

2013-2014

ANNUAL REPORT



LAUNCESTON
COMMUNITY
LEGAL
CENTRE

Level 1, Suite 17,
97a York Street
Launceston, Tasmania 7250
Tel: 03 6334 1577
Fax: 03 6331 5237
www.lclc.net.au

Our Vision:

To promote social justice by improving access to the legal system

Our Mission:

The Launceston Community Legal Centre Inc. (LCLC) 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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Welcome to the Annual General Meeting (AGM) for the Launceston Community Legal Centre Inc. for 2013/14.

The year which has passed since the 2013 AGM seems to have flown by. It has been one of consolidation of the strong foundations established in recent years, as the Centre strives to meet our strategic goal of being a leader in the sector. We continue to uphold 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 plan to be responsive to those needs, as effectively as possible.

The current political and funding environment provides a constant undercurrent of concern. With many proposed measures not yet passed in the Federal Budget, it is not clear what the outcomes and consequences may be. However, for some time, there has been consistent messaging from all levels of government that funding across a range of services across the community services sector is (at least) under tight scrutiny, and (at worst) at risk of being withdrawn completely. However, the Launceston Community Legal Centre is well placed to meet the challenges we can reasonably anticipate are ahead.

We attained National Association of Community Legal Centres (NACLC) accreditation in 2013, and continue to maintain our commitment to professionalism and excellence. We connect with our community through a range of communication strategies and networking activities; the Legal Literacy Volunteer (LLV) program goes from strength to strength, as does our provision of outreach to communities outside of Launceston. Strategically, we have a strong presence at NACLC, with Nicky continuing as the Tasmanian State Representative on the NACLC Board of Management. Relationships with local and federal political representatives are fostered, with our capacity to advocate for funding and highlight issues being reinforced at every opportunity. Nicky's strong management and commitment to excellence have seen us well placed to evidence that we are leaders in providing quality services in our community, cost effectively and efficiently.

New developments this year have included the provision of general legal advice after hours clinics, utilising the support and expertise of local Launceston legal professionals. We



I thank all the Board members, who bring to the organisation a broad range of skills and wisdom; the members are drawn from a range of professions and backgrounds (and we haven't divested ourselves of any of our recently accrued lawyers, which is a very positive thing indeed). A special thank you goes to Pete Weiringa who brings a high level of skill to the role of Treasurer. Pete is a rare accountant in that he communicates engagingly about the figures, and presents excellent reports that make sense to us mere mortals.

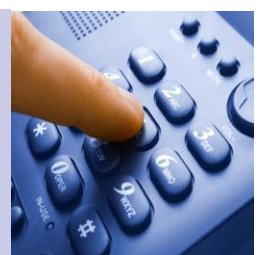
I now commend this AGM Report 2013/14 to you. I'm sure you'll be impressed, and join the Board in thanking Nicky and all the staff of the Centre, for all the pleasing outcomes and hard work of this last year.

Here's to our positive future, with the LCLC making the most of any and all opportunities, remaining professional, and being a sector leader.

Thank you all for your support of the LCLC.

Natalie Heiniger
Chairperson

“the Legal Literacy
Volunteers Program
has been providing
service through
agreement with
Centrelink”



OVERVIEW OF SERVICES

2013-2014

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

We are what is known as a “Generalist” Community Legal Centre and so assist the community across a range of matters. The LCLC does not apply any means or asset tests. 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 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 Service** 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 Partnership** continues to offer legal assistance and support 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 an **Employment Law Service**. This program is funded 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.



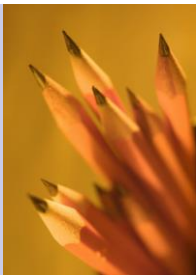
Since the pilot program established in 2011 the **Legal Literacy Volunteer Program (LLV)** has been funded by the Tasmanian Community Fund (TCF). The TCF have played an important part in allowing the LCLC to establish a program that has assisted many Tasmanians. The program is now funded by the Tasmanian Solicitors' Guarantee Fund and continues its original aim to improve document literacy and problem solving in communities and provide trained volunteers who work through client's issues before they escalate. 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.

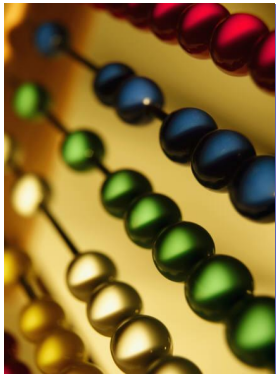
“The implementation of this service and the driving force behind it has been Solicitor & Practice Coordinator Sarah House”

The LLV has also embraced social media and technology and has its own Facebook page and cloud based Drop Box. This allows volunteers to keep up to date with what is happening, such as upcoming training events and general information.

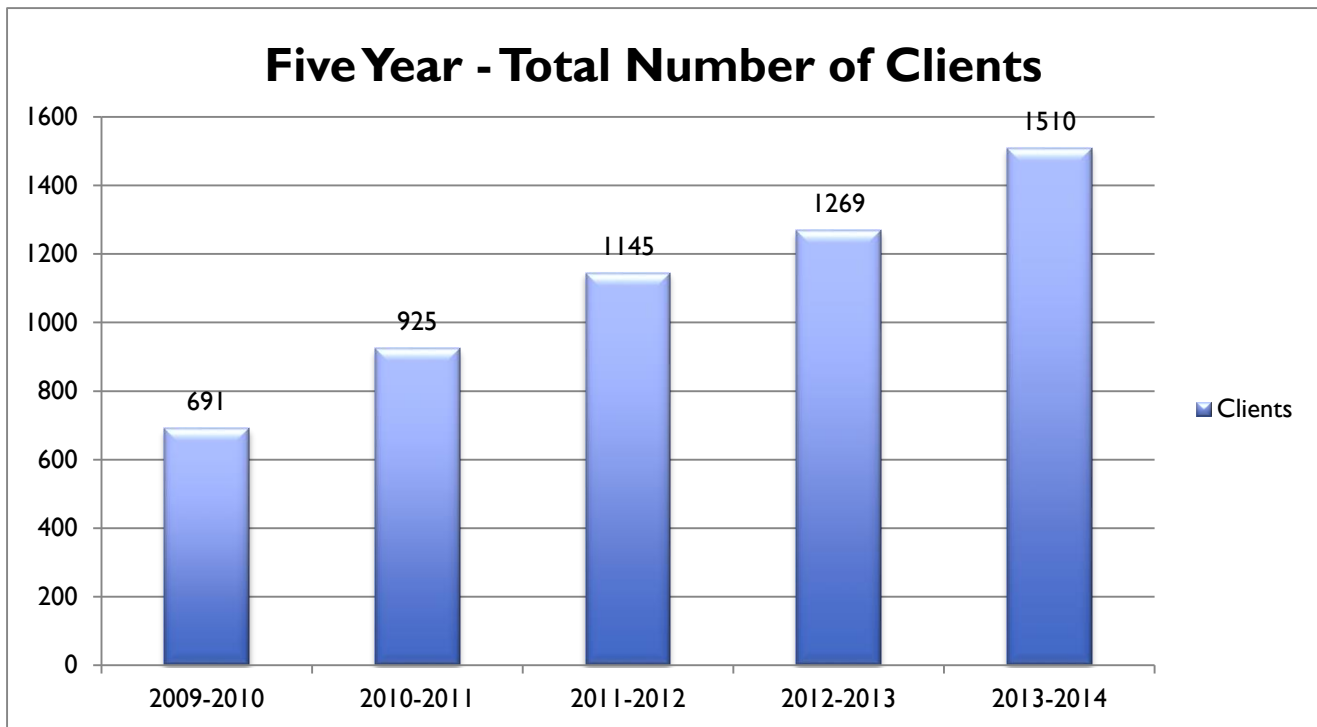


In February 2014 the LCLC commenced an **After Hours Drop In Clinic**. Staffed by volunteer private practice solicitors from the Launceston area the clinic is open every Wednesday evening from 5:30pm to 7:00pm. The implementation of this service and the driving force behind it has been Solicitor/Practice Coordinator Sarah House. Sarah has done a great deal of work in promoting a volunteering opportunity to private practice lawyers. It is proving to be a popular service, as it allows clients to seek advice outside of office hours.





LCLC CLIENT STATISTICS PERIOD 2013 – 2014



	2013 – 2014		2012 - 2013	
	Total	Avg. per Week	Total	Avg. per Week
Clients	1510	30.2	1269	25.89
No Show Appointments	106	2.16	416	8.49
Total Activities	2154	43.96	2005	40.91
Total Cases in	228	4.65	203	4.14
Community Legal Education – Delivered	58	1.18	61	1.24

* NB. Total working weeks = 49 due LCLC being closed for 3 weeks over Christmas & Easter periods.



REPORT FROM THE CEO

It is always difficult to start my annual report, as there is so much that happens during a year, and so many people to thank that I need at least a half a dozen “starts” to get going. But I have made a real effort not to include anything that is mentioned in other reports.

So firstly, I would like to thank the LCLC Board of Management who provide their wisdom and commitment to the LCLC team. It is an exceptional asset to have a group of people who I can rely upon to support both the team and me. My particular thanks go to Natalie Heiniger, our Chairperson, for providing me with an amazing “sounding board” and to Peter Wierenga our Treasurer, who displays such patience, common sense and humour during our financial discussions. But in truth EVERY member of the LCLC Board of Management contributes enormously – So thank you all for being a part of a successful 2013-2014.

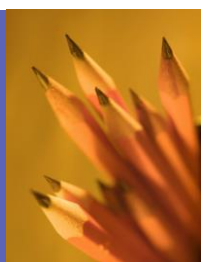
The Launceston Community Legal Centre delivers free legal assistance and advice to more people every year and 2013-2014 is no exception with a total of 1510 clients seen.

The current staffing levels of the LCLC is as follows:

CEO	1 x Full-Time
Principal Solicitor	1 x Part-Time
Solicitors/Practice Coordinator	1 x Full-Time
Solicitors	2 x Full-Time
Solicitor	1 x Part-Time
Welfare Rights Advocate	1 x Full-Time
LLV Program Coordinator	1 x Full-Time
Reception/Data Entry	1 x Full-Time

As I mentioned in last year’s report, the LCLC achieved the National Association of Community Legal Centres (NACLC) Accreditation. However, what I was unaware of at the time, was that the LCLC achieved a “Tier 1” level. Only two community legal centres out of one hundred and seventy seven centres have achieved this higher level. The hard work of the LCLC team (and particularly the work of Beylara Ra) contributed to this fantastic result.

The first half of 2013-2014 was, from my perspective, dedicated to ensuring the continued funding of the Legal Literacy Volunteer Program. Therefore, a great deal of time has been spent in building positive relationships with local politicians from all parties, and just making sure they are aware of the LCLC and the services we provide. This is, in my view, prudent with the various inquiries and reports surrounding Legal Assistance Services in Australia. The importance of ensuring that local, state and federal politicians know what we in “CLC land” actually do is vital in view of the current Not-For-Profit financial cuts. These cuts will, unfortunately, impact CLCs. NACLC was advised in late 2013 that funding of centres across Australia would be reduced by \$44 million.



With this in mind, NACLCL decided that some State Association Representatives from across Australia and two front-line managers (of which I was one) should travel to Canberra and present a briefing session, and attend individual smaller meetings with as many politicians as could be arranged. The “Road-Show” as NACLCL called it, appears to have been very successful. With the briefing attended by almost 40 politicians and staffers, and over 20 personal meetings with MPs. The Tasmanian politicians, who attended the briefing session, were very keen to chat to me afterwards about local CLCs. Although not part of the official Road-Show blurb, I took the opportunity of spruiking LCLC (and the LLV program in particular) to Senator Lisa Singh, Senator Anne Urquhart and Ms. Imogen Ebsworth (Policy & Campaign Advisor for Christine Milne) who all expressed a keen interest in what we do.



The NACLCL Road-Show in Canberra

NACLCL National Convener, Michael Smith, speaks in Canberra



Torres Strait Islander Legal Services (ATSILS) and Family Violence Prevention Legal Services (FVPLS) and has made some recommendations.

There have been two important reports released in 2013-2014.

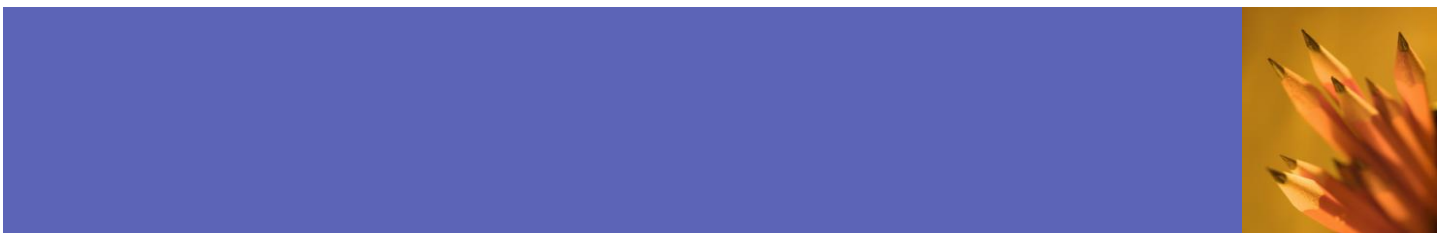
The first being the first draft of the Access to Justice Arrangements - Productivity Commission released on 8 April 2014. The Australian Government asked the Commission to undertake a 15-month inquiry into Australia's system of civil dispute resolution,

“with a focus on constraining costs and promoting access to justice and equality before the law.”

This report has examined Legal Aid Commissions (LAC), Community Legal Centres (CLCs), Aboriginal and

The Commission approached the LCLC to provide their own submission and attend a hearing scheduled in Hobart on 13 June 2014. LCLC Principal Solicitor, Jessamy Downie, and Practice Coordinator/Solicitor Sarah House presented the LCLC submission, which outlined our concern that the Commission is making a recommendation that a form of “means testing” be introduced to CLCs. The LCLC is opposed to any form means testing. Presenting at the Commission hearing provided valuable experience to both Jess and Sarah, and I congratulate them both on a submission well presented and received.

The second report being, the Review of the National Partnership Agreement on Legal Assistance Services (NPA), undertaken by the Allen Consulting Group for the Australian Government Attorney-General's Department. This was conducted over the period from May 2012 to June 2013 and again examined the legal assistance services of ATSILS, CLCS (in receipt of Commonwealth funds), the FVPLS, and LAC.



In general (although with some exceptions) both these reports view the work done by CLCs as a vital part of the provision of free legal services and access to justice for vulnerable Australians. However, what recommendations the Attorney General adopts in future service agreements is unknown. It is not an exaggeration to say that the entire sector is in a state of flux at present. But there is an enormous focus on collaboration, between the different types of legal services (LAC and CLCs for example) and other non-legal community organisations. I am pleased that the LCLC has positioned itself well in this regard, having a close working relationship with the Launceston office of the Legal Aid Commission of Tasmania (LACT). Some examples being community legal education sessions co-presented by LACT and LCLC and being a proposed venue for Legal Literacy Volunteers, scheduled to start late 2014. With the amount of uncertainty and change in this sector, I am relieved to know that the LCLC team is strong and adaptable and will no doubt rise to any challenge.

On a lighter note, the LCLC team demonstrated this by taking part in the “Forego for the EDO” challenge. The Environment Defenders Office Tasmania was stripped of all Federal and State funding and has been raising funds in order to continue operating. So in May, EDO Tasmania asked supporters to “forego” one thing they would normally spend money on and instead donate that money to the EDO.

The LCLC “Forego for EDO” cheer squad



The team could not decide what we should give up, but instead decided to have a “swear jar” and donate a dollar for every word. Needless to say we raised quite a large sum – well into the hundreds – And we can officially announce that community legal centres use more swear words than the Tasmanian Greens!

So although in some ways I feel the report this year is less positive than in previous years, I strongly believe the entire team at LCLC, both Board and Staff, are

determined to continue to provide the very highest levels of service to our most vulnerable people. We are in a very strong position to continue to achieve great things.

So, finally I would like to thank my team - In particular my Principal Solicitor – Jessamy Downie. I continue to be incredibly proud of the people who I work with, they each have provided many positive contributions – too many to list. Each member has demonstrated their individual commitment and expertise – whether it be amazing time-management skills of Jess, who juggles so many different commitments with apparent ease, or the drive and determination of Sarah in establishing the After Hours Drop In Clinic, the in-depth knowledge and immense patience of Emma in Welfare Rights, or the commitment and tenacity that Elise has when dealing with rogue real estate agents.

Thank you for your support and hard work.

Once more, 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



How quickly the time flies! It doesn't seem possible that it is AGM time again, but here it is. We have had another tremendous year at the LCLC, with consistently high levels of practice and professionalism and the satisfaction that comes

from looking back at ideas that are now a reality thanks to vision and hard work. Our repertoire of services has expanded as planned and our existing programs have continued to operate at capacity as we endeavor to explore creative ways to make the most of our funding dollar. There isn't enough space to comment on everything, so I shall focus on the new...

Our limited criminal representation service has commenced in response to reduced legal aid funding. This has the dual benefit of meeting an identified need in the community and reducing the numbers of self represented parties before the court as well as providing our practitioners with court experience. Our lawyers have grasped the opportunity with enthusiasm and it has certainly provided a shot of adrenaline! We wish to thank Evan Hughes, Alan Hensley, James Oxley and Claire Darvell in particular for all the support they have provided as mentors in the criminal practice.

The LCLC has not provided an after-hours drop in clinic for many years, but this year saw its return in a very successful pilot thanks to the commitment of Sarah House. The private sector has responded generously, volunteering their time to this worthwhile cause. An added benefit is a strengthening of our relationship with the private practitioners and a greater understanding of the community sector.

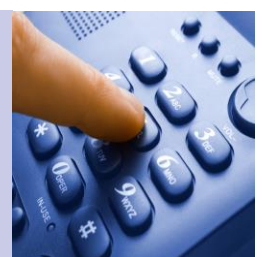
The Productivity Commission's Access to Justice project saw us travel to Hobart to participate in the hearing process. It was an opportunity to clarify just what an important and unique role we play in the community legal sector in these uncertain times.

I wish to thank our incredibly hard working team, you always demonstrate a 'can do' attitude no matter what is asked of you. To our volunteers, both legal and community, we couldn't achieve success without each one of you. Thanks to Nicky and the BOM, it is your leadership that allows us to fly.

Another great 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)**

AFTER HOURS DROP IN CLINIC

**No appointments necessary – First come – First served basis
Wednesday evenings from 5:30pm to 7:00pm**

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

REPORTS FROM LCLC PROGRAMS



EMPLOYMENT LEGAL SERVICE



I commenced my part-time position with LCLC in September 2013 as the Employment Law solicitor. This position became available due to funding successfully secured by LCLC through the Solicitors Guarantee Fund.

I have been welcomed into my role by the team at LCLC, including support staff, volunteers and solicitors. The advice and assistance I have received from my fellow team members has been invaluable and appreciated.

For this financial year, I have provided advice to 134 clients seeking advice in relation to their employment. I have also opened 24 files for clients requiring further assistance and advice, attended a number of Conciliation Conferences for clients who required legal representation, and successfully argued for and obtained an extension of time for a client at a Fair Work Commission Hearing.

I am continuing to receive direct referrals from a variety of sources including the Fair Work Ombudsman and Skills Tasmania. This is gratifying as I have not yet been in this position for 12 months. It is essential that the strong relationships we have with these organisations is maintained and strengthened in order to maintain a high level of assistance for our clients.

I look forward to the challenges the next year with LCLC will bring along with the associated opportunities to represent clients who may not otherwise have a voice in the legal system.

Elizabeth Clippingdale
Solicitor



DISABILITY DISCRIMINATION LEGAL SERVICE



I have had a productive and enjoyable 2013-2014 financial year that has allowed me to provide legal advice and representation in a variety of areas. Throughout the year I have been primarily responsible for running the Disability Discrimination Service. I have also had the opportunity to begin providing criminal law advice and representation as well as assist with the general law service.

The Disability Discrimination Service continued to provide advice and representation to clients that have experienced discrimination as a result of their disability. In addition to providing advice to clients with discrimination issues we have also represented 16 clients with complaints through the Office of the Anti Discrimination Tribunal and the Australian Human Rights Commission.

Through the Disability Discrimination Service providing representation it has given our clients the confidence to make discrimination complaints as well as assisted them in resolving complaints efficiently and without undue stress. The majority of represented complaints throughout 2013-2014 were resolved through conciliation or early resolution meetings.

In addition to individual case work, we have also provided Community Legal Education (CLE) to volunteers and members of the public. The CLE focused on providing people with a better understanding of discrimination law by discussing the different types of discrimination, how discrimination occurs and where it can occur. The CLE also provided information about how to make a complaint and when it is suitable to make a complaint.

In 2014 we commenced providing criminal law advice and representation to clients charged with minor criminal offences with a focus on assisting clients with pleas in mitigation. The aim of the criminal law service is to increase access to justice by providing assistance in minor criminal matters where individuals are not eligible for Legal Aid.

The criminal law service is in its early stages, however, we are hopeful that throughout the 2014-2015 financial year we will be able to assist a number of clients and further develop this program.

During 2013-2014 I have also provided advice in a number of general law and employment law matters. Throughout the financial year I have provided advices (both one off and ongoing) to 281 new clients in these areas.

2013-2014 has been a fun year and I look forward to the next one.

Ryan West
Solicitor



GENERAL LEGAL SERVICE



This is my fourth report for the LCLC's Annual General Meeting. After reading back through the previous three reports I note the positive growth and expansion of the LCLC and its staff. It is a great pleasure to be in a position to report on the LCLC's general legal service and Clinic.

From the 1st July 2013 to the 30th June 2014 I have had 430 client appointments over the GLS program. In addition to these client appointments I have also been active in on-going open cases, law reform activities, meeting attendances, grant and submission writing, drafting and presenting CLEs.

During this past financial year I also volunteered for six weeks in Cambodia. This was a great experience, possible only with the support of the LCLC staff and management. This experience has allowed me to bring new perspectives and skills to my work at the LCLC.

The General Legal Service provides free, one-off 45 minute appointments to members of the Northern Tasmanian community. When necessary further assistance will be given to clients, after a merits and needs based assessment. The most common areas in which advice is sought is for residential tenancy issues, wills, power of attorney and consumer affairs.

The weekly 'outreach program' remains strong, and is now serviced by all solicitors at the LCLC. This year I have drafted four new CLEs. One on the proposed changes to the Animal Welfare Act, 'Before Death / After Death', letter writing for legal literacy volunteers and Responsible Pet Ownership. All four have, or are expected to be, well received by community members and groups. In partnership with Jess Downie, in her role with Legal Aid, we have been giving talks about the two organisation's roles and services to community groups across Northern Tasmania. We expect this partnership and the talks to continue into the future.

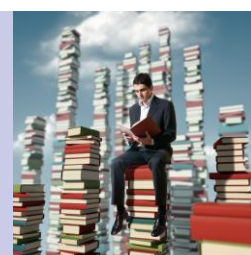
In February 2014 the LCLC commenced a free, after hours drop-in legal Clinic. The Clinic is staffed by solicitors from private firms in Launceston. It is held every Wednesday night, with two volunteer solicitors and an LCLC employee who manages reception.

The uptake for the Clinic has been relatively steady since February. Since the Clinic's inception 68 clients have been assisted. Each Clinic has an average of 4 clients. The Clinic has also allowed a strengthening of ties between the LCLC and law firms in Launceston. We now have 10 volunteer solicitors who give up their time to help members of the Northern Tasmanian community.

The Clinic has been an exciting new step for the LCLC, and has the potential to grow in the future to include more services, such as financial counselling and social services. This growth would further foster the LCLC's holistic approach to client issues and wellbeing.

The 2013-2014 financial year was a fantastically productive and energetic year for the LCLC. I believe this next year will be even better. Watch this space.

Sarah House Rohan Pratt
Solicitor/Practice Coordinator new DDS Solicitor



WELFARE RIGHTS SERVICE



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”, “Compensation and Centrelink”, and “Appealing Centrelink Debts”. These services are provided free of charge to community groups, community health centres, and neighbourhood houses.

The WRS was also fortunate enough to attend the National Association of CLC’s annual conference in Cairns QLD in July 2013, providing a fantastic opportunity for professional growth and networking with colleagues.

During the course of the last financial year the Centre handled a total of 97 individual clients. Most client issues were resolved at the initial stages of appeal with the Authorised Review Officer (ARO), with only a very small portion heading on to the Social Security Appeals Tribunal (SSAT) or Administrative Appeals Tribunal (AAT).



The various Centrelink matters were as follows:

- Clients 97
- Advices 251
- Information 345

Predominantly client matters consist of 37% Disability Support Pension (DSP) application rejection appeals, 15% debts owed to Centrelink with the rest ranging from issues surrounding preclusion periods to Youth Allowance to the portability of benefits.

I would also like to take this opportunity to congratulate LCLC Inc. on another fantastic year, and to thank the Board Of Management, Chief Executive Officer Nicky, and all the Team for their support throughout the year and for making the office a great place to be!

Best wishes to you all for 2014/15.

Emma Smith
Welfare Rights Advocate



FAMILY LEGAL SERVICE



The end of the 2013-2014 financial year marked the completion of my second year at the LCLC. During the year I have seen a total of 399 clients. Of those 262 were within the family law service (FLS), 172 were within the general legal service (GLS), and one was within the welfare rights service (WRS). I carried on casework for 38 of those 399 clients.

Casework consisted of drafting consent orders or parenting plans, assisting with divorce applications for clients from a non-English speaking background, negotiating tenancy disputes, and assisting with the initial stages of civil claims.

I have attended numerous conferences and seminars in addition to the compulsory professional development requirements. These included the National Association of Community Legal Centres (NACLC) conference in Cairns in 2013, the Family Law Practitioners Association (FLPA) conference in St. Helens in May 2014, Mental Health First Aid Training, and several Young Lawyers Seminars on a variety of subject matters. This ongoing training has enhanced my legal practice through increased knowledge, networking, and professional skills.

I continue to present Community Legal Education (CLE) at all outreach locations as well as to other organisations. These organisations include the Pregnant and Young Parents Support Service, Alzheimer's Australia, and TAFE Tasmania. CLE topics range from general family law information, the role of the LCLC, and GLS topics such as wills and estates.

I have had some very rewarding casework this year and have achieved some really positive outcomes for clients. Feedback includes a client's email, sent at the conclusion of the matter, stating "We had the best outcome we could have hoped for in this situation, we would not have been able to do it without you." Another client sent a card stating " Thanks so much to the Legal Centre and Elise in particular for the help and moral support you gave me in my battle."

Elise Whitmore

Solicitor



LEGAL LITERACY VOLUNTEERS (LLV)



My first priority is to thank the Tasmanian Community Fund (TCF) for providing the financial support to grow the Legal Literacy Volunteer (LLV) program to where it is today. Funding from the TCF expired at the end of April but I am sure their support will continue in spirit.

The program has been very busy in the last twelve months. We welcomed twenty-three new volunteers; saw 276 clients, a twenty percent increase on the previous year. We were also welcomed back to St. Helens. Sadly, seven volunteers left the program over the last twelve months, we wish them well into the future.

Development activities over the last twelve months have included the creation of the Legal Literacy Service Guide (with input from all the solicitors as well as Launceston/Ravenswood volunteers) to assist volunteers in determining when referral to a solicitor is mandatory, creation of the “Letter Writing for Legal Literacy Volunteers” workshop with Sarah House and the ongoing scheduling of Community Legal Education to reach all the volunteers to equip them to do their jobs.

Promotion activities for the program in the last twelve months include participation at interagency meetings (East and West Tamar, Visiting Service Providers for Dorset, Deloraine, Break’O’Day, and the Centrelink Providers of Services to Older Persons and Carers meetings). I gave Community information talks on Legal Literacy and LCLC to the Good Neighbour Council, Legana Community Group, Community Corrections staff, Northern Tasmanian Centrelink Social Workers, Launceston Rotary as well as to Certificate IV, and Diploma students at TAFE. I also mounted displays and/or spoke at Expos including the George Town Community Expo, Cancer Council Wellness Expo, Deloraine Volunteer Expo and represented Legal Literacy Volunteers at the international Day Against Homophobia (IDAHO) breakfast. I also organized and staffed the LCLC display at Agfest this year.

Our program could not function without our wonderful volunteers and one of the notable milestones we reached in the last twelve months has been to welcome volunteers to the “50 clients seen” club. They deserve special mention due to the hours they have given to the program, Thank you:

- Simone Lowe from George Town
- Linda Emery from Launceston and
- Lee Oliver from Launceston.



Beylara (LCLC) & Sarah (EDO) at Agfest



LEGAL
LITERACY
VOLUNTEERS

-lite a word eier
fossils: chrysolite
stone. Cf. G -li
teracy /'lɪtərəsi/
2. the ability to
in French was gro
ral /'lɪtrəl, 'lɪnə
act words, of

LLV cont.....

Thanks go to the ongoing efforts of all of our volunteers who give of their time and intellect to be available for training, seeing clients and supporting the program in their community.

Probably the most exciting development in the 2013/14 financial year has been the successful introduction and consolidation of our service to, and partnership with Centrelink Launceston.

Initially I attended as “a volunteer” to establish the program and protocols and then from late June we have had strong support from our regular volunteers for this aspect of the program. Centrelink staff welcome us with genuine warmth and we are keen for this service to continue.

Our excellent CEO, Nicky Snare, applied for and was successful in gaining funding to expand the program into the future with the generous support from the Tasmanian Solicitors' Guarantee Fund.

Thank you to the Board and everyone involved in supporting our whole team to be the best that we can be...it's working!

Beylara Ra
Legal Literacy Program Coordinator

The LLV Program has enabled the LCLC to develop strong community ties. Demonstrated by Beylara Ra being invited to explain the services of the LLV program and the LCLC to almost 100 officers serving within our catchment area.



LEGAL
LITERACY
VOLUNTEERS

-lite a word ele
fossils: chrysolite
stone. Cf. G -li
teracy /'lɪtərəsi/
2. the ability to
in French was gre
ral /'lɪrəl, 'lɪtə
act words, of

Reception/Data Entry



The 2013/14 year was a big one and, as the LCLC first-response person, I am acutely aware of the increased contacts both telephone and face-to-face, client triage, and the paperwork that goes hand-in-hand with an ever-increasing clientele.

During these twelve months a number of workshops/training sessions assisted me in coping with not only the increasing workload but with the diversity of LCLC's clientele. These were useful and included a workshop attended, not only by me, but all LCLC staff, which delivered strategies of awareness and self-protection when dealing with difficult people in the workplace. I also attended skills-based training workshops in Excel Spreadsheets and grant writing.

I hope to continue increasing my skills and abilities as my confidence in the position continues to increase.

Susan Quinn

Reception/Data Entry





“ The marriage certificate was in Arabic and so he required assistance having it translated through an accredited translator.”

Case Study I

Pubudu was a refugee from Sudan. The Migrant Resource Centre referred him to the LCLC. He had difficulty speaking and understanding English. He needed assistance with a divorce.

The LCLC conducted an initial appointment with Pubudu through an interpreter where he was provided with advice regarding process, procedure, time limits and information about property settlements.

Pubudu then had, through an interpreter, a draft application for divorce completed by a Legal Literacy Volunteer.

The marriage certificate was in Arabic and so he required assistance having it translated through an accredited translator. He also required an additional affidavit from the translator, which was drafted by the LCLC.

All paperwork was reviewed by a LCLC solicitor, amendments were made where required, and confirmation was sought from the Family Law Courts Registrar that the correct procedure had been followed regarding the translation of the marriage certificate.

Pubudu's divorce was granted.

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

“She made numerous attempts to resolve the issue with the owner of the truck, with no success...”



Case Study 2

A young woman from a regional area in Northern Tasmania attended the LCLC. She had been driving her young children to the supermarket when a truck spilt some of its load of gravel as it passed her. The gravel severely damaged her windscreen and the bodywork of the car. The client believed it was no longer safe to drive. She made numerous attempts to resolve the issue with the owner of the truck, with no success.

The LCLC wrote a letter to the owner of the truck. The owner then referred the matter to their own solicitor, and then their insurance company. The owner admitted fault and paid their excess. The LCLC's client received the replacement value for her car.

Case Study 3

Monica approached LCLC after she had been unfairly dismissed from her workplace. The immediate legal issue with Monica's claim was she had passed the 21 day time limit for making an application to the Fair Work Commission (FWC). The reason for Monica being out of time was that she had been hospitalised for a significant mental health issue. By the time she was released and filed her claim for unfair dismissal, the 21 days had passed. Monica did not understand the nature of the upcoming FWC Hearing nor was she capable of filing the necessary court documents in support of her arguments for an extension of time.

The LCLC's employment law solicitor filed the necessary court documents, liaised with witnesses and was able to successfully obtain an extension of time at the FWC Hearing. This meant that Monica was able to proceed with her unfair dismissal application and the matter settled prior to the Hearing.

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



“...after losing his job he had been placed in financial hardship and was at risk at losing his home .”

Case Study 4

Charlie has a diagnosed genetic learning disability. The disability affects his ability to comprehend information and he learns through repetition. Charlie had been employed with a sales firm since 2006. In 2011 the firm introduced a new operating system. As a result all staff were required to be retrained.

The sales firm only provided staff with a one-day training course to become accustomed to the new system. Due to Charlie's disability he was unable to learn all aspects of the new operating system. Charlie experienced performance issues. These performance issues ultimately led to Charlie's dismissal in early 2013.

Charlie attended the LCLC with his issue. At the initial appointment Charlie said after losing his job he had been placed in financial hardship and was at risk at losing his home. The dismissal from the sales firm for performance reasons had also jeopardised his prospects of finding new employment.

LCLC provided advice regarding potential disability discrimination. With the LCLC's assistance a disability discrimination complaint was lodged through the Australian Human Rights Commission. There was conciliation, at which Charlie was represented by an LCLC solicitor, and the matter was successfully settled.

The settlement meant that Charlie could afford to undertake training courses to assist him in finding new employment.

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

* LCLC only uses client data having received permission to do so

The LCLC team hits Cairns in 2013

Some of the LCLC team was able to attend the National Association of Community Legal Centre's Annual Conference of 2013 held in Cairns. So most took the opportunity for a little "R&R" and stayed a while longer and well, the pictures say it all.....

With a Cable Car Ride!



A train trip to Kuranda!



Attending the NACLCL Dinner!



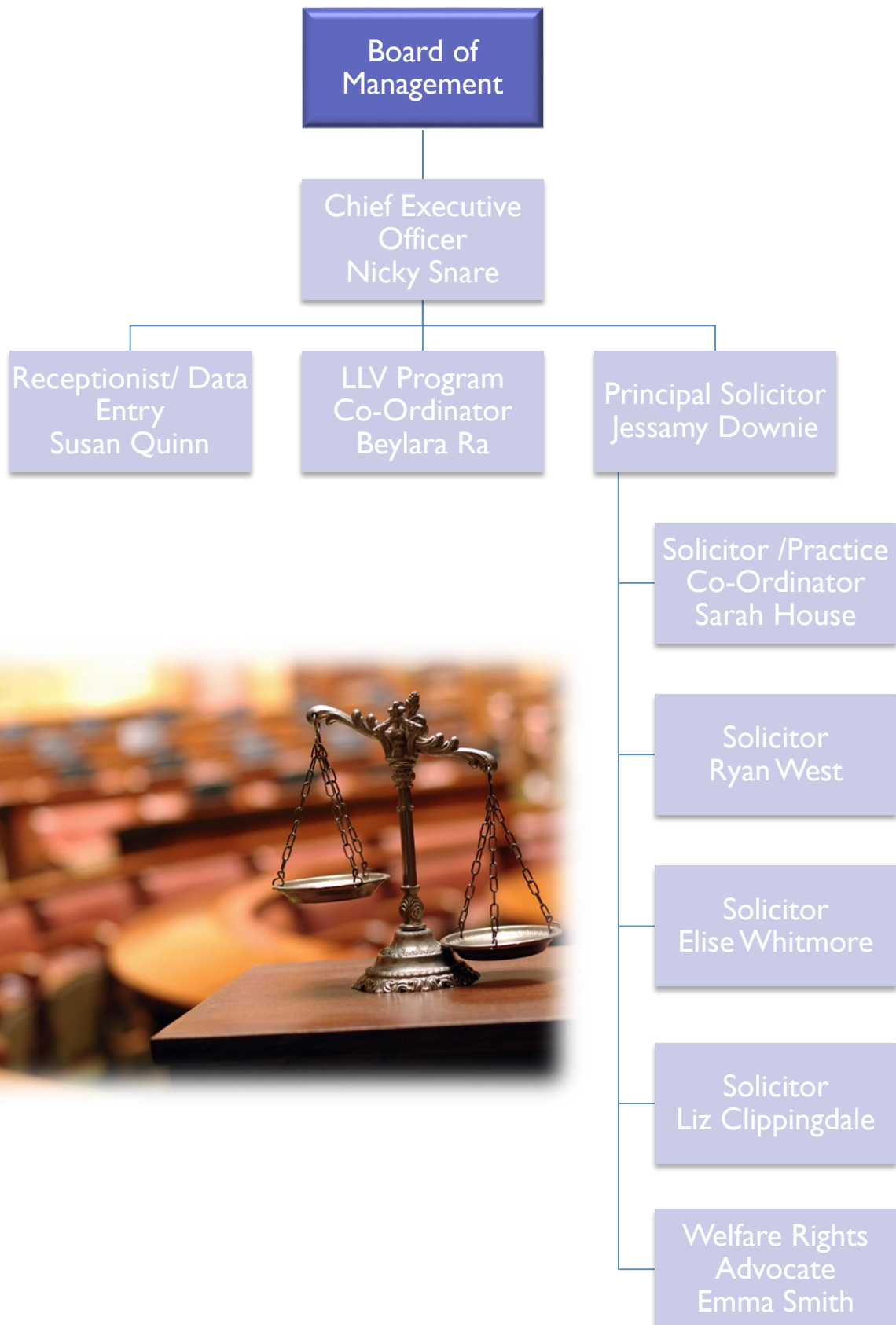
Running 5k in the Colour Run!



And of course.... The Great Barrier Reef!



ORGANISATIONAL STRUCTURE



REPORT FROM LCLC TREASURER



Peter Wierenga
Treasurer

The 2013-2014 year has proven to be another successful year for the LCLC in providing a broad range of legal assistance across our community to those who need it most.

During the year the centre has seen an increase in funding particularly in regard to the Legal Literacy Volunteer Program (LLV).

The expansion of the LLV to become a statewide service saw a \$176,000 grant received from the Solicitors' Guarantee Fund. This grant will enable this valuable program to recruit legal literacy support officers in other areas of the state not previously covered over the next 12 – 18 months. Also paid for through the grant will be initial and ongoing training for a team of volunteer advocates in each of the regions.

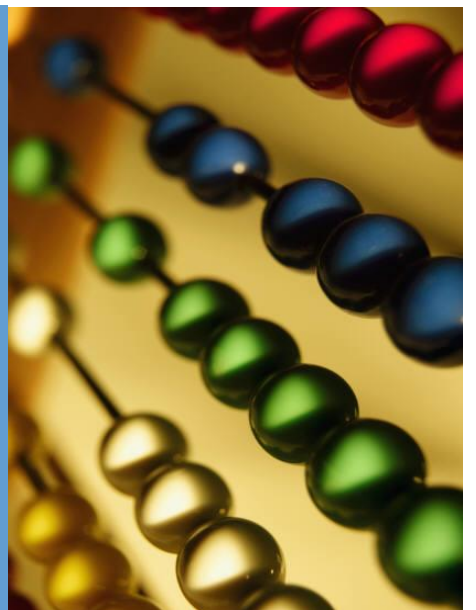
This year the centre also received a contribution from the Legal Aid Commission of Tasmania towards an integration of the LLV Program across both bodies which should enable LCLC to receive more referrals and have a greater impact.

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

I look forward to working with the Board, Nicky Snare and the centre's staff again next year in continuing the excellent service it provides to our Community.

Pete Wierenga CPA
Treasurer

LCLC FINANCIAL & AUDIT REPORTS
FOR
2013-2014



FINANCIAL REPORTS

Name of Organisation: Launceston Community Legal Centre Inc.

Financial Year Period: 01/07/ 2012 to 30 /06/ 2014.

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, to 30th 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

Full Name: Peter Wayne Bushby

Name of Company Not Applicable

ABN 62 696 195 363

Registered Auditor No 158

Signature



Date

25 /08/ 2014

Launceston Community Legal Centre Inc - Annual Report 2013 - 2014

Statement of Comprehensive Income Launceston Community Legal Centre Inc For the 12 months ended 30 June 2014

	Jun-14	Jun-13
Income		
Association memberships	170.00	160.00
Conference Subsidies	1,200.00	0.00
Donations	495.00	268.20
Interest	11,357.14	9,896.60
Legal Aid Commission	395,331.37	381,549.08
Legal Aid Commission - One off	35,425.04	0.00
Legal Literacy / DPAC	60,664.00	90,996.00
Solicitor's G'tee Fund Grants	94,510.00	83,635.90
Sundry Income	90.80	2,021.80
Tenancy Kits	170.00	60.00
Tenants' Union Advocacy Servic	14,873.30	11,471.00
Total Income	614,286.65	580,058.58
Gross Profit	614,286.65	580,058.58
Less Operating Expenses		
Admin Wages	442,379.85	235,337.33
Advertising	56.66	399.12
Affiliation Levies	3,218.20	3,765.64
AGM Costs	1,940.73	1,393.84
Annual Leave	5,510.95	21,204.57
Archive Costs	756.11	942.86
Audit Fees	725.00	772.73
Bank Fees	174.62	196.10
Business Insurance	1,760.92	1,120.95
Car Insurance	579.18	589.14
Car Repairs/Maintenance	940.53	564.78
Catering	1,870.15	861.66
Cleaning	4,967.45	1,706.82
Client Related Expenses	0.00	59.55
Communication Equip Purchase	548.20	0.00
Computer Equipment	2,621.82	0.00
Computer Support	4,404.71	4,570.01

Conference	4,438.47	8,348.99
DDA Wages	0.00	22,738.58
Depreciation	6,889.18	8,663.90
Electricity	3,948.16	2,975.87
Equipment	695.46	0.00
FLS/FRC Wages	0.00	13,943.27
Functions	0.00	305.00
General Meetings	0.00	167.08
General Travel	9,257.86	6,216.92
GLA Wages	0.00	27,923.76
Interest Mastercard	0.00	12.06
Internet	2,507.20	3,726.09
IT & Software	855.29	2,746.47
Kitchen Supplies	1,257.37	1,192.11
Leave Loading	0.00	3,816.45
Legal Fees	0.00	830.00
Marketing & Promotion	3,996.92	2,514.28
Memberships	131.82	499.09
Mgmt Committee	375.72	679.59
Mileage	217.54	0.00
Mobile	804.46	358.58
Office Equipment Lease (xerox)	4,020.00	4,053.52
OH&S Costs	0.00	1,327.61
Parking	1,387.80	1,246.89
Petrol	1,799.44	1,447.14
Pll	500.59	932.00
Postage & Freight	1,377.48	1,149.09
Practicing Certs	841.08	567.84
Printing	7,878.86	7,045.13
Registration	440.89	439.93
Rent New York St Property	19,680.00	19,200.00
Repairs & Maintenance	562.11	4,886.86
Security	553.02	133.18
Staff Recruitment	1,156.29	0.00
Stationery	2,967.64	2,708.40
Subscriptions	58.40	92.36
Superannuation (61200)	40,613.04	37,859.37
Telephone	7,363.54	8,713.07
Telephone Equipment Lease	2,186.52	2,204.74
Text	0.00	243.50
Training - General	11,464.93	2,911.98
Volunteer Program	61.82	0.00
Volunteers Insurance	175.40	434.04
WAGES - ELS	0.00	35,879.89
Wages - LLO	0.00	35,715.10
Workers Comp	3,853.37	3,299.55

WR Wages	0.00	25,118.27
Total Operating Expenses	616,772.75	578,752.65
Net Profit	(2,486.10)	1,305.93

Notes

This statement is to be read in conjunction with the Notes to the Financial Statements and the accompanying Compilation Report.

Launceston Community Legal Centre Inc - Annual Report 2013 - 2014

Statement of Financial Position Launceston Community Legal Centre Inc As at 30 June 2014

	30 Jun 2014	30 Jun 2013
Assets		
Bank		
Bendigo Working Acc- 127954501	109,952.47	80,657.10
Invest - Mature 30 Jul 2014	105,793.71	0.00
Invest - Matures 5 Aug 2014	50,408.42	109,334.58
Invest - Matures Aug 2014	100,000.00	50,523.01
Invest - Matures Sep 2014	100,000.00	0.00
Total Bank	466,154.60	240,514.69
Current Assets		
Accounts Receivable	1,258.51	1,258.51
Total Current Assets	1,258.51	1,258.51
Fixed Assets		
Motor Vehicles at Cost	20,548.99	20,548.99
Motor Vehicles Dep	(13,429.44)	(11,056.25)
Office Equipment at Cost	57,517.99	52,939.35
Office Equipment Dep	(46,464.61)	(41,948.62)
Total Fixed Assets	18,172.93	20,483.47
Total Assets	485,586.04	262,256.67
Liabilities		
Current Liabilities		
ATO Payments/Refunds	0.00	(7,276.66)
GST	8,180.28	14,050.60
Historical Balancing	0.00	98.95
MasterCard	1,095.61	779.90
PAYG Withholding Payable	5,113.48	5,577.48
Provn for Annual Leave	20,704.10	15,193.15
Provn for Long Service Leave	13,461.95	10,141.76
Rounding	(0.65)	0.18
Superannuation (21600)	4,994.56	4,420.48

Trade Creditors	0.00	1,358.68
Unexpended Grant Funds	303,943.08	87,332.42
Total Current Liabilities	357,492.41	131,676.94
Total Liabilities	357,492.41	131,676.94
Net Assets	128,093.63	130,579.73

Equity

Current Year Earnings	(2,486.10)	1,305.93
Prior Year's Surplus/Deficit (38000)	129,273.80	129,273.80
Retained Earnings	1,305.93	0.00
Total Equity	128,093.63	130,579.73

Notes

Signed

This statement is to be read in conjunction with the Notes to the Financial Statements and the accompanying Compilation Report.

LAUNCESTON COMMUNITY LEGAL CENTRE INC
STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2014

	NOTES	2014 \$	2013 \$	2012 \$
CASH FLOW FROM OPERATING ACTIVITIES				
Grants Received 2013-2014		602,004	567,652	566,473
Grants Previous Years		58,538	57,105	37,111
Operating expenses		-609,884	-570,091	-544,097
Interest Received		11,357	9,897	18,295
Other revenue		926	2,510	2,808
Net cash provided from operating activities		62,941	67,073	80,590
CASH FLOWS FROM INVESTING ACTIVITIES				
Balance of Unexpended Grants		-303,943	-87,332	-170,910
Acquisition of Office equipment		-4,579	-	-13,148
Acquisition of Motor Vehicle		0	-	-
Disposal of Motor Vehicle		0	-	-
Provisions & B/Sheet adjustments		472,000	18,879	7,549
Net cash flow from investing activities		163,478	-135,526	-176,509
Net increase/(decrease) in cash held		226,419	-68,453	-95,919
Cash at the beginning of financial period		239,735	308,188	404,107
Cash at the end of the financial year		466,154	239,735	308,188

Launceston Community Legal Centre Inc - Annual Report 2013 - 2014

Depreciation Schedule Launceston Community Legal Centre Inc 1 July 2013 to 30 June 2014

Name	Number	Type	Cost	Rate		Purchased	Disposed	1-Jul-13	Purchases	Depreciation	Disposals	Accum Dep	30-Jun-14
Motor Vehicles at Cost													
Mitsubishi Lancer Sedan	FA-0002	Motor Vehicle	20,549	25.0%	DV	1 Jun 2011		9,493	0	2,373	0	13,429	7,120
Total Motor Vehicles at Cost			20,549					9,493	0	2,373	0	13,429	7,120
Office Equipment at Cost													
Board Table	FA-0022	Furniture	400	40.0%	DV	1 Jun 2011		0	0	0	0	400	0
CISCO IP Telephones	FA-0027	Telephones	3,364	40.0%	DV	15 Nov 2013		0	3,364	840	0	840	2,523
Commander Telephone	FA-0018	Telephones	5,004	40.0%	DV	24 Mar 2010		120	0	48	0	4,932	72
Ergonomic Chair	FA-0019	Furniture	460	40.0%	DV	1 Jun 2011		0	0	0	0	460	0
Ergonomic Chair	FA-0020	Furniture	470	40.0%	DV	1 Jun 2011		0	0	0	0	470	0
Fuji Xerox Printer 3435	FA-0016	Computers	549	40.0%	DV	31 May 2012		308	0	123	0	364	185
HP Portable Printer	FA-0015	Computers	410	40.0%	DV	31 May 2012		230	0	92	0	272	138
Imac Mini G4 Laptop	FA-0017	Computers	2,020	40.0%	DV	1 Jun 2011		0	0	0	0	2,020	0
Mac Computer	FA-0004	Computers	1,523	40.0%	DV	24 Apr 2012		847	0	339	0	1,015	508
Mac Computer	FA-0011	Computers	1,145	40.0%	DV	1 Jun 2011		409	0	163	0	900	245
Mac Computer	FA-0009	Computers	2,237	40.0%	DV	1 Jun 2011		0	0	0	0	2,237	0
Mac Computer	FA-0006	Computers	1,317	40.0%	DV	1 Jun 2011		370	0	148	0	1,095	222
Mac Computer	FA-0005	Computers	1,271	40.0%	DV	24 Apr 2012		696	0	278	0	853	418
Mac Computer	FA-0008	Computers	2,272	40.0%	DV	1 Jun 2011		119	0	48	0	2,200	72
Mac Computer	FA-0003	Computers	1,254	40.0%	DV	1 Jun 2011		392	0	157	0	1,019	235

Mac Computer	FA-0007	Computers	1,727	40.0%	DV	24 Apr 2012	970	0	388	0	1,145	582
Mac Computer	FA-0010	Computers	1,272	40.0%	DV	13 Jan 2012	697	0	279	0	854	418
Mac Laptop	FA-0014	Computers	1,198	40.0%	DV	24 Apr 2012	675	0	270	0	793	405
Mac Server	FA-0013	Computers	1,278	25.0%	DV	24 Apr 2012	799	0	200	0	679	599
Office Desk	FA-0021	Furniture	524	40.0%	DV	1 Jun 2011	0	0	0	0	524	0
Samsung Fridge	FA-0023	Furniture	432	40.0%	DV	1 Jun 2011	0	0	0	0	432	0
Samsung Galaxy Smart Phone	FA-0025	Telephones	364	40.0%	DV	6 Jun 2013	354	0	141	0	151	212
Server Installation Costs	FA-0012	Computers	5,600	25.0%	DV	24 Apr 2012	4,006	0	1,002	0	2,595	3,005
Total Office Equipment at Cost			36,090				10,991	3,364	4,516	0	26,252	9,838
Total			56,639				20,483	3,364	6,889	0	39,681	16,958

Launceston Community Legal Centre Inc - Annual Report 2013 - 2014

Notes to the Financial Statements Launceston Community Legal Centre Inc For the year ended 30 June 2014

1. Statement of Significant 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.

1.(a) Property, Plant and Equipment

Property, plant and equipment are carried at cost, independent of directors' valuation. All assets, excluding freehold land and buildings, are depreciated over their useful lives to the company.

Increases in the carrying amount arising on revaluation of land and buildings are credited to a revaluation reserve in shareholders' equity. Decreases that offset previous increases of the same asset are charged against fair value reserves directly in equity; all other decreases are charged to the profit and loss. Each year the difference between depreciation based on the revalued carrying amount of the asset charged to the profit and loss and depreciation based on the asset's original cost is transferred from the revaluation reserve to retained earnings.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have not been discounted in determining recoverable amounts.

1.(b) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs.

1.(c) Provisions

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

Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

1.(d) Cash and Cash Equivalents

Cash and cash equivalents includes 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.

1.(e) Revenue and Other Income

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.

1.(f) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

2. Fixed Assets

Details below:

Motor Vehicles at Cost	7,119.55
At cost	20,548.99
Less Accumulated Depreciation	(13,429.44)
Office Equipment at Cost	11,053.38
At cost	57,517.99
Less Accumulated Depreciation	(46,464.61)
Total Fixed Assets	18,172.93

LCLC
BOARD OF MANAGEMENT 2013-2014

NAME	ADDRESS
Natalie Heiniger	Relbia, Tasmania 7258
Garry Rafferty	Trevallyn, Tasmania 7250
Peter Wierenga	Hillwood, Tasmania 7252
Evan Hughes	Blackstone, Tasmania 7250
Heather Beaumont	East Launceston, Tasmania 7250
Anita Brunacci	Prospect, Tasmania 7250
Ken Stanton	Riverside, 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 2013 / 2014 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

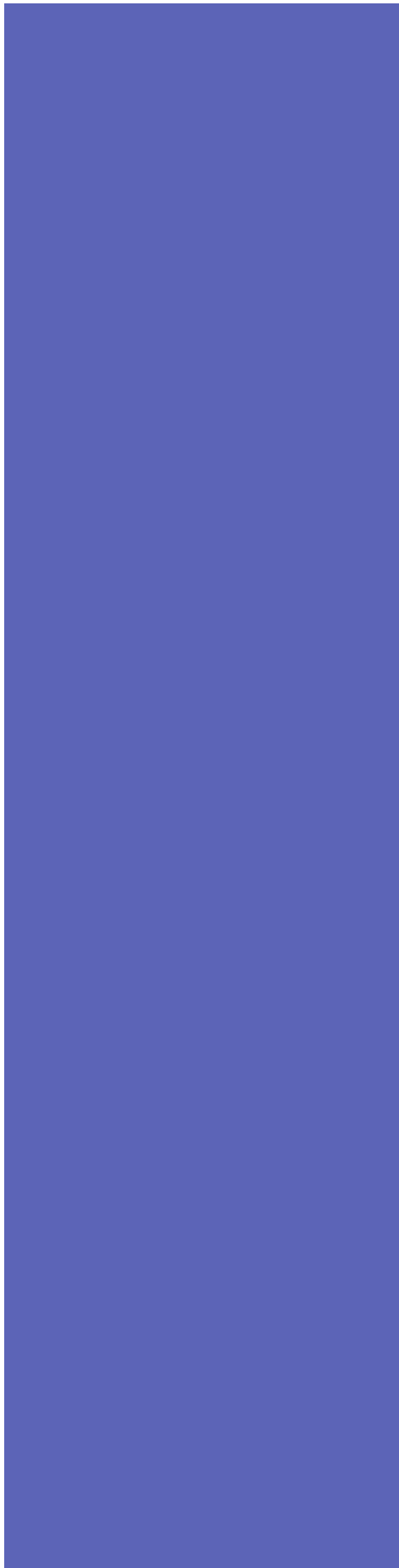
.....
Signature

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





LAUNCESTON
COMMUNITY
LEGAL
CENTRE



LAUNCESTON COMMUNITY LEGAL CENTRE INC.

ABN 33 863 262 058

LEVEL 1 SUITE 17, 97A YORK STREET

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