

**ACHIEVING RIGHTS,  
FAIRNESS AND EQUALITY  
FOR OUR COMMUNITIES**

**NATIONAL ASSOCIATION OF  
COMMUNITY LEGAL CENTRES**

**2016**

**ANNUAL REPORT**

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

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# ABOUT NACLC AND COMMUNITY LEGAL CENTRES

**The National Association of Community Legal Centres (NACLC) is the peak national organisation for Community Legal Centres (CLCs) in Australia.**

NACLC's members are the state and territory CLC associations, which together, represent around 185 centres in metropolitan, regional, rural and remote locations across Australia. Some Family Violence Prevention Legal Services and Aboriginal and Torres Strait Island Legal Services are members of state and territory CLC associations and so also come under the NACLC umbrella.

Community Legal Centres are not for profit community-based legal services that provide free and accessible legal and related services:

- **CLCs help the most vulnerable people:** CLCs help people who can't afford a lawyer, including some of the most vulnerable and disadvantaged people in the community
- **CLCs specialise in everyday legal problems:** CLCs help people with a wide range of legal problems, including family violence, relationship breakdowns and family law, debt, consumer problems, problems with Centrelink, tenancy disputes, and employment issues
- **CLCs are effective:** in 2014/15 CLCs across Australia assisted over 216,000 clients with advice/casework services; provided over 250,000 referrals; and responded to around 190,000 requests for legal information from the public
- **CLCs have a preventative focus:** as well as helping individuals with legal problems, CLCs work to prevent problems arising, through legal education to client groups, government and community sector agencies, as well as by advocating for fairer laws and policies
- **CLCs work in partnership:** CLCs work collaboratively with their communities and with all levels of government, community and private sector service providers, business, professional bodies and a range of philanthropic organisations
- **CLCs save downstream costs:** the Productivity Commission says assistance from CLCs can "prevent or reduce the escalation of legal problems, which in turn can mean reduced costs to the justice system and lower costs to other taxpayer funded services (in areas such as health, housing and social security payments)".

## Under NACLC's Strategic Plan, 2013-2016:

NACLC's vision is:

**Achieving rights, fairness and equality for our communities.**

NACLC's mission is that:

**NACLC leads, connects and develops CLCs to pursue rights, fairness and equality for all communities.**

NACLC's strategic priorities are:

- **lead in good practice for NGOs by building the long-term viability and sustainability of NACLC's governance, management and organisational structures**
- **advocate for access to justice and the promotion and protection of human rights**
- **proactively identify and respond to the sector-identified and sector-driven needs of CLCs**
- **develop, maintain and strengthen mutually beneficial collaborations with CLCs and with key stakeholders and peak bodies**
- **establish and support the operation of the knowmore legal advisory service.**

NACLC's work is wide ranging and includes:

- providing direct services to CLCs aimed at building the sustainability of the sector
- supporting and promoting quality assurance and continuous improvement in CLCs, including through the National Accreditation Scheme for CLCs
- undertaking strategic advocacy with the aim of promoting and protecting human rights
- representing CLCs in national forums, debates and negotiations
- supporting specialist National Networks of CLCs
- working collaboratively with CLCs, other legal assistance providers and community organisations on law reform and other projects
- organising events including an annual National CLCs Conference, and
- establishing and supporting **knowmore** a national, culturally safe, legal advisory service for people engaging or considering engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse.

# NATIONAL CENSUS OF COMMUNITY LEGAL CENTRES (CLCs) 2015

# CLIENTS, SERVICES AND WORK

NACLC is the peak national organisation representing Community Legal Centres (CLCs) in Australia. Its members are the state and territory CLC associations that represent around 190 centres in various metropolitan, regional, rural and remote locations across Australia.

The 2015 Census is the third, annual survey of the CLC sector conducted by NACLC, in consultation with the state and territory CLC associations. The Census is an important tool to collect information about the clients, services, work and priorities of CLCs.

Note: All statistics in this infographic relate to the 2014/15 financial year.<sup>1</sup>

## PROFILE

**134** CLCs responded to the Census



## TOP 3

Top 3 specialist areas or clients groups were:



domestic/family violence



homelessness



family law

## TURNAWAYS<sup>2</sup>

**159,220**

people were turned away from 92 CLCs



**67.3%**

reported turning away people due to insufficient resources

**35.6%**

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

## CLIENTS



**15.3%**

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



**20.6%**

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



**26.6%**

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

## TIME SPENT ON FUNDING-RELATED ACTIVITIES

**111**   
CLCs spent over

**1,500**   
hours per week

on funding-related activities including reporting, grant applications and fundraising



<sup>1</sup> Every percentage (%) referred to in this infographic is a percentage of the number of respondents that answered that particular question in the Census. To locate how many CLCs responded to each particular question, please refer to the National Report on the NACLC website: <http://www.naccl.org.au/resources/NACLC%20Census%20-%20National%20Report%202015%20-%20FINAL.pdf>

<sup>2</sup> A 'turnaway' by a CLC was defined as: any person your CLC had to send away because you were unable to assist them within the needed timeframe or because of a lack of resources, lack of centre expertise or your centre's eligibility policy. It is important to note that this definition counts the number of people turned away, and not the number of times (or occasions) that a person was turned away.



## VOLUNTEERS AND PRO BONO PARTNERSHIPS

volunteers contributed  hours  
**575,000**  
to 111 CLCs across Australia

**7,124**  volunteers  
contributed a total of **11,057.7**  
hours of work per week

An average of approximately **1**  staff hour was spent to garner

 **5.1** quality assured volunteer hours<sup>3</sup>

CLCs spent approximately **113,605**  hours supporting the work of volunteers

**51,896**  hours were contributed by pro bono partners to 69 CLCs

## POLICY ADVOCACY AND LAW REFORM

**76.5%**  undertook policy advocacy and law reform activities

**TOP 3**

Top 3 policy advocacy and law reform activities:



preparing submissions to inquiries and reviews



meeting with Members of Parliament and/or their staff



letter writing to MPs

## PARTNERSHIPS



**46.9%**

partnered with non-legal community organisations when delivering legal services



**46.9%**

also partnered with legal pro bono partners when delivering legal services



**69.9%**

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

## TECHNOLOGY



**25.7%**

of CLCs used Skype to provide legal advice



**50.5%**

CLCs used websites (including blogs) to provide community legal education



**17.8%**

use YouTube to provide community legal education

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

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# NACLC PEOPLE IN 2015/16



*NACLC office staff. FRONT LEFT TO RIGHT: Alice Jones Rabbitt, Kiri Libbesson, Jane Housley, Chantel Cotterell, John Macmillan, Amanda Alford, Te Raehira Wihapi  
BACK LEFT TO RIGHT: Liz Dods, Julia Hall, Ana Rey, Chris Dubrow ABSENT: Meg Houston*

## **NACLC Office**

### **CEO**

Polly Porteous (until April 2016)  
Julia Hall (from April 2016)

### **Director Policy and Advocacy**

Amanda Alford

### **Director Sector Sustainability**

John Macmillan (from October 2015)

### **National Accreditation Coordinator**

Diana Dagg – part-time (until July 2015)  
Meg Houston – part-time (from October 2015)

### **IT Project Manager**

Chris Dubrow (from November 2015)

### **Communications Manager**

Te Raehira Wihapi – part-time

### **Finance Officer**

Ana Rey

### **Office Manager**

Liz Dods

### **Insurances Coordinator**

Kiri Libbesson – part-time

### **National Conference Coordinator**

Jane Housley – part-time

### **Policy and Projects Officer**

Chantel Cotterell – part-time

### **Administrative Assistant**

Alice Jones Rabbitt – part-time (from November 2015)

### **Regional Accreditation Coordinator WA**

Sharryn Jackson – part-time

### **RRR PLT Project Coordinator**

Mary Flowers – part-time

### **RRR PLT Project Administrator Assistant**

Brendan Ross – part-time

## **NACLC Board of Directors**

*July 2015 – June 2016*

Anna Cody (from October 2015)  
James Farrell  
Nick Hudson  
Sara Kane  
Rosslyn Monro  
Michael Smith (until October 2015)  
Dan Stubbs  
Nancy Walke

## **NACLC Advisory Council**

*July 2015 – June 2016*

### **ACT**

Genevieve Bolton  
Elena Rosenman

### **NSW**

Nassim Arrage  
Alastair McEwin

### **NT**

Matt Fawkner (2016)  
Caitlin Perry  
Jasmin Silver (2015)

### **QLD**

James Farrell  
Janet Wight

### **SA**

Patsy Kellett (2015)  
Alan Merritt (2015)  
Tim Graham (2016)  
Catherine McMorris (2016)

### **TAS**

Jane Hutchison  
Susan Fahey

### **VIC**

Liana Buchanan  
Jackie Galloway

### **WA**

Helen Creed  
David Kernohan

### **Aboriginal and Torres Strait Islander Representatives**

Corina Martin  
June Lennon (2015)  
Traci Harris (2016)



## MESSAGE FROM THE CHAIR OF THE BOARD

The past year has not been without its challenges as the Community Legal Centre sector adapted to the commencement of the National Partnership Agreement on Legal Assistance Services (NPA) and its impact on services in their communities. For some states and territories it saw an immediate reduction in Commonwealth funding and cuts to services. For other parts of the country this has meant, in the short term, extra funding for 12 months, but anticipation of cuts in the future.

With the latest NACLC National Census of Community Legal Centres 2015 revealing that CLCs are turning away more than 160,000 people each year, partly due to a lack of resources, NACLC's mission of "...leads, connects, and develops CLCs to pursue rights, fairness and equality for all communities" is more important than ever.

### Leadership

This last year has seen the bedding down of NACLC governance change processes that were started in 2015 in moving from an incorporated association to a Company Limited by Guarantee. The Board and Advisory Council has worked together at developing clear roles and responsibilities with strategic discussions and work on:

- the funding crisis
- fostering sector sustainability
- collaboration opportunities across the legal assistance sector, and
- engaging in the collaborative service planning processes under the NPA.

The Board has also been working on developing its strategic focus. I would like to acknowledge the tremendous leadership provided by Michael Smith in the last five years in chairing NACLC and the Board has missed his wisdom and expertise. Changes in the Chair role also brought new ways of working and I am very grateful to my Board colleagues for their dedication in sharing the load and bearing extra loads when I took extended leave. Particular thanks to Sara Kane and Dan Stubbs for Acting Chair and NACLC Spokesperson roles.

**knowmore** continues to provide leadership in the area of people telling their story to the Royal Commission into Institutional Responses to Child Sexual Abuse, modelling integrated trauma informed legal services. An independent and final evaluation report of **knowmore** concluded that the innovative practices and approaches of **knowmore** can inform the design and operation of integrated legal services in the future.

### Support and Sustainability

NACLC has continued its important role in supporting the sector to provide quality, sustainable services to their communities. A major new project of NACLC this year has been the scoping and development of the Community Legal Assistance Services System (CLASS), a database system to replace the sector-wide Community Legal Service Information System (CLISIS). With an ambitious roll out date of late 2016, CLASS will enable individual centres and the sector to maintain long term and national data sets and better support service delivery with a more responsive data management tool.

Phase 2 of the National Accreditation Scheme (NAS) also commenced this year. The NAS continues to provide a quality assurance process that gives CLCs, funding bodies and clients confidence that CLCs are operating according to good practice and industry standards, promoting a culture of continuous quality improvement.

### Advocacy

This year against the backdrop of further cuts to Commonwealth funding for CLCs, NACLC launched a national campaign called Community Law Australia – Fund Equal Justice.

The campaign saw many CLCs tell their story to their communities and local Members/Senators about the valuable impact of their work and the threats to services in their community. The campaign had broad support across the community and NACLC continues to work tirelessly on the campaign while CLC funding is in jeopardy.

This year the sector saw some very welcome funding and acknowledgement from the Federal Government about the importance and expertise of CLCs in the area of family violence, with the announcement of the Women's Safety Package, of which \$15 million was provided to parts of the legal assistance sector for new domestic violence units and health justice partnerships. However, these funds will not address the impending funding cliff and the broad scope of services that will be cut across the national sector.

With the leadership of CEOs Polly Porteous and Julia Hall over the past year, NACLC staff have continued to show unflinching dedication and commitment to NACLC's work, despite the challenges. While the NACLC staff is small in number, it more than punches above its weight in the breadth, depth and professionalism of their work. The Board and sector are very grateful.

At the heart of resilience is the ability to adapt in the face of adversity. CLCs, much like the clients that inspire our work, have proven many times that adaptability is our strong suit. The true test of resilience in the coming year is whether we can bounce back and continue to work for rights, fairness and equality for all communities.

*Rosslyn Monro*  
Chair



## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

I was very privileged to spend a year as the CEO of NACLCL from May 2015 to April 2016. This was an incredibly hectic year.

As Rosslyn acknowledged in her Chair's message, the 2015/16 financial year started with the historic signing of the National Partnership Agreement on Legal Assistance Services (NPA) between the Commonwealth Government and the state and territory governments. The NPA is historic because it sees the Commonwealth transfer much of their control over the funding and work of individual CLCs, to state and territory governments. NACLCL and the state and territory CLC associations worked throughout 2015/16 on identifying the effect of this shift. Collaborative jurisdictional service planning, a concept NACLCL has argued for and supported for many years, became a requirement in the NPA, and CLC associations worked hard to ensure that this collaboration actually occurred on the ground.

In 2015, NACLCL signed a funding agreement with the Australian Government Attorney-General's Department to redevelop the Community Legal Service Information System (CLSIS) database. Although NACLCL recognised that this project was high risk, NACLCL also knew that it represented a fantastic opportunity to create a database that would, for the first time, add value to the work of CLCs. From July to December, NACLCL scoped the CLSIS redevelopment project, issued a tender, employed staff, engaged a developer, established project governance, and negotiated with CLC associations and the state and territory governments for ongoing funding for the database. NACLCL commenced work on the actual database called the Community Legal Assistance Services System (CLASS) in January 2016, with development and testing well underway by the time I left in April 2016.

During my 12 months I recruited several new staff, including Meg Houston replacing Dianna Dagg in the National Accreditation Coordinator position, John Macmillan coming in as the Director Sector Sustainability, Chris Dubrow commencing as IT Project Manager, and Alice Jones Rabbitt commencing as a part-time Administrative Assistant to assist in the development of CLASS.

NACLCL continued to manage **knowmore**, with key achievements being the finalisation of its evaluation, advocacy for a national redress scheme, and planning for the project's wind down as the Royal Commission into Institutional Responses to Child Sexual Abuse heads into its final 18 months.

Following on from the move away from a representative Board to a skills based Board, NACLCL continued to bed down its new governance structure. NACLCL was keen to ensure the continued flow of information and advice between its members—the state and territory CLC associations and NACLCL. Integral to this was the holding of two Advisory Committee meetings in October 2015 and March 2016, bringing together people from the state and territory CLC associations, and Aboriginal and Torres Strait Islander representatives, to discuss strategy and policy for the CLC sector.

NACLCL also established a National Accreditation Scheme Steering Committee with the state and territory CLC associations. This group met regularly throughout the year and worked intensely and collaboratively on developing Phase 2 of the National Accreditation Scheme for CLCs.

2015/16 was also a year where NACLCL stepped up its advocacy in relation to the parlous state of funding for CLCs, and in particular, the funding cliff looming at 1 July 2017. NACLCL's Director Policy and Advocacy Amanda Alford worked tirelessly to drive an advocacy strategy at the national level.

NACLCL would like to thank the following people:

Attorney-General's Department – Joan Jardine, Esther Bogaart, Liz Quinn

Department of the Prime Minister and Cabinet – Julia Felton  
Office of the Attorney-General – Susan Cochrane

On a personal note, I'd like to thank the NACLCL Board for the opportunity to lead NACLCL for 12 months, and to the NACLCL staff for their warmth and support during my time.

*Polly Porteous*  
CEO May 2015 – April 2016

# COMMUNITY LAW AUSTRALIA – FUND EQUAL JUSTICE CAMPAIGN

In early 2016, NACLC established a national campaign called Community Law Australia - Fund Equal Justice, guided by representatives from the state and territory CLC associations through a Campaign Steering Committee as well as the NACLC Board and Advisory Council.



*Lawyers support the Fund Equal Justice campaign outside the Supreme Court in Hobart*

## Why was a campaign needed?

- there is significant and rising demand for legal assistance in Australia
- over 160,000 people each year are missing out on the legal help they need because they have to be turned away by CLCs
- unresolved legal problems generate a range of flow on effects, including significant costs to the government and broader community
- CLCs provide crucial legal and related services to the most vulnerable and disadvantaged people in our communities
- at the same time, the National Partnership Agreement on Legal Assistance Services (NPA) locks in significant funding cuts to CLCs across Australia, amounting to 30% nationally from 1 July 2017. There are also funding cuts and challenges facing the other legal assistance providers in Australia.

## What are the key asks?

- reversal of Commonwealth funding cuts to CLCs under the NPA amounting to \$34.83 million from 1 July 2017 to 30 June 2020
- an immediate injection of \$200 million per year to legal assistance services, as recommended by the Productivity Commission, which should be shared between the Commonwealth (60%) and state and territory governments (40%). This should equate to at least an additional \$24 million per year allocated to CLCs (\$14.4 million from the Commonwealth and \$9.6 million from states/territories)
- a commitment by all levels of government to implementing an appropriate process for determining adequate and sustainable longer-term funding contributions for legal assistance, in consultation with the sector.

## What has the campaign involved?

The campaign has involved action at a national, state/territory and local level by NACLC, state and territory CLC associations and individual CLCs, including:

**Media:** a range of local, state/territory and national media, including radio, open letters, opinion pieces, newspaper articles and social media, as well as a national social media day of action

**Provision of Information:** development of a Federal Budget submission and range of resources including fact sheets, handouts, infographics and diagrams, all aimed at increasing awareness about the role of CLCs and the funding crisis

**Political Engagement:** meetings with state/territory and Federal MPs and Senators across Australia, use of Parliamentary processes, and election campaign activities including releasing an Election Scorecard

**Collaboration:** joint advocacy, media and statements with the other peak legal assistance bodies as well as other partner organisations such as ACOSS and Fair Agenda.

## What next?

Moving forward, and as the funding cliff approaches, there is an ongoing need for the campaign. As a result, NACLC will continue to run the Fund Equal Justice campaign in 2016/17 on behalf of the sector to call for reversal of the funding cuts and additional funding for vital legal assistance services.

For more information on the campaign, visit the website: [www.communitylawaustralia.org.au](http://www.communitylawaustralia.org.au)

# #fundequaljustice

# SECTOR SUSTAINABILITY

## **In the context of an increasingly challenging resourcing environment, supporting the ongoing sustainability of the sector is of critical importance.**

To guide current and future investment in this area, NACLCLC worked with the Board and Advisory Council to establish a new Sector Sustainability Framework in 2015/16. The Framework identifies a range of existing and new priority activities that together comprise the building blocks for the development of a national strategy for the long-term sustainability of the sector. Given this objective, work under the sustainability framework is closely linked and strongly informed by the Fund Equal Justice campaign.

The Sector Sustainability Framework comprises six core activity areas:

- **sector efficiency and financial sustainability**
- **sector coordination and collaboration**
- **quality and continuous improvement**
- **access to justice**
- **workforce capability and sustainability, and**
- **evidence base and information management.**

In 2015/16, NACLCLC implemented a range of new and ongoing services under the Sector Sustainability work program. These included:

- the establishment of a new partnership with **LexisNexis** for ongoing access to free online legal resources for CLCs, that supports the efficiency and financial sustainability of the sector while forging new forms of collaboration required in a different funding environment
- improvements to the functionality of the **Community Legal Education and Reform (CLEAR)** database that will support further collaboration across the legal assistance sector in the area of community legal education
- reforms to the **National Accreditation Scheme for CLCs** that reflect the commitment to continuous improvement that underpins this major sector driven initiative for quality service provision
- the delivery of training in the areas of governance and work, health and safety specifically targeted to **regional, rural or remote (RRR) centres**, the Practical Legal Training (PLT) Placement in RRR service, as well as the annual **National CLCs Conference**, which made major contributions to the ongoing development of the sector workforce
- the collection and publishing of data through the annual **National Census** of Community Legal Centres 2015 continues to provide a critical evidence base for NACLCLC's work, and
- the commissioning and ongoing implementation of the new **Community Legal Assistance Services System (CLASS)** that will make a critical contribution to the operation of centres and assist in building the evidence base to support the work of CLCs across Australia.

NACLCLC thanks its members and the sector more broadly for the contribution it has made to the Sector Sustainability work program and looks forward to continuing to build on this important area of work.

## QUALITY ASSURANCE: THE NATIONAL ACCREDITATION SCHEME FOR CLCs

**The National Accreditation Scheme for Community Legal Centres (NAS) is a project of NACLc and the eight state and territory CLc associations.**

The NAS is an industry based certification process for CLCs that supports and recognises good practice in the delivery of community legal services. The aim of the NAS is to provide a quality assurance process that gives CLCs, funding bodies and client's confidence that CLCs are operating according to good practice and industry standards. The NAS promotes a culture of ongoing continuous quality improvement.

The NAS was launched in 2010 and the first CLCs were accredited in 2013. The first phase of the NAS was completed in 2015 and all CLCs were accredited for three years, with requirements in relation to reporting and implementation of an improvement workplan.

### Accreditation Team

The NAS is overseen by NACLc through the National Accreditation Coordinator (NAC). This position works closely with Regional Accreditation Coordinators (RACs) employed by the NSW, Queensland and Victorian CLc associations and the RAC for Western Australia, Sharryn Jackson who is employed by NACLc and based at Community Legal Centres Association (WA).

This year saw a number of changes in the RAC team including Meg Houston, the RAC for NSW, acting in the NAC role in July and August following the departure of Diana Dagg, and being appointed to the role in September 2015. A big part of Meg's role has been to induct and support the new RACs in NSW, Queensland and Victoria and to lead the new team.

### Phase Two

There were also big changes to the NAS itself. In July 2015, the NAS Steering Committee commenced consultation with the sector and external stakeholders about proposed changes to the NAS for the second phase, following consideration of the recommendations from the independent review of the NAS. In December 2015, the Steering Committee announced changes to the NAS for Phase 2 and in early February 2016 announced the publication of the Guidelines to the Certification and Accreditation Process for Phase 2. The key changes include:

- clarity in governance of the NAS
- revision of the Accessibility Standard and the introduction of a new Standard on Cultural Safety for Aboriginal and Torres Strait Islander staff and clients
- reducing the three tier system to a more simple Accredited/ Not Accredited system
- identifying both Primary and Secondary requirements, with associated timeframes.



*NAS Coordinator and RAC meeting. BACK LEFT TO RIGHT: Meg Houston - NACLc, Jude Clarkin - Community Legal Centres Queensland. FRONT LEFT TO RIGHT: Sharryn Jackson - CLCAWA, Jen Missing - Federation of CLCs VIC*

NACLc has continued to work with Breaking New Ground (BNG) who provide the Standards and Performance Pathway (SPP) tool, which CLCs use to self-assess against the NAS Standards, and Management Support Online.

The first site visits for CLCs applying for certification renewal commenced in February 2016 and the RACs and Certifiers have been impressed with the progress made in developing organisational management and client services. NACLc is grateful to CLCs and external stakeholders for contributing to the consultation on the NAS and to CLCs for their active engagement with the NAS and commitment to quality and continuous improvement.

## COMMUNITY LEGAL ASSISTANCE SERVICES SYSTEM (CLASS)

In 2015/16, NACLCL embarked on an exciting new project to develop the Community Legal Assistance Services System (CLASS) which will replace the now out dated Community Legal Services Information System (CLISIS).

Once finalised, CLASS will provide CLCs and Family Violence Prevention Legal Services (FVPLS) with a contemporary platform to support legal practice management and better meet internal and external reporting requirements. Utilising the new National Legal Assistance Data Standards Manual, CLASS will provide a rich source of nationally consistent data to demonstrate the important work done by individual centres and the sector as a whole.

Following a rigorous business specification and tender process, NACLCL engaged software developers *IT Magnet*, to build CLASS. A Project Steering Committee, comprising sector and government representatives, has helped guide the scoping and development of the detailed software requirements for CLASS.

In keeping with NACLCL's commitment to develop a system that can best meet the needs of the sector, NACLCL has ensured the input of key stakeholders throughout the project to date, including in relation to scoping business requirements and developing detailed system specifications as well as the statement of works for building and implementing CLASS. User groups have been consulted at critical points in the project and systems established for communication with all centres moving to the new system.

NACLCL continues to build a dedicated team to oversee and support the development, implementation and ongoing operation of CLASS. Training has been, and will continue to be, provided to centres across Australia. Once implemented, the ongoing operation of CLASS will be supported by dedicated helpdesk services.

NACLCL thanks the Australian Government Attorney-General's Department for funding this critical project and the Department



*IT Project Manager Chris Dubrow making a presentation on CLASS*

of Prime Minister and Cabinet for its contribution which means FVPLS will also be able to use the system. The ongoing cost of operating CLASS is likely to be primarily met by state and territory governments, subject to agreeing the details of this arrangement.

As at June 2016, implementation is now well underway and the project is on schedule for all centres to migrate to the new system by the end of December 2016. NACLCL remains committed to working with centres across Australia to deliver a contemporary, secure and high quality legal practice management tool that will support the information management needs of the sector now and into the future.

## INSURANCE AND RISK MANAGEMENT

### NACLC negotiates and administers three national insurance schemes for the benefit of legal assistance services across Australia.

This is one of NACLC's key services and means centres that are full members of a state or territory CLC association can obtain highly discounted, CLC tailored insurances, without the need to negotiate their own policies. These include Professional Indemnity Insurance (PII), Association Liability Insurance (ALI), and Public Liability Insurance (PLI).

NACLC works closely with its insurance broker Aon Risk Services Australia and negotiates with insurers to obtain policies on the best possible terms for centres. NACLC's work also includes managing the renewal process on behalf of all participating centres, providing ongoing support to centres throughout the year, working closely with the National PII Network, and maintaining and updating the *Risk Management and CLC Practice Guide*.

NACLC employs a part-time Insurances Coordinator, Kiri Libbesson, and commits significant other staff and resources to these schemes.

### Professional Indemnity Insurance

164 centres participated in NACLC's National PII Scheme for the 2015/16 financial year. NACLC negotiates and coordinates the policy, and has delegated the regional administration of the associated risk management scheme to the National PII Network, which consists of a number of CLC lawyers, with at least one representative from each state and territory. NACLC acknowledges the significant contributions made by all members of the PII Network throughout the year.

### Association Liability Insurance

153 CLCs participated in NACLC's ALI scheme for the 2015/16 financial year. NACLC also administers a separate combined ALI and PII policy for itself and participating state CLC associations.

### Public Liability Insurance

NACLC once again arranged PLI for centres and state CLC associations this year. PLI is provided to centres free of charge as one of the many benefits of membership. 166 organisations participated in the scheme for the 2015/16 financial year.

## LEGAL HEALTH CHECK

The Legal Health Check (LHC) is an online legal screening tool developed for NACLC by the Queensland Public Interest Law Clearing House (QPILCH), with funding from the Australian Government Attorney-General's Department (AGD).

The LHC enables community workers to "diagnose" a client's multiple legal needs using structured interview questions and then collaborate with legal services to develop effective referral pathways to address those legal needs. The purpose of developing the LHC was to train and provide resources to community workers to enable them to support clients and ultimately to address some of the barriers that prevent disadvantaged and vulnerable populations accessing legal assistance.

Since its launch, the LHC has been showcased at a range of conferences and forums as well as being used in training, including for social workers at the Australian Government Department of Human Services. A number of individual centres have also developed and delivered customised training for and to their communities. Moving forward, a number of training and best practice guidelines for legal assistance sector lawyers will be developed and made available.

NACLC and QPILCH thank AGD for funding this project and pro bono partner, Herbert Smith Freehills in Brisbane, for hosting the launch.

To learn more visit: [www.legalhealthcheck.org.au](http://www.legalhealthcheck.org.au)



*This illustration was distributed on posters and postcards to legal assistance services and other community and health agencies*

# POLICY AND ADVOCACY

A key element of NACLC's role as a national peak body, particularly in a sector that is increasingly limited in being able to undertake such work, is strategic advocacy.

Over the past year NACLC's work has included a mix of evidence-based advocacy, systemic engagement, research and collaboration. NACLC's work has covered a range of areas and forums, including:

- **funding** for CLCs and the other legal assistance services, primarily through the Fund Equal Justice campaign
- **family violence**, through advocacy in relation to family violence related funding and engagement in various inquiries and reviews and implementation of reform
- the rights of **Aboriginal and Torres Strait Islander peoples**, including through strong partnerships with Aboriginal and Torres Strait Islander community-controlled organisations, submissions to relevant inquiries and more broadly
- **working collaboratively** with other legal assistance services, community organisations and pro bono partners on funding, law reform and policy statements and submissions
- working to protect and promote the rights of **older persons**, including through engagement with the Open-Ended Working Group on Ageing and support for the development of an international instrument on the rights of older persons
- supporting the **National Networks**, to share information, good practice examples and make joint submissions to a range of inquiries
- working with the Australian Law Reform Commission, through its Freedoms Inquiry as well as centres such as the Human Rights Law Centre to note concerns about the erosion of **democratic rights and freedoms**
- bringing together **CLCs and academics** as part of a move towards developing a National Research Agenda, and
- holding government to account, as well as working with government, in relation to Australia's obligations under **international law** and engagement in forums such as the United Nations Human Rights Council.

## Funding and Administration of CLCs

NACLC has worked hard to advocate on behalf of members and individual centres in the context of funding cuts and new arrangements following the commencement of the National Partnership Agreement on Legal Assistance Services. NACLC's work has included support for members and individual centres in jurisdictions where reviews have been undertaken and spanned areas such as funding allocation, collaborative service planning, data and reporting.

Looking ahead, NACLC will continue to undertake a broad range of advocacy with and on behalf of the sector and clients to promote and protect human rights and access to justice. NACLC will also consider new and emerging opportunities as part of a process of refining its strategic advocacy; ways to continue effectively supporting members and centres undertaking advocacy; and continue to build relationships and partnerships with government, legal assistance services and other community organisations, academics, and pro bono firms.

## Australia's Human Rights Scorecard

NACLC, in conjunction with the Human Rights Law Centre and Kingsford Legal Centre, coordinated a coalition of nearly 200 organisations to engage with Australia's Universal Periodic Review, a four yearly peer review of Australia's human rights track record by other countries at the United Nations Human Rights Council. The process resulted in hundreds of recommendations for Australia's improvement and provides a useful basis for domestic advocacy across a range of areas. NACLC will now work with the Government, Australian Human Rights Commission and other organisations on monitoring and implementation of reform.

Australian representatives at NGO event in Geneva ahead of Australia's Universal Periodic Review.

LEFT TO RIGHT: Les Malezer - National

Congress of Australia's First Peoples, Amanda Alford - NACLC, John Quinn - Australian Ambassador and Permanent Representative to the UN, Geneva, Therese Sands - People with Disability Australia and Peter Hyndal - Transformative - LGBTI



# NACLC WORKING WITH ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AND ORGANISATIONS

**NACLC is committed to working in partnership with, and being guided by, Aboriginal and Torres Strait Islander peoples, communities and organisations.**

Over the past year this has meant NACLC has:

- been guided by Aunty Nancy Walke as a member of the NACLC Board, as well as by the Aboriginal and Torres Strait Islander members of the Advisory Council (Corina Martin and Traci Harris) and the Aboriginal and Torres Strait Islander Women's Network
- worked closely with the National Family Violence Prevention Legal Services Forum and National Aboriginal and Torres Strait Islander Legal Services (NATSILS) on funding for legal assistance services, encouraging appropriate government consultation and engagement with the legal assistance sector, initiatives to address and respond to family violence, and collecting and using quality data and research to inform our services
- worked collaboratively with Aboriginal and Torres Strait Islander organisations such as National Congress of Australia's First Peoples and NATSILS on human rights issues including Australia's Universal Periodic Review
- supported Aboriginal and Torres Strait Islander members of the sector to attend and participate in key workshops, meetings and events. For example, NACLC supported a number of members of the Aboriginal and Torres Strait Islander Women's Network to attend the United Nations Commission on the Status of Women in New York, and
- continued its project work aimed at ensuring CLCs delivery culturally safe and appropriate services, including through inclusion of the cultural safety standard as part of the National Accreditation Scheme for CLCs and project work relating to cultural safety and recruitment and retention of Aboriginal and Torres Strait Islander staff in CLCs.

NACLC is looking forward to continuing this important work with a number of exciting projects and opportunities over the next year, including work as a new member of the Change the Record Steering Committee and in developing the next NACLC Reconciliation Action Plan.



ARTWORK: Jillary Lynch, Keringke Arts Centre

# VOLUNTEERS AND PRO BONO PARTNERSHIPS

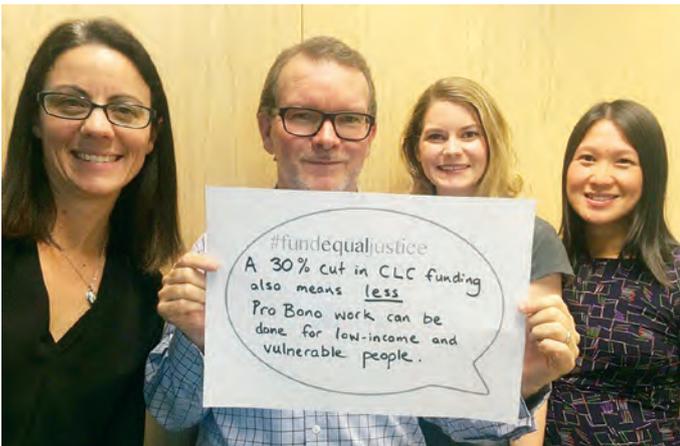
Volunteers and pro bono partners make a vital contribution to the work of NACLC and CLCs and increase the capacity of CLCs to provide vital legal assistance to vulnerable and disadvantaged clients across Australia. Importantly however, neither volunteer nor pro bono assistance can be a substitute for government support and funding for CLCs.

## Volunteers

Students, law graduates and lawyers volunteer at CLCs across Australia providing a mix of assistance which largely includes involvement in direct legal service delivery but also involves administrative support and assistance with policy advocacy and law reform.

The most recent NACLC National Census of CLCs 2015 revealed that in 2014/15, over 7,124 volunteers contributed a total of 11,057.7 hours of work per week, amounting to over **575,000 hours** throughout the year.

NACLC estimates that the total return on investment amount (that is the monetary contribution of volunteer lawyers and law students in 2014/15 with a deduction for time spent by CLC staff on induction, supervision and training) was **\$5.59 million**.



LEFT TO RIGHT: Clayton Utz Pro Bono Team, Jessica Morath, David Hillard, Christabel Richards-Neville and Hai-Van Nguyen supporting Fund Equal Justice campaign Social Media Day of Action

## Pro Bono Partners

NACLC and CLCs have relationships with a range of private law firms across Australia that provide support including provision of advice and assistance, secondments, staffing legal clinics, use of facilities, assisting individual clients referred by centres and financial contributions. Pro bono partners provide over **51,800 hours** of pro bono support to CLCs across Australia each year.

This financial year NACLC received pro bono assistance from a number of firms including through the provision of advice, assistance in drafting policy submissions through a Law Reform Hub, as well as meeting facilities. NACLC is grateful for this assistance and in particular thanks:

- Ashurst
- Banki Haddock Fiora
- Clayton Utz
- Colin Biggers & Paisley
- Henry Davis York
- Lander & Rogers

In addition, a number of firms wrote an open letter in support of CLCs, expressing their concern about the funding cuts facing CLCs. NACLC and the sector thank the firms that were signatories to the letter for their support during this critical time for the sector:

- Allens
- Ashurst
- Baker & McKenzie
- Clayton Utz
- DLA Piper Australia
- Gilbert+Tobin
- Henry Davis York
- Herbert Smith Freehills
- Lander & Rogers
- Tress Cox Lawyers



# EXTENDING NACLCL'S MEDIA AND COMMUNICATIONS IMPACT

Communications is a central part of NACLCL's work and is aligned with the NACLCL strategic priorities and underpinned by NACLCL's vision, mission and values. NACLCL uses a range of communications tools to effectively share NACLCL and the sectors' key messages and interact with target audiences.

## Websites

The NACLCL website continues to be one of NACLCL's main communications tools to provide CLCs with information about NACLCL services and to promote and share the work of NACLCL and CLCs to broader stakeholders and the public. In addition, as the Community Law Australia (CLA) – Fund Equal Justice Campaign was re-established NACLCL brought the maintenance and oversight of the CLA website in-house.

[www.naclc.org.au](http://www.naclc.org.au)  
[www.communitylawaustralia.org.au](http://www.communitylawaustralia.org.au)

326,725 page views  
 123,321 sessions  
 68,221 users

## Social Media

NACLCL has three separate Twitter accounts, two Facebook accounts and one YouTube account.

### Twitter followers

@NACLCLComms 3,216  
 @CommunityLawAus 3,199  
 @NACLCLBruce (CLEAR) 928

### Facebook supporters

NACLCL Facebook 138  
 NACLCL RRR PLT 242

## Media

This year NACLCL increased the number of media releases it sent out to, on average, more than one every fortnight. NACLCL, state and territory CLC associations and individual CLCs media mentions spanned media outlets across Australia.

30 media releases  
 127 media mentions

Rosslyn Monro:

**'We are turning many people away from our services because the funding is insufficient to meet the demand'**

*The World Today*

Daniel Stubbs:

**'[The Government provided some family violence-related funding] but during the same period [will] cut [centres] by 30 per cent nationally. It is tantamount to paying for a new roof on a house but removing the foundations at the same time'**

*The Sydney Morning Herald*



Community Legal Centres (CLCs) are not-for-profit, community based organisations that provide free legal advice, casework and information and a range of community development services to their local or target communities. Some CLCs also advocate for law reform or conduct test cases to change laws that are operating unfairly or are unclear.

An independent economic cost benefit analysis of Community Legal Centres commissioned by National Association of Community Legal Centres (NACLCL) found that on average, CLCs have an economic cost benefit ratio of 1:18; that is, for every dollar spent by government on funding CLCs, they return a benefit to society that is at least 18 times that cost. In order to achieve this sort of economic cost benefits, CLCs are increasingly using technology to deliver services and stretch the legal assistance dollar even further.

This brochure highlights some of the ways the CLCs deliver services to their clients and local communities using technology. Some examples are: providing legal information through mobile and web based applications (apps), radio programs, and social media. CLCs are using technology to provide training to staff and volunteers via customised online e-learning platforms and webinars. There are also examples of how technology has facilitated CLCs working collaboratively with other legal assistance services and the private legal sector to provide services for clients.

## Publications

The subscriber list for NACLCL News the regular e-bulletin continues to grow with over 900 subscribers from across the legal assistance services.

In the 2015/16 financial year NACLCL produced *noteBook* the hardcopy NACLCL newsletter and the *Working Smarter – Community Legal Centres using innovation and technology* brochure which highlighted some of the ways CLCs deliver services to their clients and local communities using technology.

# knowmore

**knowmore** is an independent, national legal service established in 2013 to provide free legal advice and assistance, information and referral services to people engaging or considering engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse.

**knowmore** was established by, and operates as, a separate program of NACLIC with funding from the Australian Government, represented by the Attorney-General's Department.

**knowmore** delivers practical assistance to clients in a confidential and supportive environment. The **knowmore** team of lawyers, social workers, counsellors, Aboriginal and Torres Strait Islander engagement advisors and operational support staff are committed to delivering trauma-informed services to clients.

2015/16 saw peak demand on **knowmore's** services, with all of the Commission's key programs operating at high levels of

activity, including public hearings, private sessions, community engagement and policy and research work. The Commission also announced that registrations for private sessions would close on 30 September 2016, requiring increased community engagement by **knowmore** with target client groups.

As at 30 June 2016, **knowmore** had:

- assisted more than 4,900 clients, providing almost 36,000 instances of legal advice, information and referral assistance, and
- conducted or participated in 1,234 community outreach and liaison events (546 in the past year), including meetings with legal and support service providers, speaking engagements at conferences, community information sessions for potential clients and support services, and advice conferences with clients in regional and remote locations.

**knowmore** also provided counselling and support to many clients who had never been able to access counselling services to

## Community outreach and liaison



Face to face legal services were provided to **417 clients**



**knowmore** has conducted or participated in **1234** community outreach and liaison events



**65** Royal Commission private sessions that **knowmore** staff have accompanied clients to as their support person

As at 30<sup>th</sup> June 2016

## Feedback

From a client...

"Thank you so much for the great work and words and deeds in support and understanding you have been putting into my case with me and for me, resulting greatly in the way I am feeling about myself today."

From a client after a private session with the Royal Commission...

"I can't thank you enough for your help, I couldn't have got through today without [**knowmore's**] support and I do know that"

From a client...

"I'm doing what [**knowmore** counsellor] suggested and writing things down so I can hopefully get a completed story for that part of my life, then I may settle somewhat. Thank you so very much, you have not just provided me with support, but comfort and incentive, it that's the right word."

help them deal with the consequences of the abuse they suffered. Over a third of the clients who have called **knowmore** have received social work or counselling from our support staff. This service is provided on a short-term basis to clients with a view to making supported referrals to other services that provide ongoing counselling and assistance.

**knowmore** also provides referral assistance for those who need representation at public hearings or interviews with the Royal Commission, and for clients who wish to seek legal representation to pursue compensation for the abuse they suffered. We have established legal representation panels in a number of jurisdictions and a national compensation referral panel.

As well as providing individual services to clients, **knowmore** has provided a number of submissions responding to Issues Papers released by the Royal Commission and Discussion Papers released by governments on issues such as redress. Our submissions are based on our clients' collective experiences and needs, and in 2015/16 included comprehensive responses to four of the Commission's Issues Papers that addressed our clients' experiences:

- ISSUES PAPER 9: Addressing the risk of Child Sexual Abuse in Primary and Secondary Schools
- ISSUES PAPER 10: Advocacy and Support and Therapeutic Treatment Services
- ISSUES PAPER 11: Catholic Church Final Hearing

In May 2015, **knowmore** partnered with Micah Projects to hold a forum at Parliament House in Brisbane about the implementation of the Commission's recommendations about removing limitation periods relating to claims for child sexual abuse. The Queensland Government subsequently introduced a Bill to give effect to those recommendations.

This year the independent evaluation of **knowmore** was completed, as required under the funding agreement. Following the

## Counselling/ social work

All clients have access to social work/counselling assistance in addition to legal assistance

2808 clients received social work/counselling support either directly or through case consultation



2302 clients have been referred to other support services from **knowmore**

consideration of expressions of interest, Effective Change Pty Ltd was appointed to conduct that evaluation. Commencing in 2014, the evaluation examined how **knowmore** has responded to the challenge of providing a service to clients deeply aggrieved personally and legally, and carrying a legacy of trauma into their adult lives. Documenting **knowmore**'s unique service delivery model and sharing the lessons learnt in its development with other services, particularly legal services working with clients affected by trauma, are important outcomes of the evaluation. The final evaluation report can be viewed at: <http://knowmore.org.au/resources/>

**knowmore** Contact Details  
Free advice line 1800 605 762  
info@knowmore.org.au  
www.knowmore.org.au

## Specialist staff for Aboriginal and Torres Strait Islander clients

**knowmore** has a strong commitment to providing culturally appropriate services to Aboriginal and Torres Strait Islander clients



20% of our clients identify as being of Aboriginal and Torres Strait Islander descent



We employ 6 experienced male and female Aboriginal engagement advisors and an Aboriginal lawyer



We also work closely with interpreters and Aboriginal and Torres Strait Islander community organisations to ensure that we are engaging respectfully and appropriately with people

## Our clients



62% were aged 45 and over



42% identified as females



58% identified as males



23% required more than one advice session

\* The **knowmore** graphics come from **knowmore** publications and cover the period from **knowmore**'s establishment (July 2013) until 30 June 2016

# NATIONAL CLCs CONFERENCE 2015

In 2015, NACLC hosted 615 delegates from across Australia at the 36th National CLCs Conference in Melbourne.

The Conference, held over 25-27 August 2015, provided an opportunity to showcase the work of the sector, share good practice and innovative and effective legal assistance strategies, provide professional development opportunities and hear from a range of inspiring speakers.

The theme was “UNLESS...” *Storytelling in CLCs Work – Reasons, Roles and Risks*, emphasising the importance of storytelling for CLC clients and CLCs as a way of claiming ownership and control, a method of effective advocacy, a form of community development and empowerment, a bearing witness and a complement to data.

## Network Day

The day prior to Conference provided an opportunity for 16 National Networks made up of CLC representatives from across Australia to meet, share information and plan for the future.



**“I admire work CLCs do and your passion and commitment to making a difference”**

– Rosie Batty, 2015 Australian of the Year



**“The work of the Community Legal Centres is at the heart of Australia’s aspiration to be a fair society”**

– Hon George Brandis QC, MP, Attorney-General of Australia

## Conference

The Conference program included five plenaries, 42 breakout sessions and a range of networking and professional development events, including:

- an address by Hon George Brandis QC, MP, Attorney-General of Australia
- keynote speeches by Rosie Batty, Family Violence Campaigner and 2015 Australian of the Year; Antoinette Braybrook, National Convenor, National Family Violence Prevention Legal Services Forum; and Shawn Callahan, Founder and Storyteller, Anecdote
- a powerful presentation by two women who have experienced family violence, who spoke about the importance of sharing their stories and the barriers to being heard and believed within the legal system and wider community
- a stimulating discussion on ideologies of human rights and protecting rights and freedoms with Tim Wilson, Australian Human Rights Commissioner
- a TED inspired talk competition, won by Women’s Legal Services NSW who spoke on the *Royal Commission into Institutional Responses to Child Sexual Assault – Case Study 19: Bethcar Children’s Home*, and
- events including a Welcome Reception, with an address by Hon Mark Dreyfus QC, MP, Shadow Attorney-General of Australia; and the Conference Dinner.

NACLC thanks Justice Connect (Melbourne), Conference Online, and all sponsors of the 2015 National CLCs Conference for their assistance and support.

# NATIONAL NETWORKS

There are currently around 19 National Networks, organised around specific areas of law or legal practice, client groups, or areas of CLC operational interest, that bring together representatives from across the sector.

The National Networks play a key role in providing and sharing expertise among centres and centre workers, supporting CLCs working in particular areas, and in facilitating collaborative effort. The Networks also provide a vital source of experience and policy expertise for NACLCLC and greatly enhance the capacity and expertise of the contribution that NACLCLC can make on behalf of the sector.

## Women's Legal Services Australia

**Pauline van Adrichem**, Convenor

National Policy Coordinator, **Pasanna Mutha** (2015/16) and **Emma Smallwood** (2016)

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

In 2016, WLSA with the support of Rosie Batty relaunched our *Safety First in Family Law* campaign by publishing a five step plan and sending an open letter supported by over 90 organisations to all political leaders asking them to put safety first in family law.

### THE 5 STEP PLAN:

- 1 develop a specialist pathway for domestic violence cases in family courts
- 2 reduce trauma and support those who are most at risk of future violence and death
- 3 intervene early and provide effective legal help for the most disadvantaged
- 4 support women and children to financially recover from domestic violence
- 5 strengthen the understanding of all family law professionals on domestic violence and trauma



The plan has been well received and WLSA intends to continue on with this campaign in 2016/17.

**Campaign website:** <https://safetyinfamilylaw.org.au/>

WLSA is also part of the Australian Women Against Violence Alliance and Equality Rights Alliance working groups, has contributed to the development of the *National Plan to Reduce Violence Against Women and their Children (Third Action Plan)*, attended roundtable discussions regarding access to justice for culturally and linguistically diverse women and provided feedback to Our Watch on their *National Framework to Prevent Violence Against Women and their Children*.

## National Human Rights Network

**Amanda Alford** and **Dianne Anagnos**, Co-Convenors

The National Human Rights Network is primarily a mechanism for CLC workers to share information about their human rights advocacy and law reform work. It also serves to inform members of the work being done by CLCs involved in coordinating engagement by non-government organisations in international treaty reporting. Over the past year the Network has been involved in or assisted in relation to:

- non-government organisation and CLC engagement in Australia's second Universal Periodic Review
- Australian Law Reform Commission's Freedoms Inquiry
- Australian Human Rights Commission's Willing to Work Inquiry, and
- a number of state based inquiries and reviews.

The focus of the work over the coming year will be to share information, discuss particular themes emerging from the sector's human rights work, hold governments to account, and supporting upcoming treaty body reporting processes.

## National Welfare Rights Network

Matthew Butt, Executive Officer

The National Welfare Rights Network (NWRN) is the peak community organisation concerned with social security and family assistance law, policy and administration. Our membership includes legal services across the country which provide specialised legal assistance in this area.

The NWRN's secretariat consists of a part-time executive officer and part-time research and policy officer. It provides support to its members and coordinates their input into its policy and law reform activities.

In 2015/16 the NWRN appeared at and/or made written submissions to around 16 parliamentary inquiries into changes to social security and family assistance law. It also regularly provided input, based on the experience of its members, at departmental level. Its support to its members included regular updates on social security bills, legislation and case law as well as a regular publication of commentary called the Welfare Rights Review. These documents are published on its website at [www.welfarights.org.au](http://www.welfarights.org.au).

It commissioned research into the difficulties of managing personal injury compensation from the Australian National University and the impact this can have on access to social security. It also worked collaboratively with other peak bodies, such as the Federation of Ethnic Communities' Councils of Australia in relation to proposed changes to residence requirements for social security payments.

FOR YOUR RIGHTS  
AND A BETTER  
SOCIAL SECURITY SYSTEM

## Community Legal Education and Community Development Network

Andrea Staunton and John Macmillan, Co-Convenors

The National Community Legal Education and Community Development Network of CLCs (CLECD) aims to enhance the understanding and effectiveness of community legal education and community development work across the Australian CLC sector.

Recognising this work as an integral and interconnected part of legal assistance services, the CLECD Network is a forum for practitioners to share learnings, tools and strategies to extend the reach and impact of CLE and CD work, as well as identify opportunities for national collaboration. CLECD encourages its members to utilise and promote the Community Legal Education and Reform (CLEAR) database, and provides feedback to NACLC about its utility and any suggested enhancements.

The Network meets quarterly by teleconference and is supported by CLC representatives from most jurisdictions, NACLC and a representative from the National Legal Aid Community Legal Education Working Group.

## National Professional Indemnity Insurance Network

Kiri Libbesson, Network Secretariat

The Professional Indemnity Insurance (PII) Network is made up of the PII representatives from each state and territory. We meet monthly by phone and then face to face at least once each year at the Networks Day prior to the National CLCs Conference. In March 2016, we had an extra full day face to face meeting in Sydney, which included a meeting with the Accreditation Coordinators and a meeting with representatives from the insurance broker, Aon Risk Services.

In July 2015, the PII Network and NACLC released a sample information barrier policy, to assist centres in setting up their own. In June 2016, the PII Network and NACLC released a revised version of the cross-check questionnaire. The Network and NACLC are also working together to develop a new sample Privacy Policy for centres.

During 2015/16 we also:

- worked on finalising an Induction Kit for new PII representatives
- liaised regularly with the Accreditation Coordinators, including regarding changes to the National Accreditation Scheme (NAS) in relation to legal practice and reducing areas of overlap with the cross-check process
- presented at the National CLCs Conference in August 2015, and
- continued to work through revisions being made to the text of the Risk Management Guide.

# FINANCIAL REPORTS

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES  
ABN 67 757 001 303

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
<b>Revenue</b>	2	9,688,516	7,783,562
<b>Less: expenses</b>			
Depreciation and amortisation expense		(314,745)	(311,118)
Employee benefits expense		(5,062,030)	(4,575,224)
Occupancy expense		(439,739)	(452,839)
Conference expense		(242,264)	(319,740)
Operating expense		(699,721)	(543,156)
Project expense		(207,521)	(355,615)
Consultants expense		(501,550)	(526,565)
Recruitment expense		(51,777)	(124,518)
Travel expense		(551,929)	(665,266)
		<u>(8,071,276)</u>	<u>(7,874,041)</u>
<b>Surplus / (deficit) before income tax expense</b>		1,617,240	(90,479)
<b>Other comprehensive income for the year</b>		<u>-</u>	<u>-</u>
<b>Total comprehensive income</b>		<u>1,617,240</u>	<u>(90,479)</u>

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*This summary financial report should be read in conjunction with NACLC's full financial report and accompanying notes which are published separately and are available on NACLC's website ([naclc.org.au](http://naclc.org.au)) and upon request.*

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NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES  
ABN 67 757 001 303

STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2016

	2016	2015
	\$	\$
<b>Current assets</b>		
Cash and cash equivalents	1,616,259	2,656,433
Receivables	121,468	176,741
Other financial assets	1,843,400	2,425,000
Other assets	<u>233,567</u>	<u>229,498</u>
<b>Total current assets</b>	<u>3,814,694</u>	<u>5,487,672</u>
<b>Non-current assets</b>		
Other financial assets	225,075	276,075
Intangible assets	339,748	-
Property, plant and equipment	256,359	438,911
Other assets	<u>12,086</u>	<u>36,716</u>
<b>Total non-current assets</b>	<u>833,268</u>	<u>751,702</u>
<b>Total assets</b>	<u>4,647,962</u>	<u>6,239,374</u>
<b>Current liabilities</b>		
Payables	478,691	590,982
Provisions	298,099	257,212
Other liabilities	<u>1,403,923</u>	<u>4,507,604</u>
<b>Total current liabilities</b>	<u>2,180,713</u>	<u>5,355,798</u>
<b>Non-current liabilities</b>		
Provisions	<u>90,768</u>	<u>124,335</u>
<b>Total non-current liabilities</b>	<u>90,768</u>	<u>124,335</u>
<b>Total liabilities</b>	<u>2,271,481</u>	<u>5,480,133</u>
<b>Net assets</b>	<u>2,376,481</u>	<u>759,241</u>
<b>Equity</b>		
Reserves	137,500	87,500
Accumulated surplus	<u>2,238,981</u>	<u>671,741</u>
<b>Total equity</b>	<u>2,376,481</u>	<u>759,241</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES  
ABN 67 757 001 303

STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2016

	Reserves \$	Accumulated surplus \$	Total equity \$
<b>Balance as at 1 July 2014</b>	87,500	762,220	849,720
Deficit for the year	-	(90,479)	(90,479)
<b>Total comprehensive income for the year</b>	-	(90,479)	(90,479)
<b>Balance as at 1 July 2015</b>	87,500	671,741	759,241
Profit for the year	-	1,617,240	1,617,240
<b>Total comprehensive income for the year</b>	-	1,617,240	1,617,240
Transfers	50,000	(50,000)	-
<b>Balance as at 30 June 2016</b>	137,500	2,238,981	2,376,481

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
<b>Cash flow from operating activities</b>			
Receipts from customers		7,010,048	8,868,321
Payments to suppliers and employees		(8,281,060)	(8,744,513)
Interest received		79,350	106,941
<b>Net cash provided by / (used in) operating activities</b>		(1,191,662)	230,749
<b>Cash flow from investing activities</b>			
Proceeds from term deposits		632,600	681,700
Payment for property, plant and equipment		(141,364)	(45,078)
Payment for intangible asset		(339,748)	-
<b>Net cash provided by investing activities</b>		151,488	636,622
<b>Reconciliation of cash</b>			
Cash at beginning of the financial year		2,656,433	1,789,062
Net increase / (decrease) in cash held		(1,040,174)	867,371
<b>Cash at end of financial year</b>		1,616,259	2,656,433

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

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

The accompanying summary financial report which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and related notes and director's declaration, are derived from the audited financial report of the National Association of Community Legal Centres Limited for the year ended 30 June 2016. We expressed an unmodified audit opinion on that financial report in our report dated September 2016.

The summary financial report does not contain all the disclosures required by the Australian Accounting Standards Reduced Disclosure Requirements, Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board and the Australian Charities and Not-for-profits Commission Act 2012. Reading the summary financial report, therefore is not a substitute for reading the audited financial report of the National Association of Community Legal Centres Limited.

#### Directors' Responsibility for the Summary Financial Report

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

#### Auditor's Responsibility

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

#### Auditor's Opinion

In our opinion, the summary financial report derived from the audited financial report of the National Association of Community Legal Centres Limited for the year ended 30 June 2016 is consistent, in all material respects, with (or a fair summary of) that audited financial report, in accordance with the basis of preparation as described in note 1 to the summary financial statements.

Mark Godlewski

Partner

PITCHER PARTNERS

SYDNEY

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