



NACLC

annual report

2012/13

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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.

PUBLICATION DETAILS

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About NACLC and Community Legal Centres 2013



The National Association of Community Legal Centres Inc (NACLC) is the peak national organisation representing Community Legal Centres (CLCs) in Australia. NACLC members are the state and territory associations of CLCs which, together, represent approximately 200 centres in metropolitan, regional, rural and remote locations across Australia.

CLCs are not-for-profit, community-based organisations that provide free legal advice, casework, information and a range of community development services to their local or special interest communities. They may advocate for law reform or conduct test cases where laws are operating unfairly or are unclear.

There are generalist CLCs that provide services on a range of legal issues to people within their geographic area and specialist CLCs that focus on a particular area of law, such as tenancy or consumer law, or upon particular client groups, for example children and young people.

CLCs' work is targeted at disadvantaged members of society and those with special needs, and in undertaking matters in the public interest. CLCs have been advocating for a rights-based approach and equitable access to the justice system in Australia for over 40 years.

CLCs and their associations work collaboratively with their communities and with all levels of government, community and private service providers, business, professional bodies and a range of philanthropic organisations.

NACLC's purpose is to assist disadvantaged and marginalised people in the Australian community obtain access to legal services by, amongst other things:

- supporting and assisting CLCs to provide these services
- providing a national forum for CLCs

- developing and coordinating national CLCs' policy and
- advancing the interests of CLCs within Australia.

NACLC's work is wide ranging and includes providing a range of services directly to CLCs and practical and financial support to specialist National Networks of CLCs, and working collaboratively with CLCs on many law reform and other projects. NACLC also lobbies for funding for CLCs, represents CLCs in national forums, operates a National Accreditation Scheme for CLCs, and organises the annual National CLC Conference.

NACLC also makes law reform and public policy submissions and undertakes social justice campaigns advocating for the legal protection of human rights.

In 2012-13, at the request of the Australian Government, NACLC established a national legal advisory service for people engaging or considering engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse. NACLC saw this as a critical example of assisting disadvantaged and marginalised people in the Australian community obtain access to legal services.

NACLC's governing body, the Management Committee (MC), comprises state and territory representatives and elected office holders. The MC sets the priorities for NACLC in line with principles set out in its strategic plan. Those principles include a commitment to being guided by the vision of Aboriginal and Torres Strait Islander peoples and working with them to achieve access to justice.

NACLC is funded through contributions from centres, generated income and project funding from the Australian Government Attorney-General's Department and other bodies.

Activity Profile 2012/13 for CLCs

- total number of clients assisted: 211,896
- total advices provided: 248,970
- total active cases: 76,142
- cases opened: 51,773
- cases closed: 51,220

These are for CLCs that are currently reporting in the Community Legal Service Information System (CLSIS) database.

To see a break down of the areas of law, refer to page 13.

NACLC people in 2012/13

In the NACLC office in Sydney:

Executive Director

Julia Hall

Administrator (until October 2012)

Anna Bruce

Office Manager

Liz Dods (from October 2012)

Finance Officer

Ana Rey

**National Conference Coordinator
and Administrative Assistant**

Jane Housley – part-time

Communications Manager

Te Raehira Wihapi – part-time

Insurances Coordinator

Anna Bruce – part-time (from October 2012)

National Accreditation Coordinator

Lis Maier – part-time (until February 2013)

Diana Dagg – part-time (from February 2013)

Consultant

Jill Anderson – part-time

Policy and Projects Officer

Chantel Cotterell – part-time

Policy and Projects Officer

Frieda Lee – part-time

Project Worker (policies & procedures)

Cait O'Connor – casual (from March 2013)

To read about staff at the knowmore office see page 7

Contract Project Workers:

Law Graduates in RRR CLCs: Project Coordinator

Helen McGowan

**Recruitment and Retention in Regional, Rural
and Remote Areas: National Coordinator**

Helen McGowan

Western NSW Regional Coordinator

Sharon Tomas

Improving Coordination of CLE & Law Reform

Steve Womersley



NACLC office based staff

FRONT L-R: Lis Maier, Ana Rey, Chantel Cotterell

BACK L-R: Te Raehira Wihapi, Anna Bruce, Frieda Lee, Jane Housley, Julia Hall, Jill Anderson



Liz Dods (standing)
and Diana Dagg –
New NACLC staff for
the 2012/13 period.

NACLC Management Committee

National Convenor

Michael Smith

Treasurer

James Farrell

ACT representative

Deb Phippen

NSW representative

Kim Price (until November 2012)

Dan Stubbs (from November 2012)

NT representative

Nicki Petrou

Qld representative

Rosslyn Monro (until June 2013)

Matilda Alexander (from June 2013)

SA representative

Patsy Kellett (until November 2012)

Iris Furtado (from November 2012)

Tas representative

Jane Hutchison

Vic representative

Laura Vivarini (until November 2012)

Hugh de Kretser (from November 2012)

WA representative

Chris Gabelish (until January 2013)

Liz O'Brien (from January 2013)

**Aboriginal & Torres Strait Islander Women's
Legal Services National Network representative
by standing invitation**

Donna Hensen



Convenor's report

The first community legal centre in Australia held its opening night service in December 1972. From those humble and entirely volunteer beginnings, a movement and now a 'sector' has grown, focused on both providing access to justice and responding to issues in the legal system and beyond.

As CLC people embark on a series of 40th birthday 'celebrations', questions will no doubt be asked about this 'middle-aged' movement. Is the passion of its birth and youth still there? Has the purpose and meaning of these beginnings continued? Has it lost its edge?

Yet as the CLC movement's national peak, NACLC has had very little time for reflection over the last year.

Last year I wrote that NACLC was endeavouring to be proactive, providing leadership to the sector and positioning CLCs in anticipation of the future needs of the communities they serve, as well as their own development and growth. Clearly this year has seen that developmental and positioning work bear demonstrable outcomes for those two beneficiaries.

These outcomes have led to an extraordinary level of work by NACLC of which the organisation and the broader sector can be proud.

NACLC has continued to provide leadership to develop the sector through key initiatives and programs. The National Accreditation Scheme (in partnership with all the state and territory CLC associations) is firmly established and working well with CLCs to entrench continuous quality improvement as an ongoing practice at CLCs across the country. The National CLC Conference, insurances, and a broad range of other services also feature in this work. NACLC also works closely with the Attorney-General's Department and have been strongly engaged in reviews such as that into the National Partnership Agreement on Legal Assistance Services.

NACLC provided key leadership to the Community Law Australia campaign that very effectively outlined the crisis in access to justice in Australia and highlighted the quality legal help that CLCs provide everyday. The support of the associations and many individual CLCs made this campaign very effective. It was also assisted by earlier NACLC research that undertook a major economic cost-benefit analysis of the CLC sector.

In the May budget and the weeks that followed, the Commonwealth Government announced a major funding increase to CLCs across Australia. While not every Commonwealth-funded centre received funding, the overall increase of over 25% was unreservedly welcomed by a sector struggling to cope with demand. While further expansion is still necessary, NACLC publicly acknowledged the Attorney-General for his clear commitment to this vital work.

While this successful outcome involved much work from many people and centres, the role of the Community Law Australia campaign must be recognised.

NACLC's human rights and advocacy work has also been a strength this year. Whether through leading major collaborative efforts and submissions, its reconciliation work, utilising its accreditation status at the United Nations or the broad activity of the National Networks, NACLC has been a strong advocate for justice and progress for CLCs' communities.

NACLC commended the Commonwealth government for its bold decision to establish a Royal Commission into Institutional Responses to Child Sexual Abuse.

Following careful consideration, NACLC agreed to a government request to support this initiative through the establishment of **knowmore**, an independent legal advisory service to help people navigate the Royal Commission. NACLC was confident that the CLC approach to this need would bring a unique response that would be most appropriate for this highly disadvantaged group. This includes a holistic response, working in good partnerships and with cultural awareness and safety being an absolute priority. The service commenced operations with a national call centre, a great team of community lawyers, social workers/counsellors and Aboriginal Cultural Liaison Officers.

The request for NACLC and the CLC sector to establish this service was clearly a reflection of the trust and confidence in which it is held by government.

The establishment of **knowmore** in a very short timeframe was a huge task and major challenge for NACLC. As well as moving into national service delivery, the service required major infrastructure, personnel, partnerships and management developments at a very rapid pace.

The development of **knowmore**, as well as the overall organisation, was again led phenomenally well by Julia Hall, NACLC's extraordinary Executive Director. Julia's efforts over recent years have been instrumental in positioning the sector for the recent growth and key partnerships. Over the last year, her vision, expertise and leadership have exceeded the already high expectations.

Julia leads a quickly growing and dedicated team and on behalf of the NACLC Management Committee and the whole CLC sector I extend our deep gratitude to Julia and her team for their remarkable and committed work throughout the year – it is very deeply appreciated.

NACLC acknowledges the support of the Attorney-General, the Department, other funders and numerous partners at many levels. NACLC works closely with the state and territory CLC associations and we thank them for their co-operation and support through an amazing year. Thanks also to the NACLC Management Committee for their commitment and wisdom in their role and for supporting me as Chair.

In recent strategic planning, NACLC affirmed that its role is to lead, connect & develop CLCs to pursue rights, fairness and equality for all communities. We look forward to continuing this work with you.

Michael Smith



Executive Director's report

In last year's Report, I wrote that we were hoping to see NACLC's work translate into a significant increase in recognition and funding for CLCs and for NACLC's sector support role. This year saw our strategic hard work bear fruit.

An additional \$33.5 million over four years was announced for CLCs in the Commonwealth Community Legal Services Program (CCLSP). This was a 25.69% increase of Commonwealth funding for the CCLSP over four years. In addition a total of \$7,722,480 was made in one-off allocations in 2012-13.

We acknowledge our appreciation of this very large investment by the Rudd Government, and in particular we thank the Attorney-General, Mark Dreyfus QC, for his commitment to equitable access to justice.

This year we continued our strategic focus on establishing systems of pro-active quality assurance and a published evidence base of CLCs' efficiency and cost effectiveness, and targeted campaigning and lobbying. NACLC has been a very significant contributor, financially and in kind, to the Community Law Australia campaign, which has been effective at raising awareness about unmet legal need in Australia.

NACLC made very extensive contributions throughout the year to the National Partnership Agreement on Legal Assistance Services through its roles on the Review's Advisory Committee and the National Data Consistency Working Group and through sector consultations and submissions.

We also contributed to discussions about collaboration initiatives between the Department of Human Services, Attorney-General's Department and legal assistance services.

We have been active in the media challenging some state governments' criticism of CLCs for undertaking advocacy, speaking out on the benefits of independent, NGO perspectives being heard and of the effective preventative role of CLCs' law and policy reform work. Examples of areas of our lobbying work included funding for tenancy services in Queensland and for the Environmental Defenders Offices.

Our National Accreditation Coordinator, Lis Maier, left us to return to Quality Management Services, leaving a great legacy of her hard work informed by her many years of continuous improvement experience. We thank her for her very significant contribution. Lis' successor, Diana Dagg, has brought with her a range of experience in both the government and non-government sectors, including experience in quality assurance.

By the end of 2012-13, about 65% of CLCs were either fully accredited or significantly advanced through the process. Pleasingly, there is a consistent increase in centres using NACLC's Management Support Online resources.

A focus of Diana this year has been on coordinating and supporting the Regional Coordinators, as the national team works towards achieving certification of all centres across Australia by 30 June 2014.

The National Conference held in Adelaide was a great success, with nearly 450 attendees, and both Commonwealth and State Attorneys-General speaking.

We published our Reconciliation Action Plan (RAP) and undertook a range of implementation actions. We thank our RAP Advisory Committee, chaired by Donna Hensen, for their helpful guidance.

NACLC drafted and published for CLCs a set of funding principles and a list of funding priorities for use in submissions, and new sections of the Risk Management Guide setting out roles and accountability lines within the National Professional Indemnity Insurance (PII) Scheme. We continued negotiating for improved terms for our PII policy.

NACLC made or contributed to a range of law and policy reform submissions to various bodies including Senate Committees and Inquiries, UN Committees and the Law Council of Australia. Topics included proposed anti-discrimination legislation consolidation, the value of a justice reinvestment approach to criminal justice in Australia, advocating for a convention on the rights of older peoples and aspects of the Australian Solicitors Conduct Rules that affect CLCs. Read more about our advocacy on pages 9-10.

NACLC, a UN accredited NGO, was represented by Pip Dargan from Asia Pacific Forum, and Ashlee Donohue and Dixie Link-Gordon from Mudgin-gal Aboriginal women's organisation, at the 57th session of the Commission for the Status of Women in New York.

NACLC provided a range of free and subsidised services to CLCs, including:

- highly discounted, CLC tailored insurances including PII and Association Liability policies
- free CLSIS (CLSP database) and WebEx training and support
- free training and the supported use of the BBS, the sector's email and bulletin board facility
- a legal needs assessment-based strategic planning toolkit and resources with supporting training.

NACLC paid for an extension of an online Lexis Nexis legal resources package of over 90 titles and then secured funding for three years' purchase.

Our biggest single 'project' this year was establishing a legal advisory service for people engaging or considering engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse. NACLC was approached by the Attorney-General's Department to provide this critical service. At its launch, the Attorney acknowledged that NACLC had been chosen in recognition of CLCs' experience and expertise, their history of working in complement with

other legal assistance services and NACLC's national presence.

A funding agreement was signed in late March, and the service was open for business in new premises in Sydney in mid July. We are lucky to have an excellent team of lawyers, counsellors/social workers, Aboriginal cultural liaison officers and administrative staff, led by Executive Officer, Jenny Hardy and Principal Lawyer, Warren Strange, and plans for new offices and extensive outreach activities.

The work involved in this project was immense and I thank the NACLC staff, who responded valiantly to the challenges of this unforeseen development and sudden expansion.

This year NACLC has produced and distributed two related publications on CLCs working collaboratively with volunteers and with pro bono partners, and the first of two brochures called *Yarnin' Up – Recognising our Aboriginal and Torres Strait Islander Access Workers & Services*, and a *Cultural Safety* flyer.

NACLC also wrote and project managed the production of a range of publicity material for the **knowmore** legal advisory service, including posters, pamphlets and a wallet card, some specifically designed for Aboriginal and Torres Strait Islander peoples.

Thank you to the many people who helped NACLC achieve so much this year, both within the sector and our partner organisations.

Julia Hall

Human **rights** work at the UN

NACLC has accredited NGO status at the United Nations. Sometimes NACLC will send a representative to appear at UN Committees following up on written submissions or to undertake other advocacy. In other instances NACLC endorses relevantly expert people to attend utilising NACLC's accreditation status to put views consistent with NACLC's and to ensure that other voices, particularly, the voices and perspectives of Aboriginal and Torres Strait Islander peoples, are heard.

This year, NACLC endorsed Pip Dargan from the Asia Pacific Forum, and Dixie Link-Gordon and Ashlee Donohue from Mudgin-Gal Aboriginal Corporation in Redfern to attend the Commission on the Status of Women, 57th session (CSW 57) in New York.

In her report back to NACLC Pip wrote that

'It was an amazing time and we achieved some great results including language around National Human Rights Institutions (NHRI) in the Agreed Conclusions'

Pip also thanked NACLC for *'its wonderful, ongoing support over the past 5 years'*.

Our sincere thanks to Ashurst for again giving very generous pro bono assistance to NACLC. This year we received legal advice and assistance from lawyers in Ashurst's Sydney and Canberra offices and we are very grateful for this.

We also thank Pitcher Walton Lawyers for assisting us at short notice and under considerable time pressure with the office lease for the new service.

Insurance and Risk Management

NACLCLC operates several insurance schemes for the benefit of CLCs around Australia. They enable CLCs to obtain highly discounted insurances, such as NACLCLC's National Professional Indemnity Insurance (PII) and Association Liability Insurance, without the need to shop around for or negotiate their own policies. In addition, NACLCLC takes out a Public Liability Insurance policy that provides cover to all CLCs in Australia at no cost to centres.

Operating these schemes involves NACLCLC working with a broker and negotiating with insurers to obtain policies on the best possible terms and tailored to the needs of CLCs. Our PII work includes obtaining and processing 165 proposal forms, determining and collecting fees, liaising with centres, identifying common risk management issues and much more. NACLCLC employs a part-time Insurances Coordinator and commits significant other staff and financial resources to these schemes. We thank Ashurst for continuing to provide us with generous pro bono assistance in relation to insurance issues.

Professional Indemnity Insurance (PII)

There were 165 CLCs in NACLCLC's National PII Scheme this year. NACLCLC works with the National PII Network in administering the Scheme. Each state and territory has a PII representative on the Network and they are an immensely valuable source of information and assistance for centres. They coordinate the annual cross-checks and usually meet at least monthly to consider a range of PII related issues.

The Network also works with NACLCLC on making improvements to the *Risk Management Guide*, which contains mandatory and recommended measures to promote good practice and risk minimisation in CLCs. In December 2012 NACLCLC sent out to centres some revisions to the Guide including new material concerning accountability and dispute resolution. NACLCLC thanks all the members of the Network for their significant work and commitment throughout the year. Particular thanks go to the outgoing chair, Peter Noble, for his enormous contribution over several years and we thank long-serving member Catherine Eagle for taking on the role of chair.

During the year NACLCLC continued negotiations with the insurer to improve further the coverage of the policy and these negotiations are ongoing.

NACLCLC thanks the Australian Government Attorney-General's Department for the grant towards the payment of the PII policy premium and Victoria Legal Aid and Legal Aid Queensland who contributed to paying the premium costs for CLCs in their respective states.



Public Liability Insurance

NACLCLC again arranged free public liability cover for all CLCs this year. Negotiations between NACLCLC, the broker and the insurer resulted in terms more favourable to CLCs.

Association Liability Insurance

This year 152 centres chose to participate in NACLCLC's Association Liability Insurance Scheme. The policy period was brought into line with the PII policy, so as to streamline the renewal process. The cost of the policy has remained the same for several years.

The Association Liability Policy covers CLCs' Board Members (past, present and future) against any claim for 'wrongful acts' committed or alleged to have been committed by them in their capacity as directors or officers of the CLC. It also provides cover for the legal centre, its employees and Board Members for Employment Practices Claims, such as wrongful dismissal or discrimination claims.

Other insurances

As part of the insurance arrangements organised by NACLCLC, CLCs are also able to take out a comprehensive Office Pack insurance at a reduced price.

NACLCLC also organises separate insurances for the state and territory CLC associations, and itself.

Our broker

NACLCLC worked closely with broker Aon Risk Services Australia Limited in Adelaide to provide these insurances. We thank Simon Landrigan, Stuart Quigley, Irmgard de Villiers and Karen Brown at Aon for their assistance.

Services and projects

This year NACLC continued to provide a range of free and discounted services to CLCs. Some were funded in whole or part by one off grants from the Australian Government Attorney-General's Department, and some from NACLC core funds.

They included:

- establishing **knowmore**, a free national legal advisory service for people engaging or considering engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse. **knowmore** has an excellent team of lawyers, counsellors/social workers, Aboriginal cultural liaison officers and administrative staff, led by Executive Officer, Jenny Hardy and Principal Lawyer, Warren Strange. Its head office is to be open in July 2013 and there are plans for offices in some other states and extensive outreach activities.
- working with the state and territory CLC associations, particularly the Federation of CLCs (Vic), in developing and supporting the Community Law Australia campaign to achieve major improvements in access to legal help across Australia
- advocacy and negotiation with government and other funding bodies in the interests of the sector and its clients
- liaison between the sector and the Community Legal Services Program (CLSP)
- representation and advocacy for the sector in the National Partnership Agreement on Legal Assistance Services Review
- representation of the sector at forums and collaboration with national bodies (e.g. Australian Legal Assistance Forum (ALAF), Australian Council of Social Services (ACOSS))
- development, implementation and coordination of a national quality-assurance program, the National Accreditation Scheme, including an online self assessment tool (SPP) and a complementary set of online resources and guides through NACLC's Management Support Online (MSO) portal
- information services and publications – newsletter, e-bulletin, email broadcasts, a directory of Australian and NZ CLCs and an email bulletin board service (BBS)
- discounted and subsidised insurance schemes (see the 'Insurance and risk management', section)
- a National CLCs Conference providing opportunities for professional development, information sharing, showcasing work, and networking

- training and support for the use of the Community Legal Services Information System database (CLSIS), the BBS and the online and collaboration technology, WebEx
- media releases and interviews promoting the sector and its values
- law and policy reform submissions and representation at United Nations forums through our status as a UN-accredited NGO.

Some of our other projects to support sector advocacy and effectiveness are profiled in further detail below.

knowmore



knowmore staff

L-R back row: Victor Lee, Ben Crompton, Louise Edgerton, Eve Jennings, Kath O'Sullivan, Kit Baigent, Rachele Johnston, Warren Strange

L-R front row: Karen Mifsud, Glendra Stubbs, Catherine Mellors, Dean Bell, Jenny Hardy, Ruth Woodward, Prue Gregory

knowmore is an independent legal service offering free legal advice and assistance to people who are engaging, or are considering engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse.

knowmore was established by NACLC with funding from the Australian Government represented by the Attorney-General's Department.

The Attorney-General Mark Dreyfus said that NACLC was chosen to set up the service 'in recognition of their experience, national presence and existing relationships with community and complementary service providers.'

In recognition of the importance of the service, the Australian Government has provided \$18 million in funding over four years from 2012-2013.

knowmore has an excellent team of lawyers, counsellors/social workers, Aboriginal cultural liaison officers and administrative staff, led by Executive Officer, Jenny Hardy and Principal Lawyer, Warren Strange, and has plans for new interstate offices and extensive outreach activities in regional areas.

Renting in Communities DVD

Renting in Communities is a Community Legal Education (CLE) film about renting rights and responsibilities in communities. It was developed by a NACLC-convened working group consisting of staff from organisations including the Northern Australian Aboriginal Justice Agency (NAAJA), Darwin Community Legal Service (DCLS), the Katherine Women's Information and Legal Service (KWLS), Top End Women's Legal Services (TEWLS) and Northern Territory Legal Aid Commission (NTLAC) and the Central Australian Aboriginal Legal Aid Service (CAALAS). The film informs new tenants of their rights and responsibilities in relation to housing, with a focus on tenants of Territory Housing who live in remote areas. The film has been produced in English and six Indigenous languages including: Murrinh-Patha, Northern Kriol, Yolngu-Matha, Arrernte, Pitjantjatjara and Warlpiri. Where the film is used in areas where the language of the community has not been produced, it will be used together with a translator.

The script and storyboard for the DVD focus on six key messages about remote tenancies. The messages were developed through a collaborative process with contributions from CLE workers at a network day in Alice Springs on 8 December 2011.

The film was screened at a Law Week event on 16 May, in Arlpara Community in Utopia Region (Central Australia). It is being used in CLE workshops throughout the Northern Territory, for instance, the NTLAC used the film in their May to July CLE and the CAALAS has planned to use the film as the cornerstone of their CLE workshops for the rest of the year.

Melanie Robinson from the NTLAC said, *'People are really happy with the resource. It is a resource that appropriately addresses the number one defined Indigenous civil legal need in the NT right now.'*

The seven versions of the film are available on NACLC's YouTube channel at: www.youtube.com/user/NACLCComms

The production of the DVD has been jointly funded by the Northern Territory Law Society Public Purposes Trust and an Attorney-General's Department Australia's Human Rights Framework – Education Grant.

Access to online legal resources

NACLC was successful in securing funding until March 2016 from the Australian Government to extend our comprehensive package of LexisNexis online legal resources free to CLCs. These resources include 90 titles, covering nearly all areas of law practised by CLCs. NACLC's subscription to these resources enables CLCs to reallocate money towards service delivery or, in some cases, access important specialist resources they would otherwise not be able to afford, improving the range and quality of their services.

CLEAR

Since launching in October 2011, the Community Legal Education and Reform database (CLEAR) has grown to include almost 400 community legal education, community development and law reform projects undertaken by CLCs and other legal services.

CLEAR provides CLCs and other non-profits with an accessible online repository of information, resources and contacts to inspire and connect them with others in the legal sector.

Prior to CLEAR, CLCs often worked in isolation on parallel initiatives. CLEAR now delivers an unprecedented level of efficiency in the development of non-casework activities. CLEAR enables CLCs to benefit from the experience and resources developed by others in the sector.

Via Twitter, @NACLCBruce (CLEAR's fictitious Administrator) actively promotes the work of Australian CLCs, raises awareness of projects uploaded to CLEAR and solicits new contributions. @NACLCBruce currently has almost 600 followers. In the 2012-13 financial year @NACLCBruce posted more than 450 tweets.

During the 2012-13 financial year CLEAR's Project Worker, Steve Womersley, regularly participated in CLC working groups (such as the Community Legal Education Workers Network) and events (such as the National CLC Conference) to promote CLEAR and to encourage CLC workers, particularly those who are new to the sector, to refer to CLEAR when planning non-casework activities.

CLC workers continue to acknowledge the benefits of CLEAR to their work.

'I'm so impressed by the wealth of information held on CLEAR. It really assisted in my understanding of my new role and how other agencies approached Community Legal Education.' – Saskia Strange, Outreach Worker, Darwin Community Legal Service

'... if CLEAR didn't exist, I would not have found my way to 'Dealing with Fines Debt', a project of the Illawarra Legal Centre. The information Illawarra gave me was invaluable in lobbying the government and will be invaluable as we implement the changes to our system of infringements.' – Katie Fraser, Project Manager, Street Law (ACT)

Publications

NACLC produced a number of publications in the 2012-13 period. These included:

Yarnin' Up

These were two separate publications focussed on recognising and celebrating the diverse work of Aboriginal and Torres Strait Islander workers in the NSW CLC sector and the CLC sector nationally. Through stories, quotes and photos shared by Aboriginal and Torres Strait Islander workers, *Yarnin' Up* showcased how this important work helps build strong, safe and informed individuals and communities.

Working collaboratively with volunteers and pro bono workers

Using data gathered from CLCs, NACLC produced two publications highlighting the skills and time volunteers and pro bono partners contribute to CLCs, and the corresponding investment by CLCs in training and supervising volunteers and pro bono workers. These considerable contributions, totalling 8,369 hours per week for volunteers and 56,939 hours per year for pro bono workers, provides stakeholders with another reason why CLCs are good value for money.

Guardianship and Human Rights

Under the Australian Government Attorney-General's Department Australia's Human Rights Framework – Education Grant, NACLC also produced plain language publications on how guardians can protect, respect and promote the human rights of people under guardianship in NSW, QLD and WA. The publications were developed in consultation with a range of CLCs and features case studies and illustrations by political cartoonist, Simon Kneebone.

The grant also enabled NACLC to work with members of the Women's Legal Services Network to adapt the Living without Violence toolkit for WA and SA. Originally developed for the NSW context, the toolkit contains a series of information sheets to be provided by community or legal workers to clients, who have experienced domestic or family violence.

Submissions

During this financial year NACLC wrote a number of submissions, often in collaboration or consultation with a range of CLCs.

Submissions included:

Submission to The Senate Standing Committee on Legal and Constitutional Affairs Inquiry into the Human Rights and Anti-Discrimination Bill 2012 – Exposure Draft Legislation

This submission, made by NACLC and Kingsford Legal Centre (KLC), praised the draft Bill for simplifying existing legislation schemes and argued that the Bill would make anti-discrimination laws more efficient, accessible and clear. It made a number of recommendations to expand protected attributes to ensure a broader application of anti-discrimination laws to additional vulnerable and marginalised groups, including homeless people, survivors and victims of domestic and family violence, intersex people, and people with irrelevant criminal histories, amongst others.

Submission to the Standing Committee on Legal and Constitutional Affairs Inquiry into the Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Bill 2013

NACLC commended the Australian Government for introducing sexual orientation, gender identity and intersex status as new grounds for discrimination. NACLC also welcomed the extension of the existing ground of 'marital status' to 'marital or relationship status'. NACLC emphasised its support for the adop-

tion of the Bill as an imperative preliminary measure to address the significant gap in protection for lesbian, gay, bisexual, transgender and intersex (LGBTI) people from discrimination. The submission made a number of recommendations that aimed to strengthen the Bill including the removal of exemptions that would allow religious organisations, schools, age care facilities and other service providers to discriminate on the basis of sexual orientation and gender identity and the creation of a Commissioner with specific responsibility for sexual orientation and gender identity discrimination.

Submission to the Senate Standing Committee on Legal and Constitutional Affairs Inquiry into the value of a Justice Reinvestment approach to criminal justice in Australia

In the submission NACLC expressed the view that investment in community-led strategies, programs and services that address the underlying social issues that contribute to offending behaviour, would help to reduce the crime rate, strengthen communities and ensure that all funding allocated to criminal justice projects is directed at initiatives which would have the greatest impact on those who are at risk of coming in contact with the criminal justice system.

Key recommendations made in the submission included forming a national body to provide expert advice and technical support on justice reinvestment and conducting pilot justice reinvestment projects in order that data collected from these initial trials could inform the delivery of future programs. The submission emphasised the importance of justice reinvestment strategies being appropriate to the needs of the communities they are targeted at and meeting the needs of groups that are over-represented in the criminal justice system. In particular, it stressed the need for meaningful involvement of Aboriginal and Torres Strait Islander peoples in determining how justice reinvestment strategies would be implemented in local communities.

Joint written statement to the Human Rights Council on Australia's mid-term response to Universal Periodic Review recommendations

Anna Brown from the Human Rights Law Centre (HRLC) delivered a joint statement to the United Nations Human Rights Council on behalf of HRLC, KLC and NACLC.

The statement welcomed Australia's establishment of a National Children's Commissioner and the introduction of a National Disability Insurance Scheme. It expressed concern that in some areas the human rights situation has regressed since Australia's UPR appearance. These included the deferral of a long-standing commitment to consolidate and strengthen federal anti-discrimination laws, the deterioration of the human rights situation for asylum seekers and refugees and the failure to take adequate steps to consult with Indigenous communities about the implementation of UPR recommendations relevant to them.

The statement recommended that Australia

strengthen and enhance the Human Rights Framework and enact a comprehensive, fully justiciable federal Human Rights Act or Bill of Rights.

Submission on the Public Consultation on the Human Rights of Older Persons

NACLC worked with the Older Persons Legal Services (OPLS) Network to prepare a joint submission to the Office of the High Commissioner of Human Rights Public Consultation on the Human Rights of Older Persons, advocating for a convention on the rights of older peoples.

Submission to the Inquiry into Aged Care Bills

NACLC prepared a joint submission with the OPLS Network to the Senate Community Affairs Legislation Inquiry into the suite of aged care bills, making a number of recommendations to protect and promote the human rights of older people in residential aged care or receiving community care support

Submission to the Law Council of Australia on the Draft Commentary to the Australian Solicitors' Conduct Rules

The Australian Solicitors' Conduct Rules (ASCR) are model professional rules that were published by the Law Council of Australia in 2011 and subsequently adopted in two jurisdictions, with others expected to follow. In 2012 NACLC raised and discussed with the Law Council of Australia a number of aspects of the ASCR that are problematic for CLCs and our clients. These include the impact of the conflict of interest rules on access to publicly funded legal assistance services and ambiguities in the confidentiality rule. We provided comments on a draft Commentary to the ASCR and worked with people in CLCs and other legal assistance services in exploring the issues and endeavouring to identify solutions.

In March 2013 the Law Council produced an information paper taking up the issues NACLC and others had identified, in order to consult with peak bodies in the legal assistance services sector. NACLC consulted with CLCs, provided written comments and met with the Council and other peak bodies in April for a useful and lengthy discussion. The problems and possible solutions are complex and will clearly take considerable time to explore and resolve. To encourage consideration and debate in the sector, NACLC organised a session to be held at the National CLC Conference where participants could hear and comment on concerning conflict of interest rules of different perspectives of legal assistance service providers.

Practical Legal Training (PLT) at publicly funded legal assistance services in regional, rural and remote (RRR) Australia

The project began as a pilot in 2008 between the Australian National University College of Law Legal Workshop and NACLC and was successful in gaining funding extensions from the Australian Attorney-General's Department. The latest funding has been granted until 31 December 2014.

The aims of the project are to:

- support law graduates to consider a career in regional public legal assistance services
- provide law graduates who live in regional Australia and/or those who are interested in undertaking their PLT work experience placements in regional Australia, with the opportunity to undertake a PLT work placement with publicly funded legal assistance services in regional Australia
- develop a sustainable rural career pipeline between graduates and public legal assistance services
- ensure that NACLC and the project stakeholders (legal assistance services in regional Australia, and PLT providers) are better informed in relation to issues affecting the employment-related decision-making of potential employees.

The Project Team

The NACLC project team currently consists of two part time workers, Project Coordinator, Helen McGowan and a National Placement Coordinator, Mary Flowers. A paralegal, Stefanie Schweiger, worked until 30 March 2013.

The project focuses on providing work experience for graduate law students undertaking a formal course of study known as PLT. The project team, operates like an introduction agency, screening and introducing suitable applicants to host legal services based in regional, rural and remote Australia.

RRR PLT placements are unpaid and self funded. The cost of the placement is shared between the legal service donating their time and resources to the student, and the student organising their travel and accommodation.

In this period there were three main achievements:

- the website was redesigned and improved so that the application process was streamlined, avoiding duplication of data entry and providing participating legal services with a direct link to the applicants' information
- a further 23 regional legal services were recruited
- for the first time since the start of the the project, there are enough legal assistance services to meet the applicant demand with all applicants placed.

Reconciliation **Action** Plan (RAP)

Through its RAP 2012 – 2015, NACLC expresses its commitment to being guided by Aboriginal and Torres Strait Islander peoples and working with them to achieve access to justice. It sets out a three year plan of actions to strengthen relationships with Aboriginal and Torres Strait Islander organisations and services, to develop employment opportunities, to improve support for cultural safety in the CLC sector and to increase support for Aboriginal and Torres Strait Islander communities and businesses.

The RAP was developed through consultation with internal and external stakeholders and approved by Reconciliation Australia in November 2012.

Advisory Committee

NACLC is grateful for the input of its Advisory Committee of Aboriginal and Torres Strait Islander workers from CLCs and the community to guide it on its RAP journey. The Committee had its first meeting in April. It outlined a range of priorities for NACLC, including:

- recruitment, retention and career progression for Aboriginal and Torres Strait Islander workers
- investigating the possibility of an Aboriginal and Torres Strait Islander trainee program
- looking into an Aboriginal and Torres Strait Islander cadetship for NACLC
- the importance of facilitating Aboriginal and Torres Strait Islander staff to attend the National Conference
- developing a step-by-step factsheet for CLCs on developing their own RAP.

Progress so far

NACLC has been making steady progress against the measurable targets in each section of its RAP.

- NACLC's focus is on strengthening its relationship with Aboriginal and Torres Strait Islander peoples, communities and legal service providers.
- NACLC regularly consults with the National Aboriginal and Torres Strait Islander Legal Services and is an active supporter of the Recognise Campaign, ANTaR, the Justice Reinvestment Campaign for Aboriginal Youth and Gamarada Healing and Life Skills
- to celebrate National Reconciliation Week 2013, NACLC invited CLCs close by and, like NACLC, located on Gadigal land, to share breakfast at NACLC office. Staff developed a Reconciliation Statement that was read out to acknowledge the role we can play to address the dispossession, disadvantage and hardship faced by Aboriginal and Torres Strait Islander peoples.



Another key focus is on supporting CLCs to provide culturally safe services to, and culturally safe workplaces for, Aboriginal and Torres Strait Islander people. NACLC is undertaking a project involving an Aboriginal and Torres Strait Islander liaison worker to develop and strengthen mutually supportive relationships between NACLC and the national bodies of the ATSILs and the FVPLS, and to support Aboriginal and Torres Strait Islander workers in CLCs.

The National Accreditation Scheme for CLCs

Overview

The National Accreditation Scheme was launched in October 2010, to provide a sector-led quality assurance certification process for CLCs. The Scheme supports and recognises good practice, and promotes continuous improvement in the delivery of community legal services by CLCs.

This is a major project for the CLC sector, the state and territory CLC associations and NACLC, and we expect that the first full cycle of assessment of all CLCs will be finished before 30 June 2014, bringing it into line with the Community Legal Services Program service agreement period.

Complementary tools and resources provided by NACLC for the implementation of the Scheme at CLC level include the Standards and Performance Pathway (SPP), an electronic assessment tool, and access to a tailored electronic resource site, Management Support Online (MSO) offering a range of good practice templates, tools, information sheets and learning modules relevant to the sector.

'I came in new. I had no background in these standards. Within a couple of weeks I got it. I could adapt them in a seamless way. It was a brilliant process. I really enjoyed it in the end.'

– Kerry Sigley, a solicitor at Albany Family Violence Prevention Legal Service

Progress to Date

The Accreditation Scheme is now in its third year. More than 80% of CLCs have completed and are fully accredited or are now significantly advanced through the process. Once accredited, CLCs enter a cycle of six monthly reviews, with the aim of ensuring that improvement workplan actions are achieved and further goals established within a continuous improvement framework.

Online tools and resources such as the SPP and the MSO, together with the skills of the National and Regional Accreditation Coordinators (RACs), have been instrumental in achieving consistency and quality in compliance across the CLC sector.

The Regional Accreditation Coordinators are Meg Houston (NSW), Jude Clarkin (Queensland), Kerry Marshall (West Australia) and Cate Edwards (Victoria). The RACs have worked closely with staff in centres across Australia to achieve the high rate of engagement so far. Congratulations to everybody involved for the hard work being done, and for the standards CLCs are achieving through the Accreditation Scheme.

The original National Accreditation Coordinator (NAC), Lis Maier, who commenced duties with NACLC in March 2011, returned to her substantive position at Quality Management Services in February 2013. Lis's strong background and skilled approach



Regional Accreditation Coordinators with both the former and current National Accreditation Coordinator.

L-R: Meg Houston, Cate Edwards, Kerry Marshall, Lis Maier, Diana Dagg, Jude Clarkin

to accreditation was of great assistance to us all in the establishment and early implementation phase of the Scheme, and we wish Lis well.

The requirements of the NAC role are twofold – to coordinate and support the RACs, and to conduct 'hands-on' CLC reviews in South Australia, Northern Territory, Australian Capital Territory and Tasmania. The NAC reports directly to the Executive Director of NACLC.

Thanks to the state CLC associations and their Executive Officers who provide support and supervision to their Regional Accreditation Coordinators, and who lead the certification process at state level.

Of the CLCs to be accredited, 98% are now registered on the SPP. The number of page views of Management Support Online is increasing exponentially – a total of 16,000 over the last fifteen months – as CLCs work towards achieving accreditation, and researching the tailored tools and resources available to help them achieve this.

NACLC has obtained funding for purchase of MSO licences for participating CLCs for the next three years.

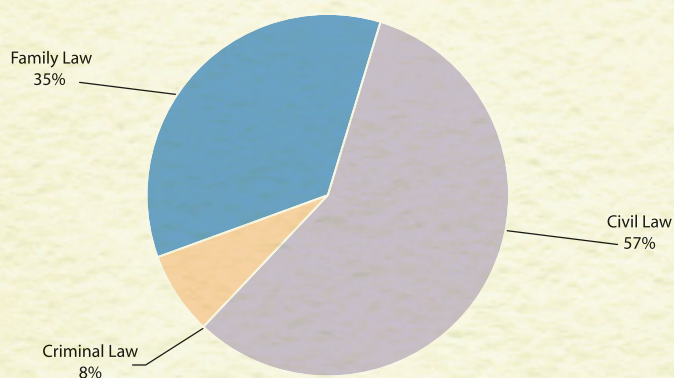
As the Scheme moves towards accreditation of all CLCs, next steps are to consult with CLCs and state and territory CLC associations, as well as with key external stakeholders, for their input into how the Scheme itself could improve.

Accreditation Coordinators all meet twice a year to share approaches to their work, to reflect on learnings to date, and to consider tips and strategies they can share with CLCs. A feature of the next phase will be a focus on utilising the considerable skills of the Coordinators and other available resources to best support less resourced or newer centres who may find the process more challenging than more resourced centres.

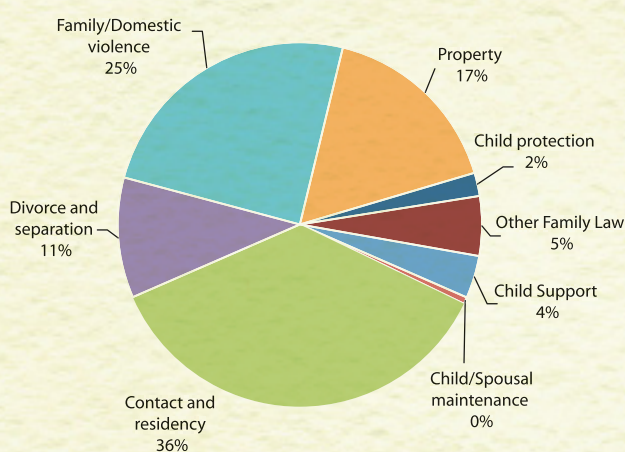
Thanks to everybody who has contributed to the success of the National Accreditation Scheme. We always appreciate feedback – please do so by contacting your Regional or National Accreditation Coordinator.

Profile of legal services delivered by CLCs that currently report through CLSIS, the database used by the Community Legal Services Program*

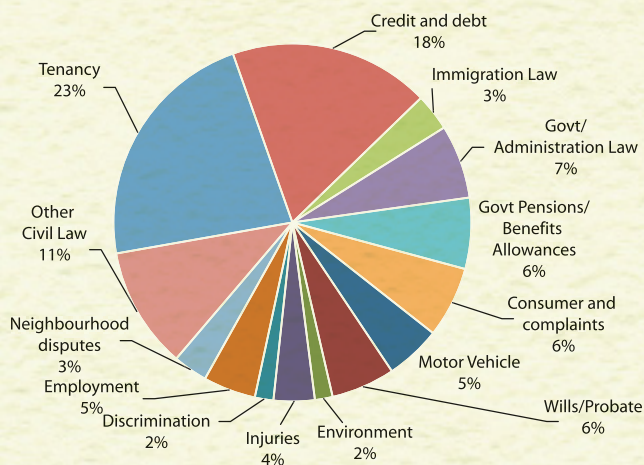
Activities by Law Type



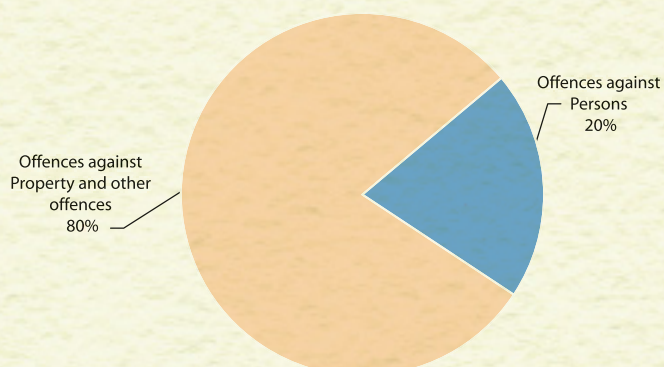
Family Law Activities - Problem Type



Civil Law Activities - Problem Type



Criminal Law Activities - Problem Type



* Note that not all CLCs are funded under the CLSP

National CLCs Conference 2012



NACLCLC and the South Australian Council of Community Legal Services Inc (SACCLC) hosted the 2012 National Conference in Adelaide.

The theme for the 2012 Conference was *Weather Makers – CLCs Creating a Climate of Change*. This tied in recognition of the effect of CLCs on the justice system over the last 40 years and in pursuing the goal of achieving equitable access to the justice system.

Auntie Josie, an Elder from the Kaurna people welcomed delegates to country.

449 delegates attended. They included lawyers and other workers, management and volunteers from CLCs, ATSILS, FVPLS and legal aid commissions; academics; researchers; law reform and policy workers and law and social work students. Several staff from the Australian Government Attorney-General's Department and State Program Managers of the Community Legal Services Program from State Legal Aid offices attended, as well as representatives from Ombudsman services and from the peak bodies of CLCs in New Zealand and the United Kingdom.

NACLCLC supports a number of National Networks, and most of these met prior to the Conference proper. It's a great opportunity for staff and volunteers to catch up and is often the only opportunity for face-to-face meetings to discuss current issues that may impact on their particular services and areas of work or target client groups.

The Conference comprised five plenary sessions and 49 'break out' sessions, as well as a number of training sessions, including on CLSIS, WebEx, and the BBS. NACLCLC launched the National Legal Needs Assessment Framework and Strategic Planning Toolkit, and delegates were given an update on the National Partnership Agreement on Legal Assistance Services Review.

Delegates heard from Julie Bishop, Director of the Law Centres Federation UK, and Cameron Madgwick, Chair of Community Law Centres o Aotearoa (NZ), on the current 'weather' for CLCs in their countries, and



ABOVE: Keynote speaker Michael (Dan) Mori

RIGHT: (Former) Commonwealth A-G Nicola Roxon

received a briefing on the Australian CLCs' National Campaign - Community Law Australia, highlighting the unequal access to justice in Australia and how it might be addressed here. Antoinette Braybrook and Paula Bold-Wilson shared their experiences and learning on what cultural safety meant for their respective services and communities.

Other keynote speakers included State and Federal Attorneys-General, Professor David Weisbrot AM, David Manne, Michael (Dan) Mori, Annette Brebner and Robyn Layton AO QC.

Some of the comments received via evaluations were that the conference was wonderful, it was an excellent opportunity for networking, and that there were inspiring speakers.

Special thanks to the Conference Organising Committee and to Conference Online, our external organisers.

CLCs' awards

Many people in the CLC sector, who are often experts and leaders in their fields, have had their contributions to their communities recognised externally. Here are some of the awards that CLC people received or were nominated for in 2013.

Northern Suburbs Community Legal Centre (NSCLC) in Western Australia was a finalist for the Diversity and the Law Award at the Migration Council of Australia's awards night. NSCLC was nominated for its work with international students and refugee youth to ensure those suffering trauma and who may have a deep mistrust for any person in uniform have their needs met.

There were two CLCs that received awards at the Law and Justice Foundation of NSW, Justice Awards:

Kingsford Legal Centre (KLC) (and **Herbert Smith Freehills**) won the Pro Bono Partnership Award for the 20 year partnership between KLC and the Freehills Foundation (part of Herbert Smith Freehills). The partnership has modelled pro bono services to future generations of lawyers and set a benchmark for the evolution of pro bono work over the past 20 years.

Central Coast CLC won the Community Legal Centres NSW Award for its Domestic Violence Legal Outreach Project. This project provides one-on-one legal advice and information to women and children who are affected by, or at risk of, domestic violence in the areas of victims services, family law, tenancy and Apprehended Domestic Violence Orders. Other nominees for this Award were; Women's Legal Services NSW (Highly Commended), Hawkesbury Nepean CLC, Kingsford LC, Redfern LC and the University of Newcastle Legal Centre.

In December 2012 the **Human Rights Law Centre** received the Australian Human Rights Commission Law Award. It is awarded to an individual or an organisation with a proven track record in promoting and advancing human rights in Australia through the practice of law. Scott McDougall from Caxton Legal Centre was also nominated.

Denis Nelthorpe from **Footscray and Wyndham CLCs** received the Law Institute of Victoria 2012 Community Lawyer or Organisation of the Year Award.

Nicky Snare from **Launceston CLC** was the winner of the Tasmanian Business Leader of the Year Public and Community Sector Award. The awards recognised outstanding leadership amongst Tasmania's Business Managers (both in the private and public sectors).



Nicky Snare from **Launceston Community Legal Centre** with her **Tasmanian Business Leader of the Year Public and Community Sector Award**.



PHOTO: Law Institute Journal, Peter Glenane

Denis Nelthorpe from **Footscray and Wyndham CLCs** with his **Law Institute of Victoria 2012 Community Lawyer of the Year Award**.

State and territory reports



AUSTRALIAN CAPITAL TERRITORY
Deb Phippen
territory representative

The unfunded ACT CLC Network consists of five centres. Centres meet regularly to share information and organise joint work. Highlights and issues for the year included:

- a major issue for ACT CLCs continues to be seriously insufficient office space. Three CLCs have been co-located in a community building for 20 years and significant lobbying started in 2008 for the ACT Government to assist centres to move to larger space. While all governments and departments were sympathetic, little concrete and realistic assistance was available until the last ACT Budget where the ACT Government committed ongoing funding to find space for the ACT CLC Hub
- joint CLE activities including information stalls at major community events - ACT Multicultural Festival, university orientation events, as well as joint training days run by Tenants Union (TU), Welfare Rights and Legal Centre (WRLC) and Women's Legal Centre (WLC)
- regular liaison with ACT providers of legal services through quarterly ACT Legal Aid Forum (ACTLAF). Working groups include – CLE, Legal Advice and Coordination, Care and Protection, Alexander Maconochie Centre (Prison) Legal Assistance, ACT Emergency Legal Help.

Achievements of the ACTLAF for the year included:

- the *ACT Emergency Legal Assistance Help Plan* launched in September, with 17 factsheets, volunteer register and website under development
- development of the *Freelaw Directory – A guide to free and low-cost legal services in Canberra*
- free law training
- Strategic Plans
- Care and Protection law reform
- planning a Symposium in August 2013 titled 'Targeting Need...Making Connections: improving legal services for vulnerable people in the ACT'
- walking bus tour of free legal services
- development of ACTLAF website
- Street Law is an outreach project for homeless people that is a joint initiative of the ACTLAF and ACT CLCs and managed by the WRLC. Street Law was successful in securing ongoing funding from the ACT Government. Street Law's outreach service delivery model has been very successful in connecting with people who would otherwise not access legal services
- Accreditation – early in 2011 the ACT was identified as the pilot jurisdiction for the NACLC Accreditation Scheme. All five centres have gone through the process and two have been accredited.



NEW SOUTH WALES
Dan Stubbs
state representative

CLCNSW had a particularly busy and challenging year.

Proposed guidelines on CLC work

In late 2012, the NSW Attorney General advised the public justice sector that there would be guidelines that would apply to funding provided by the State Government. While the majority of the guidelines are consistent with the work CLCs do, there are concerns about the proposed prohibition on lobbying, public campaigning and advocacy, and on the provision of legal assistance to activist, lobby or action groups. CLCNSW has urged the NSW Government to reconsider the restrictions on advocacy and law reform as a matter of priority. CLCNSW continues to work with stakeholders, including NACLC, on the issue, noting that this potentially has national importance.

Other highlights/challenges

- a number of NSW CLCs, working with NACLC, took the lead on advocacy around the consolidation of federal anti-discrimination laws. This included advocacy to include sexual orientation, gender identity and intersex in the consolidated federal anti-discrimination law
- NSW CLCs continue to make good progress with the National Accreditation Scheme. All NSW CLCs are now part of the process and close to 50% of CLCs have been certified as complying with Accreditation Standards
- NSW continues an excellent sector development program, providing opportunities for solicitors to meet all Mandatory Continuing Legal Education training, for managers to engage in tailored professional development programs, governance training for CLC boards, and orientation for new staff and volunteers
- CLCNSW's policy and law reform work has included a significant amount of work to advocate that the NSW Government provide a fair and equitable Victims Compensation Scheme
- CLCNSW has developed a Reconciliation Action Plan, which will serve as a model for NSW CLCs to enhance their services to Aboriginal people and communities.



NORTHERN TERRITORY

Nicki Petrou

territory representative

This year saw a change in government in the Northern Territory, for the first time in 10 years. We also saw the first Aboriginal head of government in Australia.

With the change in government, there was the removal of the Banned Drinker Register and the introduction of Mandatory Alcohol Treatment. Services worked together to advocate against these changes. Legal and community services also lobbied as a coalition for alternatives to prison, through the Making Justice Work Campaign and submissions and discussions around justice reinvestment.

Legal services continued to face barriers to the delivery of services, including funding uncertainty and cuts. For the Central Australian Aboriginal Family Legal Unit, challenges included escalating family violence offence rates and increasing requests for assistance without a corresponding increase in resources.

The experience of the Katherine Women's Information and Legal Service (KWILS) is that clients often have difficulty working out parenting orders for their children, particularly in the context of family violence. Further, if clients are eligible for legal aid, it is difficult for them to find a solicitor in the local area due to limited numbers of solicitors. KWILS often assists these clients, when providing outreach services to 16 communities, up to a 700km radius from Katherine.

During the past year the North Australian Aboriginal Family Violence Legal Service (NAAFVLS) extended its legal practice to include child protection and appointed a dedicated community legal education solicitor. NAAFVLS now conducts outreach to cover 25 top end communities.

The year was a challenging but productive one for the Environmental Defenders Office NT (EDO). The EDO finalised a major factsheets project and secured a grant from the NT Law Society to carry out public education in environmental law.

Top End Women's Legal Service (TEWLS) employed an accredited family lawyer for six months to set up our family law practice, aimed at addressing the gap in demand for accessible family law services. She learned of the additional obstacles for clients and services living and working in regional or remote locations.

Systemic change continues to be a priority. For example, TEWLS has partnered with the Central Australian Women's Legal Service (CAWLS), with support from other legal and non-legal services, to advocate for the introduction of a domestic violence death review mechanism in the NT.

It was pleasing to see that despite the challenges, legal services were able to provide regular events like the Darwin Community Legal Centre's, Rights on Show Art exhibition. There was also greater focus on community legal education across most services and generally more consistency in staffing levels.



QUEENSLAND

Matilda Alexander

state representative

2012-2013 was been a year of rapid change and adaptation for the Queensland Association of Independent Legal Services (QAILS). Cristy Dieckmann took maternity leave and QAILS was pleased to appoint James Farrell to the role of Director. James brought with him a wealth of experience and has become an invaluable support for the sector. Jude Clarkin has continued as Regional Accreditation Coordinator, Lyn Giles as Administrator and Bill Kyle as the part-time Finance worker.

Many Queensland CLCs have now completed or are close to completing the accreditation process.

In August the new government, under the direction of Attorney-General Jarrod Bleijie MP, announced a review of the allocation of money from the Legal Practitioner Interest on Trust Accounts Fund (LPITAF). This fund is a vital part of the community legal sector and supports many worthy initiatives. QAILS contributed a significant amount of information to the Queensland Government, which recognised that there were no current duplications of work, there continues to be considerable levels of unmet legal need and further calls for increased transparency. QAILS welcomed the review and continues to work with the Queensland government to enhance access to justice for everyone in Queensland.

Some QAILS members have been facing direct threats of defunding and indeed suffered significant cuts in the 2012-2013 financial year. QAILS is grateful to the federal government who stepped in to keep important services being delivered by the Environmental Defenders Offices and the Tenants Union. We hope that both state and federal governments recognise the value of these services and others that are currently under threat.

QAILS has been facilitating stimulating discussions and submissions on matters related to our Human Rights and Social Justice Policy, using the experiences of our members to increase community understanding about legal problems and improve laws and policy. Work on this front has included a forum about Youth Justice and the decision to start developing a Reconciliation Action Plan.



SOUTH AUSTRALIA

Iris Furtado
state representative

The South Australian Council of Community Legal Services (SACCLS) had a busy year in 2012-13.

In August 2012 South Australia (SA) hosted the National CLC Conference in Adelaide, our members were kept busy assisting with the conference preparations. We very much enjoyed welcoming delegates from across the country to Adelaide and showing off the jewel that is South Australia.

SACCLS, through its Secretary Patsy Kellet, took an active role in the Community Law Australia Campaign, including being interviewed by the ABC. In the interview Ms Kellet highlighted the crisis in access to affordable legal services for disadvantaged people in the state, but, increasingly, also for people who might consider themselves ordinary Australians. Ms Kellet also highlighted that access to legal representation for court and tribunal hearings is only part of the solution and advanced SACCLS's position of the need for far greater investment in the CLC sector.

The Northern Community Legal Service (NCLS) also took an active part in promoting the Community Law Australia Campaign and hosted the ABC to film the daily workings of the centre in August 2012. This gave great exposure to the CLC sector in South Australia.

Throughout 2012-13 SACCLS has continued its involvement in the Consumer Law Consultative Forum in South Australia. One of the issues that arose during the forum consultation was the need for consumer credit legal services in South Australia. As a result the South Australian Council of Social Services (SACOSS) received funding to prepare a report about the need for consumer credit legal services. The report recommended that consumer credit legal services be provided in South Australia. Following the release of the report funds were allocated in the SA state budget to provide consumer credit legal services, however there still has not been an announcement from the state government in relation to the establishment of such services.

CLC's in SA have continued to provide high quality legal services to low income and disadvantaged South Australians as well as community legal education services and law reform and advocacy on issues of importance across the state.

Throughout 2012-2013 SACCLS members have also continued to work towards accreditation with site visits being carried out during this period by the NACLC Accreditation Coordinator. SACCLS members have embraced the accreditation process as a way of verifying centers' compliance with Service Standards under their respective Service Agreements and view the process as a chance to improve service delivery.

Two centers in South Australia, Southern Community Justice Centre and NCLS have now received Accreditation under the scheme.

SACCLS extends its appreciation to all its members for their ongoing support throughout 2012-13.



TASMANIA

Nicky Snare
state representative

In the 2012-2013 period we changed our name from Tasmanian Association of Community Legal Centres (TACLC) to Community Legal Centres Tasmania (CLCTas). We have also launched a new website at www.clctas.org.au that contains some fantastic new resources including: videos explaining self-representation and the new, free *Tasmanian Law Handbook*. The Handbook was a project of the Hobart Community Legal Service and has been very well received. It can be found on their website at www.hobartlegal.org.au/tasmanian-law-handbook

The 2012-2013 financial year has been another very busy one in Tasmania with all CLCs reporting an increase in the number of clients and being involved in some exciting and challenging issues. The diversity of work undertaken throughout 2012-2013 in Tasmania is shown by:

- the Hobart Community Legal Service having a number of 'wins' the most memorable being the free legal assistance to people affected by the devastating January 2013 bushfires in South-East Tasmania
- Launceston Community Legal Centre too has had a busy year, with the expansion of their Legal Literacy Program and subsequent constant referrals from the Magistrates Court, Centerlink, additional CLE work and a higher profile
- Worker Assist's continuing increase in popularity and is such that it has become an entrenched part of the workers compensation system in Tasmania. The service has undertaken some important litigation in the last financial year, with a view to improving the workers compensation system generally for injured Tasmanians
- the Animal Welfare Legal Centre is moving from strength to strength. It will be running the first course on Animal Law (as a summer intensive elective) at the University of Tasmania in February 2014.

If we add into the mix the hard and intensive work done by individual CLCs on legislative change and the higher profile of CLCTas in general, we can expect 2013-2014 to be even more challenging.



VICTORIA
Hugh de Kretser
state representative

Family violence continues to be one of the highest demand areas for Victorian CLCs. It's the most common area Victorian CLCs provide assistance with and service delivery has increased around 70% over the past five years.

Employment law is another very high need area. Funding for the specialist employment law centre, Jobwatch is well below what it was in 2010 and demand for employment law services is extremely high. CLCs are working through the Victorian Federation of CLCs (the Federation) and the Victorian Legal Assistance Forum to try to meet the unmet need for help in this area in a range of innovative ways.

In disappointing news, Victoria Legal Aid (VLA) controversially cut funding to the Mental Health Legal Centre (MHLC) and redirected the funding to itself to expand its services. The decision occurred shortly before VLA and the MHLC competed for a Department of Health tender to provide mental health legal services. VLA was successful in the tender. MHLC is looking to rebuild its funding base and is continuing to deliver services to people with mental illness in prisons and psychiatric detention.

Liana Buchanan took over as Executive Officer of the Federation in April and has a strong background in justice issues having worked in CLCs in South Australia, as well as in the Victorian Department of Justice, the Victorian Equal Opportunity Commission, Victorian Law Reform Commission and as an adviser to former Victorian Attorney General Rob Hulls.

The Federation's CLC Adaptive Leadership Program continued its success with a strong uptake and excellent feedback and there continued to be huge interest from highly talented final year law students in the Federation's CLC Law Graduate Scheme.



WESTERN AUSTRALIA
Liz O'Brien
state representative

There are a number of undertakings that have happened in the 2012-2013 period. These include:

- the biennial WA state CLC Conference was held in October 2012
- the 2012 Human Rights Report Card was launched in December 2012
- after the closing of WA Tenants Advice Service (WA TAS) early in 2012, CLCs in WA joined together to continue to provide the state-wide service with Southern Communities Advocacy Legal Education Service (SCALES) providing telephone advice lines. Northern Suburbs Community Legal Centre and Welfare Rights and Advocacy Service providing training and resources. The announcement of the new tender for TAS is expected by the end of 2013
- Community Legal Centres Western Australia (CLCWA) presented a proposal to the WA Attorney General for the expansion of the state funding program
- CLCWA and Legal Aid WA Working Party has been working on mapping Community Legal Education (CLE) throughout the state
- Kalico Consulting have been engaged to undertake consultation throughout the state to come up with a proposal for WA Pro Bono/PILCH
- CLCWA has a CLC E-Learning section of its website called the Community Legal Centres Access to kNowledge Delivered Online (CAnDO). The site hosts online training and information for CLC Boards, staff, volunteers and the community. CAnDO is being developed to provide induction, CLE and Continuing Professional Development resources in an easily accessible format in a way that expands the services of a CLC with minimal cost.

Aboriginal and Torres Strait Islander Women's Legal Services Network

Donna Hensen, Convenor

The Aboriginal and Torres Strait Islander Women's Network meet on one or two occasions at each National CLC Conference. It has expanded to include Aboriginal and Torres Strait Islander staff in CLC's, FVPLS and other ATSI legal services. Non ATSI women can be invited to attend for all or a portion of the day. The Network meeting in Adelaide was attended by a large number of women from all over Australia.

Paula Bold Wilson the Manager at Waitakere Community Law Service, Auckland, New Zealand was a special invited guest.

Paula shared information about her culture, her service and the Maori coalition. She was very impressed by women providing services in such a large country and some in very isolated areas.



Paula Bold Wilson

The Network met for a second time at the Conference to work-shop the NACLC Reconciliation Action Plan with Zac Armytage (CLCNSW) and Frieda Lee (NACLC). This has been completed and a committee has been formed to provide ongoing guidance.

National Animal Law Network (NALN)

Angela Pollard, Convenor

The National Animal Law Network (NALN) was established at the 2011 National CLC Conference, with the aim of promoting animal protection as part of the social justice framework and to raise awareness of the inadequacies of animal welfare laws, particularly in relation to the cruel but lawful practices of the intensive farming industries.

The NALN Convenor, Angela Pollard has been active in attending NGO sector conferences and forums to deliver presentations on animal protection issues including the link between animal abuse, child protection and domestic violence.

The Network is in its infancy and must overcome the same challenges originally faced by the EDO Network in convincing the sector that social justice encompasses more than a purely anthropocentric viewpoint.

The successes for 2012/13 include:

- the establishment of Fitzroy Legal Service's weekly animal law clinics
- PALS@PILCH's work on the 'Free to Roam' case of misleading and deceptive advertising by Turi Foods Pty Ltd claiming that their chickens were free to roam, whereas in fact the sheds were (lawfully) stocked so that the chickens were barely able to move about
- CLCs such as Far West and Western began promoting animal welfare as part of their service delivery
- Northern Rivers CLC continues to operate its Animal Law & Education Project, engaging in community legal education and law reform

activities including submissions to reviews of Animal Welfare Codes of Practice.

Australian Network of Environmental Defender's Offices (ANEDO)

Felicity Millner, Facilitator

The Australian Network of Environmental Defender's Offices (ANEDO) comprises EDO offices in each state and territory dedicated to public interest environmental law and public participation in environmental decision making. EDOs provide services to the community through undertaking litigation on behalf of clients, legal advice, community legal education and law reform and policy work.

Over the course of the year, ANEDO has made a number of important submissions about national law and policy issues. These include submissions:

- to the Senate Inquiry on Air Quality
- to several Federal bodies about coal seam gas regulation
- to the Federal Government on water policy and the implementation of the Murray-Darling Basin Plan
- on the Renewable Energy Target Review.

Various EDOs have also taken some exciting cases, including:

- a legal challenge to the validity of the approval for a large gas development at James Price Point in Western Australia
- merits review of the Alpha coal mine in Queensland
- merits reviews challenges to coal and coal seam gas operations in New South Wales
- civil proceedings in relation to native forestry activities affecting threatened species in Victoria
- a merits review challenge to a mine in the Tarkine Wilderness in Tasmania.

On a less positive note, this year saw state governments in Queensland and NSW take steps to seriously threaten the ongoing operations at these EDOs. The EDOs in Queensland and North Queensland had their state funding cut retrospectively, soon after the election of the Newman Government. The NSW state government almost axed the major source of funding to EDO NSW, and only refrained from doing so after a long and hard-fought campaign.

ANEDO has bi-monthly phone link ups where offices update the Network on their activities and opportunities for cooperation are discussed.

Older Persons Legal Services Network (OPLS)

Vivienne Campion, Convenor

The OPLS Network had a very active year from the National CLC Conference in Adelaide in August 2012. This was reflected in the following 10 teleconferences in the period as well as numerous email contacts between the Network members over the year.

The first major task was the preparation of a submission for the Open Ended Working Group on Ageing supporting a Convention on the Rights of Older Persons at the United Nations Office of the High

Commissioner for Human Rights (UN OHCHR). The working group from OPLS included; Bill Mitchell from Townsville Community Legal Service, Sonya Mitchell from Seniors Legal And Support Services (SLASS), Kim Boettcher from The Aged-care Rights Service (TARS) NSW, Glenys Haren and Vivienne Campion from SLASS at Caxton Legal Centre, Frieda Lee and Chantel Cotterell from NACLC. It was a brilliant collaboration and resulted in an excellent submission. Particular thanks are due to Bill, Frieda and Chantel. The work will be ongoing, and at the year end, negotiations were a foot to have Bill Mitchell and Kim Boettcher attend at the UN as representatives of NACLC to speak to the submission.

Immediately after, a small working group consisting of Sonya Mitchell, Vivienne Campion and Bill Mitchell, greatly assisted by Chantel Cotterell, prepared a submission for the Senate Committee on Community Affairs on the Inquiry into the Living Longer, Living Better Aged Care Bills. Again, special thanks to Bill, for his deft hand at submission writing and to Chantel for her most valuable contributions.

Sue Hendy, CEO of COTA Vic, who had been extremely helpful in securing endorsements for the UN submission from the other state COTA organisations, asked the Network to send formal letters of support to the UN OHCHR supporting the proposed Convention. The quick response, was such that Sue Hendy commented that Australia had sent the most letters of all UN member states.

The working group on the harmonisation of EPAs, with Scott Johnson and Karen Merrin, from Northern Suburbs CLS, and Anna Cody from SLASS Townsville continues to work on a long standing project which has proven to be particularly complex.

The Network continues to benefit from sharing initiatives and practice experience – of particular interest was the initiative developed by Kaz McKay from ECLC about the Seniors' Register program now operating across a large number of police stations in Victoria. The program identifies vulnerable older people and arranges visits from police or volunteers to overcome social isolation and the potential for elder abuse.

The OPLS Network looks forward to continued collaboration with other NACLC National Networks in its ongoing UN project.

National Police Accountability Network (NPAN)

Tamar Hopkins and David Porter, Co-convenors

While the focus of the Network remains to achieve the independent investigation of complaints against police, the past year has found NPAN members exploring the opportunities offered by different types of complaints about police across Australia. The clear public interest in the actions of police allows NPAN and its members an increased level of media attention, albeit in disturbing or tragic circumstances. National interest followed Flemington Kensington Community Legal Centre's landmark race discrimination claim against Victoria Police, *Haile-Michael v Konstantinidis*.

This Federal Court claim triggered statewide community consultation on field contact strategies and police diversity awareness. It has also served as an example to NPAN members of how to effectively engage with communities who experience systemic policing issues. NPAN members also contributed to media discussion of the matters of Roberto Laudisio Curti, Terrence Briscoe and Adam Salter. The continuing nature of these investigations shows the serious, long-running and hotly-contested nature of the work of demanding accountability for police-related deaths.

NPAN continues to work on the pattern of police integrity cases involving collusion between police witnesses resulting in false evidence. These investigations help turn suspicions about police accountability into reasons for reform, moving the Network towards its primary goal.

Reflecting the differences between Australian jurisdictions, NPAN assists its members to take the most effective reform positions for their location. For example, NPAN members are active in drawing attention to the misuse of tasers, in those jurisdictions where taser use remains controversial and continues to grow.

NPAN and its members have also worked with both Occupy Melbourne and Occupy Sydney to analyse systemic shortcomings by police and local councils when dealing with protests. Various NPAN members have acted on behalf of individual protesters in court, and in liaising with police in order to avoid court action altogether.

NPAN has members in all states and territories and continues to grow. The Network is grateful to NACLC for the support provided to make teleconference and face-to-face meetings possible.

Rural, Regional and Remote (RRR) Network *Lee Milcherdy, Convenor*

31 solicitors, managers, support workers and management committee members from RRR CLCs registered to attend the National RRR Network meeting at the National Conference in Adelaide in August 2012. Coming from all corners of regional Australia, workers engaged in spirited discussions and a stimulating interchange of information.

A round table format allowed everybody to introduce themselves and give a brief overview of themselves and their centres which in itself contributes to great networking opportunities.

Newly employed NACLC Communications Manager, Te Raehira Wihapi introduced himself and outlined his role at NACLC.

Heather Mack discussed her role as the RRR representative on the newly formed National Rural Law and Justice Alliance which is modelled on the National Rural Health Alliance which has been in operation for about 20 years.

Chris Gabelish led a discussion about the large amount of work required for the NACLC accreditation process and how the Management System Online (MSO) can assist.

The meeting also acted as an information exchange

as attendees discussed their successes and considered the challenges and frustrations of being a RRR worker, with a particular emphasis on issues that RRR centres face relating to conflict of interest and intellectual property issues. Other challenges discussed included:

- lack of time available for regular RRR CLCs teleconferences
- travel and other costs associated with the delivery of outreach for rural clients, especially those in smaller remote communities
- getting specialist legal assistance to RRR areas and centres and accessing pro bono support
- The use of information/communication technology to meet legal needs of geographically isolated RRR clients and to assist with communication and/or training needs of RRR CLCs.

National Association of Tenant Organisations (NATO)

Penny Carr, Convenor

Along with other telephone meetings during the year, NATO held its regular face-to-face meeting prior to the National CLC Conference. NATO continued its representative role on National Shelter, the peak non-government organisation representing the interests of low-income housing consumers. This is a beneficial role in terms of ensuring NATO's ability as an unfunded network to participate in national housing policy forums.

A significant issue and major concern for all members during the year was the threat to the funding, and therefore existence, of all tenancy services in Queensland.

NATO meetings identified common issues for tenancy organisations across the country, those issues were:

- lack of affordable housing
- standards in rental housing
- security of tenure across all types of tenancies.

Other areas of work included:

- national regulation of community housing
- some work around the NBN
- members contributed to a submission on a national Homelessness Bill
- a NATO representative was involved with the Australians for Affordable Housing campaign

Of note, some member organisations, notably the Tenants' Union of Queensland, have been facing severe de-funding issues, making NATO's work more difficult and providing an uncertain future for tenancy services in that state.

Areas of work identified for the coming year are the regulation of community housing and the development of events for International Tenants Day which is held on the first Monday in October each year.

Women's Legal Services Australia (WLSA)

Rhonda Payget, Convenor

Women's Legal Services Australia (WLSA) is a Network of CLCs specialising in women's legal issues. The Network was established to be actively involved in law reform activities to ensure that women and children are not disadvantaged by laws and to lobby for improved access to justice. The WLSA Co-ordinating Committee has representatives from each state and territory. WLSA members jointly fund a part-time law reform position to coordinate our law reform, lobbying and media activities.

Much of WLSA's lobbying this year has focussed on victims of violence. For example:

- we continue to monitor the implementation of the National Plan to Reduce Violence Against Women and Children, in particular the need for cross-sector representation on Advisory Groups to the Implementation Panel
- WLSA supported the (now abandoned) consolidation of Commonwealth anti-discrimination legislation which supported the inclusion of domestic violence as a protected attribute
- WLSA continues to call for support for vulnerable witness protection in the Family Law Courts to prevent violent and controlling perpetrators of violence from directly cross-examining their victims
- WLSA continues to lobby for the removal of the presumption of equal shared parental responsibility which can further compromise victims of violence in the family law system.

WLSA continues to have representatives on two of the six National Women's Alliances: Liz Snell is our representative on the Equality Rights Alliance (ERA) and Adrienne Walters is an ERA Steering Group member. Angela Lynch is our representative on the Australian Women Against Violence Alliance (AWA-VA). We have a close working relationship with both of these organisations.

We have been using our website for submissions, press releases and other information this year: www.wlsa.org.au. We thank Women's Legal Service Tasmania for their work on our website and for keeping the website maintained and updated.

Employment Law Network (ELN)

Gabrielle Marchetti, Convenor

The ELN consists of lawyers who specialise or have an interest in employment law and work-related matters including workplace discrimination, sexual harassment and bullying.

The ELN has quarterly meetings/teleconferences to discuss interesting and challenging client matters, opportunities for law reform and other issues facing member CLCs.

In 2012-13 the ELN considered the following:

- what employment law information is currently available, noting the need for a practical guide to employment law resource

- the Review Panel's recommendations in relation to the review of the *Fair Work Act 2009*
- any formal collaborations/partnerships between CLCs and other stakeholders (such as universities or private law firms, including the Employment Law Centre of WA's pilot program with the Fair Work Commission)
- the possibility of maintaining a register of outcomes for all matters worked on by ELN members (as a resource tool)
- the Australian Law Reform Commission's inquiry into legal barriers to mature age workers
- the consolidation of anti-discrimination laws
- proposed amendments to the *Sex Discrimination Act*
- submissions to the Senate's Education, Employment and Workplace Relations Committee's inquiry into the *Fair Work Amendment Bill 2012*
- new anti-bullying provisions in the *Fair Work Act*.

Anyone interested in joining the ELN is most welcome and can contact Toni Emmanuel at toni@elcwa.org.au

National Human Rights Network

Dianne Anagnos and Frieda Lee, Co-convenors

The National Human Rights Network meets once every two months via phone link-up and once a year in person, prior to the National CLCs Conference. The Network has dedicated members across the country who guide the Network's focus and actions, contribute to submissions and join forces to advocate on national human rights issues.

The focus for the Network over the last year has been on the consolidation of Commonwealth anti-discrimination laws. The Network coordinated a submission to the Senate Standing Committee on Legal and Constitutional Affairs on the *Exposure Draft of Human Rights and Anti-Discrimination Bill 2012*. The network welcomed the opportunity to speak at the Inquiry into the *Exposure Draft of Human Rights and Anti-Discrimination Bill 2012*. In the face of the negative response to the draft Bill the network met regularly to coordinate lobbying and media to push for the Bill to be passed. After the disappointing decision not to pursue the Bill, the Network coordinated a joint letter signed by 84 community organisations urging the Australian Government to recognise the importance of the Bill in making anti-discrimination laws more effective and accessible.

Other activities over the year include:

- coordinating submissions to the Senate Standing Committee on Legal and Constitutional Affairs' Inquiry into the *Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Bill 2013*
- providing support to the Older Persons Legal Services Network on their submission to the Office of the High Commissioner for Human Rights' Public Consultation on the Human Rights of Older Persons

- feeding into a joint statement on Australia's mid-term response to UPR recommendations.

At the end of last year the Network farewelled Jacqui Bell who passed the Convenor role onto Edwina MacDonald and Heidi Yates. The Network is very grateful to Jacqui, Edwina and Heidi for their dedication and leadership. They have passed the baton onto Dianne Anagnos and Frieda Lee.

National Welfare Rights Network (NWRN) *Ian Turton, Secretary*

The National Welfare Rights Network (NWRN) is the peak community organisation concerned with social security law and public policy development. We represent CLCs and organisations whose role is to provide information, advice and representation regarding Australia's social security system. NWRN member organisations operate in all states and territories of Australia, being community legal organisations dedicated to social security issues. The NWRN also has Associate Members being the Central Australian Aboriginal Legal Aid Service (CAALAS), the North Australian Aboriginal Justice Agency (NAAJA) and the Victorian Aboriginal Legal Service (VALS).

In 2012-13 NWRN provided written submissions to a wide range of inquiries and released over 25 media statements on key issues which were widely in the media. NWRN is engaged with a range of Government agencies, including the Department of Human Services and the Department of Families, Housing, Community Services and Indigenous Affairs to pursue law reform and improved service delivery for low income and disadvantaged Australians.

Our policy priorities over the past year were focussed on ensuring an adequate income for unemployed people, single parents and young people, and improving the level of employment assistance to help people move into work.

The NWRN members act as advocates for people in their dealings with Centrelink. Over the past 12 months the network has variously worked on: the enhanced appeals and reviews system

- reducing waiting times and delays in processing claims and decisions
- income management communication, letters and exemptions
- overpayments
- 'member of a couple' decision making and cultural issues in investigations
- alternatives to criminal prosecution
- implementation of 1 January 2013 changes to Parenting Payment (Single)
- improving letters and correspondence
- availability of data sets on income support recipients
- the independent Centrelink Review
- emerging issues from 2012 changes to disability support pension rules "program of support" changes.



Treasurer's report

Once again, NACLC has delivered a significant surplus. In 2012-13 we have recorded a surplus of \$189,368, with revenue increasing by almost 30% from last year.

Contributions from centres increased by less than three per cent this year, but we expect this revenue to increase in coming years, based on the fee structure implemented in 2011-12 that provides simpler and more consistent fee calculations. NACLC's advocacy has resulted in significant increases in Commonwealth funding to CLCs, with an increase of nearly 25% in core legal services funding from 2013. This welcome injection of funding will increase and improve the frontline legal services delivered by CLCs to marginalised and disadvantaged individuals and communities, including through NACLC's work in developing and improving our services, increasing the community's understanding of our work and its benefits.

There have been significant organisational and financial implications flowing from the establishment of the **knowmore** legal advisory service, which is discussed in other parts of this annual report in greater detail. Given the scope of this important service, it will continue to have a significant impact on NACLC, which will grow considerably. In the current year, this has included entering into a lease for **knowmore**'s

Sydney office, significant increase in the number of employees, and other related costs. This is vitally important work for those people considering telling their story or providing information to the Royal Commission into Institutional Responses to Child Sexual Abuse, and has had (and will have) profound impacts on NACLC's work, its finances and its people.

NACLC has continued its core sector development and human rights advocacy work throughout the year. NACLC continues to drive continuous quality improvement in community legal services through the National Accreditation Scheme, including employing a National Accreditation Coordinator, developing and purchasing licences to use the online self-assessment tool, and funding the development and licensing of the Management Support Online resources. NACLC organises a conference every calendar year. Conferences provide an important opportunity to share best practice in client legal services and discuss shared areas of focus. The favourable financial results of these activities fail to recognise the significant commitment of NACLC's people in supporting and leading its members to provide outstanding legal services to vulnerable people with legal needs.

James Farrell

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

ABN 67 757 001 303

ARBN 163 101 737

COMMITTEE'S REPORT

The committee members present their report together with the financial report of National Association of Community Legal Centres Inc. (the Association) for the year ended 30 June 2013 and auditor's report thereon.

Committee members names

The names of the committee members in office at any time during or since the end of the year are:

Michael Smith - National Convenor

James Farrell - Treasurer

Deb Pippen - ACT representative

Kim Price - NSW representative, until November 2012

Dan Stubbs - NSW representative, from November 2012

Nicki Petrou - NT representative

Rosslyn Monro - QLD representative, until June 2013

Matilda Alexander - QLD representative, until June 2013

Patsy Kellett - SA representative, until November 2012

Iris Furtado - SA representative, from November 2012

Jane Hutchison - TAS representative

Laura Vivarini - VIC representative, until November 2012

Hugh de Kretser - VIC representative, from November 2012

Chris Gabelish - WA representative, until January 2013

Liz O'Brien - WA representative, from January 2013

The committee members have been in office since the start of the year to the date of this report unless otherwise stated.

Results

The net surplus of the Association for the year amounted to \$184,569.

Review of operations

The Association continued to engage in its principal activity, the results of which are disclosed in the attached financial statements.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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ARBN 163 101 737

COMMITTEE'S REPORT

Significant changes in state of affairs

There were no significant changes in the Association's state of affairs that occurred during the financial year, other than those referred to elsewhere in this report.

Principal activities

The principal activity of the Association during the year was to assist disadvantaged and marginalised people in the Australian community obtain access to legal services by, among other things:

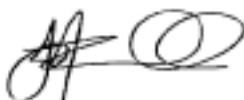
- supporting and assisting community legal centres to provide these services;
- providing a national forum for community legal centres;
- developing and coordinating national community legal centres policy;
- establishing a national legal advisory service for people engaging, or considering engaging, with the Royal Commission into Institutional Responses to Child Sexual Abuse; and
- advancing the interest of community legal centres within Australia.

Further information on the principal activities performed during the financial year is set out in the Annual Report.

No significant change in the nature of these activities occurred during the year.

Signed on behalf of the members of the committee.

Committee member:



James Farrell

Committee member:



Hugh de Kretser

Dated this

2nd day of October 2013

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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STATEMENT OF COMPREHENSIVE INCOME
 FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
Revenue	2	2,638,189	2,049,816
Less: expenses			
Depreciation and amortisation expense	3	(20,327)	(10,436)
Employee benefits expense		(952,770)	(480,788)
Conference expense		(243,045)	(250,217)
Operating expense		(507,845)	(298,941)
Project expense		<u>(729,633)</u>	<u>(787,268)</u>
		<u>(2,453,620)</u>	<u>(1,827,650)</u>
Net surplus		184,569	222,166
Other comprehensive income for the year		-	-
Total comprehensive income		<u>184,569</u>	<u>222,166</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2013

	Note	2013 \$	2012 \$
Current assets			
Cash and cash equivalents	4	2,192,213	1,005,045
Receivables	5	255,049	83,052
Other financial assets	6	2,751,577	1,505,000
Other assets	8	<u>193,394</u>	<u>61,145</u>
Total current assets		<u>5,392,233</u>	<u>2,654,242</u>
Non-current assets			
Property, plant and equipment	7	<u>149,040</u>	<u>51,024</u>
Total non-current assets		<u>149,040</u>	<u>51,024</u>
Total assets		<u>5,541,273</u>	<u>2,705,266</u>
Current liabilities			
Payables	9	557,129	119,754
Other liabilities	11	<u>4,049,923</u>	<u>1,845,540</u>
Total current liabilities		<u>4,607,052</u>	<u>1,965,294</u>
Non-current liabilities			
Provisions	10	<u>29,626</u>	<u>19,945</u>
Total non-current liabilities		<u>29,626</u>	<u>19,945</u>
Total liabilities		<u>4,636,678</u>	<u>1,985,239</u>
Net assets		<u>904,595</u>	<u>720,027</u>
Members funds			
Reserves	12	152,821	211,744
Accumulated surplus	13	<u>751,774</u>	<u>508,283</u>
Total members funds		<u>904,595</u>	<u>720,027</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial report preparation requirements of the *Associations Incorporation Act 1991(ACT)*. The committee has determined that the Association is not a reporting entity. National Association of Community Legal Centres Inc. is a not-for-profit entity for the purpose of preparing the financial statements.

The financial report has been prepared on an accruals basis and is based on historic costs, which do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

(a) Revenue

Grant income, conference and insurance is recognised as revenue in the year to which the associated expenditure and grant funding agreement relates. Accordingly, the income received in the current year for expenditure in future years are treated as grants or income in advance. Unexpected specific grant income at 30 June each year is disclosed as a liability in the financial statements. The amount brought to account as income is equivalent to that amount expensed by the Association during the financial year. Where surplus funds are required to be repaid, they will remain as a liability in the financial statements until repayment.

Revenue from the rendering of services is recognised upon the delivery of the service to the customers.

Interest revenue is recognised when it becomes receivable on a proportional basis taking in to account the interest rates applicable to the financial assets.

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

(b) Income tax

No provision for income tax has been raised as the Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Cash and cash equivalents

Cash and cash equivalents include cash on hand and at banks, short-term deposits with an original maturity of three months or less held at call with financial institutions, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(d) Financial instruments

Classification

The Association classifies its financial assets into the following categories: financial assets at fair value through profit and loss, loans and receivables, held-to-maturity investments, and available-for-sale financial assets. The classification depends on the purpose for which the instruments were acquired. Management determines the classification of its financial instruments at initial recognition.

Held-to-maturity investments

Fixed term investments intended to be held to maturity are classified as held-to-maturity investments. They are measured at amortised cost using the effective interest rate method.

Loans and receivables

Loans and receivables are measured at fair value at inception and subsequently at amortised cost using the effective interest rate method.

Donated financial assets

Financial assets donated to the association are recognised at fair value at the date the association obtains the control of the assets.

(e) Property, plant and equipment

Each class of plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and any accumulated impairment losses.

Plant and equipment

Plant and equipment is measured on the cost basis.

Depreciation

The depreciable amount of all fixed assets is depreciated over their estimated useful lives commencing from the time the asset is held ready for use.

Class of fixed asset	Depreciation rates	Depreciation basis
Leasehold improvements at cost	33.33%	Straight line
Office furniture and equipment at cost	10.00% - 33.33%	Straight line

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(f) Impairment

Assets with an indefinite useful life are not amortised but are tested annually for impairment in accordance with AASB 136. Assets subject to annual depreciation or amortisation are reviewed for impairment whenever events or circumstances arise that indicates that the carrying amount of the asset may be impaired.

An impairment loss is recognised where the carrying amount of the asset exceeds its recoverable amount. The recoverable amount of an asset is defined as the higher of its fair value less costs to sell and value in use.

The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have been discounted to present values in determining recoverable amounts.

(g) Provisions

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

(h) Leases

Leases are classified at their inception as either operating or finance leases based on the economic substance of the agreement so as to reflect the risks and benefits incidental to ownership.

Operating leases

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as an expense on a straight-line basis over the term of the lease.

Lease incentives received under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

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ARBN 163 101 737

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013**

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(i) Employee benefits

(i) Short-term employee benefit obligations

Liabilities arising in respect of wages and salaries, annual leave and any other employee benefits expected to be settled within twelve months of the reporting date are measured at their nominal amounts based on remuneration rates which are expected to be paid when the liability is settled. The expected cost of short-term employee benefits in the form of compensated absences such as annual leave is recognised in the provision for employee benefits. All other short-term employee benefit obligations are presented as payables.

(ii) Long-term employee benefit obligations

Liabilities arising in respect of long service leave and annual leave which is not expected to be settled within twelve months of the reporting date are measured at the present value of the estimated future cash outflow to be made in respect of services provided by employees up to the reporting date.

Employee benefit obligations are presented as current liabilities in the balance sheet if the entity does not have an unconditional right to defer settlement for at least twelve months after the reporting date, regardless of when the actual settlement is expected to occur.

(j) Goods and services tax (GST)

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 statement of financial position are shown inclusive of GST.

(k) Comparatives

Where necessary, comparative information has been reclassified and repositioned for consistency with current year disclosures.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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NOTES TO FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
NOTE 2: REVENUE		
Contributions from centres	609,916	592,891
Other revenue		
Conference income	310,247	327,808
Grants	<u>1,560,884</u>	<u>997,172</u>
	<u>1,871,131</u>	<u>1,324,980</u>
Other income		
BBS accounts income	4,100	4,400
Administration income	28,600	22,000
Bank interest received	110,250	105,545
Sundry other income	12,327	-
Fringe benefits tax contributions	<u>1,865</u>	<u>-</u>
	<u>157,142</u>	<u>131,945</u>
	<u>2,638,189</u>	<u>2,049,816</u>
NOTE 3: OPERATING SURPLUS		
Surplus / (deficit) before income tax has been determined after:		
Depreciation and amortisation		
- leasehold improvements	14,498	5,816
- office furniture and equipment	<u>5,829</u>	<u>4,620</u>
	20,327	10,436
Bad debts		
- trade debtors	<u>55</u>	<u>1,391</u>
NOTE 4: CASH AND CASH EQUIVALENTS		
Cash on hand	500	300
Cash at bank	<u>2,191,713</u>	<u>1,004,745</u>
	<u>2,192,213</u>	<u>1,005,045</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

ABN 67 757 001 303

ARBN 163 101 737

**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012
	\$	\$
NOTE 5: RECEIVABLES		
CURRENT		
Trade debtors	<u>226,898</u>	<u>60,313</u>
Other receivables		
Interest receivable	22,125	22,739
Other debtors	<u>6,026</u>	<u>-</u>
	<u>28,151</u>	<u>22,739</u>
	<u>255,049</u>	<u>83,052</u>
NOTE 6: OTHER FINANCIAL ASSETS		
CURRENT		
<i>Held to maturity financial assets</i>		
Term Deposits	2,751,577	1,505,000
	<u>2,751,577</u>	<u>1,505,000</u>
Two term deposits totalling \$80,714 are held as a bank guarantees in relation to the office lease agreements for level 10, 307 Pitt Street Sydney and Ground Floor, Suite G02 233 Castlereagh Street.		
NOTE 7: PROPERTY, PLANT AND EQUIPMENT		
Leasehold improvements		
At cost	69,666	26,171
Accumulated amortisation	<u>(40,669)</u>	<u>(26,171)</u>
	28,997	-
Office fit out in progress - at cost	<u>54,417</u>	<u>43,495</u>
Total leasehold improvements	<u>83,414</u>	<u>43,495</u>
Plant and equipment		
Office furniture and equipment at cost	96,576	32,650
Accumulated depreciation	<u>(30,950)</u>	<u>(25,121)</u>
	<u>65,626</u>	<u>7,529</u>
Total property, plant and equipment	<u>149,040</u>	<u>51,024</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
 ABN 67 757 001 303
 ARBN 163 101 737

NOTES TO FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
NOTE 8: OTHER ASSETS		
CURRENT		
Prepayments	185,157	56,745
Accrued income	4,405	4,400
Other current assets	3,832	-
	<u>193,394</u>	<u>61,145</u>
NOTE 9: PAYABLES		
CURRENT		
Trade creditors	105,396	-
GST liabilities	310,840	64,830
Employee benefits	10(a) 43,906	20,161
Accrued expenses	96,987	34,763
	<u>557,129</u>	<u>119,754</u>
NOTE 10: PROVISIONS		
NON CURRENT		
Employee benefits	(a) 18,307	9,945
Make good	11,319	10,000
	<u>29,626</u>	<u>19,945</u>
(a) Aggregate employee benefits liability	62,213	30,106
(b) Reconciliations		
<i>Make good (non current)</i>		
Opening balance	10,000	10,000
Additional amounts recognised	1,319	-
Closing balance	<u>11,319</u>	<u>10,000</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
ABN 67 757 001 303
ARBN 163 101 737

NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
NOTE 11: OTHER LIABILITIES		
CURRENT		
Grants received in advance	3,746,880	1,494,475
National conference deposits	196,006	87,278
PI insurances liability	<u>107,037</u>	<u>263,787</u>
	<u>4,049,923</u>	<u>1,845,540</u>

NOTE 12: RESERVES

General reserve	87,500	87,500
Conference surplus reserve	<u>65,321</u>	<u>124,244</u>
	<u>152,821</u>	<u>211,744</u>

The general reserve is used to support the National Accreditation Scheme and the Management Support Online License.

The conference surplus reserve is kept separately to cover future years' conferences.

NOTE 13: ACCUMULATED SURPLUS

Accumulated surplus at beginning of year	508,283	342,712
Net surplus	184,569	222,166
Transfers (to) / from reserves	<u>58,922</u>	<u>(56,595)</u>
	<u>751,774</u>	<u>508,283</u>

NOTE 14: RELATED PARTY TRANSACTIONS

Transactions between parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
ABN 67 757 001 303
ARBN 163 101 737

NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$

NOTE 15: CAPITAL AND LEASING COMMITMENTS

(a) Operating lease commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements:

Payable

- not later than one year	175,308	39,494
- later than one year and not later than five years	385,784	224,406
- later than five years	-	5,069
	561,092	268,969

The property leases are non-cancellable leases with 3 and 5 year terms commencing on 1 February 2012 and 22 May 2013, with rent payable monthly in advance. Contingent rental provisions within the lease agreements require that the minimum lease payments shall be increased by 4 and 4.25% per annum respectively. Balances exclude GST.

(b) Capital expenditure commitments contracted for:

- leasehold improvement purchases	145,556	14,498
- office furniture and equipment purchases	41,263	-

Payable

- not later than one year	Twenty first	September	186,819	14,498
			186,819	14,498

Balances exclude GST.

NOTE 16: ASSOCIATION DETAILS

The registered office and principal place of business of the Association is:

Suite 3, Level 10
 307 Pitt Street
 SYDNEY NSW 2000

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
ABN 67 757 001 303
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STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report as set out on pages 3 - 13:

1. Presents fairly the financial position of National Association of Community Legal Centres Inc. as at 30 June 2013 and performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that National Association of Community Legal Centres Inc. will be able to pay its debts as and when they become due and payable.



Committee Member:

James Farrell



Committee Member:

Hugh de Kretser

Dated this

2nd

day of

October

2013



PITCHER PARTNERS
ACCOUNTANTS AUDITORS & ADVISORS

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NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
ABN 67 757 001 303
ARBN 163 101 737

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.**

We have audited the accompanying financial report, being a special purpose financial report, of National Association of Community Legal Centres Inc., which comprises the statement of financial position as at 30 June 2013, the statement of comprehensive income for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

Responsibility of Those Charged With Governance

The governing committee is responsible for the preparation and fair presentation of the financial report and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Act 1991 (ACT)* and financial reporting needs of the members.

The governing committee's responsibility also includes such internal control as the governing committee determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by those charged with governance, as well as evaluating the overall presentation of the financial report.



NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
ABN 67 757 001 303
ARBN 163 101 737

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with APES 110 *Code of Ethics for Professional Accountants*.

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of National Association of Community Legal Centres Inc. as of 30 June 2013 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial report and the financial reporting requirements of the *Associations Incorporation Act 1991 (ACT)*.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 in the financial report, which describes the basis of accounting. The financial report has been prepared to assist National Association of Community Legal Centres Inc. to meet the requirements of the *Associations Incorporation Act 1991 (ACT)* and the financial reporting needs of the members as determined by the governing committee. As a result, the financial report may not be suitable for another purpose.

A handwritten signature in black ink, appearing to read "Mark Godlewski".
MARK GODLEWSKI

Partner

Registered Company Auditor Number 172348

Date: 2 October 2013

A handwritten signature in black ink, appearing to read "Pitcher Partners".

PITCHER PARTNERS

SYDNEY



PITCHER PARTNERS

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

ABN 67 757 001 303

ARBN 163 101 737

DISCLAIMER

TO NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

We have compiled the accompanying additional financial data presented on page 18 in accordance with the books and records of the Association, which have been subjected to auditing procedures applied in our statutory audit of the Association for the year ended 30 June 2013.

Our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty or accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than National Association of Community Legal Centres Inc.) in respect of such data, including any errors omissions therein however caused.

The responsibility of the committee

The committee of National Association of Community Legal Centres Inc. are solely responsible for the additional financial data and have determined that it is appropriate to meet their needs.

Our responsibility

Our procedures use accounting expertise to collect, classify and summarise the financial information provided to us, to compile the additional financial data in accordance with APES 315 *Compilation of Financial Information*. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

MARK GODLEWSKI

Partner

PITCHER PARTNERS

SYDNEY

Date: 2 October 2013

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
ABN 67 757 001 303
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KNOWMORE LEGAL ADVISORY SERVICE
FOR THE YEAR ENDED 30 JUNE 2013

	2013
	\$
INCOME	
Grant funds - Attorney-General's Department	3,000,000
	<u>3,000,000</u>
EXPENSES	
Accounting and audit	(3,000)
Advertising and communications	(52,636)
Bank charges	(918)
Computer expenses & support	(250)
Consultants fees	(102,032)
Depreciation	(1,052)
Insurance	(2,135)
Legal costs	(3,175)
Meeting expenses	(401)
Office equipment <\$1,000	(2,904)
Office supplies	(1,842)
Photocopying	(49)
Postage & couriers	(126)
Project management fees	(54,777)
Rent	(32,704)
Rent - make good expense	(1,319)
Repairs, maintenance & cleaning	(696)
Staff costs	(181,994)
Staff recruitment	(208,883)
Staff training & conferences	(3,100)
Subscriptions & membership fees	(2,431)
Sundry expenses	(734)
Telephone & internet	(6,108)
Travel & accommodation - staff	(15,468)
	<u>(678,734)</u>
Net surplus – transferred to grants received in advance (Note 11)	<u>2,321,266</u>

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