



## **ANNUAL REPORT 2009 – 2010**

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***Our Vision:***

To promote social justice by improving  
access to the legal system.

***Our Mission:***

The Launceston Community Legal Centre  
Inc. will provide free legal support,  
education, information and advice to all  
persons and communities in need.

# Table of Contents

<b>Introduction:</b>	<b>4</b>
<b>Overview:</b>	<b>5</b>
<b>Hours of Operation:</b>	<b>5</b>
<b>Research:</b>	<b>5</b>
<b>Access and Equity:</b>	<b>5</b>
<b>Extent of Volunteer and Pro Bono Work:</b>	<b>5</b>
<b>Training and Student Supervision provided for and by Staff:</b>	<b>6</b>
<b>Names of members of Management Committee:</b>	<b>7</b>
<b>Names and Brief Description of Roles of Staff involved in Provision of Services:</b>	<b>8</b>
<b>Report from Management Committee:</b>	<b>11</b>
<b>Reports from Staff:</b>	<b>18</b>
<b>Audited Financial Statements:</b>	<b>26</b>

**INTRODUCTION:**

The Launceston Community Legal Centre (LCLC) is committed to the promotion of social justice. The service facilitates access to the legal system without cost to individuals and groups within the community.

The LCLC had five programs operating during the financial year 2009-10. The Attorney Generals Office, via the Legal Aid Commission, funds three of these. The volunteer Board of Management governs the Launceston Community Legal Centre Inc.

**Administration:** Is responsible for managing the Centre and providing administrative support to the legal programmes. The Centre has two administrators, the Manager and the Administration Officer.

**General Legal Programme:**

The General Legal Advice Service and Administration are funded under the Generalist Program.

The General Legal Advice Service provides free legal advice to clients in Launceston, Deloraine, Scottsdale, St Helens and Campbell Town.

**Disability Discrimination Legal Programme:**

The Disability Discrimination Solicitor provides advice, information and tribunal representation in disability discrimination matters, in both the State and Federal jurisdiction, to clients and service providers' state-wide.

**Welfare Rights Legal Programme:**

The Welfare Rights Solicitor assists clients from north and northwest Tasmania with Centrelink and DSS issues and represents clients at Administrative Appeals and Social Security Appeals Tribunal.

**Family Relationship Centre and Launceston Community Legal Centre Partnership:**

The Family Law Solicitor provides legal information and assistance to help separated or separating families reach resolution through the family dispute resolution process. This includes legal support within the dispute resolution framework, individual legal advice and referral, as well as the drafting of parenting plans and consent orders.

**Registered Migration Agent:**

This programme was funded by the Launceston Community Legal Centre to provide free legal immigration assistance to temporary residents of Tasmania and citizenship assistance to new migrants.

**OVERVIEW:**

The 2009-2010 financial year has seen the organisation settle into its new premises, develop current office space to accommodate more clients and staff and plan for future needs. One key milestone was achieved when the Board of Management were able to organise a strategic planning programme which involved all the Staff and Board Members in collaboration to produced an outline guide for improving and developing our current service.

**HOURS OF OPERATION:**

The LCLC Inc. is open to the general public during the hours of 8.30am – 4.30pm Monday to Thursday, and 8.30am – 1.30pm on Fridays. Staff are available during these hours by appointment.

The LCLC Inc. operates a free legal advice service in Launceston, and bi-monthly in St Helens, Deloraine, George Town and Campbell Town and is available by appointment only.

Community Legal Education programs are provided across the State as required and each Solicitor is actively engaged in legal reform via their individual networks.

**RESEARCH:**

LCLC is not funded to provide this service.

**ACCESS AND EQUITY:**

The new premises at Level 1, 97a York Street is accessed via a flight of stairs or a lift. LCLC maintains a 1800 number and uses a Translating and Interpreting Service when necessary. The provision of the 1800 number means that no matter what their geographic location, clients can access the services of the Centre through the toll free line. The provision of outreach services by program Solicitors means that clients from right across the north and north-east of Tasmania have the opportunity for face-to-face meetings with a qualified legal practitioner.

**EXTENT OF VOLUNTEER AND PRO BONO WORK:**

The Launceston Community Legal Centre Inc. is actively involved in offering a wide variety of volunteer opportunities in both legal and administrative programmes within our service.

**TRAINING:****National Association of Community Legal Centre (NACLC) Conference - September 2009:**

The Centre was able to send Kim Hambly, Mary Johnson-Goeldner and Andrew Flint to this conference. It was of value to both solicitors since this was the first time that they had the opportunity to meet and network with colleagues in similar field throughout Australia.

Mary Johnson-Goeldner found the conference worthwhile as she had recently been appointed the State representative for Tasmania and would be actively involved in organising the NACLC conference when it comes to Tasmania in 2011.

**Family Law:**

Jessamy Downie attended a Family Law intensive provided by the Law Council of Australia at Melbourne in May this year that was. In the same month Noelle Rattray, Mary Johnson-Goeldner and Jessamy also attended Family Law training in Hobart provided by the Victorian Women's Legal Service, which was a follow on to training provided at the Launceston Community Legal Centre by the Tasmanian Women's Legal Service and North West Community Legal Centre partnership, in February. All Centre staff attended the February training session.

**MYOB:**

Emma Smith and Mary Johnson-Goeldner attended a MYOB course provided by the Adult Education Centre. The course, in two hourly sessions, ran for a total of nine weeks and provided a basic understanding of manual accounting techniques and data entry when using MYOB.

**NAMES OF MEMBERS OF MANAGEMENT COMMITTEE OF LAUNCESTON  
COMMUNITY LEGAL CENTRE INC:****For the year ended 30 June 2009**

<b>Name</b>	<b>Address</b>	
Dinah Fitzgerald	5 Pen-Y-Bryn Place EAST LAUNCESTON TAS 7250	Chairperson
Brett Constable	39860 Tasman Highway NUNAMARA TAS 7259	Treasurer and Public Officer
Mary Swaffer	6 Coulter Street TREVALLYN TAS 7250	Secretary
Garry Rafferty	8 Anderson Road TREVALLYN TAS 7250	Member
Peter Burns OAM	23 Blackwood Drive ROCHERLEA TAS 7250	Stepped Down June 2010
Susan Mary Burns	23 Blackwood Drive ROCHERLEA TAS 7250	Stepped Down December 2009
Jacqueline Fiddian	10 Westringia Court LAUNCESTON TAS 7248	Stepped Down July 2009
Ella Dixon	53 St John Streets LAUNCESTON TAS 7250	Stepped Down June 2010
Susan Ikin	123 York Street LAUNCESTON TAS 7250	Stepped Down March 2010

**REPORT FROM MANAGEMENT COMMITTEE:****APPENDIX A****NAMES AND BRIEF DESCRIPTION OF ROLES OF STAFF INVOLVED IN  
PROVISION OF SERVICES:****Manager****Mary Johnson-Goeldner**

This is a full time position responsible for the administration of the Launceston Community Legal Centre.

Report attached

**APPENDIX A****Administration Officer****Emma Smith**

This is a full-time position responsible for general administrative duties, referral of clients to other organisations, financial duties and data entry.

Report attached

**APPENDIX B****Disability Discrimination Solicitor****Kim Hambly**

This is a full-time position and provides advice, information and representation in disability discrimination matters throughout the state of Tasmania.

Report attached

**APPENDIX B****Welfare Rights Advocate****Noelle Rattray**

This is a permanent 0.8 equivalent full time position and assists clients from North and North-West Tasmania with Centrelink and DSS issues and represents clients at Administrative Appeals and Social Security Appeals Tribunals.

Report attached

**APPENDIX B****General Legal Advisor****Noelle Rattray/Sarah House**

This is a 0.6 Equivalent full time position, which provides general legal advice to clients in Launceston, Deloraine, Scottsdale, St Helens and Campbell Town on an appointment basis. The position is currently divided between two solicitors.

Report attached

**APPENDIX B****Family Relationship Centre & Launceston Community Legal Centre  
Partnership:****Jessamy Downie**

This position operates for 20 hours per week providing legal assistance and advice to the staff and clients of the family relationship centre.

**APPENDIX B****Financial Officer**

This role has been divided into two separate functions. The day-to-day financial management has been reassigned to the administration position with Core Accounting visiting the Centre on a regular basis to maintain the remaining accounts.



**AUDITED FINANCIAL STATEMENTS:**

**APPENDIX C**

Attached are the following documents:

- Audited financial statements of the Launceston Community Legal Centre
- Auditor Certification
- Auditor Details

# **APPENDIX A**

## **Management Committee Report**

➤ **Chairperson's Report**

➤ **Manager's Report**

**LAUNCESTON COMMUNITY LEGAL CENTRE INC.****CHAIRPERSONS REPORT****2009 / 2010**

*VISION: To promote social justice by improving access to the legal system*

**INTRODUCTION**

The LCLC has gone from strength to strength this year. The Board of Management [BOM] has met frequently during the year and has focused on improving the functioning and governance of the board.

**OPENING OF THE CENTRE AT 97A YORK ST.**

Early in the year with the move into new premises we held the official opening with the Honourable Robert McClelland MP opening the centre at 97a York St. The centre is a fantastic example of the cooperation of the staff, BOM and other volunteers and it has provided a better centre with increased access and pleasant workspace. Thank you all who were involved.

**STRATEGIC PLAN**

The BOM's first task was to re-look at the Strategic Plan. With the help of Donna Bain from Self Help, the BOM and Centre staff spent one whole day working together to develop a new plan. It was an interesting and educational day allowing the BOM and the Staff to get to know each other and together we now have an action plan, which will take us forward to the coming years with a clear direction and emphasis. A special thanks to Ella Dixon who did an enormous amount of work to bring this project to fruition.

**EDUCATION**

Two of the BOM members have undertaken Board Governance Training during the year and this has bought valuable input to meetings. Further education activities are planned.

**FUNDING PROVIDERS**

In the last year we have been funded by:  
Commonwealth Attorney Generals Office  
Family Relationship Centre and LCLC Partnership  
Outreach fuel allowance

It goes without saying that the ongoing funding provided by these organizations allows the centre to achieve its core business and we would like to thank them for this support.

**ACHIEVEMENTS AND CHALLENGERS**

The LCLC has improved in many areas this year with increasing numbers of services, plans for extending into new services, improving out reach, and accessing new sources of funding. Our challengers are to improve the stability of the BOM and to broaden the knowledge base of the board.

**CONCLUSION**

My thanks go to our manager, Mary Johnson-Goeldner for her leadership, passion and commitment throughout the year. I would also like to thank our staff and volunteers who have worked tirelessly to provide high quality legal services for those in need.

My sincere thanks to the Board for their involvement and input throughout the year, in particular the gang of four for their support of me in my role as Chair.

**Dinah Fitzgerald**

Chairperson

**LAUNCESTON COMMUNITY LEGAL CENTRE INC.****MANAGERS' REPORT****2009 / 2010.****INTRODUCTION**

The Launceston Community Legal Centre has now resided at 97a York Street for some twelve months and has been ably guided and steered through the everyday trials and tribulations associated with community based services by the full time Manager, Mary Johnson-Goeldner.

**OFFICIAL OPENING**

The Centre officially opened its doors, at the new premises, on the 23<sup>rd</sup> July 2009. We were extremely fortunate to secure the services of the Federal Attorney General, the Honourable Robert McClelland MP, to perform the opening ceremony. There were many notable dignitaries including Senators Helen Poley and Guy Barnett, Justice Benjamin from the Family Court of Australia and the Mayor of Launceston, Albert van Zetten, to name but a few. We would also like to take this opportunity to thank all those, over ninety in number, who attended and supported our Centre at the opening.

**NEW PREMISES**

The prominent location has improved access to the community and there has been a large increase in the number of 'walk in' clients. The lift has also facilitated easier access for our elderly and disabled clients.

The Manager was able to secure the services of tradesmen and volunteers to create three new offices within the Centre and add disabled toilet access to the facilities. The Centre was decorated over a weekend by staff, Board Members and members of the Community Youth Justice Services, for the princely sum of 'as much pizza as you could eat', which allowed our limited funding to be targeted towards vital office equipment for the staff.

The Manager also coerced her long suffering husband, Chris, into carrying out a vast array of handyman tasks, during those precious hours away from his own full time job. Thank you Chris.

**CHALLENGES/ACHIEVEMENTS**

- . Funding – in particular from the State Government [historically the State provides no funding currently even though approximately 40% of our general legal work is generated by the state]
- . Cumbersome, inefficient, repetitive and time-consuming reporting systems to Hobart and Canberra
- . Developing a profile for the Centre
- . Building a volunteer base at the Centre/Pro Bono Issue

Some twelve months on most of these challenges continue to exist but we have, as a team, begun to vigorously address these challenges. The most significant achievements for the year are as follows.

**ACHIEVEMENTS**

1. We have installed a phone system, which directs callers into a queuing system as apposed to the answering machine. This means that Clients are provided with either a referral or appointment at the time of contact, thereby reducing the need for the Centre to ring them back. The only time the machine is switched on is outside of business hours.
2. The volunteer program continues to grow.

Jodie Jacobs crossed the floor from Jodie Campbell's office in October and took on the mantle as our volunteer funding guru. Jodie, however, was unfortunately lured away by the Launceston City Council at the end of the year.

Florence Lukra, originally from the Sudan, joined the Centre in January to improve her English and acquire office experience, under the 'Creating Connections and Opportunities' program. Florence stayed with the Centre for four months developing office and administrative skills under the close guidance of Emma Smith.

Jessamy Downie approached the Centre in February. Jessamy was a law student at the University of Technology, Sydney and required twenty-six days of practical experience to complete her Practical Legal Training.

Tiffany joined the Centre in April. She is currently a student at Prospect High School and volunteered under the Traineeship and Apprenticeship Pathway Program, via the polytechnic. Tiffany quickly immersed herself at the front of office and will be a great asset to her future employer.

Lauren Smith also joined our volunteer program in April. Lauren is a qualified paralegal from the USA and was keen to secure a position where she could acquire experience in the Australian Legal system while she awaits her permanent visa. Lauren has been a real asset to the Centre and quickly mastered the intricacies of our administrative system. We are also fortunate to be able to call upon Lauren's legal skills and she has provided several useful legal matrixes to assist Centre solicitors.

Kristen Desmond, a law student with the Charles Darwin University, sought a volunteer position that would allow her to apply her academic legal knowledge in the practical arena. Kristen has become the Centre's research specialist and is frequently called upon by all the solicitors to provide detailed analysis of those difficult and somewhat grey areas of the law that we are frequently presented with.

3. Funding from the State Government has been somewhat illusive over the years. However, under Jodie Jacobs guidance, wherewithal and tenacity we managed to secure our first State funding. The State agreed to fund the fuel costs for our outreach program under the Community Capacity Funding Grants program. This would help ease the financial burden and allow the Centre to provide services as far a field as Burnie and St Helen's. Jodie was also instrumental in assisting the Centre gain State funding in partnership with the Migrant Resource Centre (MRC). The Centre will provide ten

workshops to MRC clients, who consist of newly arrive migrants under the Special Humanitarian Program. Well done, Jodie.

4. In December we received funding from the Commonwealth to provide legal information and advice at the Family Relationship Centre

## DATA

The database used at the Centre is **CLSIS**, which stands for **C**ommunity **L**egal **S**ervice **I**nformation **S**ystem. This system was designed in Canberra and adopted by the CLC system around the country and is used by every legal centre. Our main programs are our General Legal program, Disability Discrimination program and the Welfare Rights program. Changes in staff impact significantly on our core data, however we have still had a successful year and the data will of course reflect this. In comparison to last year we have increased our number client attendances and information activities, although some of the changes in figures are due to more accurate reporting of individual activities.

<u>In brief</u>	Total clients:	679
	Total Advices	2,784
	Total Cases Open	102
	Total Cases Closed	57
	Total info only	1,745

## STAFF

Staff are the strength of any organisation and its most valuable asset. Without excellent, effective and efficient staff, no organisation can fulfil its mission statement or provide quality service. Launceston Community Legal Centre can be justifiably proud of all the staff.

### **Kim Hambly: Disability Discrimination Solicitor (Principal Solicitor)**

Kim continues to practice in this role providing a highly professional and respected service to the community of Tasmania. Since her appointment as the Principal Solicitor, Kim has introduced exacting standards to ensure that the Launceston Community Legal Centre leads Tasmania in professional indemnity standards. Unfortunately it was not possible to renew her position as a Registered Migration Agent this year due to the tremendous demands on her time in her other duties. Kim has adopted a proactive stance in her support and supervision of the other solicitors who turn to her without hesitation whenever the need arises.

### **Anya Stock: General Legal Solicitor (Deputy Principal Solicitor).**

Anya has had two tenures with LCLC, the first from 1996-2000, the second began in 2005, which unhappily for us, ended in April, when Anya decided to try pastures new at Positive Solutions. I commend Anya her ability to manage all of the competing tensions she has had to work with during some of the more difficult times for the centre.

### **Joan Cortez-Baird: General Legal Solicitor**

Joan, a newly qualified practitioner, was appointed on a temporary three months contract in April and developed her skills across the general legal jurisdiction before leaving the Centre at the end of this financial year.

**Emma Smith: Administration and Reception Services**

Emma has worked at LCLC for over thirteen years and provides administrative support for the Manager and Legal staff at the Centre. Emma has excellent historical knowledge of the Centre and is the bedrock of the Launceston Community Legal Centre. Emma continues her duties as the financial officer, diligently ensuring that both staff and invoices are paid in a timely fashion. Emma is a wizard when it comes to finances and it great asset to the Centre.

**Andrew Flint: Welfare Rights Solicitor**

Andrew Flint completed his temporary contact with the Centre in December 2009 before deciding to explore and guide visitors around the iconic Uluru.

**Noelle Rattray: Welfare Rights Solicitor**

Noelle joined the Centre in January and as a very experienced welfare rights solicitor, quickly embraced the role, concentrating on rebuilding professional relationships with Centrelink and support agencies in the North of the State. Within months, barring a month sojourn to the Antarctic, Noelle's caseload rapidly expanded to correctly reflect the demand across Northern Tasmania. Noelle was also able to assist Centrelink by offering representation to some international clients and child support matters. I was particularly grateful when Noelle stepped into the breach as the Acting Deputy Principal Solicitor, during Kim's Defence Reserve absences. Noelle also works 0.2 equivalent full time in the General Legal Program.

**Alec McGregor: Financial Officer**

Alec left the Centre at the beginning of this financial year and we would like to wish him well in his decision to relocate to Queensland.

**TRAINING**

I am particularly proud that the Launceston Community Legal Centre was able to use part of the one-off funding and invest in employees by providing training to all members of staff, throughout the year. The Centre was also able to fund a strategic planning day, which provided the opportunity for all staff and Board to contribute towards constructing and developing a plan mapping the way ahead for the Centre.

**BOARD OF MANAGEMENT**

The BOM in any non-government organisation is to be highly commended as they are all volunteers and give of their time selflessly and without thought of payment or public thanks or honours. We are very proud of the current Board as they make up the very fabric of our society and as board members it is incumbent on them to utilise their respective talents to provide governance, guidance and support to the staff they have employed. They do that job most gracefully, respectfully and with a value adding perspective. And the Staff of the Launceston Community Legal Centre would like to formally thank them for all their hard work and support over the past year.

Many thanks to all of you.

**CONCLUSION**

I have now been the Manager for over a year and continue to see changes and developments at the Centre that would not have been thought possible two years ago. We have new staff, increased office space, an expanding volunteer program and external funding. I am happy to say that I have been very well supported in all of



the ventures of the last few months by staff, Board members and family of our centre staff. It has been a privilege to be associated with this Centre and the people who support its work. I believe I can say with confidence that during 2009/2010 the clients of Launceston Community Legal Centre have been provided with the best legal services possible.

**Mary Johnson-Goeldner**

Manager

June 30 2010

# **APPENDIX B**

## **Staff Reports**

- **Administration Officer**
- **Disability Discrimination Service**
  - **General Legal Service**
  - **Family Law Service**
  - **Welfare Rights Service**

**LAUNCESTON COMMUNITY LEGAL CENTRE INC.****ADMINISTRATION OFFICER  
ANNUAL REPORT****2009 / 2010**

The Administration position is full-time and operates 10 days per fortnight (eft 1.0) over a 75-hour period. This role is responsible for all Community Legal Services Information System (CLSIS) data entry, general administrative & reception duties, providing information & referrals to clients, clerical support to staff, and last year also incorporated the Financial Officer position as previously held by an additional staff member on a 4 days per fortnight (eft 0.4) appointment.

This has been a busy year for client contact, with the most typical queries being around:

1. Family Law,
2. Employment / Industrial Relations,
3. Bankruptcy / Credit & Debt, and,
4. Wills / Power of Attorney

2009-10 has seen a marked increase in the enquiries the Centre has received around Motor Vehicle Regulatory Offences (drink driving), as the Legal Aid Commission of Tasmania (LACT) no longer allots funding for representation to that area. As the Centre only attends to civil matters, we have been unable to provide assistance to Defendants requiring representation before the Court.

Over the 12-month period 01 July 2009 – 30 June 2010 the Centre provided 1745 separate information contacts to clients. This equates to almost eight (8) contacts through Reception per day. During this period the Centre also provided an additional 2784 client advice activities shared between 679 individual clients. This is equivalent to an average of four (4) advice activities per client, and approximately 11 advice activities per working day.

The total number of clients for the year 2009-10 is made up as follows:

- |     |                            |
|-----|----------------------------|
| 553 | New clients                |
| 97  | Repeat clients             |
| 29  | Existing clients (ongoing) |

**Emma Smith**  
Administration Officer

**LAUNCESTON COMMUNITY LEGAL CENTRE INC.****DISABILITY DISCRIMINATION LEGAL SERVICE  
ANNUAL REPORT****2009 / 2010**

I have enjoyed a full and varied caseload over the past year and the position continues to grow and develop. I continue to build and develop working relationships with other service providers and have expanded the Community Legal Education programme to include Burnie.

The Immigration advice service provided a healthy demand but unfortunately had to be curtailed due to other work commitments, as this was an unfunded programme. Nevertheless we are still actively pursuing funding and hope to reintroduce this service in the near future.

Regarding further training, I attended the a large number of the law society continual professional education programmes and was fortunate to be sponsored by the Centre to attend the annual National Association of Community Legal Centres conference in September 2009.

The Centre allowed me to complete my Royal Australian Naval Sea training in February onboard the Australian warship HMAS Ballarat and I graduated as a Lieutenant Legal Officer, RANR, in March.

The DDS programme currently has two high profile cases; one is being pursued via the State jurisdiction and the second via the Federal jurisdiction. Both cases demonstrate clear breaches of individuals' human rights and have the potential to attract great public interest in the near future.

**Kim Hambly**

Disability Discrimination Solicitor

**LAUNCESTON COMMUNITY LEGAL CENTRE INC.****GENERAL LEGAL ADVICE SERVICE  
ANNUAL REPORT****2009 / 2010.**

I started my contribution to the General Legal Program in March this year and was allocated 7.5 hours per week for that program.

Initially, each consultation required considerable research as I built my general legal knowledge. It soon evolved that there were some areas of the law that became a specialty for me and that included wills, power of attorney and guardianship, workplace law, and small claims issues. Of course there were many other issues clients brought to be given some guidance on, and handling those issues has given me a comprehensive foundation of the application of general law.

19 March - 30 June break-downs:

Family	5
Wills/POA	20
Employment	9
Debt/Small claims	4
Child support	3
Tenancy/property	6
Motor vehicle	2
Scams	1
Defamation	1
Prof. Qualifications	1
Contract	1
<u>TOTAL</u>	<u>49</u>

As Deputy from May, I have been responsible for some supervision of the other solicitors advising in general and family law. This has also increased my research and developed greater knowledge in the field of general law. I believe the standard of advice from the General Law program at Launceston Community Legal Centre is now of high quality.

**Noelle Rattray**

Acting Deputy Principal Solicitor

**LAUNCESTON COMMUNITY LEGAL CENTRE INC.****FAMILY LAW SERVICE  
ANNUAL REPORT****2009 / 2010.**

*LCLC – LFRC Pilot Program  
Legally Assisted Family Dispute Resolution*

**Introduction**

The Family Relationship Centre and Legal Assistance Services Partnership Trial has been developed with the objective of facilitating an ongoing relationship between the Launceston Family Relationship Centre (FRC) and the Launceston Community Legal Centre (LCLC) that will enable clients of the FRC to access direct legal services as they navigate the Family Dispute Resolution process.

It is envisioned that a more comprehensive service could be offered to separating and separated families on a national level. In circumstances where families have been unable to reach an agreement regarding arrangements for children or wish to have a more formal agreement in place, the addition of legal information and support can be a critical factor in achieving resolution outside the Courts.

The FRC provides a crucial service to separating families, with a very child-focused approach that often achieves satisfactory outcomes. The unique aspect of this program is that legal advice is provided from a neutral perspective, with costs issues removed. As the LCLC does not provide court representation, information can be provided without concern that it will be subsequently used in the court process.

**Services provided**

- The provision of legal information and education on family law matters
- Individual legal advice and referral service
- Legal support through the family dispute resolution process
- Assistance drafting parenting agreements and consent orders
- Group information sessions
- FDRP information sessions and advice service
- Family Law updates

**Client Selection**

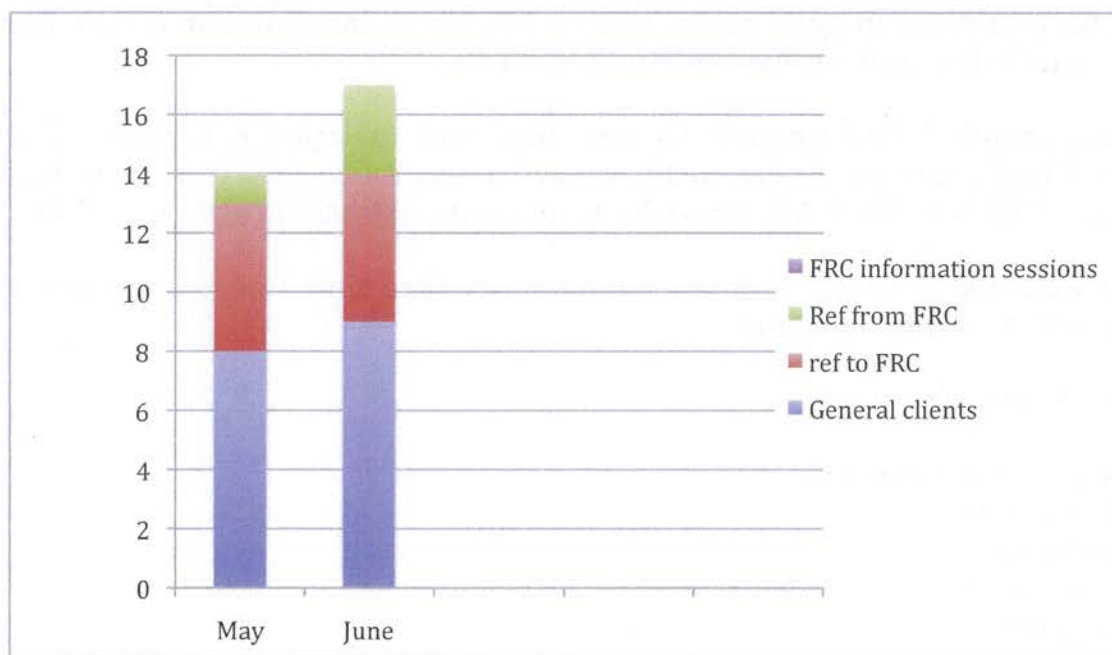
Clients already attending the FRC are assessed for referral to the LCLC through the FDR process. Clients who choose to attend the LCLC as a first point of contact are referred through the current referral system. This includes advice to the client of the legal and other options, often including referral to the FRC. It is envisioned that this program will involve a two- way referral process, whereby the lawyer and FDRP assess clients most likely to benefit from the added assistance.

**Meeting Objectives**

We anticipate a significant increase in the number of parenting plans and consent orders, with a corresponding decrease in the number of cases presenting before the court system. These statistics will be evident in both the FRC and LCLC statistical

information collection process. We also expect an increase in family law referrals to be evidenced in the statistical data. As a result of more strategic collaboration with the FRC, there will be an overall increase in advice and education through the program that will increase the confidence of both the FDRP's and legal practitioners.

I commenced my role as Family Law solicitor within this program at the end of May 2010. Despite a very brief data collection period for this report, a significant increase in referrals from the FRC may already be observed. We anticipate continued growth as the program develops.



### Training

I have been fortunate to attend several training opportunities since my commencement at the LCLC.

- Family Law Training in parenting plans and consent orders provided by Women's Legal Service Tasmania as part of training and support for the FRC Partnership Program (February 2010, Launceston)
- Family Law Intensive (May 2010, Melbourne) provided by the Family Law Section of the Law Council of Australia. This intensive one-day workshop provided up-to-date information on current developments in Family Law, including legislative changes and recent case law.
- FRC-CLC partnership training (May 2010, Hobart) provided by Women's Legal Service Victoria. Participants in this two-day workshop received training in the presentation of legal information sessions to the FRC client audience as well as inter-professional training.

**Jessamy Downie**  
Solicitor

**LAUNCESTON COMMUNITY LEGAL CENTRE INC.****WELFARE RIGHTS SERVICE  
ANNUAL REPORT****2009 / 2010**

I joined the team at Launceston Community Legal Centre on 17 January 2010 and at that time there was no welfare rights solicitor working here. My experience of 18 months at Hobart held me in good stead and I was able to immediately review files and contact Centrelink to inform them of our program.

Within the first month I had opened 16 new files and reviewed a further 12 as ongoing cases. I had a previously booked journey to Antarctica and was away from 17 February to 17 March. From March to 30 June I have opened a further 27 files.

I have lodged appeals to Centrelink for most of the files and have proceeded to further appeal levels in the following:

**Social Security Appeal Tribunal:**

Disability Support Pension	7
Property matters	3
Arrears claims	2
Member of couple	2
Child support	3
Debt	4

**Administrative Appeals Tribunal:**

Conferences	14
Hearings	2 in preparation

Compensation claims	3
---------------------	---

At present I have 44 open and active case files at various stages of the appeal process. I have completed or settled and closed 16 files. My work involves assessing the merits of a case, initiating the appeals process with submissions to Centrelink, providing advice on further appeal avenues, writing submissions to SSAT and AAT and negotiating settlements.

**Clinic at Centrelink**

Another welfare rights project was to set up a clinic at Centrelink to raise our profile in the community, forge a goodwill relationship with Centrelink and provide instant assistance to potential clients. We attended regularly one afternoon a week for two months, but workload at the office became onerous and we did not receive one client as a result of our attendance. We did, however, provide some free general



legal advice to staff of Centrelink! This project is shelved for the moment but we still consider the exercise well worth the effort as Centrelink now refer many people to us.

### **Community Legal Education**

I have attended 2 community centres to provide legal information and answer questions on Centrelink and other general legal matters. As a rule, most questions have been about wills, power of attorney and other matters related to later life. Both centres were pleased with handouts provided for them and plain English explanations.

**Noelle Rattray**  
Solicitor

# **APPENDIX C**

## **Audited Financial Statements**

**Including**

**Auditor Certification**

**and**

**Auditor Details**

**AUDITOR'S CERTIFICATION**

**Organisation:** Launceston Community Legal Centre

**Financial Year:** **2009 / 2010**

**Financial Year Period:** 01 / 07 / 2009 to 30 / 06 / 2010

I hereby certify that:

- (a) I am not a principal, member, shareholder, officer, employee or accountant of the Organisation or of a related body corporate as defined in section 9 of the Corporations Act 2001;
- (b) In my opinion, the attached financial statements which comprise a Statement of Financial Position, a Statement of Financial Performance, a Statement of Cash Flows, and Notes to the Financial Statements of the above-mentioned Organisation ('the Organisation') for the stated Financial Year Period are:
  - based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
  - in accordance with the terms and conditions of the Agreement of the Community Legal Services Program (CLSP) Service Agreement 20052010, a copy of which has been made available to me, in relation to the provision of community legal services.
- (c) The Statement of Financial Performance is provided in respect of Funds for all Funding Categories.

This is an unqualified audit report

Unless written under separate cover, I hereby further certify that, in my opinion, there is no conflict of interest between myself and the Organisation or its Management Committee.



Signed by: Peter W Bushby  
(F.C.P.A., F.C.I.S. C.A.)

Registered Company Auditor No 158

Date: 24/09/10

**LAUNCESTON COMMUNITY LEGAL CENTRE INC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

**Note 1      Statement of Significant Accounting Policies**

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Urgent Issues Group Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2001.

The financial report of Launceston Community Legal Centre Inc complies with all Australian equivalents to International Financial Reporting Standards (IFRS) in their entirety.

The following is a summary of the material accounting policies adopted by the entity in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

**Accounting Policies**

**(a) Plant & Equipment**

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

**Plant and equipment**

Plant and equipment are measured on the cost basis less depreciation and impairment losses. The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

**Depreciation**

The depreciable amount of all fixed assets including building and capitalised lease assets, but excluding freehold land, is depreciated on a straight-line basis over their useful lives to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

**(b) Provisions**

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

**(c) Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

**LAUNCESTON COMMUNITY LEGAL CENTRE INC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

**(d) Revenue**

Revenue from the sale of goods is recognised upon the delivery of goods to customers. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Dividend revenue is recognised when the right to receive a dividend has been established. Dividends received from associates and joint venture entities are accounted for in accordance with the equity method of accounting.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

**(e) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

**Note 2      Revenue**

	2010	2009
Grant revenue		
— Legal Aid Commission	324,749	263,568
— Legal Aid Commission - One off	-	62,372
— Funding new premises	-	22,500
Total Grant revenue	324,749	348,440

**LAUNCESTON COMMUNITY LEGAL CENTRE INC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

**Note 3      Other expenses**

Profit from ordinary activities before income tax expense has been determined after :

	2010	2009
(a) Other expenses		
Accountancy Fees	573	43
Administration costs	895	-
Advertising	786	458
Auditors remuneration	1,900	2,280
Bank Charges	351	227
Cleaning	2,965	-
Computer costs	3,648	3,173
Electricity	3,217	2,868
Employees' Amenities	930	-
Equipment Under \$1,000	2,193	3,692
Insurance	7,211	1,896
Interest	121	6
Leasing Charges	6,706	4,098
Legal Fees	3,120	1,768
Memberships	365	4,416
Motor vehicle expenses	1,759	5,156
Permits/ Licences & Fees	448	585
Petty Cash Expenditure	500	-
Postage	454	602
Printing & Stationery	3,641	3,512
Rent	17,593	22,353
Repairs and maintenance	4,346	2,126
Security Costs	335	282
Staff Training & Conferences	12,538	4,205
Subscriptions and memberships	4,270	653
Sundry expenses	276	3,787
Telephone	8,232	6,278
Travelling expenses	6,268	-
Other	1,146	5,884
	96,787	80,348

**Note 4      Cash Assets**

	2010	2009
Petty Cash	12	12
Bendigo Bank - 127954501	72,406	98,761
Bendigo Bank - Invest Account	48,233	46,258
Mastercard	-	(3,418)
	120,651	141,613

**LAUNCESTON COMMUNITY LEGAL CENTRE INC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

**Note 5 Office Furniture and Equipment**

	2010	2009
Office Furniture and Equipment		
At cost	35,712	34,259
Accumulated depreciation	29,008	25,265
	<u>6,704</u>	<u>8,994</u>

	Office Equipment	Property Improvements	Total
Balance at the beginning of year	8,994	-	8,994
Acquisitions	1,453	-	1,453
Profit / Loss	-	-	-
Depreciation expense	(3,743)	-	(3,743)
Carrying amount at the end of year	<u>6,704</u>	<u>-</u>	<u>6,704</u>

**Note 6 Other**

	2010	2009
CURRENT		
Provision for GST	4600	0
	<u>4,600</u>	<u>-</u>

**Note 7 Other**

	2010	2009
CURRENT		
PAYG Withholding payable	7,345	6,151
Provision for GST	-	6,630
Superannuation payable	2,216	1,554
Salary Sacrifice - Kim Super	1,269	
Salary Sacrifice	615	
	<u>11,445</u>	<u>14,335</u>

**Note 8 Provisions**

	2010	2009
CURRENT		
Holiday Pay	19,156	12,027
NON- CURRENT		
Long Service Leave	7,007	7,959
	<u>26,163</u>	<u>19,986</u>

**LAUNCESTON COMMUNITY LEGAL CENTRE INC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2010**

**Note 9      Cash Flow Information**

	2010	2009
<b>Reconciliation of Cash Flow from Operations with Profit from Ordinary Activities after Income Tax</b>		
Profit from ordinary activities after income tax	(18,499)	37,964
Cash flows excluded from profit from ordinary activities attributable to operating activities		
Non-cash flows in profit from ordinary activities		
Depreciation	3,743	3,277
Net loss on disposal of plant & equipment	-	5,424
Changes in assets and liabilities		
decrease/(increase) receivables	-	-
Increase/(decrease) in payables	(10,932)	5,108
Increase/(decrease) in provisions	6,177	10,946
Cashflow from operations	<u>(19,511)</u>	<u>62,719</u>



**LAUNCESTON COMMUNITY LEGAL CENTRE INC**

**STATEMENT OF FINANCIAL PERFORMANCE  
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2010**

	NOTES	2010 \$	2009 \$
Grant revenue	2	324,749	348,440
Interest revenue		4,416	7,435
Other revenue		23,972	2,265
Employee benefit expenses		(271,106)	(236,551)
Depreciation expenses		(3,743)	(3,277)
Other expenses from ordinary activities	3	(96,787)	(80,348)
<b>NET SURPLUS/ (DEFICIT)</b>		(18,499)	37,964

The accompanying notes form part of these financial statements.

**LAUNCESTON COMMUNITY LEGAL CENTRE INC**  
**STATEMENT OF FINANCIAL POSITION**  
**FOR THE FINANCIAL YEAR ENDED 30 JUNE 2010**

	NOTES	2010 \$	2009 \$
<b>CURRENT ASSETS</b>			
Cash	4	120,652	145,031
Other	6	4,600	-
<b>TOTAL CURRENT ASSETS</b>		<u>125,252</u>	<u>145,031</u>
<b>NON-CURRENT ASSETS</b>			
Office Furniture & Equipment	5	6,704	8,994
<b>TOTAL NON-CURRENT ASSETS</b>		<u>6,704</u>	<u>8,994</u>
<b>TOTAL ASSETS</b>		<u>131,956</u>	<u>154,025</u>
<b>CURRENT LIABILITIES</b>			
Cash	4	-	3,418
Trade Creditors		3,088	6,530
Other	7	11,445	14,335
Provisions	8	19,156	12,027
		<u>33,689</u>	<u>36,310</u>
<b>NON- CURRENT LIABILITIES</b>			
Provisions	8	7,007	7,959
		<u>7,007</u>	<u>7,959</u>
<b>TOTAL LIABILITIES</b>		<u>40,696</u>	<u>44,269</u>
<b>NET ASSETS</b>		<u>91,260</u>	<u>109,756</u>
<b>EQUITY</b>			
Unappropriated Profit		91,260	109,756
<b>TOTAL EQUITY</b>		<u>91,260</u>	<u>109,756</u>

The accompanying notes form part of these financial statements.

**LAUNCESTON COMMUNITY LEGAL CENTRE INC**

**STATEMENT OF CASH FLOWS  
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2010**

	NOTES	2010 \$	2009 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Grants received		324,749	348,440
Operating expenses		(372,248)	(295,421)
Interest Received		4,416	7,435
Other revenue		23,574	2,265
<b>Net cash provided from operating activities</b>	9	<u>(19,509)</u>	<u>62,719</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Acquisition of office equipment		(1,453)	(3,104)
Disposal of Motor Vehicle		-	-
<b>Net cash flow from investing activities</b>		<u>(1,453)</u>	<u>(3,104)</u>
<b>Net increase / (decrease) in cash held</b>		(20,962)	59,615
<b>Cash at the beginning of the financial year</b>		<u>141,613</u>	<u>81,998</u>
<b>Cash at the end of the financial year</b>	4	<u><b>120,651</b></u>	<u><b>141,613</b></u>

The accompanying notes form part of these financial statements.

