

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES



ANNUAL
REPORT
2018–2019



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NACLC acknowledges the traditional owners on 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, present and emerging

About Us and Community Legal Centres



The National Association of Community Legal Centres (NACLC) is the peak national organisation for community legal centres (Centres) in Australia. Our members are the eight state and territory community legal centre associations, which together represent about 180 organisations in metropolitan, regional, rural and remote locations across Australia. We represent CLCs as well as some Family Violence Prevention Legal Services and Aboriginal and Torres Strait Islander Legal Services.

Community legal centres are independent, not-for-profit, community-based organisations that provide free and accessible legal and related services to everyday people across Australia. In 2018-2019 Centres provided over **697 653 services to people across Australia**. Centres provide holistic, client-centred, wrap-around, safe and appropriate services. Delivering efficient, effective and innovative services often comprises multidisciplinary teams and service delivery models to provide high-quality services. They are supported by a strong national quality service framework focused on continuous improvement, using frontline service delivery to inform broader systemic work, including law reform, policy and strategic advocacy.

As the peak body, we play a key role in:

- providing a voice to, and for, the community legal sector;
- coordinating and supporting beneficial relations with governments and the sector, including by sharing information, facilitating consultation, sharing and encouraging good practice, drawing upon sector expertise to inform government decision-making;
- supporting and facilitating the provision of high-quality community legal services through the National Accreditation Scheme to ensure continuous quality improvement;
- undertaking strategic national advocacy and representation on behalf of the sector and the people and communities our centres work with;
- contributing to the evidence base that informs improved government policy development and decision-making;
- advocating for and contributing to law and legal frameworks, policy settings and a society that enables access to justice and the protection of human rights for people in Australia;
- educating governments, other organisations and the community about the sector and access to legal help;
- collecting and communicating sector data through Community Legal Assistance Services System (CLASS), the National CLCs Census and sector surveys;
- providing sector support, training and capacity building to support provision of high-quality services and the ongoing sustainability of the sector;
- facilitating and leading strategic sector thinking (for example, through the development of national position papers);
- working to support our members, including particular assistance to the unfunded state and territory associations and Centres in their jurisdictions; and
- working collaboratively and in partnership with other peak bodies, supporters and partners.

Chair Report



Sara Kane

NACLC is constantly evolving as an organisation while continuing to deliver on its strategic objectives to ensure a thriving community legal sector. Some of the main achievements over this period include hosting the National Community Legal Centres Conference, *Just Futures: Shaping Our Vision Beyond 2020*, reviewing the National Accreditation Scheme, and significant advocacy during the review of the National Partnership Agreement for Legal Assistance and other sector related reviews throughout the year.

The Board continues to provide stewardship during this time of change and uncertainty by maintaining oversight of the implementation, monitoring and review of the Strategic Plan and governance systems. The key governance structure we have reviewed is that of our Advisory Council and we will now work to implement changes coming out of that review in continued collaboration with the Advisory Council.

As part of the continued implementation of the Strategic Plan, and working towards a thriving community legal sector, the Board in partnership with UTS Shopfront students reviewed and refreshed NACLC branding and the organisation name to better reflect our purpose as a national peak on behalf of a contemporary community legal sector.

One of the key challenges facing us as a national peak is to maintain our financial viability. We have taken various steps, including exploring a business development framework and

workshopping a range of income generation and cost recovery ideas. We continue to re-assess our operational and strategic framework to ensure we meet the current and emerging needs of our sector whilst maintaining financial sustainability.

In October 2018, we met with the Attorney-General and other politicians to talk about the strengths of the community legal centre model, the essential work Centres achieve and how government can provide better support for our work and the communities we serve.



NACLC Board, Advisory Council and staff members meet with Attorney-General Christian Porter MP



NACLC with Shadow Attorney-General Mark Dreyfus MP

Chair Report



Knowmore remains a NACLC program. At the beginning of this financial year, knowmore transitioned from its role of supporting survivors appearing before the Royal Commission into Institutional Responses to Child Sexual Abuse to supporting survivors making applications to the National Redress Scheme for people who have experienced child sexual abuse. The Board has been working to transition knowmore into a stand-alone national community legal centre.

The Board would like to thank the community legal sector and our members for providing valuable insights, support and guidance to shape our work through the Advisory Council.

We would also like to thank Rosslyn Monro and Nick Hudson who finished their term on the Board during this year.

Rosslyn made a significant contribution during her term on the Board as a Director and Chairperson. She worked tirelessly and fearlessly representing community legal centres during the Fund Equal Justice campaign, travelling the country to meet with Centres, clients and Members of Parliament, and participating in countless media interviews and reports.

Rosslyn, with Nick Hudson, also represented the Board on the knowmore subcommittee and both were key to establishing a framework for the transition of knowmore to independence. Rosslyn is a tremendous leader who is insightful, strategic, creative and mindful of the needs of Centres and the sector, all welcome traits on the NACLC Board. We wish Rosslyn all the very best continuing her work and leadership as Director of Community Legal Centres Queensland.

Nick also made a much-appreciated contribution during his term on the Board as the financial guru and leader in his role as Treasurer. Nick's insight, attention to detail, reflections and leadership have been essential to maintain NACLC's financial sustainability during a time of significant financial stress and what appeared to be insurmountable deficits.

NACLC still faces financial difficulty and uncertainty, but during Nick's tenure we have maintained sustainability and avoided the anticipated deficit. Nick's commitment and passion for the community legal sector continues in his new role at knowmore and we wish him the very best in this endeavour.

We would also like to thank Cathy McMorine, Laurel Draffen and Michael Smith for joining the Board at the Annual General Meeting in October 2018, and thank continuing Board Members Anna Cody, Vanessa Lesnie and Lee-Ann Emzin. The NACLC Board has worked hard and in a considered way to ensure the national peak continues to represent its members and the community legal sector.

Board succession remains an important area of focus, and in May 2019 the Board undertook a review of its composition, development needs, critical relationships and what skills would be needed to face the challenges ahead. We have begun work on recruiting new Board members in the lead-up to this year's Annual General Meeting, to best complement the existing Board.

Final and sincere thanks to Nassim Arrage and the NACLC staff who continue to deliver quality services and courageous advocacy on behalf of our sector. It is a lean team working within a tight budget, but they deliver beyond expectations to ensure a thriving peak and sector. Thank you!

Sara Kane
Chair

CEO Report



NACLC plays a vital role in ensuring a thriving community legal sector. We continue to provide a broad range of services to the sector (outlined in the Sector Sustainability and CLASS sections of this Annual Report) as well as undertaking advocacy on behalf of the sector (outlined in more detail in the Policy and Advocacy section).

We've led the sector's response in a number of Commonwealth reviews of funding arrangements, including the National Partnership Agreement for Legal Assistance 2015-2020, the Indigenous Legal Assistance Program, the Family Violence Prevention Legal Services and evaluation of the Womens Safety Package. We remain hopeful that our contributions will result in positive changes to these funding arrangements.

The National Community Legal Centres Conference – *Just Futures: Shaping Our Vision Beyond 2020* – co-hosted with Community Legal Centres NSW in Sydney, was a huge success. With over 500 people attending the four-day program of masterclasses, network meetings, plenary presentations, workshops and consultations, we heard from a diverse range of speakers from across the community legal sector and beyond.

We were pleased when the Federal Budget revealed that provision had been made for the next four years for Commonwealth funding of the sector, an important first step in funding security, as long-term, sustainable and predictable funding is an essential foundation for a thriving sector.

The Federal Election gave us another opportunity to work towards public policies that put people and communities first, especially those who already experience disadvantage and discrimination.

We remain proud of our National Accreditation Scheme, now coming to the end of its second phase after six years, and the work Centres are doing to drive continuous improvement. We've spent the last twelve months preparing for Phase 3 and plan to launch the new Scheme in the next financial year. This is an important part of our work as a peak and a vital scheme that ensures delivery of high-quality services by centres across Australia.

We work collaboratively with individual centres, National Networks, peak legal assistance bodies and a range of other partner organisations across a broad range of issues. These partnerships are a vital part of ensuring delivery of quality services, sharing of information and good practice, and fairer laws and policies.

I want to thank the small team of staff and volunteers that work above and beyond their job descriptions to deliver high-quality services to community legal centres and other stakeholders. We continue to have a passionate and committed team despite a tight budget and shrinking resources.

I also want to thank all the staff and volunteers of Centres around the country who work tirelessly to make a difference to the lives of people and communities.

There are many challenges for us to face over the coming year, but we are feeling optimistic. We are determined to work hard and in collaboration with our partners to fight for fairness and to facilitate access to justice for the people and communities we all work with across Australia.

Nassim Arrage
CEO

NACLC Reconciliation Action Plan

NACLC acknowledges the cover artwork 'Untitled' by Jillary Lynch from Keringke Arts, in the community of Ltyentye Apurte, Northern Territory.

As the peak body for community legal centres in Australia, we acknowledge and accept the role we should and must play in working toward reconciliation in Australia and in protecting and promoting the human rights of Aboriginal and Torres Strait Islander people and communities.

We achieved many of the goals we set ourselves in our 2017-2019 Reconciliation Action Plan (RAP) and have a strong foundation upon which to build in future RAPs. There are also areas in which we could reflect on our progress and implement changes to ensure more meaningful progress.

Our key achievements over the last twelve months include the following highlights.

Relationships

- We have further developed strong working relationships with National Aboriginal and Torres Strait Islander Legal Service Forum (NATSILS) and National Family Violence Prevention Legal Services Forum (NFVPLS).
- We have developed and strengthened relationships with Aboriginal and Torres Strait Islander legal service providers and other community-controlled organisations, including through our engagement with the Change the Record Coalition.

Minority Report Panel at National Conference 2018 – Nassim Arrage, Professor Tom Calma, Louise Boon-Kuo, Vanessa Turnbull-Roberts, Judge Matthew Myers, Zita Ngor, Senator Mehreen Faruqi

Respect

- We have continued to embed cultural safety and appropriateness in our work and culture, including ensuring our engagement, communications, events and workplace policies are culturally safe and appropriate.
- Our National Conference has provided a culturally safe and appropriate space, including through respect for protocols and particular focus on ensuring high-profile sessions considering the rights of Aboriginal and Torres Strait Islander people and including Aboriginal and Torres Strait Islander presenters across sessions.
- We have hosted and participated in a range of events, including for NAIDOC Week, Reconciliation Week and Invasion/Survival Day.
- We have continued to support Centres to actively work to create a culturally safe organisation for staff and clients, including through development of resources and introduction of the mandatory cultural safety standard as part of the National Accreditation Scheme (NAS).





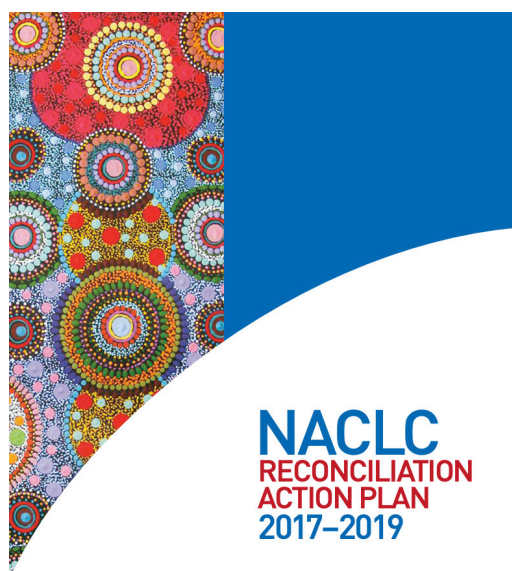
NACLC acknowledges the cover artwork 'Untitled' by Jillary Lynch from Keringke Arts, in the community of Ltyentye Apurte, Northern Territory.

Opportunities

- We have ensured there is at least one Aboriginal and/or Torres Strait Islander person on NACLC's governing bodies (the Board and Advisory Council)
- We have continued to support the right of Aboriginal and Torres Strait Islander peoples to self-determination and promoted implementation of the UN Declaration on the Rights of Indigenous Peoples (UNDRIP) through our strategic law reform, policy and advocacy work.
- We have continued to support and work with the National Aboriginal and Torres Strait Islander Women's Network
- We have sought to recruit and retain Aboriginal and Torres Strait Islander staff for roles at NACLC but do not currently have an Aboriginal and/or Torres Strait Islander staff member in the main NACLC office. As a result, there is an opportunity to consider other ways we can support centres to improve recruitment and retention of Aboriginal and Torres Strait Islander staff at NACLC and in centres.

Tracking Progress, Reporting and Next Steps

Our key opportunity over the next twelve months is to review and refresh our current RAP which ends in 2019. We look forward to working with the sector to develop our next RAP. More broadly, we remain committed to being guided by and supporting Aboriginal and Torres Strait Islander staff, people, communities and organisations over the coming year and beyond.



NACLC Reconciliation Action Plan 2017-2019

Sector representatives meet with Hon. Linda Burney MP, Shadow Minister for Families and Social Services at Parliament House, Canberra – Linda Weatherhead, Lee-Ann Emzin, Linda Burney MP, Amanda Alford, Tim Leach, Zita Ngor

NACLC Board of Directors



Sara Kane
Chairperson



Anna Cody
Deputy Chairperson



Nick Hudson
Treasurer (to May 2019)



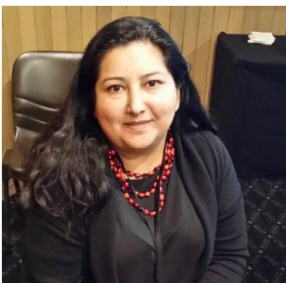
Laurel Draffen



Lee-Ann Emzin



Vanessa Lesnie



**Catherine
McMorrine**

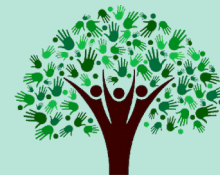


Rosslyn Monro
(to October 2018)



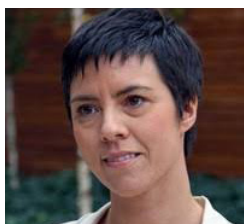
Michael Smith

NACLC Advisory Council



Our Board is supported by an Advisory Council consisting of two sector representatives from each State and Territory and representatives of our Aboriginal and Torres Strait Islander Women's Network. We would like to particularly acknowledge the contributions of outgoing members Susan Fahey (TAS), James Farrell (QLD), Matt Fawkner (NT), Jackie Galloway (VIC), Belinda Lo (VIC) and Janet Wight (QLD).

ACT



Elena Rosenman



Genevieve Bolton

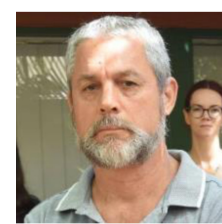
NT



Vanessa Lethlean



Linda Weatherhead



Matt Fawkner

NSW



Tim Leach



Katrina Ironside

QLD



Rosslyn Monro
(from Jan. 2018)



Georgina Warrington
(from Nov. 2018)



James Farrell
(to Dec. 2018)



Janet Wight
(to Oct. 2018)

SA



Zita Ngor



Ippei Okazaki

TAS



Jane Hutchison



Susan Fahey
(to Dec. 2018)

Aboriginal and Torres Strait Islander Women's Network



Bobbi Murray

VIC



Serina McDuff
(from May 2019)



Zana Bytheway
(from Nov. 2018)



Jackie Galloway
(to Oct. 2018)



Belinda Lo
(to April 2019)

WA



Carrie Hannington



Sharryn Jackson

NACLC Staff



Staff at 30 June 2019



Nassim Arrage
CEO



Amanda Alford
Director Policy and
Advocacy



Meg Houston
Acting Director
Sector Sustainability



Alice Jones Rabbitt
Sector Capacity
Building Officer



Fran Bowron
IT Business Manager



Chris Dubrow
IT Project Manager



Harold Lander
IT Projects Officer



James Okeby
CLASS Training and
Support Officer



Victoria Kim
CLASS Training and
Support Officer



Phill Byrne
IT Projects Officer



Polly Porteous
Special Projects
Manager



Charlotte Maung
Administration
Assistant



David Herrero
Operations Officer
(from April 2019)



Alex Ariti
Executive Officer
(from April 2019)



Garth Tinsley
Pro Bono & Corporate
Partnerships (from
May 2019)



Stephanie Fermin
Social Work
Placement Student
(January-June 2019)

Thank you to our volunteers

Shilpa Jayakumar
Rachel Holt
Ankita Saha
Nadia D'Andrea
Ainsley Jones
Penelope Chen

Thank you to these staff members who worked with us during the year



Rachel Ryan
Communications
Manager
(until August 2018)



Rebekah Sarkoezy
Operations Officer
(until April 2019)



Jon Schild
CLASS Training
Officer (until
October 2018)



Jane Kenny
Grants and
Sponsorship
(until April 2019)



Joanna Mantziaris
Sector Sustainability
Consultant (March-
June 2019)



Katelyn Wood
Operations Team
(March-June 2019)



Stefan Joksic
Administration
Assistant
(July 2018)

Sector Sustainability



This year we continued to deliver a range of products and activities aimed at supporting, and building the vision for, the long-term sustainability of the community legal sector. The Sector Sustainability team within NACLC brings together capacity-building work and key services in these areas including the National Accreditation Scheme and the National Community Legal Sector Insurance Scheme.

Sector sustainability initiatives continue to be delivered as part of implementation of the six core activity areas of the **National Sector Sustainability Framework** established during 2015-16.

Sector efficiency and financial sustainability

- We provide a number of bulk purchasing options for the sector to support front-line service delivery, including:
 - the National Community Legal Sector Insurance Scheme, which offers highly-discounted insurance policies to Centres;
 - until March 2019, the Standards and Performance Pathway tool for full member Centres, to support and enable Centres to conduct their self-assessments under the National Accreditation Scheme and access management support online resources through a negotiated deal;
 - free access for Centres to LexisNexis online legal resources, training and opportunities to contribute to LexisNexis publications and resources.
- We continued to build sponsorship partnerships to support the delivery of the National Community Legal Centres Conference, and to support Aboriginal and Torres Strait Islander and regional, rural and remote delegates to attend the Conference.

Sector coordination and collaboration

We provide national leadership and coordination of the sector as well as undertaking a key information-sharing role through regular newsletters, presentations, visits to Centres and

participation in state and territory events. In particular we:

- work with our members to drive and inform a common agenda; we collaborate and share resources including through the Advisory Council and **Sector Advocacy, Sustainability and Strategy Group** (which replaced and expanded the role of our Sector Sustainability Committee);
- work closely with **National Networks** of sector staff with expertise in particular areas of law, communities or service delivery to support collaboration, engagement and communities of practice in the sector;
- continue to work closely with our colleagues across the legal assistance sector including **National Family Violence Prevention Legal Services** and **National Aboriginal and Torres Strait Islander Legal Services**, National Legal Aid, Australian Legal Assistance Forum, Attorney-General's Department, Health Justice Australia and Law and Justice Foundation NSW;
- maintain the **National CLCs Directory** and make it available to members as an online resource;
- continue to maintain and update the CLEAR database, the only national repository of community legal education resources, and maintain links with the National Legal Aid Community Legal Education Network.

Quality and continuous improvement

We provide quality assurance and risk management initiatives which ensure that clients receive high-quality advice and that centres are well equipped to deliver services. These include:

- Phase 2 of the **National Accreditation Scheme for CLCs**, including the new Cultural Safety Standard;
- a working group to review and improve the National Accreditation Scheme for Phase 3;
- continued review of and support for national implementation of the **Risk Management Guide** for legal practice in Centres.

Sector Sustainability



Access to justice

- We scoped and updated the **Legal Needs Assessment Toolkit** to fully integrate with **Community Legal Assistance Services System (CLASS)**; the Toolkit supports Centres to plan their services and contribute to jurisdiction planning under the National Partnership Agreement.
- We have drafted **national position papers** on the role and function of the community legal sector, service delivery models and key issues, consulting across the sector.

Workforce capability and sustainability

- We delivered another successful **National Community Legal Centres Conference** in Sydney.
- We implemented several key recommendations from the 2017 Conference Review in the planning and delivery of the 2018 Conference.

Evidence base and information management

- We collected and published data through the annual **National Census of Community Legal Centres**; the 2017 Census report was launched at the 2018 Conference and we provided data packs to all state and territory associations to support their work and advocacy efforts.
- We developed a NALCLC Data Strategy and National Research Agenda.
- We continued a project to develop nationally-consistent implementation of the National Legal Data Standards across the community legal sector, including a well-attended session at the 2018 Conference, the establishment of a sector Data Standards Working Group and consultation, training and development of the Data Consistency Guide



Meg Houston visits Central Australian Aboriginal Family Legal Unit (CAAFLU)

Insurance and Risk Management

We continue to negotiate and administer the National Insurance Scheme for the benefit of legal assistance services around Australia. This is one of our key services and means Centres can access highly-discounted, tailored insurances without the need to negotiate their own individual policies. The core policies included are Professional Indemnity Insurance (PII), Association Liability Insurance (ALI) and Public Liability Insurance (PLI). In 2018 we began offering Cyber Insurance, Business Insurance and Volunteer Personal Accident as part of the scheme. Our role includes managing the policy renewal process on behalf of almost 180 Centres. Throughout the year, we worked closely with the broker McDougall Kelly & Martinis to identify and implement improvements and efficiencies to the scheme, and Centres' risk management practices.

We provide ongoing support to Centres throughout the year and worked closely with the National PII Network.

In this financial year, 154 Centres took out PII, 146 Centres took out ALI and 145 Centres took out PLI policies through the Scheme.

Sector Sustainability



Quality Assurance: National Accreditation Scheme

The National Accreditation Scheme for Community Legal Centres (NAS) continues to be a successful sector-led initiative which drives quality service provision for clients, guides organisational development and supports boards, managers and staff.

The NAS was launched in 2010 as a joint project of NACLC and the eight state and territory associations. It provides an industry-based accreditation and certification process that supports and recognises good practice in the delivery of community legal service and promotes a culture of continuous quality improvement. The NAS gives Centres, funding bodies and clients confidence that Centres are operating according to good practice and industry standards.

All member Centres are required to participate in the NAS. Key features include a rigorous self-assessment against the NAS Standards, an onsite assessment, the production of an Accreditation Assessment report and development of an Improvement Plan. Centres that successfully meet requirements are certified for a three-year period during which they provide regular reports on their progress in implementing their Improvement Plan.

We oversee the development and implementation of the NAS and have convened regular meetings of the NAS Phase 3 Review Working Group. In conjunction with the Working Group we conducted a review of the functionality of the Standards and Performance Pathway (SPP) and are now developing our own online system on behalf of the sector to better meet the requirements of the NAS.

The NAS is an integral part of sector sustainability and a crucial framework for building the capacity of the sector, in close alignment with NACLC's Risk Management Guide and the National Insurance Scheme. NAS work is undertaken across the Sector

Sustainability Team, primarily managed by the Sector Capacity Building Coordinator, Meg Houston. We implemented the NAS in four states and territories: ACT, Northern Territory, South Australia and Tasmania.

We continue to support five Regional Accreditation Coordinators in New South Wales, Queensland, Victoria and Western Australia, convening monthly teleconference and facilitating face-to-face meetings in Sydney in November 2018 and May 2019. We collaborated to deliver a consultation workshop at the National CLCs Conference in August 2018.

We are grateful to Centres for their high level of engagement with the NAS and appreciate the work of the Regional Accreditation Coordinators, certifiers, the peak bodies and the NAS Working Group.

Congratulations to Centres which have achieved accreditation for the first time this year or have been successful in certification renewal.



NACLC staff and Accreditation Coordinators at the National Community Legal Centres Conference in Sydney, 2018 – Laurel Draffen (NSW), Nassim Arrage, Penny Sullivan (QLD), Natalie Hallam (VIC), Alice Jones Rabbitt, Ingrid Rikkert (NSW), Trish Ryans-Taylor (WA), Meg Houston

JUST FUTURES_

NATIONAL CLCs
CONFERENCE

SYDNEY
28-30 AUGUST 2018

SHAPING OUR VISION
BEYOND 2020

NACLC co-hosted the 39th National Community Legal Centres Conference with Community Legal Centres NSW in Sydney on 27-30 August 2018. The theme, *Just Futures: Shaping our Vision beyond 2020*, brought together over 500 delegates from community legal centres, the legal assistance sector, other NGOs, government and the private sector across Australia and New Zealand.

The conference brought together key decision makers, practitioners, policy makers and researchers from within and outside of the community legal sector to collectively discuss the needs of communities in gaining access to justice and protecting human rights.

It provided an opportunity to explore a shared vision for the community legal sector, a just system and better social justice outcomes for our communities.

The busy program included four masterclasses, eighteen network meetings, four training sessions, six plenary sessions and twenty-six breakout sessions.

For the first time we provided a conference app, which was a big hit with delegates and provided a new way to network.

An overwhelming majority of delegates found the conference sessions inspiring, thought provoking and innovative.

Keynote speakers included:

- Uncle Ray Davison, Gadigal elder who gave the Welcome to Country
- The Honorable Mark Speakman SC MP, NSW Attorney-General
- Richard Denniss, The Australia Institute
- Jacqueline Peel, University of Melbourne
- David Locke, Australian Financial Complaints Authority
- Professor Tom Calma AO, Reconciliation Australia
- Judge Matthew Meyers AM
- Dr Mehreen Faruqi, Greens Senator for NSW
- Vanessa Turnbull Roberts
- Zita Ngor, Women's Legal Service South Australia



*Accreditation Coordinators
at National Community Legal
Centres conference 2018 in
Sydney*

*Left to right:
Meg Houston, Laurel Draffen,
Trish Ryans-Taylor, Natalie
Hallam, Penny Sullivan*

SYDNEY
28–30 AUGUST 2018

SHAPING OUR VISION
BEYOND 2020

Masterclass spotlight – Story of Justice

In a crowded funding and media environment, it's more important than ever for the community legal sector to be telling stories about our organisations, the important work we do and the people we help daily.

This masterclass linked a panel of industry experts and staff from community legal centres and the broader sector to explore the latest trends in communications and how to tell our stories.

The expert presenters included:

- Benjamin Law, Journalist, Columnist, TV screenwriter and Author
- Alison Orme, The Sunrise Project
- Mark Riboldi, Community Legal Centres NSW
- Gina Rushton, BuzzFeed News
- Rachel Ryan, knowmore



Anna Cody launches Kingsford Legal Centre's Having My Voice Heard report



Conference plenary

Policy and Advocacy



This year we continued to work with the sector to achieve positive changes across a range of areas:

- locking in funding certainty and increases for the sector in the 2019 Federal Budget;
- engaging with the National Partnership Agreement on Legal Assistance Services Review resulting in a Final Report that highlighted the important and efficient work of the sector;
- preventing further restrictions on advocacy by civil society;
- leading and contributing to strategic advocacy on a range of legislative and policy issues to protect and promote the rights of people experiencing discrimination and disadvantage across Australia;
- providing a sector voice to government, including sharing information and good practice, facilitating consultation and drawing on sector expertise to inform government decision-making;
- continuing to work collaboratively on policy and advocacy with centres, National Networks, peak legal assistance bodies and supporters and stakeholders.

To ensure a thriving community legal sector

The focus of our policy and advocacy work this year has been on ensuring appropriate legislative, regulatory and policy frameworks are in place to facilitate the vital work of the sector. This has involved advocacy and engagement on:

- specific sector funding opportunities, including funding for the establishment of specialist elder abuse units and health justice partnerships;
- State and Territory sector reviews, particularly in NSW and Tasmania;
- the review of the Australian Solicitors' Conduct Rules to ensure the rules facilitate legal practice by community legal centres.

In the lead up to the Federal Election we worked closely with the Coalition, Labor and The Greens to ensure strong commitments to the sector. This advocacy resulted in funding commitments to the sector in excess of \$650 million and a strong awareness of the value of the sector and its work in communities across Australia.

Access to Justice and Human Rights

We are committed to continuing our work with the sector and partner organisations to protect and promote the rights of all people in Australia. This work includes:

Resisting attacks on advocacy – We have continued to advocate to have the restriction on the use of Commonwealth funding for policy and advocacy work removed. We are also working with the Hands Off Our Charities coalition and others to oppose proposed changes to electoral funding and disclosure laws that would stifle advocacy.

Encouraging strong responses to the Banking Royal Commission – We worked closely with the sector, Financial Counselling Australia and others to encourage a strong response to the Banking Royal Commission, including funding for financial counsellors and consumer financial legal advice and assistance services.



October 2018 – NACLC and sector representatives with Attorney-General Christian Porter at Parliament House



Nassim Arrage and Amanda Alford with Consumer Action Law Centre at Parliament House

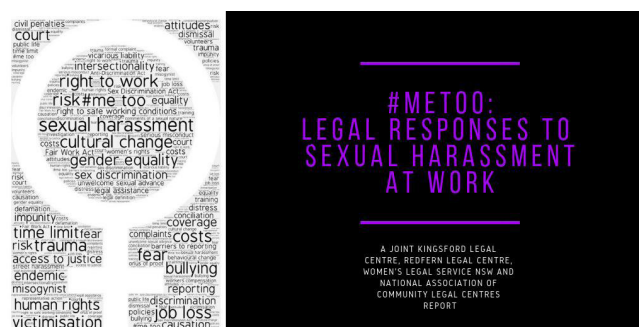
Aboriginal and Torres Strait Islander people and communities – We have supported our Centres and community-based organisations with a range of inquiries and events. We have joined with National Aboriginal and Torres Strait Islander Legal Services (NATSILS) to oppose the mainstreaming of funding for Aboriginal and Torres Strait Islander Legal Services. Through the Change the Record Coalition we have continued the push for justice targets and meaningful changes to end the over-representation of Aboriginal and Torres Strait Islander people in the justice system.



Nassim Arrage with Antoinette Braybrook (NFVPLS) and Cheryl Axleby (NATSILS)

Promoting economic equality and a strong social security system – We stood alongside Australian Council of Social Service (ACOSS) and others as part of the #RaisetheRate campaign, calling for increases to Newstart. We also supported the advocacy of the National Social Security Rights Network, including through political engagement, around reforms to the social security system to better support people experiencing family violence.

Supporting the rights of women – We worked with Kingsford Legal Centre, Redfern Legal Centre and Women's Legal Centre NSW on a joint report outlining important recommendations for reforms to ensure women have access to work in safe workplaces free from sexual harassment.



#MeToo Report Cover

Protecting the rights of older people – Together with the National Older Persons' Legal Services Network, we have worked to protect and promote the rights of older people, including through engagement around services assisting people experiencing elder abuse and with the Aged Care Royal Commission, as well as contributing to international moves to draft a Convention on the Rights of Older Persons.

Holding the Australian Government to account internationally – We worked with Centres and other civil society organisations to use UN processes to promote human rights and raise concerns about domestic human rights issues. This includes support for sector representatives to attend the Commission on the Status of Women and the Open-Ended Working Group on Ageing.

Strategic Plan 2018 - 2021



We are a strong voice to, and for, the community legal sector

- We advance a shared vision for the community legal sector
- We lead and support national advocacy that facilitates access to justice and the protection of human rights for all people in Australia
- We collect and communicate compelling data to ensure a strong understanding of the importance and impact of community legal services

We increase the resources available to the community legal sector

- We advance the financial sustainability of the community legal sector
- We adapt the range of services we provide to support the changing needs of the community legal sector
- We share employment policies and practices designed to nurture the wellbeing and personal growth of staff, including our own

We strengthen our communities through enhanced collaboration

- We are guided by and support the perspectives of Aboriginal and Torres Strait Islander people, communities and organisations
- We enhance coordination and collaboration within the community legal sector
- We enhance strategic and collaborative partnerships with stakeholders external to the community legal sector

We facilitate the provision of high quality community legal services

- We provide a framework for the community legal sector to provide greater and improved services that best meet the needs of their communities
- We provide a robust National Accreditation Scheme to ensure continuous quality improvement

Our Values

Member Focus

We assist and enhance the capacity of our Members and individual community legal centres, and support their independence and autonomy

Leadership

We work with our Members to lead a strong, independent and innovative community legal sector

Fairness

We believe in equity, social justice and human rights and work towards alleviating systemic disadvantage

Collaboration

We build quality relationships to leverage combined resources, expertise and knowledge for the benefit of the organisations and communities that we collectively serve

Quality

We strive to develop and support high standards and quality in our own work and across the sector

About Us

The National Association of Community Legal Centres (NACLC) is the national peak body for the community legal sector.

The community legal sector is made up of approximately 200 community-based legal services that take client-centred and systemic approaches to legal service delivery.

Community legal centres provide essential legal and related services and are a vital part of ensuring everyday people in Australia can access the legal help they need.

NACLC's role is to ensure the community legal sector continues to thrive and is able to meet the needs of communities around Australia.

COMMUNITY LEGAL SECTOR SNAPSHOT

NATIONAL 3 Centres

The Community Legal Sector
Helped **201,493** People in 2017
National Association of Community Legal Centres
Combined Funding: \$48,638,000

WA 28 Centres

Helped **22,759** People
Community Legal Centres Association WA
Funding: \$6,256,000

SA 13 Centres

Helped **10,408** People
S.A. Council of Community Legal Services
Funding: \$4,121,000



NT 7 Centres

Helped **2,848** People
N.T. Association of Community Legal Centres
Funding: \$1,639,000

QLD 34 Centres

Helped **49,972** People
Community Legal Centres Queensland
Funding: \$9,478,000

NSW 32 Centres

Helped **54,663** People
Community Legal Centres NSW
Funding: \$13,238,000

ACT 6 Centres

Helped **3,577** People
ACT Assoc. of Community Legal Centres
Funding: \$1,138,000

VIC 49 Centres

Helped **51,994** People
Federation of Community Legal Centres Victoria
Funding: \$11,192,000

TAS 8 Centres

Helped **5,272** People
Community Legal Centres Tasmania
Funding: \$1,576,000



Funding figures indicate 2018-19 Commonwealth Government funding
People helped figures are reported number of clients in 2017-18 as generated from the CLASS database used by 152 CLCs

National Census of Community Legal Centres 2018



The National Association of Community Legal Centres (NACLC) is the peak body for community legal centres in Australia. Community legal centres are independent, non-profit, community-based organisations that provide free and accessible legal and related services to everyday people, including people experiencing discrimination and disadvantage across Australia.

This national data snapshot provides an overview of the work of community legal centres in 2018. There were 181 community legal centres across Australia in 2018. This snapshot is based on the data from 144 of those Centres extracted from Community Legal Assistance Services System (CLASS).

PROFILE

This data reflects the work of

144



Community Legal Centres

PEOPLE WE HELPED



Community Legal Centres helped

203,005

people in 2018

PEOPLE

The breakdown of people helped by centres was:



57.8%

women



30.4%

experiencing family violence



20.4%

people with disability



19.1%

people from culturally and linguistically diverse communities



10.7%

people in rural, regional and remote areas



9.3%

older people aged 65 years and over



7.1%

Aboriginal and/or Torres Strait Islander people



6.4%

experiencing homelessness

This data is for CLCs only and does not include data from Aboriginal and Torres Strait Islander Legal Services or Family Violence Prevention Legal Services.



SERVICES

Centres provided over

697,563

services nationally



Centres provided over

212,880



referrals

Centres provided over

4,500



community legal education activities

TOP 5

Top 5
services
nationally:



Parenting arrangements



Credit and debt



Housing

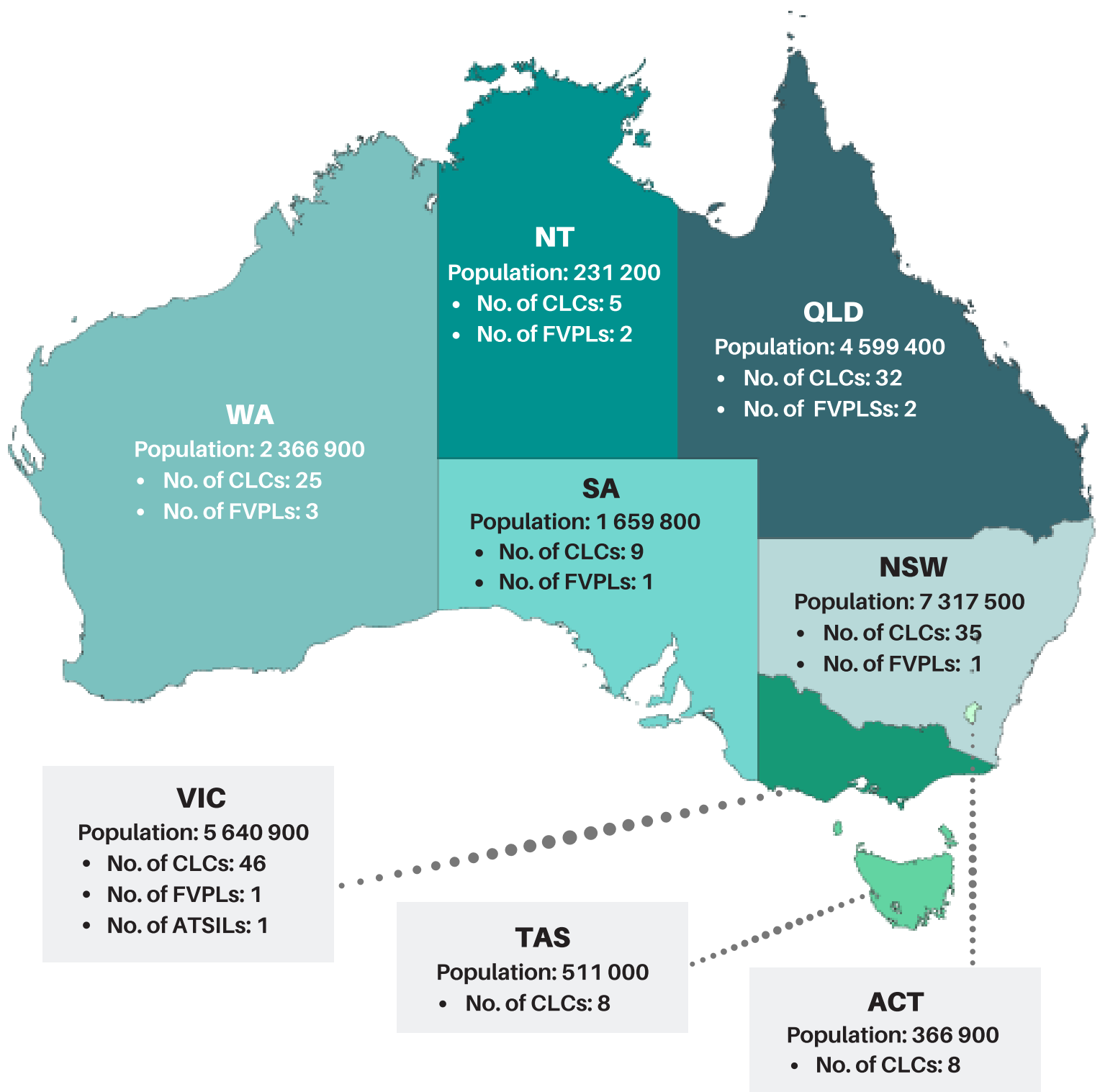


Other civil law
problems



Domestic violence
protection orders

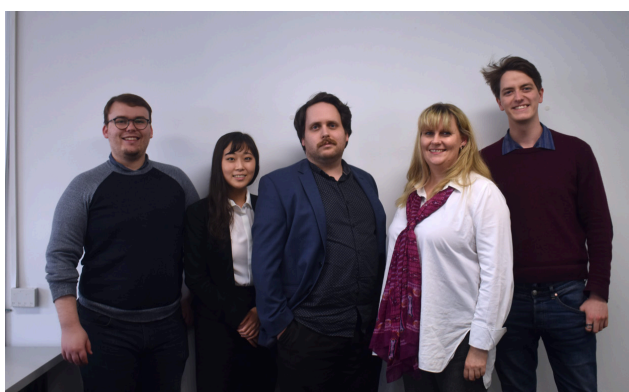
Australia's Community Legal Sector



Community Legal Assistance Services System (CLASS)



The Community Legal Assistance Services System (CLASS) provides a contemporary cloud-based platform that supports data collection and legal practice management in 168 community legal centres and Family Violence Prevention Legal Services across Australia. It uses the data definitions from the National Legal Assistance Data Standards Manual and provides a comprehensive reporting platform that fulfills NPA requirements.



CLASS Team – James Okeby, Victoria Kim, Jon Schild, Fran Bowron, Harold Lander

The CLASS Implementation Project was completed in March 2017, with 88% of the original requirements delivered. Since then a range of enhancements have made it easier and more effective to use, including the following.

- The geolocation module uses address validation, as well as geotagging clients and services by location, administrative boundaries and ABS Statistical Areas. Many reports are now able to filter records by these boundaries, allowing for flexible breakdowns of service delivery that match formats used by other government services.
- A number of useful tools were introduced, including Copy Service, Bulk Insert and Merge Clients, making it much easier for Centres to create and maintain client records.
- Significant improvements were made to system speed, performance and stability

- Reporting capability was significantly increased with the introduction of DIY Reports. These highly flexible reports enable centres to analyse and report on their data in much greater detail than was previously possible.

Delivery of CLASS was supported by an extensive program of face-to-face training delivered to groups and individual centres in every State and Territory between October 2018 and March 2019.

The Help Desk team provided email and phone support to over 1600 CLASS users. They also provide a program of regular online training on different CLASS modules and new functions.

The online User Guide was reviewed and updated and continues to be a significant information resource for CLASS users.

NACLC maintains regular contact with all community legal centres and FVPLS through identified contacts in every Centre, as well as publishing regular updates on the NACLC website, the Message Board and the CLASS News email newsletter.



March 2019 – Chris Dubrow visits the North & North West Community Legal Service in Northern NSW to provide CLASS training



knowmore

free legal help for survivors

This year knowmore has been transitioning from its work connected to the Royal Commission into Institutional Responses to Child Sexual Abuse toward providing support in relation to the National Redress Scheme which commenced on 1 July 2018. Thousands of survivors of child sexual abuse have contacted our service to seek our help to exercise their legal rights. To meet this demand, over the 2018-19 year the team at knowmore has grown to more than 90 staff. This rapid increase in staffing numbers was undertaken to ensure that we can continue to deliver high-quality, trauma-informed and multidisciplinary services to our clients. We helped 4509 clients between 1 July 2018 and 30 June 2019.



*Dean Bell, Engagement Team Manager ,
at the 2019 knowmore conference*

As part of our growth, we have re-opened an office in Perth and expanded our other teams, including adding a financial counselling team, thanks to a grant from the Financial Counselling

Foundation. The program now has four financial counselling roles to provide expert assistance to clients receiving redress payments. We have also worked closely with the Financial Rights Legal Centre and the broader financial counselling sector to build capacity and awareness about survivors' needs among financial counsellors and other community workers.

Aboriginal and Torres Strait Islander peoples now make up 25% of our clients, and we have expanded our Aboriginal and Torres Strait Islander team so that we now have male and female Aboriginal engagement staff in every office. These staff work alongside our lawyers, social workers, counsellors and intake and financial counselling teams to ensure we provide culturally safe services to our clients.

A national redress scheme, operated independently from the institutions responsible for child sexual abuse, was a key recommendation of the Royal Commission. The Scheme operates as an alternative to civil litigation. In assisting clients, knowmore seeks to provide them with information, advice and where relevant referrals, relating to all of their available options for redress, including through civil claims and the Scheme. The first year of operation of the National Redress Scheme has presented many challenges for survivors and also for our service, but has also helped to deliver justice to survivors who have often waited decades for the opportunity to tell their story and to seek justice in a form that is meaningful to them. Many of the clients coming forward for help in the first year of the Scheme have been elderly and very unwell, and we have implemented a range of responses to enable us to identify and support these clients and advance their matters with priority.

We have undertaken a range of activities to build our networks and relationships with stakeholders and partner services, and to support our community education and outreach plans



across the ten year life of the Scheme. To lead these activities, in June 2019 we welcomed Nick Hudson to the new role of Director of Strategic Engagement with our team.

During the year we also boosted our capacity to undertake law reform and policy work in order to influence and contribute to systemic change that benefits our clients, such as ensuring that the recommendations of the Royal Commission are implemented and that other law reform which helps our clients to obtain justice happens. Notably, we contributed a number of submissions addressing the legislation that established the National Redress Scheme and governs its operation, including to a Joint Select Committee of the Parliament of Australia that was inquiring into the scheme's implementation. We have also given evidence to that Committee about our clients' experiences with the Scheme. The Committee delivered its report, *Getting the National Redress Scheme Right: An overdue step towards justice*, in April 2019. That report widely referenced knowmore's submissions.

We have seen a significant interest in survivor stories and issues in the media, and the formal apology delivered last October by Prime Minister Scott Morrison to the victims and survivors of institutional child sexual abuse was another key moment that provided the opportunity for Australia to acknowledge past failings and commit to reform. We undertook many media appearances during the year, to highlight issues affecting our clients and to support their voices being heard.

We look forward to knowmore continuing to deliver high quality and client-centred services in coming years. The Board of NACLC has determined that it is now appropriate for knowmore to move from its status as a program of the national peak to a stand-alone community legal centre, and this will occur in 2020.

The future will also see knowmore building upon its work and sharing that experience with the community legal sector, and continuing to look for ways and opportunities to expand our services to support all survivors of child abuse. Ultimately, we want to see an end to child abuse, and to ensure that when it does occur, it is addressed and not forgotten.



knowmore staff

National Networks



There are a number of National Networks that bring together workers from across the sector to share their expertise and information and work collaboratively, including on law reform and policy projects.

National Aboriginal and Torres Strait Islander Women's Network

Co-Coordinators – Christine Robinson (NSW), Bobbi Murray (NSW)

Administration Support – Hayley Mansfield (VIC)

The 2018-2019 financial year has seen Coordinators old and new come into play, and new members bringing new excitement and enthusiasm to the group.

The network is composed of Aboriginal and Torres Strait Islander women from all over the Community Legal Centre sector from CEOs, community workers and lawyers to intake officers, board members, students and volunteers.

We are a network of women that are here to support all the CLC sector with Aboriginal and Torres Strait Islander clients and staff, but most importantly to support, mentor, educate and build each other up within the network to make our CLCs and the sector the best it can be for our Aboriginal and Torres Strait Islander communities across the country.

We teleconference twice a year and meet face-to-face once a year at the National Community Legal Centres Conference. We also keep in contact via email, phone and our Teams group. We encourage all Centres within our sector to contact us about any issues they experience in areas such as:

- employment and retention of Aboriginal and Torres Strait Islander staff;
- Cultural awareness programs for Centres the sector and beyond;
- cultural protocols;
- client issues;
- community programs and information

targeted at Aboriginal and Torres Strait Islander communities; and

We aim to get more involved in submissions on Indigenous issues locally, nationally and internationally in the new year. We provided input to the submissions of Women's Legal Services Australia (WLSA) into the Family Law Review.

Anyone wishing to join our network or contact us for information, advice or referrals please contact NACLC for the Coordinators' contact details.

Yours in Unity

NATSIWN Secretariat

Bobbi Murray (NSW), Christine Robinson (NSW), Hayley Mansfield (VIC)



Bobbi Murray



National Association of Tenants' Organisations

The tireless members of National Association of Tenants' Organisations (NATO) continued the struggle for renter's rights all across the country.

Our members (and their associated tenants' advice and advocacy services where applicable) advised or assisted in 80 000 tenancy matters to over 70 000 renting households across the country. We also ensured many more people know their rights through thousands of community education sessions, and several million sessions on our information-based websites.

We also jointly prepared or collaborated on several federal submissions, including on community housing registration and to COAG processes on minimum energy efficiency standards.

A particular highlight was our joint submission to the Inquiry into Biotxin-related Illnesses (referring to the impacts of mould). This submission included contributions from more than 400 tenants from across Australia who shared both their experiences and photographic evidence. This resulted in recommendations for improved standards in houses relating to dampness and standards for disclosure of previous mould issues.

In partnership with Choice and National Shelter in late 2018 we published *Disrupted*, an incredibly powerful snapshot of the renting experience in Australia and follow-up to 2017's *Unsettled*. For the second year running this publication 'broke the internet', trending on Twitter, and marking the

now-annual tradition of mass airing of grievances on the #RentInOz hashtag.

With state-based reviews of tenancy legislation either completing, continuing, or beginning across the country we also have seen a blossoming of Make Renting Fair campaigns which began in Victoria and New South Wales in 2017 and have spread to nearly every state and territory over 2018 and 2019.

Not every campaign is identical, but they all share two key features: a rock-solid commitment to tenant-led rebalancing of our deeply flawed renting system and a NATO member acting as the driver in bringing together broad community support.

From just seven NATO members, more than 200 other community organisations and tens of thousands of individuals have signed on to support the Make Renting Fair campaigns. Success is hard won, with Victoria achieving great gains at the end of 2018, and NSW and ACT seeing some reforms but with much more to push for.

We do want to end with an acknowledgement of the retirement of Tenants' Union of Victoria CEO Mark O'Brien who had been with the organisation for more than 30 years until the end of 2018.

Leo Patterson Ross, Convenor



The **National PII Network** consists of representatives from each state and territory experienced in legal practice management. The Network's role is to support Centres in legal practice risk management through providing guidance on specific queries, resources and training at both a national and state level and implementing the annual crosscheck process.

We meet monthly by phone, and in 2018 we met face-to-face during National CLCs Conference in Sydney.

The members of the Network in 2018/19 were:

- Australian Capital Territory – Genevieve Bolton
- New South Wales – Hilary Kincaid, Ali Mojtahedi and Annette van Gant (to December 2018)
- Northern Territory – Kim Raine (to November 2018) and Matt Fawcner (from December 2018)
- Queensland – Rachel Neil
- South Australia – Alan Merritt
- Tasmania – Jess Feehelly (to December 2018) and Chris Rice (from December 2018)
- Victoria – Melanie Dye (to December 2018), Amanda Storey, Kate Ross, Jennifer Black, Martin Ha, Marquita Nolan, Ian Scott, Joanne Carlton, Brendan Lacota (all from January 2019)
- Western Australia – Catherine Eagle (Convenor)

Throughout the year we liaised regularly with the Accreditation Coordinators, including regarding changes to the National Accreditation Scheme in relation to legal practice and reducing areas of overlap with the cross-check process. In August 2018, we presented a session at the National CLCs Conference to staff from community legal centres around Australia.

Catherine Eagle, Convenor

Women's Legal Services Australia (WLSA) is a national network of community legal centres that specialises in women's legal issues and promotes a legal system that is safe, supportive, non-discriminatory and responsive to the needs of women in accessing justice.

In 2018-19, WLSA continued to advocate that the safety of women and children be prioritised in family law and highlighted the important role of specialist women's legal services and programs.

Over the past twelve months WLSA's key areas of focus have been:

- Australian Law Reform Commission's Review of the Family Law System;
- Family Law Amendment (Family Violence and Cross-examination of Parties) Bill 2018;
- Family Court restructure bills;
- National Partnership Agreement Review.

WLSA continues to contribute to the work of the Australian Women Against Violence Alliance and the Equality Rights Alliance and is a member of Australia's National Research Organisation for Women's Safety (ANROWS) Practitioner Engagement Group.

We thank those who have experienced family violence for sharing their stories in the hope of positive change. We thank Women's Legal Service WA and particularly Sarah Bright and Allison Munro for all their work as the WLSA National Policy Coordinators. We farewell Susan Fahey from Women's Legal Service Tasmania and thank her for her valuable contribution over many years. We thank WLSA Co-ordinating Committee members for their contribution throughout the year.

Liz Snell, Convenor, Sarah Bright and Ashlea Begg, Co-Convenors



The **National Social Security Rights Network** is a national group of community legal centres which provides specialist advice to people on their social security issues and rights. NSSRN draws on the expertise of its members to inform its law reform and advocacy efforts to improve social security policy and service delivery.

In 2018 – 2019 NSSRN worked towards strengthening the social security system and improving its support to people in times when they are unable to support themselves by conducting major research projects:

1. Advocating for a social security system that better supports people experiencing family and domestic violence

Changes were made to the Guide to Social Security Law in January and March 2019 in response to NSSRN's research report, *How well does Australia's social security system support victims of domestic violence?*, released in August 2018. These changes will improve access to support for people experiencing family and domestic violence. NSSRN continues to work with the Departments of Social Services and Human Services to implement the report recommendations which have not yet been actioned.

2. Examining the impact of penalties imposed on Aboriginal Torres Strait Islander people who are participants of the Community Development Program (CDP), remote work for the dole.

In partnership with Northern Territory Aboriginal Justice Agency (NAAJA), the NSSRN is undertaking a project to record the stories of our CDP participant clients who have had their income support payments reduced or cancelled as a result of a penalty being imposed.

This will ensure that the voices of Aboriginal and Torres Strait Islander people, and the impact of CDP penalties on them, can be taken into account in the evaluation and future redesign of a remote development and employment scheme.

Drawing on our members' casework experience, we also provided evidence to parliamentary inquiries and other forums on changes to Social Security and Family Assistance Law on a broad range of areas, including: the impact that automation and technology has on our human right to social security; the role of employment service providers in supporting people's to transition to work; conditionality regimes such as the ParentsNext program and the Cashless Debit Card scheme; and the role of social security and social services to support people living with mental health conditions.

The NSSRN was part of a coalition of organisations, led by Australian Federation Disability Organisation, which successfully reversed a budget measure which would have meant that a person with disabilities who is incarcerated for less than two years would have their Disability Support Pension payment cancelled rather than suspended. We also continue to support advocacy by the Australian Council of Social Services calling for an immediate increase to the rates of Newstart and Youth Allowance.

Amrita Saluja, Convenor



National Association of Community Legal Centres

ABN: 67 757 001 303

Financial report

For the year ended 30 June 2019



DISCUSSION AND ANALYSIS OF THE SUMMARY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

Information on National Association of Community Legal Centres Limited summary financial report

The summary financial report is an extract from the full financial report for the year ended 30 June 2019. The financial statements and disclosures in the summary financial report have been derived from the 2019 financial report of National Association of Community Legal Centres Limited. The summary financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of National Association of Community Legal Centres Limited as the full financial report. A copy of the full financial report and auditor's report will be provided to any member, free of charge, upon request.

The discussion and analysis is provided to assist members in understanding the summary financial report. The discussions and analysis is based on National Association of Community Legal Centres Limited's financial statements and the information contained in the summary financial report has been derived from the full 2019 Financial Report of National Association of Community Legal Centres Limited.

Statement of profit or loss and other comprehensive income

The company's total revenue increased by \$5,023,235 or approximately 67% to be \$12,568,711 for the year. The increase in revenue is mainly due to the grants received in relation to the Commonwealth Redress Scheme and Financial Counselling.

The company's total expenditure for the year increased by \$4,309,404 or approximately 61%. The increase in expenditure is attributable to wages and salaries and consultants.

Statement of financial position

As a result of the operating surplus, the net asset position of the company has increased to \$3,975,385. The company continues to hold significant levels of cash reserves and maintains appropriate levels of working capital at year end. Financial assets increased by \$2,586,842 and grant and other income in advance increased by \$974,640 compared to last year. Intangible assets decreased by \$264,320 due to amortisation expense as the CLASS project was completed during the year. Payables decreased by \$692,505 as invoices relating to fit-outs were paid during the year. Provisions increased by \$384,888, mainly representing increase in staff leave entitlements. There are no other notable movements or issues relating to the company's financial position.

Statement of cash flows

The company had a cash inflow from operating activities being \$3,425,987 compared to a cash inflow of \$1,578,295 from the prior year. The company had a cash outflow from investing activities of \$3,770,410 with funds spent on the fit-out of new offices and investing in term deposits.



NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN: 67 757 001 303

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Revenue	12,568,711	7,545,476
Less: expenses		
Depreciation and amortisation expense	(537,237)	(74,730)
Employee benefits expense	(7,413,857)	(4,937,034)
Occupancy expense	(898,385)	(370,661)
Conference expense	(258,038)	(284,653)
Operating expense	(898,974)	(465,038)
Project expense	(171,758)	(133,569)
Consultants expense	(680,411)	(451,094)
Recruitment expense	(65,204)	(38,720)
Travel expense	(483,586)	(316,222)
Other expenses	(7,079)	(33,404)
	<u>(11,414,529)</u>	<u>(7,105,125)</u>
Surplus before income tax expense	1,154,182	440,351
Other comprehensive income for the year	<u>-</u>	<u>-</u>
Total comprehensive income	<u><u>1,154,182</u></u>	<u><u>440,351</u></u>



NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN: 67 757 001 303

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019

	2019	2018
	\$	\$
Current assets		
Cash and cash equivalents	3,439,595	3,784,009
Receivables	77,447	94,925
Financial assets	2,958,834	605,035
Other assets	<u>221,230</u>	<u>239,007</u>
Total current assets	<u>6,697,106</u>	<u>4,722,976</u>
Non-current assets		
Financial assets	406,778	173,735
Intangible assets	687,232	951,552
Property, plant and equipment	712,867	996,859
Other assets	<u>162,344</u>	<u>-</u>
Total non-current assets	<u>1,969,221</u>	<u>2,122,146</u>
Total assets	<u>8,666,327</u>	<u>6,845,122</u>
Current liabilities		
Payables	828,791	1,521,296
Provisions	480,440	358,580
Other liabilities	<u>3,002,562</u>	<u>2,027,922</u>
Total current liabilities	<u>4,311,793</u>	<u>3,907,798</u>
Non-current liabilities		
Provisions	<u>379,149</u>	<u>116,121</u>
Total non-current liabilities	<u>379,149</u>	<u>116,121</u>
Total liabilities	<u>4,690,942</u>	<u>4,023,919</u>
Net assets	<u>3,975,385</u>	<u>2,821,203</u>
Equity		
Reserves	137,500	137,500
Accumulated surplus	<u>3,837,885</u>	<u>2,683,703</u>
Total equity	<u>3,975,385</u>	<u>2,821,203</u>



NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN: 67 757 001 303

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2019

	Reserves \$	Accumulated surplus \$	Total equity \$
Balance as at 1 July 2017	137,500	2,243,352	2,380,852
Surplus for the year	-	<u>440,351</u>	<u>440,351</u>
Total comprehensive income for the year	-	<u>440,351</u>	<u>440,351</u>
Balance as at 30 June 2018	<u>137,500</u>	<u>2,683,703</u>	<u>2,821,203</u>
Balance as at 1 July 2018	137,500	2,683,703	2,821,203
Surplus for the year	-	<u>1,154,182</u>	<u>1,154,182</u>
Total comprehensive income for the year	-	<u>1,154,182</u>	<u>1,154,182</u>
Balance as at 30 June 2019	<u>137,500</u>	<u>3,837,885</u>	<u>3,975,385</u>



NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN: 67 757 001 303

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Cash flow from operating activities		
Receipts from customers	14,683,710	9,091,347
Payments to suppliers and employees	(11,308,009)	(7,571,318)
Interest received	<u>50,286</u>	<u>58,266</u>
Net cash provided by operating activities	<u>3,425,987</u>	<u>1,578,295</u>
Cash flow from investing activities		
Payment for property, plant and equipment	(1,183,559)	(31,716)
Payment for intangible asset	-	(286,229)
Payments for investments	<u>(2,586,842)</u>	<u>(41,635)</u>
Net cash used in investing activities	<u>(3,770,401)</u>	<u>(359,580)</u>
Reconciliation of cash		
Cash at beginning of the financial year	3,784,009	2,565,294
Net increase / (decrease) in cash held	<u>(344,414)</u>	<u>1,218,715</u>
Cash at end of financial year	<u>3,439,595</u>	<u>3,784,009</u>



NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN: 67 757 001 303

NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

NOTE 1: BASIS OF PREPARATION OF THE SUMMARY FINANCIAL REPORT

The summary financial report is an extract of the full financial report for the year ended 30 June 2019.

The financial statements, specific disclosures and other information included in the summary financial report are derived from, and are consistent with, the full financial report of the National Association of Community Legal Centres Limited. The summary financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of the National Association of Community Legal Centres Limited as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

NOTE 2: CAPITAL AND LEASING COMMITMENTS

	2019	2018
	\$	\$
(a) Operating lease commitments		
Non-cancellable operating leases contracted for but not capitalised in the financial statements:		
Payable		
- not later than one year	930,212	225,999
- later than one year and not later than five years	<u>3,377,187</u>	<u>-</u>
	<u>4,307,399</u>	<u>225,999</u>

During the year the company entered into property leases in Sydney, Melbourne and Brisbane with lease periods of 5 years. In 2018 the lease agreements had expired and were on a month to month basis. The amount has been calculated net of GST.

NOTE 3: EVENTS SUBSEQUENT TO REPORTING DATE

No matter or circumstance has arisen since 30 June 2019 that has significantly affected or may significantly affect:

- (a) the operations, in financial years subsequent to 30 June 2019, of the company, or
- (b) the results of those operations, or
- (c) the state of affairs, in financial years subsequent to 30 June 2019, of the company.



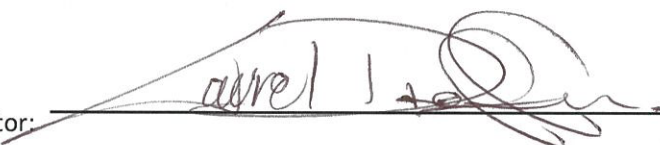
NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN: 67 757 001 303

DIRECTORS' DECLARATION

The directors of the company declare that the summary financial statements and notes for the financial year ended 30 June 2019, as set out on pages 2 – 5:

- (a) is an extract from the full financial report for the year ended 30 June 2019 and has been derived from and is consistent with the full financial report of National Association of Community Legal Centres Limited.

This declaration is made in accordance with a resolution of the Board of Directors.

Director: 

Director: 

Dated this 7th day of November 2019



**NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN: 67 757 001 303**

**AUDITOR'S INDEPENDENCE DECLARATION
TO THE DIRECTORS OF NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES**

In relation to the independent audit for the year ended 30 June 2019, to the best of my knowledge and belief there have been:

- (i) no contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*; and
- (ii) no contraventions of any applicable code of professional conduct.

Mark Godlewski
Partner
PITCHER PARTNERS
SYDNEY
21 October 2019



**NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN 67 757 001 303
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES**

Auditor's Opinion

The accompanying summary financial report which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and related notes and director's declaration, are derived from the audited financial report of the National Association of Community Legal Centres Limited for the year ended 30 June 2019.

In our opinion, the summary financial report is consistent, in all material respects, with (or a fair summary of) that audited financial report, in accordance with the basis of preparation as described in note 1 to the summary financial statements.

Summary Financial Statements

The summary financial report does not contain all the disclosures required by the Australian Accounting Standards Reduced Disclosure Requirements, Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board and the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial report, therefore is not a substitute for reading the audited financial report of the National Association of Community Legal Centres Limited. We expressed an unmodified audit opinion on that financial report in our report dated 4 October 2019.

Directors' Responsibility for the Summary Financial Report

The directors are responsible for the preparation and presentation of the summary financial report in accordance with the basis of preparation as described in note 1 to the summary financial statements. This responsibility includes establishing and maintaining internal controls relevant to the preparation of the concise financial report, selecting and applying the appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Mark Godlewski

Partner

21 October 2019

PITCHER PARTNERS

SYDNEY



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NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN: 67 757 001 303

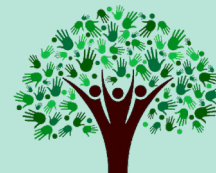
AUDITOR'S INDEPENDENCE DECLARATION
TO THE DIRECTORS OF NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES

In relation to the independent audit for the year ended 30 June 2019, to the best of my knowledge and belief there have been:

- (i) no contraventions of the auditor independence requirements of the *Corporations Act 2001*; and
- (ii) no contraventions of any applicable code of professional conduct.

Mark Godlewski
Partner
PITCHER PARTNERS
SYDNEY

8 November 2019



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NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES
ABN 67 757 001 303
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES

Auditor's Opinion

The accompanying summary financial report which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and related notes and director's declaration, are derived from the audited financial report of the National Association of Community Legal Centres Limited for the year ended 30 June 2019.

In our opinion, the summary financial report is consistent, in all material respects, with (or a fair summary of) that audited financial report, in accordance with the basis of preparation as described in note 1 to the summary financial statements.

Summary Financial Statements

The summary financial report does not contain all the disclosures required by the Australian Accounting Standards Reduced Disclosure Requirements, Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board and the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial report, therefore is not a substitute for reading the audited financial report of the National Association of Community Legal Centres Limited. We expressed an unmodified audit opinion on that financial report in our report dated 8 November 2019.

Directors' Responsibility for the Summary Financial Report

The directors are responsible for the preparation and presentation of the summary financial report in accordance with the basis of preparation as described in note 1 to the summary financial statements. This responsibility includes establishing and maintaining internal controls relevant to the preparation of the concise financial report, selecting and applying the appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Mark Godlewski

Partner

8 November 2019

PITCHER PARTNERS

SYDNEY

Adelaide Brisbane Melbourne Newcastle Perth Sydney

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