

Evidence & Analysis of **Legal Need**



**Community
Legal Centres
Queensland**

August 2019



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Authors: Community Legal Centres Queensland Inc.

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Acknowledgment of traditional owners

Community Legal Centres Queensland affirms that the Aboriginal and Torres Strait Islander peoples are the indigenous inhabitants of Australia and acknowledges their unique relationship with their ancestral country. In particular we acknowledge the Turrbal and Jagera peoples, the traditional custodians of the land in and around Brisbane and pay respect to their elders, past and present.



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Queensland at a Glance

At the 2016 census Queensland was home to 4,703,193 people.¹ As a state, the population is steadily increasing, as well as aging, and household characteristics are becoming more diverse.

Queensland at a Glance gives a snapshot of the state's diversity in relation to legal need, based on the priority groups identified in the National Partnership Agreement (NPA).²



300,000

additional older people will live in Queensland by 2026

5.7 million

people will live in Queensland by 2026



~90,000 per year
Queensland population increase



17%
of families are
**single parent
families**



18%
of Queenslanders
have some form of
disability



5%
have a severe and
profound disability



4%
of the Queensland
population identify as
**Aboriginal and
Torres Strait
Islander**



22%
of Queenslanders were
born overseas



20%
of the homeless
population identify as
**Aboriginal and
Torres Strait
Islander**



21,715
Queenslanders are
homeless



6%
of Queenslanders are
unemployed

¹ Queensland Government Statistician's Office, *Regional Profiles: Queensland* (2019) < <https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

² Please note, unless stated otherwise, the data presented in table one from 2016, which is when the last Australian census was conducted. Queensland Health, *The health of Queenslanders: Report of the Chief Health Officer, Queensland* (2018) < https://www.health.qld.gov.au/_data/assets/pdf_file/0032/732794/cho-report-2018-full.pdf?>; Queensland Government Statistician's Office, *Regional Profiles: Queensland* (2019) < <https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

Queensland at a Glance

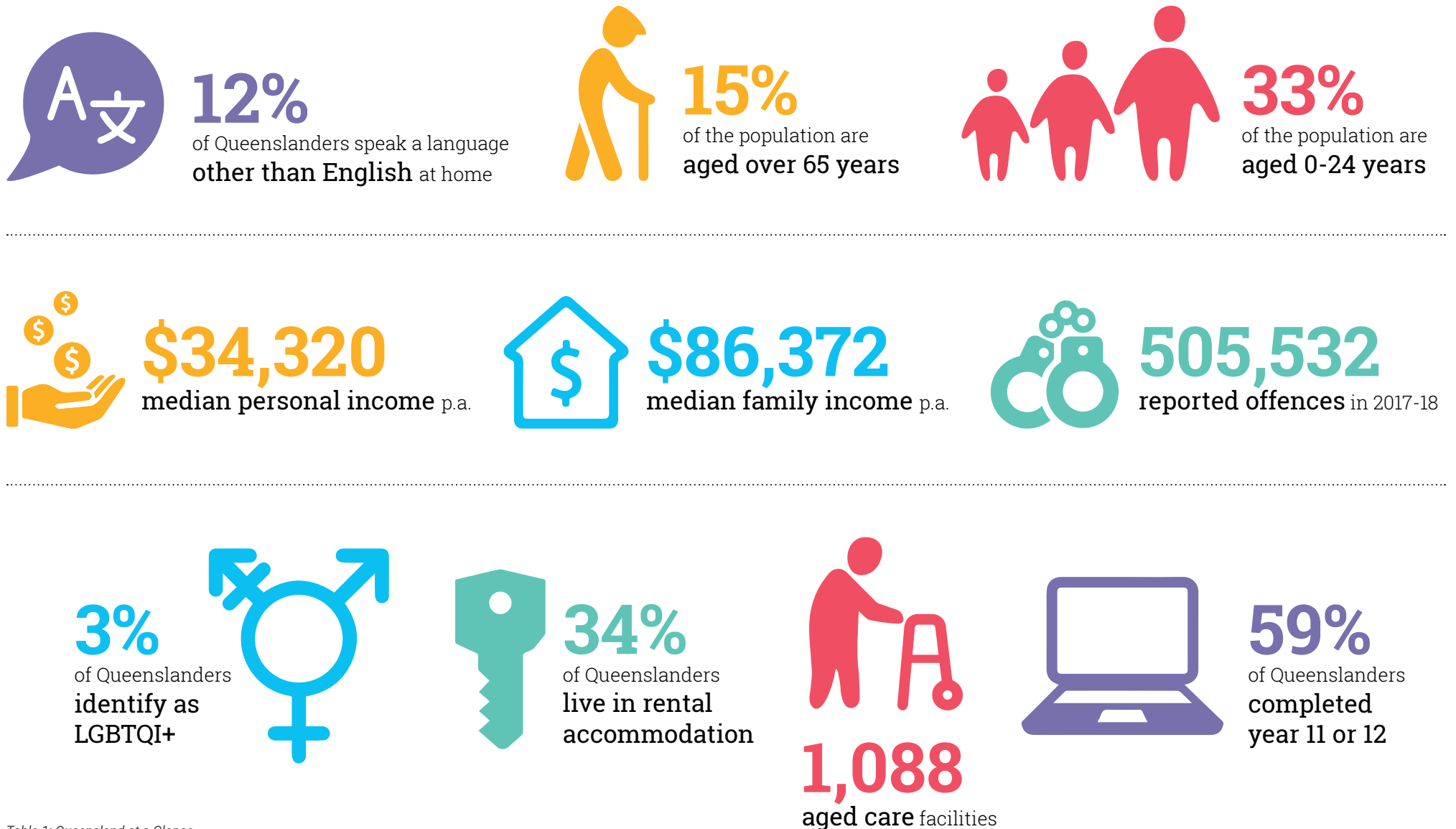


Table 1: Queensland at a Glance
Sources: Queensland Health – The Health of Queenslanders: Report of the Chief Health Officer, Queensland (2018) and Queensland Government Statistician’s Office Queensland profile (2019).

Scope

The Updated Evidence and Analysis of Legal Need Guide ('the Evidence Guide') has been prepared to support the 2019 procurement process for community legal centres in Queensland. Community legal centres provide invaluable support and assistance to some of the State's most disadvantaged people.

In 2016, version one of the Evidence Guide was developed by Community Legal Centres Queensland to support the first state-wide procurement process. The purpose of the Evidence Guide was to provide all applicants with additional data to support their procurement application.

The next Queensland procurement process will be opening towards the end of 2019 and as a result, the Evidence Guide required an update to include recent census figures, as well as additional and more comprehensive data sources.

Time constraints meant Community Legal Centres Queensland was unable to do a comprehensive literature review, however version two of the Guide is supported by evidence from a wide variety of sources, including the Australian Bureau of Statistics, the Queensland Government Statistician's Office, the Australian Institute of Health and Welfare, and Police, Court and Centrelink data, as well as a comprehensive analysis of reports from all levels of Government and peak body authorities, where relevant.

A full list of resources relied on for this Guide, as well as additional sources of information are included in Appendix Four.

Information in this Guide

Part One of the Guide discusses the eleven priority groups identified under the National Partnership Agreement on Legal Assistance Services 2015-2020 (the NPA). Within each priority group is a summary of key data and facts, as relevant to legal need. The barriers to accessing services, identified in the Law and Justice Foundation Report (Coumarelos et. al. 2015) are presented for each priority group, as well as considerations for making services more accessible.

Part Two of the Guide provides region specific information. Each region is based on the Legal Aid office boundaries and unless otherwise stated, uses SA3 level data.¹ Relevant statistics and evidence are provided for the region, and where possible there is a reflection on key priority group factors. Data for each region has been analysed, before breaking the region into its individual SA3 components to enable a more detailed analysis of the data. For all regions other than Brisbane and Townsville,² the three SA3 regions with the highest level of disadvantage, as identified from the data, has been included for additional comparison.

In reading the Evidence Guide, it's important to reflect on your own understanding of your service and the region/priority client area in which you provide support. While Community Legal Centres Queensland has contextualised some of the data to provide considerations for service development, it's important that when you are completing your procurement application, you use your the on-the-ground experience to make the data and resources in this Guide your own.

1 SA areas are used by the Australian Bureau of Statistics to break down geographical areas of Australia. The SA3 level data is comprised of regions that contain 30,000 – 130,000 people, however in regional centres an SA3 may have 20,000 people. SA2 and SA1 areas use smaller population breakdowns and therefore can give more localised data. For more information see: Australian Bureau of Statistics, *Data by Region 2013-18* (2019) < <https://www.abs.gov.au/AUSSTATS/abs@.nsf/Latestproducts/1410.0Glossary42013-18?opendocument&tab-name=Notes&prodno=1410.0&issue=2013-18&num=&view=>>.

2 Townsville is made up of only two SA3 regions, therefore both have been presented. Due to the size of Brisbane, the additional SA3 regions considered are based on their location and proximity to existing community legal centres.

01

Priority Client Groups



Priority Client Groups

Part One of the Evidence Guide addresses the priority groups identified in the NPA.¹ The NPA recognises that the cohorts of people in these priority groups experience higher levels of disadvantage than the rest of the population and may be more likely to face legal problems that they are unable to resolve on their own. They are also less likely to find and seek out legal assistance, or recognise the problem as one of a legal nature. People in these priority groups are also likely to be facing more than one legal problem, or a legal problem that is underpinned by non-legal issues.²

The NPA provides that all legal assistance service providers should focus on members of the community who are facing financial disadvantage. Many of the people in the eleven priority groups are facing financial disadvantage, often as a result of where they are in their life. For example, the disability pay gap means that people with a disability, who rely on the disability support pension or who are employed but receive less than the minimum wage, are stuck in a cycle of poverty they are unable to escape from. This in turn can materialise in a number of legal and non-legal issues such as housing/tenancy, family and domestic violence or mental health concerns.³

In addition to financial disadvantage, legal service providers are asked to consider the following priority groups, where appropriate:

1. Children and young people (up to 24 years);
2. Indigenous Australians;
3. Older people (aged over 65 years);
4. People experiencing, or at risk of, family violence;
5. People experiencing, or at risk of, homelessness;
6. People in custody and prisoners;
7. People residing in rural and remote areas;
8. People who are culturally and linguistically diverse (CALD);
9. People with a disability or mental illness;
10. People with low education levels;
11. Single parents.⁴

It is acknowledged that these priority groups do not exist in isolation and many people experience multiple forms of disadvantage. Where applicable this has been discussed throughout the priority groups section of the Guide, as well as being reflected upon in the regional areas.

1 Attorney General's Department, *National Partnership Agreement on Legal Assistance Services* <<https://www.ag.gov.au/LegalSystem/Legalaidprogrammes/Documents/NationalPartnershipAgreementOnLegalServices.pdf>>.

2 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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)>.

3 Victorian Health, *Disability and Health inequalities in Australia* (2012) <https://www.vichealth.vic.gov.au/~/_/media/ResourceCentre/PublicationsandResources/Health%20Inequalities/VH_Disability%20Summary_web.ashx>.

4 Attorney General's Department, *National Partnership Agreement on Legal Assistance Services* <<https://www.ag.gov.au/LegalSystem/Legalaidprogrammes/Documents/NationalPartnershipAgreementOnLegalServices.pdf>>.



Children and young people (up to 24 years)

Children and young people are a diverse priority group, with many intersections between legal problems and life challenges, including family breakdown, risky behaviour, mental health or homelessness.¹ While publically available data tends to be orientated towards youth justice and child protection systems, the legal problems facing this priority group are not isolated to these two areas. For example, only 10% of child offenders are responsible for almost half (43%) of child offences in the State.² Like most Australian jurisdictions, the most common legal problems facing children and young people between the ages of 15 and 24 are accidents, crime, personal injury and rights related issues. The causative factors for these types of legal issues are often closely related to the stage of life of that child or young person.³

When discussing children and young people, the difficulty then becomes the presentation of statistical evidence, as the majority of publically available data is based on court presentations and involvement in child protection. As a result, this part of the document will focus on at risk children and young people. However, we recommend using centre specific anecdotal evidence of changing trends in presentation, such as consumer behaviour, to contextualise data about this priority group.

1 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 31.

2 Bob Atkinson, *Report on Youth Justice: The Four Pillars: A Snapshot* (June 2018) <<https://www.csyw.qld.gov.au/resources/dcsyw/youth-justice/youth-justice-report-strategy/youth-justice-report.pdf>>.

3 Christine Coumarelos, Deboarh Macourt, Julie People, Hugh M. McDonald, Zhigang Wei, Reiny Iriana and Stephanie Ramsey, *Legal Australia-Wide Survey: Legal Need in Queensland* (August 2012) Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/\\$file/LAW_Survey_Qld.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/$file/LAW_Survey_Qld.pdf)>.



Court data

It must be noted that the data is further confounded by the amendments to the *Youth Justice Act 1992* (Qld), via the *Youth Justice and Other Legislation (Inclusion of 17-year-old Persons) Amendment Act 2016* (Qld) and the *Youth Justice (Transitional) Regulation 2018* (Qld) which brought 17 year olds back into the youth justice system from 12 February 2018 onwards.⁴ Prior to this, the youth justice system only dealt with an age range of 10-16 years and 17 year olds were dealt with in the adult system. As a result of this legislative change, the data for 2017-18 must be read through the lens of 17-year-old offenders being processed by youth justice for the last four months of that financial year.⁵

Graph 1 shows the percentage of children who were defendants in criminal matters in Queensland in the 2015-18 period. The substantial increase in child defendants in the 2017-18 period directly correlates to the aforementioned legislative change. However, for the two years prior the data suggests there has been a slight increase in the number of child defendants on a per annum basis.⁶

Similarly, graph 2 shows the number of young people (under 17) appearing before the Children's Court. This also shows a significant increase in the 2017-18 year. However, when considering the previous two years, there has been a general increasing trend.⁷

Approximately half of all children under 18 who have been charged with a crime make it to court. The average number of charges rose from 2.46 per person in 2016-17 to 2.55 per person in 2017-18, equating to a per annum increase of 3.75%.⁸ On average, community legal centres in Queensland see 5,100 clients aged between 0 and 24 per year.⁹

Child protection data

The number of child protection orders have increased from 4,236 orders in 2016-17, to 4,934 in 2017-18; a per annum increase of 5.59%.¹⁰ In 2017-18 approximately 159,000 children between the ages of 0-17 were in the child protection system, equating to 28.7 per 1,000 children.¹¹ However, for Aboriginal and Torres Strait Islander children, this increases to 163.8 per 1,000 Indigenous children. Additionally, 2 in 5 of the children in long-term out of home care were Aboriginal and Torres Strait Islander.¹² The 2018 Family Matters Report found that Aboriginal and Torres Strait Islander children were more likely to be 'notified, investigated, substantiated, placed on a protection order and to reside in out-of-home care'.¹³

4 Queensland Courts, *Changes for 17 year-olds* (2018) <<https://www.courts.qld.gov.au/courts/childrens-court/changes-for-17-year-olds>>.

5 Queensland Government Statisticians Office, *Justice Report, Queensland, 2017-18* (2019) Queensland Treasury <<http://www.qgso.qld.gov.au/products/reports/justice-report-qld/justice-report-qld-2017-18.pdf>>.

6 Queensland Courts, *Magistrates Courts of Queensland Annual Report 2017-2018* (Report, 25 October 2018) <https://www.courts.qld.gov.au/_data/assets/pdf_file/0009/589545/mc-ar-2017-2018.pdf>.

7 Ibid.

8 Queensland Courts, *Magistrates Courts of Queensland Annual Report 2017-2018* (Report, 25 October 2018) <https://www.courts.qld.gov.au/_data/assets/pdf_file/0009/589545/mc-ar-2017-2018.pdf>.

9 This data has been sourced from CLASS. If you require further information about how to access your own CLASS data, please contact Community Legal Centres Queensland or the NACLCL CLASS Helpdesk.

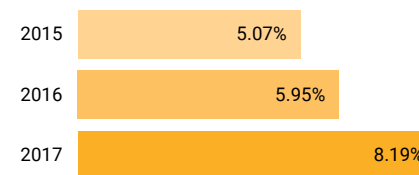
10 Queensland Courts, *Magistrates Courts of Queensland Annual Report 2015-2016* (Report, 2 September 2016) <https://www.courts.qld.gov.au/_data/assets/pdf_file/0005/498461/mc-ar-2015-2016.pdf>.

11 Australian Institute of Health and Welfare, *Child Protection Australia: 2017-18* (2019) <<https://www.aihw.gov.au/getmedia/e551a2bc-9149-4625-83c0-7bf1523c3793/aihw-cws-65.pdf.aspx?inline=true>>.

12 Ibid.

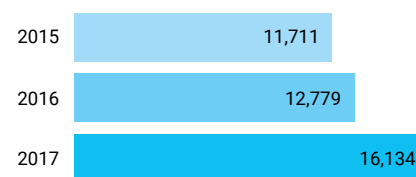
13 Family Matters, *The Family Matters Report 2018: Measuring trends to turn the tide on the over-representation of Aboriginal and Torres Strait Islander children in out-of-home-care in Australia* (2018) <<https://www.familymatters.org.au/wp-content/uploads/2018/11/Family-Matters-Report-2018.pdf>>.

% defendants that were children (2018)



Graph 1: The percentage of children defendants in Queensland.
Source: Magistrates Courts of Queensland Annual Report 2017-2018

Number of young people appearing before Magistrates (Childrens Court) 2018



Graph 2: The number of young people appearing in the Children's Court 2015-2018
Source: Magistrates Courts of Queensland Annual Report 2017-2018

Where children become isolated from cultural and community networks, they are more vulnerable to abuse, as well as risky behaviour and are less able to seek help through support networks.¹⁴ There is an intersection between child protection and youth justice, with 13% of children in the youth justice system also being subject to care and protection orders.¹⁵

Other risk factors

There are a number of intersecting factors that need to be considered when working with children and young people. For example, children and young people in the youth justice system often come from very traumatic backgrounds, including:

- 31% have a parent that has been in adult custody;
- 58% have a mental health or behavioural disorder;
- Over 50% have used two or more types of alcohol or other drugs;
- 52% were disengaged from education, employment and training;
- One in five were homeless or in unsuitable accommodation;
- 51% were involved in the child protection system;
- 17% had a disability.¹⁶

Additionally, research suggests that 87% of disengaged youth are financially disadvantaged and 13% live in outer regional or remote areas, placing extra barriers to accessing services.¹⁷

Barriers to accessing services

The Law and Justice Foundation have identified a number of barriers to service access for children and young people, including a poor knowledge about the services available. Many do not seek legal assistance simply because they do not know what to do. Other barriers include:

- A lack of specialist legal services for young people;
- Insufficient awareness of rights and entitlements;
- Fear of not being taken seriously;
- The formal atmosphere of many legal services; and
- A lack of strategies that target children and young people.¹⁸

Making services more appropriate for young people

More information about making services more appropriate for children and young people is located in Appendix Two.

14 Joseph McDowall, Connection to Culture by Indigenous and Young People in out-of-home care in Australia' (2016) 10(1) *Communities, Children and Families Australia*, 5.

15 Bob Atkinson, *Report on Youth Justice: The Four Pillars: A Snapshot* (June 2018) < <https://www.csyw.qld.gov.au/resources/dcsyw/youth-justice/youth-justice-report-strategy/youth-justice-report.pdf> >.

16 Department of Child Safety, Youth and Women; Department of Youth Justice, *Working Together Changing the Story (Youth Justice Strategy 2019-2023)* (2019) < <https://www.csyw.qld.gov.au/resources/dcsyw/youth-justice/youth-justice-report-strategy/strategy.pdf> > 6.

17 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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) > 29.

18 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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) > 31.

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:

- Co-location or collaboration with youth-specific services
- Non-legal forms of support to access appropriate legal assistance services

Table 1: Making services more accessible for young people.

Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).

An important factor to take into account when considering appropriate services for young people are entry points; young people are unlikely to come to a service that they don't know or have not established a relationship of trust with. The issue of entry points could be alleviated through the provision of local services in areas with a high population of younger people, or through co-location or collaborative partnerships with youth specific services. Disadvantaged youth are often already engaged with specialist youth services, and an outreach or co-location arrangement may increase trust and ultimately an increase in the provision of specialist services to children and young people.



Indigenous Australians

While Aboriginal and Torres Strait Islander peoples make up only 4% of the Queensland population, they continue to be overrepresented in most social indicators of disadvantage:

21%

of the Aboriginal and Torres Strait Islander population are unemployed

38%

of Aboriginal and Torres Strait Islander peoples over the age of 15 have completed year 12

26%

of families are single parent families

41%

of individuals have a weekly income less than \$400 per week

40%

of children live in a household where the parents are currently without work

21%

of households earn less than \$400 per week

1 in 3

1 in 3 reported being homeless at least once during their life time.

Source: QGSO Indigenous Profile.



As a result, Aboriginal and Torres Strait Islander peoples often experience multiple layers of disadvantage. In the LAW Survey, the Law and Justice Foundation found that Aboriginal and Torres Strait Islander peoples tend to respond to their legal problems at similar rates to non-Indigenous people. However, this changes as the communities become more remote, or when the layers of disadvantage start to increase.¹

The Aboriginal and Torres Strait Islander population is growing faster (3.4%) than the non-Indigenous (1.42%) population in Queensland.² The median age of the population in 2016 was 22, compared with 38 for the non-Indigenous population. Additionally, 35.4% were under 15 at the time of the 2016 census, compared to 18.9% of the non-Indigenous population (Graph 3).³ On average, community legal centres in Queensland see 3,500 Aboriginal and Torres Strait Islander peoples per annum.⁴

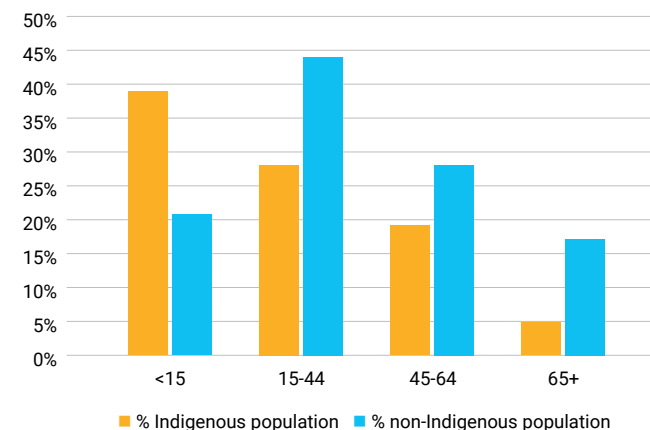
Aboriginal and Torres Strait Islander women

The Not Now, Not Ever report found that Aboriginal and Torres Strait Islander women are more likely to be victims of family or domestic violence. In some remote communities, the issue of violence has become so normalised, as to be an expected part of daily life.⁵ An Aboriginal and Torres Strait Islander woman living in rural or remote areas is forty five times more likely to experience family or domestic violence than a non-Indigenous woman in the same community.⁶ The data also shows that hospitalisation rates for assault increases with remoteness.⁷

In 2016, the Judicial Council on Cultural Diversity released a report on the legal and court experiences for Aboriginal and Torres Strait Islander women and the factors that may impact on them trying to seek remedies through the formal justice system. It identified intergenerational trauma, discrimination and racism, poverty, a history of abuse, difficulties with literacy, health and mental health issues, and welfare dependency as factors that impacted Aboriginal and Torres Strait Islander women seeking legal help.⁸

Added to this is the size of the communities. Safe houses are not always an option for a woman escaping domestic violence, as they may be found quickly. If an Aboriginal and Torres Strait Islander woman did try to seek legal help, conflict of interest becomes a significant issue as local services are run by local people. Many of these remote communities are supported by outreach services who are insufficiently funded to provide regular service delivery.⁹

Population by Age Group (%)



Graph 3: Aboriginal and Torres Strait Islander population by age group
Source: QGSO Indigenous profile

- Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 35.
- Queensland Government Statistician's Office, *Aboriginal and Torres Strait Islander peoples in Queensland, Census 2016* <<http://www.qgso.qld.gov.au/products/reports/atsi-pop-qld-c16/atsi-pop-qld-c16.pdf>>.
- Australian Bureau of Statistics, *Estimates of Aboriginal and Torres Strait Islander, June 2016* (Catalogue 3238.0.55.001, 31 August 2018) <<https://www.abs.gov.au/ausstats/abs@.nsf/mf/3238.0.55.001>>.
- This data has been sourced from CLASS. If you require further information about how to access your own CLASS data, please contact Community Legal Centres Queensland.
- Department of Child Safety, Youth and Women; Department of Youth Justice, *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* <<https://www.csyw.qld.gov.au/resources/campaign/end-violence/about/special-taskforce/dfv-report-vol-one.pdf>>.
- Productivity Commission, *Overcoming Indigenous Disadvantage: Key Indicators* (2014) <<http://www.pc.gov.au/research/ongoing/overcoming-indigenous-disadvantage>>.
- Judicial Council on Cultural Diversity, 'The Path to Justice: Aboriginal and Torres Strait Islander Women's Experience of the Courts' 14 (Research Report, 2016) 7 <http://jccd.org.au/wp-content/uploads/2016/04/JCCD_Consultation_Report_-_Aboriginal_and_Torres_Strait_Islander_Women.pdf>.
- Judicial Council on Cultural Diversity, 'The Path to Justice: Aboriginal and Torres Strait Islander Women's Experience of the Courts' (2016) 7 <http://jccd.org.au/wp-content/uploads/2016/04/JCCD_Consultation_Report_-_Aboriginal_and_Torres_Strait_Islander_Women.pdf>.
- Department of Child Safety, Youth and Women; Department of Youth Justice, *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* <<https://www.csyw.qld.gov.au/resources/campaign/end-violence/about/special-taskforce/dfv-report-vol-one.pdf>> 122.

Rates of incarceration

Aboriginal and Torres Strait Islander peoples are ten times more likely to be imprisoned than non-Indigenous people. As of 30 June 2018, 1745 per 100,000 Aboriginal and Torres Strait Islander peoples were in prison, compared to 175 per 100,000 non-Indigenous people.¹⁰ In particular, the Australian Law Reform Commission notes that the number of Aboriginal and Torres Strait Islander women in prison is rapidly increasing. They have noted the impact of family and domestic violence, which is occurring at a significantly higher rate than in non-Indigenous communities, and found that the vast majority of Aboriginal and Torres Strait Islander women who were in prison had been victims of domestic violence at some time during their life.¹¹

Added to this is the aspect of imprisonment separating people from country, family and support networks and can result in individuals entering into a cycle of recidivism. The provision of culturally appropriate legal intervention services may act as a preventative measure to stop the increase of incarceration rates among Aboriginal and Torres Strait Islander peoples. However, it must be noted that the rates of Aboriginal and Torres Strait Islander incarceration has always been disproportionate and is reflective of a systemic cultural problem in Australian society.

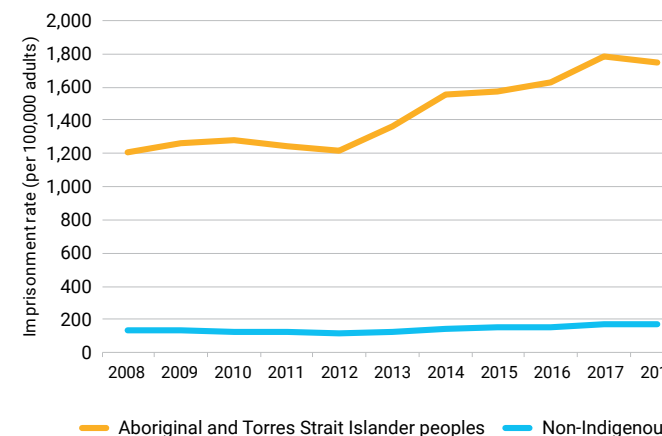
Barriers to accessing services

The Law and Justice Foundation has identified a number of barriers to service access for Aboriginal and Torres Strait Islander peoples, including long-term distrust of the legal system and a lack of cultural awareness, sensitivity and compassion amongst service providers. Other barriers include:

- Formality of the legal system and services;
- Lack of timely, affordable and specialist legal advice and representation;
- The prohibitive cost of legal representation;
- Lack of access to low-cost advice and dispute resolution services, particularly in rural and remote areas;
- Language barriers;
- A fragmented and constantly changing family law system;
- Lack of access to affordable and appropriate housing;
- Limits of legal solutions for complex social problems, such as family violence;
- Lack of Aboriginal and Torres Strait Islander personnel in legal services;
- Intimidation in approaching legal services;
- Lack of services for Indigenous people in civil and family law, and
- Lack of services for issues specific to Indigenous women and children.¹²

Further, the history of forced removal of Aboriginal and Torres Strait Islander children has seen a fear of the family law system and ultimately a minimal uptake of family law services.¹³

Aboriginal and Torres Strait Islander and non-Indigenous age standardised Queensland imprisonment rates



Graph 4: Aboriginal and Torres Strait Islander and non-Indigenous imprisonment rates. Source: [Prisoners in Queensland report, QGSO](#).

¹⁰ Queensland Government Statistician's Office, *Prisoners in Queensland, 2018* (2018) <<http://www.qgso.qld.gov.au/products/reports/prisoners-aus/prisoners-aus-2018.pdf>>.

¹¹ Australian Law Reform Commission, *Pathways to Justice – An Inquiry into the Incarceration Rate of Aboriginal and Torres Strait Islander Peoples: Final Report* (2017) <https://www.alrc.gov.au/sites/default/files/pdfs/publications/final_report_133_amended1.pdf>.

¹² Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 36.

¹³ Ibid.

Making services more appropriate for Aboriginal and Torres Strait Islander peoples

More information about making services appropriate for Aboriginal and Torres Strait Islander peoples is located in Appendix Two.

Pathways and problem noticers

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

Technology

- In 2016, 73.5% of the Aboriginal and Torres Strait Islander population had access to the internet, compared to 84.2% of the non-Indigenous population¹⁴
- Alternative methods of engagement and service delivery should be used when working with remote communities.

Service delivery:

- Culturally appropriate community legal education
- Employing Indigenous staff
- Indigenous interpreters
- Improve coordination between Indigenous and mainstream legal services
- Employment of Aboriginal Field Officers

One factor to take into consideration when delivering appropriate services to Aboriginal and Torres Strait Islander peoples are entry points. There needs to be trust built between the service and community, and this can take time. This issue of entry points could be alleviated through the provision of local services in areas with higher populations of Aboriginal and Torres Strait Islander peoples.

The establishment of co-located, collaborative partnerships with Aboriginal and Torres Strait Islander specific services may also act to bolster service provision to Aboriginal and Torres Strait Islander peoples. Disadvantaged members of the community may already be engaged with other specialist services. Therefore, an outreach or co-location arrangement may increase trust and ultimately increase the provision of specialist services.

*Table 2: Making services more accessible for Aboriginal and Torres Strait Islander people.
Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).*

14 Queensland Government Statistician's Office, *Queensland Regional Profiles – Indigenous Profile* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.



Older people (aged over 65 years)

In 2016, 713,225 (16.2%) of Queensland's population were aged 65 years and over. The population of people over the age of 65 is growing faster in Queensland (3.95%), than the rest of Australia (3.25%).¹ It has been predicted that by 2026, one million people in Queensland will be aged 65 years and over. This figure is expected to have doubled again to over 2 million people by 2066.²

Older Australians tend to face multiple factors that may influence their interactions with the legal system. 55% of older people have a low personal income, as they are no longer in the workforce and need to rely on self-funding or the aged pension. The percentage of total pension payments in Queensland has been steadily increasing over the past three years, but at a rate far lower than the population increases in Queensland (0.63% pension increases, compared to 3.4% population growth). This may show that more people are retiring with a large asset pool or significant superannuation savings and are not as reliant on the aged care pension.³

18% of older people have a disability.⁴ The number of older Queenslanders entering residential care facilities, whilst needing assistance with at least one activity, is also increasing at an average annual rate of 1.14%, however the total population of Queenslanders in aged care in 2018 was only 0.7%, far lower than the rest of Australia (1.14%).⁵

While older people tend to report fewer legal problems, this may occur for a number of reasons, such as cost and technological barriers, and a lack of awareness about what options are available.⁶ The types of legal problems reported can be directly correlated to their age and place in life. For example, elder abuse, being a loan guarantor and problems with residential care facilities.⁷

On average, community legal centres in Queensland assist more than 5,000 people over the age of 65 per annum.⁸

1 Australian Bureau of Statistics, *Australian Demographic Statistics, September 2018* (Catalogue 3101.0, 21 March 2019) <<https://www.abs.gov.au/AUSSTATS/abs@nsf/DetailsPage/3101.0Sep%202018?OpenDocument>>

2 Queensland Government Statisticians Office, Queensland Government population projections, 2018 edition: Queensland (2018) <<http://www.qgso.qld.gov.au/products/reports/qld-govt-pop-proj/qld-govt-pop-proj-2018-edn.pdf>>

3 Graeme Hugo, *The Demographic Facts of Ageing in Australia (Report, 2014)* <https://agedcare.health.gov.au/sites/default/files/documents/11_2014/002_the_demographic_facts_of_ageing_in_australia_-_revised_0.pdf>

4 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resource – Service Planning* (November 2015) Law and Justice Foundation 24.

5 Australian Institute of Health and Welfare, 'Data', *Aged Care* (Web Page, 14 August 2017) <<https://www.aihw.gov.au/reports-data/health-welfare-services/aged-care/data>>

6 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resource – Service Planning* (November 2015) Law and Justice Foundation 24.

7 Ibid.

8 This data has been sourced from CLASS. If you require further information about how to access your own CLASS data, please contact Community Legal Centres Queensland.



Elder abuse

Elder abuse is an increasing phenomena and anecdotal evidence from community legal centres located in areas where the population is aging have confirmed an increase in the number of older clients reaching out to their service for support and advice.

Calls to the Elder Abuse Prevention Unit have increased significantly from 244 calls in 2000 to 1,652 in 2016. While this could be explained through a greater awareness and promotion of the service, it may also imply an increase in the number of elder abuse cases in Queensland, particularly as the number of older people increase.

In 2016 the Elder Abuse Prevention Unit reported 1,742 victims of elder abuse and 1,835 perpetrators. This could imply that most elder abuse occurs with a single perpetrator, as the average perpetrator per victim is 1.05.¹

The most common type of abuse reported was financial, with 1,161 (67%) of all abuse cases that were dealt with in 2016 concerned financial matters. Others included neglect, physical and psychological abuse.²

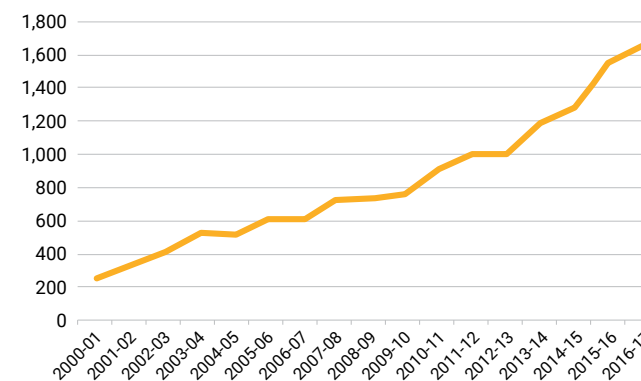
Barriers to accessing services

The Law and Justice Foundation have identified a number of barriers to service access for older people, including physical incapacity, dependency on others and a diminished self-confidence. Other barriers include:

- Technological barriers, such as accessing websites and helplines;
- Lack of awareness of where to obtain legal information and assistance;
- Stereotypes about older people;
- Lack of practitioner knowledge about the legal issues older people face; and
- Lack of locally accessible specialist legal assistance services.³

When these barriers are then overlain with issues such as remote or regional barriers to service access, reduced social networks or culturally and linguistically diverse people who may wish to rely on their own communities, accessing legal assistance services becomes increasingly difficult for older Queenslanders.⁴

Total calls to Elder Abuse Hotline 2000-2016



Graph 5: Calls made to the Elder Abuse Hotline 2000-2016

Source: [Elder Abuse Prevention Unit](#)

1 Uniting Care Queensland, Elder Abuse Prevention Unit Year in Review 2016-2017 (Report, 2018) 7 <https://www.eapu.com.au/uploads/annual_reports/2016-2017%20EAPU%20Year%20in%20Review.%20Final%20June%202018.pdf>.

2 Ibid.

3 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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)> 26.

4 Ibid.

Making services more appropriate for older Queenslanders

More information about making services appropriate for older Queenslanders is located in Appendix Two.

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)

Older people tend to prefer face-to-face or telephone advice,⁵ and this needs to be taken into consideration when planning service delivery for older Queenslanders. A multidisciplinary approach may be a good option for working with older people, such as forming health-justice partnerships and undertaking outreach into areas where there may be a larger number of older people.

Table 3: Making services more accessible for older Queenslanders.

Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).

5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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)> 27.



People experiencing, or at risk of, family violence

More than 180 incidents of family and domestic violence are reported to the Queensland Police per day.¹ However, there is significant underreporting of family and domestic violence, and this makes it difficult to determine the real extent of the problem.

Family and domestic violence is a significant issue in Australia. The Australian Institute of Health and Welfare has found that intimate partner violence is now the greatest health risk factor for women aged 25-44; a greater risk than smoking, alcohol and obesity.²

- Approximately one in three women have experienced physical violence;
- Approximately one in five women have experienced sexual violence;
- Approximately one in six women have experienced intimate partner violence;
- Approximately one in four women have been emotionally abused by an intimate partner;³
- Approximately one in nine men have been physically or sexually abused before the age of 15;⁴
- Approximately 85% of women report being sexually harassed;⁵
- On average, one woman per week is killed by a current or former partner;⁶
- Eight women a day are hospitalised after being assaulted by an intimate partner;
- Approximately one in twelve pregnant women are hospitalised after being assaulted by an intimate partner.⁷

1 Department of Child Safety, Youth and Women; Department of Youth Justice, *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* <<https://www.csyw.qld.gov.au/resources/campaign/end-violence/about/special-taskforce/dfv-report-vol-one-pdf>> 47.

2 Australian Institute of Health and Welfare, *Family, Domestic and Sexual Violence in Australia* (2018) <<https://www.aihw.gov.au/reports/domestic-violence/family-domestic-sexual-violence-in-australia-2018/contents/table-of-contents>>.

3 Department of Social Services, *Second Action Plan 2013-2016 Moving Ahead, Of the National Plan to Reduce Violence against Women and their Children 2010-2022* <https://www.dss.gov.au/sites/default/files/documents/06_2014/sap_updated_26june.pdf>.

4 Australian Institute of Health and Welfare, *Family, Domestic and Sexual Violence in Australia* (2018) <<https://www.aihw.gov.au/reports/domestic-violence/family-domestic-sexual-violence-in-australia-2018/contents/table-of-contents>>.

5 Australian Human Rights Commission, *Everyone's business: Fourth national survey on sexual harassment in Australian workplaces* (2018) <https://www.humanrights.gov.au/sites/default/files/document/publication/AHRC_WORKPLACE_SH_2018.pdf>.

6 White Ribbon Australia, *Domestic Violence Statistics* (2019) <<https://www.whiteribbon.org.au/understand-domestic-violence/facts-violence-women/domestic-violence-statistics/>>.

7 Australian Institute of Health and Welfare, *Family, Domestic and Sexual Violence in Australia* (2018) <<https://www.aihw.gov.au/reports/domestic-violence/family-domestic-sexual-violence-in-australia-2018/contents/table-of-contents>>.



On average, community legal centres in Queensland see more than 11,000 clients per annum who are seeking assistance for family law related matters. It is noted that this number is not limited to family and domestic violence; family law matters comprise a significant proportion of the case load in many community legal centres.⁸

When discussing family and domestic violence, the difficulty then becomes the presentation of statistical evidence, as the majority of publically available data is based on DVO applications and family law responses. While we have attempted to contextualise the data as much as possible in this section, it's important to ensure you are using centre specific anecdotal evidence of presentation trends, such as homelessness and housing issues, to further contextualise the data about this priority group.

In the 2017-18 year, the DV Connect Women's Line received 98,174 phone calls and referrals in Queensland.⁹ For the same year, DV Connect Men's Line received 14,860 calls for support and referrals in Queensland.¹⁰

For the 2018-19 year (to April 30 2019), 25,827 domestic violence protection order (DVO) applications have been made, 74% of which have been made by women (Graph 6).¹¹

The state-wide trend of DVO applications is generally increasing. For the 2018-19 year to date (to 31 May 2019), 28,110 Initiating Orders have been made and 9,551 variation of protection orders have been applied for (Graph 7).¹²

The top five courts where DVO applications are made are Southport, Beenleigh, Brisbane, Townsville and Ipswich (Table 4).¹³ This roughly corresponds to the specialist domestic and family violence courts, which are located in Southport, Beenleigh, Townsville, Mount Isa and Palm Island.¹⁴

Location	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 YTD (30 April 2019)
Southport	2,391	2,691	3,515	3,346	2,945	2,532
Beenleigh	2,034	2,170	2,594	2,509	2,384	2,190
Brisbane	1,351	1,436	1,956	1,935	1,862	1,663
Townsville	1,397	1,473	1,845	1,780	1,833	1,459
Ipswich	1,452	1,655	1,783	1,975	1,731	1,387

Table 4: Top 5 Queensland Courts for Domestic Violence Order Applications.
Source: [Queensland Courts](#).

8 This data has been sourced from CLASS. If you require further information about how to access your own CLASS data, please contact Community Legal Centres Queensland or the NACLCL CLASS Helpdesk.

9 DV Connect, *Womensline* (2019) <<http://www.dvconnect.org/womensline/>>.

10 DV Connect, *Mensline* (2019) <<http://www.dvconnect.org/mensline/>>.

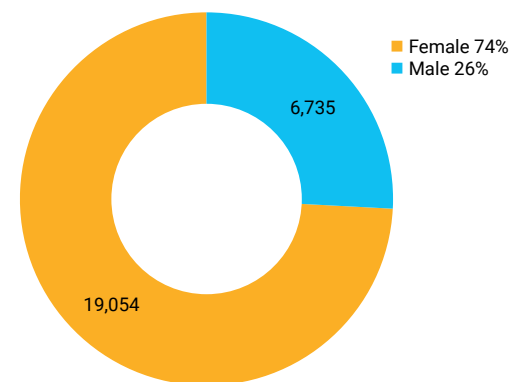
11 Queensland Courts, Queensland Courts' Domestic and Family Violence (DFV) Statistics (2019) <<https://www.courts.qld.gov.au/court-users/researchers-and-public/stats>>.

12 Ibid.

13 Ibid.

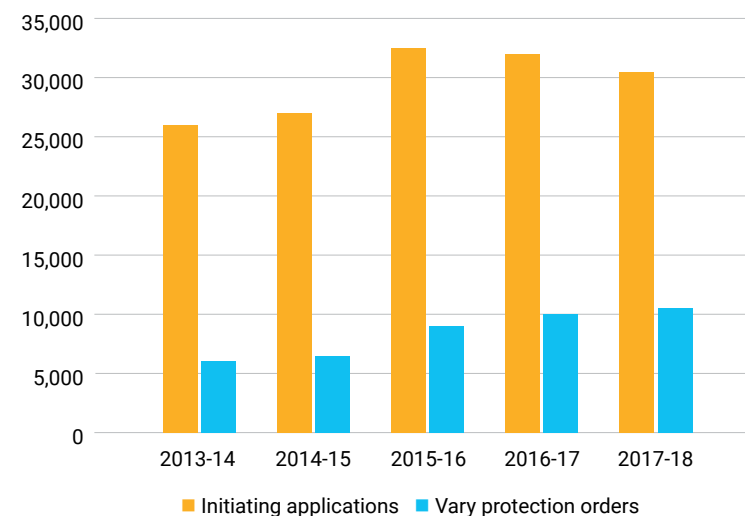
14 Queensland Courts, *Specialist Domestic and Family Violence Court* (2019) <<https://www.courts.qld.gov.au/courts/domestic-and-family-violence-court>>.

DVO Applications 2018-2019



Graph 6: Domestic Violence Order Applications 2018-19 by Gender.
Source: [Queensland Courts](#).

Statewide DVO Applications



Graph 7: State-wide DVO Applications
Source: [Queensland Courts](#).

Family and domestic violence cuts across a number of the priority areas under the NPA, as the following snapshots illustrate. For more information about family and domestic violence in each of these priority groups, please refer to their individual chapters in this Guide.

Aboriginal and Torres Strait Islander Communities

Aboriginal and Torres Strait Islander women are 35 times more likely to need hospitalisation as a result of family and domestic violence.¹⁵ Approximately 25% of Aboriginal and Torres Strait Islander women experience physical violence in a 12 month period and 94% of women knew the perpetrator prior to the assault.¹⁶

Homelessness

Family and domestic violence is one of the main precursors to homelessness.¹⁷ In the 2016-17 year, 72,000 women, 34,000 children and 9,000 men sought support from specialist homelessness services as a direct result of family and domestic violence.¹⁸

Older people

Reports of elder abuse are on the rise, and while older people may be subject to family violence, the form it takes is often different to intimate partner violence. However, elder abuse is perpetrated upon women in 68% of reported cases.¹⁹

People with a disability

People with disabilities who experience family and domestic violence are significantly constrained by their situation, with many being reliant on their spouse or carer for support and finances. There has been very little research on the extent on domestic violence on women with disabilities, however the available data shows an extremely high prevalence.²⁰ Women in these situations are often fearful of seeking help and are socially isolated.²¹

Barriers to accessing services

The Law and Justice Foundation has identified a number of barriers to accessing services for this priority group. When a person is experiencing family and domestic violence, their confidence can be eroded.

15 Department of Child Safety, Youth and Women; Department of Youth Justice, *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* <<https://www.csyw.qld.gov.au/resources/campaign/end-violence/about/special-taskforce/dfv-report-vol-one.pdf>> 50. Department of Social Services, *Second Action Plan 2013-2016 Moving Ahead, Of the National Plan to Reduce Violence against Women and their Children 2010-2022* <https://www.dss.gov.au/sites/default/files/documents/06_2014/sap_updated_26june.pdf>.

16 Department of Child Safety, Youth and Women; Department of Youth Justice, *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* <<https://www.csyw.qld.gov.au/resources/campaign/end-violence/about/special-taskforce/dfv-report-vol-one.pdf>> 47.

Department of Social Services, *Second Action Plan 2013-2016 Moving Ahead, Of the National Plan to Reduce Violence against Women and their Children 2010-2022* <https://www.dss.gov.au/sites/default/files/documents/06_2014/sap_updated_26june.pdf>.

17 Department of Social Services, *National Plan to reduce violence against women and their children* <https://www.dss.gov.au/sites/default/files/documents/08_2014/national_plan1.pdf> 8.

18 Australian Institute of Health and Welfare, *Family, Domestic and Sexual Violence in Australia* (2018) <<https://www.aihw.gov.au/reports/domestic-violence/family-domestic-sexual-violence-in-australia-2018/contents/table-of-contents>>.

19 Department of Child Safety, Youth and Women; Department of Youth Justice, *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* <<https://www.csyw.qld.gov.au/resources/campaign/end-violence/about/special-taskforce/dfv-report-vol-one.pdf>>.

20 Ibid 129.

21 Ibid 130-131.

Often the perpetrator is a family member or a loved one and the victim feels unable to leave the situation due to issues of financial dependence, psychological abuse and feelings of fear and helplessness.²² Other personal barriers to accessing services include:

- Reluctance to disclose family violence due to stigma and shame;
- Fear of and for the offender;
- Lack of access to ongoing support beyond the point at which the violence occurs;
- Overriding concerns about the safety and wellbeing of children and pets;
- Lack of knowledge about the legal system;
- Fearful or intimidated by the judicial system;
- Previous negative experiences, for example with the police.

There are also systemic barriers to accessing legal support, including:

- Lack of timely, affordable and specialist legal advice and representation;
- The burden of responding to violence falling on the victim;
- Prohibitive cost of legal representation;
- Lack of access to low-cost advice and dispute resolution services, particularly in rural and remote areas;
- A fragmented and constantly changing family law system;
- Lack of recognition, understanding and training across the legal system concerning the complex nature of family violence;
- Lack of access to affordable and appropriate housing;
- Lack of offender accountability and inadequate response to breach of protection or restraining orders;
- Limits of legal solutions for complex social problems, such as family violence.

Making services more appropriate for people experiencing family and domestic violence

More information about making services appropriate for people that may be experiencing family and domestic violence can be found in Appendix Two.

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
- Homelessness services
- Mental health services
- Housing services

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

Table 5: Making services more accessible for people experiencing family and domestic violence.

Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).

In particular, the provision of joined-up services, for example with homelessness services, community managed mental health and domestic violence organisations may provide a more holistic approach to working with people who have experienced family and domestic violence.

22 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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)> 43.



People experiencing, or at risk of, homelessness

Like many of the other priority groups, there is significant overlap between people experiencing or at risk of homelessness and other priority areas. This includes family and domestic violence, older Queenslanders and Aboriginal and Torres Strait Islander peoples.

The total estimated population of homeless people in Queensland in 2016 was 21,715, which accounts for 18.65% of the total estimated homeless population in Australia (116,427).¹ The homeless population of Queensland (0.46%) is slightly higher than the wider Australian population (0.43%), suggesting that Queensland has a slightly higher proportion of people who are homeless.² Between 2012 and 2016, there has been a per annum increase of 1.6% in the homeless population. This implies that the rate of homeless people in Queensland in 2019 would be approximately 22,774.³

More men are homeless than women, accounting for 58% of the homeless population. Almost one in five homeless people in Queensland are aged between 25 and 34.⁴ Recent research suggests that domestic and family violence is the main reason for women and children being homeless.⁵

Graph 8 shows the local government areas in Queensland with the highest percentage of homeless people and Graph 9 shows the local government areas with the greatest numbers of homeless people. While the South East corner has a greater population of homeless people, there is a higher proportion of people living in rural and remote Aboriginal communities who are homeless.⁶

1 Australian Bureau of Statistics, *Census of Population and Housing: Estimating homelessness, 2016* (2018) <<https://www.abs.gov.au/AUSS-TATS/abs@.nsf/Lookup/2049.0Main+Features12016?OpenDocument>>.

2 Ibid.

3 Queensland Government Statistician's Office, *Queensland Regional Profiles* (Report, 28 May 2019) <<https://statistics.qgso.qld.gov.au/profiles>>

4 Sarah Randell and Emily Hinton, *Homelessness in Queensland: Key Facts* (2018) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/resources/\\$file/Homelessness_QLD.pdf](http://www.lawfoundation.net.au/ljf/site/templates/resources/$file/Homelessness_QLD.pdf)>.

5 Kathleen Flanagan, Hazel Blunden, Kylie Valentine and Jane Henriette, *Housing outcomes after domestic family violence* (2019) The Australian Housing and Urban Research Institute <https://www.ahuri.edu.au/_data/assets/pdf_file/0026/37619/AHURI-Final-Report-311-Housing-outcomes-after-domestic-and-family-violence.pdf>.

6 Sarah Randell and Emily Hinton, *Homelessness in Queensland: Key Facts* (2018) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/resources/\\$file/Homelessness_QLD.pdf](http://www.lawfoundation.net.au/ljf/site/templates/resources/$file/Homelessness_QLD.pdf)>.



In 2016, the number of homes provided by community housing was 82,900.⁷ The number of people on waiting lists for community housing in 2017 was 11,892. However, there has been a year-on-year reduction of 7.65% from 2012-2017.⁸

Specialist homelessness service data shows that:

- 38% of people seeking assistance were escaping family and domestic violence;
- 60% said housing affordability and financial difficulties were their reason for seeking help;
- 24% of young people were seeking help due to unstable housing;
- 20% or more were suffering from mental health or substance use disorders; and
- 1 in 5 were aged 45 years and above.⁹

An increasing number of Australians are retiring without outright home ownership.¹⁰ On average, community legal centres in Queensland see more than 3,000 people per annum who state they are homeless.¹¹

Barriers to accessing services

The Law and Justice Foundation has identified a number of barriers for people experiencing homelessness from accessing services. These include having to prioritise non-legal needs, such as accommodation, food and caring for family. Others include:

- Limited available resources for legal and non-legal needs;
- Poor family relationships often marked by histories of violence;
- Fear of the legal system and a belief that their problems will just go away;
- Feelings of despair and hopelessness;
- Mental health and substance use issues;
- Low levels of education;
- Unable to identify issues as legal ones;
- Lack of access to affordable legal assistance;
- Lack of knowledge of what legal options are available;
- Lack of access to affordable and appropriate housing;
- Failing to take action for legal problems until crises point has been reached; and
- Having multiple and urgent interrelated legal and non-legal problems.¹²

7 The State of Queensland (Department of Housing and Public Works), *Annual Report 2017-2018* (Report, 2018) <<http://www.hpw.qld.gov.au/SiteCollectionDocuments/AnnualReport20172018.pdf>>.

8 Australian Institute of Health and Welfare 'Housing Assistance in Australia 2018' (Media Release, 28 June 2018) <<https://www.aihw.gov.au/reports/housing-assistance/housing-assistance-in-australia-2018/contents/priority-groups-and-wait-lists>>.

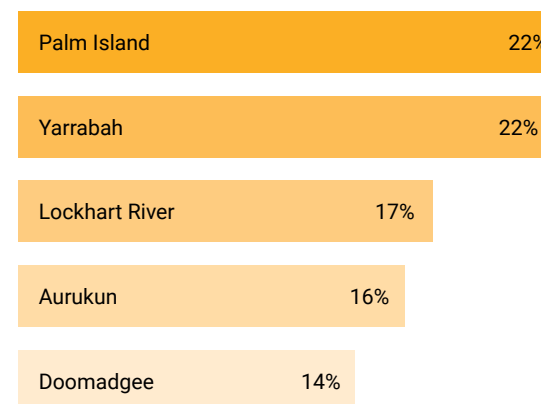
9 Homelessness Australia, *A National Homeless Strategy: Why we need it. Strengthening the service response to people who are homeless or at risk of homelessness* (2017) <https://www.homelessnessaustralia.org.au/sites/homelessnessaus/files/2017-10/HA%20Position%20Paper%20-%20FINAL_0.pdf> 15.

10 Homelessness Australia, *Ending and Preventing Older Women's Experiences of Homelessness in Australia* <https://www.homelessnessaustralia.org.au/sites/homelessnessaus/files/2017-07/Economic_Security_of_Older_Women_Inquiry.pdf> 4.

11 This data has been sourced from CLASS. If you require further information about how to access your own CLASS data, please contact Community Legal Centres Queensland.

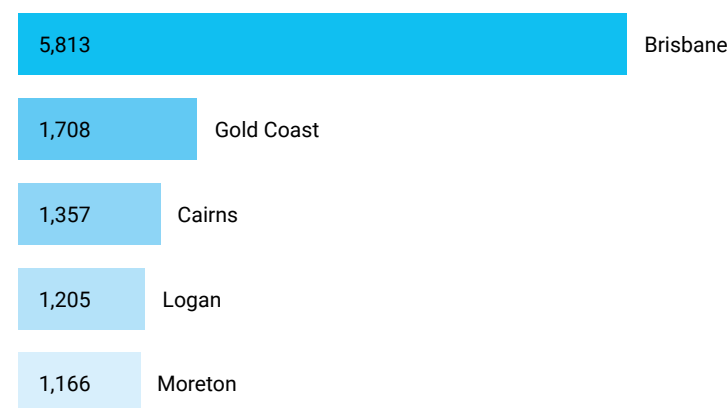
12 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)> 48.

LGAs by greatest percent of homeless people



Graph 8: Local government areas with the highest percentage of homeless people. Source: [Law and Justice Foundation](#) (2018).

LGAs by greatest number of homeless people



Graph 9: Local government areas with the highest number of homeless people. Source: [Law and Justice Foundation](#) (2018).

Making services more appropriate for homeless people

More information about making services appropriate for homeless people can be found in Appendix Two.

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

- Low access to technology

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

Table 6: Making services more accessible for people who are, or who are at risk of being, homeless.
Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).

People who are at risk of or are experiencing homelessness can be assisted by services that are located in areas where homeless people tend to frequent, such as emergency housing or specialist housing services. Others that may assist include:

- Having staff who are skilled in having complex conversations and are sensitive to the issues of homeless people;
- Provision of longer appointment times;
- Have capacity to address complex and a range of legal issues;
- Are able to coordinate and cooperate with non-legal services.¹³

It is likely that this priority group are working with other non-legal services and therefore having a discussion about partnerships or colocation with specialist housing services, drug and alcohol or mental health treatment providers may assist with reaching this priority group.

¹³ Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 49.



People in custody and prisoners

As at December 2018, the number of prisoners in Queensland was 8,840, which represents 0.18% of the Queensland population.¹ The majority of prisoners were male (90.4%). In 2018, 64% of people in prison has been to prison at least once prior.²

The number of people currently on remand was 2,652 or 30% of the total prisoners in Queensland.³ Most commonly people are held in remand for 1-3 months, followed by 3-6 months (Graph 10). The most common offences for people being held in remand are assault, illicit drug offences and robbery/extortion type offences.⁴

People may arrive in remand or prison with a number of unresolved issues, particularly in the areas of housing, financial arrangements, employment, child custody and family law. Their ability to address their legal problems can be heavily impacted by a number of personal characteristics, such as cognitive ability, literacy, mental health or substance use disorders. They may have less access to phones, internet and legal information. The most common issues this population may be seeking help for are bail, prison disciplinary action, victim's compensation restitution and deportation risks if the person is not an Australian citizen.⁵

A further constraint for people who are in prison or remand is the limited amount of time they have to make phone calls. Legal services supporting this priority group are often oversubscribed and so the person may need to wait on hold before being able to speak to a lawyer. If the waiting time is longer than the allotted phone call time, they are presented with an additional barrier for accessing legal support. There are other systemic or institutionalised issues, such as lack of information about dates and times of visiting lawyers, which reduces the ability of the person to be able to prepare for a meeting as they are not always told which legal representative is coming and what they are able to assist with.

- 1 Australian Bureau of Statistics, *Prisoners in Australia* (Catalogue 4517.0, 6 December 2018) <<http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4517.02018?OpenDocument>>.
- 2 Queensland Government Statistician's Office, *Prisoners in Queensland 2018* (2018) < <http://www.qgso.qld.gov.au/products/reports/prisoners-aus/prisoners-aus-2018.pdf>>.
- 3 Queensland Government Statistician's Office, *Justice Report, Queensland 2017-18* (2019) < <http://www.qgso.qld.gov.au/products/reports/justice-report-qld/justice-report-qld-2017-18.pdf>>.
- 4 Australian Bureau of Statistics, *Prisoners in Australia* (Catalogue 4517.0, 6 December 2018) <<http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4517.02018?OpenDocument>>.
- 5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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)> 50.



Aboriginal and Torres Strait Islander peoples

The rate of imprisonment of Aboriginal and Torres Strait Islander peoples was nine times that of the non-Indigenous population. Aboriginal and Torres Strait Islander peoples make up one third of people in prison, despite only accounting for 4% of the total Queensland population.⁶

The number of Aboriginal and Torres Strait Islander peoples on remand in 2018 was 772, representing 28.12% of the remand population. The median age of Aboriginal and Torres Strait Islander prisoners is 30.7, lower than the median age for the non-Indigenous population.⁷

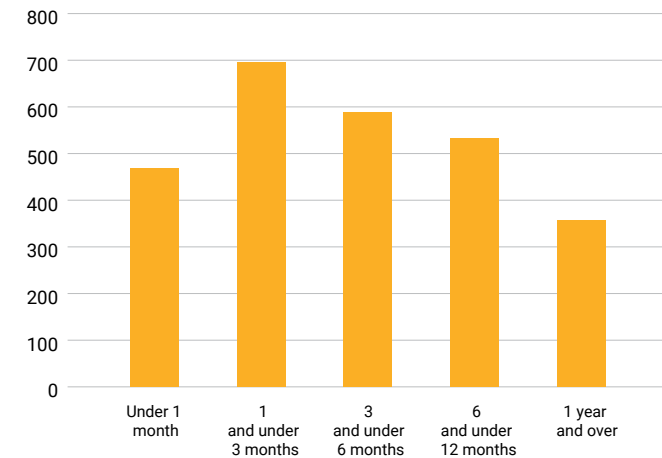
Aboriginal and Torres Strait Islander people with a cognitive disability experience custody and get their first conviction earlier than other Australians.⁸ A sample of Aboriginal and Torres Strait Islander prisoners in nine Queensland prisons revealed that 72.8% of Aboriginal and Torres Strait Islander men and 86.1% of Aboriginal and Torres Strait Islander women had at least one mental health episode in the preceding 12 months, against a 20% rate in the general community. In the respective 12 months, there was a prevalence of anxiety, psychotic, depressive and substance misuse disorders.⁹

Barriers to accessing services

The Law and Justice Foundation have identified a number of barriers for people in custody or prison from accessing services. These include a negative belief about the utility of the legal system and whether it will be on their side. Other barriers include:

- Limited or interrupted education;
- Lack of understanding about how to obtain legal assistance;
- Length of time it takes to obtain legal information or advice;
- Restricted access to legal information and a lack of time to make contact and speak with a lawyer;
- Lack of understanding about the outcomes of legal processes;
- Legal assistance that is not suited to the persons legal capability – for example, providing written advice to a person with low reading levels;
- Difficulty communicating with legal advisers;
- Features of the systemic service environment, such as the bureaucratic system.¹⁰

No. of prisoners on remand for various time periods (QLD)



Graph 10: Prisoners on remand in Queensland.
Source: [Australian Bureau of Statistics](#).

6 Queensland Government Statistician's Office, *Justice Report, Queensland 2017-18* (2019) < <http://www.qgso.qld.gov.au/products/reports/justice-report-qld/justice-report-qld-2017-18.pdf>>.

7 Queensland Government Statistician's Office, *Prisoners in Queensland 2017* (Report, 8 December 2017) <<http://www.qgso.qld.gov.au/products/reports/prisoners-aus/prisoners-aus-2017.pdf>>.

8 E. Baldry, L. Dowse and M. Clarence, *People with intellectual and other cognitive disability in the criminal justice system: Report for NSW Family and Community Services Ageing* (2012) < https://www.researchgate.net/publication/236233383_Baldry_E_Dowse_L_Clarence_M_2012_People_with_intellectual_and_other_cognitive_disability_in_the_criminal_justice_system_Report_for_NSW_Family_and_Community_Services_Ageing_Disability_and_Home_Care_htt>.

9 Edward B Heffernan, Kimina C Andersen, Abhilash Dev and Stuart Kinner, *Prevalence of mental illness among Aboriginal and Torres Strait Islander people in Queensland prisons* (2012) < https://www.mja.com.au/system/files/issues/197_01_020712/hef11352_fm.pdf>.

10 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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)> 51.

When referring to personal capability, there are a number of other factors that need to be considered in working with people in prison or on remand. Often this group of people have come from a chaotic life, which may have been spiralling out of control before they were arrested. Others include:

- Multiple criminal/civil issues on foot;
- Limited awareness of documentation relevant to legal issues;
- Tendency to have made financial, family and other arrangements outside of formal legal processes;
- Lack of trust and marginalisation from formal legal processes;
- Limited financial resources;
- Periods of custody decreasing confidence and skills;
- Tendency of those without the necessary skills or support to engage in maladaptive behaviour, including avoiding legal problems and help;
- Being too embarrassed, intimidated or overwhelmed to admit a lack of understanding or literacy skills.¹¹

Making services more appropriate for people in custody or prison

More information about making services appropriate for people who are in prison or on remand can be found in Appendix Two.

Pathways and problem noticers

- Legal services provided by legal aid commissions/community legal centres
- 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:

- CLE resources in prisons or for inmates
- Civil and family law outreach services providing help for these issues
- Telephone-based advice services

Table 7: Making services more accessible for people who are in custody or prison.
Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).

¹¹ Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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)> 51.



People residing in rural or remote areas

The number of people living outside of major cities in Queensland was 1,733,514 in 2016, representing 37% of the total population.¹ Legal Aid data suggests the major issues for rural and remote areas are credit and debt issues. The same report also stated that 56% of requests for assistance in the 2016-17 financial year came from outside of major cities, indicating high levels of legal need among this priority group.²

Like many other priority groups, the legal need of people living in rural or remote areas overlaps with a number of priority groups, such as low education, Aboriginal and Torres Strait Islander peoples, older people, family and domestic violence and CALD people. For more information about particular regional and remote communities, see Part 2 of this Guide; in particular the Toowoomba, Mt Isa and Cairns regions.

Unfortunately, there is a dearth of research regarding legal need in rural and remote communities. However, some general statements can be made. In smaller communities the fear of being ‘found out’ also plays a role in people not wanting to engage with legal services. Access to legal support and access to the court system is limited in rural and remote communities, often due to factors of associated with distance and the ability to retain experienced staff.³ A study by Cain & Forell found that there has been an increasing difficulty in finding and retaining qualified staff in rural and remote areas. Although this was a study of New South Wales legal centres, it can easily be extrapolated to Queensland, where distances are greater and more of the landscape is classified as remote.⁴

With the agricultural industry occupying 88.4% of Queensland⁵ and 80% of the state under mining exploration permits,⁶ there is a continuing and increasing tension between some land holders and the mining industry. This includes access to private property, ground water security and human health impacts. In addition, it is likely that the climate crises will disproportionately impact people living in rural and remote communities, including the exacerbation of many of the social, economic and health discrepancies discussed in this section.⁷

- 1 Queensland Government Statistician's Office, *Queensland Regional Profiles* (Report, 28 May 2019). For the purpose of the Evidence Guide, we are following the Queensland Government Statistician's office of the definitions of rural or remote communities.
- 2 Legal Aid Queensland, *Annual Report 2016-2017* (2017) <<https://www.legalaid.qld.gov.au/files/assets/public/publications/about-us/corporate-publications/annual-reports/2016-17/legal-aid-queensland-annual-report-2016-17-final.pdf>>.
- 3 Commonwealth of Australia, *Legal Aid and Access to Justice* (2004) Legal and Constitutional References Committee [5.120].
- 4 Michael Cain and Suzie Forrell, *Recruitment and retention of lawyers in regional, rural and remote New South Wales: Summary Report* (2010) Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/articleDs/6985E4F6B4A02EB3CA2577A70005C0BA/\\$file/JJ13_RRR_web.pdf](http://www.lawfoundation.net.au/ljf/site/articleDs/6985E4F6B4A02EB3CA2577A70005C0BA/$file/JJ13_RRR_web.pdf)>.
- 5 Department of Agriculture and Fisheries, *Queensland agricultural snapshot 2018* (2018) <https://www.daf.qld.gov.au/_data/assets/pdf_file/0007/1383928/State-of-Agriculture-Report.pdf>.
- 6 Ag Force Queensland, *Mining and resources* (2019) <https://agforceqld.org.au/?tgtPage=policies&page_id=335>.
- 7 Lesley Hughes, Lauren Dickards, Will Steffen, Petra Stock and Martin Rice, *On the Frontline: Climate change and rural communities* (2016)



Older people

Rural and remote regions tend to have higher populations of older people, which presents additional barriers associated with travelling long distances to legal or court services, as well as smaller social networks to rely upon for assistances.⁸ The Elder Abuse Prevention Unit has found that levels of elder abuse in rural and remote areas is correspondingly higher, particularly with regards to financial abuse.⁹

Aboriginal and Torres Strait Islander peoples

Rural and remote regions also have higher populations of Aboriginal and Torres Strait Islander peoples. There is an overwhelming level of legal need present for Aboriginal and Torres Strait Islander communities, including lower incomes, high levels of family and domestic violence, high rates of unemployment and very few specialist services to provide legal support to communities that are spread across a large geographic space.¹⁰

People who are culturally and linguistically diverse

Approximately 1800 refugees are settled in Queensland each year¹¹ and Toowoomba, Townsville and Cairns are the only regional towns which are able to offer the support under the Federal humanitarian settlement program.¹² This adds further complexity due to issues of language barriers, cultural differences and a need to assimilate within a new community.

Employment diversity

There is also significant diversity within the employment sector, with large tracts of rural and remote areas relying on agriculture and mining industries. These sectors are often characterised by an increase in transient populations through the use of a fly-in, fly-out (FIFO) workforce, as well as other social impacts from the rapid expansion and contraction of communities.¹³ This diversity in workforce then interplays with legal need, as a wide variety of legal advice is often needed. This could be in the areas of family and domestic violence, family law, property, farm or banking/financial issues. It becomes difficult to service a generalist or specialist centre in rural and remote communities that can provide coverage for this.

The Climate Council <<https://www.climatecouncil.org.au/uploads/564abfd96ebac5cbc6cf45de2f17e12d.pdf>>.

- 8 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 26.
- 9 Leonie Sanders, *Financial Abuse of Older People: A Queensland Perspective* (2005) Queensland Elder Abuse Prevention Unit <https://www.eapu.com.au/uploads/research_resources/Financial_Abuse_QLD_SEP_2005-EAPU.pdf>.
- 10 Queensland Government Statistician's Office, *Queensland Regional Profiles – Indigenous Profile* (2019) <<<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>>.
- 11 Queensland Health, *Refugee Health and Wellbeing: A policy and action plan for Queensland 2017-2020* (2017) <https://www.health.qld.gov.au/_data/assets/pdf_file/0031/646078/refugee-policy.pdf>.
- 12 Department of Social Services, *Humanitarian Settlement Program* (2018) <https://www.dss.gov.au/sites/default/files/documents/09_2018/hsp-factsheet-august-2018.pdf>.
- 13 Svetla Petrova and Dora Marinova, 'Social impacts of mining: changes within the social landscape' (2013) 22 *Rural Society* 153; John Rolfe, Vanessa Petkova, Stewart Lockie and Galina Ivanova *Mining Impacts and the Development of the Moranbah Township* (2007) <<http://www.bowenbasin.cqu.edu.au/Moranbah%20Final%20Report%207.pdf>>.

Barriers to accessing services

The Law and Justice Foundation has identified a number of identified barriers for people accessing legal services in rural and remote areas, including technological difficulties. In particular, access to the internet in some rural and remote communities can be intermittent at best. In other areas, access to the internet may not be available or shared among several members of the community. Therefore, accessing legal information online or legal assistance via internet technologies, such as Skype can represent a significant barrier. Others include:

- Lack of access to services;
- Tyranny of distance;
- Lower levels of literacy and numeracy;
- Difficulty in accessing legal information websites;
- Difficulties regarding privacy and confidentiality in smaller rural communities;
- Experience of multiple and complex legal and non-legal problems;
- High levels of disadvantage;
- Limited financial means associated with the higher costs of living;
- High transport costs and less access to public transport;
- The cost of using private practitioners;
- Being unable to obtain legal assistance from local practitioners due to a conflict of interest;
- Lack of funding to provide legal services in some areas of the law, in particular civil law.¹⁴

Making services more accessible for people in rural and remote communities

More information about making services appropriate for people who live in rural and remote communities can be found in Appendix Two.

Local coordination

- Outreach legal services

Technology

- Relatively high access in some areas, but in some cases declining as the region becomes more remote
- Fewer people use internet to access government services

Service delivery:

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

Table 8: Making services more accessible for people in rural and remote communities.
Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).

An important consideration for making services more accessible in rural and remote communities is the formation of partnerships with other mainstream community services. This reduces the cost of having a practitioner based in a rural or remote area, and allows greater access into the community through co-location of services. Co-location also assists to identify people with legal need, who are not accessing an entry point directly to the legal services, but rather another community support service.

Finally, appropriate funding for outreach services into rural and remote community, by people and organisations who have specialist and localised knowledge of the nature of legal need in those areas is critically important.

¹⁴ Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [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)> 55-56.



People who are culturally and linguistically diverse

Queensland is home to culturally and linguistically diverse (CALD) people from over 200 different cultures and 220 languages.¹ In 2016, the total number of people in Queensland from a non-English speaking country was 522,810, comprising 11.1% of the Queensland population. Additionally, 83,675 people in this group do not speak English well or at all, accounting for 1.8% of the Queensland population (Graph 11).

For the ten-year period 2006-2016, the number of people born overseas and now living in Queensland, increased from 7.9 – 11.14% (Graph 12).² On average, community legal centres in Queensland assist over 6,000 culturally and linguistically diverse people per year.³

A study by Justice Connect found the most common types of legal issues faced by CALD people are:

- Credit and debt;
- Insurance;
- Tenancy;
- Fines;
- Motor vehicle accidents;
- Loans;
- Unfair contracts;
- Racial discrimination;
- Workplace exploitation/ fair work.⁴

Older people

Older people from CALD backgrounds may have a more limited understanding of the legal system. They may depend on family and friends or organisations from their own cultural group to seek legal information and assistance.⁵ There may also be cultural barriers to accessing the legal system, such as personal resources and capability, as well as fear and mistrust of the government and legal system.⁶

1 Queensland Government Statistician's Office, *Queensland Regional Profiles* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Ibid.

3 This data has been sourced from CLASS. If you require further information about how to access your own CLASS data, please contact Community Legal Centres Queensland.

4 Law Council of Australia, *The Justice Project: Final Report – Introduction and Overview* (2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>; Law Council of Australia, *The Justice Project Final Report Part 1 – Recent Arrivals to Australia* (2018) <https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Recent%20Arrivals%20to%20Australia%20%28Part%201%29.pdf>.

5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 26.

6 Ibid 59-60.



Women

There is a need to provide legal services to CALD women who are vulnerable to family and domestic violence. There are additional factors for these women, such as social isolation, language and cultural barriers, as well as a lack of knowledge of rights and available services. In particular, it has been identified that women who may not be a permanent resident of Australia do not want to 'rock the boat' and risk their life in this country by raising issues such as domestic and family violence.⁷ There are also some concerns about the quality of interpreters and whether the information is being explained correctly.⁸

Disability

There are also additional barriers for culturally and linguistically diverse people who have a disability. Research suggests these people are four times less likely to access government funded disability support than people born in an English speaking country.⁹

Barriers to accessing services

The Law and Justice Foundation have identified a number of barriers for CALD people in accessing mainstream legal services, including a lack of proficiency in the English language. Others include:

- Lack of knowledge of the legal system, legal rights and remedies, legal services providers and how to access legal help;
- Fear and mistrust of authority and the Australian legal system;
- Shame and fear associated with having a legal problem;
- Cultural and religious barriers that inhibit help-seeking outside of the community, particularly for family law problems;
- The perceived cost of legal services and a lack of financial resources for private legal services;
- Lack of effective referral between migrant and legal services;
- Difficulty accessing interpreter services and translated legal information material;
- Lack of awareness and sensitivity to the needs of diverse cultures among service providers, including newly emerging ethnic communities;
- Lack of availability of female interpreters for issues faced by CALD women;
- Visa dependency;
- Absence of a coordinated approach in access to justice strategies for CALD communities.¹⁰

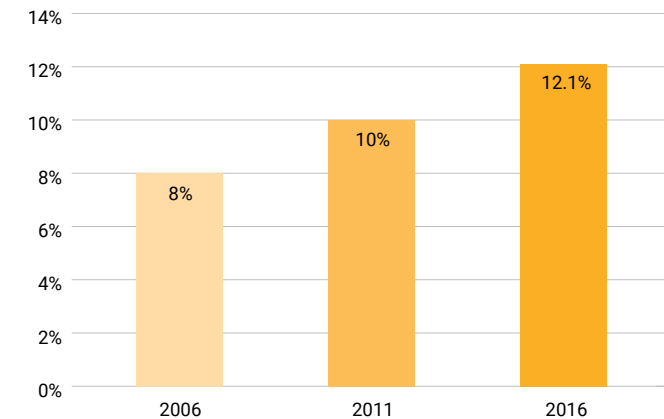
7 Alissar El-Murr, *Intimate partner violence in Australian refugee communities* (2018) Australian Institute of Family Studies <<https://aifs.gov.au/cfca/publications/cfca-paper/intimate-partner-violence-australian-refugee-communities>>.

8 Cathy Vaughan, Erin Davis, Adele Murdolo, Jasmin Chen, Linda Murray, Regina Quiazon, Karen Block and Deb Warr, *Promoting community led responses to violence against immigrant and refugee women in metropolitan and regional Australia. The Aspire Project: Research Report Australia's* (2016) National Research Organisation for Women's Safety (ANROWS) <https://d2rn9gno7zhxqg.cloudfront.net/wp-content/uploads/2019/01/19030038/Aspire_Horizons_FINAL.pdf>.

9 Law Council of Australia, *The Justice Project: Final Report – Introduction and Overview* (2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>; Law Council of Australia, *The Justice Project Final Report Part 1 – Recent Arrivals to Australia* (2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Recent%20Arrivals%20to%20Australia%20%28Part%201%29.pdf>>.

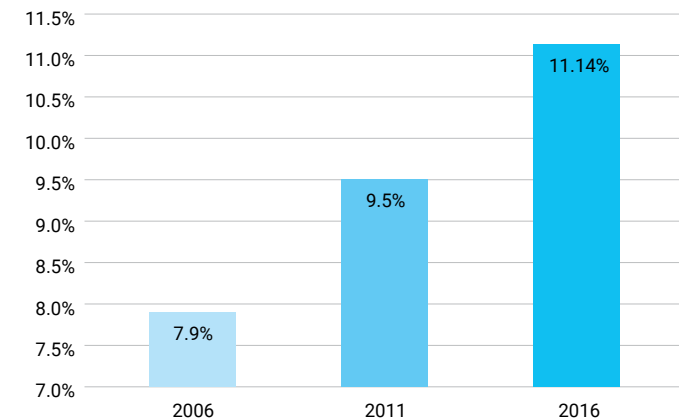
10 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)> 60.

% of QLD speaking language other than English



Graph 11: The percentage of people who speak a language other than English. Source: [Queensland Government Statistician's Office](#).

% of QLD population born in non-ESB countries



Graph 12: The percentage of Queenslanders born in non-English speaking countries. Source: [Queensland Government Statistician's Office](#).

Making services more accessible for culturally and linguistically diverse people

More information about making services appropriate for people who are CALD can be found in Appendix Two.

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 centre

Table 9: Making services more accessible for culturally and linguistically diverse people.

Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).



People with a disability or mental illness

The number of people in Queensland with a profound or severe disability that needed assistance was 243,267 in 2016, accounting for 5.2% of the population.¹ Approximately 2.5% of the Queensland population have a severe mental illness, equating to 117,580 people.² People with a mental illness suffer significant stigma and this prevents many people from seeking help.³ Further, some types of mental illness act to impede someone from accessing help, such as anxiety and panic.⁴

The number of people receiving the disability support pension in Queensland in 2016 was 157,051, accounting for 20% of the disability support pensions paid to people in Australia (Graph 13).⁵ The Australian Institute of Health and Welfare found that 42% of people with a disability and who were of working age, relied on a pension or allowance for their main source of income, followed by 37% receiving wages.⁶ The Review of the Family Law System in Australia found that people living with a disability were more likely to be living in poverty.⁷

In 2017-18, the Mental Health Review Tribunal held 2,266 sittings relating to 12,335 hearings. Since commencement in March 2017, the *Mental Health Act 2016* requires the Mental Health Review Tribunal to appoint, at no cost, a legal representative to a person appearing for specified matters, including Electroconvulsive Therapy applications, and hearings where the Attorney General is represented. In 2017/18, legal representatives were appointed in 2,541 hearings in Queensland, or 20% of the total number of hearings.⁸

- 1 Queensland Government Statistician's Office, *Queensland Regional Profiles* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>>.
- 2 Queensland Health, *Queensland Plan for Mental Health 2007-2017 – improving mental health for Queenslanders* (2007) <https://www.health.qld.gov.au/_data/assets/pdf_file/0032/444596/qpfmhsheet1.pdf>.
- 3 Beyond Blue, *Information Paper: Stigma and discrimination associated with depression and anxiety* (2015) <<https://www.beyondblue.org.au/docs/default-source/policy-submissions/stigma-and-discrimination-associated-with-depression-and-anxiety.pdf>>.
- 4 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 66.
- 5 Australian Government, 'DSS Payment Demographic Data' [Data.gov.au](https://data.gov.au) (Web Page, 22 March 2019) <<https://data.gov.au/dataset/ds-dga-cff2ae8a-55e4-47db-a66d-e177fe0ac6a0/details>>.
- 6 Australian Institute of Health and Welfare *Australia's Welfare 2017* (2017) <<https://www.aihw.gov.au/reports/australias-welfare/australias-welfare-2017/contents/table-of-contents>>.
- 7 People with Disability Australia, *Australian Law Reform Commission Issues Paper: Review of the Family Law System* (2018) <<https://pwd.org.au/resources/library/submissions/submissions-archive-2018/>>.
- 8 Mental Health Review Tribunal, *Annual Report 2017-2018* (2018) <https://www.mhrt.qld.gov.au/sites/default/files/2018-12/MHRT%20Annual%20Report%20-%202018_0.pdf>.



People with a disability or mental illness often experience comorbidity, as well as intersectional disadvantage such as social exclusion, discrimination, unemployment and a heightened risk of abuse. The data suggests this leads to higher levels of legal need, but this can also be related to non-legal needs such as unemployment or homelessness.⁹

The Queensland LAW Survey found that respondents with a disability were two times more likely to experience legal problems than other respondents; 59% of respondents with a disability experienced legal problems, compared to 48% of other respondents.¹⁰ In fact Coumarelos et. al. found that people with a disability face a 'vicious circle of vulnerability' for health problems, work and income issues, tenancy and homelessness.¹¹

There are also higher rates of violence against women with a disability, coupled with less opportunities for employment, which also place women at risk of being unable to leave a violent situation.¹² Additionally, Aboriginal and Torres Strait Islander peoples experience higher rates of disability, compared to the non-Indigenous community.¹³

Barriers to accessing services for people with a disability or mental illness

The Law and Justice Foundation have identified a number of barriers for people with a disability or mental illness from accessing the legal system. In particular, people with a disability are more likely to be affected by multiple forms of disadvantage and therefore have a higher dependence on support services. However, there are a number of identified barriers for a person with a disability, when looking to access legal support services:

- Poorer knowledge about legal rights and remedies;
- Poorer literacy and communication skills;
- Strained personal resources due to a broad range of complex and interconnected legal and non-legal problems;
- Fewer resources to avoid or mitigate problems;
- Health and other personal reasons.¹⁴
- Lack of awareness of legal rights;
- Being disorganised, overwhelmed or mistrustful;
- Exhibiting difficult behaviour;
- Communication problems, particularly for people who are deaf;
- Lack of mental health care and treatment.¹⁵

9 Law Council of Australia, *The Justice Project Final Report Part 1 – People with Disability* (2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/People%20with%20Disability%20%28Part%201%29.pdf>>.

10 Law and Justice Foundation, *Legal Australia-Wide Survey: Legal Need in Queensland* (2012) <[http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/\\$file/LAW_Survey_Qld.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/$file/LAW_Survey_Qld.pdf)>.

11 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 65.

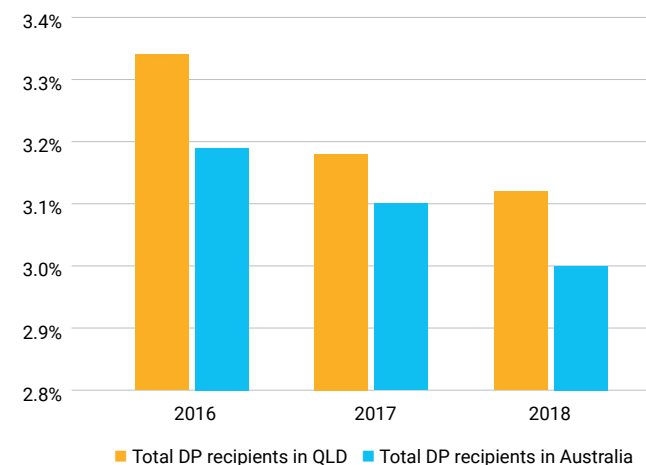
12 People with Disability Australia, *Australian Law Reform Commission Issues Paper: Review of the Family Law System* (2018) <<https://pwd.org.au/resources/library/submissions/submissions-archive-2018/>>.

13 Law Council of Australia, *The Justice Project Final Report Part 1 – People with Disability* (2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/People%20with%20Disability%20%28Part%201%29.pdf>>.

14 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 65.

15 Ibid.

Comparison of % DSP payments (QLD vs AUS)



Graph 13: Comparison of DSP payments – Qld v Australia.
Source: [Department of Social Services](#).

There are also systemic barriers to people accessing legal services for people who have a disability or mental illness, including:

- Limited availability of affordable legal services;
- Time constraints placed on legal service provision;
- Lack of access to affordable legal services in remote, rural and regional areas;
- Service provider having difficulty identifying mental illness;
- Perceived lack of credibility;
- Physical service environment;
- Stress and cognitive impairment;
- Problems with time management, managing documents and appointments;
- Communication problems, such as poor English or lack of legal literacy;
- The environment of court and alternative dispute resolution environments, especially when unrepresented and the power imbalance between parties;
- Lack of legal representation;
- Failure to recognise the person's mental illness.¹⁶

Making services more accessible for people who have a disability or mental illness

More information about making services appropriate for people who have a disability or mental illness can be found in Appendix Two.

Local coordination

- 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

Table 10: Making services more accessible for people with a disability or mental illness. Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).

As there is a high rate of legal need among people who have a disability, services should ensure they are able to appropriately accommodate people from this priority group. The opportunity to partner or co-locate with disability support services or community managed mental health services may reduce the barriers to entry points into the legal system. For example, health justice partnerships may assist to address the complex needs presented here.¹

¹ Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 67; Law Council of Australia, *The Justice Project Final Report Part 1 – People with Disability* (2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/People%20with%20Disability%20%28Part%201%29.pdf>>.

¹⁶ Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 65.



People with low education levels

People with low education levels are classified as those who exited school at year 10 or below. In 2016, 1,161,391 (25%) of people in Queensland had low education levels.¹ However, the Queensland LAW survey found that people with low education levels also have less prevalence for legal problems. This may be due to a lack of knowledge about their legal rights,² however, this finding is also consistent with previous research and may be attributable to fewer opportunities to experience particular problems.³ Coumearos et al. found that people with low education levels were more likely to ignore their legal problems and were significantly less likely to seek professional legal advice.⁴

It must also be noted that for older people, the likelihood that a person did not complete year 10 or above is much more prevalent than in younger generations, because older people tended to leave school at an earlier age to gain employment. As a result, any data relating to older people and lower education must be contextualised with this frame.

Barriers to accessing services

The Law and Justice Foundation have identified a number of barriers for people with low education levels to access legal support services, such as the complexity of the legal system. Others include:

- Lack of knowledge of the availability of legal aid;
- Inability to recognise a problem as a legal problem;
- Lack of knowledge of the sources of information;
- Lack of knowledge of rights;
- Inability to assess legal options;
- Inability to access information on legal information websites.⁵

1 Queensland Government Statistician's Office, *Queensland Regional Profiles* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Christine Coumearos, Deboarh Macourt, Julie People, Hugh M. McDonald, Zhigang Wei, Reiny Iriana and Stephanie Ramsey, *Legal Australia-Wide Survey: Legal Need in Queensland* (August 2012) Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/\\$file/LAW_Survey_Qld.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/$file/LAW_Survey_Qld.pdf)> 23.

3 Ibid 229.

4 Ibid 69.

5 Ibid 70.



Making services more accessible for people with low education

More information about making services appropriate for people with low education levels can be found in Appendix Two.

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
- Joined-up welfare and legal services

Table 11: Making services more accessible for people with low education.
Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).



Single parents

Single parents are 1.8 times more likely to experience a legal problem, in particular a legal problem relating to family law.¹ The total number of single parent families in Queensland in 2016 was 201,308. Of this number, 47,485 parents were unemployed (23.59%)² and 60,043 people in Queensland were receiving the single parenting payment in 2018.³

Female single parents make up nearly 85% of single parent families and tend to have low incomes of approximately \$20,800 per annum. A breakdown in a relationship can also bring forth other issues, such as a change in finances, emotional stability and greater caring responsibilities. These can often materialise in a cluster of legal issues such as debt, consumer and family and domestic violence.⁴ This is further exacerbated for people who identify as Aboriginal and Torres Strait Islander or CALD, who face additional barriers to accessing services.⁵

Where family and domestic violence is involved there are additional personal and systemic barriers, as mentioned in the relevant section of this Guide.⁶

Barriers to accessing services

The Law and Justice Foundation has identified a number of barriers for single parents from accessing services. These include the cost of accessing legal services. Other barriers include:

- A fragmented and constantly changing family law, family and domestic violence, and child protection system;
- Difficulty in obtaining timely and specialist legal assistance, particularly for complex family disputes involving children;
- Lack of access to low-cost advice and dispute resolution services, particularly for small property disputes and other civil matters, and particularly in some regional, rural and remote areas;
- Lack of knowledge about the legal system and the cost and availability of legal assistance services.⁷

1 Christine Coumarelos, Deboah Macourt, Julie People, Hugh M. McDonald, Zhigang Wei, Reiny Iriana and Stephanie Ramsey, *Legal Australia-Wide Survey: Legal Need in Queensland* (August 2012) Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/\\$file/LAW_Survey_Qld.pdf](http://www.lawfoundation.net.au/ljf/site/templates/LAW_Qld/$file/LAW_Survey_Qld.pdf)> 23.

2 Queensland Government Statistician's Office, *Queensland Regional Profiles* (Report, 28 May 2019).

3 Australian Government, 'DSS Payment Demographic Data' Data.gov.au (Web Page, 22 March 2019) <<https://data.gov.au/dataset/ds-dga-cff2ae8a-55e4-47db-a66d-e177fe0ac6a0/details>>.

4 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)> 40.

5 Ibid 39.

6 Ibid.

7 Ibid 40.



Making services more appropriate for single parents

More information about making services appropriate for single parents can be found in Appendix Two.

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'

Table 12: Making services more accessible for single parents.

Source: Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei (2015).



Refugees and migrants

The refugees and migrant's category are a diverse priority group, encompassing refugees that have escaped war and violence in their home country, through to skilled migrants who have entered Australia for work. As a result, the Law Council of Australia has identified that it can be difficult to establish a uniform picture about the legal needs of people who have recently arrived in Australia. They state that more research is required on the diversity of people recently arrived, their engagement with the legal system and overall outcomes.¹

It should also be noted that this category does correlate with the Culturally and Linguistically Diverse priority group, therefore these two sections should be read concurrently.

The 2016 census reports a total of 1,015,875 (21.6%) of all Queenslanders were born overseas. For the one-year period 2015 to 2016, 66,975 people moved to Queensland from an overseas country.² The top five English and non-English speaking backgrounds for the refugee and migrant community in Queensland are:³

English speaking	Non-English speaking
New Zealand – 4.3%	India 1.0%
England – 3.8%	China (excluding special administrative regions and Taiwan) – 1.0%
South Africa – 0.9%	Philippines – 0.8%
Scotland – 0.5%	Germany – 0.4%
United States of America – 0.4%	Vietnam – 0.4%

564,196 people (12%) in Queensland speak a language other than English at home. The top five non-English languages spoken at home are:

1. Chinese languages 2.1%
2. Indo Aryan Languages 1.4%
3. Southeast Asian Austronesian languages 0.8%
4. Vietnamese 0.6%
5. Spanish 0.4%⁴

1 Law Council of Australia, *The Justice Project – Final Report: Introduction and Overview* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>.
2 Queensland Government Statistician's Office, *Regional Profiles – Queensland* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles>>.
3 Ibid.
4 Ibid.



For the period January – March 2019, most refugees and migrants settled in South East Queensland, with a small population settling in Cairns, Toowoomba and Townsville (see graph xx).⁵

There is a myriad of identified legal need for people newly arrived in Queensland, however it must be noted that most of the research focuses on the refugee community.⁶ Many refugees may have faced persecution, war or adversity from the government in their home country. The provision of legal services to this group needs to be delivered through a trauma lens, acknowledging that it may take time to build trust.⁷ This can also lead to many refugees and migrants seeking informal support from family, community or migrant resources centres rather than formally through legal services or government agencies. Strong connections to community and migrant services may increase access to legal support.⁸

The primary areas of legal need for this community have been identified as:

- Tenancy
- Workplace issues, including discrimination and harassment
- Family law
- Family and domestic violence
- Immigration and visa issues
- Consumer and debt⁹
- Car accidents, licensing and traffic fines.¹⁰

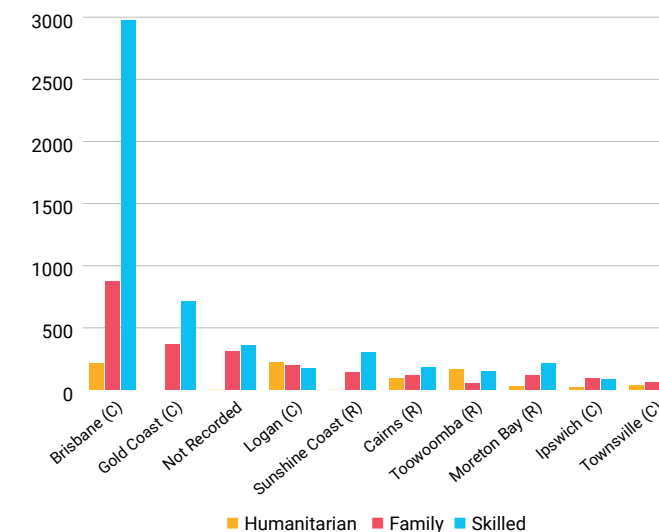
Tenancy

Issues relating to tenancy have been identified as a key area of legal need for the refugee and migrant community. For refugees in particular, they may have spent years in camps, before coming to Australia. Others may come from countries that have different tenancy laws. Where English is not their first language, lease agreements and the rental process can be difficult to navigate.¹¹ This can lead to a range of legal problems including unfair lease arrangements, difficulties in arranging utilities or not understanding how to organise rental repairs.¹²

Employment

For refugees and migrants who do not speak English, or their knowledge of the English language is minimal, it can be difficult find work or they may secure lower paid jobs.¹³ This can lead to a myriad of consumer law issues, as they struggle to make ends meet.¹⁴

Local Government Areas



Graph 14: Top ten local government areas for recently arrived Queenslanders.
Source: <https://data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/distribution/dist-dga-9f1aa933-a514-4301-a74a-b6c5e4adacd9/details?q=Settlement>

5 Australian Government, *Settlement data reports January 2019 to March 2019* (2019) <<https://data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/distribution/dist-dga-9f1aa933-a514-4301-a74a-b6c5e4adacd9/details?q=Settlement>>.

6 Law Council of Australia, *The Justice Project – Final Report: Introduction and Overview* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>.

7 Refugee Council of Australia, *Settling in Australia: The challenges* (2018) <<https://www.refugeecouncil.org.au/settlement-challenges/>>.

8 Law Council of Australia, *The Justice Project – Final Report: Introduction and Overview* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>.

9 Law Council of Australia, *The Justice Project – Final Report: Introduction and Overview* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>; Chief Justice Robert French AC, Judicial Council on Cultural Diversity National Roundtable – Access to Justice for Culturally and Linguistically Diverse Women – Opening Remarks (24 June 2015) <<http://www.hcourt.gov.au/assets/publications/speeches/current-justices/frenchcj/frenchcj24June2015.pdf>>.

10 African-Australian Multicultural Employment and Youth Services, *Refugees and Migrants Access to Justice* (2017) <<http://www.aameys.com.au/news/refugees-and-migrants-access-to-justice>>.

11 Refugee Council of Australia, *Settling in Australia: The challenges* (2018) <<https://www.refugeecouncil.org.au/settlement-challenges/>>.

12 Law Council of Australia, *The Justice Project – Final Report: Introduction and Overview* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>.

13 Refugee Council of Australia, *Settling in Australia: The challenges* (2018) <<https://www.refugeecouncil.org.au/settlement-challenges/>>.

14 Ibid.

Newly arrived refugees and migrants may also not be aware of workplace rights, such as employment conditions or minimum rates of pay. Without legal assistance, this can lead to issues of unfair working conditions or discrimination, and not knowing how to make a complaint.¹⁵

Humanitarian visas

People who have recently arrived in Queensland on a humanitarian visa have been recognised by the Law Council of Australia as a priority group, because of the likelihood that they will experience greater legal need.¹⁶ Language barriers, discrimination, lack of financial capacity, fear of deportation and trauma intersect to create significant barriers to seeking help from the legal system.¹⁷

The humanitarian visa stream includes the following sub-classes of refugee:

- in-country special humanitarian,
- global special humanitarian,
- emergency rescue,
- women at risk,
- territorial asylum,
- resolution of status and
- protection.¹⁸

Graph xx shows the number of people entering Queensland on a humanitarian visa in the period January – March 2019.¹⁹

The legal system is also complex, even for people whose first language is English. For Culturally and Linguistically Diverse refugees and migrants this can add to the complexity of understanding police directions, court matters, interpreting contracts or awareness of free legal assistance.²⁰ Graph xx shows the English language proficiency of people entering Queensland in the humanitarian visa stream from January to March 2019.²¹

Barriers to accessing services

There are many barriers to accessing justice for a recently arrived Australian, including English language and literacy. Other barriers include:

- Cultural differences
- Unfamiliarity with the Australian legal environment and its complexities
- Prejudice, racism and discrimination
- Past trauma²²
- Access to interpreters²³

15 Settlement Council of Australia, *Access to Justice for People from Refugee and Migrant Backgrounds in Australia* (2019) <http://scoa.org.au/wp-content/uploads/2019/02/SCoA-Policy-Focus--Access-to-justice-for-people-from-refugee-and-migrant-backgrounds-in-Australia_Feb-2019.pdf>.

16 Law Council of Australia, *The Justice Project – Final Report: Introduction and Overview* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>.

17 Ibid.

18 Australian Government, *Settlement data reports January 2019 to March 2019* (2019) <<https://data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/distribution/dist-dga-9f1aa933-a514-4301-a74a-b6c5e4adacd9/details?q=Settlement>>.

19 Ibid.

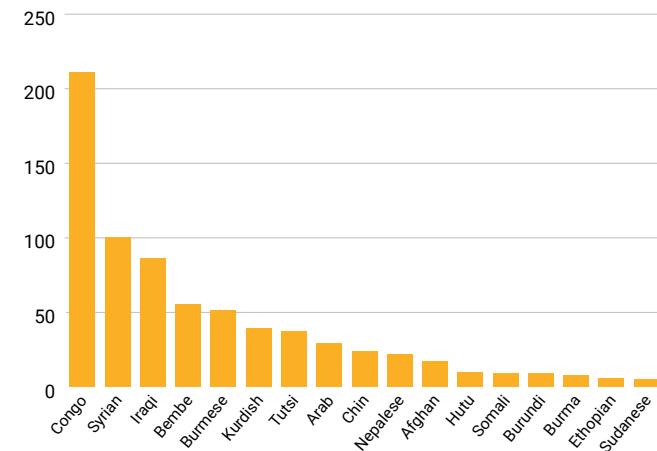
20 Settlement Council of Australia, *Access to Justice for People from Refugee and Migrant Backgrounds in Australia* (2019) <http://scoa.org.au/wp-content/uploads/2019/02/SCoA-Policy-Focus--Access-to-justice-for-people-from-refugee-and-migrant-backgrounds-in-Australia_Feb-2019.pdf>.

21 Australian Government, *Settlement data reports January 2019 to March 2019* (2019) <<https://data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/distribution/dist-dga-9f1aa933-a514-4301-a74a-b6c5e4adacd9/details?q=Settlement>>.

22 Settlement Council of Australia, *Access to Justice for People from Refugee and Migrant Backgrounds in Australia* (2019) <http://scoa.org.au/wp-content/uploads/2019/02/SCoA-Policy-Focus--Access-to-justice-for-people-from-refugee-and-migrant-backgrounds-in-Australia_Feb-2019.pdf>.

23 Australian Government, *A Strategic Framework for Access to Justice in the Federal Civil Justice System* (2009) <<https://www.ag.gov.au/LegalSystem/Documents/A%20Strategic%20Framework%20for%20Access%20to%20Justice%20in%20the%20Federal%20Civil%20Justice%20System.pdf>>.

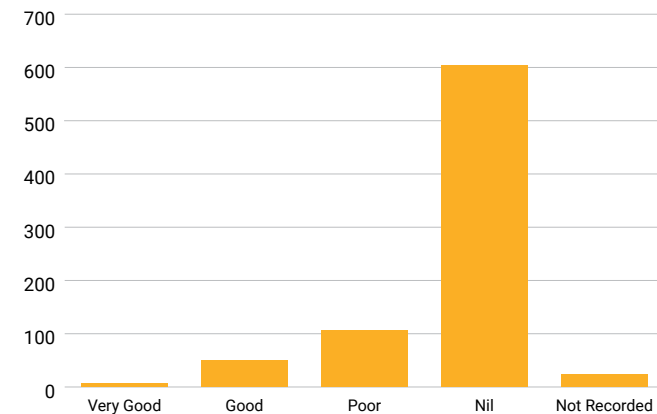
Humanitarian visa arrivals



Graph 15: Humanitarian visa arrivals to Queensland January – March 2019.

Source: <https://data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/distribution/dist-dga-9f1aa933-a514-4301-a74a-b6c5e4adacd9/details?q=Settlement>

English language proficiency in the Humanitarian stream



Graph 16: English language proficiency in the Humanitarian stream Jan – March 2019.

Source: <https://data.gov.au/dataset/ds-dga-8d1b90a9-a4d7-4b10-ad6a-8273722c8628/distribution/dist-dga-9f1aa933-a514-4301-a74a-b6c5e4adacd9/details?q=Settlement>

Making services more appropriate for refugee and migrant communities

Pathways and problem noticers

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

Technology

- Low use

Service delivery

- Engaging a cultural or community liaison officer²⁴
- Culturally competent service delivery, including face-to-face appointments²⁵
- Outreach services into community²⁶
- Joined-up service delivery²⁷
- Access to qualified and highly skilled interpreters²⁸
- Warm referrals and a no wrong number approach²⁹
- Legal information and education programs tailored to specific communities.³⁰

24 Law Council of Australia, *The Justice Project – Final Report: Introduction and Overview* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>.

25 Ibid; Australian Government, *A Strategic Framework for Access to Justice in the Federal Civil Justice System* (2009) <<https://www.ag.gov.au/LegalSystem/Documents/A%20Strategic%20Framework%20for%20Access%20to%20Justice%20in%20the%20Federal%20Civil%20Justice%20System.pdf>>.

26 Law Council of Australia, *The Justice Project – Final Report: Introduction and Overview* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/Justice%20Project%20-%20Final%20Report%20in%20full.pdf>>.

27 Ibid.

28 Ibid.

29 Australian Government, *A Strategic Framework for Access to Justice in the Federal Civil Justice System* (2009) <<https://www.ag.gov.au/LegalSystem/Documents/A%20Strategic%20Framework%20for%20Access%20to%20Justice%20in%20the%20Federal%20Civil%20Justice%20System.pdf>>.

30 Ibid.



People who identify as LGBTQI+

LGBTQI+ encompasses a diverse group of people based on sexual orientation, gender identity, sex characteristics and intersex status.¹ The use of the '+' at the end of the acronym allows for the inclusion all current and future identities.²

Approximately 11% of the Australian population and 3% of the Queensland population identify as LGBTQI+.³ Same sex couples account for 0.9% of all Australian couples. Of that, 17.9% of same sex couples live in Queensland, most often in inner city areas.⁴

The LGBTQI+ community represents an extremely diverse population, comprised of people from different geographical regions, ethnic backgrounds and socio-economic status.⁵ However, there are some key characteristics of the LGBTQI+ community which may influence legal need.

The most common areas of legal need for members of the LGBTQI+ community are related to medical treatment, end of life planning, family and domestic violence, family law and administrative law.⁶ Due to historic injustices or the expectation that engagement with the legal system will be met with discrimination and prejudice, many members of the community do not report crimes to the police.⁷ Further, it has been identified that there is a lack of knowledge in the community about their legal rights.⁸

- 1 LGBTQI+ stands for Lesbian, Gay, Bisexual, Transgender, Intersex or Queer. See: The Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>.
- 2 Michael Gold, 'The ABCs of L.G.B.T.Q.I.A. +' (7 June 2019) *The New York Times* (online) <<https://www.nytimes.com/2018/06/21/style/lgbtq-gender-language.html>>.
- 3 Queensland Health, *The Health of Queenslanders: Report of the Chief Health Officer Queensland* (2018) <https://www.health.qld.gov.au/_data/assets/pdf_file/0032/732794/cho-report-2018-full.pdf> 5; Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>.
- 4 Australian Bureau of Statistics, *Same Sex Couples in Australia* (2016) <<https://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/2071.0~2016~Main%20Features~Same-Sex%20Couples~85>>; Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>.
- 5 National Domestic and Family Violence Bench Book, *People who are gay, lesbian, bisexual, transgender, intersex and queer* (2019) <<https://dfvbenchbook.aija.org.au/vulnerable-groups/people-who-are-gay-lesbian-bisexual-transgender-intersex-and-queer/>>.
- 6 Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>.
- 7 Ibid.
- 8 Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>.



Discrimination based on sexual orientation and gender diversity is common. 61% of young people have reported experiencing verbal abuse due to their gender identity or sexuality. Additionally, 18% have experienced physical abuse, with 80% of that reported abuse experienced in school. Approximately 24% of verbal and physical abuse has been experienced at home.⁹

Domestic violence

Intimate partner violence within the LGBTQI+ community has only recently been acknowledged as an issue, and as a result has not been adequately addressed at government policy levels. Data is also scarce, with the majority of the nationwide family and domestic violence surveys focusing on heterosexual couples and violence against women.¹⁰ A study conducted in 2006 found that 41% of male respondents and 28% of female respondents had experienced intimate partner violence in a same sex relationship and 25% of respondents had experienced sexual assault.¹¹ Research indicates that the abusive partner often uses homophobia or heterosexism to instil fear in their partner, for example that they will be outed or they will release their HIV status if a report is made to the police or another service provider.¹²

While there is a dearth of research about the prevalence of domestic and family violence in the LGBTQI+ community, available research indicates that the LGBTQI+ community experience similar rates of domestic and family violence as the wider community. Private Lives, an Australian wide study of the health and wellbeing of LGBTQI+ people, reported that 33% of respondents had experienced intimate partner violence.¹³ However, it must be noted that there are several key differences between those experiencing intimate partner violence in the LGBTQI+ community and the general population. There are higher rates of male victims and female perpetrators and victims are less likely to seek assistance, for fear of being outed by the system or due to a history of negative responses from police.¹⁴ The Private Lives study found that only 20% of those injured as a result of forced sex reported this to the police.¹⁵

Family law

In recent years there has been a rapid increase in the number of same sex couples choosing to have children, which has seen a corresponding increase in the need for targeted family law services. The LGBTI Legal Service in Brisbane reported that 33% of their clients require advice on family law matters.¹⁶ This can include legal issues relating to surrogacy, adoptions and legal guardianship.¹⁷ Additionally, property and asset division post separation has become a key area of legal need.¹⁸ Due to the complexity of these issues, self-representation can be difficult. Therefore targeted, specialist services are required to be appropriately funded to provide support to LGBTQI+ people.

Government decisions

Issues arise when government bureaucracy is not set up to cater for the needs of LGBTQI+ people. This includes issues with documents limiting gender identity to male or female, and occasionally 'other'.¹⁹

Additionally, there is a general reluctance in the LGBTQI+ community to report crimes to the police. The Speaking Out study reported that 75% of respondents did not report abuse to the police or seek any form of assistance.²⁰ This was due to systemic discrimination from government providers, or a belief that they will be discriminated against.²¹

Other risk factors

In addition to experiencing high levels of legal need, there are also issues of intersectional disadvantage within LGBTQI+ the community. This refers to a variety of interrelated issues such as mental health, substance use, discrimination and homelessness. This intersectionality can increase the likelihood of a person experiencing a legal problem.²² Due to this intersectional disadvantage, mainstream services may not be able to appropriately cater for LGBTQI+ people and an increase in specialist services are required.²³

Additionally, stigma is a prevalent problem in the LGBTQI+ community. This includes stigma related to discrimination or abuse,²⁴ as well as not wanting to be seen entering an LGBTQI+ specialist service.²⁵

9 Australian Institute of Family Studies, *Intimate partner violence in lesbian, gay, bisexual, trans, intersex and queer communities* (December 2015) <<https://aifs.gov.au/cfca/publications/intimate-partner-violence-lgbtqi-communities>>.

10 Ibid.

11 Ibid.

12 Ibid.

13 Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>; Victorian Government, Royal Commission into Family Violence: Summary and recommendations (March 2016) <https://www.braininjuryaustralia.org.au/wp-content/uploads/RFCV_Full_Report_Interactive.pdf>.

14 National Domestic and Family Violence Bench Book, *People who are gay, lesbian, bisexual, transgender, intersex and queer* (2019) <<https://dfvbenchbook.aija.org.au/vulnerable-groups/people-who-are-gay-lesbian-bisexual-transgender-intersex-and-queer/>>.

15 Victorian Government, *Royal Commission into Family Violence: Summary and recommendations* (March 2016) <https://www.braininjuryaustralia.org.au/wp-content/uploads/RFCV_Full_Report_Interactive.pdf>.

16 Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>.

17 Ibid.

18 Ibid.

19 Ibid.

20 <http://www.austlii.edu.au/au/journals/QUtLawJJI/2012/17.pdf>

21 Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>.

22 National Domestic and Family Violence Bench Book, *People who are gay, lesbian, bisexual, transgender, intersex and queer* (2019) <<https://dfvbenchbook.aija.org.au/vulnerable-groups/people-who-are-gay-lesbian-bisexual-transgender-intersex-and-queer/>>.

23 Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>.

24 World Health Organisation, *Gender, Equity and Human Rights. FAQ on Health and Sexual Diversity: An introduction to key concepts* (2017) <<https://www.who.int/gender-equity-rights/news/20170329-health-and-sexual-diversity-faq.pdf>>.

25 Mental Health First Aid, *Considerations when providing mental health first aid to an LGBTQI+ person* (2016)

Barriers to accessing services

Barriers to accessing services include fears of being outed by the police or the wider legal system. Other barriers include:

- A history of discrimination, particularly in the older LGBTIQI community.²⁶
- Outward displays of homophobia and heterosexism.²⁷
- A feeling of indifference by the police.²⁸
- Domestic violence perpetrators using threats of a homophobic system or that the police will out them, as a method of control.²⁹
- Concerns about privacy and confidentiality, which increases as the region becomes more remote.³⁰
- Lack of inclusive services.³¹
- The use of incorrect pronouns or asking probing/inappropriate questions.³²
- A presumption of heteronormativity in mainstream services.³³
- Inappropriate intake forms, particularly for transgender or intersex people.³⁴
- An inability of support services to look at intimate partner violence outside of a heterosexual framework.³⁵
- An assumption of mutual intimate partner violence.³⁶
- Stigma.³⁷
- Making services more appropriate for LGBTIQI+ people

The following provides additional information about making services more appropriate for people who identify as LGBTIQI+.

Pathways and problem noticers:

- Friends, family
- Social workers, general practitioners and other health care services
- Peak bodies for LGBTIQI+ people, such as the Queensland Aids Council
- LGBTIQI+ legal services

Technology

- High use in younger people
- Low use for older people

Service delivery

- Amend intake forms to provide for transgender and intersex people.
- Multi-disciplinary strategies, such as health justice or lawyer-social worker partnerships

<<https://mhfa.com.au/sites/default/files/considerations-when-providing-MHFA-to-an-LGBTIQI-person.pdf>>.

26 Law Council of Australia, *The Justice Project – Final Report, Part One: LGBTI+ People* (August 2018) <<https://www.lawcouncil.asn.au/files/web-pdf/Justice%20Project/Final%20Report/LGBTI%20People%20%28Part%201%29.pdf>>. <https://aifs.gov.au/cfca/publications/intimate-partner-violence-lgbtiq-communities>

27 Ibid.

28 Ibid.

29 Ibid.

30 Ibid.

31 Ibid.

32 Ibid.

33 Ibid.

34 Ibid.

35 Australian Institute of Family Studies, *Intimate partner violence in lesbian, gay, bisexual, trans, intersex and queer communities* (December 2015) <<https://aifs.gov.au/cfca/publications/intimate-partner-violence-lgbtiq-communities>>.

36 Ibid.

37 Ibid.

02

Regional Information



Regional Information

The regions in this guide are based on Legal Aid office regional boundaries. Often these boundaries do not neatly line up to local government areas, so the regional information presented in this section is based on the SA3¹ areas which correspond to the Legal Aid regions.

Each region presents a series of localised data that may relate to legal need or to the identified priority groups presented in part one. This data is general, so we encourage you to use your own on ground knowledge and insight to contextualise this data for the purposes of your procurement application.

Regions are also not homogenous. Each region has areas of high legal need, as well as areas where people are more advantaged. As such, an analysis of the data has been undertaken at a regional level and then at an SA3 level, in order to more discretely identify pockets of legal.

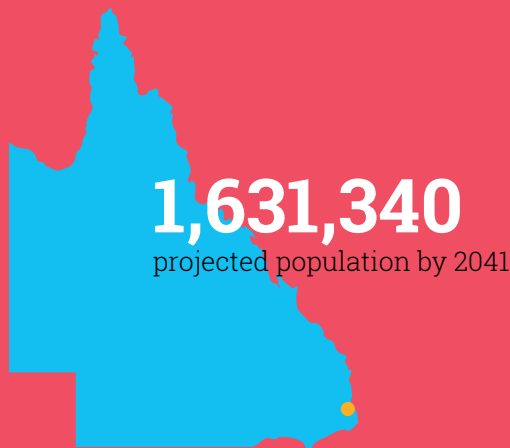
The 'at a glance' section summarises the 3 SA3s where the statistical evidence of legal need is highest, compared to the rest of the region. Unless otherwise stated, the data presented in the 'at a glance' section is the median figure, rather than an average.

If you would like more detailed information, such as SA2 level data, please get in touch with Community Legal Centres Queensland and we can provide you with additional information about how to access this data.

¹ SA areas are used by the Australian Bureau of Statistics to break down geographical areas of Australia. The SA3 level data is comprised of regions that contain 30,000 – 130,000 people, however in regional centres an SA3 may have 20,000 people. SA2 and SA1 areas use smaller population breakdowns and therefore can give more localised data. For more information see: Australian Bureau of Statistics, *Data by Region 2013-18* (2019) < <https://www.abs.gov.au/AUSSTATS/abs@.nsf/Latestproducts/1410.0Glossary42013-18?opendocument&tab-name=Notes&prodno=1410.0&issue=2013-18&num=&view=>>.

Greater Brisbane

The Greater Brisbane region comprises the SA3 areas of Bald Hills – Everton Park, Brisbane Inner, Brisbane Inner – East, Brisbane Inner – North, Brisbane Inner – West, Capalaba, Carindale, Centenary, Chermside, Cleveland – Stradbroke, Holland Park – Yeronga, Kenmore – Brookfield – Moggill, Mt Gravatt, Nathan, Nundah, Rocklea – Acacia Ridge, Sandgate, Sherwood – Indooroopilly, Sunnybank, The Gap – Enoggera and Wynnum – Manly. This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can assist you to put together additional reports.

General population

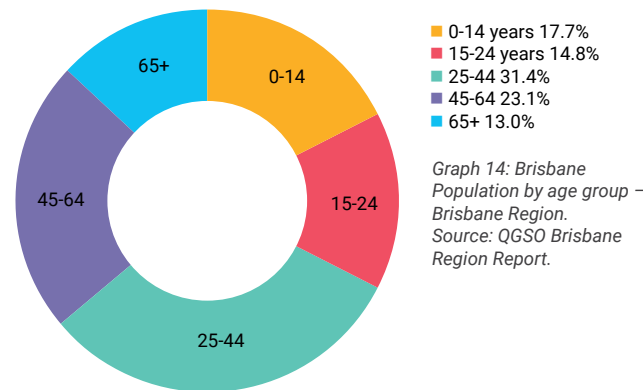
The population in the Brisbane region is steadily increasing. The 2016 Census confirmed a population of 1,199,378 people and the region is expected to grow at an average annual rate of 1.10% over 25 years, reaching a projected population of 1,631,340 by 2041.¹

Indigenous population

At of the 2016 Census, 17,867 people in the Brisbane region identify as Aboriginal and Torres Strait Islander, accounting for 1.5% of the total population of the region.²

Population by age group

The largest proportion of people are aged 25-44 (31.4%), followed by 45-64 (23.1%) and 0-14 (17.7%) (Graph 14).³



0-14 years 17.7%
15-24 years 14.8%
25-44 31.4%
45-64 23.1%
65+ 13.0%

Graph 14: Brisbane Population by age group – Brisbane Region.
Source: QGSO Brisbane Region Report.

25-44

the predominant age group of people in the Brisbane region

1.5%

of the Brisbane region identify as Aboriginal and Torres Strait Islander

1 Queensland Government Statistician's Office, *Queensland Regional Profile report: Brisbane (2019)* <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>> 9.

2 Ibid 13.

3 Ibid 6.

Ethnicity

The top five English speaking backgrounds for the Brisbane region are:

1. England (3.9%)
2. New Zealand (3.7%)
3. South Africa (1.1%)
4. Scotland (0.5%)
5. United States of America (0.5%)⁴

The top five non-English speaking backgrounds for the Brisbane region are:

1. China excludes SARs and Taiwan (2.7%)
2. India (2.2%)
3. Philippines (0.9%)
4. South Korea (0.8%)
5. Taiwan (0.8%)⁵

The top five non-English languages spoken at home for the Brisbane region are:

1. Chinese Languages (5.5%)
2. Indo Aryan Languages (2.9%)
3. Southeast Asian Austronesian Language (1.0%)
4. Korean (0.9%)
5. Spanish (0.9%)⁶

Centrelink

Approximately 179,032 people in the Brisbane region are receiving one of the following five types of Centrelink payments:

Age Pension (8.13%)	97,521
Disability Support Pension (2.30%)	27,605
Low Income Card (1.49%)	17,836
Newstart (2.36%)	28,283
Single Parenting Payment (0.65%)	7,787

Graph 15: Five categories of Centrelink payments – Brisbane region.
Source: Department of Social Services 2016.

4 Ibid 18.

5 Ibid.

6 Ibid 19.

Brisbane at a glance

Brisbane is a diverse region and due to its size and complexity, it makes it more difficult to analyse the data without skewing the results. Generally, Brisbane's data sits alongside or above the median Queensland state data, however it is recognised that there are both pockets of advantage and disadvantage throughout the city and individual services are best placed to recognise the legal need in their own areas.

The following snapshot presents overall data for the Brisbane region, as well as three areas of disadvantage in the region, in the context of the overall Queensland data.

Personal income (annually):

Brisbane region: \$40,041

- Rocklea-Acacia Ridge: \$34,528
- Cleveland-Stradbroke: \$34,216
- Nundah: \$42,328

Queensland Median: \$34,320

Household income (annually):

Brisbane region: \$108,577

- Rocklea-Acacia Ridge: \$90,168
- Cleveland-Stradbroke: \$92,560
- Nundah: \$104,156

Queensland Median: \$86,372

Unemployment rate:

Brisbane region: 5.40%

- Rocklea-Acacia Ridge: 7.20%
- Cleveland-Stradbroke: 5.80%
- Nundah: 5.10%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Brisbane region: 9,797

- Rocklea-Acacia Ridge: 836
- Cleveland-Stradbroke: 826
- Nundah: 309

Queensland Total: 66,139

Couple families with children:

Brisbane region: 139,541

- Rocklea-Acacia Ridge: 8,362
- Cleveland-Stradbroke: 9,964
- Nundah: 4,097

Queensland Total: 518,494

One parent families:

Brisbane region: 42,900

- Rocklea-Acacia Ridge: 2,388
- Cleveland-Stradbroke: 3,340
- Nundah: 1,525

Queensland Total: 201,308

Homelessness:

Brisbane region: 5701

- Rocklea-Acacia Ridge: 147
- Cleveland-Stradbroke: 112
- Nundah: 96

Queensland Median: 21,715

Home tenure: mortgaged v rented:

Brisbane region: 146,590 : 153,134

- Rocklea-Acacia Ridge: 8,057 : 5,458
- Cleveland-Stradbroke: 11,117 : 7,562
- Nundah: 4,985 : 6,076

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Brisbane region: 72.30%

- Rocklea-Acacia Ridge: 71.60%
- Cleveland-Stradbroke: 57.80%
- Nundah: 68.60%

Queensland Median: 58.90%

Aged care services:

Brisbane region: 253

- Rocklea-Acacia Ridge: 9
- Cleveland-Stradbroke: 14
- Nundah: 20

Queensland Total: 1,088

Profound or severe disability:

Brisbane region: 4.10%

- Rocklea-Acacia Ridge: 4.40%
- Cleveland-Stradbroke: 5.90%
- Nundah: 4.20%

Queensland Median: 5.20%

Reported offences:

Brisbane region: 106,511

- Rocklea-Acacia Ridge: 4,889
- Cleveland-Stradbroke: 5,247
- Nundah: 4,948

Queensland Total: 505,532

Table 13: Brisbane at a Glance. Source: QGSO Brisbane Report



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet a particular NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator are located in Appendix One of this Guide.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	1,199,378	25.50%		
NLAS Capability	43,911	3.66%	5.95%	-2.29%
NLAS Aboriginal and Torres Strait Islander	5,570	0.46%	1.29%	-0.83%
NLAS Culturally and Linguistically Diverse	91,439	7.62%	4.34%	3.28%
NLAS \$52k	84,826	7.07%	10.87%	-3.80%
NLAS 65+	16,081	1.34%	1.91%	-0.57%

Table 14: Indicators of Legal Need – Brisbane Region.
Source: Law and Justice Foundation.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaways') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

Rates of personal and household income in the areas of Rocklea-Acacia Ridge and Cleveland-Stradbroke are below the Brisbane median. However, they are in line with the Queensland median. The rate of unemployment in Rocklea-Acacia Ridge is 7.20%, which sits 1% above the Queensland median.

Nundah has a higher proportion of people living in rental accommodation, when compared to those who currently have a mortgage.

The proportion of people who have completed year 11/12 schooling in Cleveland-Stradbroke is slightly below the

Queensland median, however it is significantly below the Brisbane region median. This is similar for people living with a profound and severe disability in Cleveland-Stradbroke, which at 5.90% is only slightly above the Queensland median, but is significantly higher than the Brisbane region median.

Brisbane is a diverse region and as a result, it can be difficult to find trends in the data. Within individual suburbs there may be pockets of advantage and disadvantage, but when this is aggregated into a data pool, any outliers are often smoothed out.

As a result, it may be that in particular generalist community legal centres in the Brisbane region will need to do a deeper dive into SA2 or even SA1 level data, based on centre specific knowledge of areas of disadvantage or high legal need in their catchment area.

Summary

There are several generalist community legal centres in the Brisbane region, and geographically they do not overlap. However, in order to do a deep dive into the data, a centre may need to look at smaller geographic areas based on their on-the-ground knowledge of disadvantaged areas.

The data presented for the Brisbane region shows a number of factors which correlate to disadvantage and this may equate to significant legal need. In particular, there may be an increase in the need to provide aged care and employment law services, as well as additional resources for the provision of family and domestic violence services in the region.

Consumer law (primarily credit and debt) was reflected on in the Hayne Review as being an area of increasing and unmet legal need during the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry.⁵

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <http://www.lawfoundation.net.au/ljf/site/articleDs/84CE1B72E18F1097852583660082D3AF/Sfile/JL_28_Updateing_NLAS.pdf>.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

4 Ibid.

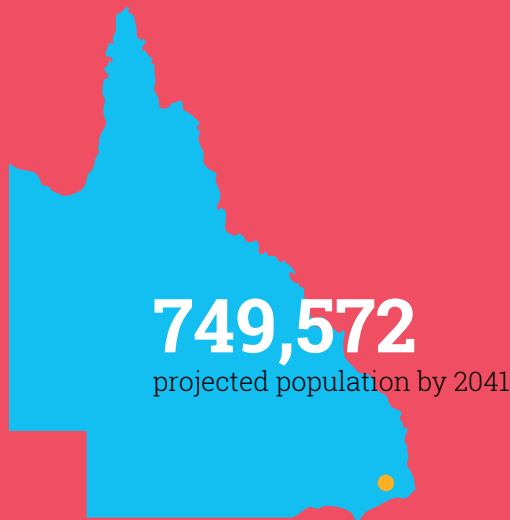
5 Commonwealth of Australia, *Final Report – Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry Volume 1* (2019) <<https://www.royalcommission.gov.au/sites/default/files/2019-02/fsrc-volume-1-final-report.pdf>>.

Ipswich

The Ipswich region comprises the SA3 regions of

- Forest Lake
- Oxley
- Ipswich Hinterland
- Ipswich Inner
- Springfield
- Redbank

This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General population

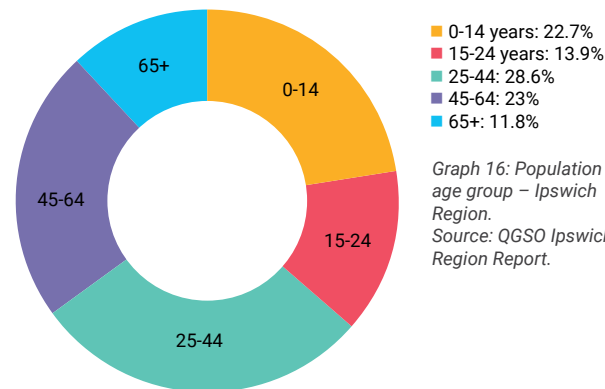
The population of the Ipswich region is steadily increasing. The 2016 Census confirmed a population of 323,073 people and the region is expected to grow at an average annual rate of 3.3% over 25 years, reaching a projected population of 749,572 people by 2041.¹

Indigenous population

As of the 2016 Census, 12,987 people in the Ipswich region identify as Aboriginal and Torres Strait Islander, accounting for 4.0% of the population in the region.²

Population by age group

The largest proportion of people are aged 25-44 (28.6%), followed by 45-64 (23%), and 0-14 (22.7%). (Graph 16).³



25-44

the predominant age group of people in the Ipswich region

4.0%

of the Ipswich region identify as Aboriginal and Torres Strait Islander

¹ Queensland Government Statistician's Office, *Queensland Regional Profile report: Ipswich* (2019) < <https://statistics.qgso.qld.gov.au/qld-regional-profiles?>> 4.

² Ibid 10.

³ Ibid 5.

Ethnicity

The top five English speaking backgrounds for the Ipswich region are:

1. New Zealand (4.9%)
2. England (3.1%)
3. South Africa (0.5%)
4. Scotland (0.4%)
5. United States of America (0.3%)⁴

The top five non-English speaking backgrounds for the Ipswich region are:

1. Vietnam (2.4%)
2. India (1.1%)
3. Philippines (0.9%)
4. China (excludes SARs and Taiwan) (0.4%)
5. Fiji (0.4%)⁵

The top five non-English languages spoken at home for the Ipswich region are:

1. Vietnamese (3.7%)
2. Samoan (1.7%)
3. Indo Aryan Languages (1.6%)
4. Chinese Languages (0.9%)
5. Southeast Asian Austronesian Languages (0.9%)⁶

Centrelink

Approximately 66,782 people in the Ipswich region are receiving one of the following five types of Centrelink payments:

Age Pension (8.84%)	28,544
Disability Support Pension (4.39%)	14,174
Low Income Card (1.40%)	4,523
Newstart (4.10%)	13,252
Single Parenting Payment (1.95%)	6,289

Graph 17: Five Categories of Centrelink payments – Ipswich Region
Source: Department of Social Services 2016.

⁴ Queensland Government Statistician's Office, *Queensland Regional Profile report: Ipswich* (2019) < <https://statistics.qgso.qld.gov.au/qld-regional-profiles?>> 14.

⁵ Ibid.

⁶ Ibid 15.

Ipswich at a glance

Ipswich is a diverse region, with the data suggesting a number of pressure points for disadvantage, including low personal and household incomes, when compared to Queensland as a whole and higher unemployment rates. Within this region, Forest Lake-Oxley, Ipswich Inner and Springfield-Redbank each have unique characteristics, which may provide some context for legal need.

The following snapshot presents overall data for the Ipswich region, as well as three areas of disadvantage in the region, in the context of the overall Queensland data.

Personal income (annually):

Ipswich region: \$32,617

- Forest Lake-Oxley: \$30,160
- Ipswich Inner: 33,280
- Springfield-Redbank: \$37,180

Queensland Median: \$34,320

Household income (annually):

Ipswich region: \$79,174

- Forest Lake-Oxley: \$77,064
- Ipswich Inner: \$80,548
- Springfield-Redbank: \$86,788

Queensland Median: \$86,372

Unemployment rate:

Ipswich region: 7.60%

- Forest Lake-Oxley: 8.10%
- Ipswich Inner: 8.50%
- Springfield-Redbank: 6.50%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Ipswich region: 6,690

- Forest Lake-Oxley: 1,627
- Ipswich Inner: 2,158
- Springfield-Redbank: 1,747

Queensland Total: 66,139

Couple families with children:

Ipswich region: 37,438

- Forest Lake-Oxley: 8,336
- Ipswich Inner: 11,651
- Springfield-Redbank: 10,899

Queensland Total: 518,494

One parent families:

Ipswich region: 16,541

- Forest Lake-Oxley: 3,748
- Ipswich Inner: 5,758
- Springfield-Redbank: 4,382

Queensland Total: 201,308

Homelessness:

Ipswich region: 1,229

- Forest Lake-Oxley: 360
- Ipswich Inner: 396
- Springfield-Redbank: 259

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Ipswich region: 38,331 : 38,204

- Forest Lake-Oxley: 7,711 : 8,637
- Ipswich Inner: 12,625 : 13,343
- Springfield-Redbank: 9,955 : 11,277

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Ipswich region: 54.6%

- Forest Lake-Oxley: 58.3%
- Ipswich Inner: 53.0%
- Springfield-Redbank: 63.2%

Queensland Median: 58.9%

Aged care services:

Ipswich region: 52

- Forest Lake-Oxley: 11
- Ipswich Inner: 26
- Springfield-Redbank: 2

Queensland Total: 1,088

Profound or severe disability:

Ipswich region: 5.80%

- Forest Lake-Oxley: 5.20%
- Ipswich Inner: 6.90%
- Springfield-Redbank: 4.10%

Queensland Median: 5.20%

Reported offences:

Ipswich region: 39,633

- Forest Lake-Oxley: 8,066
- Ipswich Inner: 17,149
- Springfield-Redbank: 8,993

Queensland Total: 505,532

Table 15: Ipswich at a Glance. Source: QGSO Ipswich Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	323,073	6.87%		
NLAS Capability	24,024	7.44%	5.95%	1.49%
NLAS Aboriginal and Torres Strait Islander	3,861	1.20%	1.29%	-0.09%
NLAS Culturally and Linguistically Diverse	18,553	5.74%	4.34%	1.40%
NLAS \$52k	43,561	13.48%	10.87%	2.61%
NLAS 65+	6,970	2.16%	1.91%	0.25%

Table 16: Indicators of Legal Need – Ipswich Region
Source: Law and Justice Foundation.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaway's') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

There are significant levels of disadvantage in the Forest Law-Oxley and Ipswich Inner regions, particularly when compared to the rest of Queensland. Personal and household incomes in these areas are lower than the Queensland median and the unemployment rate in both areas are high. Homelessness in the Forest Lake-Oxley area is also higher than the Queensland median and significantly higher than the Ipswich region median.

The Ipswich region has higher proportion of rental accommodation, when compared to mortgaged properties. This may be due to more disadvantaged people being pushed

to the outer suburbs in search of cheaper rental properties.

Further, only 53% of people in Ipswich Inner have received a year 11/12 education and Ipswich Inner has a higher proportion of families where one or both parents are unemployed, as well as a high proportion of one parent families. 6.90% of Ipswich Inner have a profound and severe disability and this area also has 43% of the total reported offences in the region.

The data therefore paints a holistic picture of disadvantage, particularly in the Ipswich Inner region and in Forest Lake-Oxley. Research also shows that where there are multiple layers of disadvantage, the ability to access legal assistance diminishes.⁵

There remains a shortfall of service provision in the Ipswich region, given the high level of legal need. Experiences of financial disadvantage indicate that consumer and employment law services, as well as tenancy services may be needed now or in the future in this region.

Summary

The data presented for the Ipswich region shows a number of factors which correlate to disadvantage and this may equate to significant legal need. In particular, there may be an increase in the need to provide consumer and employment law services in the region.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

4 Ibid.

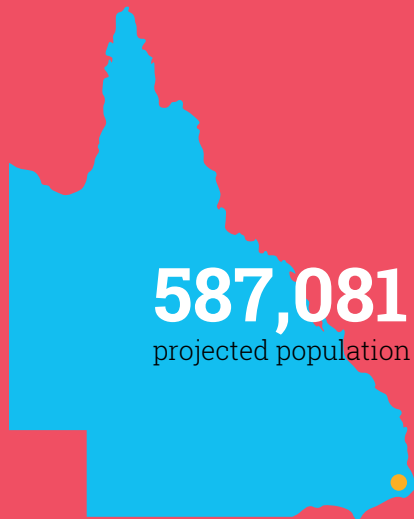
5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)>.

Logan

The Logan region comprises the SA3 regions of

- Beaudesert
- Beenleigh
- Browns Plains
- Jimboomba
- Loganlea
- Carbrook
- Springwood
- Kingston

This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General population

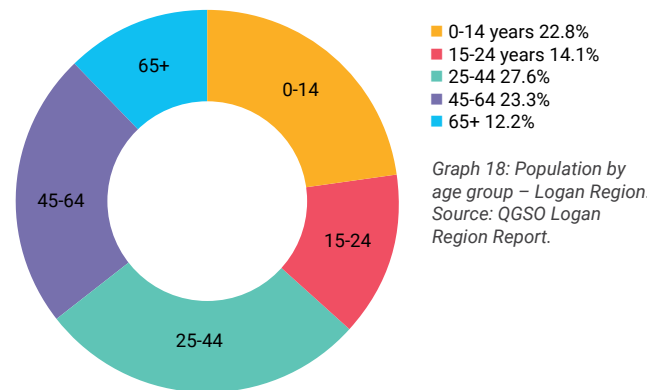
The population in the Logan region is steadily increasing. The 2016 Census confirmed a population of 317,301 people and the region is expected to grow at an average annual rate of 2.40% over 25 years, reaching a projected population of 587,081 people by 2041 (table 1).¹

Indigenous population

As of the 2016 Census, 10,541 people in the Logan region identify as Aboriginal and Torres Strait Islander, accounting for 3.3% of the population of the region.²

Population by age group

The largest proportion of people are aged 25-44 (27.6%), followed by 45-64 (23.3%), and 0-14 (22.8%) (Graph 18). As at 30 June 2017, the proportion over 65 years was 12.2%.³



25-44

the predominant age group of people in the Logan region

3.3%

of the Logan region identify as Aboriginal and Torres Strait Islander

¹ Queensland Government Statistician's Office, Queensland Regional Profile report: Logan (2019) < <https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

² Ibid.

³ Ibid.

Ethnicity

The top five English speaking backgrounds for the Logan region are:

1. New Zealand (7.5%)
2. England (3.8%)
3. South Africa (0.6%)
4. Scotland (0.5%)
5. United States of America (0.2%)⁴

The top five non-English speaking backgrounds for the Logan region are:

6. Philippines (0.9%)
7. India (0.9%)
8. China (excludes SARs and Taiwan) (0.6%)
9. Fiji (0.6%)
10. Afghanistan (0.4%)⁵

The top five non-English languages spoken at home for the Logan region are:

11. Indo Aryan Languages (1.7%)
12. Chinese Languages (1.5%)
13. Samoan (1.4%)
14. Southeast Asian Austronesian Languages (0.9%)
15. Arabic (0.7%)⁶

Centrelink

Approximately 66,401 people in the Logan region are receiving Centrelink payments that may be relevant to legal need, as follows:

Age Pension (9.29%)	29,463
Disability Support Pension (3.98%)	12,627
Low Income Card (1.37%)	4,356
Newstart (4.28%)	13,584
Single Parenting Payment (2.01%)	6,371

Graph 19: Five categories of Centrelink payments – Logan Region.
Source: Department of Social Services 2016.

⁴ Queensland Government Statistician's Office, Queensland Regional Profile report: Logan (2019) < <https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

⁵ Ibid.

⁶ Ibid.

Logan at a glance

Logan is a diverse region, with the data suggesting a number of pressure points for disadvantage, including low personal and household incomes, when compared to Queensland as a whole and higher unemployment rates. Within this region, Beaudesert, Browns Plains and Springwood-Kingston each have unique characteristics, which may provide some context for legal need.

The following snapshot presents overall data for the Ipswich region, as well as three areas of disadvantage in the region, in the context of the overall Queensland data.

Personal income (annually):

Logan region: \$32,767

- Beaudesert: \$27,248
- Browns Plains: \$33,072
- Springwood-Kingston: \$30,368

Queensland Median: \$34,320

Household income (annually):

Logan region: \$79,610

- Beaudesert: \$66,716
- Browns Plains: \$78,000
- Springwood-Kingston: \$74,620

Queensland Median: \$86,372

Unemployment rate:

Logan region: 7.10%

- Beaudesert: 8.50%
- Browns Plains: 6.90%
- Springwood-Kingston: 9.80%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Logan region: 6,690

- Beaudesert: 322
- Browns Plains: 1,726
- Springwood-Kingston: 2,092

Queensland Total: 66,139

Couple families with children:

Logan region: 37,993

- Beaudesert: 1,374
- Browns Plains: 9,806
- Springwood-Kingston: 8,747

Queensland Total: 518,494

One parent families:

Logan region: 16,599

- Beaudesert: 730
- Browns Plains: 4,304
- Springwood-Kingston: 4,403

Queensland Total: 201,308

Homelessness:

Logan region: 1,228

- Beaudesert: 23
- Browns Plains: 293
- Springwood-Kingston: 594

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Logan region: 40,589 : 34,189

- Beaudesert: 1,362 : 1,757
- Browns Plains: 9,828 : 8,377
- Springwood-Kingston: 8,788 : 9,811

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Logan region: 55.50%

- Beaudesert: 43.20%
- Browns Plains: 55.10%
- Springwood-Kingston: 58.10%

Queensland Median: 58.90%

Aged care services:

Logan region: 44

- Beaudesert: 8
- Browns Plains: 4
- Springwood-Kingston: 15

Queensland Total: 1,088

Profound or severe disability:

Logan region: 5.70%

- Beaudesert: 7.80%
- Browns Plains: 5.70%
- Springwood-Kingston: 5.40%

Queensland Median: 5.20%

Reported offences:

Logan region: 39,878

- Beaudesert: 1,151
- Browns Plains: 8,758
- Springwood-Kingston: 13,622

Queensland Total: 505,532

Table 17: Logan at a Glance. Source: QGSO Logan Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator are located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	317,301	6.75%		
NLAS Capability	23,353	7.36%	5.95%	1.41%
NLAS Aboriginal and Torres Strait Islander	3,082	0.97%	1.29%	-0.32%
NLAS Culturally and Linguistically Diverse	18,530	5.84%	4.34%	1.50%
NLAS \$52k	44,725	14.10%	10.87%	3.23%
NLAS 65+	5,791	1.83%	1.91%	-0.08%

Table 18: Indicators of Legal Need – Logan Region
Source: Law and Justice Foundation.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaway's') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

There are significant levels of disadvantage across all areas of the Logan region, but particularly in Beaudesert. Personal and household incomes in the Logan region are lower than the Queensland median and in the case of Beaudesert the family income is \$20,000 lower than the Queensland median. Unemployment rate in all areas are high, with the Springwood-Kingston region reaching 9.80%. Homelessness in the Springwood-Kingston area is also significantly higher than the Queensland median.

Beaudesert has higher proportion of rental accommodation, when compared to mortgaged properties. This may be

due to more disadvantaged people being pushed to the outer suburbs in search of cheaper rental properties. However, it must be noted that the Beaudesert area is facing unprecedented growth, with significant housing estates being developed, which may change the diversity of the region and may also flag the area for mortgage stress in the near future.

Only 43% of people in Beaudesert have received a year 11/12 education. Springwood-Kingston has the highest proportion of families with one or both parents unemployed. Both Browns Plains and Springwood-Kingston account for half of the single parent households in the region. The Beaudesert area has a large number of people living with a profound or severe disability.

The data therefore paints a diverse picture of disadvantage, across a number of the key indicators. Research also shows that where there are multiple layers of disadvantage, the ability to access legal assistance diminishes.⁵

There remains a shortfall of service provision given the high level of legal need in the Logan region. Given the financial disadvantage from low incomes and high unemployment, it may likely that consumer/ debt and employment law services may be needed now or in the future in this region. The Logan area is also a corridor of residential growth and therefore the legal needs of the region may change, but will likely increase in the near future as the population rapidly increases.

Summary

The data presented for the Logan region shows a number of factors which correlate to disadvantage, which may equate to significant legal need. In particular, there may be an increase in the need to provide consumer/debt and employment law services in the region.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

4 Ibid.

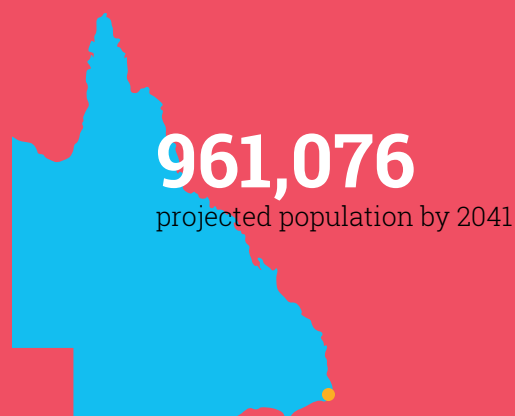
5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)>.

Gold Coast

Gold Coast comprises the SA3 regions of

- Broadbeach
- Burleigh
- Coolangatta
- Gold Coast North
- Gold Coast Hinterland
- Mudgeeraba
- Tallebudgera
- Nerang
- Ormeau
- Oxenford
- Robina
- Southport
- Surfers Paradise

This data has been sourced from ABS reports and the Queensland Government Statisticians Office.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General population

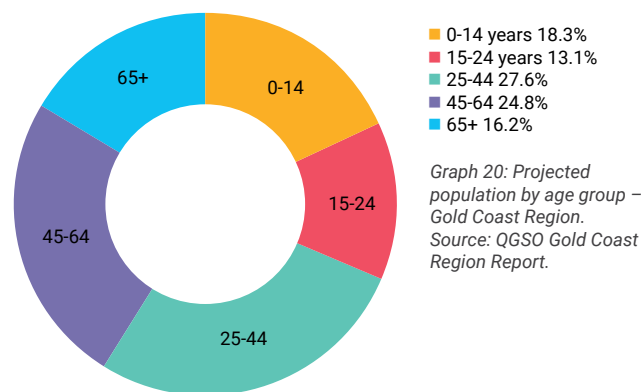
The population of the Gold Coast region is steadily increasing. The 2016 Census confirmed a population of 569,997 and the region is expected to grow at an average annual rate of 2.00% for 25 years, reaching a projected population of 961,076 people by 2041.¹

Indigenous population

As of the 2016 Census, 9,503 people in the Gold Coast region identify as Aboriginal and Torres Strait Islander, accounting for 1.7% of the total population in the region.²

Population by age group

The largest proportion of people are aged 25-44 (27.6%), followed by 45-64 (24.8%), and 0-14 (18.3%) (Graph 20). As at 30 June 2017, the proportion over 65 years was 16.2%.³



25-44 **1.7%**

the predominant age group of people in the Gold Coast region identify as Aboriginal and Torres Strait Islander

1 Queensland Government Statistician's Office, *Queensland Regional Profile report: Gold Coast* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Ibid.

3 Ibid.

Ethnicity

The top five English speaking backgrounds for the Gold Coast region are:

1. New Zealand (7.9%)
2. England (5.2%)
3. South Africa (1.2%)
4. Scotland (0.6%)
5. United States of America (0.5%)⁴

The top five non-English speaking backgrounds for the Gold Coast region are:

1. China (excludes SARs and Taiwan) (1.2%)
2. Japan (0.8%)
3. India (0.7%)
4. Philippines (0.7%)
5. South Korean (0.6%)⁵

The top five non-English languages spoken at home for the Gold Coast region are:

1. Chinese Languages (2.3%)
2. Japanese (1.0%)
3. Indo Aryan Languages (0.9%)
4. Southeast Asian Austronesian Languages (0.7%)
5. Korean (0.6%)⁶

Centrelink

Approximately 110,770 people in the Gold Coast region are receiving one of the following five types of Centrelink payments:

Age Pension (11.01%)	62,747
Disability Support Pension (2.67%)	15,243
Low Income Card (1.33%)	7,560
Newstart (3.25%)	18,546
Single Parenting Payment (1.17%)	6,674

Graph 21: Five categories of Centrelink payments – Gold Coast Region.
Source: Department of Social Services 2016.

4 Queensland Government Statistician's Office, *Queensland Regional Profile report: Gold Coast* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

5 Ibid.

6 Ibid.

Gold Coast at a glance

The Gold Coast is a diverse region, with pockets of extreme advantage and extreme disadvantage. While some areas have high personal and household incomes, other suburbs are well below the Queensland income median. Within the Gold Coast region, Gold Coast North, Ormeau-Oxenford and Southport each have unique characteristics, which may provide some context for legal need.

The following snapshot presents overall data for the Gold Coast region, as well as three areas of disadvantage in the region, in the context of the overall Queensland data.

Personal income (annually):

Gold Coast region: \$34,583

- Gold Coast North: \$31,408
- Ormeau-Oxenford: \$38,012
- Southport: \$29,900

Queensland Median: \$34,320

Household income (annually):

Gold Coast region: \$86,112

- Gold Coast North: \$74,360
- Ormeau-Oxenford: \$94,744
- Southport: \$75,556

Queensland Median: \$86,372

Unemployment rate:

Gold Coast region: 4.30%

- Gold Coast North: 5.90%
- Ormeau-Oxenford: 4.00%
- Southport: 6.00%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Gold Coast region: 6,631

- Gold Coast North: 870
- Ormeau-Oxenford: 1,649
- Southport: 805

Queensland Total: 66,139

Couple families with children:

Gold Coast region: 62,514

- Gold Coast North: 5,799
- Ormeau-Oxenford: 16,322
- Southport: 5,373

Queensland Total: 518,494

One parent families:

Gold Coast region: 25,531

- Gold Coast North: 3,298
- Ormeau-Oxenford: 5,023
- Southport: 2,891

Queensland Total: 201,308

Homelessness:

Gold Coast region: 1,711

- Gold Coast North: 176
- Ormeau-Oxenford: 180
- Southport: 428

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Gold Coast region: 69,040 : 73,469

- Gold Coast North: 6,934 : 10,399
- Ormeau-Oxenford: 15,438 : 13,949
- Southport: 5,851 : 9,893

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Gold Coast region: 61.30%

- Gold Coast North: 57%
- Ormeau-Oxenford: 61.50%
- Southport: 63%

Queensland Median: 58.90%

Aged care services:

Gold Coast region: 108

- Gold Coast North: 14
- Ormeau-Oxenford: 14
- Southport: 16

Queensland Total: 1,088

Profound or severe disability:

Gold Coast region: 4.90%

- Gold Coast North: 6.40%
- Ormeau-Oxenford: 4.30%
- Southport: 6.20%

Queensland Median: 5.20%

Reported offences:

Gold Coast region: 59,301

- Gold Coast North: 5,306
- Ormeau-Oxenford: 11,848
- Southport: 8,617

Queensland Total: 505,532

Table 19: Gold Coast at a Glance. Source: QGSO Gold Coast Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to provide an overall picture of the potential demand for legal services in a geographic area.¹

The table provides the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	569,997	12.12%		
NLAS Capability	26,944	4.73%	5.95%	-1.22%
NLAS Aboriginal and Torres Strait Islander	2,841	0.50%	1.29%	-0.79%
NLAS Culturally and Linguistically Diverse	28,095	4.93%	4.34%	0.59%
NLAS \$52k	54,006	9.47%	10.87%	-1.40%
NLAS 65+	7,163	1.26%	1.91%	-0.65%

Table 20: Indicators of Legal Need – Gold Coast Region
Source: Law and Justice Foundation.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaway's') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

The Gold Coast region is experiencing continued growth, particularly for people over the age of 65 years, with 11% of the total Gold Coast population relying on the age pension. The Gold Coast region is a quintessential story of advantage, sitting right beside disadvantage. Both the areas of Southport and Gold Coast North have low levels of personal and household income, although this may be directly related to the age of the community, with many retirement communities located in these regions. This may also correlate to the number of people in these two areas that are living with a profound or severe disability.

While unemployment rates are low, this may be a direct result of the transient nature of the tourism economy. Centres in the Gold Coast region should overlay this with their on-the-ground knowledge of the employment characteristics in the region. Homelessness in the Southport area is higher than the Queensland median and significantly higher than the Gold Coast region median.

Both Gold Coast North and Southport have significantly higher rates of renting, when compared to mortgaged properties. The Ormeau-Oxenford area has a large number of one parent families.

The data therefore paints an interesting picture of some socio-economic disadvantage, mixed with below average rates of indicators such as unemployment. However, the data can only tell a small part of the story and the Gold Coast region has a number of diverse characteristics that interplay with legal need.

There remains a shortfall of service provision in the Gold Coast region. In particular, related to increasing populations of people over the age of 65 and the legal issues that may increase as a result, such as elder abuse and financial problems. This may change the legal need of the region over time.

Additionally, as the Gold Coast and surrounding regions continue to grow and develop, the amount of legal need (or quantity of people requiring assistance) is likely to increase.

Summary

The data presented for the Gold Coast region shows a number of factors which correlate to disadvantage, and this may equate to significant legal need. In particular, the provision of legal services to people over the age of 65 and the specialised requirements that cohort of people may have.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

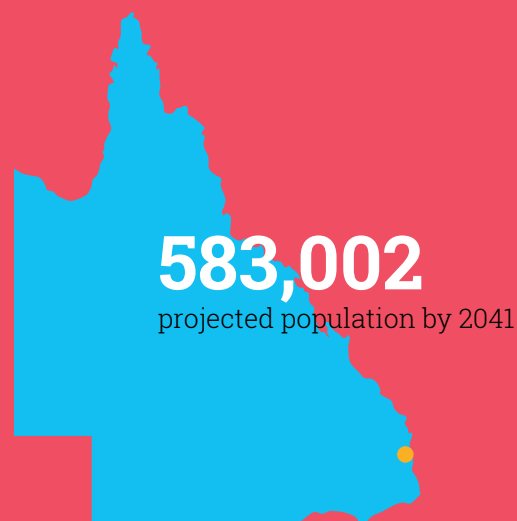
4 Ibid.

Sunshine Coast

Sunshine Coast comprises the SA3 regions

- Buderim
- Caloundra
- Maroochy
- Nambour
- Noosa
- Noosa Hinterland
- Sunshine Coast Hinterland

This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General population

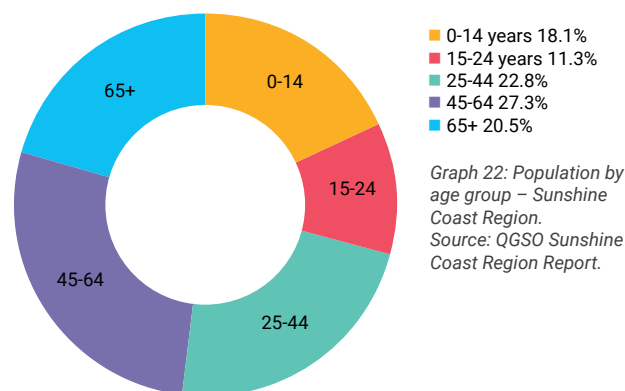
The population of Sunshine Coast is steadily increasing. The 2016 Census confirmed a population of 346,513 people and the region is expected to grow at an average annual rate of 2.00% over 25 years, reaching a projected population of 583,002 people by 2041.¹

Indigenous population

As of the 2016 Census, 6,502 people in the Sunshine Coast region identify as Aboriginal and Torres Strait Islander, accounting for 1.9% of the population of the region.²

Population by age group

The largest proportion of people are aged 45-64 (27.3%), followed by 25-44 (22.8%), and over 65 (20.5%) (Graph 22).³



45-64

the predominant age group of people in the Sunshine Coast region

1.9%

of the Sunshine Coast region identify as Aboriginal and Torres Strait Islander

1 Queensland Government Statistician's Office, *Queensland Regional Profile report: Sunshine Coast* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Ibid.

3 Ibid.

Ethnicity

The top five English speaking backgrounds for the Sunshine Coast region are:

1. England (6.2%)
2. New Zealand (4.5%)
3. South Africa (1.0%)
4. Scotland (0.6%)
5. United States of America (0.5%)⁴

The top five non-English speaking backgrounds for the Sunshine Coast region are:

1. Germany (0.7%)
2. Netherlands (0.5%)
3. India (0.4%)
4. Philippines (0.4%)
5. Papua New Guinea (0.2%)⁵

The top five non-English languages spoken at home for the Sunshine Coast region are:

1. German (0.6%)
2. Indo Aryan Languages (0.4%)
3. Chinese Languages (0.4%)
4. Southeast Asian Austronesian Languages (0.3%)
5. French (0.3%)⁶

Centrelink

Approximately 81,742 people in the Sunshine Coast region are receiving one of the following five types of Centrelink payments:

Age Pension (14.19%)	49,168
Disability Support Pension (3.30%)	11,443
Low Income Card (1.52%)	5,275
Newstart (3.49%)	12,094
Single Parenting Payment (1.09%)	3,762

Graph 23: Five categories of Centrelink payments – Sunshine Coast Region.
Source: Department of Social Services 2016.

4 Queensland Government Statistician's Office, *Queensland Regional Profile report: Sunshine Coast* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

5 Ibid.

6 Ibid.

Sunshine Coast at a glance

The Sunshine Coast is a diverse region, with the data suggesting a number of pressure points for disadvantage, including low personal and household incomes, when compared to Queensland as a whole and higher unemployment rates. Within this region, Caloundra, Maroochy and Nambour each have unique characteristics, which may provide some context for legal need.

The following snapshot presents overall data for the Sunshine Coast region, as well as three areas of disadvantage in the region, in the context of the overall Queensland data.

Personal income (annually):

Sunshine Coast region: \$31,846

- Caloundra: \$31,564
- Maroochy: \$33,800
- Nambour: \$30,628

Queensland Median: \$34,320

Household income (annually):

Sunshine Coast region: \$76,889

- Caloundra: \$76,700
- Maroochy: \$76,024
- Nambour: \$75,348

Queensland Median: \$86,372

Unemployment rate:

Sunshine Coast region: 6.20%

- Caloundra: 6.30%
- Maroochy: 6.30%
- Nambour: 8.40%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Sunshine Coast region: 3,810

- Caloundra: 917
- Maroochy: 556
- Nambour: 517

Queensland Total: 66,139

Couple families with children:

Sunshine Coast region: 36,755

- Caloundra: 8,490
- Maroochy: 4,917
- Nambour: 4,827

Queensland Total: 518,494

One parent families:

Sunshine Coast region: 14,713

- Caloundra: 3,575
- Maroochy: 2,505
- Nambour: 1,814

Queensland Total: 201,308

Homelessness:

Sunshine Coast region: 900

- Caloundra: 172
- Maroochy: 163
- Nambour: 218

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Sunshine Coast region: 42,227 : 37,222

- Caloundra: 8,902 : 9,708
- Maroochy: 6,143 : 8,933
- Nambour: 5,930 : 3,754

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Sunshine Coast region: 58.30%

- Caloundra: 55.50%
- Maroochy: 58.50%
- Nambour: 54.80%

Queensland Median: 58.90%

Aged care services:

Sunshine Coast region: 111

- Caloundra: 37
- Maroochy: 28
- Nambour: 17

Queensland Total: 1,088

Profound or severe disability:

Sunshine Coast region: 5.70%

- Caloundra: 6.50%
- Maroochy: 5.50%
- Nambour: 6.60%

Queensland Median: 5.20%

Reported offences:

Sunshine Coast region: 27,600

- Caloundra: 5,900
- Maroochy: 7,718
- Nambour: 4,042

Queensland Total: 505,532

Table 21: Sunshine Coast at a Glance; Source: QGSO Sunshine Coast Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	346,513	7.37%		
NLAS Capability	18,082	5.22%	5.95%	-0.73%
NLAS Aboriginal and Torres Strait Islander	2,024	0.58%	1.29%	0.45%
NLAS Culturally and Linguistically Diverse	6,395	1.85%	4.34%	-2.49%
NLAS \$52k	32,965	9.51%	10.87%	0.87%
NLAS 65+	5,667	1.64%	1.91%	-0.27%

Table 22: Indicators of Legal Need – Sunshine Coast Region
Source: Law and Justice Foundation.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as ‘turnaways’) from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

The population of the Sunshine Coast is steadily increasing and 20.5% of the population is now made up of people over the age of 65 years. Additionally, 14.19% of the total population are relying on the aged pension. Similar to the Gold Coast region, the Sunshine Coast region is comprised of very advantaged people, right beside very disadvantaged people.

Caloundra, Maroochy and Nambour all have low personal and household incomes, but this may be characterised by the high rates of older people in the region. However, the unemployment rate in Nambour is 2% higher than the

Queensland median, which suggests it is more than an aging population impacting levels of income in this area. Homelessness in the Nambour area is also higher than the Queensland median and significantly higher than the Sunshine Coast region median.

Both Nambour and Caloundra have a higher rate of people living with a profound or severe disability, which may be partially accounted for by the high population levels of people over the age of 65 in the Sunshine Coast region.

These three areas of the Sunshine Coast region account for 64% of reported offences.

The data therefore paints an interesting picture of some socio-economic disadvantage, mixed with below average rates of indicators such as unemployment. However, the data can only tell a small part of the story and the Sunshine Coast region has a number of diverse characteristics that interplay with legal need.

There is a shortfall of service provision in the Sunshine Coast region. In particular, related to increasing populations of people over the age of 65 and the legal issues that may increase as a result, such as elder abuse and financial problems. This may change the legal need of the region over time.

Additionally, population growth and housing developments in the Sunshine Coast and surrounding regions is likely to result in more people who need legal assistance. This will place existing centres under additional pressure to service an increased client base.

Summary

The data presented for the Sunshine Coast region shows a number of features of disadvantage, which may equate to significant legal need. In particular, the provision of legal services to people over the age of 65 and the specialised requirements that cohort of people may have.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

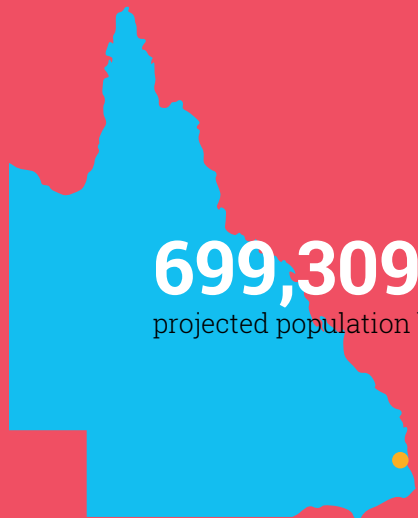
4 Ibid.

Moreton

Moreton comprises the SA3 regions of

- Bribie
- Beachmere
- Caboolture
- Caboolture Hinterland
- Narangba
- Burpengary
- North Lakes
- Redcliffe
- Strathpine
- The Hills District

This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General Population

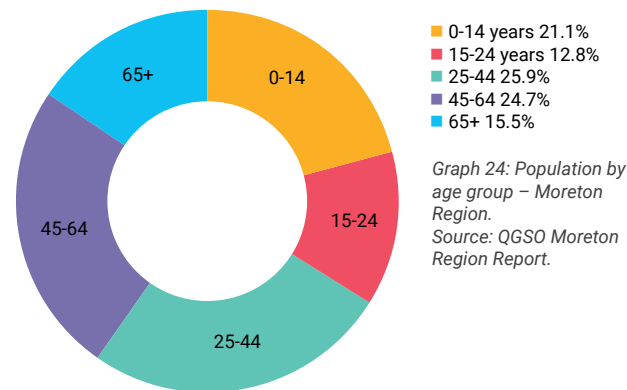
The Moreton region has been experiencing steady population growth. The 2016 Census confirmed a population of 431,057 people and the region is expected to grow at an average annual rate of 1.80% over 25 years, reaching a projected population of 699,309 by 2041.¹

Indigenous population

As of the 2016 Census, 12,749 people in the Moreton Region identify as Aboriginal and Torres Strait Islander, accounting for 3.0% of the total population of the region.²

Population by age group

A quarter of Moreton's population are aged 25-44 (25.9%). This is followed by 45-64 (24.7%), and 0-14 (21.1%) (Graph 24).³



25-44

the predominant age group of people in the Moreton region

3%

of the Moreton region identify as Aboriginal and Torres Strait Islander

1 Queensland Government Statistician's Office, *Queensland Regional Profile report: Moreton* (2019) < <https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Ibid.

3 Ibid.

Ethnicity

The top five English speaking backgrounds for the Moreton region are:

1. New Zealand (5.0%)
2. England (4.9%)
3. South Africa (1.1%)
4. Scotland (0.6%)
5. United States of America (0.3%)⁴

The top five non-English speaking backgrounds for the Moreton region are:

1. Philippines (0.9%)
2. India (0.5%)
3. Germany (0.4%)
4. Papua New Guinea (0.3%)
5. Netherlands (0.3%)⁵

The top five non-English languages spoken at home for the Moreton region are:

1. Indo Aryan Languages (0.8%)
2. Southeast Asian Austronesian Languages (0.8%)
3. Chinese Languages (0.6%)
4. Samoan (0.5%)
5. Afrikaans (0.4%)⁶

Centrelink

Approximately 90,299 people in the Moreton region are receiving one of the following types of Centrelink payments.

Age Pension (14.12%)	48,519
Disability Support Pension (4.72%)	15,139
Low Income Card (1.38%)	5,403
Newstart (4.32%)	14,618
Single Parenting Payment (1.82%)	6,620

Graph 25: Five categories of Centrelink payments – Moreton Region.
Source: Department of Social Services 2016.

4 Queensland Government Statistician's Office, *Queensland Regional Profile report: Moreton* (2019) < <https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

5 Ibid.

6 Ibid.

Moreton at a glance

Moreton is a diverse region and while the median total personal income is not dissimilar to the Queensland average, this varies significantly depending on where a person is located in the region. Caboolture, Narangba/Burpengary and Redcliffe each have unique characteristics, which may provide some context for legal need. The following snapshot presents overall data for the Moreton region, as well as three areas of disadvantage in the region, in the context of the overall Queensland data.

Personal income (annually):

Moreton region: \$33,836

- Caboolture: \$29,016
- Narangba/Burpengary: \$32,708
- Redcliffe: \$30,940

Queensland Median: \$34,320

Household income (annually):

Moreton region: \$85,023

- Caboolture \$70,408
- Narangba/Burpengary: 84,032
- Redcliffe: \$75,244

Queensland Median: \$86,372

Unemployment rate:

Moreton region: 7.30%

- Caboolture: 12.70%
- Narangba/Burpengary: 7.50%
- Redcliffe: 8.50%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Moreton region: 6,641

- Caboolture: 1,764
- Narangba/Burpengary: 1,077
- Redcliffe: 944

Queensland Total: 66,139

Couple families with children:

Moreton region: 51,726

- Caboolture: 7,325
- Narangba/Burpengary: 7,957
- Redcliffe: 5,535

Queensland Total: 518,494

One parent families:

Moreton region: 20,294

- Caboolture: 3,958
- Narangba/Burpengary: 3,004
- Redcliffe: 3,357

Queensland Total: 201,308

Homelessness:

Moreton region: 1,179

- Caboolture: 490
- Narangba/Burpengary: 118
- Redcliffe: 194

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Moreton region: 56,367 : 47,225

- Caboolture: 7,412 : 9,473
- Narangba/Burpengary: 8,816 : 5,671
- Redcliffe: 6,449 : 9,014

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Moreton region: 56.70%

- Caboolture: 49.80%
- Narangba/Burpengary: 53.40%
- Redcliffe: 51.40%

Queensland Median: 58.90%

Aged care services:

Moreton region: 75

- Caboolture: 18
- Narangba/Burpengary: 5
- Redcliffe: 19

Queensland Total: 1,088

Profound or severe disability:

Moreton region: 5.60%

- Caboolture: 6.80%
- Narangba/Burpengary: 5.70%
- Redcliffe: 7.40%

Queensland Median: 5.20%

Reported offences:

Moreton region: 41,777

- Caboolture: 12,092
- Narangba/Burpengary: 6,013
- Redcliffe: 7,455

Queensland Total: 505,532

Table 23: Moreton at a Glance; Source: QGSO Moreton Report 2019.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	431,057	9.16%		
NLAS Capability	27,149	6.30%	5.95%	0.35%
NLAS Aboriginal and Torres Strait Islander	3,842	0.89%	1.29%	-0.40%
NLAS Culturally and Linguistically Diverse	10,059	2.33%	4.34%	-2.01%
NLAS \$52k	50,400	11.69%	10.87%	0.82%
NLAS 65+	8,108	1.88%	1.91%	-0.03%

Table 24: Indicators of Legal Need – Moreton Region.
Source: Law and Justice Foundation.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaways') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

There are significant levels of disadvantage across all areas in the Moreton region, particularly when compared to the rest of Queensland. Additionally, the Moreton region is experiencing population growth and currently 15.5% of the population are aged over 65. 14.12% of the population in the Moreton region are on the aged pension.

Personal and household incomes in these areas are lower than the Queensland median and the unemployment rate in both areas are high, particularly in Caboolture, which is sitting at 12.70% and Redcliffe at 8.50%. Homelessness in the Caboolture area is also higher than the Queensland median and significantly higher than the Moreton region median.

Caboolture and Redcliffe have higher proportions of rental accommodation, when compared to mortgaged properties. The Caboolture region also has a significant number of families where one or both parents are currently unemployed.

Further, only 50% of people in Caboolture have received a year 11/12 education and both Caboolture and Moreton have high rates of people living with a profound or severe disability.

Moreton is also undergoing significant growth and development. The University of the Sunshine Coast is building a new campus at Caboolture, which is likely to result in a changing demographic in the area, as well as the associated impacts on housing and a casualised student workforce.

The data therefore paints a holistic picture of disadvantage, across all three areas of the Moreton region presented here. Research also shows that where there are multiple layers of disadvantage, the ability to access legal assistance diminishes.⁵

There remains a shortfall of service provision given the high level of legal need in the Moreton region across all matters. Financial disadvantage, an aging population and significant levels of unemployment, are likely to impact legal issues such as consumer/debt, employment law and services that cater for people over the age of 65 will be increasingly required.

Summary

The data presented for the Moreton region shows a number of features of disadvantage, which may equate to significant legal need. In particular, the provision of consumer, debt, employment law and legal services catered for an aging population.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) < [http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

4 Ibid.

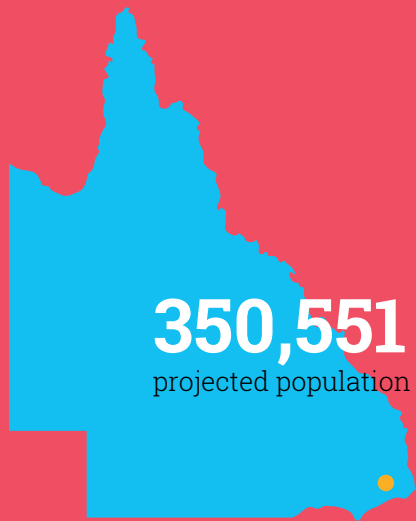
5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation < [http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)>.

Toowoomba

Toowoomba comprises the SA3 regions of

- Darling Downs (West)
- Maranoa
- Darling Downs (East)
- Granite Belt
- Outback South
- Toowoomba

This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General population

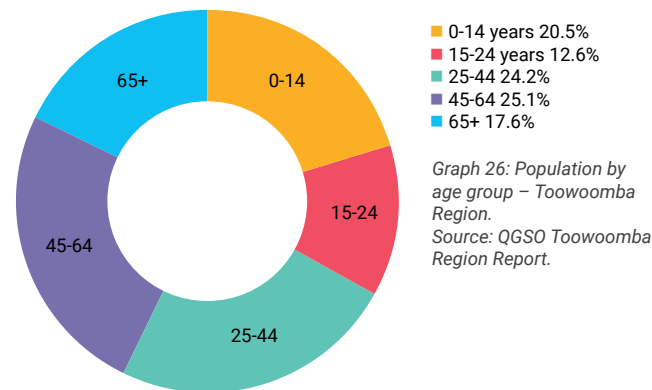
The population of the Toowoomba region is steadily increasing. The 2016 Census confirmed a population of 293,457 people and the region is expected to grow at an average annual rate of 0.6% over 25 years, which will result in an estimated population of 350,551 people by 2041.¹

Indigenous population

As of the 2016 Census, 14,569 people in the Toowoomba region identify as Aboriginal and Torres Strait Islander, accounting for 5.0% of the population of the region.²

Population by age group

The largest proportion of people are aged 45-64 (25.1%), followed by 25-44 (24.2%), and 0-14 (20.5%) (Graph 26)³



45-64

the predominant age group of people in the Toowoomba region

5%

of the Toowoomba region identify as Aboriginal and Torres Strait Islander

1 Queensland Government Statistician's Office, *Queensland Regional Profile report: Toowoomba* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Ibid.

3 Ibid.

Ethnicity

The top five English speaking backgrounds for the Toowoomba region are:

1. England (1.8%)
2. New Zealand (1.5%)
3. South Africa (0.5%)
4. United States of America (0.2%)
5. Scotland (0.2%)⁴

The top five non-English speaking backgrounds for the Toowoomba region are:

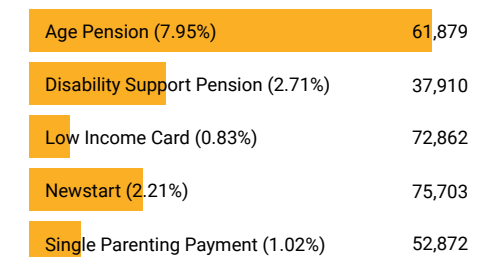
1. Philippines (0.8%)
2. India (0.6%)
3. China (excludes SARs and Taiwan) (0.3%)
4. Germany (0.2%)
5. Netherlands (0.2%)⁵

The top five non-English languages spoken at home for the Toowoomba region are:

1. Indo Aryan Languages (0.8%)
2. Chinese Languages (0.7%)
3. Southeast Asian Austronesian Languages (0.7%)
4. Arabic (0.4%)
5. Afrikaans (0.3%)⁶

Centrelink

Approximately 65,265 people in the Toowoomba region are receiving one of the following five types of Centrelink payments.



Graph 27: Five categories of Centrelink payments – Toowoomba Region.
Source: Department of Social Services 2016.

4 Queensland Government Statistician's Office, *Queensland Regional Profile report: Toowoomba* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

5 Ibid.

6 Ibid.

Toowoomba at a glance

The Toowoomba region is geographically large, comprised of the urban areas of Toowoomba, as well as agricultural properties and mining developments. Generally, personal and household incomes are lower than the Queensland median. As a result, the data varies broadly depending on the location of the person. The Darling Downs East, Granite Belt and Toowoomba each have unique characteristics, which may provide some context for legal need. The following snapshot presents overall data for the Toowoomba region, as well as three areas of disadvantage in the region, presented in the context of overall Queensland data.

Personal income (annually):

Toowoomba region: \$32,350

- Darling Downs East: \$30,628
- Granite Belt: \$26,520
- Toowoomba: \$33,748

Queensland Median: \$34,320

Household income (annually):

Toowoomba region: \$76,495

- Darling Downs East: \$73,008
- Granite Belt: \$63,752
- Toowoomba: \$82,316

Queensland Median: \$86,372

Unemployment rate:

Toowoomba region: 5.70%

- Darling Downs East: 5.40%
- Granite Belt: 6.60%
- Toowoomba: 5.90%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Toowoomba region: 4,334

- Darling Downs East: 656
- Granite Belt: 686
- Toowoomba: 2,184

Queensland Total: 66,139

Couple families with children:

Toowoomba region: 30,381

- Darling Downs East: 4,454
- Granite Belt: 3,968
- Toowoomba: 15,821

Queensland Total: 518,494

One parent families:

Toowoomba region: 11,575

- Darling Downs East: 1,560
- Granite Belt: 1,632
- Toowoomba: 6,284

Queensland Total: 201,308

Homelessness:

Toowoomba region: 945

- Darling Downs East: 84
- Granite Belt: 73
- Toowoomba: 531

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Toowoomba region: 32,105 : 33,629

- Darling Downs East: 4,463 : 4,392
- Granite Belt: 4,432 : 4,145
- Toowoomba: 17,825 : 17,347

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Toowoomba region: 49.10%

- Darling Downs East: 42.80%
- Granite Belt: 44%
- Toowoomba: 54.10%

Queensland Median: 58.90%

Aged care services:

Toowoomba region: 116

- Darling Downs East: 14
- Granite Belt: 18
- Toowoomba: 39

Queensland Total: 1,088

Profound or severe disability:

Toowoomba region: 5.70%

- Darling Downs East: 5.70%
- Granite Belt: 7.10%
- Toowoomba: 5.70%

Queensland Median: 5.20%

Reported offences:

Toowoomba region: 35,338

- Darling Downs East: 3,730
- Granite Belt: 3,244
- Toowoomba: 19,168

Queensland Total: 505,532

Table 25: Toowoomba at a Glance. Source: Toowoomba QGSO Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to provide an overall picture of the potential demand for legal services in a geographic area.¹

The table provides the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	293,457	6.24%		
NLAS Capability	20,468	6.97%	5.95%	1.02%
NLAS Aboriginal and Torres Strait Islander	4,552	1.55%	1.29%	0.26%
NLAS Culturally and Linguistically Diverse	5,497	1.87%	4.34%	-2.47%
NLAS \$52k	38,095	12.98%	10.87%	2.11%
NLAS 65+	9,086	3.10%	1.91%	1.19%

Table 26: Indicators of Legal Need – Toowoomba Region.
Source: Law and Justice Foundation.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaway's') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

There are significant levels of disadvantage in the Granite Belt area of the Toowoomba region in particular. Personal and household incomes in this area is lower than the Queensland median.

The Toowoomba area has over half of the single parent families in the region, as well as half the number of families where one or both parents are unemployed.

Further, only 43% of people in Darling Downs East and 44% of people in the Granite Belt have received a year 11/12 education. The Granite Belt also has a high proportion of people living with a profound and severe disability. Over 50% of all reported offences in the region occur in Toowoomba.

The data therefore paints a holistic picture of disadvantage, which is further enhanced by the vast geographic area of the region. Research also shows that where there are multiple layers of disadvantage, the ability to access legal assistance diminishes. This is further amplified as an area becomes more regional or remote.⁵

There remains a shortfall of service provision given the size of the Toowoomba region and the difficulty of undertaking outreach services across broad distances. Given these characteristics, increased services and particularly those focused on specialist outreach are required in the region.

Summary

The data presented for the Toowoomba region shows a number of features of disadvantage, which may equate to significant legal need. In particular, the tyranny of distance is clearly evident in the region, with the Granite Belt facing the greatest disadvantage in the community.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

4 Ibid.

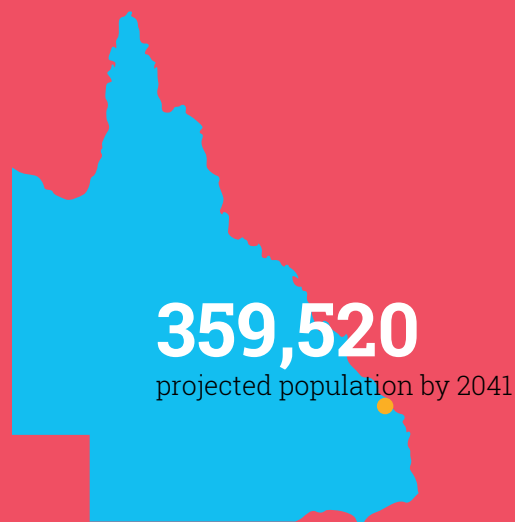
5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)>.

Bundaberg

Bundaberg comprises the SA3 regions of

- Bundaberg
- Burnett
- Gympie – Cooloola
- Hervey Bay
- Maryborough

This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can assist you to put together additional reports.

General population

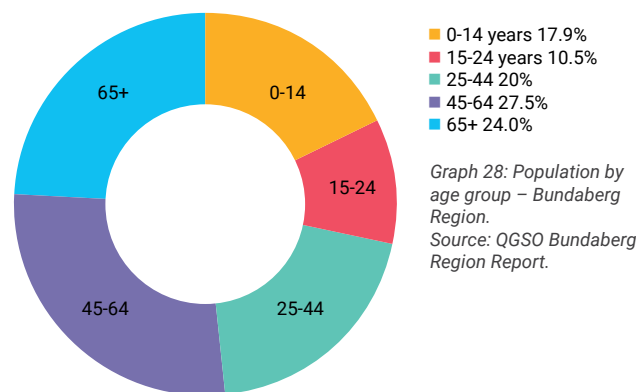
The population in the Bundaberg region is experiencing steady population growth. The 2016 Census confirmed a population of 287,889 people and the region is expected to grow at an average annual rate of 0.80% over 25 years, reaching a projected population of 359,520 people by 2041.¹

Indigenous population

As of the 2016 Census, 13,390 people in the Bundaberg Region identify as Aboriginal and Torres Strait Islander, accounting for 4.7% of the population of the region.²

Population by age group

The largest proportion of people are aged 45-64 (27.5%), followed by over 65 years (24.0%), and 25-44 (20.0%)³ (Graph 28).



45-64

the predominant age group of people in the Bundaberg region

4.7%

of the Bundaberg region identify as Aboriginal and Torres Strait Islander

¹ Queensland Government Statistician's Office, *Queensland Regional Profile report: Bundaberg* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

² Ibid.

³ Ibid.

Ethnicity

The top five English speaking backgrounds for the Bundaberg region are:

1. England (3.7%)
2. New Zealand (2.3%)
3. Scotland (0.4%)
4. South Africa (0.4%)
5. United States of America (0.2%)⁴

The top five non-English speaking backgrounds for the Bundaberg region are:

1. Philippines (0.6%)
2. Germany (0.5%)
3. Netherlands (0.4%)
4. India (0.2%)
5. Italy (0.2%)⁵

The top five non-English languages spoken at home for the Bundaberg region are:

1. Southeast Asian Austronesian Languages (0.4%)
2. Chinese Languages (0.3%)
3. German (0.3%)
4. Indo Aryan Languages (0.3%)
5. Italian (0.3%)⁶

Centrelink

Approximately 97,826 people in the Bundaberg region are receiving one of the following five types of Centrelink payments.

Age Pension (18.24%)	52,521
Disability Support Pension (6.67%)	19,200
Low Income Card (1.55%)	4,452
Newstart (5.70%)	16,397
Single Parenting Payment (1.83%)	5,256

Graph 29: Five categories of Centrelink payments – Bundaberg Region.
Source: Department of Social Services 2016.

⁴ Queensland Government Statistician's Office, *Queensland Regional Profile report: Bundaberg* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

⁵ Ibid.

⁶ Ibid.

Bundaberg at a glance

Bundaberg is a diverse region, with employment relying heavily on manufacturing and agricultural industries and this nature of employment is likely to impact on legal need. In addition, the region experiences a number of areas of disadvantage, some significantly high, that may correlate with increased legal need. The personal and household incomes are substantially below the Queensland median. The rate of unemployment is high, as are the instance of profound or severe disability and homelessness. Bundaberg, Burnett and Gympie-Cooloola each have unique characteristics, which may provide some context for legal need.

The following snapshot presents overall data for the Bundaberg region, as well as three areas of disadvantage in the region, presented in the context of overall Queensland data.

Personal income (annually):

Bundaberg region: \$24,894

- Bundaberg: \$25,740
- Burnett: \$24,492
- Gympie-Cooloola: \$24,908

Queensland Median: \$34,320

Household income (annually):

Bundaberg region: \$58,938

- Bundaberg: 62,452
- Burnett: \$57,720
- Gympie-Cooloola: \$58,864

Queensland Median: \$86,372

Unemployment rate:

Bundaberg region: 8.20%

- Bundaberg: 7.70%
- Burnett: 7.70%
- Gympie-Cooloola: 7.60%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Bundaberg region: 6,189

- Bundaberg: 1,784
- Burnett: 1,109
- Gympie-Cooloola: 1,113

Queensland Total: 66,139

Couple families with children:

Bundaberg region: 25,439

- Bundaberg: 8,066
- Burnett: 4,307
- Gympie-Cooloola: 4,507

Queensland Total: 518,494

One parent families:

Bundaberg region: 13,454

- Bundaberg: 4,140
- Burnett: 2,121
- Gympie-Cooloola: 2,363

Queensland Total: 201,308

Homelessness:

Bundaberg region: 1,525

- Bundaberg: 346
- Burnett: 434
- Gympie-Cooloola: 291

Queensland Median: 21,715

Home tenure: mortgaged v rented:

Bundaberg region: 30,527 : 31,300

- Bundaberg: 9,481 : 9,927
- Burnett: 5,024 : 5,239
- Gympie-Cooloola: 5,730 : 5,031

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Bundaberg region: 41.30%

- Bundaberg: 42.90%
- Burnett: 38.10%
- Gympie-Cooloola: 42.00%

Queensland Median: 58.90%

Aged care services:

Bundaberg region: 89

- Bundaberg: 26
- Burnett: 26
- Gympie-Cooloola: 9

Queensland Total: 1,088

Profound or severe disability:

Bundaberg region: 8.70%

- Bundaberg: 8.20%
- Burnett: 8.60%
- Gympie-Cooloola: 8.00%

Queensland Median: 5.20%

Reported offences:

Bundaberg region: 27,649

- Bundaberg: 7,927
- Burnett: 6,028
- Gympie-Cooloola: 4,441

Queensland Total: 505,532

Table 27: Bundaberg at a Glance. Source: QGSO Bundaberg Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	287,889	6.12%		
NLAS Capability	26,881	9.34%	5.95%	3.39%
NLAS Aboriginal and Torres Strait Islander	4,958	1.72%	1.29%	0.43%
NLAS Culturally and Linguistically Diverse	4,153	1.44%	4.34%	-2.90%
NLAS \$52k	42,815	14.87%	10.87%	4.0%
NLAS 65+	11,197	3.89%	1.91%	1.98%

Table 28: Indicators of Legal Need – Bundaberg Region.
Source: Law and Justice Foundation.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaway's') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

There are significant levels of disadvantage across all three areas in the Bundaberg region, particularly when compared to the rest of Queensland. Personal and household incomes in these areas are lower than the Queensland median and the unemployment rates are high. Homelessness in both the Burnett and Gympie-Cooloola areas are also higher than the Queensland median and significantly higher than the Bundaberg region median. There is a high prevalence of single parent families, as well as families with children under 15 who have no employed parent.

Further, only 43% of people in the Bundaberg area, 38% of people in the Burnett area and 42% of people in the Gympie-

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

4 Ibid.

Cooloola area have received a year 11/12 education and all three areas have significantly high rates of residents with a profound and severe disability.

The population of the Bundaberg region is also growing, particularly for people over the age of 65 who comprise 24% of the total population. Further 18% of the population of the Bundaberg region are reliant on the aged pension.

The data therefore paints a holistic picture of disadvantage, across all areas of the Bundaberg region. Research also shows that where there are multiple layers of disadvantage, the ability to access legal assistance diminishes.⁵ Coastal areas of Queensland are also more likely to be impacted from the increasing risk of climate change, including more severe weather events that are likely to exacerbate many of the social, economic and health discrepancies discussed in this section.⁶

There remains a shortfall of service provision given the high level of legal need in the Bundaberg region. There is only one generalist community legal centre covering the region, which is the equivalent of four local government areas. This is a significant geographical spread, encompassing a substantial population. Outreach to remote communities is difficult when considering these challenges of distance, as well as high levels of legal need. Given the levels of disadvantage, greater investment is needed across the board to assist the community.

Summary

The data presented for the Bundaberg region shows a number of features of disadvantage, which may equate to significant legal need. Greater investment is required to meet the legal need of this community.

5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning (November 2015) The Law and Justice Foundation* <[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)>.

6 Lesley Hughes, Lauren Dickards, Will Steffen, Petra Stock and Martin Rice, *On the Frontline: Climate change and rural communities* (2016) The Climate Council <<https://www.climatecouncil.org.au/uploads/564abfd96ebac5cbc6cf45de2f17e12d.pdf>>.

Rockhampton

Rockhampton comprises the SA3 regions

- Biloela
- Central Highlands
- Gladstone
- Rockhampton

This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.

279,470

projected population by 2041

If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General population

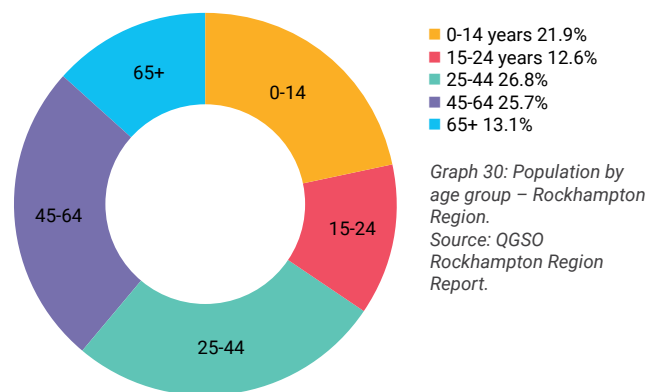
The population of Rockhampton is experiencing a slow rate of increase. The 2016 Census confirmed a population of 220,919 people and the region is expected to grow at an average annual rate of 0.80% over 25 years, reaching a projected population of 279,470 people by 2041.¹

Indigenous population

As of the 2016 Census, 12,679 people in the Rockhampton region identify as Aboriginal and Torres Strait Islander, accounting for 5.7% of the population in the region.²

Population by age group

The largest proportion of people are aged 25-44 (26.8%), followed by 45-64 (25.7%), and 0-14 (21.9%) (Graph 30). As at 30 June 2017, the proportion over 65 years was 13.1%.³



25-44

the predominant age group of people in the Rockhampton region

5.7%

of the Rockhampton region identify as Aboriginal and Torres Strait Islander

1 Queensland Government Statistician's Office, *Queensland Regional Profile report: Rockhampton* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Ibid.

3 Ibid.

Ethnicity

The top five English speaking backgrounds for the Rockhampton region are:

1. New Zealand (2.5%)
2. England (1.8%)
3. South Africa (0.7%)
4. Scotland (0.3%)
5. United States of America (0.2%)⁴

The top five non-English speaking backgrounds for the Rockhampton region are:

1. Philippines (1.0%)
2. India (0.5%)
3. Germany (0.2%)
4. Vietnam (0.2%)
5. China (excludes SARs and Taiwan) (0.2%)⁵

The top five non-English languages spoken at home for the Rockhampton region are:

6. Southeast Asian Austronesian Languages (0.9%)
7. Indo Aryan Languages (0.7%)
8. Afrikaans (0.4%)
9. Chinese Languages (0.4%)
10. Vietnamese (0.3%)⁶

Centrelink

Approximately 42,674 people in the Rockhampton region are receiving one of the following five types of Centrelink payments:

Age Pension (9.08%)	20,069
Disability Support Pension (3.19%)	7,058
Low Income Card (0.86%)	1,896
Newstart (4.53%)	10,011
Single Parenting Payment (1.65%)	3,640

Graph 31: Five categories of Centrelink payments – Rockhampton Region.
Source: Department of Social Services 2016.

4 Queensland Government Statistician's Office, *Queensland Regional Profile report: Rockhampton* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

5 Ibid.

6 Ibid.

Rockhampton at a glance

Rockhampton is a diverse region, with employment relying heavily on manufacturing, agricultural and mining industries. The region has pockets of extreme advantage and extreme disadvantage, so as a result the data varies depending on the local of the person. The Central Highlands, Gladstone and Rockhampton provide unique examples of this regional variation.

Personal income (annually):

Rockhampton region: \$34,527

- Central Highlands: \$42,328
- Gladstone: \$35,256
- Rockhampton: \$32,396

Queensland Median: \$34,320

Household income (annually):

Rockhampton region: \$90,532

- Central Highlands: \$107,380
- Gladstone: \$99,736
- Rockhampton: \$80,860

Queensland Median: \$86,372

Unemployment rate:

Rockhampton region: 6.60%

- Central Highlands: 4.40%
- Gladstone: 7.70%
- Rockhampton: 6.90%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Rockhampton region: 3,424

- Central Highlands: 329
- Gladstone: 1,036
- Rockhampton: 1,949

Queensland Total: 66,139

Couple families with children:

Rockhampton region: 24,599

- Central Highlands: 3,428
- Gladstone: 7,340
- Rockhampton: 12,155

Queensland Total: 518,494

One parent families:

Rockhampton region: 8,111

- Central Highlands: 842
- Gladstone: 2,250
- Rockhampton: 5,334

Queensland Total: 201,308

Homelessness:

Rockhampton region: 928

- Central Highlands: 197
- Gladstone: 215
- Rockhampton: 463

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Rockhampton region: 26,194 : 26,248

- Central Highlands: 2,562 : 4,282
- Gladstone: 8,137 : 7,497
- Rockhampton: 14,100 : 12,835

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Rockhampton region: 49.90%

- Central Highlands: 50.60%
- Gladstone: 52.70%
- Rockhampton: 48.70%

Queensland Median: 58.90%

Aged care services:

Rockhampton region: 63

- Central Highlands: 8
- Gladstone: 8
- Rockhampton: 35

Queensland Total: 1,088

Profound or severe disability:

Rockhampton region: 4.80%

- Central Highlands: 2.60%
- Gladstone: 4.00%
- Rockhampton: 5.90%

Queensland Median: 5.20%

Reported offences:

Rockhampton region: 25,385

- Central Highlands: 3,989
- Gladstone: 5,930
- Rockhampton: 14,486

Queensland Total: 505,532

Table 29: Bundaberg at a Glance. Source: QGSO Bundaberg Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	220,919	4.70%		
NLAS Capability	17,490	7.92%	5.95%	1.97%
NLAS Aboriginal and Torres Strait Islander	4,112	1.86%	1.29%	0.57%
NLAS Culturally and Linguistically Diverse	3,225	1.46%	4.34%	-2.88%
NLAS \$52k	29,279	13.25%	10.87%	2.38%
NLAS 65+	5,164	2.34%	1.91%	0.43%

Table 30: Indicators of Legal Need – Rockhampton Region
Source: Law and Justice Foundation.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as ‘turnaway’s’) from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

While levels of personal and household income are equal to or above the Queensland median in the Rockhampton region, both the Gladstone and Rockhampton areas have high rates of unemployment. This may be as a result of a significant change to manufacturing jobs in the region over the last decade. Added to this is the fluctuating employment in the mining, gas and transport sectors.⁵

Added to this, 57% of families with one or both parents unemployed live in the Rockhampton area and 61% of one parent families live in the Rockhampton area.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.
3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).
4 Ibid.
5 Rockhampton Regional Council, *Industry sector of employment* (2016) <<https://profile.id.com.au/rockhampton/industries>>.

Further, only 49% of people in Rockhampton area have received a year 11/12 education and Rockhampton accounts for 57% of all reported offences in the region.

The data therefore paints a holistic picture of disadvantage, particularly in the Rockhampton area. Research also shows that where there are multiple layers of disadvantage, the ability to access legal assistance diminishes.⁶ Coastal areas of Queensland are also more likely to be impacted from the increasing risk of climate change, including more severe weather events that are likely to exacerbate many of the social, economic and health discrepancies discussed in this section.⁷

There remains a shortfall of service provision given the high level of legal need in the Rockhampton Region. Given the changing employment dynamics in the region, employment and consumer/debt law may become more pressing matters.

Summary

The data presented for the Rockhampton region shows a number of features of disadvantage, which may equate to significant legal need. In particular, the provision of consumer and employment law services in the region.

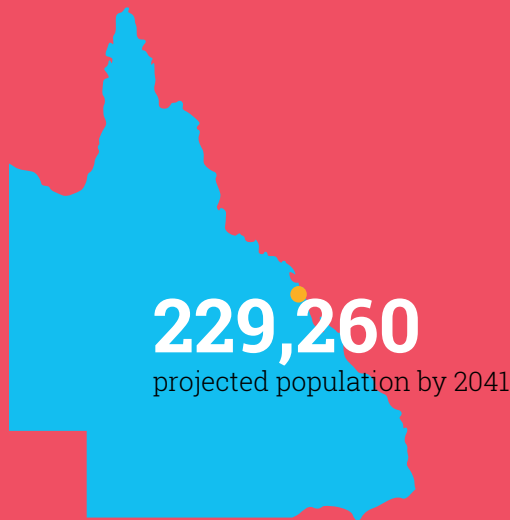
6 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)>.
7 Lesley Hughes, Lauren Dickards, Will Steffen, Petra Stock and Martin Rice, *On the Frontline: Climate change and rural communities* (2016) The Climate Council <<https://www.climatecouncil.org.au/uploads/564abfd96ebac5cbc6cf45de2f17e12d.pdf>>.

Mackay

The Mackay region comprises the SA3 regions of

- Bowen Basin North
- Mackay
- Whitsunday

This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General population

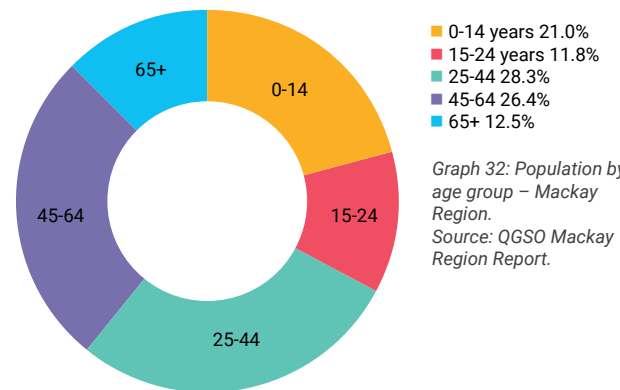
The population of Mackay is steadily increasing. The 2016 Census confirmed a population of 169,687 people and the region is expected to grow at an average annual rate of 1.1% over 25 years, reaching a projected population of 229,260 people by 2041.¹

Indigenous population

As of the 2016 Census, 8,294 people in the Mackay region identify as Aboriginal and Torres Strait Islander, accounting to 4.9% of the population of the region.²

Population by age group

The largest proportion of people are aged 25-44 (28.3%), followed by 45-64 (26.4%), and 0-14 (21.0%) (Graph 32).³



25-44

the predominant age group of people in the Mackay region

4.9%

of the Mackay region identify as Aboriginal and Torres Strait Islander

¹ Queensland Government Statistician's Office, *Queensland Regional Profile report: Mackay* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

² Ibid.

³ Ibid.

Ethnicity

The top five English speaking backgrounds for the Mackay region are:

1. New Zealand (2.8%)
2. England (2.1%)
3. South Africa (0.9%)
4. Scotland (0.3%)
5. United States of America (0.2%)⁴

The top five non-English speaking backgrounds for the Mackay region are:

1. Philippines (1.3%)
2. India (0.5%)
3. Germany (0.3%)
4. Zimbabwe (0.3%)
5. China (excludes SARs and Taiwan) (0.2%)⁵

The top five non-English languages spoken at home for the Mackay region are:

1. Southeast Asian Austronesian Languages (1.2%)
2. Indo Aryan Languages (0.6%)
3. Chinese Languages (0.5%)
4. Afrikaans (0.4%)
5. German (0.2%)⁶

Centrelink

Approximately 28,436 people in the Mackay region are receiving one of the following five types of Centrelink payments:

Age Pension (8.19%)	13,896
Disability Support Pension (2.53%)	4,285
Low Income Card (0.74%)	1,262
Newstart (3.82%)	6,475
Single Parenting Payment (1.48%)	2,518

Graph 33: Five categories of Centrelink payments – Mackay Region.
Source: Department of Social Services 2016.

⁴ Queensland Government Statistician's Office, *Queensland Regional Profile report: Mackay* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

⁵ Ibid.

⁶ Ibid.

Mackay at a glance

Mackay is a diverse region, with an economy heavily based on the mining and agricultural industries. As a result, there are large numbers of people in rented accommodation, rather than in mortgaged properties. While income rates are higher than the Queensland median in Bowen-Basin, Mackay and the Whitsundays and rates of unemployment are low, the nature of employment is likely to impact legal need.

Personal income (annually):

Mackay region: \$37,286

- Bowen-Basin North: \$40,144
- Mackay: \$36,296
- Whitsunday: \$38,220

Queensland Median: \$34,320

Household income (annually):

Mackay region: \$93,272

- Bowen-Basin North: \$105,456
- Mackay: \$92,248
- Whitsunday: \$81,120

Queensland Median: \$86,372

Unemployment rate:

Mackay region: 3.50%

- Bowen-Basin North: 2.90%
- Mackay: 3.90%
- Whitsunday: 2.60%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Mackay region: 2,159

- Bowen-Basin North: 311
- Mackay: 1,660
- Whitsunday: 188

Queensland Total: 66,139

Couple families with children:

Mackay region: 18,640

- Bowen-Basin North: 3,595
- Mackay: 13,150
- Whitsunday: 1,895

Queensland Total: 518,494

One parent families:

Mackay region: 6,204

- Bowen-Basin North: 947
- Mackay: 4,573
- Whitsunday: 684

Queensland Total: 201,308

Homelessness:

Mackay region: 698

- Bowen-Basin North: 171
- Mackay: 410
- Whitsunday: 117

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Mackay region: 19,107 : 20,828

- Bowen-Basin North: 2,013 : 5,592
- Mackay: 14,809 : 12,809
- Whitsunday: 2,285 : 2,427

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Mackay region: 49.10%

- Bowen-Basin North: 46.10%
- Mackay: 49.50%
- Whitsunday: 51.20%

Queensland Median: 58.90%

Aged care services:

Mackay region: 40

- Bowen-Basin North: 13
- Mackay: 24
- Whitsunday: 3

Queensland Total: 1,088

Profound or severe disability:

Mackay region: 4.10%

- Bowen-Basin North: 3.20%
- Mackay: 4.40%
- Whitsunday: 3.50%

Queensland Median: 5.20%

Reported offences:

Mackay region: 17,959

- Bowen-Basin North: 2,637
- Mackay: 12,894
- Whitsunday: 2,428

Queensland Total: 505,532

Table 31: Mackay at a Glance. Source: QGSO Mackay Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	169,687	3.61%		
NLAS Capability	12,278	7.24%	5.95%	1.29%
NLAS Aboriginal and Torres Strait Islander	2,451	1.44%	1.29%	0.15%
NLAS Culturally and Linguistically Diverse	2,738	1.61%	4.34%	-2.73%
NLAS \$52k	21,616	12.74%	10.87%	1.87%
NLAS 65+	3,474	2.05%	1.91%	0.14%

Table 32: Indicators of Legal Need – Mackay Region.
Source: Law and Justice Foundation.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaway's') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

The Bowen-Basin region has a significantly higher proportion of rental accommodation, compared to mortgaged properties. This also is a reflection of the dominant mining industry in the region, and the impact of a FIFO workforce.

Mackay has a large number of one parent families, accounting for 74% of the one parent families in the wider region. Highest education levels in both Bowen-Basin and Mackay are also significantly lower than the Queensland median, with less than half of the population finishing year 11/12 schooling.

Rates of reported offences in Mackay accounts for 72% of the reported offences in the region.

When considering service development in the Mackay region, an important aspect is the nature of the workforce, with mining, construction and agriculture being the primary employment options.⁵ This can lead to a more transient workforce, particularly if the mining workers are FIFO. The impact of the development of the Galilee Basin, such as the Adani mine, may also result in changes to the population and demographics of the region. Coastal areas of Queensland are also more likely to be impacted from the increasing risk of climate change, including more severe weather events that are likely to exacerbate many of the social, economic and health discrepancies discussed in this section.⁶

There remains a shortfall of service provision given the high level of legal need in the Mackay region. Given the changing employment dynamics in the region, employment and consumer/debt law may become more pressing matters.

Summary

The data presented for the Mackay region shows a number of features of disadvantage, which may equate to significant legal need. In particular, the provision of consumer and employment law services in the region.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.

3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).

4 Ibid.

5 [Jobs Queensland. Mackay Regional Tourism Workforce Plan 2018-2010 \(2018\)](#).

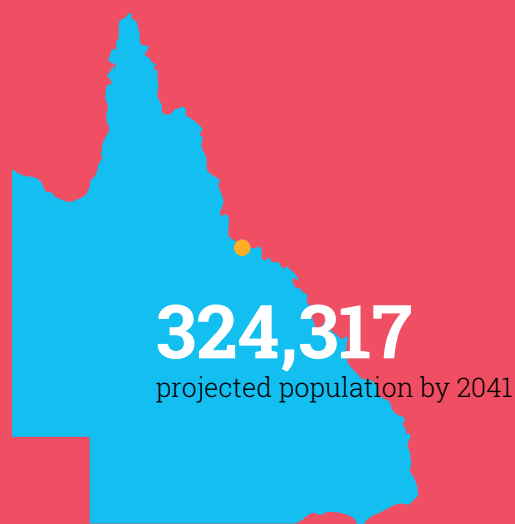
6 Lesley Hughes, Lauren Dickards, Will Steffen, Petra Stock and Martin Rice, *On the Frontline: Climate change and rural communities* (2016) The Climate Council <<https://www.climatecouncil.org.au/uploads/564abfd96ebac5cbc6cf45de2f17e12d.pdf>>.

Townsville

Townsville comprises the SA3 regions of

- Charters Towers – Ayr – Ingham
- Townsville

The following data has been gathered from a variety of sources, including ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 regions or smaller, please contact Community Legal Centres Queensland and we can assist you to put together additional reports.

General population

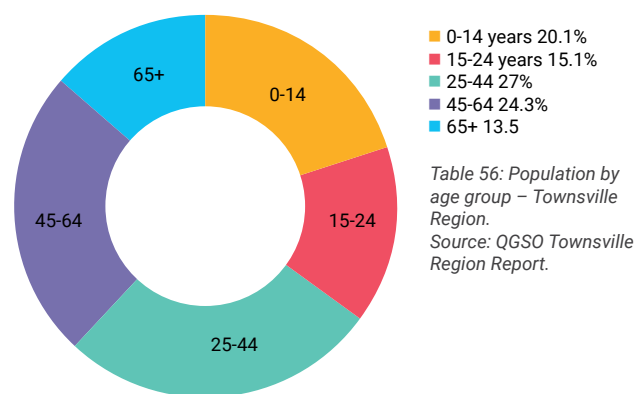
The population of Townsville is steadily increasing. The 2016 Census confirmed a population of 229,034. The Townsville region is expected to grow at an average annual rate of 1.3% over 25 years, reaching a projected total population of 324,317 people by 2041.¹

Indigenous population

As of the 2016 census, 18,010 people in the Townsville region identify as Aboriginal and Torres Strait Islander, accounting for 7.9% of the total population of the region.²

Population by age group

The largest proportion of people are aged 25-44 (27%), followed by 45-64 (24.3%) and 0-14 (20.1%) (Table 56).³



25-44 **7.9%**

the predominant age group of people in the Townsville region identify as Aboriginal and Torres Strait Islander

¹ Queensland Government Statistician's Office, *Queensland Regional Profile report: Townsville* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

² Ibid.

³ Ibid.

Ethnicity

The top five English speaking backgrounds for the Townsville region are:

1. England (2.4%)
2. New Zealand (2.1%)
3. South Africa (0.5%)
4. Scotland (0.3%)
5. United States of America (0.3%)⁴

The top five non-English speaking backgrounds for the Townsville region are:

1. Philippines (0.8%)
2. India (0.6%)
3. Italy (0.5%)
4. Papua New Guinea (0.5%)
5. Germany (0.4%)⁵

The top five non-English languages spoken at home for the Townsville region are:

1. Italian (0.8%)
2. Southeast Asian Austronesian Languages (0.7%)
3. Indo Aryan Languages (0.6%)
4. Chinese Languages (0.5%)
5. Australian Indigenous Languages (0.3%)⁶

Centrelink

Approximately 46,117 people in the Townsville region are receiving one of the following five types of Centrelink payment:

Age Pension (9.22%)	21,124
Disability Support Pension (3.22%)	7,369
Low Income Card (1.37%)	3,131
Newstart (4.48%)	10,272
Single Parenting Payment (1.84%)	4,221

Table 55: Five categories of Centrelink payments – Townsville Region.
Source: Department of Social Services 2016.

⁴ Queensland Government Statistician's Office, *Queensland Regional Profile report: Townsville* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

⁵ Ibid.

⁶ Ibid.

Townsville at a glance

Townsville is a diverse region, however it experiences a number of disadvantages that may correlate to increased legal need. While the personal income in Townsville itself it not dissimilar to the Queensland average, it is much lower on Charters Towers-Ayr-Ingham. The unemployment rate across the region is significantly higher than the Queensland median and the Charters Towers-Ayr-Ingham region experiences higher than average levels of homelessness. The following snapshot presents generalised data for the Townsville region, in comparison to the rest of Queensland.

Personal income (annually):

Townsville region: \$34,961

- Charters Towers-Ayr-Ingham: \$28,704
- Townsville: \$36,556

Queensland Median: \$34,320

Household income (annually):

Townsville region: \$85,268

- Charters Towers-Ayr-Ingham: \$71,760
- Townsville: \$88,660

Queensland Median: \$86,372

Unemployment rate:

Townsville region: 8.50%

- Charters Towers-Ayr-Ingham: 9.90%
- Townsville: 8.20%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Townsville region: 3,754

- Charters Towers-Ayr-Ingham: 683
- Townsville: 3,071

Queensland Total: 66,139

Couple families with children:

Townsville region: 24,098

- Charters Towers-Ayr-Ingham: 4,194
- Townsville: 19,904

Queensland Total: 518,494

One parent families:

Townsville region: 10,309

- Charters Towers-Ayr-Ingham: 1,700
- Townsville: 8,609

Queensland Total: 201,308

Homelessness:

Townsville region: 1,477

- Charters Towers-Ayr-Ingham: 671
- Townsville: 806

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Townsville region: 27,029 : 29,880

- Charters Towers-Ayr-Ingham: 3,936 : 4,563
- Townsville: 23,093 : 25,317

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Townsville region: 55.30%

- Charters Towers-Ayr-Ingham: 41.90%
- Townsville: 58.40%

Queensland Median: 58.90%

Aged care services:

Townsville region: 53

- Charters Towers-Ayr-Ingham: 16
- Townsville: 37

Queensland Total: 1,088

Profound or severe disability:

Townsville region: 5.10%

- Charters Towers-Ayr-Ingham: 6.10%
- Townsville: 4.90%

Queensland Median: 5.20%

Reported offences:

Townsville region: 32,785

- Charters Towers-Ayr-Ingham: 5,598
- Townsville: 27,187

Queensland Total: 505,532

Table 33: Townsville Snapshot. Source: QGSO Townsville Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	229,034	4.87%		
NLAS Capability	15,476	6.76%	5.95%	0.81%
NLAS Aboriginal and Torres Strait Islander	5,909	2.58%	1.29%	1.29%
NLAS Culturally and Linguistically Diverse	5,308	2.32%	4.34%	-2.02%
NLAS \$52k	28,066	12.25%	10.87%	1.38%
NLAS 65+	4,952	2.16%	1.91%	0.25%

Table 34: Indicators of Legal Need – Townsville Region.
Source: Law and Justice Foundation.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as ‘turnaway’s’) from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

This is significant levels of disadvantage in the Charters Towers-Ayr-Ingham area particularly when compared to the rest of Queensland. Personal and household incomes in these areas are lower than the Queensland median. However, unemployment in the Townsville and Charters Towers-Ayr-Ingham areas are also high. Homelessness in the Charters-Towers-Ayr area is also higher than the Queensland median and significantly higher than the Townsville region median.

Further, only 42% of people in the Charters Towers-Ayr-Ingham area have received a year 11/12 education and comparative to population, this region has a high number of

single parent families and families where one or both parents are unemployed. 6.10% of Charters Towers-Ayr-Ingham have a profound and severe disability. However, 83% of reported offences occur in Townsville.

The data therefore paints a holistic picture of disadvantage across the Townsville region. Research also shows that where there are multiple layers of disadvantage, the ability to access legal assistance diminishes.⁵ Coastal areas of Queensland are also more likely to be impacted from the increasing risk of climate change, including more severe weather events that are likely to exacerbate many of the social, economic and health discrepancies discussed in this section.⁶

There remains a shortfall of service provision given the high level of legal need in the Townsville region and in particular in the Charters Towers-Ayr-Ingham area.

Summary

The data presented for the Townsville region shows a number of features of disadvantage, which may equate to significant legal need.

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.
3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).
4 Ibid.

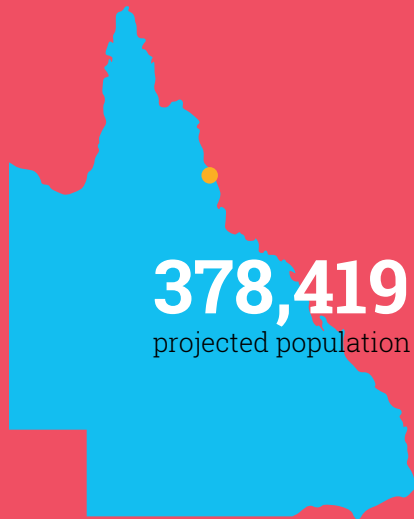
5 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[http://www.lawfoundation.net.au/ljf/site/templates/reports/\\$file/CPR_Service_Planning_Nov2015.pdf](http://www.lawfoundation.net.au/ljf/site/templates/reports/$file/CPR_Service_Planning_Nov2015.pdf)>.
6 Lesley Hughes, Lauren Dickards, Will Steffen, Petra Stock and Martin Rice, *On the Frontline: Climate change and rural communities* (2016) The Climate Council <<https://www.climatecouncil.org.au/uploads/564abfd96ebac5cbc6cf45de2f17e12d.pdf>>.

Cairns

Cairns comprises the SA3 regions of

- Cairns (North)
- Cairns (South)
- Far North
- Innisfail – Cassowary Coast
- Port Douglas – Daintree
- Tablelands (East)

Kuranda. This data has been sourced from ABS reports, the Queensland Government Statisticians Office and Centrelink.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports.

General population

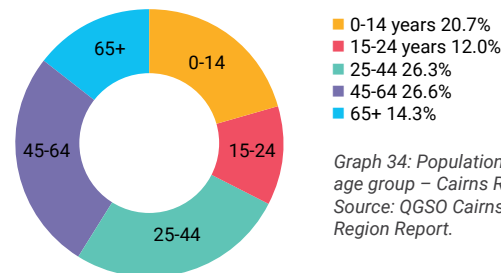
The population of Cairns is steadily increasing. The 2016 Census confirmed a population of 272,578 people and the region is expected to grow at an average annual rate of 1.2% over 25 years, reaching a projected population of 378,419 people by 2041.¹

Indigenous population

As of the 2016 Census, 41,316 people in the Cairns region identify as Aboriginal and Torres Strait Islander, accounting for 15.2% of the total population in the region.² It must be noted however, that 53.60% of people in the Far North region identify as Aboriginal and Torres Strait Islander.³ If the Far North area is excluded, the percentage of people in the remainder of the Cairns region who identify as Aboriginal and Torres Strait Islander falls to approximately 9.68%.⁴

Population by age group

The largest proportion of people are aged 45-64 (26.6%), followed by 25-44 (26.3%), and 0-14 (20.7%)⁵ (Graph 34).



Graph 34: Population by age group – Cairns Region.
Source: QGSO Cairns Region Report.

45-64

the predominant age group of people in the Cairns region

15.2%

of the Cairns region identify as Aboriginal and Torres Strait Islander

1 Queensland Government Statistician's Office, *Queensland Regional Profile report: Cairns* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Ibid.

3 Ibid.

4 Ibid.

5 Ibid.

Ethnicity

The top five English speaking backgrounds for the Cairns region are:

1. England (3.4%)
2. New Zealand (2.6%)
3. South Africa (0.4%)
4. Scotland (0.4%)
5. United States of America (0.3%)⁶

The top five non-English speaking backgrounds for the Cairns region are:

1. Papua New Guinea (1.1%)
2. Philippines (0.9%)
3. India (0.8%)
4. Japan (0.7%)
5. Italy (0.6%)⁷

The top five non-English languages spoken at home for the Cairns region are:

1. Australian Indigenous Languages (4.1%)
2. Indo Aryan Languages (1.2%)
3. Italian (1.0%)
4. Japanese (1.0%)
5. Chinese Languages (0.8%)⁸

Centrelink

Approximately 61,485 people in the Cairns region are receiving Centrelink payments that may be relevant to legal need, as follows:

Age Pension (9.92%)	27,049
Disability Support Pension (3.63%)	9,903
Low Income Card (0.99%)	2,686
Newstart (5.86%)	15,975
Single Parenting Payment (2.15%)	5,872

Graph 35: Five categories of Centrelink payments – Cairns Region.
Source: Department of Social Services 2016.

6 Queensland Government Statistician's Office, *Queensland Regional Profile report: Cairns* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

7 Ibid.

8 Ibid.

Cairns at a glance

Cairns is a diverse region, with the data showing a number of areas of disadvantage that may translate into legal need. Personal and household income rates are well below the Queensland median, while unemployment is significantly above the Queensland median. There are also significantly high rates of homelessness. The following snapshot presents generalised data for the Cairns region, in comparison to the rest of Queensland.

Personal income (annually):

Cairns region: \$32,608

- Cairns South: \$34,424
- Far North: \$25,688
- Innisfail-Cassowary Coast: \$28,080

Queensland Median: \$34,320

Household income (annually):

Cairns region: \$75,503

- Cairns South: \$77,272
- Far North: \$62,764
- Innisfail-Cassowary Coast: \$66,196

Queensland Median: \$86,37

Unemployment rate:

Cairns region: 7.50%

- Cairns South: 7.1%
- Far North: 19.80%
- Innisfail-Cassowary Coast: 8.70%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Cairns region: 5,409

- Cairns South: 2,031
- Far North: 1,196
- Innisfail-Cassowary Coast: 755

Queensland Total: 66,139

Couple families with children:

Cairns region: 26,414

- Cairns South: 9,508
- Far North: 3,054
- Innisfail-Cassowary Coast: 3,206

Queensland Total: 518,494

One parent families:

Cairns region: 13,124

- Cairns South: 5,354
- Far North: 1,627
- Innisfail-Cassowary Coast: 1,557

Queensland Total: 201,308

Homelessness:

Cairns region: 3,471

- Cairns South: 1,224
- Far North: 1,107
- Innisfail-Cassowary Coast: 700

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Cairns region: 27,885 : 36,570

- Cairns South: 10,955 : 15,013
- Far North: 1,193 : 5,351
- Innisfail-Cassowary Coast: 3,059 : 4,147

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Cairns region: 53.70%

- Cairns South: 56%
- Far North: 45%
- Innisfail-Cassowary Coast: 44.80%

Queensland Median: 58.90%

Aged care services:

Cairns region: 68

- Cairns South: 26
- Far North: 13
- Innisfail-Cassowary Coast: 12

Queensland Total: 1,088

Profound or severe disability:

Cairns region: 4.60%

- Cairns South: 4.90%
- Far North: 3.10%
- Innisfail-Cassowary Coast: 5.70%

Queensland Median: 5.20%

Reported offences:

Cairns region: 40,275

- Cairns South: 20,044
- Far North: 6,785
- Innisfail-Cassowary Coast: 4,057

Queensland Total: 505,532

Table 35: Cairns at a glance. Source: QGSO Cairns Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	293,457	6.24%		
NLAS Capability	13,091	4.46%	5.95%	-1.49%
NLAS Aboriginal and Torres Strait Islander	11,398	3.88%	1.29%	2.59%
NLAS Culturally and Linguistically Diverse	4,294	1.46%	4.34%	-2.88%
NLAS \$52k	21,730	7.40%	10.87%	-3.47%
NLAS 65+	3,992	1.36%	1.91%	-0.55%

Table 36: Indicators of Legal Need – Cairns Region.
Source: Law and Justice Foundation.

¹ Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) < http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/Sfile/JL_28_Updateing_NLAS.pdf>.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people. Added to this, over the past three years, the number of people being turned away (referred to as 'turnaway's') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

Rates of personal and household income in the Cairns region are below the Queensland median, however in the Far-North and Innisfail-Cassowary Coast regions, the median income is significantly lower than the Queensland median. This corresponds to a high unemployment rate in all regions analysed, with the Far North in particular reaching a rate of 19.80% unemployment – more than three times the Queensland median.

All three regions of Cairns has high levels of homelessness, peaking in the Far North at rates of 304.10 people per 10,000 currently homeless, more than seven times the Queensland median.

The region is characterised by a higher rate of rented properties, when compared to mortgaged properties. However, when considering remote Aboriginal and Torres Strait Islander communities in the Far North, the differences

between mortgaged and rented properties may also be due to historic lease arrangements with Aboriginal and Torres Strait Islander people, such as the Deed of Grant in Trust lands.

In South Cairns, there is a high prevalence of single parent families, accounting for 40% of the single parent families in the region. This can be further overlain by the 58% of the housing in Cairns South comprised of rental properties and 2,031 (38%) families which children under 15 with no or one unemployed parent. Almost 50% of reported offences in the Cairns region stem from Cairns South.

The data paints a holistic picture of disadvantage, particularly in the Far North region. Research also shows that where there are multiple layers of disadvantage, particularly for Aboriginal and Torres Strait Islander communities in remote areas, the ability to access legal assistance diminishes. Coastal areas of Queensland are also more likely to be impacted from the increasing risk of climate change, including more severe weather events that are likely to exacerbate many of the social, economic and health discrepancies discussed in this section.

There are a few points to note from the data. There is a dearth of service provision relating to civil law in particular. Further, the Far North region is an area of high needs. While agencies are attending this region on a regular basis, outreach to these remote communities is difficult when considering the challenges of distance and the high level of need. As such, the question becomes one not just access, but also the intensity of access in these areas.

Given the picture painted in the Not Now, Not Ever Report, which found that family and domestic violence has been normalised in remote Aboriginal and Torres Strait Islander communities. Data shows that prevalence and severity of domestic and family violence increases as geographical remoteness increases. Adding to this, a stretched support system, makes it very difficult to make inroads into the level of legal need in these communities.

Particularly in the Far North region, a specialist skill set is required to be able to provide adequate services to those communities. Further considerations could include partnerships with local communities and building relationships with elders, to establish appropriate levels of

trust, given the historic marginalisation and the need for culturally appropriate services. As addressed in the Not Now, Not Ever Report, building capacity within the communities is paramount.

Summary

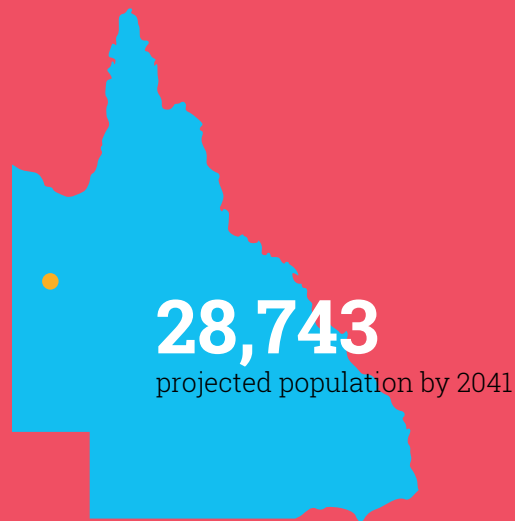
The data suggests there are a number of areas of disadvantage in the Cairns area, particularly in the Far North region, as well as South Cairns. The tyranny of distance means that outreach services to the areas of high need in Far North Queensland diminishes the intensity of coverage in this region. The provision of civil law services, as well as addressing the coverage to remote communities will be an important consideration.

Mt Isa

Mount Isa comprises the SA2 regions of

- Carpentaria
- Mount Isa
- Mount Isa Region
- Northern Highlands

This data has been sourced from the Australian Bureau of Statistics and the Queensland Government Statisticians Office.



If you are looking for statistics based on SA2 or smaller, please contact Community Legal Centres Queensland and we can provide assistance to put together additional reports

General population

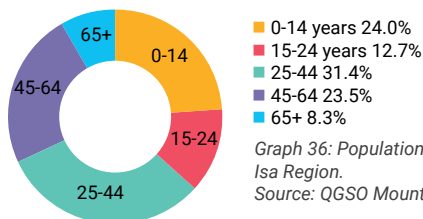
The population of Mount Isa is steadily decreasing. The 2016 Census confirmed a population of 29,651 people and the region is expected to experience a decrease in population by an average annual rate of -0.30% over 25 years, reaching a projected population of 28,743 by 2041.¹

Indigenous population

As of the 2016 Census, 7,264 people in the Mt Isa region identify as Aboriginal and Torres Strait Islander, accounting for 24.50% of the total population of the region.² However, the number of Aboriginal and Torres Strait Islander people in the Carpentaria region accounts for 67% of the population.³ The average Aboriginal and Torres Strait Islander population across the Mount Isa Outer, Mount Isa and Northern Highlands region is 16.23%. While still significantly higher than the Queensland average, the large Aboriginal and Torres Strait Islander population in Carpentaria must be noted.⁴

Population by age group

The largest age group in the Mt Isa region are aged 25-44 (31.4%), followed by 45-64 (23.5%), and 0-14 (24.0%). The population of the region over 65 years is 8.3% (Graph 36).⁵



25-44

the predominant age group of people in the Mt Isa region

24.5%

of the Mt Isa region identify as Aboriginal and Torres Strait Islander

1 Queensland Government Statistician's Office, *Queensland Regional Profile report: Mt Isa* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

2 Ibid.

3 Ibid.

4 Ibid.

5 Ibid.

Ethnicity

The top five English speaking backgrounds for the Mount Isa region are:

1. New Zealand (3.6%)
2. England (1.2%)
3. South Africa (0.5%)
4. Scotland (0.2%)
5. Ireland (0.2%)⁶

The top five non-English speaking backgrounds for the Mount Isa region are:

1. Philippines (1.7%)
2. India (0.6%)
3. Papua New Guinea (0.4%)
4. Fiji (0.4%)
5. Germany (0.3%)⁷

The top five non-English languages spoken at home for the Mount Isa region are:

1. Southeast Asian Austronesian Languages (1.5%)
2. Australian Indigenous Languages (0.8%)
3. Indo Aryan Languages (0.7%)
4. Afrikaans (0.3%)
5. Chinese Languages (0.2%)⁸

Centrelink

Approximately 4,948 people in the Mt Isa region are receiving Centrelink payments that may be relevant to legal need, as follows:

Age Pension (5.36%)	1,590
Disability Support Pension (2.36%)	701
Low Income Card (0.40%)	119
Newstart (6.24%)	1,850
Single Parenting Payment (2.32%)	688

Graph 37: Five categories of Centrelink payments – Mt Isa Region.
Source: Department of Social Services 2016.

6 Queensland Government Statistician's Office, *Queensland Regional Profile report: Mt Isa* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.

7 Ibid.

8 Ibid.

Mt Isa at a glance

Mt Isa is a diverse region, with a very high rate of unemployment and homelessness. The dominant industry in the region is mining and it results in a high disparity between the advantaged and disadvantaged members of the community.

Personal income (annually):

Mt Isa region: \$43,784

- Carpentaria: \$24,544
- Mount Isa: \$52,416
- Mount Isa Outer: \$50,492

Queensland Median: \$34,320

Household income (annually):

Mt Isa region: \$108,160

- Carpentaria: \$55,068
- Mount Isa: \$124,280
- Mount Isa Outer: \$109,772

Queensland Median: \$86,372

Unemployment rate:

Mt Isa region: 11.40%

- Carpentaria: 33.70%
- Mount Isa: 9.20%
- Mount Isa Outer: 7%

Queensland Median: 6.20%

Families with children under 15 with no employed parent (one parent or two parent):

Mt Isa region: 595

- Carpentaria: 240
- Mount Isa: 284
- Mount Isa Outer: 49

Queensland Total: 66,139

Couple families with children:

Mt Isa region: 2,986

- Carpentaria: 419
- Mount Isa: 1,985
- Mount Isa Outer: 291

Queensland Total: 518,494

One parent families:

Mt Isa region: 1,262

- Carpentaria: 291
- Mount Isa: 770
- Mount Isa Outer: 100

Queensland Total: 201,308

Homelessness:

Mt Isa region: 718

- Carpentaria: 391
- Mount Isa: 266
- Mount Isa Outer: 37

Queensland Total: 21,715

Home tenure: mortgaged v rented:

Mt Isa region: 2,473 : 4,587

- Carpentaria: 70 : 884
- Mount Isa: 2,011 : 2,789
- Mount Isa Outer: 162 : 527

Queensland Total: 558,439 : 566,478

Highest Education: Year 11/12:

Mt Isa region: 48.50%

- Carpentaria: 35%
- Mount Isa: 53.70%
- Mount Isa Outer: 45.80%

Queensland Median: 58.90%

Aged care services:

Mt Isa region: 16

- Carpentaria: 3
- Mount Isa: 3
- Mount Isa Outer: 4

Queensland Total: 1,088

Profound or severe disability:

Mt Isa region: 2.60%

- Carpentaria: 2.90%
- Mount Isa: 2.50%
- Mount Isa Outer: 1.70%

Queensland Median: 5.20%

Reported offences:

Mt Isa region: 9,717

- Carpentaria: 2,430
- Mount Isa: 6,140
- Mount Isa Outer: 847

Queensland Total: 505,532

Table 37: Mt Isa at a Glance. Source: QGSO Mt Isa Report.



Indicators of legal need

The Law and Justice Foundation developed the NLAS indicators to support the NPA. The indicators provide a count for the potential demand for services, to give an overall picture of the potential demand for legal services in a particular geographic area.¹

The table shows the population that meet the NLAS indicator, the percentage of the regional population this represents compared to the Queensland average, and the difference. Definitions of each NLAS indicator is located in Appendix One of this document.

Indicator	Total	% of population	Queensland average (%)	Analysis
Total population	29,651	0.63%		
NLAS Capability	2,570	8.67%	5.95%	2.72%
NLAS Aboriginal and Torres Strait Islander	2,481	8.37%	1.29%	7.08%
NLAS Culturally and Linguistically Diverse	407	1.37%	4.34%	-2.97%
NLAS \$52k	4,278	14.43%	10.87%	3.56%
NLAS 65+	525	1.77%	1.91%	-0.14%

Table 38: Indicators of Legal Need – Mt Isa Region
Source: Law and Justice Foundation.

1 Catriona Mirrlees-Black and Sarah Randell, *Locating demand: updating the Need for Legal Assistance Services indicators – 2016 Census data* (December 2018) <[http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/\\$file/JL_28_Updateing_NLAS.pdf](http://www.lawfoundation.net.au/ljf/site/articleIDs/84CE1B72E18F1097852583660082D3AF/$file/JL_28_Updateing_NLAS.pdf)>.

Meeting legal need

In the 2017-18 financial year, community legal centres across Queensland assisted 48,740 people, predominantly in the areas of family law, domestic violence, employment, housing and debt. Of these, 60% of clients approaching community legal centres were women, 4 out of 5 women were seeking assistance for domestic and family violence and more than 6% of clients were experiencing or were at risk of homelessness.²

In 2011, the Law and Justice Foundation used their indicators of legal need to calculate that 229,695 people in Queensland fell into the NLAS (Capability) category. In 2016, this number had increased to 279,759 people.³ Added to this, over the past three years, the number of people being turned away (referred to as 'turnaway's') from a legal service has more than doubled. As the population of Queensland continues to increase, the demand for legal assistance from community legal centres is only expected to continue to rise.⁴

Community legal centres are best placed to tell the story of localised legal need in your region. These stories help to build an individual business case of legal need. We encourage you to use this local knowledge to flesh out the picture of met and unmet legal need in your service area.

Considerations for service development

There are significant levels of disadvantage in the Carpentaria region, particularly when compared to the rest of the Mt Isa region. Personal and household incomes in the Carpentaria region are most than half the median incomes in the rest of the Mt Isa region. While unemployment across the region is high, the unemployment rate in Carpentaria is more than five times higher than the Queensland median. Homelessness across the Mt Isa region as a whole is well above the Queensland median, with the homeless rate per 10,000 people in Mt Isa being three times above the Queensland median. In Carpentaria, this rate increases to more than nine times above the Queensland median.

The region has higher proportion of rental accommodation, when compared to mortgaged properties. This may be due to the FIFO / short-term nature of the mining sector, which is

2 Community Legal Centres Queensland, *Queensland Community Legal Centres Impact Report 2017/2018* (2018) 8.
3 Community Legal Centres Queensland, *A fair and just Queensland: Queensland Government investment in Community Legal Centres 2020-2025* (2018).
4 Ibid.

the dominant industry in the region.⁵ However, the differences between mortgaged and rented properties in the Carpentaria region may also be due to historic lease arrangements with Aboriginal and Torres Strait Islander people, such as the Deed of Grant in Trust lands.

Further, only 35% of people in Carpentaria have received a year 11/12 education. The data therefore paints a holistic picture of disadvantage, particularly in the Carpentaria region. Research also shows that where there are multiple layers of disadvantage, particularly for Aboriginal and Torres Strait Islander communities in remote areas, the ability to access legal assistance diminishes.⁶

Given the picture painted in the Not Now, Not Ever Report, which found that family and domestic violence has been normalised in remote Aboriginal and Torres Strait Islander communities. Data shows that prevalence and severity of domestic and family violence increases as geographical remoteness increases. Adding to this, is a stretched support system that makes it very difficult to make inroads into the level of legal need in these communities.⁷

While there are agencies who provide support in this region, outreach to these remote communities is difficult when considering the challenges of distance and the high level of need. As such, the question becomes more than just access, but rather the intensity of access, particularly in the remote areas of the Mt Isa region.

There is a shortfall of service provision for civil law issues. There may also be conflict of interest issues, which can arise in regions where access to legal services are poor.

Summary

The data presented for the Mt Isa region shows a number of features of disadvantage, which may equate to significant legal need. In particular, the provision of civil law services, as well as legal provision in remote areas of the region.

5 Queensland Government Statistician's Office, *Queensland Regional Profile report: Mt Isa* (2019) <<https://statistics.qgso.qld.gov.au/qld-regional-profiles?>>.
6 Christine Coumarelos, Hugh M. McDonald, Suzie Forell and Zhigang Wei, *Collaborative Planning Resources – Service Planning* (November 2015) The Law and Justice Foundation <[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)>.
7 Department of Child Safety, Youth and Women; Department of Youth Justice, *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* <<https://www.csyw.qld.gov.au/resources/campaign/end-violence/about/special-taskforce/dfv-report-vol-one.pdf>>.

03

Appendices



Appendix One: NLAS Definitions

NLAS Indicator	Definition
NLAS (Capability)	<p>The NLAS (Capability) indicator counts people:</p> <ul style="list-style-type: none">• Aged 15 to 64.• With a low personal income of less than \$500 per week or \$26,000 per year,• And have a lower level of educational attainment, in that they are not currently in education, have no post school qualification and their highest completed school year was Year 12 (15-39 year olds), or Year 11 (40-49 year olds), or Year 10 (50-64 year olds).
NLAS (Aboriginal and Torres Strait Islander)	<p>The NLAS (Aboriginal and Torres Strait Islander) indicator counts people:</p> <ul style="list-style-type: none">• Aged 15 and over,• With a low personal income of less than \$500 per week or \$26,000 per year,• And identify as Aboriginal, Torres Strait Islander or both Aboriginal and Torres Strait Islander.
NLAS (Culturally and Linguistically Diverse)	<p>The NLAS (Culturally and Linguistically Diverse) indicator counts people:</p> <ul style="list-style-type: none">• Aged 15 and over;• With low personal income of less than \$500 per week or \$26,000 per year;• And from a culturally and linguistically diverse background other than Indigenous (main language spoken at home it not English or Australian Indigenous).
NLAS (65+)	<p>The NLAS (65+) indicator counts:</p> <ul style="list-style-type: none">• People aged 65 and older,• With low personal income,• Who have a lower level of educational attainment in that they are not currently in education, have no post school qualification and their highest completed school year was Year 9 (for those aged 65-74) or Year 8 (for those aged 75 and over).
NLAS (\$52k)	<p>The NLAS (\$52k) indicator identifies people:</p> <ul style="list-style-type: none">• Aged 15-64,• With a moderate personal income of less than \$999 per week or \$52,000 per year,• Who have a lower level of educational attainment in that they are not currently in education, have no post school qualification and their highest completed school year was Year 12 (15-39 year olds), or Year 11 (40-49 year olds), or Year 10 (50-64 year olds).

Appendix Two: Priority client group summaries

Priority client groups / overlap with other groups	Areas of law these groups are likely to experience	Accessible and appropriate services		
		Pathways and problem noticers	Technology	Service Delivery
Single parents				
Overlap: <ul style="list-style-type: none"> Financial disadvantage Low education 	<ul style="list-style-type: none"> Family Law Consumer Crime Multiple legal problems 	<ul style="list-style-type: none"> Family and friends Antenatal clinics, maternal health, family health services Hospitals, GPs Centrelink Schools FRC and family breakdown support services Police, family violence, refuge staff 	<ul style="list-style-type: none"> High level use for people under 44 years Use of internet for help-seeking may be limited 	<ul style="list-style-type: none"> Comprehensive legal diagnosis and triage (eg legal health check tool) Joined up services to address 'cluster of issues'
Older People (aged over 65 years)				
Overlap: <ul style="list-style-type: none"> Financial disadvantage Disability 	<ul style="list-style-type: none"> Consumer Housing Government related Elder abuse 	<ul style="list-style-type: none"> Family, including adult children GPs, hospital and other health services Aged care services Veterans' services Migrant resource centres (for older CALD people) 	<ul style="list-style-type: none"> Low use 	<ul style="list-style-type: none"> Face to face and telephone advice (consider public transport and/or parking, mobility issues) Multi-discipline strategies (eg lawyer-social work partnerships)
Young people (under 25 years of age)				
Overlap: <ul style="list-style-type: none"> Financial disadvantage RRR areas 	<ul style="list-style-type: none"> Credit / debt Health Housing Rights (bullying, harassment, discrimination) Employment for newly unemployed (unfair dismissal, loss of entitlements) 	<ul style="list-style-type: none"> Family (parents) and friends School, including teachers Youth workers Homelessness services, youth refuges and youth services (for marginalised youth) Health services (including maternal child health nurses, and drug and alcohol services) 	<ul style="list-style-type: none"> High use generally Low use to access government services Low use to resolve legal problems 	<ul style="list-style-type: none"> Youth specific services Non-legal support to access appropriate legal assistance services

Priority client groups / overlap with other groups	Areas of law these groups are likely to experience	Accessible and appropriate services		
		Pathways and problem noticers	Technology	Service Delivery
Unemployed people				
Overlap: <ul style="list-style-type: none"> Financial disadvantage RRR areas Financial disadvantage RRR areas 	<ul style="list-style-type: none"> Crime Rights (bullying/harassment) Personal injury Education-related problems Homelessness/out of home care Youth justice Child safety 	<ul style="list-style-type: none"> Family (parents) and friends School, including teachers Youth workers Homelessness services, youth refuges and youth services (for marginalised youth) Health services (including maternal child health nurses, and drug and alcohol services) 	<ul style="list-style-type: none"> High use generally Low use to access government services Low use to resolve legal problems 	<ul style="list-style-type: none"> Youth specific services Non-legal support to access appropriate legal assistance services
People with disability or mental illness				
Overlap: <ul style="list-style-type: none"> Financial disadvantage Older people Low education Unemployment 	<ul style="list-style-type: none"> High vulnerability to legal problems – substantial & multiple Consumer law Crime Housing Multiple legal issues Discrimination Guardianship & Administration NDIS appeals Mental Health Treatment Authorities Forensic Orders 	<ul style="list-style-type: none"> GPs, community health services, hospitals Guardianship services Mental health services, community health services Alcohol and drug treatment & support services 	<ul style="list-style-type: none"> Low use 	<ul style="list-style-type: none"> 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 attainment				
Overlap: <ul style="list-style-type: none"> Financial disadvantage RRR areas Single parents 	<ul style="list-style-type: none"> Consumer law Crime Housing Multiple legal problems 	<ul style="list-style-type: none"> People who have regular contact with these clients Health or welfare professionals 	<ul style="list-style-type: none"> Low use 	<ul style="list-style-type: none"> Broad legal and non-legal support to address all needs Targeted timely and joined up services Referral training and support to problem noticers Medico-legal and health justice partnerships Joined up legal and welfare services Unbundled legal assistance not suitable

Priority client groups / overlap with other groups	Areas of law these groups are likely to experience	Accessible and appropriate services		
		Pathways and problem noticers	Technology	Service Delivery
Indigenous Australians				
Overlap: <ul style="list-style-type: none"> • Financial disadvantage • Low education • RRR areas • Single parents • Unemployment • CALD 	<ul style="list-style-type: none"> • High vulnerability to legal problems – substantial & multiple • Crime • Housing • Government (welfare benefits, fines) • Health • Rights • Family law • Credit / debt • Employment 	<ul style="list-style-type: none"> • Service provision by Indigenous legal services • Non-Indigenous legal services employing Indigenous solicitors & other Indigenous non-legal staff • Aboriginal field workers • Build relationships/partnerships between community elders and services 	<ul style="list-style-type: none"> • 63% of ATSI households reported having an internet connection in 2011 	<ul style="list-style-type: none"> • Trust & rapport need to be established before Indigenous people are willing to seek assistance • Invest time in building relationships & partnerships with communities through elders & trusted services • Culturally appropriate CLE • 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
People experiencing/at risk of domestic and family violence				
Overlap: <ul style="list-style-type: none"> • Younger people • Women • Pregnant • Recently separated • Single parents • Indigenous • RRR • Disability • CALD • Financial disadvantage 	<ul style="list-style-type: none"> • Underreporting of DV • Family law (children's issues) • Housing (crisis accommodation / homelessness) • Credit / debt • Consumer • Government • Rights • Other crime 	<ul style="list-style-type: none"> • Friends, family & work colleagues • Antenatal clinics, maternal child and family health services • Hospitals, GPs, mental health facilities • Centrelink • Schools • Community services • Police officers, court-based family violence services • Refuge staff • Family lawyers, family courts, FRCs 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • CLE for problem noticers (as to how legal services can assist people facing family violence, particularly for Indigenous and CALD communities) • Providing support and information to workers in places accessible to affected, monitored women (eg 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 • Web-based information, advice & training services for community workers to increase capability

Priority client groups / overlap with other groups	Areas of law these groups are likely to experience	Accessible and appropriate services		
		Pathways and problem noticers	Technology	Service Delivery
People living in disadvantaged housing and homeless people				
Overlap: <ul style="list-style-type: none"> Disability Low education Financial disadvantage 	<ul style="list-style-type: none"> High vulnerability to legal problems – substantial and multiple Consumer Credit / debt Crime Housing Employment Health DV 	<ul style="list-style-type: none"> Homeless services for rough sleepers DV related services Community, health, welfare & family support services Youth services Tenancy services & advocacy groups Services for recently released prisoners 	<ul style="list-style-type: none"> Not discussed 	<ul style="list-style-type: none"> Information, support & referral training for support workers as a path to legal assistance Outreach/co-location of legal services in places where homeless people go Legal staff skilled in supporting people with complex needs Consistent, timely, joined-up services Longer appointment times More intensive assistance
Prisoners				
Overlap: <ul style="list-style-type: none"> Indigenous Mental health Low education Men 	<ul style="list-style-type: none"> Criminal law Debt Housing Employment Family law / child custody Issues particular to being incarcerated & following release, including unresolved issues prior to incarceration 	<ul style="list-style-type: none"> Legal services provided to inmates by Legal Aid & CLCs Telephone based advice services Corrective service staff or programs (eg custodial, welfare & education) Parole & post-release support – parole, general and post-release welfare & support services 	<ul style="list-style-type: none"> Low access 	<ul style="list-style-type: none"> CLE resources in prisons or for inmates (eg legal information portal) Civil and family law outreach services providing help for these issues Telephone based advice services
People living in rural, remote and regional (RRR) areas				
Overlap: <ul style="list-style-type: none"> Financial disadvantage Young people Low education Indigenous 	<ul style="list-style-type: none"> Crime Government Housing Credit / debt Consumer 	<ul style="list-style-type: none"> Public legal assistance services Outreach legal services Location coordination 	<ul style="list-style-type: none"> Relatively high access Fewer people use internet to access government services Mixed success with video conferencing 	<ul style="list-style-type: none"> Highly visible, well connected outreach services to remote locations, particularly for Indigenous people Trust and reputation needs to be established and maintained Joined up legal and non-legal services Significant variation between & within different RRR areas requires services to be informed by specific contexts State-wide telephone & CLE services

Priority client groups / overlap with other groups	Areas of law these groups are likely to experience	Accessible and appropriate services		
		Pathways and problem noticers	Technology	Service Delivery
People from culturally and linguistically diverse (CALD) backgrounds				
Overlap: <ul style="list-style-type: none"> Financial disadvantage Unemployment Disability (Note diversity in experiences) 	<ul style="list-style-type: none"> Health problems Consumer Housing Crime Reported significantly lower levels of legal problems than people with English as main language 	<ul style="list-style-type: none"> Migrant resource centres Multicultural services Individual community networks and services Organisations funded by settlement services and grants programs 	<ul style="list-style-type: none"> Low use 	<ul style="list-style-type: none"> Initiatives to increase awareness of legal issues, build trust & link people to legal assistance Cultural competency within legal assistance services (eg additional time may be required, awareness of language barriers) CLE must be tailored to specific communities, culturally appropriate & provided in community settings CLE to problem noticers will link clients to assistance services Integrated service strategies & coordinated legal & non-legal support Outreach services Face to face CLE & legal services more appropriate (eg visual formats for explanations) Partnership between legal and migrant services
Financially disadvantaged people				
Overlap: <ul style="list-style-type: none"> Low education Older people CALD RRR areas Unemployed Indigenous 	<ul style="list-style-type: none"> Higher likelihood of substantial legal problems Consumer Government (social security) Housing Family law Credit / debt Health Discrimination / unfair treatment by police 	<ul style="list-style-type: none"> Centrelink Department of Veterans' Affairs Department of Housing Welfare services Health services & hospitals May vary according to reason for financial disadvantage 	<ul style="list-style-type: none"> Common use of online community legal information may point to legal help Note risk that people are influenced in the online environment by information provided by predatory lenders 	<ul style="list-style-type: none"> Coordinated responses from legal & non-legal services More supported legal services may be appropriate if there is stress or trauma associated with sudden loss of income Triage clients Services appropriate to identified need & capability Credible online legal information which is easily identifiable from less credible or harmful material

Priority client groups / overlap with other groups	Areas of law these groups are likely to experience	Accessible and appropriate services		
		Pathways and problem noticers	Technology	Service Delivery
People with multiple disadvantage				
<p>Limited legal capacity across these groups:</p> <ul style="list-style-type: none"> • Young people • Older people • Indigenous • Disability or mental illness • Drug & alcohol addictions • Homeless • Unemployed • Humanitarian arrivals • DV victims • Prisoners • Financially disadvantaged 	<ul style="list-style-type: none"> • Higher likelihood of substantial and multiple legal problems • Consumer • Government • Money • Credit / debt • Rights • People with 6+ types of disadvantage reported 6 times as many problems as those without any disadvantage • Higher vulnerability to severe legal and non-legal needs • Prioritise more pressing basic needs (eg housing, clothing, food & financial needs) over responding to legal problems 	<ul style="list-style-type: none"> • Health services and hospitals • Homelessness and welfare services • Not-for-profit legal services • Community-based organisations 	<ul style="list-style-type: none"> • Phone & internet based assistance less appropriate • Low awareness of public legal assistance services (eg CLCs, ATSILS & Legal Aid) • Low literacy, language & communication skills mean online self-help & unbundled legal resources are less appropriate 	<ul style="list-style-type: none"> • Targeted & tailored assistance strategies are critical • Outreach & CLE to services relevant to the client group • Joined up legal and non-legal/welfare services including referral networks and co-located services, particularly in social isolated & disadvantaged communities • Support to health & welfare services to perform a 'paths to justice' role • Integrated & collaborative health and legal services (eg medical-legal and health justice partnerships) • Locally coordinated services • Non-legal/paralegal workers to link clients to legal assistance (eg Aboriginal Field Officers, migrant resource centre workers), assist with procedural tasks (eg completing forms, raising complaints with government agencies) & support clients in legal processes (eg court support workers) • Timely services at times of transition/ crisis (eg DV duty lawyer, family law duty lawyer, hospitals) • Appropriate services, intensive enough to assist clients with lower skills, knowledge and resources • Face to face assistance to build trust & account for higher number of barriers to action and problem resolution

Appendix Three: National Strategic Framework for Legal Assistance 2015-20

Purpose¹

The National Strategic Framework for Legal Assistance (the Framework) sets out guiding principles to achieve the shared goal of a national, integrated system of legal assistance that is focused on improving access to justice and maximising service delivery within available resources. Legal assistance services should be high quality, culturally appropriate and complementary. They should be delivered in accordance with access to justice principles of accessibility, appropriateness, equity, efficiency and effectiveness.

Introduction

Legal problems are widespread in Australia and there is significant unmet legal need, which cannot be met within existing Commonwealth, state and territory funding levels. Many people experience multiple legal problems of a civil, family and/or criminal nature at the same time. If left unresolved, legal problems can escalate and trigger non-legal problems, such as health and social welfare issues. They can also impact adversely on a person's broader life circumstances and their ability to participate effectively in society.

Legal problems are highly prevalent amongst groups in society that experience economic, social and other disadvantage. People facing disadvantage often experience higher rates of legal need, and come into contact with the justice system more frequently, than the general population. Often, it is these people who are more susceptible to, and less equipped to deal with, legal problems. Indigenous

Australians, in particular, face greater disadvantage and experience significantly higher rates of incarceration than other people.

Legal assistance services help the most disadvantaged people in our community receive the legal support they need to engage effectively with the justice system. These crucial services help maintain the rule of law by working to ensure that the law is applied to all people equally and that fundamental rights, such as the presumption of innocence and the right to a fair trial, are upheld. Legal assistance services help achieve timely, cost-effective, fair and equitable outcomes for disadvantaged people and assist them to understand and protect their legal rights and responsibilities.

To effectively and most efficiently address the legal needs of disadvantaged people, legal assistance services should work with other legal and community services to pursue the development of an integrated system of legal assistance. Meaningful cooperation between all participants in the justice system helps to achieve the timely and effective resolution of matters.

Legal assistance services are a key component of the wider justice system. They make a significant contribution to the overall efficiency of the justice system, including the operation of courts and tribunals. Legal assistance services also reduce costs for other taxpayer-funded services and provide socioeconomic benefits to those receiving assistance.

Overview of the Framework

The Framework provides the overarching legal assistance policy for Commonwealth, state and territory funding arrangements. It encompasses all Commonwealth, state and territory government-funded legal assistance services

(legal aid commissions, community legal centres and Indigenous legal assistance services), irrespective of funding mechanism or quantum.

It sets out aspirational principles to guide legal assistance policy development, service delivery and sector planning. The Framework encourages a unified and coordinated approach by governments and the legal assistance sector to enhance access to justice in Australia and help focus finite resources towards areas of greatest legal need. It provides additional context for government service priorities.

The Framework is not a funding agreement or a performance measurement document. There is no reporting under the Framework. Funding arrangements, from whatever government source, separately outline objectives, outcomes, outputs and performance indicators that are realistic and measurable. These arrangements are informed by the guiding principles promoted in the Framework.

The Framework was developed through the cooperation of the Commonwealth and state and territory governments, with input from the legal assistance sector. Commonwealth, state and territory governments endorsed the Strategic Framework by majority through the National Justice and Policing Senior Officials Group (NJPSOG), demonstrating a mutual commitment to legal assistance. Victoria supports the principles of the Framework but does not endorse it.

The Framework may be reviewed or amended to ensure that the principles and outcomes remain relevant for Commonwealth, state and territory governments and the legal assistance sector throughout its duration. Any review or amendment should be made in consultation with state and territory governments, the legal assistance sector, the NJPSOG and the Law Crime and Community Safety Council, where relevant.

¹ Australian Government Attorney General's Department, *National Strategic Framework for Legal Assistance* <<https://www.ag.gov.au/LegalSystem/Legalaidprogrammes/Pages/National-Strategic-Framework-for-Legal-Assistance.aspx>>.

Principle	Context	Outcomes
1. Focus service delivery on people facing disadvantage		
<p>Legal assistance services focus on, and are accessible to, people facing disadvantage.</p>	<p>A large proportion of legal problems experienced by the community are concentrated within disadvantaged groups, particularly Indigenous Australians. People facing disadvantage are more susceptible to multiple and substantial legal problems. They are also less likely, or unable, to identify or manage legal problems themselves. Failure to address legal problems often impacts upon broader life circumstances, triggering other legal and non-legal problems and often resulting in, or furthering, entrenched disadvantage.</p> <p>Given the finite resources available, it is important that legal assistance services are directed to those most in need. Governments and the legal assistance sector must continue to work together to identify legal need and shared priority client groups and services. Targeting strategies and outreach services may sometimes be necessary to reach and assist people facing disadvantage and with the greatest legal need</p>	<p>1.1 Legal assistance services are accessible to people facing disadvantage and with the greatest legal need.</p>
2. Appropriateness of service		
<p>Legal assistance services are appropriate, proportionate and tailored to people's legal needs and capabilities.</p>	<p>Legal assistance services seek to achieve fair and equitable outcomes for people in the most efficient and cost-effective way possible.</p> <p>To best meet people's legal needs, where practicable, a client centred approach should be used to tailor services to people's individual legal needs and capabilities (which include varying levels of knowledge and skills, as well as different broader personal circumstances). To facilitate this, service delivery models should be multifaceted and integrate a range of strategies to cater for different capability levels. Such strategies may include, but are not limited to, outreach services, information and other assistance for self represented parties, dispute resolution and multi disciplinary partnerships with legal and non-legal organisations. This also includes the provision of dedicated, culturally appropriate legal assistance services for Indigenous clients.</p> <p>The level of assistance provided should also be proportionate to people's legal needs and capabilities, and the complexity of legal problems faced. This ensures that resources are used most effectively.</p> <p>Legal assistance services should continue to explore the use of technology to maximise the reach of services.</p>	<p>2.1 Legal assistance services are high quality, relevant, delivered respectfully and focused upon improving people's outcomes.</p> <p>2.2 Culturally appropriate legal assistance services are accessible and available to Indigenous Australians and people from culturally and linguistically diverse communities.</p> <p>2.3 Service models deliver the right mix of legal assistance services to meet people's legal needs and capabilities, where practicable.</p> <p>2.4 Innovative service models are used to improve legal assistance services and better address legal need.</p> <p>2.5 Legal assistance service costs are proportionate to the complexity and significance of the legal matter and the person's capability.</p>

Principle	Context	Outcomes
3. Collaboration		
<p>Legal assistance services, government services and other services collaborate to provide joined-up services to address people's legal and other problems.</p>	<p>People often experience multiple legal problems at the same time, including criminal, civil and family matters. These legal problems often coexist with, or are triggered by, non-legal problems. In many cases, non legal professionals are the first or only points of contact for people in need of legal help. Collaboration between the legal assistance sector and with non legal professionals enables people's problems to be dealt with holistically and can result in more favourable outcomes. However, fully joined-up services are costly to implement and should only be pursued where appropriate and practicable within resource limitations.</p> <p>Individuals should have improved access to opportunities for resolving legal problems no matter how they make contact with the system. Clear referral pathways and joined-up services facilitate this. To improve access to front-line services, legal assistance services should coordinate with each other and collaborate with governments, non-legal services and the private legal profession. Strong partnerships across the sector facilitate a holistic approach to problem resolution, seeking to address people's legal and other problems. An integrated, system-wide approach also fosters a 'no wrong door' culture, making the path towards justice easier to navigate.</p> <p>Evidence-based, collaborative service planning can help legal assistance services focus on identified areas of legal need, maximising service delivery within existing resources. It also supports the evaluation of existing services and improves service delivery to people experiencing disadvantage. Service planning also informs decisions around where services should be joined up, balancing the benefit of providing such services against the cost, taking into account the resources available to service providers.</p>	<p>3.1 Legal assistance services deliver complementary services, joined up where appropriate, that are focused on meeting people's legal needs.</p> <p>3.2 Where appropriate and practical, legal assistance services collaborate with community services to assist them to identify legal problems, make appropriate legal referrals, and identify and address systemic causes of legal problems.</p> <p>3.3 Legal assistance services focus on identified areas of legal need, including through collaborative service planning.</p> <p>3.4 Sector planning and service delivery are evidence-based and informed by accurate, reliable and consistent data.</p>
4. Timely intervention		
<p>Legal problems are identified and resolved in a timely manner before they escalate.</p>	<p>It is well acknowledged that the failure to address legal problems often leads to problems escalating or cascading into multiple problems. This results in increased social and economic costs to people and to governments.</p> <p>The legal and community services sectors should continue to work together to ensure that people are directed to the most appropriate services to resolve their legal problems in a timely manner, avoiding the need for court or tribunal appearances wherever possible. Earlier intervention services (including, but not limited to, information, legal advice and community legal education) can resolve legal problems before they arise or escalate, and help to identify and address systemic causes of legal problems. The use of alternative dispute resolution services and restorative justice programmes are encouraged, where appropriate.</p> <p>Where court proceedings are necessary, legal assistance services contribute to the efficiency of the courts and tribunals, including by assisting self represented parties to present their case as effectively as possible. Meaningful cooperation between legal assistance services, prosecution services, relevant authorities and courts and tribunals can assist to facilitate the resolution of matters.</p> <p>In these ways, the legal assistance sector can contribute to the overall efficiency of the wider justice system and deliver better outcomes for disadvantaged people.</p>	<p>4.1 Legal assistance services offer a range of timely intervention services and use the most appropriate service type to address and resolve people's legal problems.</p> <p>4.2 Matters are resolved quickly and cost effectively, including through the use of alternative dispute resolution where appropriate.</p>

Principle	Context	Outcomes
5. Empowerment and resilience		
<p>People are empowered to understand and assert their legal rights and responsibilities and to address, or prevent, legal problems.</p>	<p>People will continue to have legal problems. Many people are unaware that they have legal problems or that legal remedies exist, and take no action to resolve their legal problems. The successful resolution of legal problems is highly dependent upon a person's level of knowledge and capability. While it is not possible to address all unmet legal need, it is important to empower people to understand their legal rights and how they can access legal assistance.</p> <p>Community legal education provides people with the basic skills to identify and resolve legal problems early and to prevent legal problems from occurring or escalating. Access to information and support facilitates positive participation in the justice system, particularly for Indigenous communities. It also builds resilience in communities, enhancing access to justice for disadvantaged people and strengthening the rule of law.</p>	<p>5.1 People have access to information about their legal rights, responsibilities and the options they have for action.</p> <p>5.2 Community legal education is tailored appropriately for different groups, coordinated across the jurisdiction, aligned with shared priorities and not duplicated unnecessarily.</p> <p>5.3 People are equipped with increased skills and knowledge to help resolve future problems.</p>

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