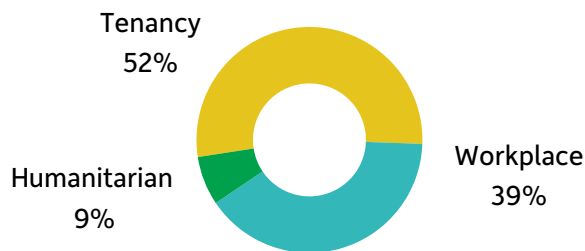


Circle Green Community Legal is an independent, not-for-profit community legal centre in Western Australia providing state-wide specialist legal services in **humanitarian, family and domestic violence, residential tenancy**, and **workplace law** to provide access to justice for the WA community.

📞 24,906 call received every 4 mins
📞 14,913 call answered every 7 mins
🌐 8,349 online request every 13 mins



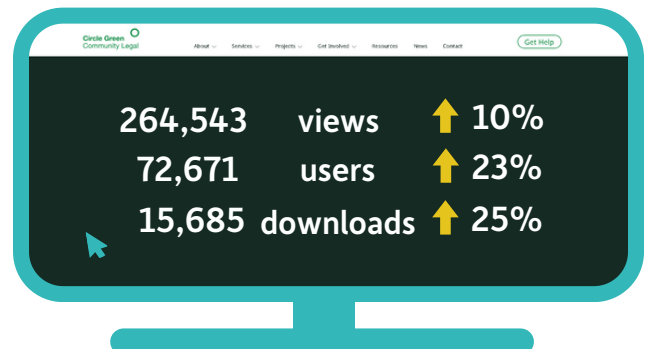
To improve client experience and service delivery we:

- Renovated our main office space **increasing capacity** and extending and **improving client meeting spaces**.
- Developed and launched longer term client outcome surveys to **assess the longer term impact of our work**.
- Commenced service delivery as part of the **Working Women's Centre WA**, in partnership with Women's Legal Service WA.

We supported 12,407 individuals (↑33%) with 21,710 services (↑35%)

- 📄 14,635 Information and Referrals
- ⚖️ 6,280 Legal Advices
- 📋 214 Legal Tasks
- 👩 162 Duty Lawyer Services
- 🏛️ 419 Representation matters

Website



- 👤 240 Community Legal Education Sessions and Initiatives
- 🔧 63 Law Reform Initiatives
- 🤝 363 Stakeholder Engagements

🔄 10,130 Turnaways (↑6%) individuals that were not able to receive a service due to timeframe, resources or eligibility.

278 of our most vulnerable clients received additional support from our in-house social workers.
137 clients received additional support from our financial counsellor.

Average overall satisfaction with service for Workplace and Tenancy:

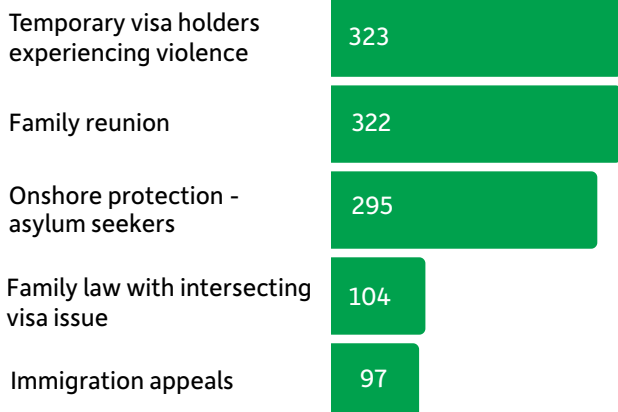
94 % ★★★★★ 4.7 stars

"An opportunity to access trusted legal advice at no cost. I was treated respectfully and was heard."

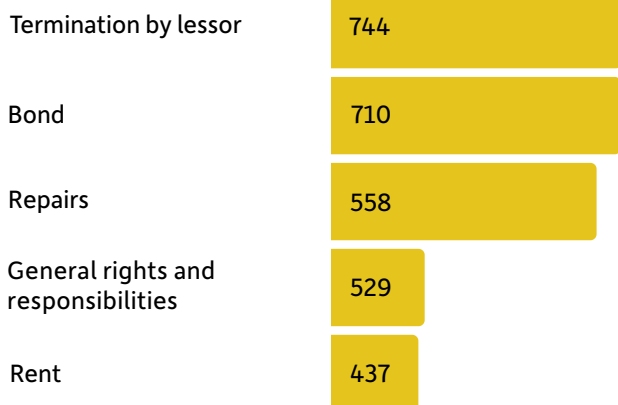
"The advice and confidence I received from Circle Green to pursue my case was the only reason I went ahead. They provided the motivation and knowledge to fight for better treatment within my workplace."

Top 5 Problem Types by Client

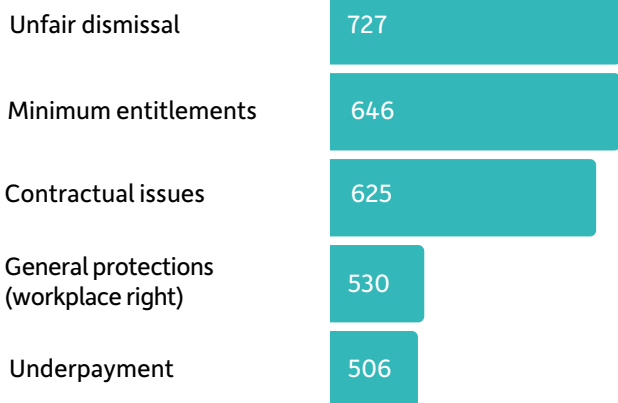
Humanitarian



Tenancy

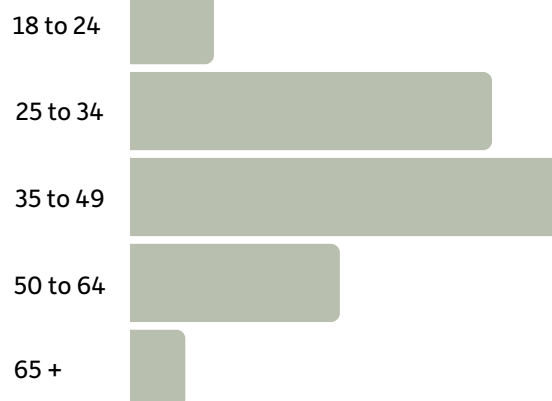


Workplace



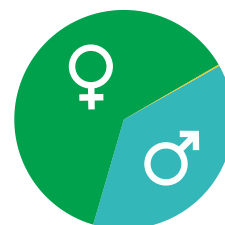
Demographics

Age



Gender

62.2% Female
37.7% Male
0.2% Other



19 % Rural, regional or remote area



24 % Living with a disability



26 % Culturally and Linguistically Diverse



7 % Aboriginal or Torres Strait Islander

"Circle Green helped reassure me that I could navigate, learn, and feel more comfortable and confident, in a otherwise unknown area.

Just like a friend, who's got your back, when times are tough."



Ground Floor, 445 Hay Street
Perth WA, 6000



www.circlegreen.org.au

