

2011-2012

# ANNUAL REPORT



LAUNCESTON  
COMMUNITY  
**LEGAL**  
**CENTRE**

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## ***Our Vision:***

To promote social justice by improving access to the legal system

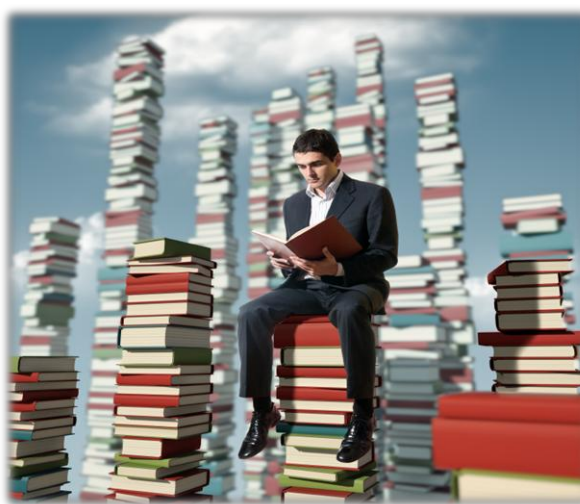
## ***Our Mission:***

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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# REPORT FROM THE CHAIR



Natalie Heiniger  
Chairperson  
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The 2011-12 year for the Launceston Community Legal Centre has been one of consolidation as a highly professional legal centre, a leader in the sector, responsive to community need and highly accountable on a number of levels. The Centre is realising its capacity to grow equity of access to free legal advice and assistance through increased numbers of clients utilising our services and programs. We have ensured our staff's access to professional development has increased, roles have changed to meet organisational requirements, and our resilience has grown as we meet challenges together, with a strong sense of collegiality. This has come about due to a happy confluence of factors. Firstly, the strong leadership of our CEO Nicky Snare, who has brought a consultative, adaptive and supportive style to the Centre's administration, (while keeping a sharp eye on the budget). She also maintains our shared vision - that the LCLC will be an employer of choice - providing our staff with opportunities to develop and grow their expertise - in a supportive, well run, professional practice. Seeking out opportunities for our Legal Centre and exploring innovations in providing legal advocacy - is now not simply aspirational - at the Launceston Community Legal Centre, that's what we do.

Another factor is the journey the Centre has been on in recent years. Every member of staff, every committee member, every client - all experiences and interactions - good, bad or indifferent - make us what we are today. We continue to learn and grow, valuing our past while planning for the future. In working towards this future, we have striven to involve the broader community through raising awareness of the Centre in both 'legal circles' and amongst other providers of services in Northern Tasmania.

“All these things raise our profile and inform the community about our capacity for quality advocacy.”

We are thrilled to be developing supportive relationships with private practitioners, continuing to network with Legal Aid, and other CLC's within Tasmania, fostering closer links with the Law Society, and accessing resources such as the venue for this year's AGM - Staffordshire House. Additionally, this year we have updated our branding through a new corporate logo, signage, stationery and our brand new website [www.lclc.net.au](http://www.lclc.net.au). All these things raise our profile and inform the community about our capacity for quality advocacy. Excitingly, the LCLC is venturing into the vanguard of innovation through the development of the Legal Literacy Program, training volunteers in communities across Northern Tasmania to assist people who require help with, for example, the completion of forms.

Further identification of community need will arise from our involvement in the NACLCL Legal Needs Assessment and Strategic Planning (LNASP) project, which is explained in more depth within the CEO's report.

We are excited to contemplate that, in planning to address identified need, we may identify new opportunities to link with community partners, play our part in increasing social capital and in so doing, meet the need of individuals in our communities for better access to legal information, advice and advocacy.

The final acknowledgement I wish to make is of the members of the Board. The Board is made up of volunteers who provide the basis of support for ensuring the Centre is run in accordance with the Constitution and in line with the Agreements under which we are funded. Each member of the Board makes a unique contribution, coming from a range of professional backgrounds - but all with a passion for good governance and the best interests of the LCLC. As the Chair for the first time in 2011-2012, I (and the others members) have

particularly valued the assistance and wisdom of long-standing Board member and bearer of various offices over time - Garry Rafferty. Garry has seen the LCLC through some variable and interesting times - it is reassuring that he is confident now to stand down from the office of Secretary, and pleasing too that he intends to remain as a Board member. Thank you Garry.

In the last year, the Constitution has been reviewed and amendments proposed that bring the way we do things in line with our more contemporary approach. In preparation for accreditation, a very large number of policies and procedures developed and described by the staff and CEO are being reviewed and endorsed by the Board members. From time to time, the Board members are called on to guide the CEO and staff through operational challenges, and to make decisions to ensure the continuing good governance of the Centre's operations. Maintaining adequate levels of appropriately qualified staff is one such ongoing issue. We look forward to, as the Board of Management, fostering the Launceston Community Legal Centre's reputation as a great place to work, with appropriate remuneration, opportunities for quality professional development, supportive colleagues and other occupational conditions aligned to achieve being an 'employer of choice'.

I commend to you this Annual Report, which is guaranteed to be an informative and pleasing read. Thank you for your interest in, and support for, the Launceston Community Legal Centre in 2011-2012.

Natalie Heiniger  
Chair  
Board of Management

“Each member of the Board makes a unique contribution, coming from a range of professional backgrounds”



# OVERVIEW OF SERVICES

## 2011-2012

Launceston Community Legal Centre provides FREE legal advice to anyone in the community who is in need. We are often confused with Legal Aid, who means test their clients and only provide advice and assistance in Criminal and Family and some civil matters. Here at the LCLC, we do not apply any financial or asset test and can assist with a broader range of issues.

We are a Generalist Service able to provide 45 minute, one off legal advices on any civil matter, which can include but is not limited to, such matters as wills, power of attorney, debt, contract, consumer rights, boundary fences and restraint orders. We also provide guidance to clients who wish to self litigate.

The Disability Discrimination and Welfare Rights programs provide full service including case management and legal representation at the appropriate tribunals.

The Disability Discrimination program is the only program for which we provide statewide service. The program also provides assistance through the Federal jurisdiction at the Australian Human Rights Commission.

The Family Relationship Centre (FRC) partnership is now well established. The Attorney General decided to trial lawyers providing legal advice earlier in the separation process in an attempt to reduce the number of matters that need to go before the courts. This is a very busy area, and one in which an expansion of services will be investigated in the future. Our family law practice is focused on parenting provisions.

We also provide Community Legal Education and a regular outreach service, of one solicitor for one day each week, around the North-East of the State.

Commencing September 2011, the LCLC now offers the services of an Employment Solicitor. This program is funded by the Solicitors Guarantee Fund and assists Tasmanians facing issues with employment. This service is ideally suited to individuals on casual or low incomes currently not serviced by a Union. The service covers the North and North West of Tasmania and provides free, confidential legal advice, further assistance and referrals for vulnerable employees in these areas.

It assists with the following issues:

- Unfair dismissal;
- Unlawful termination and general protections claims;
- Underpayment of entitlements;
- Breach of contract; and
- Equal opportunity



The LCLC has also been re-funded to continue running the Community Legal Literacy Program by The Tasmanian Community Fund, which 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. The aim being to work through issues before they require legal advice or intervention. The program aims to arm volunteer 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 Legal Literacy Volunteer Advocates can then use these skills to assist others in matters involving:-

- Australia's Justice System
- Criminal Law
- Consumer Law
- Mediation Options – negotiating disputes
- Family Law: Child/Spousal Abuse
- Employment Law
- Small Claims Court
- Youth Justice

It is anticipated that the Legal Literacy Program will go from strength to strength over the next two years.



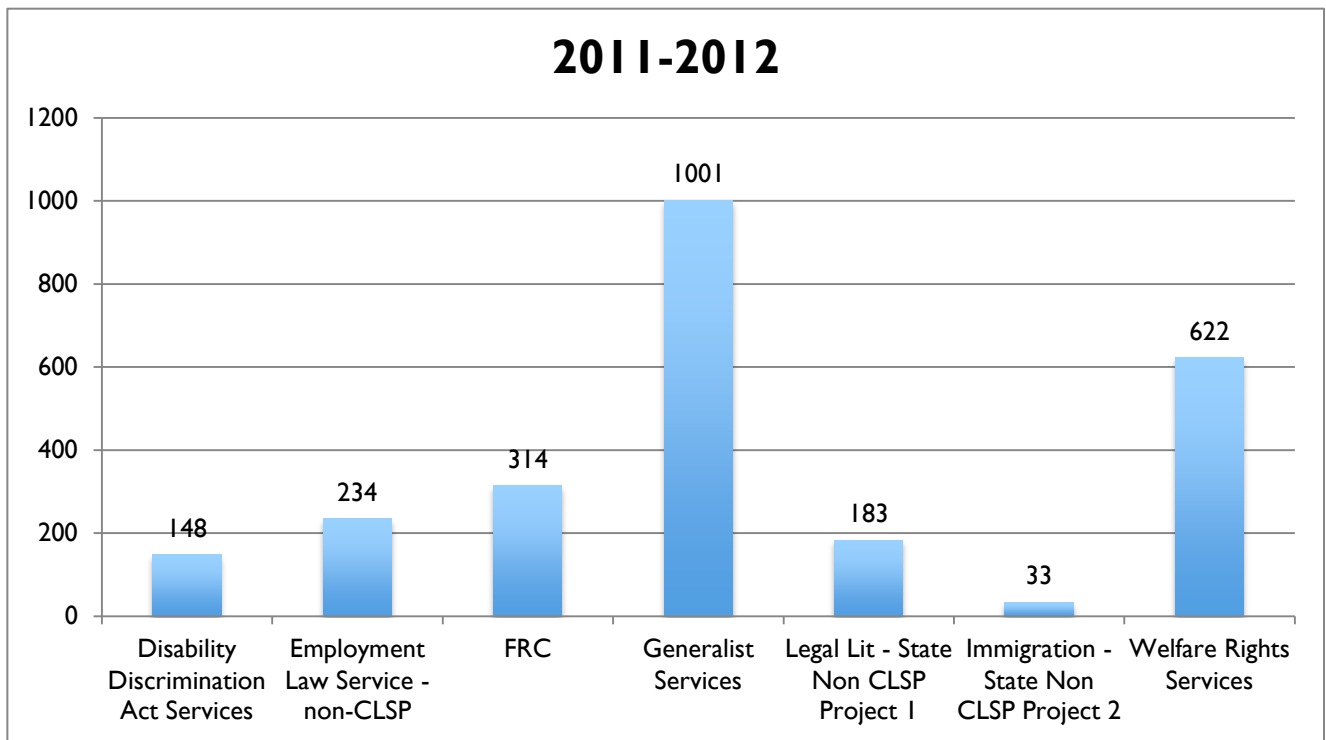
“The legal literacy program empowers communities to educate individuals and address problems at the early stages, before legal intervention is required.”





# LCLC CLIENT STATISTICS PERIOD 2011 - 2012

## Total Client Advice Activities per Funding Category



	<b>Total</b>	<b>Avg. per Week</b>
Clients	1139	22.78
Cancelled Appointments or No Shows	387	7.74
Total Activities	2535	50.7
Total Cases in	173	3.46
Community Legal Education – Delivered	52	1.04
Referrals Out	338	6.76

\* NB. Total working weeks = 50 due LCLC being closed for 2 weeks over Christmas period.



# REPORT FROM THE CEO



Nicky Snare - CEO

It has been almost exactly a year since I joined the LCLC as CEO, and it has been an extremely busy one.

I took over from Ms. Kim Hambly who served the LCLC in various capacities but chiefly as Manager/Principal Solicitor and would like to thank Kim for her assistance in the transition of such a senior role and her encouragement. For me personally, the year has been a very rewarding one. The LCLC team has worked together through some difficult changes and I congratulate each of them for their enormous contribution. Without their commitment and hard work the potential of the LCLC would not be as exciting as the next few years promise to be. The team has focused on several ongoing projects during the year, over and above our provision of service. They include, NACLAC Accreditation, the LCLC Website and the Legal Literacy Expansion to name but a few.

## **NACLAC Accreditation:**

The LCLC is well on the way to gaining NACLAC accreditation with all the policies and procedures having been formally written and submitted to the online portal at NACLAC. An initial audit is scheduled for late 2012. This onsite visit is conducted after an initial desk-top audit and will identify areas that require clarification and further work. The accreditation process has been very much a team effort with all staff engaging with the accreditation process and the writing of policies has been spread across both support staff and practitioners. The gaining of accreditation by the LCLC continues to be a high priority. Nationally there is increased pressure from stakeholders for standardised, quality service and appropriate governance of all CLCs.

## **IT Upgrade**

The LCLC gained authorisation from the Attorney Generals Department to upgrade the IT within the centre. The original server was operating at capacity, and individual computers were running various operating systems. This meant that access to the server was sometimes slow, and general maintenance time consuming.

The purchase of a new server and three new Mac computers has allowed the LCLC to operate in a more streamlined way. The LCLC have also engaged Tritech Professional Services for IT maintenance, which will also ensure the quality of our system and integrity of back-ups etc. Tritech have implemented a regular schedule of back-ups, restores and general housekeeping. They also provide a “help-desk” that is available to all staff, should they encounter an issue.



In addition to the general upgrade, we also purchased an Apple Mac laptop with wireless Internet services and a mobile printer. This will assist solicitors with their outreach work and enable documents to be downloaded. An example might be Family Law Factsheets from the various sites, which are printed for clients at the time of their appointment, rather than sending information to them once the solicitor returns to the LCLC office.

“.....a new server and three new Mac computers has allowed the LCLC to operate in a more streamlined way.”

## LCLC Website

The LCLC website is now up and running and can be accessed at [www.lclc.net.au](http://www.lclc.net.au). This was achieved with the assistance of the Board of Management and staff and of course the technical expertise of Jacob Ball from JKB Web Solutions who has done a terrific job in collating all our ideas and “wish lists”. Although technically the website was not completed in the 2010-2011 financial year, the majority of work and general “look” of the site was. The task now is to ensure that links to our webpage are provided to local community organisations, government agencies and courts. One of the key areas within the website is a “volunteer log in” which provides LCLC volunteers access to information particular to their service. All aspects of the website will be managed by LCLC staff and so kept up to date and relevant.

## CLCIS Data Integrity

For those who are not familiar with CLCIS, it is the database in which the LCLC collects its client and service provision information. The Attorney General's Department provides us with the database as a requirement of our funding agreement, and we transmit the information up to the National Processing Centre on a regular basis. It is this database that provides the AG's office with information in regard to current and future resources and funding. Therefore it is of crucial importance.

Back in September 2011, when I first started with LCLC, it was evident that the methodology of data input had become somewhat skewed and therefore statistics from CLCIS were of little use. I therefore determined to change data entry practices back to the original AG's authorised method. This resulted in far less data entry and more importantly, accurate information.

We had notification via Jane Hutchinson (Tasmanian NACLRC Representative) that our current Legal Service Provider (CLSP) Agreement and Plan has been extended from 30 June 2013 until 30 June 2014. This was as a result of the “Review of the National Partnership Agreement of Legal Assistance Services” which is currently being undertaken. The review is to determine the need for legal services across Australia and will influence who will receive funding and how much (the review applies to both CLCs and Legal Aid services).



Therefore, when informed by NACLRC that they had been able to secure one-off funding from the Attorney-General's Department to provide comprehensive support and training to CLCs that wish to undertake a Legal Needs Assessment and Strategic Planning (LNASP) project in the second half of 2012, it was recognised immediately as an opportunity. It also has the potential for LCLC to use their CLCIS data not only to develop a new strategic plan, but also in future funding applications. The LNASP allows CLCs who participate to be able to use the results to feed into their long term strategic planning and as they work towards their next funding submission.

The Legal Needs Assessment Framework and its associated Strategic Planning Toolkit are powerful new tools, which allow CLCs to estimate and analyse legal need in the context of disadvantage in their communities. Improved understanding of legal need allows for evidence-based strategic planning for targeted CLC service delivery and evidence-based argument for the activities of CLCs in funding submissions. Increasingly, governments and other funders are asking service providers to justify specific programs or activities and argue the need for their service using data or ‘evidence’. In the National Legal Needs and Strategic Planning project, NACLRC commissioned the development of state/territory tailored materials for CLCs to use as tools for evidence-based strategic planning and submission writing.

The LCLC has been successful in gaining one of the twenty places Australia wide and so has gained assistance to develop a project plan and assessment of our centre's CLCIS data quality by CLCIS guru, Justin Finigan, and any assistance required to make our data ready for the strategic planning data tasks.

Therefore in recent weeks the LCLC has been liaising with Justin Finighan in order to correct the inaccurate data so as to be able to access precise information for a new strategic plan, which is to be developed early 2013, and for any future funding applications. I have no doubt that although the initial process may be onerous, the long term benefits for LCLC will become evident.

### **Legal Literacy Expansion**

During the past financial year, the LCLC successfully applied to the Tasmanian Community Fund for a further \$181,996.00 of funding after the initial one year Community Legal Literacy pilot program. This equates to a further two years of the program.

This program is going from strength to strength, and the LCLC is starting to gain interest from other CLCs Australia wide as well as the Legal Aid Commission with a view to possible roll-out of the program in their respective areas. The LCLC has worked extremely hard in developing policies, training manuals and the entire concept of a “legal literacy” program. The formulation of policies, training manuals, volunteer agreements, recruitment and marketing plans have largely been the work of Beylara Ra – Volunteer Co-Ordinator. Beylara’s dedication to the program shows in its success so far. We are currently obtaining advice in regard to LCLC’s intellectual property with a view to the expansion of the program in the next two years.

### **LCLC Staff Changes**

Subsequent to the resignation of Ms. Kim Hambly, we employed a new Principal /Welfare Rights Solicitor, Mr. Irfan Yusuf, in early October 2011 for a twelve month contract period. However, Mr. Yusuf found the position as Principal at the LCLC not as he had anticipated, and therefore in March 2012 he resigned and returned to New South Wales.

After discussion with the Board it was agreed the position should be offered to Jessamy Downie. She agreed to take up the position as Principal Solicitor on a part-time basis, having recently completed the required minimum of two years of legal practice. Jessamy is doing a fantastic job, and she is providing support and guidance to the less experienced staff, both professional and non-professional. She has also striven to raise the profile of the LCLC within the legal community, both at local private practices and at the Legal Aid offices – with a great deal of success.

“.....LCLC successfully applied to the Tasmanian Community Fund for a further \$181,996.00 of funding.....”

The LCLC Employment program commenced in September 2011 and is funded for a two-year period by the Solicitors Guarantee Fund. A total amount of \$167,150.00 has been provided to the LCLC. Therefore, in late September 2011 we employed Mr. Ryan West as Employment solicitor. Ryan has become an integral part of the LCLC team and has established a very busy program. We are hopeful that we will be able to continue this program beyond its two-year funding period.

Another major change within the LCLC has been within administration. Our former receptionist and resident CLSIS guru Emma Smith has taken up the role of Welfare Rights Advocate. Under the guidance and mentorship of our previous W/R employee Ms. Shelley Eder (now at a Darwin CLC) and assistance from the LCLC professional team in general, Emma has excelled within this new role and is participating fully in an entirely new area. Having been employed with the LCLC for over 15 years Emma’s knowledge and dedication is evident in every challenge she sets herself. Emma is heavily involved in analysis of the CLSIS data for the Legal Needs Strategic Planning project. There is little doubt that Emma’s elevation to this position has allowed for personal growth and ensured the LCLC continues to have access to the valuable resource of her knowledge.

For a short period of time Karen Bilson held the Reception position. However, Karen could no longer work with the LCLC due to a unforeseen circumstances. Therefore, Susan Quinn now does our current reception and data entry on a part-time basis. Susan is originally a Legal Literacy Volunteer, and has slotted into the position very easily.

There is no doubt that one of the major challenges within the LCLC and the CLC sector in general is the recruitment and retention of staff. Nationally approximately 80% of funding is taken up with staff costs, but it is imperative that we strive to provide the very best opportunities and remuneration our funding allows. In brief the current staffing levels of the LCLC is as follows:

CEO – Full-Time  
Principal Solicitor – Part-Time  
Generalist Solicitor – Full-Time  
Employment Solicitor – Full-Time  
Disability Discrimination Solicitor – Full-Time  
Family Law/Welfare Rights Law – Full-Time  
Welfare Rights Advocate/CLISIS Analysis – Full-Time  
Volunteer Coordinator – Full-Time  
Reception/CLISIS Data Entry – Part-Time

## **In Conclusion**

The unfailing support and guidance of all Board of Management members has enabled me to establish a strong and dedicated team of individuals who bring their strengths, professionalism and most importantly humour to the LCLC office each day. In addition, some Board of Management members require a special mention.

Firstly, the LCLC Chair of the Board, Natalie Heiniger. Natalie's knowledge of local community organisations and experience at Board level has been an enormous benefit to me. Her guidance and level headedness has helped me steer a path through some often stressful issues. Thank you.

Also, I could not have grasped some of the more intricate areas of finance without the assistance and encouragement of Pete Wierenga the LCLC Treasurer. Pete has worked extremely hard across all financial aspects of the LCLC – again thank you.



Other BoM members who I would like to thank for having assisted me in various ways are Garry Rafferty and Clare Jokuszies who volunteered their time to be part of interview panels when employing new staff and Wendy French for her input, time and guidance in relation to the Legal Literacy Program. But to all BoM members who volunteer their time – Thank you.

Finally I would like to thank my team. Jess, Sarah, Ryan, Emma, Elise, Rohan, Beylara and Susan – Thank you.

Your support, hard work and a great deal of patience makes my job as CEO far easier. I am certain that together we can establish the LCLC as a pro-active, vibrant and forward thinking organisation within Tasmania.

I look forward to continuing to work alongside you in order to achieve our own individual goals and the goals of the LCLC.

Nicky Snare  
CEO



# REPORT FROM THE PRINCIPAL SOLICITOR



Jessamy Downie  
Principal Solicitor  
C



What a year it has been! We are now settling into a well-earned period of stability at the LCLC and I wish to thank management and staff for their continued support, professionalism and dedication to our centre during some disruptive times.

The role of a community legal centre is to push boundaries, providing legal assistance to the most vulnerable. To that end, the number of clients accessing our funded programs in general law, disability discrimination, welfare rights, employment law, family law and legal literacy indicate the level of need that exists in our community. Our dedicated staff can deliver legal advice of the highest quality, but also have the skills to assess whether referral to non-legal support is required or appropriate.

The LCLC continues to be busy and productive, as indicated by the blaze of colour in the diary! We work as a cohesive team with staff involvement across all programs, including weekly case conferences, to discuss and explore relevant issues. We deliver legal services and information to remote areas through our outreach, legal literacy and CLE programs, which are well supported and continue to grow. Our aim is to provide diverse experience for all lawyers, advocates and volunteers within the centre and we are certainly achieving this.

The last 12 months has seen a significantly increased profile for the LCLC within the wider legal sector. We have formed professional support networks that have already benefited staff development and will continue to do so. We are very grateful to these private practitioners for their time and invaluable expertise.

The continuing professional development scheme is now compulsory in Tasmania and lawyers must gain a certain number of points in order to maintain their practising certificate. LCLC solicitors and advocates have enthusiastically attended many professional development opportunities over the past year and we have recently received a grant for this purpose.

I am thoroughly enjoying my role as Principal Solicitor and look forward to working with our wonderful team in the coming year as we face the inevitable challenges that arise for a community legal services provider...

Jessamy Downie  
Principal Solicitor

# HOURS OF OPERATION



The LCLC operates 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 only.**

**(LCLC is closed for lunch from 1:00pm to 1:30pm Monday to Thursday)**

The LCLC Inc. operates a free legal advice service in Launceston, and on a rotational basis, one day per week to St. Helens, Fingal, Deloraine, George Town, Campbell Town, Beaconsfield, Exeter and Scottsdale 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.

# REPORTS FROM LCLC STAFF



# EMPLOYMENT LEGAL SERVICE

I have had a fantastic first year at the Launceston Community Legal Centre Inc. that has been full of exciting experiences and challenges. During the year I have been responsible for the Employment Law Service (ELS) as well as provided assistance for a number of General Legal Service (GLS) clients.

## The Employment Law Service

The Employment Law Service has had a successful first year. Since its commencement we have provided advice, assistance and representation to many clients throughout Northern Tasmania. We have provided advice about a wide range of employment law issues, including:

- Unfair Dismissals
- Issues relating to non-payment of wages and other employment entitlements
- Bullying and Harassment in the Workplace
- Workers Compensation
- Volunteer Rights

From mid September 2011 to 30 June 2012 the Employment Law Service has seen a total of 140 clients with employment related legal issues and we have provided ongoing assistance and representation for 25 of those clients. Representation has included representing clients at Fair Work Australia conciliations and tribunal hearings.



During this time, I have also developed a strong relationship with a range of departments and organisations including Fair Work Australia and the Fair Work Ombudsman. We have received a number of referrals from these organisations. Also in February 2012 we attended the Centrelink Jobs and Skill Expo, which provided a great opportunity to promote the Employment Law Service and the Centre generally to the public.

Overall it has been a great year for myself as well as the Employment Law Service. Over the next 12 months, I look forward to continuing to provide assistance to members of the community with employment related issues.

Ryan West  
Solicitor





## GENERAL LEGAL SERVICE

The 2011-2012 financial year marks my second year as a solicitor at the Launceston Community Legal Centre (the 'Centre'). During this year I again serviced both the General Legal Service (GLS) and Disability Discrimination Service (DDS) programs at the Centre. Even though the learning curve has eased since my first year I have discovered I am constantly learning in both positions.

From the 1<sup>st</sup> July 2011 to the 30<sup>th</sup> June 2012 I have had 417 client appointments over the two programs with many hours of on-going assistance also provided. Both the GLS and DDS services are running strong and I am proud to have helped provide such an invaluable service to the Northern Tasmanian community and its members.



Over the last 12 months I have given one off advices and assistance to many clients in the North of Tasmania. Again, the variety of problems I have encountered in this role has been astounding. The most highly accessed areas of law for the GLS program are wills and estates, consumer affairs, small claims, and restraint orders.

The weekly 'outreach program' is building in prominence thanks to the advertising in local papers and neighbourhood houses. In time I hope this service to be highly accessed and utilised by the communities I visit.

I have also given many presentations as part of the program's community education requirements. Presentations have included topics such as wills and estates, power of attorney and guardianship. This year I have completed two new educational presentations on Restraint Orders and Incorporated Associations.

## DISABILITY DISCRIMINATION LEGAL 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 a number of successful conciliations organised through the Office of the Anti Discrimination Commissioner (OADC) and the Australian Human Rights Commission (AHRC). I have also advised many other clients on their rights under both State and Federal law.

Community education has also played a significant role this year for the DDS program with presentations on discrimination law being given to educational institutions and community groups.

Although I was sad to hand-over the DDS program to the new DDS solicitor, Rohan Pratt, on 28 June I am proud to have been able to hand-over such a strong and utilised program.

It has been a stimulating year for myself as a solicitor, as well as both the programs. I am confident the 2012-2013 financial year will be one of equal, if not surpassed, success for both programs.

Sarah House  
Solicitor



# DISABILITY DISCRIMINATION

## LEGAL SERVICE cont ...

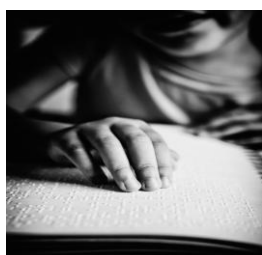
My name is Rohan Pratt and I was born and raised in Sydney- not far from Bondi Beach, which explains my love of swimming and surfing. I have one adult child.

I have done various jobs including taxi--driving and gardening. My most extensive work experience was in Centrelink. This includes specialist roles such as Disability Officer and Authorised Review Officer.

I spent a few years in France teaching English. While there I decided that it was time for the big career shift. In 2007, a year after my return to Oz, I started graduate law. I graduated two years ago and have since worked as a volunteer at the Australian Centre for Disability law, practising disability discrimination law. I also worked some of this time at the NSW Ombudsman's office, although not in a legal role. I leapt at the opportunity to come to Launceston in June 2012 and practise in an area of law that I am committed to.



Rohan Pratt  
new DDS Solicitor



# WELFARE RIGHTS SERVICE

Firstly, I wish to acknowledge the support, time and expertise provided by the volunteer Board of Management to The Launceston Community Legal Centre Inc. A very BIG thank you must also go to our Fearless Leader, Nicky; for all that she has done for the Centre! A special acknowledgement must also be given to all Staff members, who have once again proven themselves to be true professionals and totally dedicated to their respective positions.



The Welfare Rights program run by the Launceston CLC is a part time service operated by one person, four (4) days a week, for the north of Tasmania. There are currently no volunteers assisting with this service.

Clients living in any areas outside the Launceston 7250 zone can access our service via telephone for information or advice. The Centre maintains a statewide toll free number that is readily available to our clients.

The service has undergone some staffing changes in the last year with the previous worker, Shelley Eder, leaving on 13 October 2011 to join the Darwin CLC. The program was then taken over by Irfan Yusuf. Irfan left the service on 28 March 2012. I took over the program at that time, which was a marked change from my usual role in Administration.

The WRS clients continue to seek advice and information in relation to a range of matters including Disability Support Pensions, preclusion periods, overpayments/debts, and assets assessment. The majority of our clients come to us for assistance with DSP appeals processes. A cancellation of Carers Allowance has also been an issue that has received many enquiries this year.

During the course of the last financial year the Centre handled a total of 85 client matters. Most issues were resolved at the initial stages of appeal with the Authorised Review Officer. Only 18 of these matters went on to the Social Security Appeals Tribunal or Administrative Appeals Tribunal.

The WRS has conducted several presentations to vulnerable community members in this last financial year. Some of the Community Legal Education Sessions that we hold include “Welfare Rights and You”, “Income Management”, and “Appealing Centrelink Debts”. These services are provided free of charge to community groups, community health centres, and neighbourhood houses.

Emma Smith  
Welfare Rights Advocate



## FAMILY LEGAL SERVICE

The Legal Assistance Services Partnership is now well established and in its third successful year of operation. This program 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 enables clients of the FRC to access direct legal services as they navigate the Family Dispute Resolution (FDR) process. We provide advice on both property and children's matters at any stage, at no cost to the client. While our property advice is limited to a one-off appointment and referral, our support for matters involving arrangements for children continues until the matter is resolved or becomes contested.

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

We offer:

- Legal information and education on family law matters
- Individual legal advice and referral
- 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



As community awareness of our family law service has continued to grow, so have the numbers of self-referrals to the program. As a result of our strategic collaboration with the FRC, including participation in the Family Law Pathways program, clients receive the holistic support they need to develop confidence in their ability to make decisions that are in the best interests of their children. We continue to provide community legal education and look forward to developing the CLE program further.

We continue to receive overwhelmingly positive feedback from our clients:

*"...I just wanted to send you a big thank you for your time regarding our situation and relocation. I will work with him and let you know how I get along"*

*"...thanks for your help, you really helped settle the nerves. I think things went really well (in the mediation)..."*

Jess Downie  
Principal Solicitor



## FAMILY LEGAL SERVICE cont...



My name is Elise Whitmore and I have been with the Launceston Community Legal Centre since 25 July 2012. I had been practising in the area of commercial law up until March 2012 and have found the transition to family law to be both challenging and rewarding. It has been a steep learning curve but I am finding the holistic approach to family law practice interesting and fulfilling. I have been providing advice in the areas of arrangements for children, property division and separation. I have conducted community legal education with the Domestic Violence Coordinating Committee in relation to the recent changes to the Family Law Act. I have also attended the Northern Young Lawyers lecture in relation to the changes. I feel like I have “hit the ground running” and look forward to a future career in this area. I also look forward to building up the family law practice at the LCLC to maximum capacity again as I gain more experience in this area.



Elise Whitmore  
new FLS Solicitor



# LEGAL LITERACY PROGRAM

In September 2011 we applied to the Tasmanian Community Fund for funding to continue the Community Legal Literacy program for a further two years. We were advised that we had been successful on 23 December 2011 and have continued to consolidate the work begun in 2010.

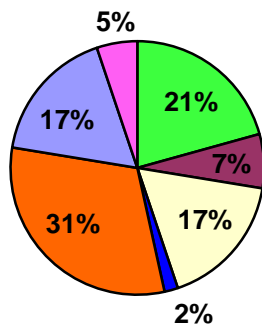


Legal Literacy services provided by our volunteers now cover the communities at Beaconsfield, Campbell Town, Deloraine, Fingal, George Town, Scottsdale and St Helens as well as the Greater Launceston Area. A recent and pleasing development has been extension of our service to inpatients of the LGH (Launceston General Hospital). We have stabilised the number of active volunteers at around 40 and have reinforced knowledge training with a skills development focus in 2012.

Reinforcement of LCLC initial volunteer training and values was delivered in early 2012 to all volunteers in a full day training session 'Ethics 101 and Self-care' which lead into a further full day 'Introduction to Mental Health First Aid' training session for which we commissioned a qualified external trainer. This combination of training sessions was designed to build confidence and skills of volunteers and to go towards meeting our OH&S obligations to them.

Other training sessions provided since the last AGM include, 'Residential Tenancies, all you need to know' and most recently a Disability Discrimination awareness workshop provided by Rohan Pratt.

Clients seen by Centre



- Beaconsfield
- Campbell Town
- Deloraine
- Fingal
- George Town
- Scottsdale
- St Helens

Statistically to 30 June 2012 the Legal Literacy Program has seen 215 clients. The above graph demonstrates by region (not including Launceston or the LGH) how the picture looks.



## LEGAL LITERACY PROGRAM cont.....

As Volunteer Coordinator and publicity machine behind the Legal Literacy program I have attended interagency meetings on a regular basis with the East and West Tamar groups, Deloraine Interagency group, Break'O'Day Interagency group and the Migrant Resource Centre's "63" group. These meetings provide us with valuable opportunities to broaden community provider focus and increase awareness of our services through organisations operating in our region.

Now for some thank-you's .... there are LOTS. First to the Tasmanian Community Fund for providing such generous support and for their flexibility when we have found that we needed to move money around.

Second, to the wonderful Nicky Snare who has brought an added level of financial and management competence to LCLC.

Thirdly to the Board who had the good sense to employ Nicky and who have provided such excellent management support over the last twelve months.

Then there is Officeworks who made a large donation in providing static display stands at half price for each of the centres where we have advocates.

Thanks also to all the wonderful staff at LCLC who, to a person, are always willing to provide support to me or any of the advocates, despite their often considerable workload.

And obviously the greatest thanks have to go to the volunteers and community houses they operate from without which the program would cease to operate. It makes my day, every day, to be able to recognise the good will everyone has given to the Legal Literacy program

All things being equal, I can only see the program growing over the next twelve months and LCLC as a whole moving from strength to strength.

Beylara Ra  
Volunteer Coordinator



“Centrelink had advised that there had been insufficient medical evidence.....”



## Case Study I

Christine was a 49-year-old woman living in Northern Tasmania. She had recently separated from her husband of 24 years and had moved in with her 19-year-old son. The Son has a mental illness and cannot function well without assistance. Christine stated that her Son needed constant supervision, attention and direction. Christine cared for her Son by doing all of his cooking, household cleaning and organization of social activities. The Son needed constant supervision to ensure he ate regular meals, took care of his hygiene, attended his part time job and other regular activities.

Christine attended the Launceston Community Legal Centre (LCLC) because she had been rejected for a Carers Allowance (CA). Centrelink had advised that there had been insufficient medical evidence to support a CA being paid to Christine.

Research was conducted of the *Social Security Guide* (“the Guide”) and the *Social Security Act* (“the Act”) and it was opined that Christine met the basic requirements for a CA. The requirements were the applicant must be:

- i. An Australian Resident; and
- ii. Living in Australia; and
- iii. Personally providing “constant care” for a “disabled adult”; and
- iv. Providing care to the person in their home; and
- v. Caring for a person whose level of disability and need for care is assessed under the Adult Disability Assessment Tool (ADAT) as being sufficient to qualify for Carer Payment.

The son qualified as a “disabled adult” as he was on a Disability Support Pension (DSP) and met the criteria that he was over the age of 16, had a physical, intellectual or psychiatric disability, was likely to suffer the disability permanently or for an extended period of time and required constant care.

Christine was advised to make a new application for the CA with evidence from the Son’s psychiatric nurse attached to the application. Christine submitted another application with the abovementioned medical report and was subsequently granted a CA.

\* NB: All names & identifying items in this Case Study have been changed.



## Case Study 2

Kate worked as a casual cleaner at a local store for seven years. Kate worked late night shifts for approximately 35 hours per fortnight. While employed at the store Kate never received a pay slip and was only paid cash in hand. The Store Owner would only leave \$40 cash in the cash register at the end of each shift and never provided Kate with any superannuation payments. Kate was earning well below the minimum wage during the course of her employment.

At the beginning of 2012 the storeowner began failing to put the cash in the register at the end of Kate's shift. Upon Kate complaining about this in writing the storeowner became angry and dismissed her.

Kate attended LCLC about her employment issue. We advised Kate of her employee rights including her rights relating to unfair dismissal, minimum wage (including casual loading) and superannuation.

We drafted an unfair dismissal remedy application for Kate and lodged it with Fair Work Australia on her behalf. The Legal Literacy Officer also helped Kate complete the Waiver Form applying for waiver of the Application fee. In the application we outlined that the store had failed to give Kate a valid reason for dismissal, that they did not discuss the dismissal with her, and that the store had failed to comply with the Small Business Fair Dismissal Code.

The matter proceeded to conciliation, where both parties with the assistance of the conciliator agreed upon a settlement. Kate received 3 weeks wages and a statement of service outlining her duties with the store. It was also agreed that Kate could reserve the right to make a complaint with the Fair Work Ombudsman relating to underpayment of her wages.

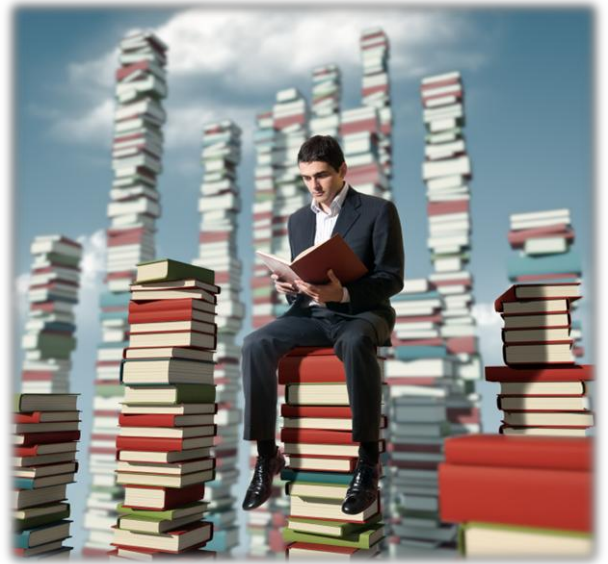
We provided further advice to Kate about the Fair Work Ombudsman process and how best to prepare for the Fair Work Ombudsman mediation. Kate ultimately had a very positive outcome at the Fair Work Ombudsman mediation and she provided a small donation to LCLC for the services provided.

\* NB: All names & identifying items in this Case Study have been changed.



“Upon Kate complaining about this in writing the store owner became angry and dismissed her”

“...possible breaches  
of the *Australian  
Consumer Law*”



### Case Study 3

Gavin was a young man from a remote town in Northern Tasmania. He had been to a local car parts shop and had bought wiper-blades and paid for them to be installed on his car. The first time he used the wiper-blades they scratched his windshield as they had not been installed properly. The damage was so significant that the windshield was in need of replacement. Gavin contacted the shop who refused to replace the windscreen.

Gavin made an appointment at the LCLC about this issue. On behalf of the client the LCLC wrote a letter of demand to the car parts shop raising possible breaches of the *Australian Consumer Law*. The car parts shop contacted Gavin directly and his windshield was replaced. Gavin was very pleased with the outcome and the work done by LCLC.

### Case Study 4

Barbara was from a mid-sized North East town. She had made a down payment on a house in a 'lifestyle community'. When other future residents found out that Barbara would also be a resident they made numerous complaints to the lifestyle community's manager. Barbara believed these complaints were made because of her disability.

The lifestyle community's manager rescinded Barbara's contract so she approached the LCLC. Barbara told the LCLC that she no longer wanted live in the community after being treated in this way, but she did want an apology and compensation for her out of pocket expenses.

The LCLC made an application to the state anti-discrimination agency and a meeting was held. Barbara received an apology and compensation from the company managing the lifestyle village.

\* NB: All names & identifying items in this Case Study have been changed.

## Case Study 5

Frank was a 50-year-old male living in Georgetown. He had received a workers compensation payout of \$405,000 in 2009 and Centrelink had imposed a preclusion period until mid 2014. Frank had spent \$40,000 on legal expenses and had subsequently purchased a property for \$270,000. He then spent the remainder of the money but could not provide sufficient details on where the money was spent. There was an indication that Frank may have gambled a significant proportion of the money away. Frank suffered from both physical and mental health issues.

In 2009 Frank had applied for a Disability Support Pension (DSP) and was denied because of the preclusion period. Frank then appealed to an Authorised Review officer (ARO) who affirmed the original decision. He was advised at this time that there was little chance of successfully appealing the decision based on the facts of the case, however, the LCLC advised Frank that appealing may give him a chance to enter into negotiations regarding the preclusion period.

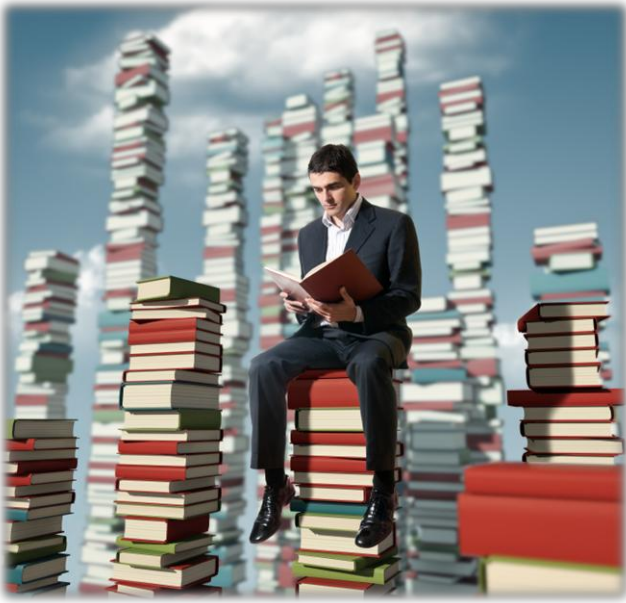
LCLC gathered evidence from a local real estate agent regarding the improbability of being able to quickly liquidate the property in Georgetown and gathered evidence from medical professional regarding Frank's inability to work.

Frank decided to go ahead with the appeal, with the assistance of the LCLC, to the Social Security Appeals Tribunal where he was again unsuccessful. However, Frank then appealed to the Administrative Appeals Tribunal (the "AAT"). After considerable negotiations with Centrelink an agreement was reached to lessen the Client's preclusion period by 12 months. The final agreement occurred prior to the AAT hearing, saving valuable time to all stakeholders

\* NB: All names & identifying items in this Case Study have been changed.



“...there was little chance of successfully appealing the decision based on the facts of the case”



“Attendance at FDR resulted in Ryan and Emma coming to an agreement”

## Case Study 6

Ryan attended the LCLC in relation to arrangements for his 5-year-old son Joshua. He had been married to Emma for 7 years. They had separated some 12 months prior to attending LCLC. Ryan relocated to Adelaide for a short period of time after the separation, however, he returned 6 months later and wanted to formalise arrangements to see Joshua on a regular basis.

Initially the LCLC gave Ryan advice regarding parenting plans, consent orders and parenting orders, explaining what they were and the general process. He was also informed of the Family Relationship Centre and their ability to facilitate mediation.

Ryan had received a letter from Legal Aid on behalf of Emma. In the letter Legal Aid had proposed a Family Dispute Resolution (FDR) Conference. The LCLC agreed to represent Ryan at the conference and assist him during the process. Working closely with Ryan, the LCLC completed The Family Dispute Resolution Intake and Assessment Checklist. Attendance at FDR resulted in Ryan and Emma coming to an agreement. The LCLC then drafted consent orders for the parties to file with the court.

\* NB: All names & identifying items in this Case Study have been changed.

# ORGANISATIONAL STRUCTURE



# REPORT FROM LCLC TREASURER



Peter Wierenga  
Treasurer  
Chairperson

This year, being my first in the role of Treasurer of the LCLC, my thanks go to Brett Constable for his valued contribution over previous years in this role making it easy to take over the 'reins'.

A detailed financial report follows. This year's report shows the Centre is in a strong financial position having again benefited from a continuing grants program. The Board of Management this year have continued to grow the Centre by investing in its future through capital expenditure to further expand the Centre's community profile and level of service.

A broad summary of this expenditure includes:

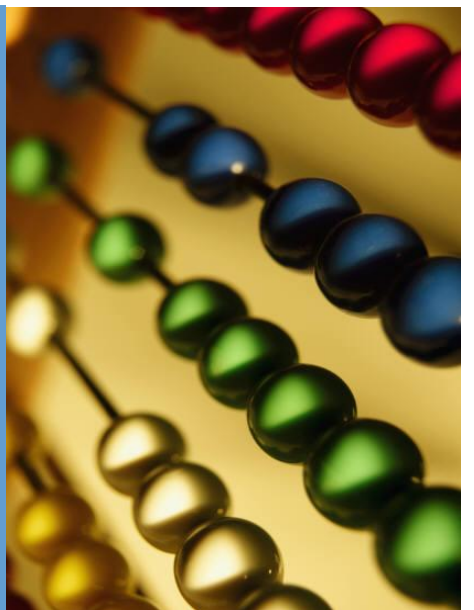
- A new website [www.lclc.net.au](http://www.lclc.net.au)
- A new server and other IT related equipment
- An updated photocopier
- Staff training and conferences

My thanks to the Board, Employees and Volunteers for your work this year in continuing to grow the Centre. In particular I would like to thank Nicky Snare for her outstanding work in compiling the Centre's financial information this year.

Thanks and see you all next year!

Pete Wierenga CPA

LCLC FINANCIAL & AUDIT REPORTS  
FOR  
2011-2012



<b>ITEM</b>	<b>Page</b>
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Statement of Comprehensive Income	34
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Board of Management	44
Certificate of Compliance	45



# FINANCIAL REPORTS

**Name of Organisation:** Launceston Community Legal Centre

**Financial Year Period:** .01 / 07/ 2011 to .30. / 06/ 2012.

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)
- (b) In my opinion, the attached financial statements which comprise a Statement of Financial Position, a Statement of Comprehensive Income (previously known as a Statement of Financial Performance), and Notes to the Financial Statements of the above-mentioned Organisation ('the Organisation'), and, if general purpose reports are provided, a Statement of Cash Flows, for the stated Financial Year Period are:
  - i. based on proper accounts and present true and fair view of the Organisation's financial position and financial performance in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
  - ii. in accordance with the terms and conditions of the Agreement **between the Commonwealth of Australia-Attorney General's Department and the Launceston Community and legal Centre dated 7 July 2010**, a copy of which has been made available to me, in relation to the provision of community legal services.
- (c) The fourth quarter CLSIS Funds Report, containing details of the Organisations transactions for the financial year, including audit adjustments, and the Organisation's grant position at the beginning and end of the financial year is provided in respect of funds provided in accordance with the Terms and Conditions of the Agreement referred to in (b) ii above 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.

## **Auditors Details**

Full Name: Peter Wayne Bushby

Name of Company Not Applicable

ABN 62 696 195 363

Registered Auditor No 158

Signature



Date

24 / 08 / 2012



LAUNCESTON COMMUNITY LEGAL CENTRE

**STATEMENT OF COMPREHENSIVE INCOME FOR  
THE FINANCIAL YEAR ENDED 30 JUNE 2012**

	<b>NOTES</b>	<b>2012</b>	<b>2011</b>
		\$	\$
Grant revenue	2	603,584	399,015
Interest revenue		18,295	6,995
Other revenue		2,808	2,445
Employee benefit expenses		(421,241)	(318,008)
Depreciation expenses		(8,390)	(6,943)
Other expenses from ordinary activities	3	(137,952)	(87,556)
<b>NET SURPLUS/(DEFICIT)</b>		<b>57,104</b>	<b>(5,052)</b>

The accompanying notes form part of these financial statements.

LAUNCESTON COMMUNITY LEGAL CENTRE INC.  
ABN 33 863 262 058  
LEVEL 1 SUITE 17, 97A YORK STREET  
LAUNCESTON, TASMANIA 7250  
FREECALL: 1800 066 019  
PH: (03) 6334 1577 FAX: (03) 6331 5237

**LAUNCESTON COMMUNITY LEGAL CENTRE INC  
STATEMENT OF FINANCIAL POSITION  
FOR FINANCIAL YEAR ENDED 30 JUNE 2012**

	NOTES	2012 \$	2011 \$
<b>CURRENT ASSETS</b>			
Cash	4	308,188	405,952
Other		-	-
<b>TOTAL CURRENT ASSETS</b>		<b>308,188</b>	<b>405,952</b>
<b>NON-CURRENT ASSETS</b>			
Motor Vehicles	5	12,657	16,876
Office Furniture & Equipment	5	16,127	7,150
<b>TOTAL NON-CURRENT ASSETS</b>		<b>28,784</b>	<b>24,026</b>
<b>TOTAL ASSETS</b>		<b>336,972</b>	<b>429,978</b>
<b>CURRENT LIABILITIES</b>			
Cash	4	3,812	1,845
Trade Creditors		970	344
Other	7	170,910	302,271
Provisions	7	8,520	31,552
		<b>184,212</b>	<b>336,012</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	23,486	7,760
		<b>23,486</b>	<b>7,760</b>
<b>TOTAL LIABILITIES</b>		<b>207,698</b>	<b>343,772</b>
<b>NET ASSETS</b>		<b>129,274</b>	<b>86,206</b>
<b>EQUITY</b>			
Accumulated Funds		129,274	86,206
<b>TOTAL EQUITY</b>		<b>129,274</b>	<b>86,206</b>

The accompanying notes form part of these financial statements.

X

**LAUNCESTON COMMUNITY LEGAL CENTRE INC  
STATEMENT OF CASH FLOWS  
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2012**

	NOTES	2012 \$	2011 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Grants Received		603,584	674,743
Operating expenses		(544,097)	(376,462)
Interest Received		18,295	6,995
Other revenue		2,808	2,445
<b>Net cash provided from operating activities</b>	9	80,590	307,721
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Balance of Unexpended Grants		(170,910)	
Acquisition of Office equipment		(13,148)	(3,716)
Acquisition of Motor Vehicle		-	(20,549)
Disposal of Motor Vehicle		-	-
Provisions & B/Sheet adjustments		7,549	
<b>Net cash flow from investing activities</b>		(176,509)	(24,265)
<b>Net increase/(decrease) in cash held</b>		(95,919)	283,456
<b>Cash at the beginning of financial period</b>		404,107	120,651
<b>Cash at the end of the financial year</b>	4	<b>308,188</b>	<b>404,107</b>

X

**LAUNCESTON COMMUNITY LEGAL CENTRE INC  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2012**

**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 the 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 the Board of Management 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 capitalized 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 unexpired period of the lease or the estimated useful lives of the improvements.

**b) Provisions**

Provisions are recognized when an entity has a legal 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.

**d) Revenue**

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

Dividend revenue is recognized 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 recognized upon the delivery of the service to the customers.

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

On receipt of funds, revenue is transferred from income to a liability and is allocated to program income on a monthly basis according to the period/term of the grant.

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

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognized 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**

Grant Revenue	<b>2012</b>	<b>2011</b>
- Legal Aid Commission	403,272	336,368
- Tasmanian Community Fund	95,083	-
- Solicitors Guarantee Fund	69,650	-
- Other grant revenue	35,579	62,647
	<b>603,584</b>	<b>399,015</b>



**Note 3 Other Expenses**

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

## a) Other expenses

	<b>2012</b>	<b>2011</b>
Accountancy Fees	2,400	-
Administration Costs	828	430
Advertising	1,117	809
AGM costs & other functions	3,773	-
Auditors remuneration	2,409	2,686
Bank Charges	514	373
Bookkeeping	-	4,568
Cleaning	2,764	2,658
Computer costs	3,471	4,146
Computer Support*	7,361	-
Electricity	4,557	2,282
Employees Amenities	941	1,109
Equipment under \$1000	1,724	1,662
Insurance	3,015	2,646
Interest	-	11
Leasing charges*	15,332	5,053
Legal Fees*	5,250	-
Memberships	3,757	2,377
Motor vehicle expenses	3,611	3,093
Permits/Licenses & Fees	558	555
Petty Cash Expenditure	-	-
Postage	784	1,019
Printing & Stationery	9,155	6,634
Rent	17,105	18,266
Repairs & Maintenance	6,770	6,935
Security Costs	312	194
Staff training & conferences*	23,056	5,253
Staff Recruitment*	3,687	-
Subscriptions & memberships	5	648
Sundry expenses	-	-
Telephone	10,782	9,273
Travelling expenses	969	3,009
OH&S Costs*	1,944	-
Other	-	1,867
	<b>137,951</b>	<b>87,556</b>





**Explanatory notes for additional expenses:**

Computer support – \$7,361 for LCLC network	Monthly maintenance contract
Leasing charges - \$15,332	Additional \$11,000 payment made to pay out previous leasing agreement and upgrade printer.
Legal Fees - \$5,250 staffing issue	Unanticipated legal costs due to
Staff training & conferences - \$23,056	Authorised expenditure for staff to attend inter-state NACLCL conference
Staff recruitment - \$3,687	Recruitment of 3 x staff
OH&S - \$1,994 standards	Compliance with Worksafe

**Note 4 Cash Assets**

	<b>2012</b>	<b>2011</b>
Petty Cash	-	12
Bendigo Bank - 127954501	99,572	355,231
Bendigo Investment - 143987550	104,411	50,709
Bendigo Investment - 143987691	104,204	-
Mastercard	(3,811)	(1,845)
	<b>304,376</b>	<b>404,107</b>

*B.*

**Note 5 Office Furniture & Equipment**

		<b>2012</b>	<b>2011</b>
At cost		73,125	39,428
Accumulated depreciation		36,528	32,278
		<b>36,597</b>	<b>7,150</b>
	<b>Office Eq.</b>	<b>M/Vehicle</b>	<b>Total</b>
Balance at beginning of year			24,026
Acquisitions	15,388	-	39,414
Profit/Loss	(2,229)	-	37,185
Depreciation Expense	(4,171)	(4,219)	(8,390)
Carrying amount at the end of the year	<b>16,128</b>	<b>12,657</b>	<b>28,785</b>

**Note 6 Other**

	<b>2012</b>	<b>2011</b>
Current Provision for GST	(7,277)	0
	<b>(7,277)</b>	

**Note 7 Other**

	<b>2012</b>	<b>2011</b>
Current		
Unexpended grant funding	170,911	275,278
PAYG Withholding payable	11,324	14,475
Provision for GST	(7,277)	7,893
Superannuation payable	4,473	2,031
Salary Sacrifice – Kim Super	0	1,529
Salary sacrifice	0	615
	<b>179,431</b>	<b>302,271</b>

<b>Note 8</b>	<b>Provisions</b>	<b>2012</b>	<b>2011</b>
	Current		
	Holiday Pay	15,797	31,552
	Non Current		
	Long Service Leave	7,689	7,760
		<b>23,486</b>	<b>39,312</b>

<b>Note 9</b>	<b>Cash Flow Information</b>	<b>2012</b>	<b>2011</b>
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**Reconciliation of Cash Flow from Operations with Profit from Ordinary Activities after income tax**

Profit from ordinary activities after income tax	65,494	(5,052)
Cash flows excluded from profit from ordinary Activities attributable to operating activities		
Non-cash flows in profit from ordinary activities		
Depreciation	8,390	6,943
Net loss on disposal of plant & equipment	(2,229)	
Changes in assets and liabilities		
decrease/(increase) receivables		
Increase/(decrease) in payables	3,929	292,682
Increase/(decrease) in provisions	5,028	13,149
Cashflow from operations	<b>80,590</b>	<b>307,722</b>

### BOARD OF MANAGEMENT MEMBER LIST

<b>NAME</b>	<b>ADDRESS</b>
Natalie Heiniger	249 Relbia Road, Relbia, Tasmania 7258
Dinah Fitzgerald	1 William Street, Westbury, Tasmania 7303
Garry Rafferty	8 Anderson Road, Trevallyn, Tasmania 7250
Peter Wierenga	33 Leam Road, Hillwood, Tasmania 7252
Martin Harris	95 Bain Terrace, Trevallyn, Tasmania 7250
Wendy French	3 Diprose Street, Kings Meadows, Tasmania 7249
Clare Jokuszies	109 Elphin Road, Newstead, Tasmania 7250
Heather Beaumont	14 Suffolk Street, East Launceston, Tasmania 7250
Bronwyn Hannan	7 Belhaven Cres, Newstead, Tasmania 7250





LAUNCESTON COMMUNITY LEGAL CENTRE

**Certificate of Compliance (to be signed for and on behalf of management committee) –Schedule 3 of Current Agreement.**

*This Schedule is established in respect of the \_2011\_/ 2012\_ Financial Year*

**Organisation:** Launceston Community Legal Centre Inc.

**Contact Officer:** Nicky Snare – CEO **Telephone:** 03 6334 1577

**The above-named Organisation certifies that:**

- (i) The Funds provided under the Terms and Conditions of the CLSP Service Agreement for 2010-13 have been used for the purpose for which they were provided;
- (ii) The Terms and Conditions of the CLSP Service Agreement for 2010-13 have been met; and
- (iii) The Audited Financial Statements in respect of the funds provided under the Terms and Conditions of the CLSP Service Agreement for 2010-13 have been certified by a person who is registered as an auditor in accordance with the Corporations Act 2001 and are attached, and
- (iv) Salaries and allowances paid to people employed using the Funds are in accordance with award salary rates or employment agreements.

SIGNED for and on behalf of the [Organisation])

**By the Chairperson.....**

Natalie Heiniger

Signature

**in the presence of .....**

Nicky Snare

Signature

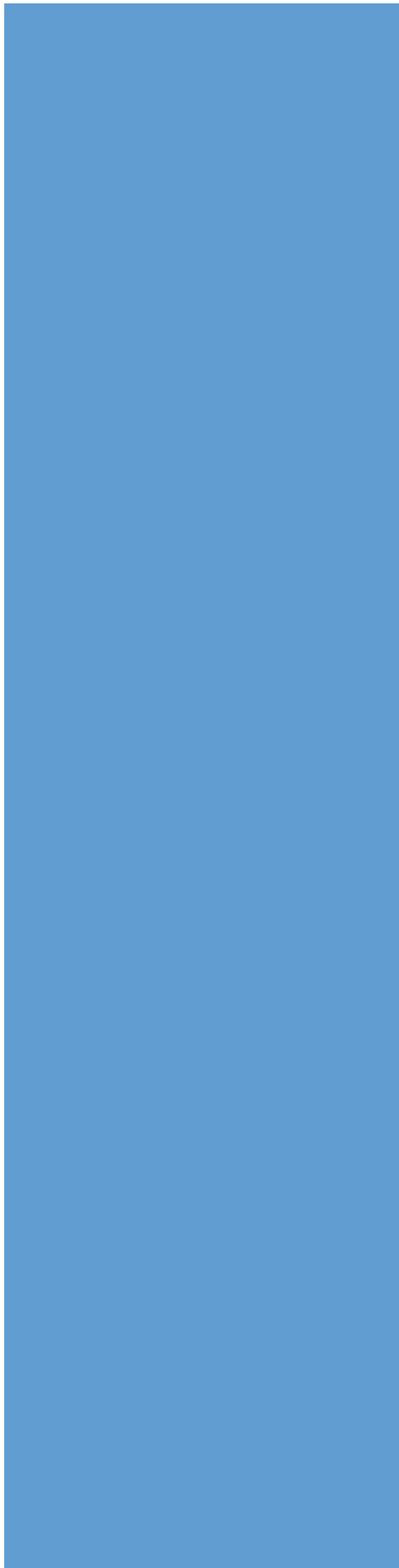
LAUNCESTON COMMUNITY LEGAL CENTRE INC.  
 ABN 33 863 262 058  
 LEVEL 1 SUITE 17, 97A YORK STREET  
 LAUNCESTON, TASMANIA 7250  
 FREECALL: 1800 066 019  
 PH: (03) 6334 1577 FAX: (03) 6331 5237

# MEMBER NOTES

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LAUNCESTON  
COMMUNITY  
LEGAL  
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