

ANNUAL REPORT

2010 – 2011



 **Launceston**
Community Legal Centre
ABN 33 863 262 058

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Launceston
Tasmania 7250

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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.

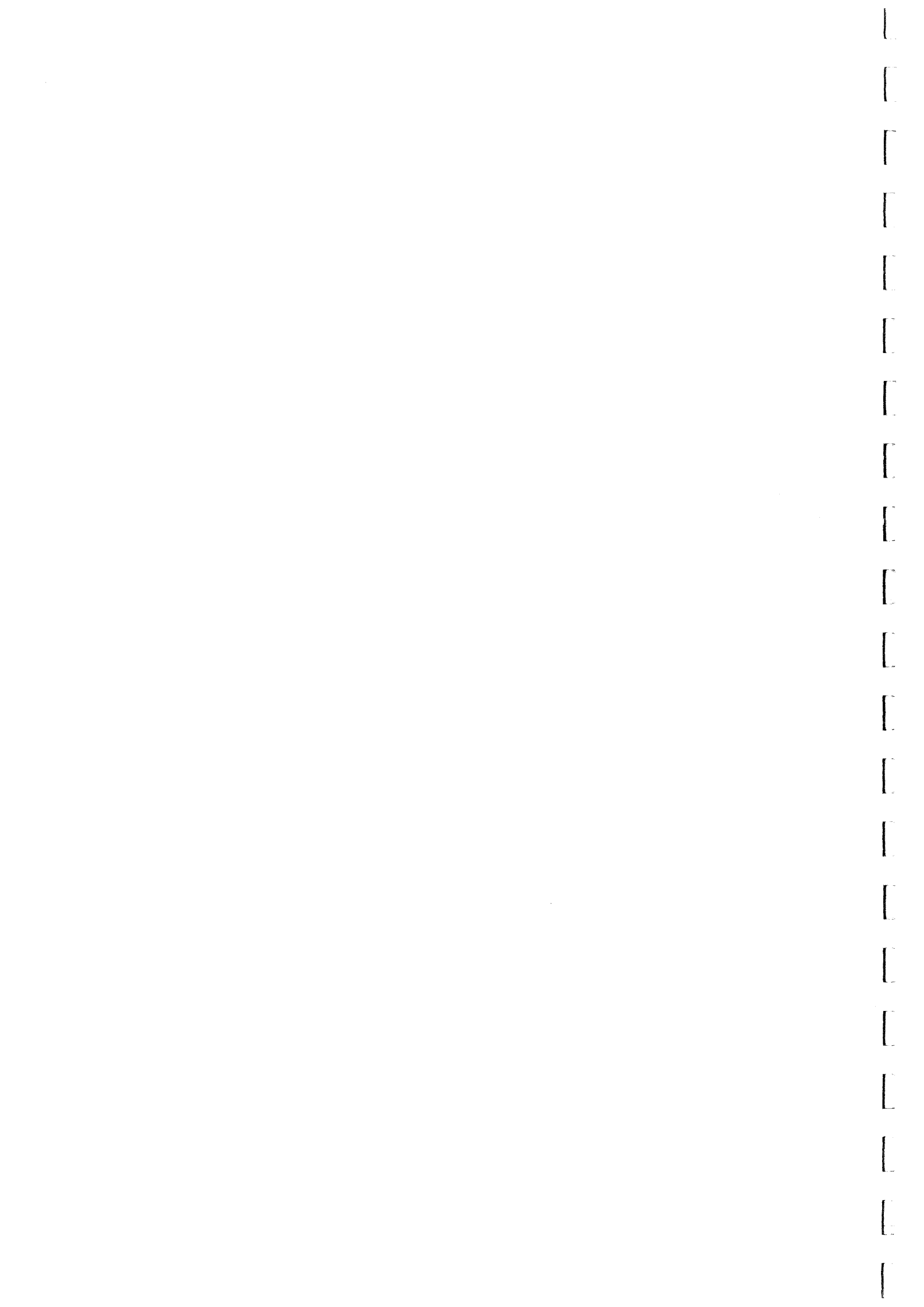


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INTRODUCTION:

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.

During the financial year 2010-2011 the LCLC operated six programs, which were funded from various sources. The major source of funding remains the Attorney Generals Office, via the Legal Aid Commission, which funds four programs. The Department of Immigration and Citizenship and the Tasmanian Community Fund provide funding for other programs. A volunteer Board of Management governs the Launceston Community Legal Centre Inc.

Administration:

Administration is responsible for managing the Centre and providing administrative support to the legal programs. The Centre has two administrators, the Manager and the Administration Officer.

General Legal Program:

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 Program:

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

Welfare Rights Legal Program:

The Welfare Rights Solicitor assists clients from North and Northwest Tasmania with Centrelink and Social Security Act issues and represents clients at the Administrative Appeals and Social Security Appeals Tribunals.

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.

Migration Assistance – Settlement Grants Program:

The program aims to provide legal advice, education and referrals to new and emerging humanitarian community groups in the North. This is done by providing a community gateway to humanitarian entrants and information sessions on a number of topics such as immigration, debt recovery proceedings, family law, criminal law and the court system. The project will also increase the ability to successfully negotiate the court systems and provides clients access to migration advice. The program is funded by the Department of Immigration and Citizenship via the Settlement Grants Program.

Community Legal Literacy Program – Tasmanian Community Fund:

The Community Legal Literacy Program aims to improve document literacy and problem solving in communities by training individuals who are often called upon to help others, whether in the role of a worker, friend or community leader to work through issues before they require legal advice or intervention. The program aims to arm participants with basic knowledge about the law and legal system, and to inform them of the proper role of a legal intermediary or advocate in the community. The Tasmanian Community Fund has funded the program for a period of twelve months. A further two years of funding may be awarded to the LCLC on a successful review of performance within the first six months.

OVERVIEW:

The Launceston Community Legal Centre, having increased the number of programs it is offering, has established a far higher profile within the community during the 2010-2011 financial year. This development is as a direct result of the hard work of our previous Principal Solicitor/Manager Ms Kim Hambly and her team. Unfortunately in September 2011 Kim resigned from the LCLC, but she leaves behind a strong foundation that will enable the Centre to establish itself as a key contributor within the community sector of Launceston and the North of the State.

HOURS OF OPERATION:

The LCLC Inc. is open to the general public during the hours of 8:30am to 4:30pm Monday to Thursday, and 8:30am to 1:30pm on Friday - Staff are available during these hours by appointment.

The LCLC Inc. operates a free legal advice service in Launceston, and six weekly in St. Helens, Deloraine, George Town, Scottsdale, Beaconsfield/Exeter and Campbell Town. Services are 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.

**NAMES OF MEMBERS OF MANAGEMENT COMMITTEE OF LAUNCESTON
COMMUNITY LEGAL CENTRE INC:****For year ended 30 June 2011**

Name	Address	
Dinah Fitzgerald	5 Pen-Y-Bryn Place, East Launceston, Tasmania 7250	Chairperson
Brett Constable	39860 Tasman Highway, Nunamara, Tasmania 7259	Treasurer & Public Officer
Mary Swaffer	6 Coulter Street, Trevallyn, Tasmania, 7250	Secretary (Stepped down Aug 2011)
Nicky Snare	59 West Tamar Road, Trevallyn, Tasmania 7250	Vice Chairperson (Stepped down Aug 2011)
Arnold Zinnoeger	31 Main Street, Cressy, Tasmania 7250	Member (Stepped down ??? 2010)
Garry Rafferty	8 Anderson Road, Trevallyn, Tasmania 7250	Member
Dr. Martin Harris	95 Bain Terrace, Trevallyn, Tasmania 7250	Member
Bronwyn Hannan	7 Belhaven Cres, Newstead, Tasmania 7250	Member
Natalie Heiniger	249 Relbia Road, Relbia, Tasmania 7258	Member

NAMES AND BRIEF DESCRIPTION OF ROLES OF STAFF INVOLVED IN PROVISION OF SERVICES as at 30 JUNE 2011:

Principal Solicitor/Manager:

Kim Hambly

This is a fulltime position responsible for the administration of the Launceston Community Legal Centre and the supervision of junior staff. This position also included Migration Agent work and assisting the Migration Assistance Officer.

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.

Disability Discrimination & General Legal Solicitor

Sarah House

This is a full-time position providing advice, information and representation in disability discrimination matters throughout the State of Tasmania. This position also provides general legal advice to clients in Launceston, Deloraine, Scottsdale, St Helens, George Town, Exeter and Campbell Town.

Welfare Rights Solicitor

Shelley Eder

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

Family Relationship Centre & Launceston Community Legal Centre Partnership:

Jessamy Downie

This position operates for 17 hours per week providing legal assistance and advice to the staff and clients of the family relationship centre.

Migration Assistance Officer:

Andrew Flint

This position was contracted for a strictly limited period and operated for 22.5 hours per week in order to provide clients access to settlement and migration advice. The work was often extremely diverse and covered a range of issues. It also utilised the services of an interpreter service.

The project aimed to provide legal advice; education and referral work to new and emerging humanitarian community groups in Northern Tasmania. This was achieved by providing a community gateway to humanitarian entrants and information sessions on a number of topics such as immigration, debt recovery proceedings, family law, criminal law and the court system. The project also increased the ability to successfully negotiate the court systems and provided clients access to migration advice. The program, which was funded by the Department of Immigration and Citizenship (DIAC) finished at the end of July 2011.

Legal Literacy Officer

Beylara Ra

This is a full-time position running a pilot project designed to set up a network of trained Legal Literacy Volunteers who will help others in their communities work through issues before they require legal advice or intervention. This position and the volunteers also refer clients to appropriate LCLC solicitors. All LCLC solicitors are available to assist as appropriate.

PROFESSIONAL DEVELOPMENT & TRAINING:

The then Welfare Rights Solicitor (WRS) Noelle Rattray and Family Solicitor, Jessamy Downie, attended the NACLC's conference in October 2010, in Melbourne. Noelle Rattray also attended the three-day Welfare Rights network programme, preceding the start of the conference.

CCH Training

Kim Hambly, Sarah House, Noelle Rattray and Jess Downie attended CCH training on 11th October 2010. This training covered an online legal research resource provided initially as a free service, negotiated by the National Association of Community Legal Centres.

PII Training

PII training is a compulsory component of our group insurance. Training was held in Hobart and Kim Hambly, Noelle Rattray, Sarah House, Jessamy Downie and Andrew Flint attended.

FEEDBACK FROM CLIENTS:

The Launceston Community Legal Centre is committed to outstanding client service; we therefore regularly provide anonymous survey forms across the various programs. This data enables us to develop best practice standards and respond to issues in a timely manner.

We have received overwhelmingly positive feedback from the community. Below are direct quotes gathered from Client Surveys, Emails and letters received by the Launceston Community Legal Centre from clients who have attended either face to face or received advice by telephone:

"...I just wanted to let you know how much I appreciated your advice and how...thanks to you...I've just been approved for Legal Aid"

"...we wish to sincerely thank you for the assistance and guidance you have given us...the reassurance of being able to seek your advice is a great comfort"

"Dear Jess, Just thought I would drop you a quick note to thank you for your help... I have now submitted my affidavit (Small Novel actually) with Annexures up to "Y" to the courts. Thankfully I had to ask for an extension because it was supposed to be in by the other Friday which they graciously allowed!"

"...LCLC are doing a great job for me in helping me get reunited with family in Nepal"

".....Excellent Service"

APPENDIX A

MANAGEMENT REPORTS

**LAUNCESTON COMMUNITY LEGAL CENTRE – CHAIRPERSON REPORT
2010 - 2011**



Dinah Fitzgerald – Chairperson

Providing access to the legal system is not only about an appointment with a lawyer, it is also about education, it's about early intervention thus prevention. It's about helping people find the right service for their needs. It's about being in the community and being visible and accessible.

I believe that the Launceston Community Legal Centre has grasped this concept and has made a real impact this year. We have helped more people and provided a wider range of services. I thank all the staff and volunteers for your dedication.

BOARD OF MANAGEMENT

This is my second year as Chairman of the Board of Management and it has been a busy one. We started the year with eight members but unfortunately ended the year with seven members. Arnold Zinnöger resigning early in the year to return to South Australia. The constitution is under review, and occupational health and safety is a high priority. The employment sub committee had a few challengers this year but is stronger for it.

MANAGER

Mary Johnson-Goeldner the LCLC manager resigned at the end of July 2010 and I would like to thank her for her energy, enthusiasm and drive she brought to the position. Kim Hambly who became Manager/ Principal Solicitor replaced her. Kim has worked tirelessly achieving a broad base for our funding. She has seen opportunities where services are lacking in the community and successfully geared programs to address this void. As Principal Solicitor she has guided, supervised and mentored the centre's solicitors. She has assisted the Board with constant communication and support. I thank her for her hard work and diligence.

NEW OFFICES

The centre has built two new offices to accommodate the increase in staff.

ACHIEVEMENTS AND CHALLENGERS

The LCLC has always been focused on the core business of providing access to legal advice for those who need it. We are always striving to improve the efficiency of the centre by good management, appropriate training and a stable happy workplace. I believe we are moving in the right direction. Funding is always a challenge and the

future may present funding difficulties with Governments, both State and Federal, tightening their belts. Having a broad base to funding puts this centre at an advantage.

CONCLUSION

There are many people who make this centre 'tick, from the board, the manager and administration staff, the solicitors, students, program managers and the ever-increasing numbers of volunteers. I thank you all for your involvement and commitment. We can together, build this legal centre into an important service to the community by focusing on what the community needs.

Dinah FitzGerald
Chairperson

**LAUNCESTON COMMUNITY LEGAL CENTRE – MANAGER/PRINCIPAL SOLICITOR
REPORT
2010 - 2011**



Kim Hambly – Manager/Principal Solicitor

By way of a very brief history, the Launceston Community Legal Centre (LCLC) came into being as the Northern Community Welfare Rights Service back in 1986 at 2 George Street, Launceston. Some four years later the Centre became the Launceston Community Legal and Welfare Rights Services before settling on its current title in December 1991.

LCLC moved from 68 York Street to our present location in June 2009 following a recommendation from our funder that we move to a more prominent and accessible location.

We have always supported a General Legal, Welfare Rights and Disability Discrimination service and up until 2004 a Victims of Crime Counselling response and referral service which we eventually lost when the program became a single service in its own right. The Centre also had a very active Employment advocate who practiced three days per week until the funding was unfortunately withdrawn under the 'WorkChoice' reforms.

The Disability Discrimination and Welfare Rights program provides a full service including case management and legal representation at the appropriate tribunals. The Disability Discrimination program is the only State-wide service LCLC offers and also provides assistance through the Federal jurisdiction at the Australian Human Rights Commission.

The Family Relationship Centre (FRC) Legally Assisted Dispute Resolution Partnership is a very new program. The Attorney General decided to trial lawyers providing legal advice earlier in the process, in an attempt to reduce the number of matters that need to go before the courts. It is focused on child-care provisions.

The Centre previously self funded an immigration assistance program which attracted huge demand but was eventually dropped because it became too much of a drain on staffing resources. We recently re-introduced the program, this time funded by the Department of Immigration and Citizenship. They gave us \$60,000 for a one-year pilot project. The program offers assistance to migrants who have arrived in Australia under the special humanitarian program. We assist with any matter that impedes their inclusion into society, for example by offering help with bills, debts, education, hospitals, employment and the completion of forms. The initial focus is on non-legal matters. Our program is unique however in that we can also offer legal assistance within our normal program as a referral from this service. In addition, although we do not

provide representation, we can assist with written submissions for the Courts in both criminal and civil matters.

Funding Overview

The majority of our funding is from the Commonwealth Attorney General's Department. They currently provide \$301,404 per annum (paid in quarterly instalments) to provide the following programs:

General Legal;
Disability Discrimination;
Welfare Rights;
Family Relationship Centre Partnership; and
Homeless Persons.

We have successfully gained further funding for a variety of programs and equipment:

- | | |
|--|-----------|
| • Cars for the Community Fund | \$19,989 |
| • Community Capacity Building Grants program | \$16,363 |
| • Department of Immigration and Citizenship | \$60,000 |
| • Tasmanian Community Trust Fund (TCF) | \$90,998 |
| • Solicitors' Guarantee Fund | \$167,150 |

Equipment

This financial year the Centre was successful in securing a State grant for the purchase of a Lancer sedan.



The Centre received the grant of a Mitsubishi Lancer from the Cars for Communities program. A grant of \$19,989 covered the purchase of the vehicle but not on road or running costs. The terms of the grant state that we must keep the vehicle for a minimum of three years. Should we discover that we do not have a use for it within that time, it must be returned to the Department of Premier and Cabinet.

We received \$16,363.00 fuel grant under the Community Capacity Building Grants program in February 2010. The program had to be completed by 1 November 2010. Unfortunately this did not happen but we have subsequently negotiated a funding extension until the end of this financial year. We also secured a small grant for a digital projector to assist the Community Legal Education programs.

New Programs

Adult and Family Literacy Program

I submitted an application to the Tasmanian Community Trust Fund (TCF) in November 2010.

On the surface there does not appear to be an obvious nexus between our service and this particular grant and I owe the inspiration to Jodie Jacobs who, when trawling the net, came across a Canadian program that offered support under a 'legal' literacy banner.

I have therefore submitted a proposal for a three-year project to cover one person, full-time, for the term of the program. We were successful with this application and received an offer for \$90,998 for a one year pilot project with an option to apply for a further two years of funding after six months. The letter of acceptance was signed and posted on the 15th December 2010 and the deed grant was signed and returned on the 20th January 2011.

The Adult and Family Literacy Program came about because it is generally accepted that a large proportion of the communities of the North and North-East of Tasmania are incapable of reading, understanding and accurately completing legal documentation. As a consequence this impacts upon their ability to address and resolve problems at an early stage and avoid litigation. The obvious benefits to early intervention are that the matter is usually contained, the costs and impact on one's physical and mental wellbeing are kept to a minimum and community relationships are retained.

We therefore proposed to offer a support program that initially targets community service providers and later community members to provide support and assistance in

the preparation of legal documents. In year two we propose to expand these skills to include support and assistance with basic advocacy and negotiation and finally in year three to assist these groups to pass on their knowledge to other members of the community.

Solicitors' Guarantee Fund

We have been successful in securing a grant of \$167,150.00 for an employment solicitor, for a term of two years. We received the cheque on the 18th May 2011 and expect to commence this program next financial year.

Outreach Centres

Since the 1st September we have attended five outreach clinics. The program covers St Helens, Exeter, George Town (a new inclusion), Deloraine and Scottsdale and we are in the process of establishing a clinic at Campbell Town.

Outreach is exceptionally time consuming due to the constant need to monitor, chase and remind services of our impending visit. It is also expensive and statistic poor because a large part of the day is spent travelling, however, it would be a shame to lose the program considering Tasmania is rural in nature and communities outside of the towns are seriously disadvantaged.

Visits

David BARTLETT – ATTORNEY-GENERAL (TAS)

Mr Bartlett attended the Launceston Community Legal Centre on the 22nd February 2011. He indicated this was a 'meet and greet' following his recent appointment to the above position. I was able to introduce most of the staff and I took the opportunity to brief him on our service and draw his attention to community needs that are outside our current funding including the employment advocacy application which is with the Solicitors' Guarantee fund that formed part of his portfolio.

Robin BANKS – ANTI-DISCRIMINATION COMMISSIONER

Mrs Banks attended our offices on the 25th February 2011. Since we are the State-wide service for discrimination representations, I am keen to encourage these visits on a more regular basis. Mrs Banks was very happy with the casework currently under Sarah's carriage.

A large part of the meeting was centred around recently proposed legal reform to the Anti-Discrimination Act (Tas) 1998.

Mrs Banks also tentatively broached discussions around the development of a lay advocacy discrimination support service with the Launceston Community Legal Centre as the controlling hub. I agreed in principle. This will, however, take considerable planning and costing, with an expectation that the Commissioner and our Centre put forward a joint proposal to the Tasmanian Attorney-General.

In Conclusion

It is with great regret that following some three years service I submitted my resignation due to family commitments in the United Kingdom.

The Centre is currently in an excellent position with the increase in new programs and financially healthy prospects and I therefore believe the Centre will achieve its long-term goals and be regarded as a highly professional, hard working, community based law firm.

I would like to thank the Board for their continued support and assistance throughout my appointment and note that without which I would not have been able to make the considerable number of improvements I have managed to achieve during my short tenure. It is my strongly held opinion that the Board of Management is significantly involved in the future of the organisation and I commend the current and previous Board members for their assistance in these ventures.

I wish the Board and the Launceston Community Legal Centre all the very best in the future.

Kim Hambly

Manager/Principal Solicitor

APPENDIX B

STAFF REPORTS

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

LAUNCESTON COMMUNITY LEGAL CENTRE – STAFF REPORTS
2010 - 2011
General Legal Service (GLS) / Disability Discrimination Service (DDS)



Sarah House – Solicitor

My first year at the Launceston Community Legal Centre Inc. has been one of many challenges and great rewards. I service both the GLS and DDS programs at the Centre and, as this has been my first legal position since finishing my studies, it has meant a considerable learning curve. From the 10th August 2010 to the 30th June 2011 I have seen 406 clients over the two programs. Both the GLS and DDS service are running strong and I am proud to help provide such invaluable assistance to the community, and in many cases, provide assistance to the most vulnerable members of our community.

General Legal Service

Over the last 12 months I have given one off advices and assistance to many clients in the North of Tasmania. The variety of problems I have encountered in this role has been staggering – from boundary fence issues to complaints about pornographic advertisements in the local paper, with everything few and far between included.

I have also given many presentations as part of the program's community education requirements. Presentations have included topics such as employment law, wills, power of attorney and guardianship and have been given to educational institutions, community groups and advocates of the Legal Literacy program.

Disability Discrimination Service

This past financial year has seen me assist many people with their complaints of discrimination on the basis of disability. I have represented clients at 6 conciliations organised by the Office of the Anti-Discrimination Commissioner, 1 conciliation organised by the Australian Human Rights Commission and 1 conciliation organised by the Anti-Discrimination Tribunal. I have also given advice to many other clients on their rights under both State and Federal law.

One high profile public interest case that did not settle at conciliation is now before the Federal Court of Australia, with myself assisting the barrister who is working in a pro-bono capacity. Community education has also been a large part of my role this year with presentations on discrimination law being given to educational institutions and community groups.

It has been an exciting year for myself, as well as both the programs, and I am looking forward to seeing what the 2011-2012 financial year will bring.

Sarah House
Solicitor

LAUNCESTON COMMUNITY LEGAL CENTRE – STAFF REPORTS

2010 - 2011

Welfare Rights (WRS)



Shelley Eder – Solicitor

The Welfare Rights program is a one person operation working 4 days per week from Monday to Thursday. We cover Welfare Rights for the whole of Northern Tasmania.

In the 10/11 financial year we appealed a number of cases to ARO, SSAT and AAT. 25% of the clients we saw were given advice only and we opened cases for the other 75% of clients. Of the open cases going to ARO appeal, 40% were taken to the SSAT.

We also settled a number of matters and gathered information and prepared cases for hearing at the AAT this financial year.

Casework trends;

Many of the issues we are taking up relate to DSP claims for people with mental illnesses. The system of Job Capacity Assessment is producing some unfair results for these clients. The majority of other cases relate to debts, compensation and assets assessment.

Projects/publications;

We have ongoing involvement with neighbourhood houses in the area and have been working with the legal literacy officer to deliver training to local volunteers in regards to Centrelink issues. So far we have delivered training to volunteers from Beaconsfield, George Town and Scottsdale.

Future directions- next 12 months;

We will be working on building our relationship with Centrelink and continuing community legal education over a broader area. We want to get more referrals directly from Centrelink, so we will be working on this and raising our profile at local Centrelink offices. We have a number of matters at the AAT that are being heard in the 2011/12 financial year.

Opportunities/plans for the Centre

We have a new employment law practitioner at the Centre, and we are looking for opportunities to make referrals and share information where possible. We are also working on building our relationships with other Tasmanian CLCs.

Shelley Eder

Solicitor

LAUNCESTON COMMUNITY LEGAL CENTRE – STAFF REPORTS

2010 - 2011

LCLC – LFRC Pilot Program

Legally Assisted Family Dispute Resolution (FRC)



Jessamy Downie – Solicitor

We are now in a second successful year of the Family Relationship Centre (FRC) and Legal Assistance Services Partnership Trial. This program has been developed with the objective of facilitating an ongoing relationship between the Launceston FRC and the Launceston Community Legal Centre (LCLC) that enables clients of the FRC to access direct legal services as they navigate the Family Dispute Resolution process. 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

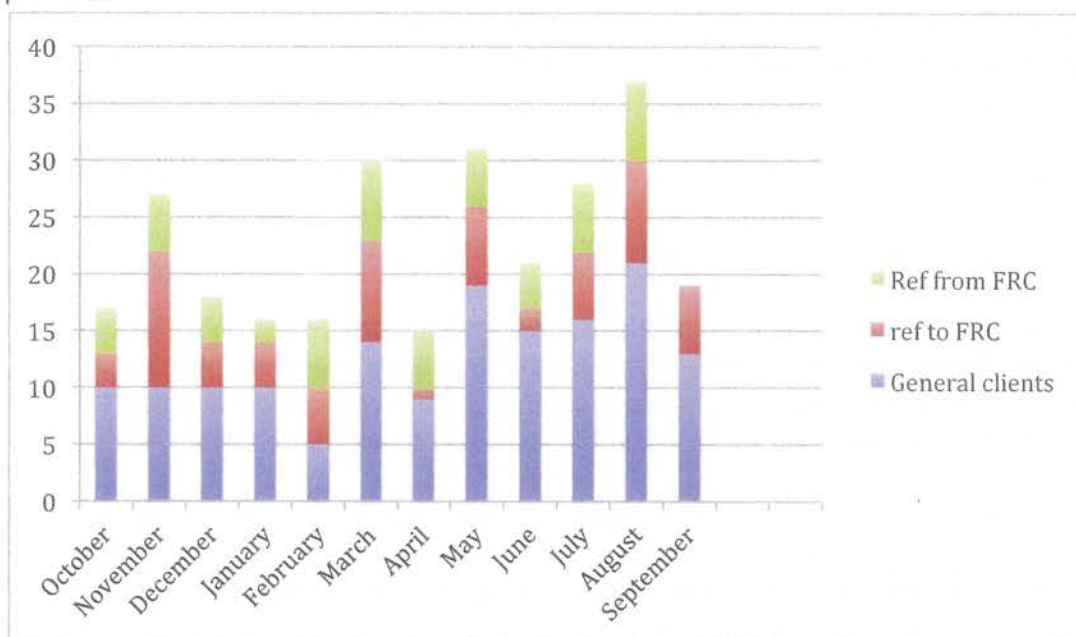
Client Selection

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. The program has developed into a successful two-way referral process, whereby the lawyer and FDRP assess clients most likely to benefit from the added assistance.

Meeting Objectives

We have seen a steady 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. As a result of more strategic collaboration with the FRC, we have seen an overall increase in advice and education through the program that has increased the confidence of both the FDRPs and legal practitioners. Through community engagement such as radio talkback and promotion, we are experiencing an increase in community recognition and self-referral to our service. Networking with relevant community service-providers has also raised the profile of the LCLC and this program in particular, with a corresponding increase in awareness and referrals.

I commenced my role as Family Law solicitor within this program at the end of May 2010. We have experienced steady growth since then and the program is at maximum capacity. I look forward to exploring new avenues for funding that will allow this valuable family support program to extend, both in terms of hours and services provided.

**Training**

I have been fortunate to participate in the following training opportunities in the past year:

- The NACLC National Conference in October 2010 provided networking opportunities and specific training and support for legal practitioners working in the FRC Partnership Program (Melbourne).

Jessamy Downie

Solicitor

LAUNCESTON COMMUNITY LEGAL CENTRE – STAFF REPORTS

2010 - 2011

Legal Literacy Officer



Beylara Ra – Legal Literacy Officer

I commenced in the role on 2 March 2011 as Legal Literacy officer responsible for developing and running the Legal Literacy Program for which LCLC had been granted funding by the Tasmanian Community Fund in late 2010. We are very grateful to the Tasmanian Community Fund for their assistance without which the service we have been developing simply would not exist.

Since commencing with the Centre I have visited all the target towns, Beaconsfield, Campbell Town, Deloraine, Exeter, George Town, Scottsdale and St Helens where I forged links with the local communities and publicised both the Legal Literacy Program and Launceston Community Legal Centre.

I arranged for articles promoting LCLC and the Legal Literacy program to appear in The Examiner, Tamar Times, North Eastern Advertiser, Coastal Column (St Helens local paper), and the Midlands Herald (Campbell Town Local paper).

I have appeared on 'Tasmania Today' radio program with John Fabris on LAFM and on the Elaine Harris afternoon radio program on ABC Northern Tasmania. We have obtained advertising space with the Meander Valley Community Radio and Star FM at St Helens to promote the legal literacy volunteers and LCLC outreach service.

I have given talks on the service and program to politicians (Kerry O'Brien, Jeff Lyons, Sen. Helen Polley and their staff) as well as the CFMEU forestry division staff. Also attended a volunteer Expo day at Deloraine and women's health day at Campbell Town where I promoted LCLC and Legal Literacy Services.

In this initial period of the program I have also given talks to staff at the following service organisations on our program, Anglicare, Centrelink and the Salvation Army.

I also canvassed support from businesses, government and service providers by walking around and delivering pamphlets and talks on the Legal Literacy Program and work of LCLC in general to anyone at Agfest who fell into our catchment area.

I have applied for and been granted an exemption from paying the full fee for National Criminal History Checks for Volunteers from Tasmania Police.

I have also successfully applied to have the volunteer program recognised as an approved voluntary work activity for Centrelink purposes.

I have written and run training sessions for prospective volunteers in Scottsdale, George Town, Exeter, Beaconsfield, Deloraine, St Helens and Campbell Town.

Up to 30 June 2011 I have recruited and trained: -

7 volunteers at Scottsdale,
1 Lilydale volunteer,
5 Volunteers at George Town,
2 volunteers at Exeter,
5 volunteers at Beaconsfield,
8 volunteers at Deloraine,
4 Volunteers in St Helen's and
1 volunteer advocate in Campbell Town

As at 30 June 2011 we have seen a total of 31 clients under the Legal Literacy Program. We are fortunate indeed in that Volunteers keep coming and so do clients so there will be lots more of both to talk about at next year's AGM.

I have also taken on the administration and organisation of the Legal Outreach program, which dovetails perfectly with the Legal Literacy program.

I have produced publicity brochures for the Legal Literacy program and publicity flyers for the Legal Literacy Volunteer Training, Legal Literacy Advocacy Service and the regular outreach program (the last for the rest of the calendar year).

I am grateful to have been given the opportunity to be part of this really very worthwhile program and look forward to building relationships with volunteers and community stakeholders to promote its growing success in to the future.

Beylara Ra
Legal Literacy Officer

LAUNCESTON COMMUNITY LEGAL CENTRE – STAFF REPORTS

2010 - 2011

Administration Officer



Emma Smith – Administration Officer

To begin, I would like to acknowledge the support, time and expertise so selflessly provided to the Launceston Community Legal Centre Inc. by the volunteer Board of Management. A sincere “thank-you” to you all for your hard work and dedication throughout the year. Also, a very special acknowledgement must be given to all Staff members, who have once again shown, in the face of many challenges, what dedicated professionals they really are.

This year has been a fairly standard year for client contact, with most frequently asked about areas being:

- | | |
|---------------------------------------|-------------------------------|
| 1. <i>Family Law</i> | 2. <i>Government Benefits</i> |
| 3. <i>Wills and Power of Attorney</i> | 4. <i>Employment Law</i> |
| 5. <i>Discrimination</i> | 6. <i>Restraint Orders</i> |

Credit and debt queries, including bankruptcy, have been prevalent again this year. I would fully expect this trend to continue as the effects of the slowing global economy continue to be felt by low-middle income earners.

Consumer complaints are still popular areas of enquiry. These range from problems with Tradespersons to general Service Providers and all the way through to Medical Practitioners and Solicitors. Financial Institutions have also come under fire this year, although that may be indicative of the current financial state of our client base rather than a downturn in banking industry customer care.

Motor vehicle accidents, neighbourhood disputes, general property disputes and injuries compensation topics have been quite consistent again this year, with tenancy enquiries only dropping away very slightly.

All up, it has been another challenging and interesting year with several staff and committee members leaving to pursue other interests. We wish them all well in their future endeavours. We have managed to recruit several new members to fill the vacancies at the Centre itself. So, a very warm welcome to Shelley Eder, our Welfare Rights Solicitor who began in March and Beylara Ra, our Legal Literacy Officer, who also started in March. Best wishes to you all for 2011/12,

Emma Smith

Administration Officer

APPENDIX C

FINANCIAL REPORTS

LAUNCESTON COMMUNITY
LEGAL CENTRE INC

Audited Financial Information
For The Year Ending 30th June 2011

CLIENT COPY
(PLEASE RETAIN FOR YOUR RECORDS)

CONTENTS

- Audit Report
 - Financial Statements
 - Committee Member List
-

AUDIT REPORT

Name of Organisation: Launceston Community Legal Centre Inc


Financial Year Period: 01/07/2010 to 30/06/2011

I hereby certify that:

- (a) I am not a principle, 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 statement Financial Year Period are:
 - 1. Based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
 - 2. in accordance with the terms and conditions of the Agreement of the Community Legal Services Program (CLSP) Service Agreement 2010- 2013, 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 clarify 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:

FINANCIAL STATEMENTS

LAUNCESTON COMMUNITY LEGAL CENTRE INC
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2011

	NOTES	2011 \$	2010 \$
Grant revenue	2	399,015	324,749
Interest revenue		6,995	4,416
Other revenue		2,445	23,972
Employee benefit expenses		(319,008)	(271,106)
Depreciation expenses		(6,943)	(3,743)
Other expenses from ordinary activities	3	<u>(87,556)</u>	<u>(96,787)</u>
NET SURPLUS/ (DEFICIT)		(5,052)	(18,499)

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 2011**

	NOTES	2011 \$	2010 \$
CURRENT ASSETS			
Cash	4	405,952	120,652
Other	6	-	4,600
TOTAL CURRENT ASSETS		<u>405,952</u>	<u>125,252</u>
NON-CURRENT ASSETS			
Motor Vehicles	5	16,876	-
Office Furniture & Equipment	5	7,150	6,704
TOTAL NON-CURRENT ASSETS		<u>24,026</u>	<u>6,704</u>
TOTAL ASSETS		<u>429,978</u>	<u>131,956</u>
CURRENT LIABILITIES			
Cash	4	1,845	-
Trade Creditors		344	3,088
Other	7	302,271	11,445
Provisions	8	31,552	19,156
		<u>336,012</u>	<u>33,689</u>
NON- CURRENT LIABILITIES			
Provisions	8	7,760	7,007
		<u>7,760</u>	<u>7,007</u>
TOTAL LIABILITIES		<u>343,772</u>	<u>40,696</u>
NET ASSETS		<u>86,206</u>	<u>91,260</u>
EQUITY			
Accumulated Funds		86,206	91,260
TOTAL EQUITY		<u>86,206</u>	<u>91,260</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 2011

	NOTES	2011 \$	2010 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants received		674,743	324,749
Operating expenses		(376,462)	(372,248)
Interest Received		6,995	4,416
Other revenue		2,445	23,574
Net cash provided from operating activities	9	<u>307,721</u>	<u>(19,509)</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of Office equipment		(3,716)	(1,453)
Acquisition of Motor Vehicle		(20,549)	-
Disposal of Motor Vehicle		-	-
Net cash flow from investing activities		<u>(24,265)</u>	<u>(1,453)</u>
Net increase / (decrease) in cash held		283,456	(20,962)
Cash at the beginning of the financial year		<u>120,651</u>	<u>141,613</u>
Cash at the end of the financial year	4	<u>404,107</u>	<u>120,651</u>

LAUNCESTON COMMUNITY LEGAL CENTRE INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

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 and 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 2011

(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

	2011	2010
Grant revenue		
— Legal Aid Commission	336,368	324,749
— Other Grant Revenue	62,647	-
— Funding new premises	-	-
Total Grant revenue	399,015	324,749

LAUNCESTON COMMUNITY LEGAL CENTRE INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

Note 3 Other expenses

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

	2011	2010
(a) Other expenses		
Accountancy Fees	-	573
Administration costs	430	895
Advertising	809	786
Auditors remuneration	2,686	1,900
Bank Charges	373	351
Bookkeeping	4,568	-
Cleaning	2,658	2,965
Computer costs	4,146	3,648
Electricity	2,282	3,217
Employees' Amenities	1,109	930
Equipment Under \$1,000	1,662	2,193
Insurance	2,646	7,211
Interest	11	121
Leasing Charges	5,053	6,706
Legal Fees	-	3,120
Memberships	2,377	365
Motor vehicle expenses	3,093	1,759
Permits/ Licences & Fees	555	448
Petty Cash Expenditure	-	500
Postage	1,019	454
Printing & Stationery	6,634	3,641
Rent	18,266	17,593
Repairs and maintenance	6,935	4,346
Security Costs	194	335
Staff Training & Conferences	5,253	12,538
Subscriptions and memberships	648	4,270
Sundry expenses	-	276
Telephone	9,273	8,232
Travelling expenses	3,009	6,268
Other	1,867	1,146
	<u>87,556</u>	<u>96,787</u>

Note 4 Cash Assets

	2011	2010
Petty Cash	12	12
Bendigo Bank - 127954501	355,231	72,406
Bendigo Bank - Invest Account	50,709	48,233
Mastercard	(1,845)	-
	<u>404,107</u>	<u>120,651</u>

LAUNCESTON COMMUNITY LEGAL CENTRE INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

Note 5 Office Furniture and Equipment

	2011	2010
Office Furniture and Equipment		
At cost	39,428	35,712
Accumulated depreciation	32,278	29,008
	<u>7,150</u>	<u>6,704</u>

	Office Equipment	Motor Vehicles	Total
Balance at the beginning of year	6,704	-	6,704
Acquisitions	3,716	20,549	24,265
Profit / Loss	-	-	-
Depreciation expense	(3,270)	(3,673)	(6,943)
Carrying amount at the end of year	<u>7,150</u>	<u>16,876</u>	<u>24,026</u>

Note 6 Other

	2011	2010
CURRENT		
Provision for GST	0	4600
	<u>-</u>	<u>4,600</u>

Note 7 Other

	2011	2010
CURRENT		
Unexpended Grant Funding	275,728	-
PAYG Withholding payable	14,475	7,345
Provision for GST	7,893	-
Superannuation payable	2,031	2,216
Salary Sacrifice - Kim Super	1,529	1,269
Salary Sacrifice	615	615
	<u>302,271</u>	<u>11,445</u>

Note 8 Provisions

	2011	2010
CURRENT		
Holiday Pay	31,552	19,156
NON- CURRENT		
Long Service Leave	7,760	7,007
	<u>39,312</u>	<u>26,163</u>

LAUNCESTON COMMUNITY LEGAL CENTRE INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

Note 9 Cash Flow Information

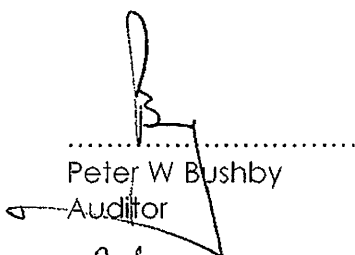
	2011	2010
Reconciliation of Cash Flow from Operations with Profit from Ordinary Activities after Income Tax		
Profit from ordinary activities after income tax	(5,052)	(18,499)
Cash flows excluded from profit from ordinary activities attributable to operating activities		
Non-cash flows in profit from ordinary activities		
Depreciation	6,943	3,743
Net loss on disposal of plant & equipment	-	-
Changes in assets and liabilities		
decrease/(increase) receivables	-	-
Increase/(decrease) in payables	292,682	(10,932)
Increase/(decrease) in provisions	13,149	6,177
Cashflow from operations	<u>307,722</u>	<u>(19,511)</u>



COMMITTEE MEMBER LIST

Launceston Community Legal Centre Inc
List of Committee Members
For the year ended 30 June 2011

Name	Address
Brett Constable	34 Henry St RAVENSWOOD TAS 7250
Garry Rafferty	8 Anderson Road TREVALLYN TAS 7250
Dr Martin Harris	95 Bain Trc TREVALLYN TAS 7250
Bronwyn Hannan	7 Belhaven Cres NEWSTEAD TAS 7250
Nicky Snare	59 West Tamar Road TREVALLYN TAS 7250
Natalie Heiniger	249 Relbia Road RELBIA TAS 7258
Dinah Fitzgerald	5 Pen-Y-Bryn Place EAST LAUNCESTON TAS 7250


.....
Peter W Bushby
Auditor
26/09/2011

