

Launceston Community Legal Centre Inc



ANNUAL REPORT 2015 - 2016

Level 1, 97a York Street, Launceston 7250
www.lclc.net.au



LAUNCESTON

COMMUNITY

LEGAL

CENTRE

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Report from the Chair

For posterity, I include here the main points from the address I gave in response to the Mayor of Launceston, Alderman Albert Van Zetten's welcome to our assembled guests on the occasion of the Civic Reception for our thirtieth anniversary. The reception was a marvelous opportunity to acknowledge our strong community support.

Thirty years ago, the Launceston Community Legal Centre was established by people who recognised the need for a free legal service to provide assistance to disadvantaged people across our region.

Since then, we have benefited from the

support and hard work of a wide array of people, in a range of capacities - without whom we would not have grown to become the thriving, vibrant and valued organisation we are today.

Our contributors over the years have built a service that is now a leader in the free legal service sector.

- *Our governance is robust and accountable (thank you to our present and past Board members)*
- *Our connections to community are strong and effective (thank you to our past and present volunteers)*
- *Our relationships with the legal services sector are respectful and healthy. Thank you to our referrers and supporters from legal firms, the Courts, and the Legal Aid Commission.*
- *We work to assist the most vulnerable in our community, in partnership with other services, both government and non-government. Thank you to our referrers and supporters.*
- *We provide a professional and effective legal support service - thanks to the staff, of past years, and those who work with us now. We include all our valued staff in this (it's not all about the lawyers).*

On behalf of the Board of Management, I'd like to acknowledge the ongoing and much valued support from the State Government, who have entrusted us with funds to deliver the services we can show are needed in our community, and which would not be possible without their continued confidence.

State Treasurer, The Hon. Peter Gutwein MHR, and Mr. Simon Overland, Justice Department Secretary, are with us tonight, and I must say we look forward to continuing to enjoy your Government's confidence and support.

We were gratified by a recent letter from the Tasmanian Government Attorney-General Vanessa Goodwin to our CEO, Nicky Snare, which says in part 'The work of the LCLC is highly valued by the Tasmanian Government and I look forward to continuing to work with you and your colleagues over the coming years'.

We also received warm best wishes from Ms. Robin Banks, Anti-Discrimination Commissioner (Tasmania).

We acknowledge the funding support of the Federal Attorney General's Department, and remain optimistic regarding our capacity to meet anticipated funding challenges, for which we are already planning, to lessen the impact on our service and the community we serve. We look to our community supporters (mostly the elected ones) to continue to advocate for our service as we face significant cuts in funding to the free legal services sector, ironically at a time of higher need than ever before.

The final thankyou and indicator of our community's support relates to Dr. Graham Hill, Director of the Legal Aid Commission of Tasmania letting me know that, in his opinion, our CEO Nicky Snare, is 'a really good operator' and 'we're really lucky to have her'. We agree with Graeme. Nicky has done a fabulous job in the last five years of developing the Centre through her supportive leadership, into a modern and forward thinking, highly accountable, strategic organisation that we can all most assuredly be very proud of. Dr. Hill is represented here tonight by Acting Director Ms. Christine Arnott.

We are brimming with ideas for innovative ways of maximising the community's access to legal assistance, reducing demand on other parts of the legal services sector, and increasing our efficiency and effectiveness through our strong relationships, volunteer support and our magnificent staff.

Commemorative LCLC umbrellas were available for our guests to take as a memento of the event. Attendees were exhorted to remember - *your umbrella is a useful and smart thing that is well built, cost effective, low maintenance, much needed in particular circumstances, and you kick yourself when you lose it. Keep it safe!*

In this year of reflection and celebration - I commend this Annual Report to you, and thank you for your attendance at the Annual General Meeting.

Natalie Heiniger
LCLC Chairperson



Overview of Services

Launceston Community Legal Centre (LCLC) provides free legal advice to the most vulnerable people in the community. We are what is known as a “Generalist” Community Legal Centre and so assist the community across a range of matters. The implementation of the National Partnership Agreement (NPA) by the Federal Government provides strict guidelines as to certain “priority clients” and so its frontline service is steered towards those on a low income or those who are disadvantaged in some way.



Although the NPA does not now require specific legal programs in frontline service provision, LCLC has maintained its specialist staff in order to continue to assist the local community.

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 merit based representation in matters relating to Centrelink. Residents of the North of Tasmania may be represented at the Administrative Appeals Tribunal.

The *Disability Discrimination Service* provides a statewide service. The program also provides assistance through the Federal jurisdiction at the Australian Human Rights Commission.

The *Employment Service* is a dedicated service that provides assistance, advice and representation in a wide range of employment law areas, including:

- Unfair Dismissal
- Adverse Action (General Protections);
- Disputes in relation to pay entitlements and superannuation;
- Disputes in relation to workplace rights and entitlements and;
- Bullying, harassment and discrimination in the workplace.

The *Family Service* 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 *Legal Literacy Volunteer Program (LLV)* continues to play an important part in allowing LCLC to assist many Tasmanians. The program is funded by the Solicitors’

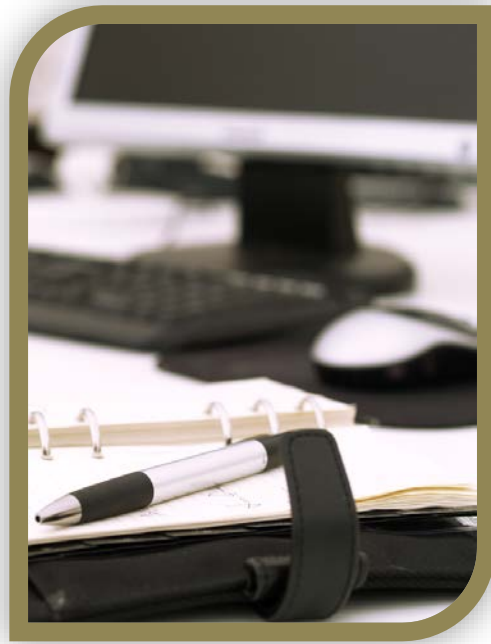
Guarantee Fund in Tasmania and aims to improve document literacy and problem solving in communities and provide trained volunteers who work through clients' issues before they escalate. The program arms lay volunteers with basic knowledge about the law and legal system, and the proper role of a legal intermediary or advocate in the community.

The *After Hours Drop In Clinic*, staffed by volunteer private practice solicitors, is open every Wednesday evening from 5:30pm to 7:00pm. Since its inception these solicitors have assisted many people who are unable to attend during normal working hours. This service is NOT means or asset tested. We are mindful of the time and commitment provided by our volunteer solicitors and take this opportunity to thank them for their continued support.



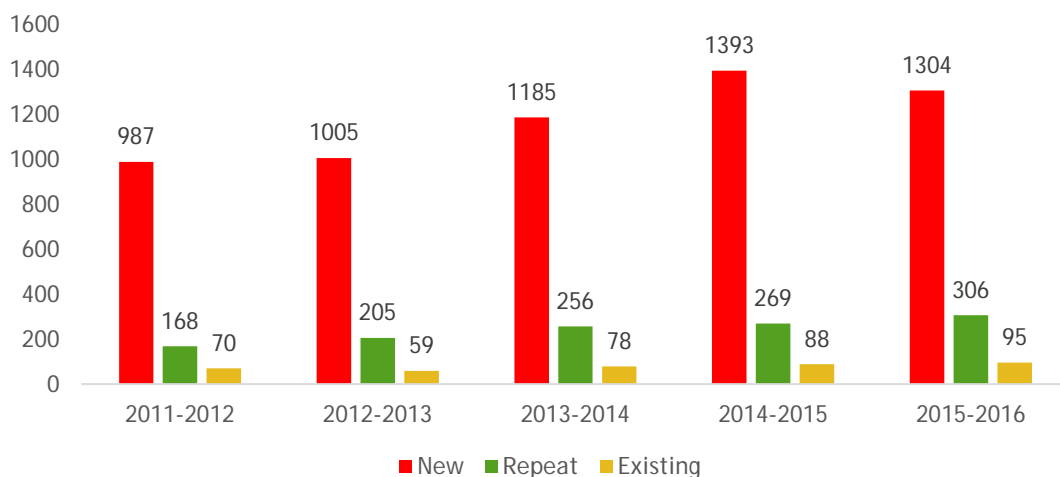
LCLC Analysis of service provision 2015 - 2016

Within this reporting period some changes to service provision occurred; the first being parental leave for both a full-time generalist solicitor and LCLC's Principal Solicitor, the other was the implementation of a new short-term Family Violence Outreach (FVO) service, which is part of the Tasmanian Family Violence Action Plan. LCLC was unable to recruit a part-time family law solicitor for FVO as the contract was for a six-month period only. Therefore, LCLC family law solicitor took on this service and spent a great deal of time doing additional outreach work establishing FVO on the East Coast, increasing visits to our current outreach venues and establishing new venues including Launceston Women's Shelter (Magnolia Place) and George Town Hub. This resulted in a change to the core service provided by LCLC and an increase in costs due to travel etc. We saw fewer clients over the reporting period (due to having one solicitor less) than the previous year.

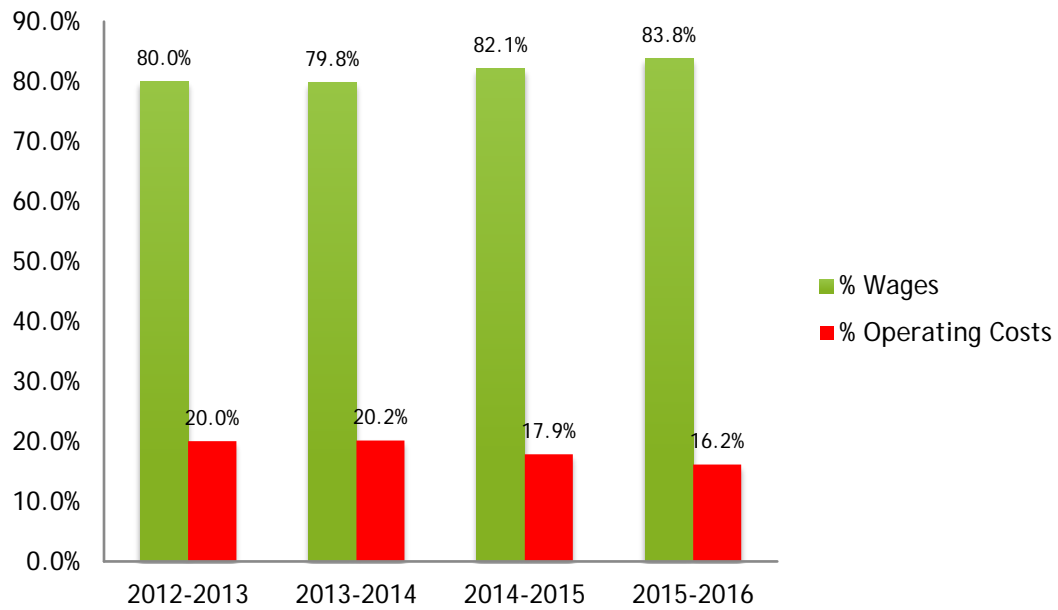


The following graphs indicate client numbers assisted, cost per client, proportion of wage costs to operating costs and the type of matters dealt with.

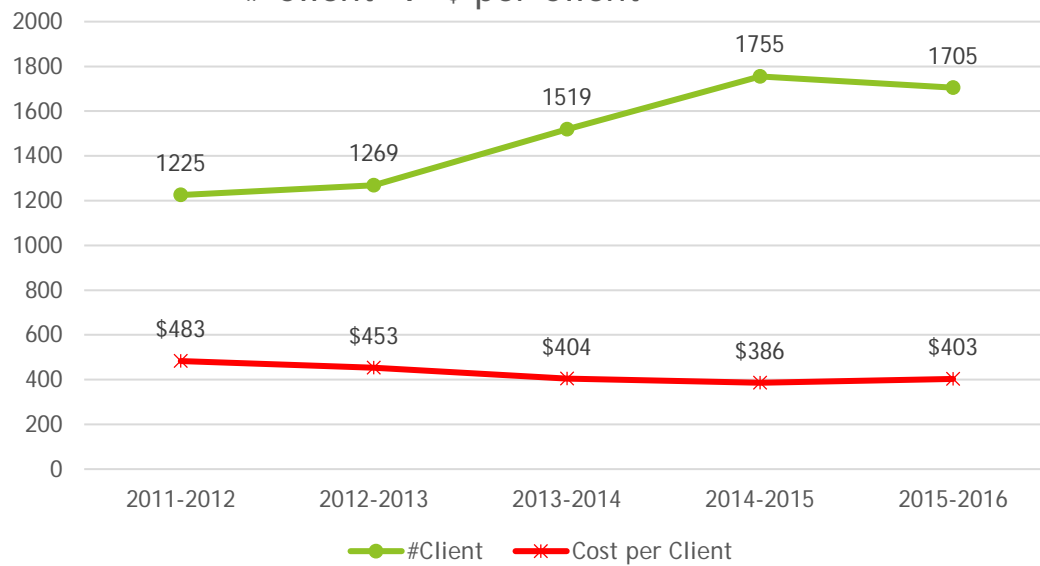
Clients - New/Repeat/Existing



% Wage & % Operating Costs

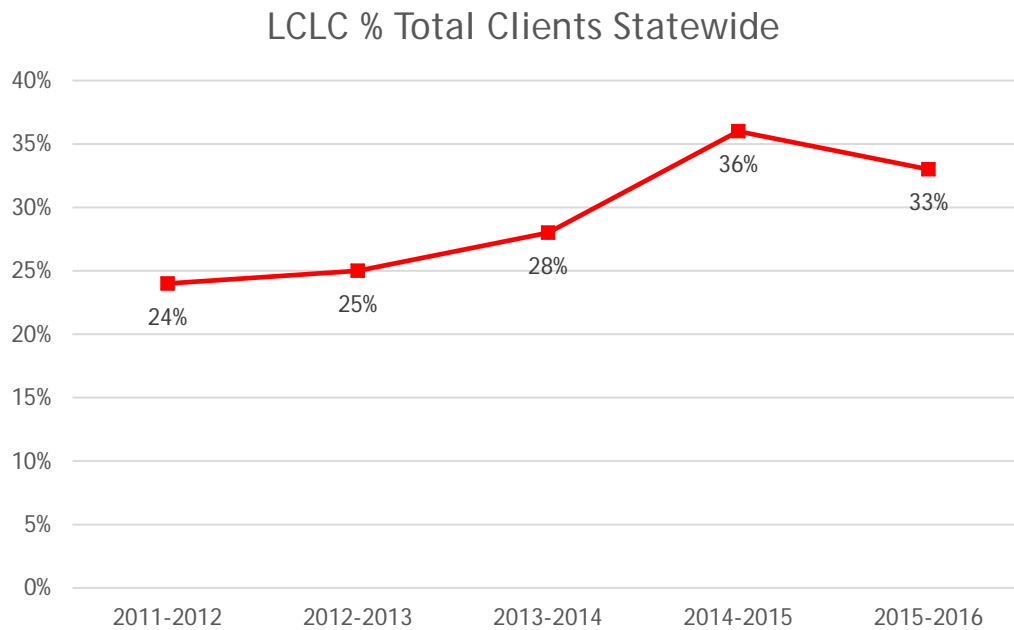
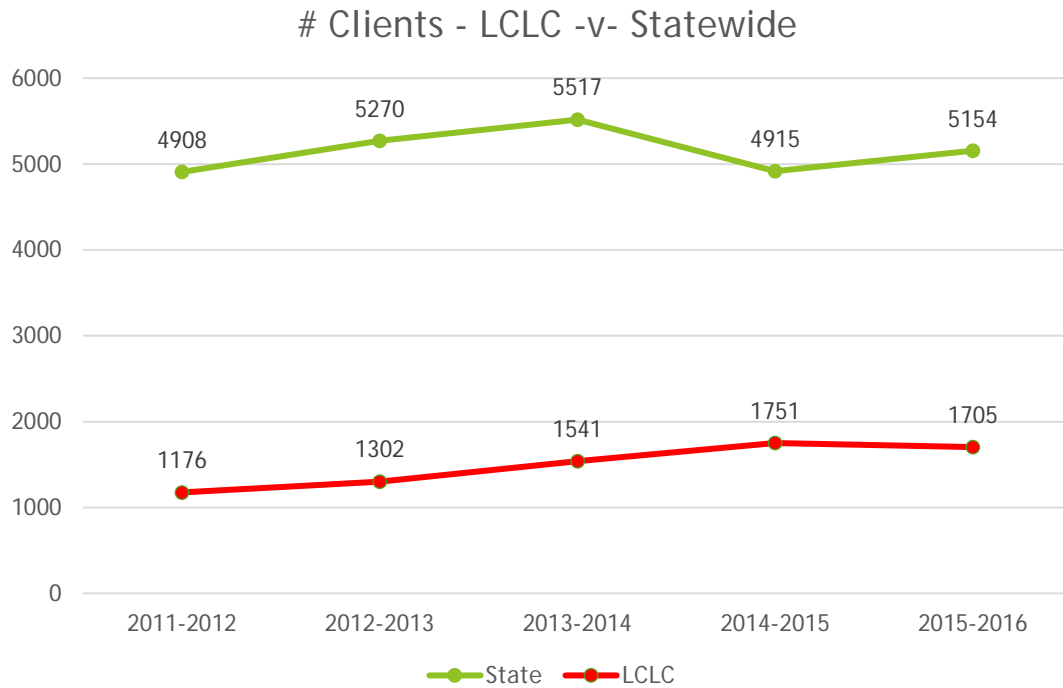


Client -v- \$ per Client



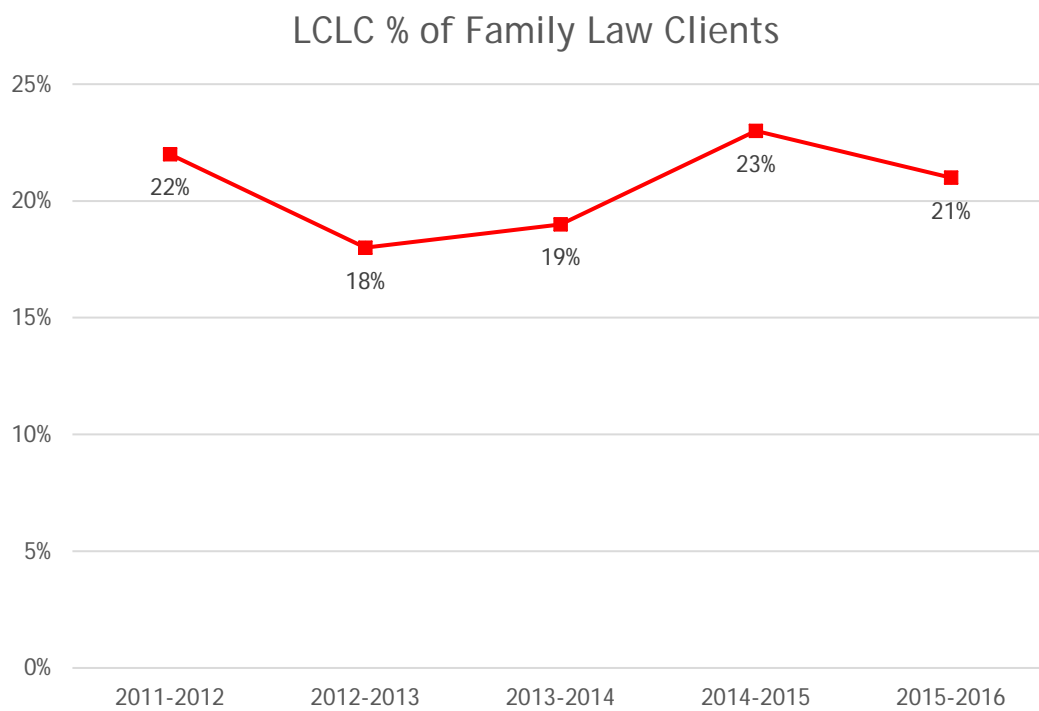
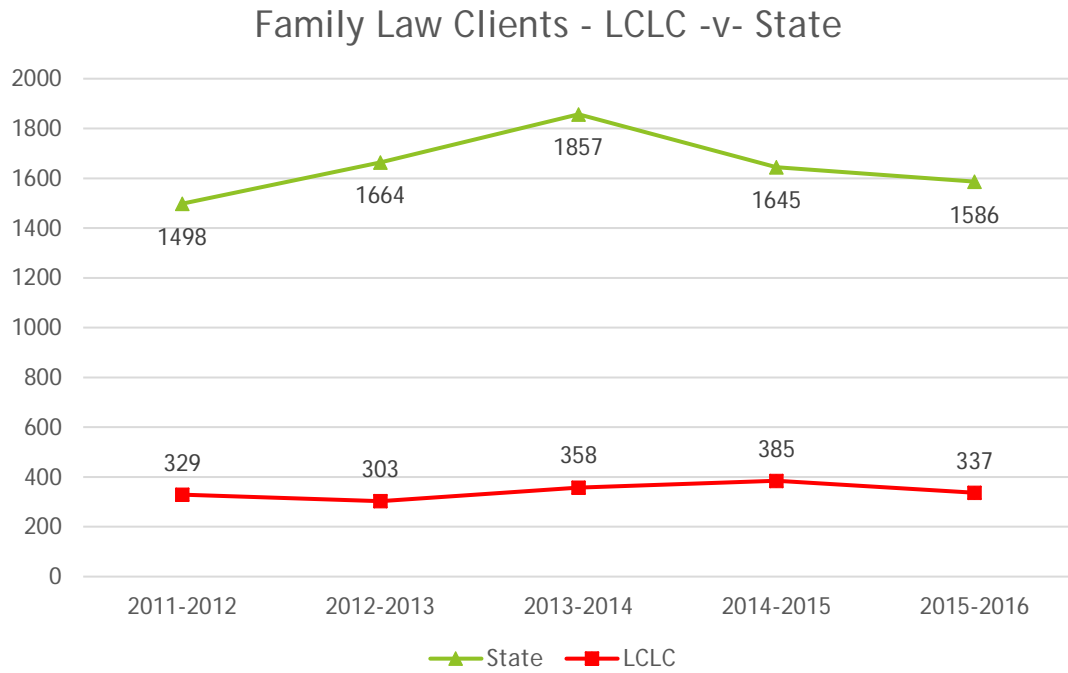
*NB - All figures are from LCLC CLSIS database & Xero Accounting Package @ 27 July 2016

LCLC Statistics 2015 - 2016 at State Level



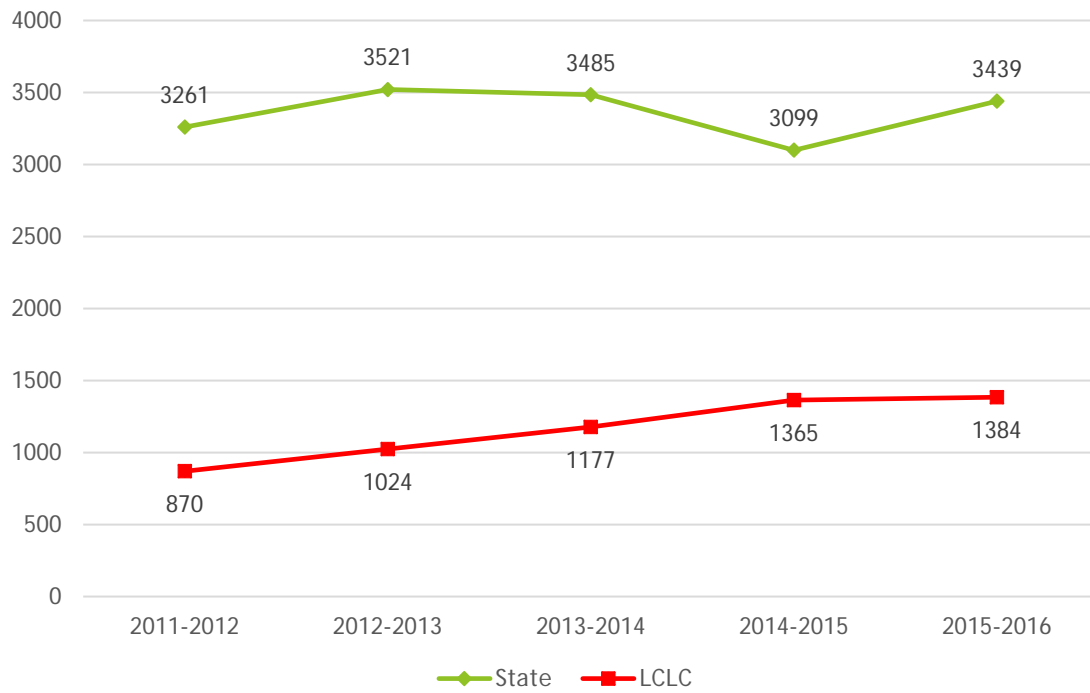
*NB - All figures are from the Federal Attorney General's Department CLSIS database @ 27 July 2016

LCLC Statistics 2015 - 2016 at State Level by Law Type

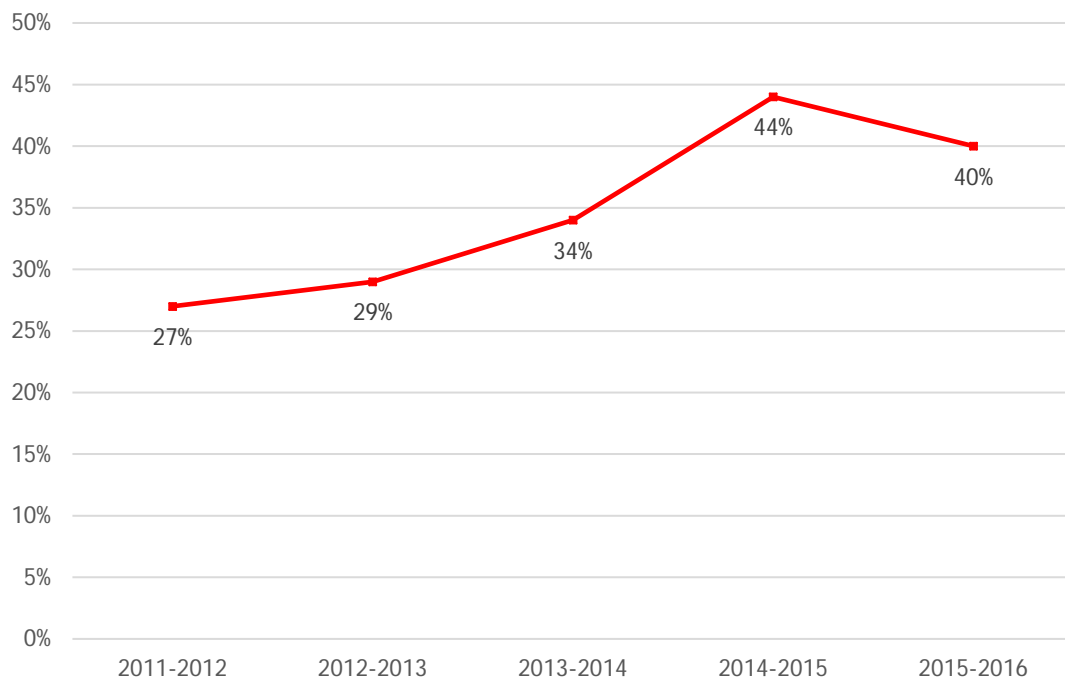


*NB - All figures are from the Federal Attorney General's Department CLSIS database @ 27 July 2016

Civil Law Clients - LCLC -v- State

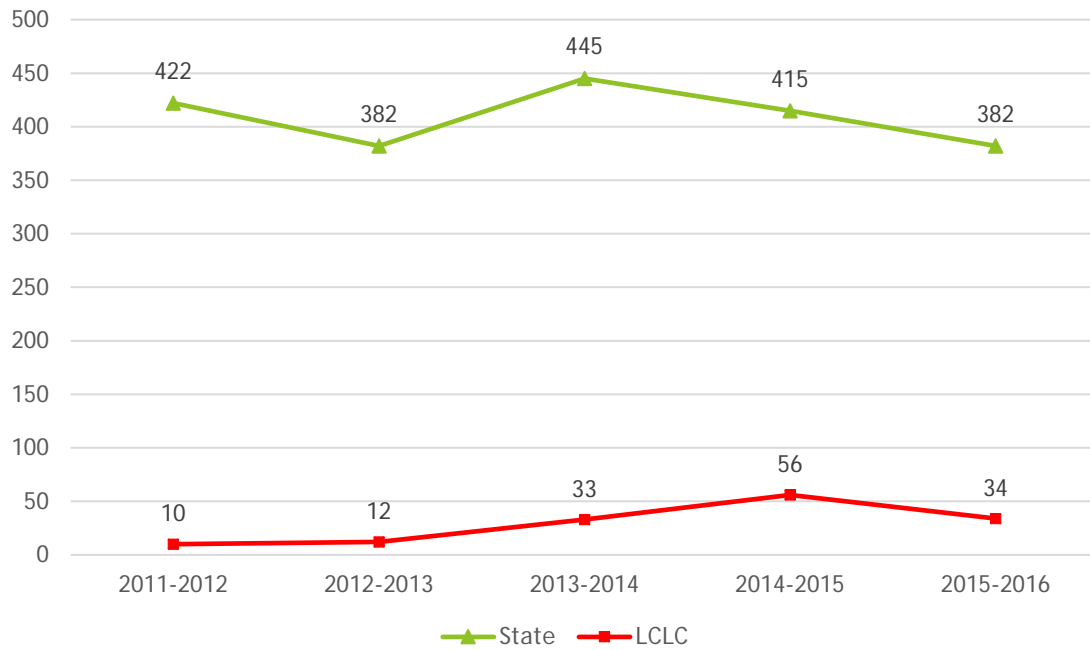


LCLC % Civil Law Clients in State

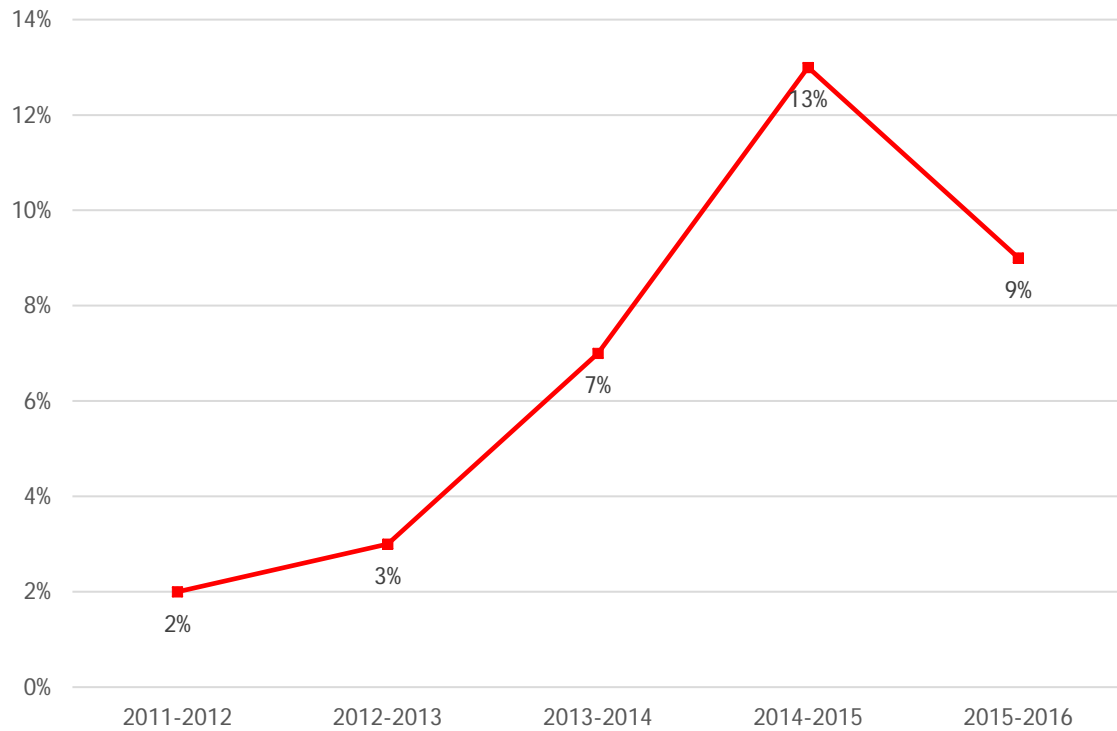


*NB - All figures are from the Federal Attorney General's Department CLSIS database @ 27 July 2016

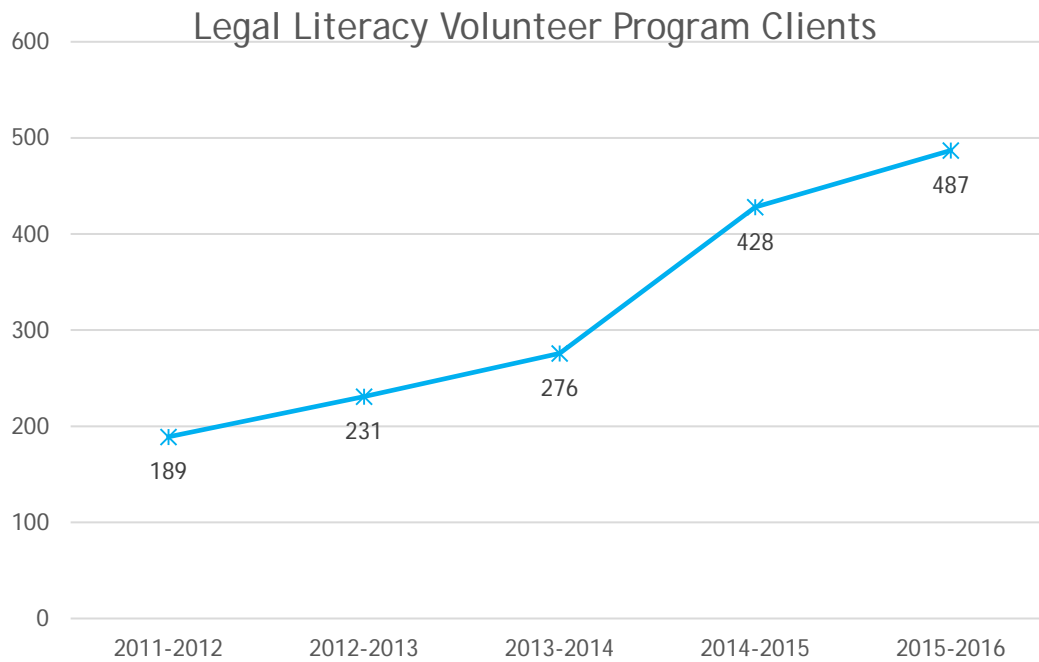
Criminal Law Clients - LCLC -v- State



LCLC % Criminal Law Clients in State



*NB - All figures are from the Federal Attorney General's Department CLSIS database @ 27 July 2016



LCLC Summary of Service - CLSIS database

	Total	Avg. per week
Clients	1705	35.5
No Show appointments	105	2.2
Total Advice Activities	2463	51.31
Total Cases	192	4.00
Community Legal Education - Delivered	26	0.54
Information Activities on other non-legal community services	1114	23.2
Approximate Volunteer Hours – Private Practitioners	135	3
Approximate Hours worked by Legal Literacy Volunteers	7296	174

**NB - All figures are from the Federal Attorney General's Department CLSIS database @ 27 July 2016*

Report from the CEO

As always I would like to thank the LCLC Board of Management who provide their continued wisdom, time and commitment to LCLC, and once more my particular thanks go to Natalie Heiniger, our Chairperson, for providing me with the support and guidance on an enormous range of issues and to Peter Wierenga our Treasurer, who yet again displays such amazing patience, common sense and humour during our financial discussions.



I can consider myself extremely lucky to work with a team of Board members who are as passionate as I am to work within such a vital community legal service. So thank you all for being a part of a sometimes difficult but overall successful 2015-2016.

From my perspective, it has been a year of meetings and planning. A requirement of the National Partnership Agreement into Legal Assistance Funding has meant regular meetings with Tasmanian legal assistance providers being; other CLCs, the Tasmanian Aboriginal Community Legal Service, the Legal Aid Commission of Tasmania (LACT) and the State Department of Justice. The Tasmanian Legal Assistance Service Providers (TasLASP) meetings, although time consuming, are providing a valuable forum for information sharing as both the local need and the current provision of legal services are analyzed. The goal is to ensure more appropriate, better focused and cost effective free legal assistance is provided to the most vulnerable people in Tasmania. It has certainly established closer ties and collaboration between all Tasmanian legal service providers. In addition to the TasLASP meetings, I continue to serve on the TasCOSS Northern Council and maintain close ties with many community organisations. Throughout 2015-2016 and in no particular order I met (often on more than one occasion) with:

- Shadow Attorney General - Mr. Mark Dreyfuss;
- State Attorney General - Dr. Vanessa Goodwin;
- State Health Minister - Mr. Michael Ferguson;
- Former Federal Member for Bass - Mr. Andrew Nikolic;
- Federal Member for Bass - Mr. Ross Hart;
- State Member for Bass and State Treasurer - Mr. Peter Gutwein and;
- Representatives from the Office of the Federal Attorney General.

In addition to these formal meetings, I generally outlined the current situation within the free legal assistance sector to anyone who would listen! So as you can see, 2015-2016 has been the year of lobbying both State and Federal politicians and keeping

CLCs in the spotlight. With the first year of the National Partnership Agreement (NPA) and the future cuts to funding, it has been the most crucial aspect of my role as CEO. We have been successful in gaining the support of the State Government, who has agreed to continue to top up funding levels for 2016-2017. A joint budgetary submission from both Hobart Community Legal Service (HCLS) and LCLC was

submitted in late November 2015 to the Department of Justice outlining our current services and the impact to the most vulnerable of Tasmanians if both LCLC and HCLS funding was reduced (as per the NPA). The good news is that the State Government continues to recognise the work we do, and the need for our services.



I would personally like to thank the Treasurer, Peter Gutwein for his continued support. I think it is getting to the stage, that he "groans" when he sees me. But he is a supporter of CLCs and is a great ally and friend to LCLC.

In addition to the State budgetary submission, LCLC also made a formal request to the then Federal Member for Bass, Andrew Nikolic, to lobby Federal Attorney General George Brandis for an increase in CLC funding on behalf of the people of Bass. This was not successful but we remain hopeful that funding will be maintained despite the anticipated

funding "cliff" of 2017-2018 which has an almost \$500,000 reduction of funds from the Federal Government for CLCs across Tasmania.

From left: CEO Magnolia Place - Jenny, LCLC Solicitor - Elise, LCLC CEO - Nicky & the Mayor & Mayoress of Launceston. Mr & Mrs Van Zetten.

It seems as if working with the constant threat of the cessation or the reduction of LCLC funding has become "the norm", which does not make it

easy for the team. But we are ever the optimists at LCLC and so I am certain that together we will continue to make LCLC a pro-active, vibrant and forward thinking organisation within Tasmania. Once again I look forward to continuing to work alongside both the Board of Management and my team in order to achieve our own individual goals and the goals of LCLC.

Finally, even with all the uncertainty, we managed many celebrations including the arrival of two babies and our very own celebration as LCLC turned "30" in 2016. A Civic Reception was held in our honour, and we also took the opportunity of including a surprise "20 Years Service" for Welfare Rights Advocate, Emma Smith. A great night and photos of the big event are included later in this report. So on that happy note, I would like to thank again my amazing LCLC team - Jess, Sarah, Ryan, Emma, Liz, Elise, Moya, Beylara and Kris - Thank you!

Nicky Snare

Chief Executive Officer

Report from the Principal Solicitor

As I reflect on my sixth year at the LCLC, I am so proud to see a firm that is proactive in responding to need in our community. Despite cuts to what comes in, we continue to ensure value and efficiency in what goes out. This results in

extraordinary figures of reach and client satisfaction. Early intervention has become the catch cry of the moment in the greater community legal sector, but it has always been our focus. As we work towards increased communication and collaboration across the sector, it is refreshing to see a renewed commitment to principles that form our core. We have not remained static in the face of funding uncertainty, we have adjusted and reconfigured, putting our minds to new ways to support our communities. We may not always be successful in new grant applications, but we are creative and persistent.

We have such an impressive team - each one of you brings unique skills, passion and enthusiasm to a talented table. I could never have predicted that, writing this report, I would be on the *other* side of six months maternity leave with a bouncing, (welcome) surprise fourth addition to my family. But there you are, no matter how much you plan and predict, life can be full of surprises. Thank you to the team for supporting me so beautifully, Nicky for being endlessly flexible and Liz for stepping into the interim Principal role so effortlessly!!

Is this the beginning of a baby boom at the LCLC?

Thanks everyone.

Jess Downie

Principal Solicitor



Hours of Operation

8:30am to 4:30pm

Monday to Thursday

and

8:30am to 1:30pm Friday



Staff are available during these hours by appointment only.

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

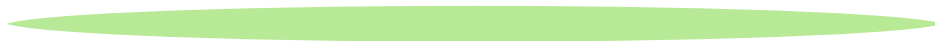
AFTER HOURS DROP IN CLINIC

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, Deloraine, George Town, Campbell Town, Beaconsfield and Scottsdale by appointment only.

Community Legal Education programs are provided across the State as required



Report on the General Legal Services & LCLC After Hours Clinic

The 2015-2016 financial year has been an exciting one for the General Legal Service (GLS) and Clinic at LCLC. It also marks 6 years that I have been working at LCLC.

The GLS provides free, one-off 45 minute appointments to members of the Northern Tasmanian community. Further work for GLS clients *can* be undertaken, after a merits and needs based assessment. Wills, estates, residential tenancies and powers of attorney have been the most common matters presenting for the GLS this financial year.

The LCLC operates a weekly, free drop-in Clinic every Wednesday. The Clinic is staffed by volunteer solicitors and students. For the first time since the Clinic's inception we have an excess of solicitor volunteers, eager to give up their time to help their community. Attendance at the Clinic has been significant and steady, as the Clinic now appears to be seen as a staple legal service in Launceston.

LCLC continues to grow in the level of assistance it provides, and the quality of its reputation in the community. It is a privilege to be part of such an important community service, which is utilised and appreciated by so many. My only hope is that the LCLC continues to shine despite uncertain funding into the future.

Sarah House
Solicitor/Practice Coordinator



Report on the Family Law Legal Service

The end of the 2015-16 financial year marked the start of my fifth year at the LCLC. And it has been a busy year!

Over the past 12 months I have assisted 393 clients. Most of these have been family law clients (58%), which has continued to be my main area of practice at the LCLC. However, I have also provided advice in several other areas including general civil law (34%), tenancy disputes (7%), and criminal matters (1%).

In January the LCLC commenced additional outreach services with the specific intention of assisting victims of family violence. I began travelling to St. Helens on a fortnightly basis, as well as increasing services to our other outreach locations. I started attending the Magnolia Place Women's Shelter on a fortnightly basis to provide legal advice directly to women in crisis. In order to increase community awareness of the new services, and issues surrounding family violence, we visited with local Police stations, doctor's offices, local councils, and community houses. We also advertised the services in local papers and radio stations.

In addition to taking on the role of the LCLC's new outreach lawyer, I have continued to provide community legal education sessions, attend conferences on both state and national issues, and participate in Tasmanian Women Lawyers events and meetings.

I know there will be challenges arising in the future, but the LCLC is made up of an excellent and dedicated team, and I look forward to seeing how we meet those challenges in the year to come.

Elise Whitmore
Solicitor

Report on the Disability Discrimination Legal Service

The 2015-2016 financial year has just flown by. It has been a busy yet very enjoyable last twelve months. In the last year I have provided legal advice and representation in a variety of areas, including:

- Disability Discrimination;
- General Civil Matters;
- Employment Law; and
- Residential Tenancy;



In total I have provided advice to approximately 350 new clients over the course of the financial year. I have also provided ongoing assistance for a number of those clients, including representation in a number of forums including the Anti Discrimination Tribunal, the Fair Work Commission, Australian Human Rights Commission and the Magistrates Court. The majority of represented matters in 2015-2016 were resolved through conciliation and mediation. The assistance that our service provides has given our clients the confidence to stand up for their rights and help them in achieving beneficial outcomes in a timely manner and without undue stress.

In addition to providing individual case work, I also occasionally delivered community legal education to a number of volunteers and members of the public. The CLE program is beneficial in educating the community about common legal issues but also spreading the word about the services the Community Legal Centre provides.

I also had the pleasure of attending the NACLC conference in Melbourne in August last year. The conference was very beneficial, not only for the inspiring and informative speakers. Overall it has been a fantastic year and I look forward to 2016-2017.

Ryan West
Solicitor

Report on the Employment Law Legal Service

It has been a busy year! I have seen 185 new clients over the 2015/2016 financial year, with 165 of these appointments through the ELS program. From these initial appointments, I have opened 16 case files in order to assist clients further. These case files have included drafting and filing applications for unfair dismissal or general protections with the Fair Work Commission, attending Conciliation Conferences, assistance with debt recovery, etc. The majority of these matters were resolved via the Conciliation process, which provides for resolution in a timely manner without the anxiety and stress often associated with attending court. I continue to receive referrals from other providers and the numbers of referrals continue to increase. It is gratifying that the work undertaken by the ELS is valued by other organisations.



I attended the NACLC Conference in Melbourne last year. This was an opportunity to re-energise and liaise with other ELS Solicitors from interstate CLCs. The legal updates provided at the Conference, the discussion of employment matters, the renewing and making of contacts, and the uplifting feeling of being part of a nationwide organisation that strives for positive legal outcomes for people in need, made for a very enjoyable and worthwhile conference even with the ever present funding uncertainties.

Acting Principal Solicitor

Whilst Jess Downie was on maternity leave, I was the Acting Principal Solicitor for 6 months. This was a great experience for me and my thanks to the Team for their patience and understanding as I discussed their matters with them in order to understand the issues more clearly and oversee the legal work; while juggling both the roles of Acting Principal Solicitor and Employment Lawyer in a part-time position!

It has been a busy and rewarding year and I look forward to 2016-2017!

Elizabeth Clippingdale
Solicitor

Report on the Welfare Rights Advocacy Service



I wish to acknowledge the incredible support, time and expertise provided by the volunteer Board of Management (BOM) to LCLC. A very special thank you must also go to our fantastic CEO, Nicky Snare, for all the amazing work she has done at the Centre. A significant acknowledgement must also go to all Staff members, who have time and time again proven themselves to be genuine professionals and totally dedicated to their respective positions and clients.

During the course of the last financial year I have worked on a total of 104 client matters. Many client issues were resolved at the initial stages of appeal with the Authorised Review Officer, with limited numbers furthering their appeal via the Administrative Appeals Tribunal.

The WRAS client trends have continued to remain fairly stable over the past year, with the overwhelming majority accessing the service to seek advice and information in relation to Disability Support Pensions application rejections or cancellations upon review (41%). Other frequent areas of enquiry have included Compensation Preclusion Periods/Income Maintenance Periods (9%), overpayments/debt recovery (28%), Youth Allowance for Unreasonable to Live at Home (8%), NewStart Allowance participation breaches and/or accessing Program of Support organisations (8%).

One surprising trend to emerge this year was the *lack* of client contact enquiries (1) about the new requirements for compliance with the *Australian Childhood Immunisation Register* for children and young people under 20years old. The National Welfare Rights Network (NWRN) reported similarly low numbers around the nation, in direct contrast to the expected levels of enquiry. It was theorized that this was due to the already high numbers of immunisation compliance, and the new rulings including a viable 'catch-up' schedule.

I have also conducted 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" and "Appealing Centrelink Debts". These services are provided free of charge to community groups, community health centres, and neighbourhood houses.

With good luck and best wishes to you all for 2016/17.

Emma Smith
Welfare Rights Advocate



Report on the Legal Literacy Volunteer Program

After a slow start due to funding uncertainty the Legal Literacy Program was generously funded for twelve months by the Tasmanian Solicitors Guarantee Fund. We thank them for giving us the opportunity to help so many disadvantaged Tasmanians.

A highlight of the year was the addition of Kris Todman to our staff as Legal

Literacy Support. Kris took over the tasks of organising and supporting volunteers while I was on leave for 6 weeks, and together with Moya, did a splendid job. We continued to work in the community sphere to promote awareness of all of LCLC services, including Legal Literacy, by attendance at community and Interagency meetings.

Volunteers saw 487 clients for the financial year to 30 June 2016.

All of the Volunteers contribute to the program all the time but I need to mention some significant milestones that occurred in the 2015/16 year for some of our longer serving volunteers. Kristy Fawdry from George Town and Graham Bailey based at Centrelink Boland St both reached 50 clients seen while Deb Fisher who is also based at Centrelink reached 100 clients helped. These achievements were recognised with presentation of individual engraved mementos. We look forward to presenting more of these rewards as other volunteers reach these milestones.



Training resumed from the start of the 2016 calendar year in Scottsdale in February with a shift of venue from the Dorset Neighbourhood House to the Scottsdale LINC building and recruitment of 8 exceptional new volunteers. Two of our longest serving volunteers also undertook the three-and-a-half-day training with the new recruits helping to both consolidate their own knowledge and to grow a really excellent local team. We followed this with training for new volunteers at St Helens.

The team at LCLC are fantastic to work with to a person, giving of their knowledge and experience whenever required as well as taking the time to support each other personally when needed. It is to be hoped that funding for Legal Literacy is ongoing and we will continue to grow the program for as long as we are here.

Beylara Ra

Legal Literacy Program Coordinator

Report on Document Control/Reception

I joined the LCLC team towards the beginning of 2015 as a volunteer. It wasn't long before I accepted a short, casual contracted position, to work within the Legal Literacy Volunteer Program (LLV). During the initial months I attended "LLV Basic Training", being delivered to existing and potential volunteers. I helped at AGFEST to market the services and programs LCLC offers. These opportunities were invaluable for me, as I was able to get a general overview of the LLV, as well as the different types of service LCLC provides.



Funding for my employment finished in August 2015, but at the end of September, I was invited back, as a further grant of Solicitor Guarantee Funding had been gained by LCLC. Upon my return, my role altered somewhat, but primarily was LLV administration. However, being flexible in my role I was able to assist with reception as required and other data entry work, contributing to the day-to-day office operation. This role has enabled me to more broadly interact with clients, stakeholders, volunteers and staff, effectively.

On a daily basis I am faced with often challenging scenarios on the front-line. This has enabled me to learn more about myself and how I am to meet these challenges, which is by the way, head-on. There is no passing the buck in this role, I am totally responsible for the work I do, but am able to rely on the backing & support of a great team, when needed.

I look forward to the next 12 months (funding dependent), and hope that I can continue providing support to the Legal Literacy Volunteer Program, and play a role in the administrative support of the Centre.

Moya House

Legal Literacy Administration/Data Entry

Case Studies

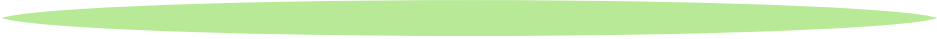
C#1 had been a part-time employee for approximately 10 years.

C has mental health issues and had successfully found a work/life balance that suited her. C's employer suddenly reduced her working hours and announced it was increasing the work hours of another employee. There had not been any complaint about C's work performance by the employer.

The employer then began pressuring C via many telephone calls to sign a new contract and C's mental health began to suffer as a result of the stress C felt in attempting to deal with the issue on her own.

LCLC assisted C to write a letter to her employer declining the reduction in her permanent hours and requesting all future discussions about C's employment be in writing.

C's hours were successfully reinstated and her employer stopped contacting her via telephone.



C#2 came to LCLC to seek advice on workplace bullying.

C had been subjected to workplace bullying over a period of approximately 3 years. The workplace bullying included discussion of her family at meetings; name calling including discriminatory references; unfair treatment at work compared to C's colleagues; support staff not attending to C's requests and not passing on messages in the correct manner; ignoring C's complaint made to her Manager; ignoring C at work (freezing C out); and many other incidents which could be considered minor until looked at as a whole.

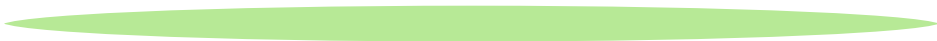
C had attempted to resolve the matter at work with her Manager to no avail and sought LCLC's advice. C loved her job and wanted to be able to attend a workplace that respected its colleagues and allowed them to complete their workload.

LCLC provided C#2 advice as to workplace bullying options including contacting Worksafe Tasmania and discussed the new powers of the Fair Work Commission (FWC) to hear a bullying claim.

C subsequently made a bullying complaint to FWC and self-represented.

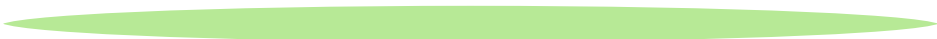
It was reported through the press FWC found C had been bullied at work and ordered the employer and C attend a conference to discuss what sort of anti-bullying order/s should be made.

Without the initial advice from LCLC, C would not have known what positive steps C could take to improve the workplace environment that would enable C to return to work without experiencing workplace bullying.



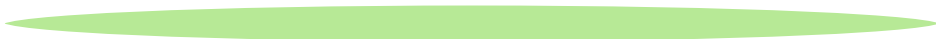
C#3 was referred to the Legal Literacy Volunteers by the Legal Aid Commission and Tasmania Police. She was a slight woman with multiple health issues and had been experiencing family violence at the hands of a relative in her jointly owned home. As the co-owner of the home had given permission for the relative to remain in the house the Police were unable to assist the client despite genuine concerns for her safety. The Legal Literacy Volunteer gathered C's story and decided that the situation was such that referral to an LCLC solicitor was required before proceeding. As a result, C saw a solicitor that day and was referred to "Safe at Home" for support.

Safe at Home staff determined that C should continue her application for a Restraint Order and referred her back to the LLV to help her get the chronology in order and type up the application.



C#4 approached LCLC for assistance following the imposition of a mandatory six-month suspension of her driver's licence as a result of a drink driving charge.

An older woman with mobility issues and poor access to public transport, she relied on her licence for everything. She also had caring responsibilities for her 90 plus year old father in Hobart who still lives independently and was cared for fortnight about by C and her sister (who lives in Hobart). Without a driver's licence C would have been unable to continue this role and that could have resulted in her father having to go into care. Given the facts described to the Magistrate in this case C had been advised by the Magistrate as he sentenced her to apply for a Restricted Driver's Licence. C was first referred to the LCLC solicitor for advice on the requirements for the restricted Driver's Licence Application and the solicitor then referred her to the Volunteer for help to complete the form. The Volunteer did what they could and then set out a list of additional information for C to gather (dates of care/travel for the six-month period, routes etc.). C returned several days later and the application was completed, referred to the original solicitor for checking, to the JPs at Henty House to witness the Statutory Declaration and to the Magistrate's Court to lodge the Application.



C#5 had been a victim of extensive family violence over a number of years.

She escaped the relationship several years earlier and moved into a rental property with her three young sons. Her ex-partner continued to perpetrate family violence against C, including assaulting her and damaging her property; offences for which he had been convicted and jailed numerous times. During a routine house inspection, C pointed out damage to the property she had noticed, and the possibility her ex-partner had caused the damage (due to his history of breaking into her home). The damage was fixed by the Landlord, but C was sent the bill, totaling thousands of dollars. When C disputed liability for the bill, the Landlord served her with a Notice to Vacate (and eviction notice). The Launceston Community Legal Centre assisted C with negotiating with the Landlord, gathering evidence, liaising with other services, and eventually settled the matter in C's favour just two days prior to a court date.

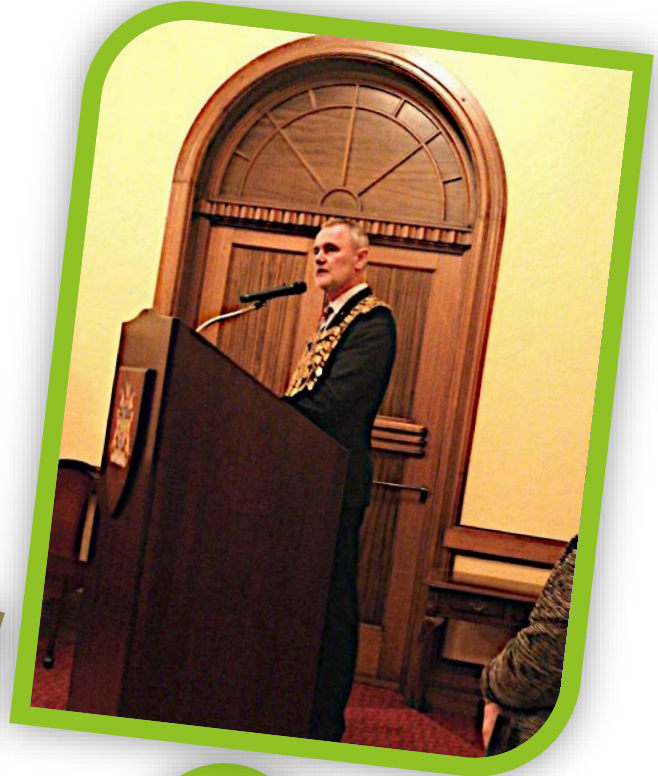
C was able to stay in her property, and received confirmation from the Landlord that they would no longer pursue the damage bill from her.



A Celebration in 2016

2016 sees LCLC turning 30.

A fantastic achievement and a huge thank you to everyone who has been a part of LCLC. The occasion was marked by the hosting of a civic reception by Launceston City Council Mayor Albert Van Zetten.



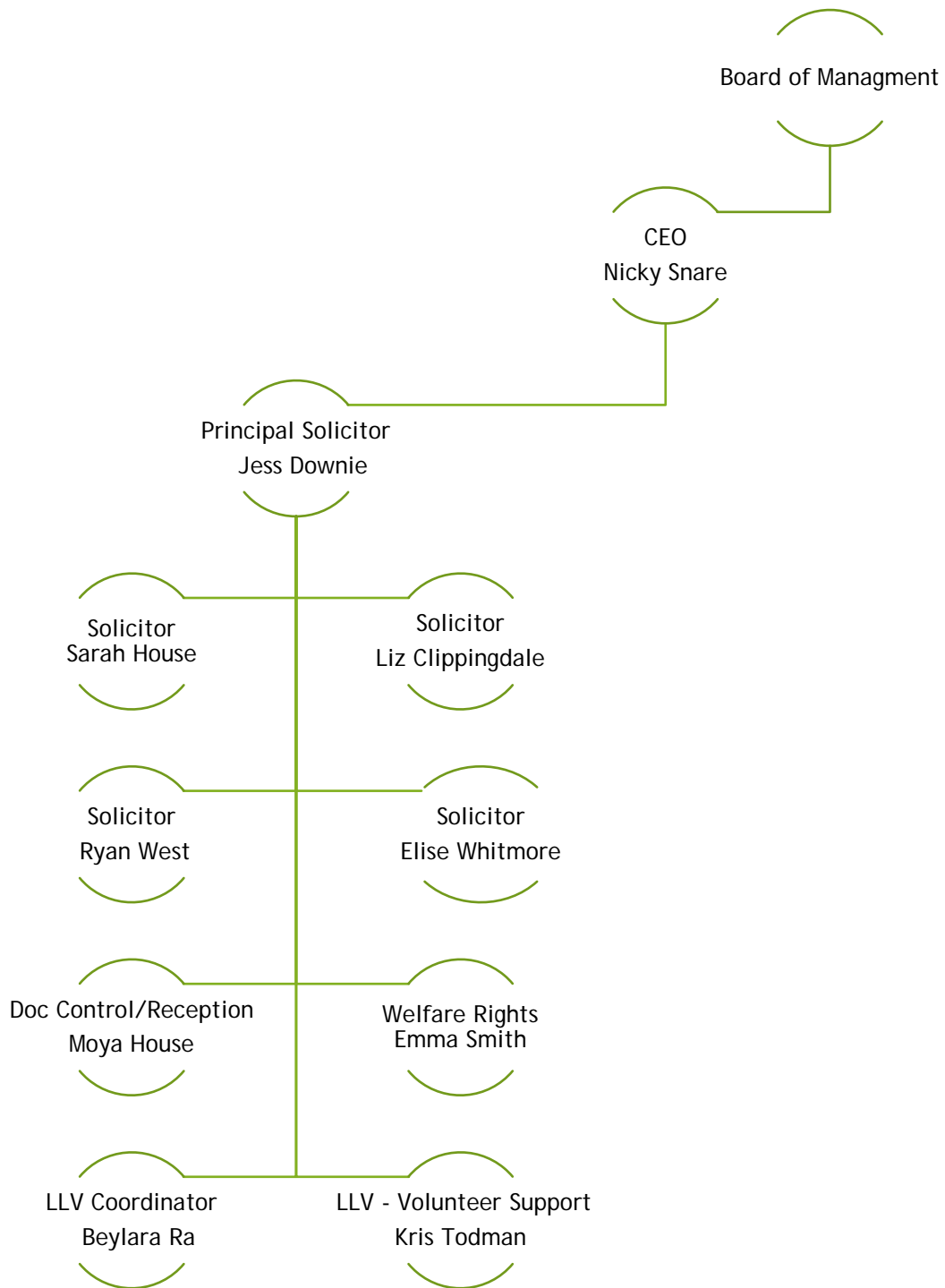


2016 also sees Emma Smith at LCLC for 20 Years.

It was a double celebration, as we recognised the amazing loyalty & commitment of Welfare Rights Advocate Emma - 20 Years helping the people of Launceston.



Organisational Structure



Report from the Treasurer

Greetings to all after another busy year at the Launceston Community Legal Centre. This being its 30th. Happy birthday LCLC!

From a financial point of view, the Centre has continued to be able to deliver its core services at a high quality within our budgeted funding. Nicky and the staff and volunteers are to be congratulated for a fabulous job again this year in delivering these services. I love a good graph and there is ample at the front of the annual report demonstrating this.



2015/2016 has seen a surplus of \$46,825 being carried over to the 2016/2017 financial year. These funds have contributed to give the Centre a stronger financial position at the 30 June 2016 compared to the same time last year. This is very important as there exists uncertainty on funding after the 31st December 2016.

This malaise of funding uncertainty seems to be the norm that the Centre finds itself in. Sustained political lobbying for continued funding will give the Centre every chance of being here for another 30 years!

Thanks to the Board and staff for your support.

Pete Wierenga CPA
Treasurer

LCLC Financial & Audit Reports

Annual Report 2015 - 2016

Launceston Community Legal Centre Inc

11 August 2016

Prepared by Nicky Snare

Peter W Bushby
60 Campbell Street
Newstead 7250
Tasmania

The Chairperson
Launceston Community Legal Centre
Level 1 Suite 17,
97a York Street
Launceston 7250

Dear Chairperson

Management Letter in response to the Audit for 2015-2016

In concluding the audit of the Launceston Community Legal Centre fund for the year ended 30th June 2016

Overview

On the whole, I was satisfied that LCLC complied with all aspects of its responsibilities in respect of

- The organisation's Financial Statements
- The CLSP Funds Report

I did not detect any instances of fraudulent conduct or the existence of deficiencies during the course of the audit. I do however take this opportunity to highlight the following very minor matter for the attention of Management

I make particular reference to the Accounting System employed with its use of scanned copies of supporting paper work. This supports an already strong internal control


Given the size of the organisation the internal control over the financial control systems and procedures are as strong as too be expected. This also applies to omissions and errors of financial data

I gave considerable weight to the accuracy of the employee benefits and provisions and believe they are adequate under current operations.

I believe the Insurance coverage of the organisation is adequate for an operation of this size and asset base held.

A review of the Board Papers and Minutes indicated that the volume and content were adequate for the Board to carry out their responsibilities

Once again I would like to thank Mrs. Snare for her courteous and professional manner in presenting all information required by me during the course of this Audit


Peter W Bushby (F.C.P.A., F.C.I.S., F.G.I.A., C.A.)
Registered Company Auditor No 158
Dated: 18th August 2016

Compilation Report

Launceston Community Legal Centre Inc For the year ended 30 June 2016

We have compiled the accompanying financial statements of Launceston Community Legal Centre Inc, which comprise the balance sheet as at 30 June 2016, the profit and loss for the year then ended, a summary of significant accounting policies and other explanatory notes. The purpose for which the general purpose financial statements have been prepared is set out in Note 1.

1. Board of Management's Responsibility

The Board of Management of Launceston Community Legal Centre Inc are solely responsible for the information contained in the general purpose financial statements and have determined that the significant accounting policies adopted as set out in Note 1 to the financial statements are appropriate to meet their needs and for the purpose that the general purpose financial statements were prepared.

2. Declaration

On the basis of information provided by the Board of Management of Launceston Community Legal Centre Inc, we have compiled the accompanying general purpose financial statements in accordance with the significant accounting policies adopted as set out in Note 1 to the financial statements and APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the Board of Management provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The general purpose financial statements were compiled exclusively for the benefit of the Board of Management of Launceston Community Legal Centre Inc. We do not accept responsibility to any other person for the contents of the financial statements.

Level 1, 97A York Street, Launceston, Tasmania 7250

Launceston Community Legal Centre Inc.

Signed:

Date: 12.08.2016



Nicky Snare

LCLC Chief Executive Officer.

Directors Declaration

Launceston Community Legal Centre Inc For the year ended 30 June 2016

The Board of Management of the Launceston Community Legal Centre Inc. declare that:

1. the general purpose financial statements and notes, as set out herein present fairly the entities financial position as at 30 June 2016 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
2. in the Board of Management's opinion there are reasonable grounds to believe that the Centre will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Management:



Peter Wierenga - LCLC Board of Management - Treasurer

Dated this 12 day of August 2016

Profit & Loss

Launceston Community Legal Centre Inc For the 12 months ended 30 June 2016

	Jun-16	Jun-15
Income		
Association memberships	120	160
Conference Subsidies	200	-
Dept of Justice - NPA Funds	413,224	410,659
Donations	150	157
FV Outreach Funds	50,000	2,863
General Account Interest	419	-
Insurance Claim - Reimbursement	2,588	4,251
Interest	465	3,471
Investment Interest	4,125	7,164
Legal Aid Commission - One off	-	35,425
Legal Literacy / DPAC	19,625	130,494
Sale of non - current asset	23	-
Sol Guarantee Fund 2015-2016	186,123	-
Solicitor's G'tee Fund Grants	16,278	98,205
Tenancy Kits	180	113
Tenants' Union Advocacy Servic	16,713	12,585
Total Income	710,232	705,549
Gross Profit	710,232	705,549
Plus Other Income		
Centrelink - Paid Parental Leave Scheme	23,652	-
Total Other Income	23,652	-
Less Operating Expenses		
Accounting Fees	54	-
Admin Wages	524,941	509,737
Advertising	320	-
Affiliation Levies	3,748	3,242
AGM Costs	1,276	696
App Capital Exp from Grants	4,964	-
Approved Capital Expenditure	-	54
Archive Costs	421	1,182
Audit Fees	725	725
Bank Fees	136	162
Business Insurance	1,944	1,749
Car Insurance	663	669
Car Repairs/Maintenance	539	1,012
Catering	2,002	2,248
Cleaning	2,928	3,328
Computer Equipment	298	533
Computer Support	9,193	6,659
Conference	615	5,802
Depreciation	14,017	6,315

Profit & Loss

	Jun-16	Jun-15
Electricity	3,807	3,784
Functions	-	1,409
General Meetings	-	166
General Travel	4,888	10,482
Insurance Claim - Expense	2,788	4,251
Interest Mastercard	-	8
Internet	1,684	1,362
IT & Software	1,287	2,879
Kitchen Supplies	1,397	1,298
Long Service Leave Accrual	-	3,142
Marketing & Promotion	2,703	3,405
Memberships	423	1,346
Mgmt Committee	255	173
Mileage	-	104
Minor Equipment	173	-
Mobile	655	713
Office Equipment Lease (xerox)	4,355	4,020
OH&S Costs	108	442
Parking	1,256	1,716
Petrol	1,279	1,267
Pll	641	544
Postage & Freight	379	1,521
Practicing Certs	477	589
Printing	7,127	7,443
Registration	421	-
Rent New York St Property	20,540	21,870
Repairs & Maintenance	798	2,248
Security	60	131
Staff Recruitment	313	986
Stationery	1,810	2,720
Subscriptions	-	59
Superannuation (61200)	46,590	48,806
Suspense (69999)	118	-
Telephone	4,910	7,147
Telephone Equipment Lease	182	2,187
Text	-	100
Training - General	875	1,121
Volunteer Program	128	425
Volunteers Insurance	1,442	716
Workers Comp	4,407	3,928
Total Operating Expenses	687,059	688,621
Net Profit	46,825	16,927

Movements in Equity

Launceston Community Legal Centre Inc As at 30 June 2016

	30 Jun 2016	30 Jun 2015
Equity		
Opening Balance	145,021	128,094
Current Year Earnings	46,825	16,927
Total Equity	191,846	145,021

Balance Sheet

Launceston Community Legal Centre Inc As at 30 June 2016

	30 Jun 2016	30 Jun 2015
Assets		
Bank		
Bendigo Working Acc- 127954501	37,665	145,830
Cash Common Fund - 1563 60646	130,358	-
Invest - Matures 30 November 2015	-	103,098
Term to 18 October 2016	121,680	-
Term to 18 Sep 2016	120,000	-
Total Bank	409,703	248,928
Current Assets		
Accounts Receivable	-	7,547
Total Current Assets	-	7,547
Fixed Assets		
Motor Vehicles at Cost	20,549	20,549
Motor Vehicles Dep	(20,549)	(15,209)
Office Equipment at Cost	60,504	60,504
Office Equipment Dep	(59,441)	(50,764)
Total Fixed Assets	1,063	15,080
Total Assets	410,767	271,555
Liabilities		
Current Liabilities		
GST	10,292	(2,746)
MasterCard New	323	3,951
PAYG Withholding Payable	6,257	6,739
Provn for Annual Leave	19,356	14,438
Provn for Long Service Leave	26,152	20,296
Rounding	(1)	(1)
Superannuation (21600)	5,286	5,586
Trade Creditors	244	3,027
Unexpended Grant Funds	151,011	75,244
Total Current Liabilities	218,920	126,534
Total Liabilities	218,920	126,534
Net Assets	191,846	145,021
Equity		
Current Year Earnings	46,825	16,927
Prior Year's Surplus/Deficit (38000)	129,274	129,274
Retained Earnings	15,747	(1,180)
Total Equity	191,846	145,021

Notes to the Financial Statements

Launceston Community Legal Centre Inc For the year ended 30 June 2016

1. Summary - Financial Performance for Financial Year Ended 30 June 2016

NOTES	2016	2015
Grant Revenue	\$701,963	\$690,232
Grant Revenue B/F Previous Years	\$72,984	\$56,538
Interest Revenue	\$5,008.00	\$10,635
Centrelink Parental leave Revenue	\$23,652.00	0
Other Revenue	\$3,261	\$4,681
Employee benefit expenses	(\$575,698)	(\$565,613)
Depreciation expenses	(\$14,017)	(\$6,315)
Other expenses from ordinary activities	(\$97,344)	(\$116,690)
NET SURPLUS/DEFECIT	\$119,809	\$72,984

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

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

The following is a summary of the material accounting policies adopted by the entity in 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 Board of Management's 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 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 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 Centre'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 Centre 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.

Notes to the Financial Statements

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 is measured at the value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets, is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue recognition relating to the provision of services is determined with reference to the stage of completion of the transaction at reporting date and where outcome of the contract can be estimated reliably. Stage of completion is determined with reference to the services performed to date as a percentage of total anticipated services to be performed. Where the outcome cannot be estimated reliably, revenue is recognised only to the extent that related expenditure is recoverable.

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

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

Motor Vehicles at Cost	-
At cost	20,549
Less Accumulated Depreciation	(20,549)
Office Equipment at Cost	1,063
At cost	60,504
Less Accumulated Depreciation	(59,441)
Total Fixed Assets	1,063

Board of Management for 2015 - 2016

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.

Name	Address	Board Position
Natalie Heiniger	Relbia, Tasmania	Chairperson
Heather Beaumont	East Launceston, Tasmania	Deputy Chairperson
Peter Wierenga	Hillwood, Tasmania	Treasurer
Ken Stanton	Riverside, Tasmania	Public Officer
Phil Doyle	Newstead, Tasmania	Member
Anita Brunacci	Prospect, Tasmania	Member
Garry Rafferty	Trevallyn, Tasmania	Member





LAUNCESTON

COMMUNITY

LEGAL

CENTRE



LAUNCESTON
COMMUNITY
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CENTRE



General Legal Advice

- Neighbourhood Disputes
- Will & Powers of Attorney
- Disability Discrimination



Employment Legal Advice

- Unfair Dismissal
- Bullying
- Unpaid Wages



Family Legal Advice

- General advice
- Consent Orders
- Applications



Legal Literacy Volunteer Service

- Completion of forms
- Identify legal need
- Make referrals

