, Civil, Family, etc.* | *Family Violence Duty Lawyer Service* | *9am – 4pm* | *Thursdays and Fridays weekly* | *4* | *CLSP-FV* | *CLSP - general* |

| **Planned CLE and Community Engagement (Law Reform and Stakeholder Engagement)** |
| --- |
| This does not need to include details of expected reactive work that my come up during the year. CLE includes CLE activities and production of resources. Community Engagement includes Law and Legal Services Reform and Stakeholder Engagement as defined in the Data Standards Manual.  |
| **Planned Activity details** | **Partner Organisation(s), if any** | **Other comments** |
| *e.g. CLE on Healthy Relationships at Schools*  | *XXX Secondary School* | *2 sessions planned so far, but expect more* |

### Areas of Law

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

|  |  |  |
| --- | --- | --- |
| Area of Law | Advice | Casework |
| Child Protection |[ ] [ ]
| Child Support |[ ] [ ]
| Consumer Law |[ ] [ ]
| Criminal Law – Magistrates’ Court |[ ] [ ]
| Criminal Law – County, Supreme or High Courts |[ ] [ ]
| Debts |[ ] [ ]
| Discrimination |[ ] [ ]
| Employment Law - Employees |[ ] [ ]
| Family Law – parenting |[ ] [ ]
| Family Law – property |[ ] [ ]
| Family Law – divorce |[ ] [ ]
| Family violence |[ ] [ ]
| Elder Abuse |[ ] [ ]
| Immigration |[ ] [ ]
| Infringements (fines) |[ ] [ ]
| Motor Vehicle Accidents |[ ] [ ]
| Personal Safety Intervention Orders |[ ] [ ]
| Powers of Attorney |[ ] [ ]
| Social Security |[ ] [ ]
| Tenancy – for tenant |[x] [ ]
| Victims of Crime Assistance Tribunal |[ ] [ ]
| Wills |[ ] [ ]

## Section 2: Strategic Planning

A Strategic Plan and/or outcomes measurement framework completed separately may be attached in lieu of this section if it contains the organisations Vision, Mission/Purpose and Values (or equivalent) and lists the organisations strategic goals and objectives. A Theory of Change, if completed, can also be provided, but is not necessary.

#### Organisational Overview

|  |  |
| --- | --- |
| Vision |  |
| Mission/Purpose |  |
| Values |  |

#### Strategic Goals

Strategic Plan for years:

|  |  |  |
| --- | --- | --- |
| ***Goals*** |  | ***Performance Measures (if any)*** |
| *Overarching Goal / Strategy 1* | *Sub-goal 1* |  |
|  | *Sub-goal 2* |  |
|  | *Sub-goal 3* |  |
| *Overarching Goal / Strategy 2* | *Sub-goal 1* |  |
|  | *Sub-goal 2* |  |
| *Overarching Goal / Strategy 3* | *Sub-goal 1* |  |
|  | *Sub-goal 2* |  |
|  | *Sub-goal 3* |  |

#### Performance Measures

If Performance Measures are available, but not tied to a specific single goal, please list them below.

|  |  |
| --- | --- |
|  | **Performance Measures** |
| 1  | *…* |
| 2 |  |

# Section 3: Identified Legal Need

VLA understands that centres may have different levels of experience in undertaking legal need assessments and evidence-based planning. We will be working with the Federation of CLCs to provide support to centres to build their capacity to undertake legal need assessments over time. Each ‘category’ of this section does not necessarily need to be completed each year, as a centre’s own context and other planning (e.g. Strategic Planning) will determine which areas of legal need to examine in more detail.

A legal need assessment completed separately may be attached in lieu of this section for the Plan.

When completing Progress Report 1 and 2, please provide a comment on servicing areas of identified need. There is a table at the end of this section for this purpose. This table should be completed even where a separate LNA was attached as part of the Plan.

#### Catchment area / Area of Law / Client Focus

|  |
| --- |
| *Describe your catchment e.g. which LGAs your centre usually services, area of law of client focus* |

#### Key demographics / cohorts identified for service delivery\*

|  |  |  |
| --- | --- | --- |
| Demographic/cohort | Evidence of legal need | Indicator of meeting need |
| e.g. Migrant women | Increasing demand from migrant women for services. 2016 Census data showed increasing migrants in LGAs x and y, data from Home affairs showed particularly on humanitarian visas. Legal Needs Analysis.  | We aim to have 5% of our clients in 2020-21 identified as migrant women |
|  |  |  |

#### \*This includes individual client service provision and/or system reform approaches.

#### Key areas of law identified for targeted service delivery

|  |  |  |
| --- | --- | --- |
| Area of Law  | Evidence of legal need | Indicator of meeting need |
| *e.g. Employment Law* | *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, migrants, people working in X industry.*  | *No target, but we will check in on the number of clients with EL issues across the year to see how this work is progressing and if EL services have increased over time* |
|  |  |  |

#### Key geographic areas identified for targeted service delivery

|  |  |  |
| --- | --- | --- |
| Area of Law  | Evidence of legal need | Indicator of meeting need |
| *e.g. LGA* | *This LGA has particularly high levels of persons with co-occurring disadvantages which make them at risk for needing legal assistance according to NLAS such as X% low income/low education. This LGA also has the highest proportion of persons that are low income, which is a priority cohort identified by the NLAP.* | *We have an outreach service located in this area, so will monitor whether this is being well attended (measuring # clients at this outreach).* |
|  |  |  |

**Comments for Progress Reports**

|  |  |  |
| --- | --- | --- |
|  | Progress Report 1 | Progress Report 2 |
| Please comment on the centre’s ability to service need identified using the questions below to prompt response:* *For the areas of need identified above, to what extent was the centre able to meet the need identified?*
* *What were results against the indicators identified?*
* *Were there challenges in meeting need?*
* *Are these areas of need still relevant?*
 |  |  |

## Section 4: Service and Activities Plan / Program Logic

The CLSP is moving towards outcomes reporting, but still requires activities and outputs to be reported to properly account for the public money it distributes. The diagram below, from the Federation of CLC’s Outcomes Framework describes what should be included in a program logic for your centre. VLA does not require reporting on the inputs for each area being reported on, but this can be included if desired. The overall impact (wider, societal impacts) also do not need to be included. For this report, intermediate outcomes are those we are interested in. You can find the [Outcomes Framework](https://d3n8a8pro7vhmx.cloudfront.net/fclc/pages/186/attachments/original/1520560119/Outcomes-Measurement-Framework_Full-Document.pdf?1520560119) in full online.



In this template, our Program Logic is listed cascading downwards (from outcomes to activities). Outcomes indicators and Output measures will be reported in Progress Report 1 and 2. Measurable targets should be listed where possible, and measures against these provided in Progress Reports. Outcomes should also ‘roll-up’ to the Strategic Goals from the organisations strategic plan.

There are several examples of outcomes indicators which could be used in your service plan in the Outcomes Framework.

Output and Activity targets should be ambitious but attainable. The targets should reflect what a centre is expecting to achieve, assuming no unforeseen challenges arise.

**Your centre does not need to use the template below if it prefers using a Program Logic or Service Plan template that it has created or has been developed elsewhere, as long as outcomes indicators and targets, activities, and output measures and targets are included, and with prior approval by VLA.**

|  |
| --- |
| **Centre Overall** |
| **Strategic Goal**  | **Outcome** | **Outcome indicator (and target)[[2]](#footnote-3)** | **Activity** | **Output** | **Output/Activity measure (and target)** | **Progress Report 1 Comments** | **Progress Report 2 Comments** |
| *Improved access to services for vulnerable cohorts* | *Increase service provision to women experiencing family violence* | *% increase in # clients who experienced family violence*  | *Outreach clinic at Partner Org**for women experience family violence* | *Clinics delivered**Advice and casework for women experiencing FV* | *2 clinics per month**200 advices p.a.* *15 new cases p.a.* | *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* | *Met Clinics per month – 22 in year (0 in June)**208 Advices – Met**13 Cases – not met but no concern as case loads have been appropriate and more complex cases completed.* |
|  | *As above* | *As above* | *Develop partnership with another FV organisation for CLE delivery* | *New partnership developed**CLE delivered* | *1 new partnership developed**3 CLE sessions delivered p.a.* | *Not on track – no new partners with time/resourcing to commit to partnership* | *Not Met – carried over to next year Partnership discussions with XXX started in May and are positive. No CLE delivered as partnership developed late in FY* |
|  |  |  |  |  |  |  |  |

If VLA has requested you provide specific reporting for any projects, you can develop a high-level program logic for each separately to the general plan for your centre.

|  |
| --- |
| **Project X** |
| **Total Project Funding p.a. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****CLASS Funding Category\* used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Strategic Goal**  | **Outcome** | **Outcome indicator (and target)** | **Activity** | **Output** | **Output measure (and target)** | **Progress Report 1 Comments** | **Progress Report 2 Comments** |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

**Financial Disadvantage Benchmark (completed with Progress Report 2)**

Data below can be extracted from CLASS or other database. For the purposes of this reporting, the below should only include representation services that were closed in the reporting period.

|  |  |  |
| --- | --- | --- |
| Total # Representation Services where client had Financial Disadvantage Indicator  | Total # Representation Services  | Proportion with Financial Disadvantage Indicator |
|  |  |  |

If Proportion with Financial Disadvantage Indicator is less than 80%, please comment on why this has not been met.

|  |
| --- |
|  |

**Compliance Checklist (completed with Progress Report 2)**

*The organisation certifies that it has complied with the following elements of the Service Agreement and Standard Conditions of CLSP Funding:*

☐ CLSP Services Standards

**Comments against Service Plan for Progress Reports**

For the progress reports, you will need to report on the numerical measures for outcomes and activities/outputs and provide explanations where targets 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 for VLA. Case studies can also be attached in support of your reports. If you provide highlights and challenges or case studies, VLA may summarise these to share with the sector.

If your centre has chosen to use its own template for its Service Plan and Progress Reports, then you must ensure that the Progress Report includes:

* Numerical measures for the outcomes and activities and outputs as identified in the plan.
* Comments to explain if/where targets are not being met
* (optional) Comments on achievement towards outcomes and activities and outputs that are met
* (optional) Highlights and Challenges for the centre
* (optional) One or two case studies

## Attachment One: Organisation Chart, example

Executive Officer

1FTE
(0.8FTE CLSP funded)

Senior Lawyer

1FTE
(1FTE CLSP funded)

Senior Lawyer

1FTE
(0FTE CLSP funded)

Principal Lawyer

1FTE
(1FTE CLSP funded)

Operations Manager

1FTE
(1FTE CLSP funded)

Project Manager

1FTE
(0FTE CLSP funded)

Policy Officer

1FTE
(0.8FTE CLSP funded)

Community Development Manager

1FTE
(1FTE CLSP funded)

Executive Assistant

0.8FTE
(0.8FTE CLSP funded)

1. CLSP funded means funding that appears in the centre’s Service Agreement Schedule 1. [↑](#footnote-ref-2)
2. Ensure you have a clear method planned out for how outcomes indicator data is being collected e.g. if planned to be collected through client surveys, the surveys need to be collected as part of BAU. [↑](#footnote-ref-3)