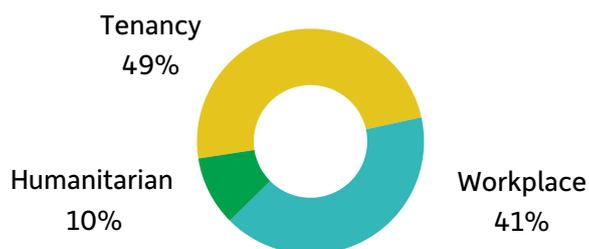


Circle Green Community Legal is an independent, not-for-profit community legal centre in Western Australia providing state-wide specialist legal services in **humanitarian, family and domestic violence, residential tenancy, and workplace law** to provide access to justice for the WA community.

📞 10,972 call received every 5 mins
📞 7,301 call answered every 8 mins
🌐 3,971 online request every 14 mins



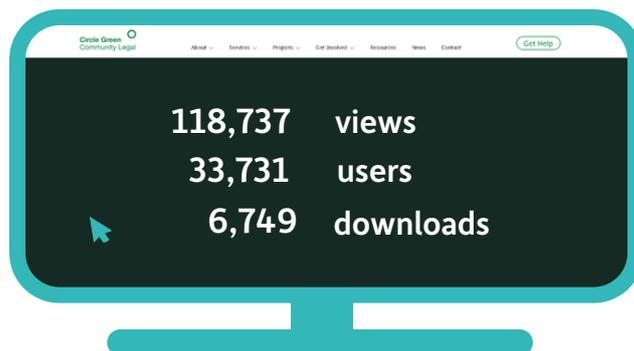
To improve client experience and service delivery we:

- 🦽 Installed an automatic reception door to **improve accessibility** and support our commitment to diversity, equity, and inclusion.
- 📄 Created a guide for Hay St Hub members to **improve referral accuracy and streamline client pathways** between services.
- 🏠 Hosted the **Tenancy Conference**, connecting legal, housing and community sector professionals to **improve support for renters**.

We supported 6,429 individuals (↑33%) with 10,815 services (↑35%)

- 📄 7,422 Information and Referrals
- ⚖️ 2,965 Legal Advices
- 📄 55 Legal Tasks
- 👩 91 Duty Lawyer Services
- 🏛️ 282 Representation matters

Website



- 👤 97 Community Legal Education Sessions and Initiatives
- 🔧 41 Law Reform Initiatives
- 🤝 117 Stakeholder Engagements

🔄 5,451 Turnaways (↑6%) individuals that were not able to receive a service due to timeframe, resources or eligibility.

🤝 117 of our most vulnerable clients received additional support from our in-house social workers.
🤝 110 clients received additional support from our financial counsellor.

Average overall satisfaction with service for Workplace and Tenancy:

94 % ⭐⭐⭐⭐☆ 4.7 stars

"I greatly appreciate the services and legal advice received and the confident and open manner this was delivered in."

"The concise advice and empathy shown from the staff member was amazing. Its just so reassuring to have support like this when overwhelmed and under pressure. I really appreciate your help. Thank you so very much."