## 2012-2013

## ANNUAL REPORT





Level One, Suite 17, 97a York Street Launceston, Tasmania 7250 Tel: 03 6334 1577

Fax: 03 6331 5237

## **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 Heinige Chairperson

Welcome to the Annual General Meeting for the Launceston Community Legal Centre (Inc) for 2012/13.

In reflecting on the year just gone, and imagining the year(s) ahead, I am struck by the way in which the organisation has identified new possibilities, and sought to realise the potential of those possibilities. We have done this through utilising existing relationships, while forging and fostering new ones. We have identified our current strengths and skills, and sought to build on them, while working on gaining new ones. We have maintained our commitment to excellence, primarily through strong support of our staff. We are keeping a strategic eye on what the community's needs are now and into the future, and how best to meet them.

The LCLC has continued to refresh and modernise its corporate identity and work practices. We are thrilled with the recent outcome of the accreditation assessment, with the organisation being highly commended on its professionalism and systems of accountability. The update of our branding through the use of the new logo has been a success, and our Facebook page and our comprehensive (yet user-friendly) web page (<a href="https://www.lclc.net.au">www.lclc.net.au</a>) were launched this year.



Last November, our CEO Nicky Snare won the prestigious TCCI Tasmanian Business Leader (Public and Community Sector) Manager of the Year Award for 2012. Under Nicky's leadership, the LCLC has leapt ahead in attaining a level of professionalism of which we are very proud. Nicky also now shares the position of Tasmanian State Representative on the National Association of Community Legal Centre's (NACLC) Board of Management. This is an important position in ensuring CLCs in Tasmania are represented at a national level. She shares this role with Jane Hutchison from Hobart Community Legal Service.

Heartfelt congratulations go to Nicky (and the staff she leads) in achieving not only the Award, but all the positive outcomes of this last year.

The Board of Management and Centre staff have worked very hard at ensuring the Legal Literacy Volunteers program is sustainable into the future; receiving support from the Legal Aid Commission of Tasmania is very gratifying indeed. We look forward to continuing to work with Legal Aid as we develop the program further, with a view to other CLCs taking up the program and adapting it to the needs and capacities of their own communities.





On the horizon is the possibility of offering after-hours general legal advice clinics, accessing voluntary support from local private practice solicitors. There are also plans to offer training to our staff with a view to them undertaking some aspects of support in criminal matters. We have identified that there is a need in the community for free legal advice and limited representation in regard to criminal matters where there is no capacity for Legal Aid to assist.

The Tasmanian Community Fund has been a vital support to the LCLC through funding in previous years, for which we are very grateful. It is our intention to approach the ".....the possibility of offering after-hours general legal advice clinics, accessing voluntary support from local private practice solicitors."

Federal Attorney General's Department for funding of our services and programs into the future. We also keenly anticipate an ongoing cooperative relationship with the Legal Aid Commission of Tasmania.

We have been fortunate in this last year to have had the services of three legal practitioners on the Board; their knowledge and assistance has been invaluable and very much appreciated, adding a 'legal flavour' to the broad range of skills and wisdom brought to the Board by the other members drawn from a range of professions and backgrounds.

In closing, I would like to thank our retiring Board members, Dinah Fitzgerald and Martin Harris, for their many years of service to the LCLC, their strong commitment to good governance and passion for all things LCLC over the years. Dinah in particular, as the previous chairperson, has been a terrific mentor and support to me in this role. Both Martin and Dinah have been wonderful people to work with, and have contributed much to the progress of the Centre toward realising our potential for excellence. Their presence at our meetings and in guiding the organisation, will be missed.

I now commend this AGM Report 2012/13 to you. Within it are more reasons to celebrate our achievements, and to get excited about the future.

I thank you all for your support of the LCLC.

Best wishes

Natalie Heiniger LCLC Chairperson





## OVERVIEW OF SERVICES 2012-2013

Launceston Community Legal Centre provides free legal advice to anyone in the community who is in need.

We are considered to be a "Generalist" Community Legal Centre and so assist the community across a range of matters. The LCLC does not apply any financial or asset test. The LCLC's programs include:

The Generalist Service provides 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 Welfare Rights Service provides advice, information and representation in matters relating to Centrelink/DSS issues for residents of the North of Tasmania through the LCLC. Additionally, there is an opportunity, following assessment, for clients to be represented at the:

- Social Security Appeals Tribunal
- Administrative Appeals Tribunal

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 continues to offer legal assistance and support (lawyers in order to provide legal advice early) in the separation process in an attempt to reduce the number of matters that need to go before the courts. Our family law practice is focused on parenting provisions. But we also offer limited advice on divorce and property settlement procedures.

The LCLC offers the services of an Employment Solicitor. This program is funded for a further two years until 2015 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

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



The LCLC is funded to provide the Community Legal Literacy Program by The Tasmanian Community Fund, which aims to improve document literacy and problem solving in communities. The program has been re-branded as Legal Literacy Volunteers (LLV) and although it is currently only funded until March 2014, steps are currently being taken to gain further funding for this important program. The aim is to provide trained volunteers who work through client's 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 LLV has also embraced social media and has its own Facebook page. This allows volunteers to keep up to date with what is happening, such as upcoming training events and general information. It also connects volunteers across the North of the State.





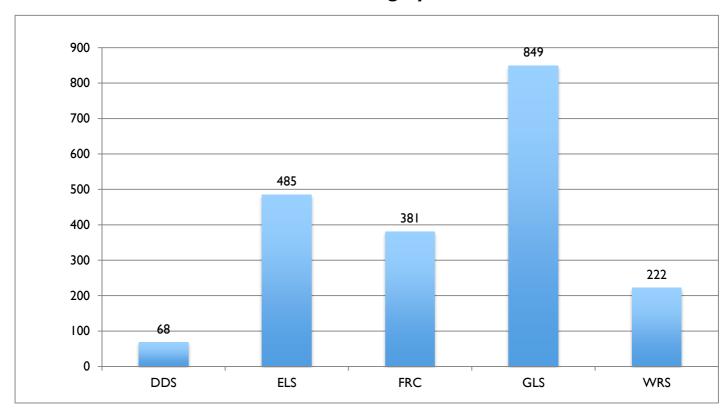
"The aim is to provide trained volunteers who work through client's issues before they require legal advice or intervention"





## LCLC CLIENT STATISTICS PERIOD 2012 - 2013

## Total Client Advice Activities per Funding Category



	2012 — 2013 Total Avg. per Week	Total	2011-2012 Avg. per Week
Clients	1255 25.1	1139	22.78
Cancelled Appointments or No Shows	416 8.32	387	7.74
Total Activities	2005 40.1	2535	50.7
Total Cases in	203 4.06	173	3.46
Community Legal Education – Delivered	61 1.22	52	1.04
Referrals Out	1136 22.7	338	6.76

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

## REPORT FROM THE CEO



Nicky Snare - CEO

The Launceston Community Legal Centre has experienced a significant turning point in the 2012-2013 financial year – We built upon the foundation of our pro-active Board of Management, and it now also includes experienced private legal practitioners and other professionals from the community sector. This mixture of legal and community I believe contributes to the LCLC being successful. In addition we have developed a team of dedicated staff and all solicitors at LCLC are unrestricted practitioners – I am extremely proud of my team, and the vital role they play within the Launceston community.

The LCLC is certainly moving from strength to strength, demonstrated by an increase of 26.5% of clients attending LCLC within the last two years. This is a direct result of the hard work of the team in raising the profile of LCLC, delivering timely advice, providing Community Legal Education across the North of the State and the commitment of a large team of volunteers in our Legal Literacy Program.

The current staffing levels of the LCLC is as follows:

CEO I x Full-Time
Principal Solicitor I x Part-Time
Solicitors 3 x Full-Time
Welfare Rights Advocate I x Full-Time
Volunteer Coordinator I x Full-Time
Reception/Data Entry I x Full-Time

#### **NACLC** Accreditation

The LCLC has gained full NACLC accreditation. The initial audit occurred in late 2012 with the onsite visit conducted after this on 12 & 13 June 2013 by Ms. Diana Dagg from NACLC. The LCLC

".....The entire process has seen a fantastic effort by the team"

passed with flying colours having only very minor "suggestions" by way of improvement – a checklist for personnel files for example. The entire process has seen a fantastic effort by the team, and having lived with the policies and procedures for over a year meant the audit process itself was stress free.

I would like to take this opportunity of thanking the team, but in particular Beylara Ra the "Jack-Russell" of the process, ensuring we all complied and used the correct forms etc.

Gaining accreditation is vitally important for the LCLC. I have little doubt that CLCs (as with other NFP organisations receiving Federal or State funding) will in the very near future require formal accreditation in order to gain funding.

As the former Attorney General – Mark Dreyfus said 'What I like about the National Accreditation Scheme for Community Legal Centres is that it offers a complete answer to any questions about the accountability of Community Legal Centres against a whole range of measures, and in particular any suggestions that they are not well managed'.



#### Change to Xero Financial Software

In January 2013 we changed financial packages from MYOB to Xero. This has brought the efficiency and transparency of financial transactions within the LCLC to an entirely new level. The system is cloud based with a direct feed to the Bendigo Bank thus ensuring timely reconciliations. However, it is the access by the Board of Management to view financial transactions (in a read only capacity) and financial reports that supports good governance.

#### **Funding Applications**

The LCLC successfully submitted a funding application to the Solicitors Guarantee Fund in order to continue the Employment Program for a further two years. We were advised just prior to 30 June 2013 of our success in gaining an amount of \$195,153.00 with the State Attorney General Brian Wightman MP making a formal presentation (with media presence) to the LCLC of the funds.

The LCLC team is constantly on the look out for funding opportunities. We successfully gained a small amount of funding to cover costs for compulsory professional development. Funding the attendance of all professional staff to a series of lectures held by the Law Society. We have also applied for grants in relation to travel (Jet-Star grants) and Australia Post for iPads.

Most importantly the current Commonwealth Community Legal Service Program (CCLSP) has been extended for a further twelve months. It was originally to provide services until 30 June 2013 however, due to the review of the National Partnership Agreement of Legal Assistance Services by The Allen Consulting Group, the current agreement has been extended by one year to 30 June 2014. The Allen Consulting Group also approached the LCLC directly for information on the Legal Literacy Program as an example of "early intervention". This was as a direct result of the LCLC presenting an overview of the LLV program at the NACLC Conference in Adelaide.

#### **Legal Literacy Volunteers**

Beylara Ra presented a fantastic information session at the NACLC conference. It was extremely well received and a number of CLCs approached Beylara for more information. The Legal Literacy program continues to expand, so it was decided that an individual "brand" should be established. We therefore have a brand new logo that features on our marketing and information flyers, as well as our new Facebook page.

After their having been at the NACLC presentation, we have also commenced preliminary discussions with the Legal Aid Commission of Tasmania with a view to a potential partnership – However, our immediate focus will be on gaining funds to continue the program after February 2014. This remains the highest priority.

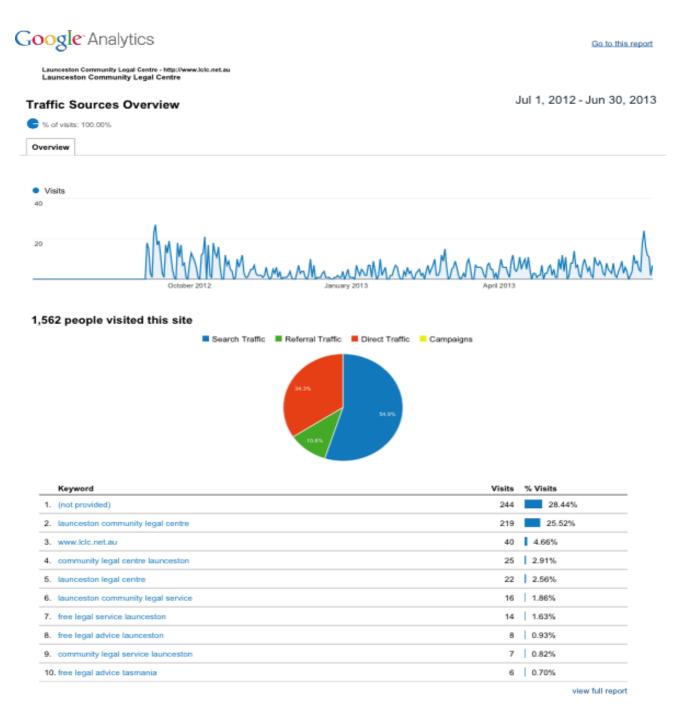


#### The LCLC website

Our website has been operational for a year now, and is proving to be a valuable resource.



Statistics for 2012-2013 are below. It is apparent that the site is well utilised. Some feedback recently received was "Just writing in to tell you that you've got a really handy website. I found your resource page http://www.lclc.net.au/links.html while I was researching for law links and lawyers for my studies. It's got a good number of useful links and legal info so I'm definitely bookmarking your page so I can come back again. Sharing it with my friends, too! Good job!"



© 2013 Google

#### **LCLC Staff**

Other than the resignation of Rohan Pratt, the team at LCLC remains unchanged. Rohan returned to New South Wales in late 2012.

As mentioned previously, LCLC will be in the fortunate position of having all practitioners with at least two years experience. Although individual practitioners are dedicated to a particular program, it is the policy of LCLC to ensure that all solicitors are able to work across the entire range of services. This provides flexibility within the LCLC and enables the team to expand their knowledge.



Certainly the largest potential problem the LCLC will face over the next few years will be the cost of staff. As with almost all community organisations, the impact of the Equal Remuneration Order for those on Social and Community Services awards will be a hurdle to cross in the future. It is doubtful that funding increases will fully cover these costs.

#### In Conclusion

Once more, and at the risk of repeating what I said in last years report, the unfailing support and guidance of all Board of Management members has enabled me to continue to establish a strong and dedicated team of individuals who bring their strengths, professionalism and most importantly humour to the LCLC office each day.

My thanks go to LCLC Chair of the Board, Natalie Heiniger. Natalie's time and commitment, as well as lending the occasional ear, has been a huge benefit to me. Also, the unfailing support and good humour of Pete Wierenga, the LCLC Treasurer, made the transition from MYOB to Xero extremely easy – although that is the very least of the assistance he provided in 2012-2013. Pete continues to work extremely hard across all financial aspects of the LCLC – again thank you.

Finally I would like to thank my team - In particular my Principal Solicitor – Jessamy Downie. I have watched as Jess has grown as a manager and shouldered the responsibility of PS with what appears to be ease. Jess is a remarkable asset to the LCLC.

As for the remainder of the team – they each have provided many positive contributions – too many to list. Each member has demonstrated their individual commitment and expertise – whether it be Sarah delivering a vast number of CLEs, Ryan's understanding in dealing with anxious and stressed clients or Emma's immense patience in dealing with clients who have run up against a brick wall with their Centrelink issues. Thank you for your support and hard work.

I hope we can continue in establishing the LCLC as a 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



"It is a testimony to our hard work that our input is sought and valued."

This annual report represents my first

complete year as Principal Solicitor and it has been a pleasure to be a part of the LCLC team in 2012-2013! This has been a year of stability and growth characterised by a consolidation of our ability to service the needs of our clients, particularly those experiencing social or economic disadvantage. Our existing programs have continued to operate at capacity and we are exploring exciting opportunities to develop additional services to meet identified needs.

We have applied particular focus to the Community Legal Education (CLE) Program this year, with the aim of addressing current topics of interest for our regional communities. We have embarked on a successful CLE partnership with the Legal Aid Commission, which continues to be very well received by all. Our audiences have particularly appreciated information about the unique roles of each organization and how Legal Aid and Community Legal Centres work together to meet different community needs and complement the service of the other. We have continued to be active in policy and law reform, providing submissions on various issues this year. It is testimony to our hard work that our input is sought and valued. All staff members have enthusiastically grasped opportunities to develop professional skills and network within the legal and broader community. This has resulted in a confident professional team with strong relationships in the private and community sectors (and plenty of CPD points!). By the time of the AGM we will have a full complement of solicitors entitled to unrestricted practicing certificates – each one bringing individual skills and experience and contributing invaluably to our congenial and collaborative working environment. I am so proud to be a member of this team and I thank all of you for a wonderful year.

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 law reform via their individual networks.

## REPORTS FROM LCLC PROGRAMS



## **EMPLOYMENT LEGAL SERVICE**

The Employment Law Service has had a successful 2012-2013 financial year in providing advice and representation in a variety of employment law issues.

Throughout the 2012-2013 financial year we have seen a total of 173 clients with employment related legal issues and provided on going assistance and representation for 54 of those.

We have predominately provided representation for clients lodging unfair applications through the Fair Work Commission in addition to clients seeking recovery of non-paid wages and employment entitlements.

By the Employment Law Service providing assistance and representation in these matters it has assisted in clients being able to resolve their issues efficiently and without undue stress. This is evidenced by the fact that every

unfair dismissal remedy application that the Centre has provided representation for has been resolved either at the conciliation stage or prior to a tribunal hearing.

In addition to assisting clients directly we have also been involved in law reform. The Centre provided a submission with regards to the proposed workplace bullying provisions in the *Fair Work Act* 2009 that are expected to begin I January 2014.

The Centre has also continued to build on the strong relationship we have with the Fair Work Commission and the Fair Work Ombudsman. With the majority of referrals being received directly from these departments. In May 2013 we also attended the

nts- con

Centrelink Jobs and Skill Expo for the second year running. The Expo provided a great opportunity to promote the Centre and the services we provide.

Our successful year was culminated in receiving notification that the employment law program will be refunded for a further two years. This ensures we can continue to provide advice and representation for members of the community with employment law problems into the future.

Ryan West

Solicitor





## DISABILITY DISCRIMINATION LEGAL SERVICE

2012-2013 has been a productive year for the Disability Discrimination Service despite the resignation of Rohan Pratt in order to return to New South Wales.

Throughout the financial year, we have continued to provide advice and representation to clients that have experienced discrimination as a result of their disability. We have also continued to build on the already strong relationship we have with the Office of the Anti-Discrimination Commissioner.

In addition to assisting clients individually we have also been focused on identifying areas for law reform. In early 2013 we provided a submission to the Senate Community Affairs Committee in relation to its inquiry into the National Insurance Scheme legislation. We have continued to monitor the impact of the scheme, which commenced on I July 2013, so as to provide assistance if the need arises.

We have also provided ongoing Community Legal Education throughout the year. For example, in April 2013, we provided a CLE to early childcare service providers in Hobart. The CLE focused on the providers' rights, responsibilities and obligations under the state and federal anti-discrimination legislation and was well received by those in attendance.



It has been a busy year for the Disability Discrimination Service and we look forward to continuing to provide advice, representation and support for individuals who are experiencing disability discrimination into the future.

Ryan West **Solicitor** 





## **GENERAL LEGAL SERVICE**



The end of this past financial year marks almost three years since I commenced employment at the LCLC. During the 2012-2013 financial year my main role has been to service the GLS program. Through these last years at the LCLC my legal knowledge has increased exponentially, however, the GLS program continues to offer up issues and problems that require research into previously untouched legal areas.

From the I<sup>st</sup> July 2012 to the 30<sup>th</sup> June 2013 I have had 497 client appointments over the GLS program. This figure does not include the number of hours dedicated to on-going open cases, nor the

research or effort put into other policy decisions, law reform activities, meeting attendances, grant writing and drafting of CLEs.

#### **General Legal Service**

In the last financial year I have seen many clients for one-off appointments regarding their general civil legal issues. For some more serious legal issues I have opened case files in order to assist clients further. Some of the most common issues I have seen in the last financial year have been restraint orders, civil division remedies, wills and powers of attorney.

The weekly 'outreach program' continues to attract a large number of clients. In George Town the need for this program has been so great that I now attend this community every three weeks for face-to-face appointments with clients.

I continue to give 'community legal education' seminars to local community groups and organisations. I have also attended a number of 'expos' in order to promote the LCLC's service and presence in the Northern Tasmanian community.

I look back on the 2012-2013 financial year as a very busy and productive year for both myself as a solicitor and the LCLC as a whole.

Sarah House Solicitor

Rohan Pratt new DDS Solicitor





## WELFARE RIGHTS SERVICE

The Welfare Rights Service run by the Launceston CLC is a service operated by one person for the north of Tasmania. There are currently no volunteers assisting with this service.



During the course of the last financial year I handled a total of 75 individual client matters. Most issues were resolved at the initial stages of appeal with the Authorised Review Officer, with only a small portion heading on to the Social Security Appeals Tribunal or Administrative Appeals Tribunal.

I conducted several presentations to vulnerable community members in this last financial year. An example of some of the Community Legal Education Sessions that were held 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.

The various Centrelink matters were as follows:

- 45 Disability Support Pension (DSP) application rejection appeals,
- I0 Debts owed to Centrelink,
- 6 General enquiries,
- 4 NewStart Allowance,
- 4 Carers Payment/Allowance,
- 4 Age Pension,
- 2 Parenting Payment,
- 2 Preclusion Period,
- I Youth Allowance, and,
- I Compensation enquiry.

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

This is an extremely busy area of the LCLC, and is sometimes challenging, however it remains a vital service area.

Emma Smith

Welfare Rights Advocate





## **FAMILY LEGAL SERVICE**



This year marked my transition into my second year with the Launceston Community Legal Centre ("LCLC").

I've continued to learn and grow as a practitioner as well as a member of a fantastic team. I have been responsible for the family law program and have been pleased to see this service used by a range of members of the community.

I have given advice to 231 clients in the family law program

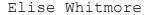
during this financial year. As well as giving ongoing support in matters that relate to children, I have provided one off advice on property settlements.

I have also been delivering a family law information session in our outreach locations and to other community organisations. These organisations include Centacare, TAFE, the "NEWPIN" program and the

Sudanese community. This information session is designed to give people a brief overview of the family law system and the avenues open to people who need assistance. I have also become a member of the Northern Domestic Violence Coordinating Committee ("NDVCC"). The NDVCC allows me to network with other community organisations and raise concerns regarding domestic violence issues.

As well as being responsible for the family law program I have also had a significant number of

general law clients. This has allowed me to broaden my area of practice and be exposed to a wide range of legal issues. I have advised 55 clients in the general law area. I look forward to my next year with the Centre and hope to see the family law program continue to grow.



Solicitor







## LEGAL LITERACY VOLUNTEERS (LLV)

2012/13 has seen serious consolidation of the Program in some areas whilst others have hit some speed bumps.

I have to congratulate each of our wonderful volunteers. We now have two volunteers who have each seen 50 or more clients and a number of volunteers who are still with us despite not yet having seen even one client. The uptake of the program is one of the issues that we anticipate wider publicity and new partnerships is likely to address.

The program has been extended to Ravenswood on the invitation of the then Coordinator of their new Child and Family Centre. The move to Ravenswood coincided with a rush of interest from new volunteers in the Launceston Area and we now have 6 active volunteers and 3 more in training to cover the Ravenswood/Launceston area. This means that we are able to respond to client need every day, even when I have been away from the office.

A pleasing development has been the increasing number of referrals from Centrelink and inclusion of LCLC Legal Literacy promotion by Centrelink in their visits by senior staff to all the Centres that we operate from. Centrelink recognises that the clients we deal with are often in the 5% of people who are seriously disadvantaged when it comes to dealing with authorities and government "red tape" and our performance to date has lead to their increased confidence in the LLV to deliver complementary services appropriately and in a timely manner.

We have been invited to assist inpatients not only at the Launceston General Hospital but now also Calvary at both the St Luke's and St Vincent's campuses.





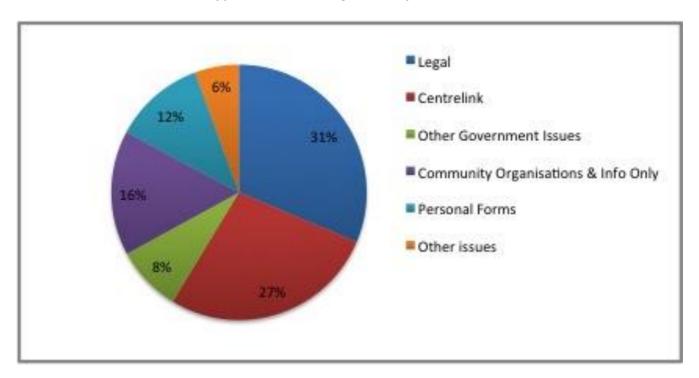
The big ticket event of the last twelve months was the NACLC conference in Adelaide at which I delivered a paper on the Legal Literacy Volunteer Program. The paper was extremely well received with several interstate CLC representatives wanting further details. As program coordinator I was fortunate to have the guidance and support of Nicky Snare (to say nothing of her spectacular design and layout skills) in developing the talk. Nicky has also taken on in large part the lobbying for future funding for the LLP over this period. As at 30 June 2013 we have 53 current Volunteers. In the 12 months to 20 June 2013 we had a 21% increase in the number of clients seen. We have also gained permission from clients to use de-identified case studies in explaining the type of assistance offered.



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## LLV cont.....

Below is a break down of the type of issue our Legal Literacy Volunteers deal with.



Included in the case studies section of this report, is one from the LLV program (Case Study I). This is a fantastic demonstration of the high quality work of our volunteers.

In conclusion I need to thank everyone at LCLC for teaching me something new every day. The LCLC team is exceptional to a person. We have ethical and open management and principled, committed professional staff and management at all levels. It has been a joy to be part of and see the organisation grow into what it is today.

Beylara Ra
Volunteer Coordinator



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## Reception/Data Entry

At the time of the 2012 LCLC AGM, I had worked at the LCLC for only a matter of weeks - as a Legal Literacy Volunteer.

I was then initially employed on a casual basis to cover the then receptionist who was on leave. Ultimately I was appointed to the position on a full-time basis when the position became vacant. Prior to this, my work experience had not included the vagaries of reception



duties...I was nervous! I have since learned a number of skills including general front office duties, the CLSIS database system and the Xero accounting package. As a first-point of contact, the steepest learning curve has been in the subtleties of managing LCLC clients who are often disadvantaged or ill, angry and in a place where their lives, at some level, seem to be out of their control. Along the way Nicky has helped me, mentored me, encouraged me...and excused my blunders. As a result, I do feel I am now able to fulfill the requirements of the position and am growing in confidence. I look forward to continuing at the LCLC.

Susan Quinn

#### Reception/Data Entry









"It was likely that
Andrea would go out
of business entirely
and become
dependent on welfare
payments for
survival."

## Case Study I

Andrea Z came to see one of the volunteers for help writing a letter to the Australian Taxation Office in response to an ATO demand for payment of arrears of tax owed.

Andrea is a small business owner who has supported herself for many years on a very low income (\$29,500 gross per annum). Her rent was around \$7500 per annum and all her living expenses were extremely moderate. She had failed to lodge tax returns for several years and had been fined for having not done tax returns. She had entered into an agreement to pay the fines at \$200 a fortnight and was paying these off but had received further bills from the ATO, totaling many thousands of dollars. Andrea had attempted to sort out her dealings with the ATO but had compounded the problems she was facing by having made arithmetical mistakes in completing some of the overdue personal tax returns.

The volunteer (Len) advised Andrea that as a volunteer he was not qualified to assist her with completion of tax returns but that we could assist in writing letters to the Tax Office. Len gathered Andrea's details quickly and ascertained that if the issues that she was experiencing were to continue it was likely that Andrea would go out of business entirely and become dependent on welfare payments for survival. Andrea also had quite severe medical conditions, which would have made it extremely difficult for her to find alternative employment.

With Andrea's permission Len rang the ATO and after Andrea gave authority to their operative to discuss her circumstances, Len was able to ascertain the full and complex extent of Andrea's situation. ATO staff advised Len of the ATO hardship provisions which Andrea was able to access and of the essential elements required in any application for assessment under those hardship provisions.

Armed with ALL the information he had gathered Len wrote the letter that Andrea had come in for help with and was able to ensure that Andrea directed it to the correct people in the ATO.

The outcome of this issue was that the ATO raised further substantial debts against Andrea (over \$100,000) but waived the majority of the combined debt provided that Andrea continue to pay her regular installments plus part of the arrears on a regular basis. Andrea was thrilled with the outcome, as she was able to maintain her employment and independence from welfare and did not need the assistance of the courts to declare bankruptcy.

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

<sup>\*</sup> LCLC only uses client data having received permission to do so

"Neither of two state government agencies accepted responsibility..."



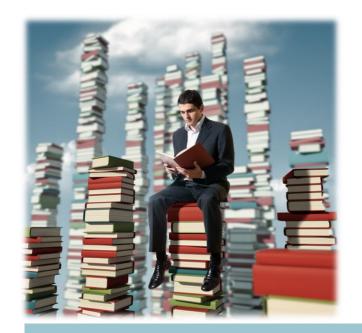
## Case Study 2

John's son Brian has an ABI. Without a special bus, Brian's attendance at school is restricted. Neither of two state government agencies accepted responsibility for provision of transport, each referring John to the other. Believing this might be a Disability Discrimination matter, John complained to the OADC (Office of the Anti-discrimination Commissioner) which directed John to the LCLC for legal advice. The DIER eventually purchased a bus. The client has not seen the bus and he has concerns it may not have suitable access for Brian. John asked the DDS solicitor to read the formal agreement before John signs it. John wanted to know that he could rely on the agreement in the event there is a dispute some time in the future. The solicitor read the agreement and explained a number of points, stressing that John must be completely happy with the agreement as there was "no going back".

## Case Study 3

Jonathan is on a New Start Allowance. In 2012, the client began what he believed was 'work-for-the-dole' in his locality. Jonathan's employment provider confirmed this was a legitimate work-for-the-dole activity. Jonathan discovered some time later that he was not receiving the extra \$20+ fortnightly supplement he is entitled to when undertaking work-for-the-dole activity. Upon approaching his employment provider, the client was told a "glitch" in the system had prevented them from recording these activities. Since then, the "glitch" had been fixed. Jonathan had attempted to discuss this with the provider, while in the meantime Centrelink was unable to pay him the fortnightly supplement. The ELS solicitor consulted the Welfare Rights Advocate at the LCLC about this matter and Centrelink's role in the proceedings. The solicitor advised Jonathan that he is required to provide an invoice to Centrelink from his provider in order to claim the fortnightly supplement. Jonathon should also request to be back paid to 2012 for his work activities. The solicitor also advised Jonathon to approach his employment provider and request an invoice for the time he has been doing work-for-the-dole. If he is not successful, then he should speak directly with Centrelink. Jonathon was advised to contact the solicitor again if he has further problems with either Centrelink or the employment provider.

- \* NB: All names & identifying items in this Case Study have been changed.
- \* LCLC only uses client data having received permission to do so



"Being evicted from his home would have left the client, and his young children, homeless....."

## Case Study 4

A young man was renting a house through a Real Estate Agent. There was a leak in a pipe under the house, through no fault of his own. This leak led the carpet in the hallway to become damp. The damp attracted insects, which infested the carpet. The leak was fixed, but the insects had infested the client's bedding and were biting him. These bites turned into welts. Although the Real Estate Agent was contacted, no attempt to fumigate the house was made. The man himself engaged, and paid for, a fumigator. Despite repeated emails and meetings the Real Estate Agent refused to refund the fumigation cost. The man attended the LCLC for help. A letter was written on his behalf, and in less than a week the Real Estate Agent sent a cheque to the client refunding the fumigation cost.

through Housing Tasmania. Due to his severely restricted financial resources the client had been behind on rent payments a number of times.

In the last 12 months, Housing Tasmania has issued the client with 3 notices to vacate. For all 3 previous notices our client had paid the arrears, and Housing Tasmania had discontinued their action. However, the client had recently received a fourth notice to vacate. Housing Tasmania had told our client that they would continue with action to evict him even if the arrears were paid.

Being evicted from his home would have left the client, and his young children, homeless. The client would have lost his job (due to transport issues) and the children would have been up-rooted from their school.

On behalf of the client the LCLC wrote a letter to Housing Tasmania asking for them to reconsider their decision. Within a week of the letter being sent the client was informed he could continue his tenancy with Housing Tasmania. With help from the LCLC solicitor, the client devised strategies to enable him to keep up-to-date with his rent, and he was also given a referral to a financial counsellor.

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

<sup>\*</sup> LCLC only uses client data having received permission to do so

## ORGANISATIONAL STRUCTURE

Board of Management

Chief Executive Officer Nicky Snare

Receptionist/
Data Entry
Susan Quinn

Volunteer Co-Ordinator Beylara Ra Principal Solicitor Jessamy Downie

> Solicitor Sarah House

Solicitor Ryan West

Solicitor Elise Whitmore

Welfare Rights
Advocate
Emma Smith



## REPORT FROM LCLC TREASURER



Peter Wierenga Treasurer

This year the Centre has continued to deliver on its core framework, which has been a credit to the CEO Nicky Snare, the Board and its valued employees and numerous volunteers.

In the last twelve months we have implemented a new cloud based accounting system. This has enabled a greater transparency between the CEO and the Board and Auditor on the financial running of the Centre. It has also enabled the CEO to delegate processing tasks in a more effective and secure way during the day-to-day running of the centre.

Earlier in the year the whole LCLC board participated in governance training. In particular Board financial training was covered of which provides the CEO with some assurance that financial matters are addressed by the Board in an effective way.

The financial reports that follow present the Centre in a healthy financial position.

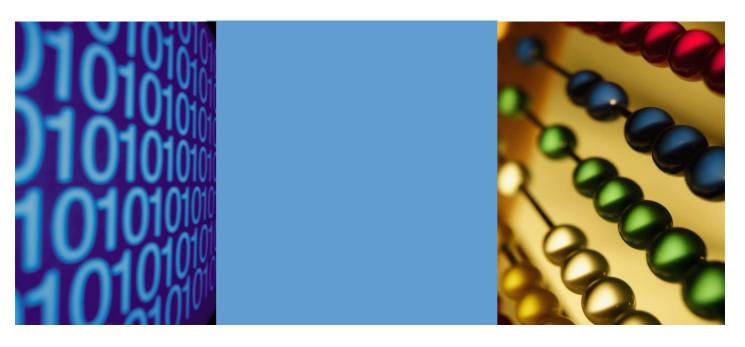
I look forward to working with the Centre next year in continuing the excellent service it provides to our Community.

Pete Wierenga CPA

**Treasurer** 



# LCLC FINANCIAL & AUDIT REPORTS FOR 2012-2013



## FINANCIAL REPORTS

Name of Organisation: Launceston Community Legal Centre Inc.

**Financial Year Period:** 01/07/2012 to 30 /06/2013.

I hereby certify that:

(a) I am not a principal, member, shareholder, officer, employee or accountant of the Organisation or of a related body corporate as defined in section 9 of the Corporations Act 2001;

- (b) In my opinion, the attached financial statements which comprise a Statement of Financial Position, a Statement of Comprehensive Income (previously known as a Statement of Financial Performance), and Notes to the Financial Statements of the above-mentioned Organisation ('the Organisation'), 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, (due to expire on the 30<sup>th</sup> June 2013 but extended to 30<sup>th</sup> June 2014) 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** 

<u>Date</u>

Full Name: Peter Wayne Bushby

Name of Company Not Applicable
ABN 62 696 195 363

Registered Auditor No 158

Signature

10 109/20



## STATEMENT OF FINANCIAL PERFORMANCE FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

	NOTES	2013	2012
		\$	\$
Grant Revenue 2012-2013	2	567,652	566,473
Grant Revenue B/F Previous years		57,105	37,111
Interest revenue		9,897	18,295
Other revenue		2,510	2,808
Employee benefit expenses		(462,836)	(421,241)
Depreciation expenses		(8,664)	(8,390)
Other expenses from ordinary activities	3	(107,255)	(137,952)
NET SURPLUS/(DEFICIT)		58,409	57,104

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 2013

	NOTES	2013	2012
		\$	\$
CURRENT ASSETS			555455
Cash	4	240,515	308,188
Other		1,259	-
TOTAL CURRENT ASSETS		241,774	308,188
NON-CURRENT ASSETS			
Motor Vehicles	5	9,493	12,657
Office Furniture & Equipment	5	10,990	16,127
TOTAL NON-CURRENT ASSETS		20,483	28,784
TOTAL ASSETS		<u>262,257</u>	336,972
CURRENT LIABILITIES			
Cash	4	780	3812
Trade Creditors		1,461	970
Unexpended Grants	6	87,332	170,910
Provisions (GST,PAYG & Superannuation)	6	16,771	8520,
		106,344	184,212
NON-CURRENT LIABILITIES			
Provisions (Annual & Long Service Leave)	7	25,335	23,486
, g		25,335	23,486
TOTAL LIABILITIES		131,679	207,698
NET ASSETS		130,578	129,274
EQUITY			
Accumulated Funds		130,578	129,274
TOTAL EQUITY	•	130,578	129,274

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 2013

	NOTES	2013	2012
CASH FLOW FROM OPERATING		\$	\$
ACTIVITIES			
Grants Received 2012-2013		567,652	566,473
Grants Previous Years		57,105	37,111
Operating expenses		(570,091)	(544,097)
Interest Received		9,897	18,295
Other revenue		2,510	2,808
Net cash provided from operating activities	8	67,073	80,590
CASH FLOWS FROM INVESTING		•	
ACTIVITIES			
Balance of Unexpended Grants		(87,332)	(170,910)
Acquisition of Office equipment		-	(13,148)
Acquisition of Motor Vehicle		-	-
Disposal of Motor Vehicle		-	-
Provisions & B/Sheet adjustments		18,879	7,549
Net cash flow from investing activities		(135,526)	(176,509)
Net increase/(decrease) in cash held		(68,453)	(95,919)
Cash at the beginning of financial period		308,188	404,107
Cash at the end of the financial year	4	239,735	308,188



#### 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 Re	venue	2013	2012
-	Legal Aid Commission 2012-2013	438,654	403,272
-	Tasmanian Community Fund	90,996	95,083
-	Solicitors Guarantee Fund	83,636	69,650
-	Other grant revenue	11,471	35,579
		624.757	603.584



### Note 3 Other Expenses

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

a) Other expenses

	2013	2012
Accountancy Fees	-	2,400
Administration Costs	1,745	828
Advertising	2,913	1,117
AGM costs & other functions	3,407	3,773
Auditors remuneration	773	2,409
Bank Charges	184	514
Bookkeeping	-	-
Cleaning	1,707	2,764
Computer costs*	6,472	3,471
Computer Support	4,570	7,361
Electricity	2,976	4,557
Employees Amenities	1,192	941
Equipment under \$1000	-	1,724
Insurance	2,487	3,015
Interest	12	-
Leasing charges*	4,054	15,332
Legal Fees	830	5,250
Memberships	4,265	3,757
Motor vehicle expenses	10,504	3,611
Permits/Licenses & Fees	440	558
Petty Cash Expenditure	-	-
Postage	1,152	784
Printing & Stationery	9,753	9,155
Rent	19,200	17,105
Repairs & Maintenance	4,887	6,770
Security Costs	133	312
Staff training & conferences	11,261	23,056
Staff Recruitment	-	3,687
Subscriptions & memberships	92	5
Sundry expenses	-	-
Telephone	10,918	10,782
Travelling expenses		969
OH&S Costs	1,328	1,944
Other	-	-
	107,255	137,951



### Explanatory notes for additional expenses:

Computer Costs – \$6,472 Increased internet usage due to new "Cloud Based" back-up and accounting software

Leasing charges - \$15,332 Additional \$11,000 payment made in 2011-2012 to pay out previous leasing agreement and upgrade printer.

	2013	2012
Petty Cash	-	-
Bendigo Bank - 127954501	80,657	99,572
Bendigo Investment - 143987550	109,335	104,411
Bendigo Investment - 143987691	50,523	104,204
Mastercard	(780)	(3,811)
	239.735	304.376



	Note 5 Office Furniture 8	k Equipment		
			2013	2012
	At cost Accumulated depreciation		52,939 41,949	73,125 36,528
			10,990	36,597
		Office Eq.	M/Vehicle	Total
С	Balance at beginning of year Acquisitions Profit/Loss	362 -	-	28,785 29,147 29,147
	Depreciation Expense	(5,499)	(3,164)	(8,663)
	Carrying amount at the end of the year	10,991	9,493	20,484
	Note 6 Other Current		2013	2012
	Unexpended grant funding PAYG Withholding payable Provision for GST Superannuation payable		87,332 5,577 6,774 4,420	170,911 11,324 (7,277) 4,473
$\bigcirc$	Historical Rounding		99	-
			104,202	179,431
	Note 7 Provisions		2013	2012
	Current Holiday Pay		15,193	15,797
	Non Current Long Service Leave		10,142	7,689
			25,335	23,486



Note 8	Cash Flow Information	2013	2012
	on of Cash Flow from Operations with ter income tax	n Profit from O	rdinary
Cash flows exactivities attr	rdinary activities after income tax scluded from profit from ordinary ributable to operating activities ws in profit from ordinary activities	67,073	65,494
Depreciation	•	8,664	8,390
Changes in a	isposal of plant & equipment ssets and liabilities crease) receivables	-	(2,229)
	crease) in payables	(10,513)	3,929
Increase/(de	crease) in provisions	1,849	5,028
Cashflow fro	m operations	67,073	80,590



### **BOARD OF MANAGEMENT MEMBER LIST**

NAME	ADDRESS
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
Evan Hughes	Blackstone, Tasmania 7250
Heather Beaumont	14 Suffolk Street, East Launceston,
	Tasmania 7250
Anita Brunaci	193 Westbury Road, Prospect,
	Tasmania 7250
Ken Stanton	4 Tamar View Drive, Riverside,
	Tasmania 7250





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 \_2012\_/ 2013\_ Financial Year

Organisation:

Launceston Community Legal Centre Inc.

Contact Officer:

Nicky Snare - CEO

Telephone: 03 6334 1577

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

- 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 <u>person who is registered as an auditor in accordance with the</u> 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.

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.

ABN 33 863 262 058

LEVEL 1 SUITE 17, 97A YORK STREET LAUNCESTON, TASMANIA 7250 FREECALL: 1800 066 019

PH: (O3) 6334 1577 FAX: (O3) 6331 5237