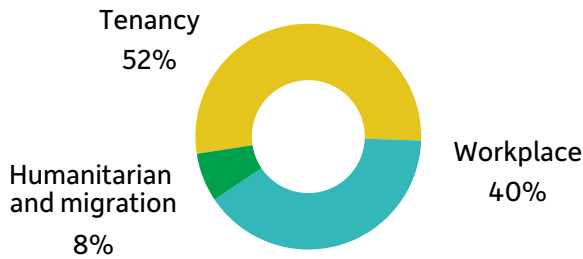


Circle Green Community Legal is an independent, not-for-profit community legal centre in Western Australia providing state-wide specialist legal services in **humanitarian, family and domestic violence, residential tenancy**, and **workplace law** to provide access to justice for the WA community.

- 13,240 call received every 4 mins
- 7,381 call answered every 7 mins
- 4,109 online request every 13 mins



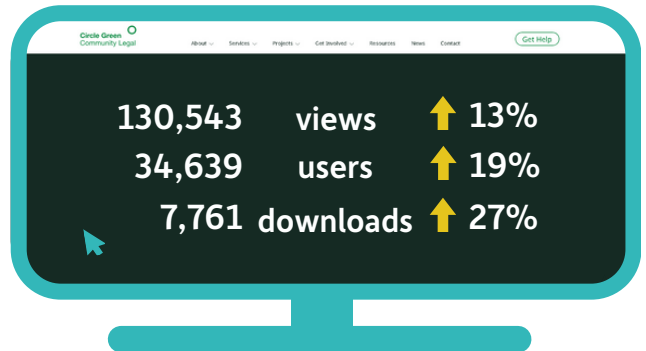
To improve client experience and service delivery we:

- Transformed the digital environment including migration to SharePoint and 3CX for **improved efficiency** and service delivery.
- Embedded a financial counsellor with **57 clients supported**.
- Advanced an innovative, end-to-end approach to the Protection Visa Project, **focused on impact and systems change**.

We supported over 5,989 (↑37%) people with 9,204 (↑39%) services:

- 5,712 Information and Referrals
- 3,251 Legal Advices
- 115 Legal Tasks
- 73 Duty Lawyer Services
- 208 Representation matters

Website



- 86 Community Legal Education Sessions and Initiatives
- 43 Law Reform Initiatives
- 218 Stakeholder Engagements

5,342 **Turnaways:** individuals that were not able to receive a service due to timeframe, resources or eligibility.

118 of our most vulnerable clients received additional support from our in-house social workers.

Average overall satisfaction with service for Workplace and Tenancy:

★★★★★ 97% 4 or 5 stars

"The information is valuable. Knowing what our options are is so powerful."

"Received nothing but respect and courtesy... the lawyer explained everything, made me feel comfortable to ask questions and helped with the anxiety of going into something I had or have no idea how to approach or deal with."