



**Community  
Legal Centres  
Queensland**

# 'Blood from a stone'

Resources to help reduce costs in an underfunded community legal sector

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## This resource

In 2016, the Queensland Department of Justice and Attorney-General provided Community Legal Centres Queensland with funds to “produce a report on identified cost savings opportunities within the legal sector and with the broader community sector”. One of the outcomes of the project is this resource that collates free, low cost or discounted services or resources that might assist CLCs to alleviate or supplement some operating costs.

This resource sets out services in the areas of:

- Staff and Volunteers
- Clients
- Overheads
- Fundraising

## Staff and Volunteers

Providing positive working conditions and support for staff and volunteers can save dollars in staff turnover and increase the support of volunteers to add value to stretched operating budgets.

### Employee Assistance Program

CLCs are eligible to access the Employee Assistance Program (EAP) under the auspice of Legal Aid Queensland which is provided through Optum. CLC employees and their immediate family members can access confidential counselling in a broad range of work-related and non-work related areas. Access to the service is through arranging an appointment by calling 1800 604 640. There is also a member portal at [www.livewell.optum.com](http://www.livewell.optum.com) , Access Code: Community1

### Fringe Benefits Tax (FBT) Booklet for Community Legal Centres

This booklet outlines the salary packaging options available to community legal centre employees where the CLC is a public benevolent institution. The booklet summarises how FBT rules operate, provides sample calculations to illustrate the benefits of salary packaging and a FBT broadsheet for employees. This resource is available on the CLCQ website at: [http://communitylegalqld.org.au/sites/default/files/downloads/pages/fbt\\_booklet\\_-\\_employers\\_mvjb\\_s\\_0.pdf](http://communitylegalqld.org.au/sites/default/files/downloads/pages/fbt_booklet_-_employers_mvjb_s_0.pdf)

### Volunteer Practising Certificates

QLS provide free practicing certificates to solicitors who wish to volunteer at a CLC, but don't currently hold practicing certificate. Free voluntary practicing certificates can broaden the pool of solicitors volunteering at CLCs, including legal aid lawyers, government lawyers and retired lawyers.

## Clients

Clients of CLC often have other practical needs as a result of their legal problem. CLCs can provide that assistance by linking up with low cost or free providers of goods and services.

### Good360

<https://good360.org.au/>

Good360 is a way for businesses to donate brand new goods to Charities & Not-for-Profits (NFP) to help Australians in need.

To be eligible the organisation must be listed on the Australian Charities and Not-for-profits Commission Register (ACNC). Registration for Good 360 is through their website (above). Registration qualifies an organisation to shop the online catalogue and pay only for shipping and handling.

Currently a subscription fee is payable. NACLCL is undertaking a project to seek law firm sponsorship for the payment of fees for CLCs. CLCQ will provide more information to CLCs about this when it becomes available.

### Givit

<http://www.givit.org.au/>

GIVIT manages offers of donated goods (new or quality used) and services and matches them with requests received via local government agencies and front-line services for those in need.

Australian charities are able to request exactly what is needed by their clients. These requests are listed on the givit website and Australians can donate in response to the request.

When a need is matched to a donation, the GIVIT portal sends an email exchanging the donor and charity's nominated contact details. Then, the charity and donor agree between themselves on a delivery option. Once the charity receives the item, it is privately passed onto the recipient. The donor and recipient never meet as GIVIT aims to preserve the dignity and privacy of recipients.

Non-government community service providers who work directly with marginalised, vulnerable or impoverished individuals, are eligible for free registration.

Collaborations with other community agencies can improve referral pathways and client outcomes

### Partnerships and Collaborative Relationships

CLCQ worked with Justice Connect's Not-for-Profit Law to develop a CLC specific resource on documenting Collaborative Relationships. This resource is available on the CLCQ website at:

[http://communitylegalqld.org.au/sites/default/files/downloads/pages/documenting\\_collaborative\\_relationships\\_edited.pdf](http://communitylegalqld.org.au/sites/default/files/downloads/pages/documenting_collaborative_relationships_edited.pdf)

## Office Overheads

There are potential savings in the areas of office supplies, insurances and information technology through these group buying schemes.

## Office Max and Officeworks Savings

Community Legal Centres Queensland are eligible for the Queensland government procurement scheme for Office and Stationery Supplies. The 3 providers that offer discounts as part of this scheme are: Officeworks, Staples and Office Max.

### Office Max

Contact Tristan Blackby, Senior Account Manager for QLD/SA Small

business: [tristan.blackby@officemax.com.au](mailto:tristan.blackby@officemax.com.au) or (03) 6277 8593 / (03) 6277 8516

Let Tristan know that you are a member of Community Legal Centres Queensland and he will assist you to set up a new account or move your existing account over to the procurement scheme.

### Officeworks

1. Register for a 30 day account on the Officeworks website [www.officeworks.com.au](http://www.officeworks.com.au) then click on login, the option then comes up to register for a 30 day account. Click on this and complete the application in full. Some members may already have a 30 day account.

If you already have a 30 day account or have completed the application email Paul Cox ([pcox@officeworks.com.au](mailto:pcox@officeworks.com.au)) and advise that you have a 30 day account or recently registered for an account and that you are a member of Community Legal Centres Queensland. Paul will load the 1600 discounted products to your account.

2. When the account has been set up there are two ways to find the discounted products after you have logged in:
  - Do a general search for any item & the discounted items will always show first & be denoted by a red star.
  - The other way is by going to my account & then my contract pricing, all items are listed by category.

## NACLC group insurances

Members of Community Legal Centre Queensland have the option to apply to join one or more of the National Association of Community Legal Centres (NACLC) nationally negotiated and highly discounted schemes. The insurance schemes include:

- Professional Indemnity Insurance (PII);
- Associations Liability Insurance (including Directors and Officer's insurance)
- Free Public Liability Insurance
- Office Pack Insurance and Volunteers Personal Accident Insurance

**Professional Indemnity Insurance:** This policy covers claim arising from the provision of professional services to clients. The PII insurance scheme has a regime of risk management and support to assist with preventing and minimizing risk of claims or mitigating claims that are made against CLCs. The group scheme enables the premium to remain cost effective

comparable to other legal profession PII schemes and in Queensland, this premium is paid in bulk, on behalf of the CLC sector from the Legal Services funding program.

**Associations Liability Insurance:** This discounted policy covers management committee members against 'wrongful acts' committed or alleged to have been committed by them in their capacity as Directors or Officers of the CLC. It also provides cover against employment practice claims such as wrongful dismissal or discrimination claims.

**Public Liability Insurance:** This policy free to Community Legal Centre Queensland members providing public liability cover for each community legal centre to the limit of \$20 million per year.

**Office Pack Insurance and Volunteers Personal Accident Insurance:** Through the NACLCLC insurance broker member CLCs have access to a comprehensive and competitively priced insurances.

More information about insurances can be found at:

[http://www.naclc.org.au/cb\\_pages/insurances.php](http://www.naclc.org.au/cb_pages/insurances.php)

Or NACLCLC Insurance Coordinator on (02) 9264 9595

## Connecting Up

<http://www.connectingup.org/>

Connecting Up, Inc. is a not-for-profit organisation that provides donated technology products and services from companies such as Microsoft, Cisco, Symantec and Adobe to eligible income tax exempt (ITE) Australian not for profit groups.

To participate in Connecting Up's Donation and Discount program, eligible organisations must be non-profit non-government entities with a charitable purpose and meet the eligibility criteria - your organisation, charity or ITE fund is listed on the Australian Charities and Not-for-profits Commission Register OR its income tax exempt (ITE) status is recognised on the Australian Business Register. Once deemed eligible, the organisation is provided with the relevant product keys to download the technology.

## Improve IT

<https://improveit.org/>

Improve IT, an initiative of ACOSS, is website that has free resources for people working in not-for-profit organisations. The resources are arranged in six groups:

- IT management - IT planning, strategy development and governance
- Technology - PCs, infrastructure, servers, hardware, software and email
- Information systems - client information, service delivery, donors and members
- Online presence - websites, social media, search engines, online communications
- Staff skills - digital literacy, productivity tools, professional development
- Security and risk management - securing your information and disaster recovery.

The website has a Digital Capability Quiz which can help identify an organisation's IT strengths and areas for improvement then identify the most useful resources based on quiz responses.

## Fundraising

Free on-line donation platforms can be a way CLCs can diversify sources of funding and build a private donor base.

### GiveNow

<https://www.givenow.com.au>

GiveNow is a free online donations solution for community organisations. It is offered free to any registered community group in Australia, regardless of size, purpose or tax status – as long as they meet state fundraising requirements.

Community groups register with GiveNow and donors can donate directly to the community group of their choice. GiveNow charges no commissions or fees and pass on 100% of the donation to the nominated group with the only fee being the credit card merchant fees.

Registration for GiveNow is through their website.