

# Launceston Community Legal Centre Inc.



## **ANNUAL REPORT 2016 – 2017**

Level 1, 97a York Street, Launceston 7250  
[www.lclc.net.au](http://www.lclc.net.au)





LAUNCESTON  

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COMMUNITY  

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LEGAL  

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CENTRE

*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

Welcome to the 2017 Annual General Meeting of the Launceston Community Legal Centre.

It has been another year of living with uncertainty, and an extraordinary amount of effort going toward minding the bottom line, planning contingencies for future models and amounts of funding, and lobbying. I say 'uncertainty' but there is much around us which is certain.

We are certain that:

- We have the support of our community, and the people we have served over the years
- We have the support of a wide range of politicians at all levels of government, regardless of party or affiliation
- We are working with the Tasmanian Association of Community Legal Centres to remain strong and unified
- We are keenly interested in the current review into the Tasmanian Legal Sector begun in August 2017, and what it might tell the sector and funders, to support equity and fairness in resource distribution into the future
- Short time frames for funding agreements has a very significant impact on productivity and efficiency
- The front line of free legal service delivery is the most affected, as funding security is diminished



What we are experiencing in our community's legal centre, is consistent with the findings of the National Census of Community Legal Centres 2016. The rate of 'turn-aways', with nearly 75% of respondents reporting not having enough resources to service all requests, is concerning. Of additional concern is that 32% of those who had to turn people away, did not have an affordable, available service to refer people to.

Our Centre has a consistent experience of devoting large amounts of time and resource to funding related activities, and we also rely heavily on volunteer contribution – which is enabled through staff hours. For more insight into what the free legal sector (CLCs) census tells us, please see the full infographic later in this report.

Notwithstanding the challenging funding landscape, we continue to achieve great outcomes. In particular, I'd like to congratulate Beylara Ra and Nicky Snare on the Legal Literacy Volunteer Program being awarded the Catholic-Care Volunteer Program of the Year 2017, with the award ceremony taking place at Government House. The Volunteering Tasmania Awards are a wonderful way to recognise the incredible amount and high quality of volunteering across our communities in Tasmania. This is significant recognition for our LLV Program, very much deserved.

I'd also like to thank our staff and volunteers, and fellow Board members, for remaining resilient, resourceful, united and optimistic despite the worries, changes, and loss of capacity we have experienced in the last year. We have had to reduce staffing, and our opening hours. Special recognition goes to Liz Clippingdale for her contribution to the Centre during her employment; her wisdom and expertise in practice was very much valued by the team and clients. We would like to thank Ross Hart MHR (Labor), our local member of the Federal Parliament, for bringing the issue of the funding shortfall to the floor of the House, and for his in-kind support of our Centre to assist clients for whom mediation dates are set on Fridays – when we are regrettably no longer open.

I would also like to take this opportunity to publicly thank Dr. Vanessa Goodwin MLC (Liberal), State Attorney General for her support for the community legal sector, and for her astute and thoughtful stewardship whilst the impact of the Federal Budget measures became evident. The news of her terminal illness was all the more sad given her young age, and that she has contributed so much to public life in Tasmania. Our thoughts are with Dr. Goodwin, her family and friends at this most difficult time.

You may be assured that we strive as a Centre to continue delivering the best service we can, to as many people as possible. Our quality of service provision has been recognised again through our successful NALC Accreditation earlier this year. We continue to look for ways to grow and develop, and incorporate feedback from the Accreditation process to support our ongoing improvement.

So, although the year has been flavoured by 'uncertainty' – I think we can successfully reflect on the known and sure – the *certain* - and just keep on being the best we can be within the constraints afore us.

Thank you for your support and interest.

*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.

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:

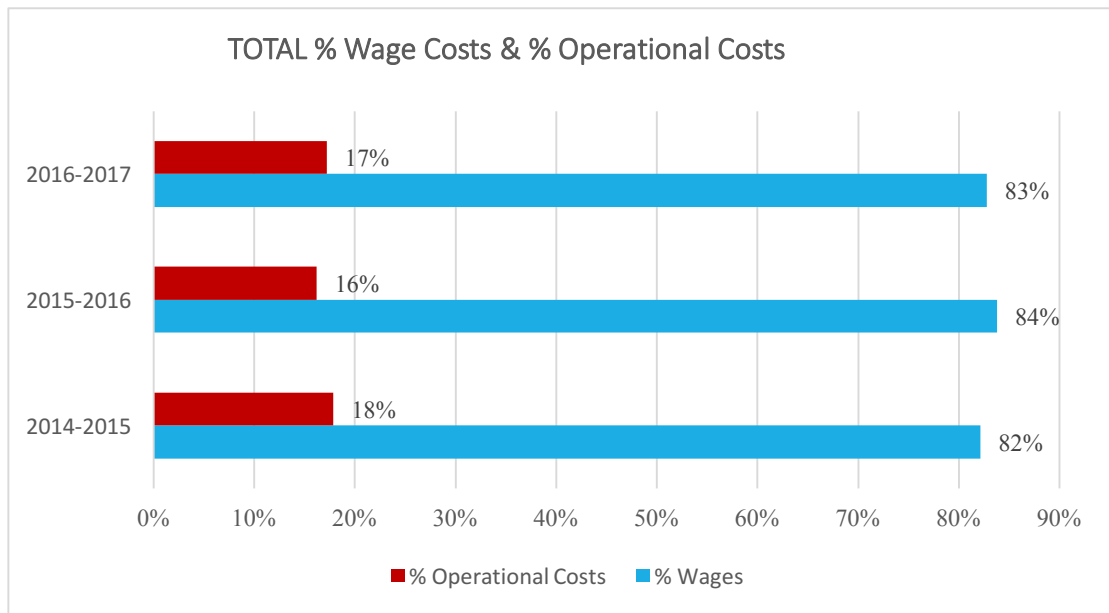
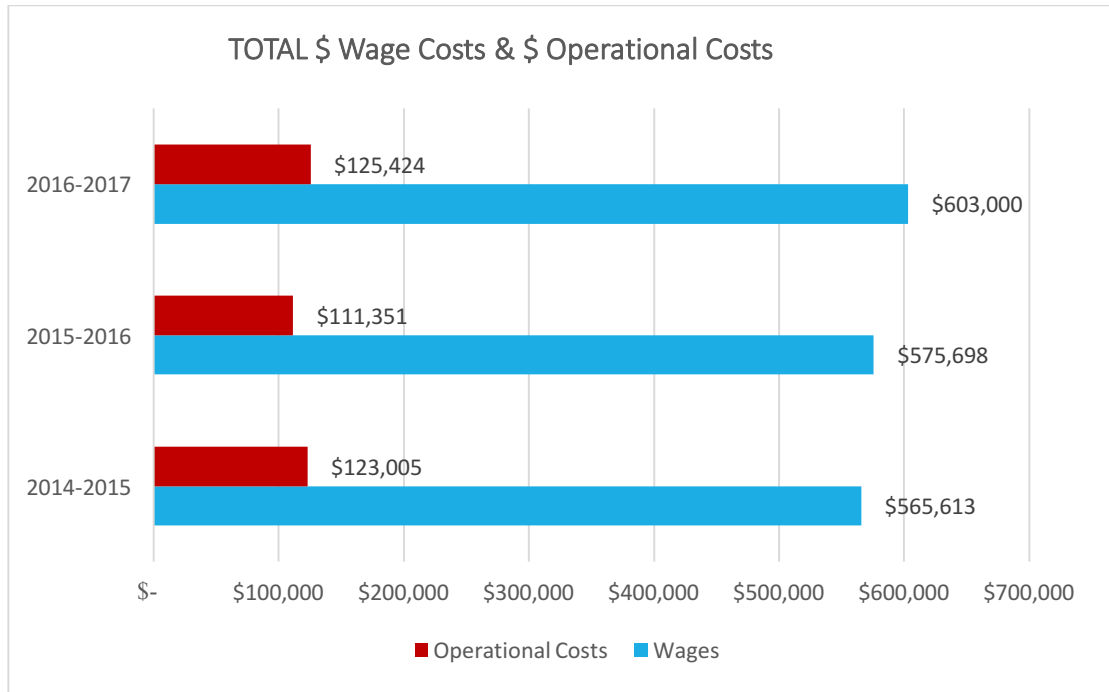
- Unfair Dismissal
- Adverse Action (General Protections);
- Disputes in relation to pay entitlements and superannuation;
- Disputes in relation to workplace rights and entitlements and;
- Bullying, harassment and discrimination in the workplace.

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 client’s 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.

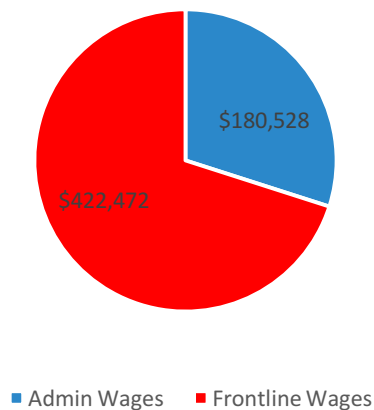
The **After Hours Drop In Clinic**, staffed by volunteer private practice solicitors, is open every Wednesday evening from 5:30pm to 7:00pm. Since its inception these solicitors have assisted many people who are unable to attend during normal working hours. This service is NOT means or asset tested.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

## LCLC Analysis - Cost of service provision in 2016 – 2017

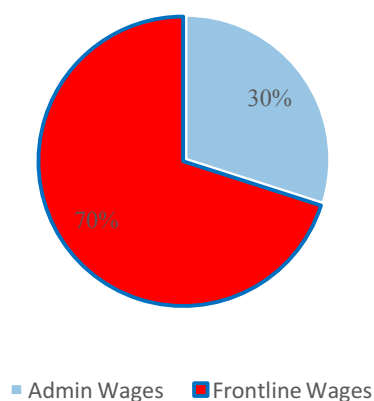




\$ of Administration - v - Frontline Service Wages (plus oncosts)



% of Administration - v - Frontline Service Wages (plus oncosts)



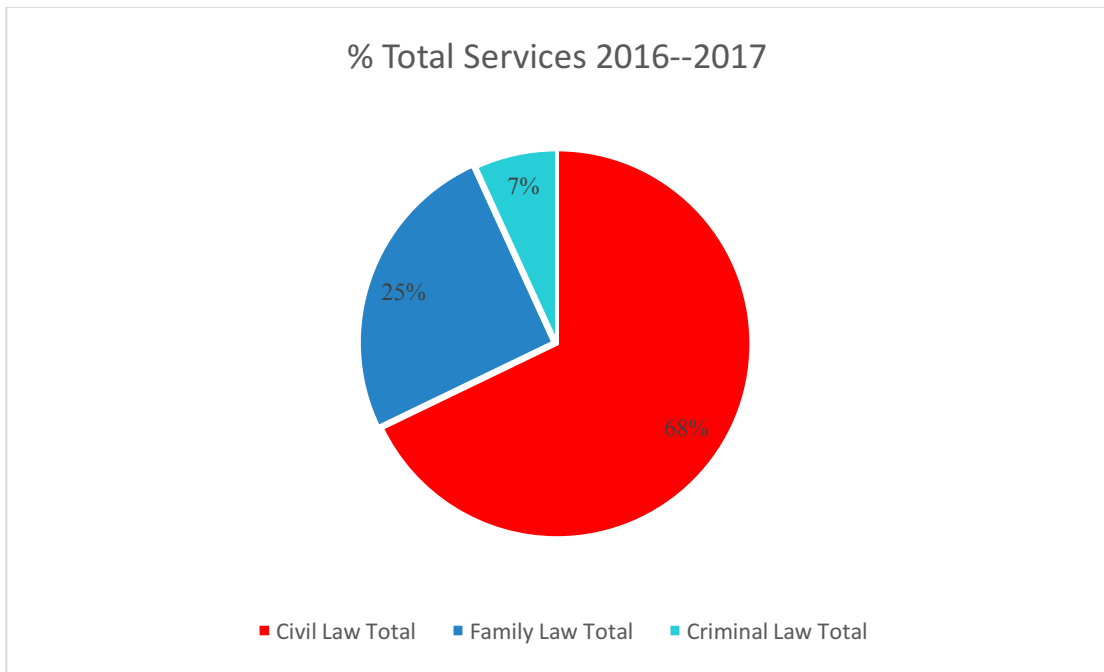
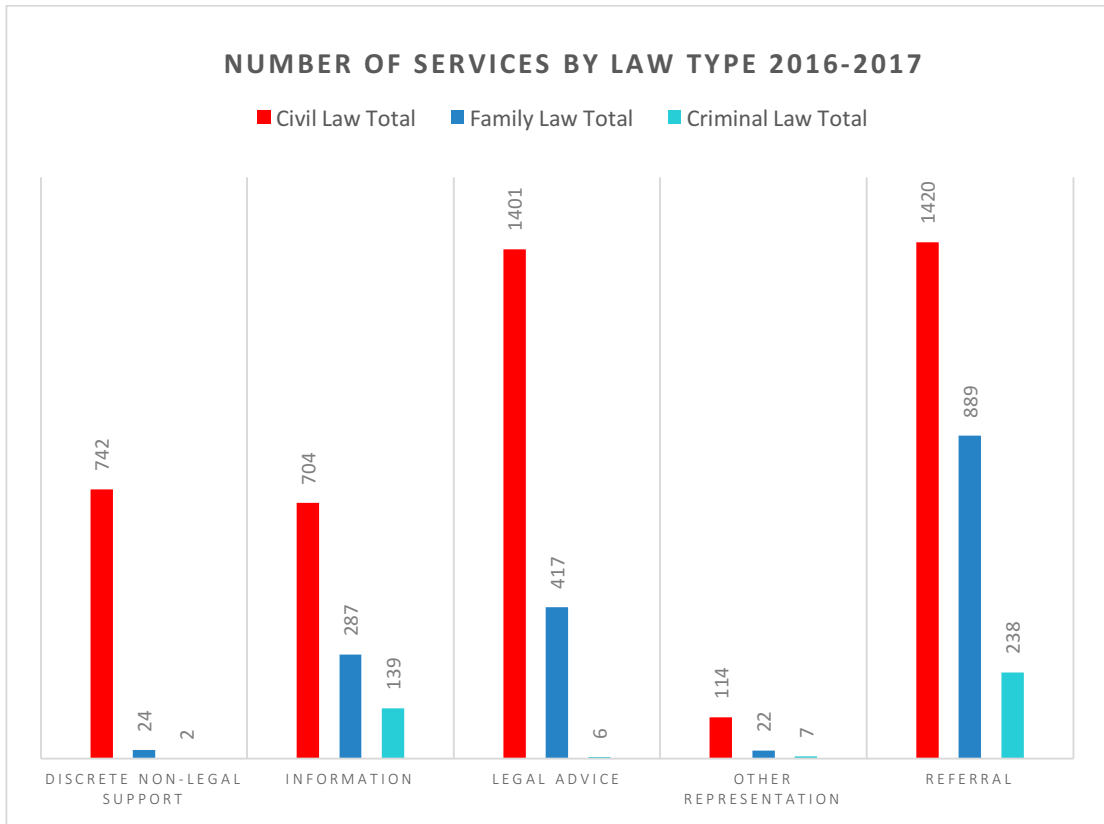
NB: Administration wages consist of CEO, Principal Solicitor and Reception/Data Entry

Service Delivery Data	Total	Average per week
Clients	664	34.66
Turn Away Data*	887	18.48
No Show appointments	88	1.83
Total Advice Activities	2453	51.10
Total Cases	124	2.58
Community Legal Education Delivered	28	0.58
Information Activities on other non-legal community services	1045	21.77
Approximate Volunteer Hours – Private Practitioners	141	2.93
Approximate Volunteer Hours worked by Legal Literacy Volunteers	7776	162

\*LCLC Unable to provide legal assistance within timeframe required by client.

(Red denotes manual calculation due to reporting limitations in CLASS)

The following statistics are as per 2016-2017 CLASS database. However, they have not been verified as at the time of the compilation of this report.





## Report from the CEO

Firstly, I would like to thank the LCLC Board of Management who provide their continued wisdom, time and commitment to the LCLC.

Once again, 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 continues to display such amazing patience, common sense and even laughs at my jokes 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 in working within such a vital community legal service. We saw the departure of one of our Board Members, Mr. Ken Stanton, this year. Mr. Stanton has been appointed as the new Magistrate in Launceston, so on behalf of everyone involved with LCLC, I would like to thank him for his hard work at LCLC and congratulate him on this well deserved appointment.

In my view this has been a year of highs and lows. However, the team has worked together and once again accomplished an enormous amount. Their support, hard work and a great deal of patience makes my job as CEO far easier – As for our amazing volunteers (both non-legal and legal) – Rest assured the hard work and commitment to the LCLC is very much appreciated.

This is my sixth report as CEO, and looking back over the past six years LCLC has gone from strength to strength. When I first started at LCLC, my goal was to move the organisation to a place where it was recognised within our local community as a “go to” organisation if you needed legal assistance. I am pleased to say that it has well and truly achieved that goal. This year alone we have been recognised a number of times by both State and Federal politicians in their speeches to parliament, we were asked to contribute in Senate Enquiries and are now regularly included within the media (including print, radio and television) on various issues.

I mention this as the profile of LCLC will be critical in the near future. The Tasmanian State Government has implemented a review of all legal assistance services in order to establish an evidence base to assist them in determining where the legal need is located, and who is best placed to provide it. A Steering Committee will deliver a report assessing the types and number of services delivered by providers, including Legal Aid Commission Tasmania, Community Legal Centres and Private Practitioners, identifying who benefits from those services, whether there is any unnecessary duplication, and will then make recommendations as to the best mix of of services to meet legal need and improve access to justice. This is no small task, but will be of enormous benefit for future service provision.

The review, which is due to be released in April 2018 is an opportunity to make sure that the limited legal assistance resources are placed where they are most needed, and will ensure

Tasmania is in a position of strength when negotiating the next National Partnership Agreement in 2020. Obviously whenever a review is done the result may involve massive changes and a complete overhaul of the current services. In my view LCLC is in a strong position within the sector, and has demonstrated over the past few years its commitment to evidence based services. LCLC has analysed its service provision and demonstrates its ongoing quality improvement and transparency at all times, both the Board of Management and I see the review in positive terms.

As mentioned in last years report, the NPA resulted in severe funding cuts to some CLCs in Tasmania with the State Government providing “top up” funding for 2016-2017, which has continued with the promise of further funds until 2018-2019. As a result of the ongoing support for Tasmanian CLCs by the State Treasurer, Peter Gutwein, LCLC will continue to serve the North of the State; without doubt it is beneficial to have him on our side, and we appreciate his commitment to ensuring the people within LCLC’s catchment area continue to have access to justice.

There were big changes in February 2017 as LCLC had to migrate its entire database to a new data reporting system. The Federal Attorney General’s Department had recognised that CLSIS was long past its use-by date and a more stable “cloud based” system had to be developed. The new CLASS database system has had its teething problems, with CLCs across Australia being unable to produce reports of any kind. This has meant almost no analyses of service provision throughout the 2016-2017 year. However, a few reports were provided to LCLC in early September 2017, but their integrity (as at the time of writing this report) is still questionable. This is particularly difficult for both myself and the LCLC Treasurer, Peter Wierenga, as we both like a good graph!

As usual I will finish this report with a huge thank you to my team - Jess, Sarah, Ryan, Emma, Elise, Beylara and Moya – Thank you.

I would also like to take this opportunity to thank Elizabeth Clippingdale our Employment Law specialist who unfortunately had to leave LCLC due to funding from the Solicitors Guarantee Fund finishing. Liz was a valued member of the team, and I know I can speak for all of us at LCLC when I say, she is very much missed, we wish Liz all the very best for the future.

I look forward to continuing to work alongside a fantastic team and a very supportive Board of Management here at LCLC.

*Nicky Snare*

Chief Executive Officer



## Report from the Principal Solicitor

This year has been a challenging one for the LCLC, with considerable energy directed towards navigating the uncertainty of funding. Despite this, we have continued to achieve outstanding results in client services and outcomes thanks to our committed and dedicated team. Thanks must go to Nicky for her relentless and creative campaign for



funding and her commitment, with the Board of Management, to guide the Centre through the inevitably difficult decisions that have to be made. The reality of losing services and valuable team members simply because there isn't enough money is difficult for everyone. A big thank you to Liz for your exceptional work in this sector as well as the support and mentorship you provided to the team. You will be missed.

Our service remains diverse as we respond to community need. Community Legal Education sessions are well attended and we adapt our content to demand. The feedback I hear from these sessions is always positive and I have no doubt that our service is appreciated within the community. Our private practice legal volunteers continue to give their time and expertise to support our after-hours clinic, for which we are very grateful. We also appreciate the benefits the clinic brings in terms of professional relationships and collaboration. Legal Literacy Volunteers provide an exceptional service to our clients. I am constantly impressed by their engagement and the thoughtfulness and professionalism they bring to their work. The impact of losing this service would be significant.

My job is made easy by the quality of my team – you continue to demonstrate a commitment to supporting the most vulnerable members of our community and find creative ways to squeeze the most out of each funding dollar. Our approach to early intervention and support has seen clients empowered through information and advice to resolve their matters before they escalate, reducing conflict and alleviating stress within our communities. Each individual contributes to the whole – Legal Literacy Volunteers, volunteer private practitioners, our solicitors, advocates and administrative staff all work together to provide a service that is respected and of which we should be proud. Our role is a critical one and we see the benefits on a daily basis.

Thank you.

*Jess Downie*

**Principal Solicitor**



## 2017 Hours of Operation

The LCLC operates during the hours of:

**8:30am to 4:30pm Monday to Thursday**

**Friday - Closed**

**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. Legal Literacy Volunteers operate at all outreach locations and both Centrelink Office and LINC Launceston.



Community Legal Education programs are provided across the State as required.

# LCLC Website Statistics & Data

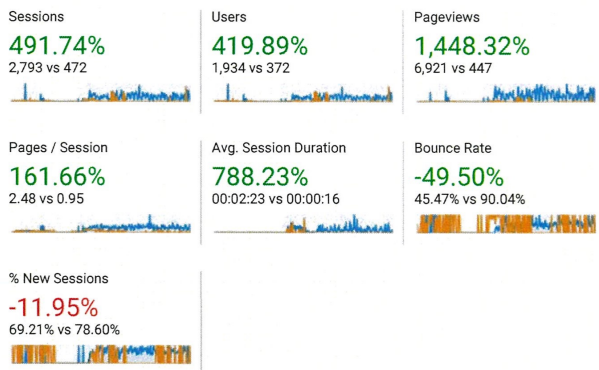
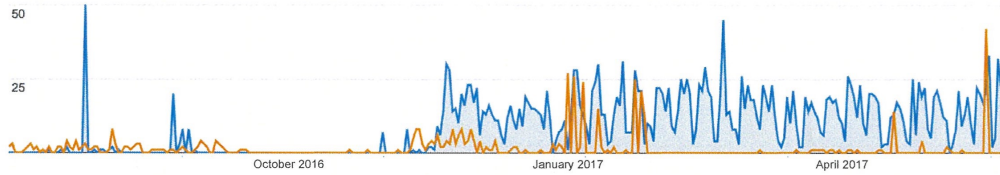
## Audience Overview

Jul 1, 2016 - May 24, 2017  
Compare to: Jul 1, 2015 - May 24, 2016

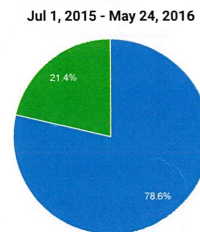
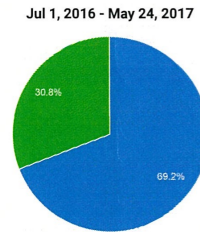
All Users  
+0.00% Sessions

### Overview

Jul 1, 2016 - May 24, 2017: Sessions  
Jul 1, 2015 - May 24, 2016: Sessions



■ New Visitor ■ Returning Visitor



Language	Sessions	% Sessions
<b>1. en-us</b>		
Jul 1, 2016 - May 24, 2017	925	33.12%
Jul 1, 2015 - May 24, 2016	151	31.99%
<b>% Change</b>	<b>512.58%</b>	<b>3.52%</b>
<b>2. en-au</b>		
Jul 1, 2016 - May 24, 2017	884	31.65%
Jul 1, 2015 - May 24, 2016	0	0.00%
<b>% Change</b>	<b>100.00%</b>	<b>100.00%</b>
<b>3. en-gb</b>		
Jul 1, 2016 - May 24, 2017	539	19.30%
Jul 1, 2015 - May 24, 2016	0	0.00%
<b>% Change</b>	<b>100.00%</b>	<b>100.00%</b>
<b>4. (not set)</b>		



## NACLC Information on CLCs

## NATIONAL CENSUS OF COMMUNITY LEGAL CENTRES (CLCs) 2016

### Clients, services and work

NACLC is the peak national organisation representing Community Legal Centres (CLCs) in Australia. Its members are the state and territory CLC associations that represent 180 centres in various metropolitan, regional, rural and remote locations across Australia.

The 2016 Census is the fourth annual survey of the CLC sector conducted by NACLC, in consultation with the state and territory CLC associations. The Census is an important tool to collect information about the clients, services, work and priorities of CLCs.

Note: All statistics in this infographic relate to the 2015/16 financial year.<sup>1</sup>

#### PROFILE

**129** CLCs responded to the Census



#### TOP 3

Top 3 specialist areas or clients groups were:



domestic/family violence



Aboriginal and Torres Strait Islander people



family law

#### TURNAWAYS<sup>2</sup>

**169,513**

people were turned away from 109 CLCs



**74.7%**

reported turning away people due to insufficient resources

**32%**

of CLCs could not provide a person they turned away with an appropriate, accessible and affordable referral

#### CLIENTS



**15.4%**

of clients, on average, identified as an **Aboriginal and/or Torres Strait Islander person**



**25.8%**

of clients, on average, identified as a person from a **culturally and linguistically diverse background**



**24.0%**

of clients, on average, identified as a person with a **disability**

#### TIME SPENT ON FUNDING-RELATED ACTIVITIES

**118**

CLCs spent over

**2,477**

hours per week



on funding-related activities

including reporting, grant applications and fundraising



<sup>1</sup> Every percentage (%) referred to in this infographic is a percentage of the number of respondents that answered that particular question in the Census. To locate how many CLCs responded to each particular question, please refer to the National Report on the NACLC website: [http://www.nacdc.org.au/cb\\_gages/reports\\_and\\_resources.php](http://www.nacdc.org.au/cb_gages/reports_and_resources.php)

<sup>2</sup> A 'turnaway' by a CLC was defined as: any person your CLC had to send away because you were unable to assist them within the needed timeframe or because of a lack of resources, lack of centre expertise or your centre's eligibility policy.

# NATIONAL CENSUS OF COMMUNITY LEGAL CENTRES (CLCs) 2016

## Clients, services and work

### VOLUNTEERS AND PRO BONO PARTNERSHIPS

**volunteers contributed**  hours  
**889,096**  
 to 112 CLCs across Australia


**6,773**  **volunteers**  
 contributed a total of **17,098**  
 hours of work per week

An average of approximately **1**  staff hour was spent to garner **6.4**  quality assured volunteer hours<sup>3</sup>

**57,848**  hours **were contributed by pro bono partners** to 70 CLCs

CLCs spent approximately **138,602**  hours supporting the work of volunteers


### POLICY ADVOCACY AND LAW REFORM

**76.2%**  undertook policy advocacy and law reform activities

- TOP 3**  preparing submissions to inquiries and reviews
-  meeting with Members of Parliament and/or their staff
-  letter writing to Members of Parliament

**Top 3 policy advocacy and law reform activities:**


### PARTNERSHIPS

 **47%**  
 partnered with legal pro bono partners when delivering legal services

 **47%**  
 also partnered with legal aid commissions when delivering legal services

 **73%**  
 partnered with non-legal community organisations in the provision of community legal education

### OUTREACH

 **79.1%**  
 provide legal outreach at a location other than their main or branch offices

 **83%**  
 provide services to clients and communities in Rural, Regional and Remote communities<sup>4</sup>

<sup>3</sup> The word 'approximately' is used because the number of CLCs that responded to each question about hours spent on the various types of support (supervision, induction, orientation and training volunteers) varied.

<sup>4</sup> Figures reflect the number of CLCs servicing Rural, Regional and Remote (RRR) areas, as opposed to being located in RRR areas. For example, state-wide specialist services exist that are based in urban areas, and provide outreach services to RRR areas

NACLC acknowledges the traditional owners of the lands across Australia and particularly the Gadigal people of the Eora Nation, traditional owners of the land on which the NACLC office is situated. We pay deep respect to Elders past and present.

National Association of Community Legal Centres ABN 67 757 001 303 ACN 163 101 737, PO Box A2245 Sydney South, NSW, 1235, Tel (02) 9264 9595 Fax (02) 9264 9594 email [nacdc@clc.net.au](mailto:nacdc@clc.net.au) web [www.nacdc.org.au](http://www.nacdc.org.au) Twitter [www.twitter.com/NACLCComms](http://www.twitter.com/NACLCComms) Facebook [www.facebook.com/NACLCComms](http://www.facebook.com/NACLCComms)



## Case Studies & Client Feedback

**Kris** is married with two dependents. He has several physical and mental health problems and first attended LCLC after receiving the 2<sup>nd</sup> Disability Support Pension (DSP) application rejection, and he expressed strong feelings of persecution and victimisation by Centrelink.

LCLC gave Kris advice and information about the DSP application and appeals process, perused all supplied evidence, and found that Kris had not yet formalised the medical conditions via specialist medical practitioners, and therefore had supplied insufficient detail to Centrelink to warrant DSP approval.


LCLC provided Kris with written materials to give to the treating doctor for a referral back to the relevant medical specialists, in order to obtain supporting reports outlining formal diagnoses, completion of all optimal treatments, and stabilisation of the conditions, in line with the DSP basic eligibility requirements.

Kris adhered to the medical evidence process and then submitted the 3<sup>rd</sup> DSP application in January 2017, receiving an approval from Centrelink in July 2017, including back-pay to the date of intention to claim.

Kris also brought up several instances of Centrelink not actioning his change of circumstance details, providing incorrect information back to the client, and omitting details from correspondence. LCLC looked at the provided documents and found there were several administrative errors which needed further attention from Centrelink so assisted the client with committing the complaints to writing and submitting to the Customer Compensation (CC) section of Centrelink.

Kris advised LCLC that Centrelink has since been in touch, and advised they had found several errors on the file so were now seeking specialist investigations to ascertain the appropriate level of compensation.

Kris is satisfied with meeting the desired goals of finally attaining the DSP, and gaining recognition from Centrelink of the errors on his Centrelink file.




**Casey** came to the LCLC because she wanted to take her daughter, Emma, on a holiday to the Gold Coast. Casey had separated from Emma's Dad a few years earlier. The relationship between Casey and Emma's Dad remained acrimonious. There were court orders in place, but the parents found it hard to agree to even small changes to the arrangements. The orders didn't allow for Casey to travel with Emma outside the state of Tasmania. Casey's holiday was looming, and she'd been unable to get permission from Emma's Dad to go.

The LCLC helped Casey by referring her to the Family Relationships Centre for mediation. When Emma's Dad refused to attend, the LCLC wrote to him setting out the proposal for the holiday, and giving notice an application to the court would happen if he failed to respond or negotiate. Emma's Dad still didn't respond. The LCLC then assisted Casey by drafting the appropriate


documents, providing advice about how the court processes work, how to serve documents, and advice about the law in relation to best interests of a child.

Casey appeared as a self-represented litigant, and her application was successful; she got permission to take Emma on holiday.



**Fred** was 87 years and had been living in a rental property for the past 4 years. Fred was on a non-fixed term lease. In January 2017, Fred was asked to sign a 3-month lease extension. He was unsure why he was asked to sign the extension. Two weeks later, the property agent served him with a notice to vacate requiring him to vacate the property at the end of the lease term.

Fred sought the assistance of the LCLC as he was having trouble finding alternative accommodation. LCLC tried to negotiate with the Agent on his behalf but when an agreement could not be reached the Agent filed an application for an order of vacant possession. LCLC represented Fred at the Magistrates Court. The Magistrate struck out the Agent's application because the notice to vacate was invalid. As a result, Fred was allowed to remain in the property indefinitely. LCLC also assisted Fred to access many support services to assist him finding new accommodation in the future.



Throughout the year LCLC has been asking clients to provide feedback on its service - Almost 100% positive. LCLC is committed to "best practice" service delivery.

Below are just a few examples:

*"We received a very quick initial appointment which was a Godsend in our stressful situation. We found the lawyer to be very professional, friendly and a credit to her profession"*

*"I cannot express deeply enough my gratitude for this service. The reception and Welfare Advocate were patient and understanding."*

*"Such a lovely man and organisation when unsure about what to do and where to go on a legal front."*

*"Excellent just excellent."*

*"Gave clear information, taking note of my anxiety and confusion. Offered immediate support options. Unfortunately, I was late, but I felt respected by all staff. Thankyou for the service."*

## Legal Literacy Volunteer Program – Recognition in 2017

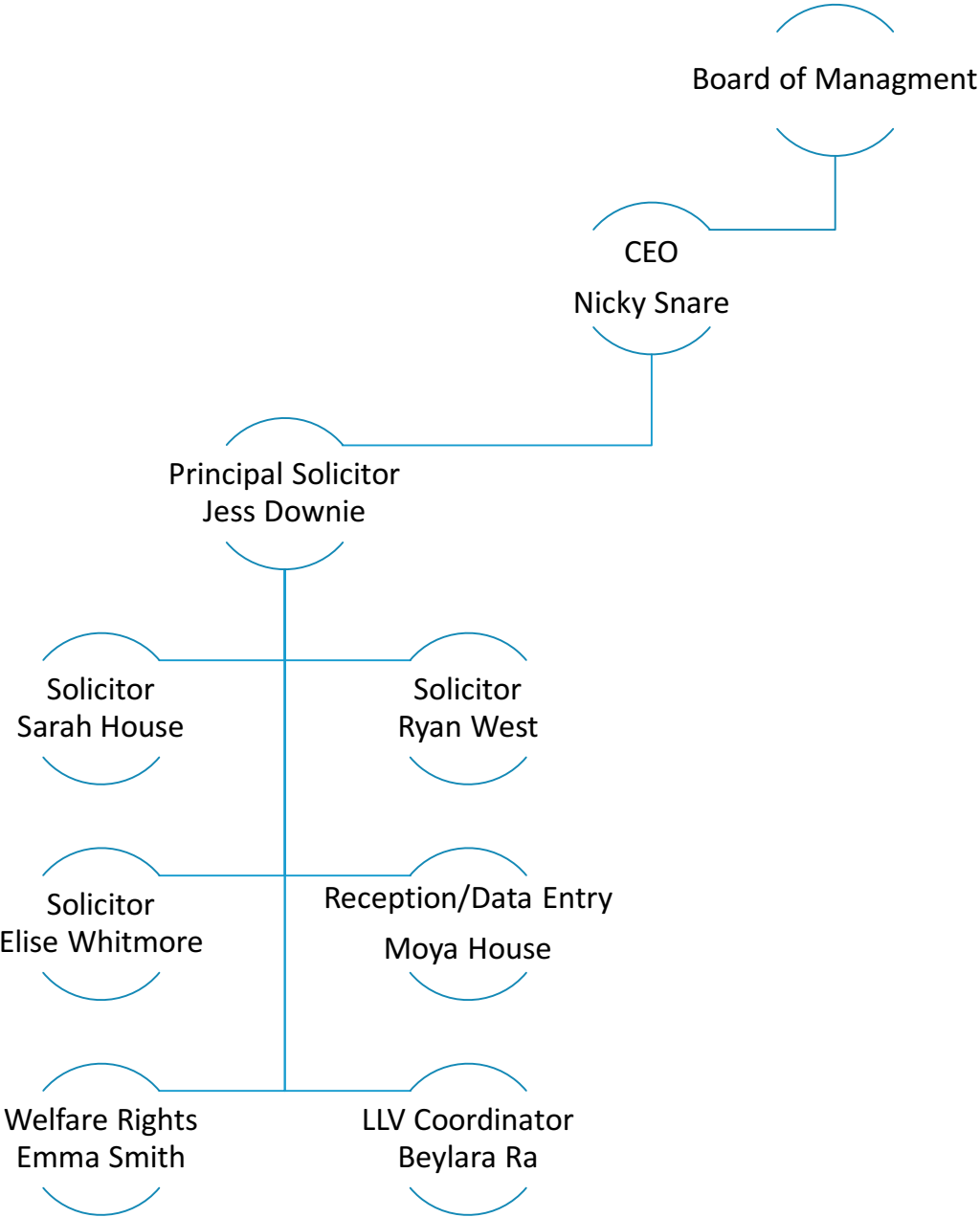


### **AND THE WINNER OF THE CATHOLIC CARE "VOLUNTEER PROGRAM OF THE YEAR 2017"**

***IS .....***

Our Legal Literacy Volunteer (LLV) program was the 2017 winner of the Catholic Care Program of the Year Award. Both LLV Coordinator Beylara Ra and CEO Nicky Snare attended Government House Hobart (along with many other organisations) to receive recognition from Volunteering Tasmania. This is fantastic recognition for a program that is still going from strength to strength. So a huge thank you to all LLV volunteers for making this program such a success and to Ross Hart MP (Member for Bass) for nominating LLVs volunteers for this prestigious award.

# Organisational Structure



## Report from the Treasurer

This year has been one of consolidation for the Centre. We started the year in a strong financial position with a brought forward surplus of \$58516. However due to the funding challenges that were faced during the year \$40297 of this amount was expensed leaving a net surplus of \$18219 at year end.

This along with budget projections has led to some strategic decisions being made as to how the Centre will operate over the next 12 months and beyond. Unfortunately, the reduction in funding commitments has meant the need for a restructure by reducing staff levels and the centre's opening hours.

With the restructure and continued political lobbying by the Centre's CEO Nicky Snare I am confident that the Centre will continue to provide the excellent service that it has become known for.

We must remind ourselves and most importantly the politicians of the statistics ... in the last five years one in nine people in Launceston has been assisted by the LCLC, and it has provided over 11500 advices and worked on over 1000 cases!

The financial reports that follow continue to present the Centre in a sound financial position.

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

*Pete Wierenga CPA*

Treasurer



## LCLC Financial & Audit Reports

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# Annual Report 2016 - 2017

Launceston Community Legal Centre Inc

30 June 2017

Prepared by Nicky Snare

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# Compilation Report

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## Launceston Community Legal Centre Inc For the year ended 30 June 2017

We have compiled the accompanying financial statements of Launceston Community Legal Centre Inc, which comprise the balance sheet as at 30 June 2017, the profit and loss for the year then ended, a summary of significant accounting policies and other explanatory notes. The specific 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 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

Signed:



Date: 28 / 8 / 2017

Nicky Snare

Chief Executive Officer

## Board of Management Declaration

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### Launceston Community Legal Centre Inc For the year ended 30 June 2017

The Board of Management of the Launceston Community legal Centre declare that:

1. the general purpose financial statements and notes, as set out herein present fairly the entities financial position as at 30 June 2017 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 - Launceston Community Legal Centre Board of Management - Treasurer

Dated this 28th day of August 2017

## Profit & Loss

### Launceston Community Legal Centre Inc 1 July 2016 to 30 June 2017

	30 Jun 17	30 Jun 16
<b>Income</b>		
41100 - Dept of Justice - NPA Funds	425,526	413,224
41190 - Conference Subsidies	-	200
41350 - Tenants' Union Advocacy Serv	16,820	16,713
41360 - FV Outreach Funds	-	50,000
41380 - Legal Literacy - Balance of Funds 2014	39,330	19,625
41385 - Solicitor's G'tee Fund Grants	-	16,278
41390 - Sol Guarantee Fund 2015-2016	111,674	186,123
41395 - SGF - LLV - Jan 2017 to Dec 2017	77,500	-
42000 - Working Account Interest	73	465
42100 - Cash Common Fund Interest	2,112	419
42300 - Investment Interest	5,461	4,125
43100 - Donations	337	150
43200 - Fee for Service - PII Representative Subsidy	3,000	-
43300 - Association memberships	200	120
43400 - Tenancy Kits	95	180
43800 - Sale of non - current asset	-	23
43900 - Insurance Claim - Reimbursement	-	2,588
<b>Total Income</b>	<b>682,127</b>	<b>710,232</b>
<b>Gross Profit</b>	<b>682,127</b>	<b>710,232</b>
<b>Plus Other Income</b>		
42250 - Centrelink - Paid Parental Leave Scheme	-	23,652
42275 - TasCOSS Welfare Rights Subsidy	6,000	-
<b>Total Other Income</b>	<b>6,000</b>	<b>23,652</b>
<b>Less Operating Expenses</b>		
61056 - Admin Wages	570,342	524,941
61200 - Superannuation (61200)	52,537	46,590
61310 - Workers Comp	3,433	4,407
61600 - Rent New York St Property	20,841	20,540
62000 - Repairs & Maintenance	632	798
62520 - Security	354	60
62540 - Cleaning	3,101	2,928
62550 - Electricity	3,949	3,807
63010 - Training - General	2,303	875
63020 - Conference	2,759	615
63500 - Staff Recruitment	-	313
64010 - Telephone	5,495	4,910
64015 - Telephone Equipment Lease	-	182
64020 - Internet	1,190	1,684
64030 - Mobile	162	655
64510 - Postage & Freight	1,210	379
64520 - Printing	9,561	7,127

## Profit & Loss

	30 Jun 17	30 Jun 16
64525 - Marketing & Promotion	5,726	2,703
64530 - Stationery	1,925	1,810
64540 - Kitchen Supplies	1,076	1,397
64560 - Computer Equipment	-	298
64565 - CLASS - Software	3,177	-
64570 - Computer Support	7,112	9,193
64575 - IT & Software	358	1,287
64580 - OH&S Costs	-	108
64590 - Interpreting Services	579	-
65010 - Business Insurance	1,815	1,944
65020 - PII	566	641
65050 - Volunteers Insurance	666	1,442
65070 - Car Insurance	646	663
65510 - Bank Fees	113	136
65520 - Accounting Fees	1,032	54
65530 - Audit Fees	700	725
66010 - Text	131	-
66020 - Practicing Certs	550	477
66030 - Affiliation Levies	3,889	3,748
66040 - Subscriptions	56	-
66510 - Petrol	1,289	1,279
66520 - Car Repairs/Maintenance	1,190	539
66530 - Registration	-	421
66550 - General Travel	4,649	4,888
66560 - Parking	1,569	1,256
67010 - Mgmt Committee	201	255
67030 - Functions	528	-
67040 - General Meetings	146	-
67045 - Catering	1,942	2,002
67050 - Advertising	-	320
67070 - Volunteer Program	1,118	128
67090 - AGM Costs	616	1,276
67520 - Office Equipment Lease (xerox)	3,685	4,355
68000 - Minor Equipment	-	173
68500 - Depreciation	1,063	14,017
68540 - Memberships	1,636	423
69011 - Archive Costs	806	421
69200 - Insurance Claim - Expense	-	2,788
69500 - App Capital Exp from Grants	-	4,964
69999 - Suspense (69999)	-	118
<b>Total Operating Expenses</b>	<b>728,424</b>	<b>687,059</b>
<b>Net Profit</b>	<b>(40,297)</b>	<b>46,825</b>

### Notes

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

## Movements in Equity

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### Launceston Community Legal Centre Inc As at 30 June 2017

	30 Jun 2017	30 Jun 2016
<b>Equity</b>		
Opening Balance	191,846	145,021
Current Year Earnings	(40,297)	46,825
<b>Total Equity</b>	<b>151,550</b>	<b>191,846</b>

#### Notes

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

## Balance Sheet

### Launceston Community Legal Centre Inc As at 30 June 2017

	30 Jun 2017	30 Jun 2016
<b>Assets</b>		
<b>Bank</b>		
Bendigo Working Acc- 127954501	54,919	37,665
Cash Common Fund - 1563 60646	138,136	130,358
Term to 18 Sep 2016	-	120,000
Term to 18 September 2017	124,608	121,680
<b>Total Bank</b>	<b>317,662</b>	<b>409,703</b>
<b>Fixed Assets</b>		
Motor Vehicles at Cost	20,549	20,549
Motor Vehicles Dep	(20,549)	(20,549)
Office Equipment at Cost	60,504	60,504
Office Equipment Dep	(60,504)	(59,441)
<b>Total Fixed Assets</b>	<b>-</b>	<b>1,063</b>
<b>Total Assets</b>	<b>317,662</b>	<b>410,767</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Employee Voluntary Super Contribution	2,700	-
GST	7,858	10,292
MasterCard New	944	323
PAYG Withholding Payable	10,301	6,257
Provn for Annual Leave	21,938	19,356
Provn for Long Service Leave	36,242	26,152
Rounding	(1)	(1)
Superannuation (21600)	7,344	5,286
Trade Creditors	1,285	244
Unexpended Grant Funds	77,500	151,011
<b>Total Current Liabilities</b>	<b>166,113</b>	<b>218,920</b>
<b>Total Liabilities</b>	<b>166,113</b>	<b>218,920</b>
<b>Net Assets</b>	<b>151,550</b>	<b>191,846</b>
<b>Equity</b>		
Current Year Earnings	(40,297)	46,825
Prior Year's Surplus/Deficit (38000)	129,274	129,274
Retained Earnings	62,573	15,747
<b>Total Equity</b>	<b>151,550</b>	<b>191,846</b>

#### Notes

Signed .....

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

# Notes to the Financial Statements

## Launceston Community Legal Centre Inc For the year ended 30 June 2017

### 1. Summary - Financial Performance for Financial Year Ended 30 June 2017

NOTES	2017	2016
Grant Revenue	\$670,849	\$701,963
Grant Revenue B/F Previous Years	\$58,516	\$72,984
Interest Revenue	\$7,646	\$5,008
Centrelink Parental Leave Revenue	0	\$23,652
Employee benefit expenses	(\$626,311)	(\$575,698)
Depreciation expenses	(\$1,063)	(\$14,017)
Other expenses from ordinary activities	(\$101,050)	(\$97,344)
<b>NET SURPLUS/DEFECIT</b>	<b>\$18,219</b>	<b>\$119,809</b>

This 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 Corporations Act 2001.

The financial report of the Launceston Community legal Centre Inc. complies with 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.

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

<b>Motor Vehicles at Cost</b>	-
At cost	20,549
Less Accumulated Depreciation	(20,549)
<b>Office Equipment at Cost</b>	-
At cost	60,504
Less Accumulated Depreciation	(60,504)
<b>Total Fixed Assets</b>	-



**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 2016-2017**

In concluding the audit of the Launceston Community Legal Centre fund for the year ended 30<sup>th</sup> June 2017

**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 was disappointed to find that the Class Computer reporting system was unavailable to LCLC, resulting in additional work required to prepare a substitute report

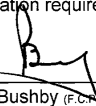
Given the size of the organisation the internal control over the financial control systems and procedures are as strong as too be expected. This also applies to omissions and errors of financial data

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



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Peter W Bushby (F.C.P.A., F.C.I.S., F.G.I.A., C.A.)  
Registered Company Auditor No 158  
Dated: 18<sup>th</sup> August 2017

## Board of Management for 2016 - 2017

<b>Name</b>	<b>Address</b>	<b>Board Position</b>
Natalie Heiniger	Riverside, Tasmania	Chairperson
Heather Beaumont	East Launceston, Tasmania	Deputy Chairperson
Peter Wierenga	Hillwood, Tasmania	Treasurer/Public Officer
Nick Terracall	Riverside, Tasmania	Member
Stuart Roberts	Launceston, Tasmania	Member
Maree Stainlay	Launceston, Tasmania	Member
Garry Rafferty	Trevallyn, Tasmania	Member
Philip Doyle	Newstead, Tasmania	Member
Ken Stanton	Riverside, Tasmania	Retired





LAUNCESTON  

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COMMUNITY  

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CENTRE



LAUNCESTON  
COMMUNITY  
**LEGAL  
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

