Workforce Uplift Outcomes Report

Both State and Commonwealth funding (provided under the NAJP) includes funding to reduce pay disparity between Community Legal Centres and Legal Aid Queensland. This measure is intended to reduce staff turnover and assist with attracting and retaining suitably qualified staff.

Organisation Name	Cairns Community Legal Centre Inc
Number of positions as at 30 June 2025:	*15*
Vacancy rate as at 30 November 2024	0%
Vacancy rate as at 31 December 2025	0%
Retention rate as at 30 November 2024	85%
Retention rate as at 31 December 2025	85%

Please provide information as to how the Workforce Uplift) funding is being used/implemented in your organisation under the following headings.

Information to assist you complete this form is provided in italics. Please delete prior to submitting this form.

NOTE: Examples provided are not intended to be prescriptive on what to report. Services should be monitoring the implications of their strategies and able to report on these and adjust their strategies if they are not seeing the results intended.

Have pay rates increased as a result of this funding?

Yes

What are the calculation methods used to determine salary packages?

SCHADS +3%, 35-hour week for the same pay, salary packaging arrangements

Staff Retention Strategies

CCLC has re-negotiated it EA with benefits that have been possible through the additional Workforce uplift. this has included a 35-hour week for no loss of pay.

In addition, staff are paid a 10% bonus payment per quarter based on their gross wage. This is paid on a pro-rata basis for new staff.

CCLC pays 1% above the superannuation guarantee to all employees.

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What makes you an employer of choice?

(e.g. training provided, additional leave provisions, external professional supervision, flexible working arrangements, etc)

There are additional leave provisions with employees entitled to 15 days personal leave and a two week shut down at Christmas with no loss of annual leave entitlements.

Staff can be flexible, with their hours within the fortnight to meet personal requirements without the need to take leave.

Availability of professional supervision to individuals but also group supervision every two months.

We offer above parity on most of our pay points compared with Legal Aid

Information on Staff Satisfaction

Please provide a de-identified snapshot from a staff member on how these strategies have impacted them.

Jill is a single mum of two small children. As she has no family support, she is the sole responsibility for looking after her children when they are unable to go to day care. She was often using all her leave entitlements including annual leave for career responsibilities. This often left Jill unable to take an extended break from work. With the extra 5 days of personal leave and the two-week closure at Christmas with no loss of leave has enabled Jill to have an unbroken period of leave. Jill also relayed that the 10% bonus has helped enormously as well. The quarterly payments coincide with her electricity account. It has enabled her to meet her electricity account in full and provide some little luxuries for her children's birthdays and Christmas. The regularity of this bonus payment has enabled Jill to manage the cost-of-living increases with more confidence.

Benefits Realised

What benefits has your organisation realised as a result of this increased funding?

(e.g. Reduced staff turnover/vacancies, improvements for the organisation, employee experience improvements, recruitment processes yielding results etc)

CCLC has seen the employee experience greatly improve. Staff are very appreciative of the extra super, leave and the payment of the quarterly bonus.

With these extra entitlements we have seen an uptake on the number of applications for vacancies. New staff have commented on the generous benefits that are on offer, that are not available through private practice or compared to some other CLC'S.

Challenges and Barriers

CCLC has not experienced any barriers to implanting the workforce uplift funding and have used it to promote our service as an employer of choice and make us competitive in the recruitment of new staff.

We have had two staff leave during the period. The staff exit surveys conveyed that one left to return interstate due to family and the other left to take up employment in a specialised field (Family Law). Neither of these staff left due to increased pay with another employer or CLC>



Elizabeth Behrend CEO
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