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 2026:	*15* *(Please provide the total FTE funded under the baseline funding agreement)*
Vacancy rate as at 31 December 2025 (end of last report period)	0% *(the percentage of unoccupied or unfilled job positions at the end of the period; initially.*
Vacancy rate as at ~~31 December~~/30 June 2026 (end of current reporting period)	0%
Retention rate as at 31 December 2025 (end of last report period)	85% *(the percentage of employees who remained with the organisation for the entire reporting period)*
Retention rate as at ~~31 December~~/30 June 2026 (end of current report period)	100%

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?

(e.g. SCHADS +10%, 35 hour week for the same pay, salary packaging arrangements)

SCHADS + 3%, 35 Hour work week for the same pay, Salary Packaging Agreement

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.

Information on Staff Satisfaction

Joanne is an employee of CCLC. Typically, women have a lower superannuation balance, compared to male colleagues due to time off during their working life to raise a family. Joanne had projected that she would have to remain in the workforce long past the retirement age of 67 due to her super balance. With the increase in the superannuation paid by CCLC this timeframe has now been reduced. Joanne has shared that she is extremely likely to remain at CCLC though to her retirement due to this benefit.

Benefits Realised

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

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 no staff leave during this period, which can be attributed to the employee benefits that are now offered and are possible due to the Workforce Uplift.