



Outcome Measurement Framework 2024



Summary of Outcomes

WACOSS DOMAIN	EMPOWERED	EQUIPPED	CONNECTED	SAFE
THEMES	Access to Justice for all	Empowered Communities	Client needs are addressed holistically	Fair Laws and Systems
HIGH LEVEL OUTCOMES	1 People experiencing disadvantage have increased access to justice	2 Community members have enhanced capability to understand and address their legal needs	3 GCLC provides integrated responses to the needs of people experiencing disadvantage	4 Decision makers address systemic injustices and unfair laws
INTERMEDIATE OUTCOMES	<ul style="list-style-type: none"> 1.1 People experiencing disadvantage access legal services in a timely way 1.2 People better understand their legal issues 1.3 People have a stronger voice in legal processes affecting them 1.4 People have improved wellbeing 	<ul style="list-style-type: none"> 2.1 People receive relevant and accessible information 2.2 People have greater understanding about their legal rights and responsibilities 2.3 People and communities have increased capability to respond appropriately to legal issues 	<ul style="list-style-type: none"> 3.1 Partnerships between GCLC and other non-legal service providers are established and strengthened 3.2 Service providers have increased capability to identify legal needs and link people to appropriate support 3.3 People have increased support to address their non-legal needs 	<ul style="list-style-type: none"> 4.1 Solutions to systemic injustices are identified 4.2 The community and decision makers have increased information and understanding about systemic injustices 4.3 Communities are mobilised to act on injustice 4.4 Decision makers are influenced to improve laws, policies and legal processes

HIGH LEVEL OUTCOME 1

People experiencing disadvantage have increased access to justice

INTERMEDIATE OUTCOME

INDICATOR

1.1 People experiencing disadvantage access legal assistance in a timely way

1.1a Disadvantage Profile: Number or % of people accessing legal assistance by type and level of disadvantage (Data source: intake and closure forms)
1.1b Mode of initial access: Number and % of people accessing legal assistance on initial presentation (Data source: Database initial contact to appointment date)
1.1c Wait time: Average wait time for assistance by service type and type of legal issue (Data source: Waitlist database)

1.2 People better understand their legal issues

1.2a Understanding of legal issues: % of service users who report that they better understand their legal issues following assistance (Data source: Client Outcome Survey)

1.3 People have a stronger voice in legal processes affecting them

1.3a Better informed decisions: % of service users who report they were able to make better informed decisions about how to handle their legal issues following legal assistance (Data source: Client Outcome Survey)
1.3b Feel Heard: % of service users who report feeling heard following legal assistance (Data source: Client Outcome Survey)

1.4 People have improved wellbeing
a. People have an improved financial situation
b. People have more secure housing
c. People have increased safety
d. People have reduced stress

1.4a Self-reported wellbeing: % of relevant matters in which service users report that as a result of GCLC assistance they have a) an improved financial situation, b) more secure housing, c) increased safety, and d) reduced stress (Data source: Client Outcome Survey)
1.4b Improved financial situation: % of service users with relevant matters who have improved financial situation through GCLC assistance (Data source: File closure outcome questions)
1.4c More secure housing: % of service users with relevant matters who achieve more secure housing through GCLC assistance (Data source: File closure outcome questions)
1.4d Increased safety: % of service users with relevant matters who establish or increase protections to their safety through assistance from GCLC (Data source: File closure outcome questions)

HIGH LEVEL OUTCOME 3

Client needs are addressed holistically

INTERMEDIATE OUTCOME

INDICATOR

2.1 People receive relevant and accessible information about legal issues, rights and responsibilities

2.1a Relevant Information: % of service users rating information provided by GCLC as relevant (Data source: Client Outcome Survey)
2.2b Self-assessed Accessible information: % of service users rating information provided by GCLC as accessible (Data source: Client Outcome Survey)
2.3b Accessible information: Information produced by GCLC meets accessibility standards (Data source: Disability Accessibility review data)

2.2 People have a greater understanding of the rights and responsibilities

2.2a Understanding of rights and responsibilities: % of service users reporting greater understanding of their rights and responsibilities following GCLC assistance by legal type (Data source: Client Outcome survey)
2.2b Ability to identify legal issues: % of people who report they feel more able to identify when they have a legal issue following GCLC intervention (Data source: Client Outcome Survey)

2.3 People and communities have increased capacity to respond appropriately to legal issues

2.3a Understanding how to obtain legal help: % of people who report that they have a better understanding of how to obtain legal help following GCLC intervention (data source: Client Outcome Survey)
2.3b Confidence to seek legal help: % of people who report they feel more confident to seek legal help following GCLC intervention (Data source: Client Outcome Survey)
2.3c Confidence to self-advocate: % of people who report they feel more confident to self advocate for future issues following GCLC intervention (data source: Client Outcome Survey)
2.3d Enquiries following Information provision: % of enquiries received by GCLC following previous Information provision (Data source: Intake Form)
2.3e Enquiries following CLE provision: % of enquiries received by GCLC following previous CLE session (Data source: Intake Form)

HIGH LEVEL OUTCOME 3

Community members have increased capability to understand and address their legal needs

INTERMEDIATE OUTCOME

INDICATOR

3.1 Partnerships between GCLC and other non-legal service providers are established and strengthened

3.1a Partnerships and relationships strengthened: Number and % of relevant relationships and partnerships that GCLC identifies to have been strengthened within the time period (Data source: Stakeholder management plan)
3.1b Partner rating of relationship strength: Average rating by partners on strength of service delivery partnership (Data source: Stakeholder survey)
3.1c Partnerships resulting in shared tenders and services: Number of partnerships leading to shared tenders, co-location, shared services or joint activities over a time period (Data source: Partnership Matrix report)

3.2 Service providers have increased capability to identify legal needs and link people to appropriate support

3.2a Referrals from external services: Number and % of referrals from external service providers by source of referral and service type (Data source: Incoming referrals in database)
3.2b Capability of non-legal workers to refer: Number and % of non-legal workers from other agencies who feel more capable to refer appropriately to legal services (Data source: Incoming referrals in database/ Stakeholder survey)
3.2c Inappropriate referrals: Number and % of referrals from external agencies which are inappropriate by agency and law type (Data source: Incoming referrals in database)
3.2d Coordinated legal response: % of service users with issues across multiple areas of the law who receive coordinated and holistic responses to their needs from across the organisation and external partner agencies (Data source: Client Outcome survey/ File closure questionnaire)

3.3 People have increased support to address their non-legal needs

3.3a Assessment for non-legal needs: % of service users for whom assessment of non-legal needs is completed (Data source: Non-legal needs assessment form/ CRAMF assessment form)
3.3b Referrals to non-legal supports: Number and % of service users with identified non-legal needs who are referred to non-legal services by need type (Data source: Referrals in database/ File review process)

HIGH LEVEL OUTCOME 4

Fair laws and systems

INTERMEDIATE OUTCOME

INDICATOR

4.1 Solutions to systemic injustices are identified

4.1a Identifying systemic injustice: GCLC actively identifies systemic issues of injustice through individual and community work (Data source: Systemic issue Identification form)

4.1b Identifying solutions to systemic injustice: Systemic issues are identified and appropriate responses are crafted in partnership with relevant internal and external stakeholders (Data source: Law Reform matters in database)

4.2 The community and decision makers have increased information and understanding about systemic injustices

4.2a Advocacy reach: Number of people directly reached by advocacy conducted by GCLC, by issue and platform (Data source: Marketing and communication reports)

4.2b Public mentions citing GCLC messaging: Number of messages in public discourse citing GCLC data and reform work (Data source: Marketing and communication report)

4.2c Decision-makers directly reached by GCLC advocacy: Instances where GCLC advocacy has directly been responded to by decision makers (Data source: Marketing and communications report)

4.3 Communities are mobilised to act on injustice

4.3a Call to action responses: Number of community members and service users who respond to GCLC calls to action on key issues (Data source: Advocacy register)

4.3b Support for self-advocacy: Case studies of instances in which individuals and communities are supported to conduct their own advocacy (Data source: Case studies/ Advocacy register/ Stakeholder survey)

4.4 Decision makers are influenced to improve laws, policies and legal processes

4.4a Systemic improvements: Number and % of recommendation made by GCLC which are reflected in changes to laws, policies or legal processes (Data source: Advocacy register)

4.4b Stakeholder rating of advocacy influence: Average stakeholder rating of advocacy influence on issues of systemic injustice (Data source: stakeholder survey)