

NACLC

Annual Report
2013/14

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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

National Association of Community Legal Centres Inc
PO Box A2245
Sydney South NSW 1235

Tel: 02 9264 9595
Fax: 02 9264 9594
Email: naclc@clc.net.au
Web: www.naclc.org.au

ABN 67 757 001 303
ARBN 163 101 737
(Incorporated in the ACT with limited liability of its members)

About NACLC and Community Legal Centres



The National Association of Community Legal Centres Inc (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 approximately 200 centres in metropolitan, regional, rural and remote locations across Australia. Some Family Violence Prevention Legal Services and Aboriginal and Torres Strait Island Legal Services choose to join state and territory CLC associations and also come under the NACLC umbrella.

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 special interest communities. Some CLCs also advocate for law reform or conduct test cases where laws are operating unfairly or are unclear.

CLCs' work is targeted at people experiencing or vulnerable to disadvantage 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 sector service providers, business, professional bodies and a range of philanthropic organisations.

NACLC's **purposes** are to assist disadvantaged and marginalised people in the Australian community obtain access to legal services by, including but not limited to:

- 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 and their target client groups.

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 work is wide ranging and includes providing a range of services directly to CLCs, practi-



cal 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, debates and negotiations, operates a National Accreditation Scheme for CLCs, and organises the annual National CLCs Conference.

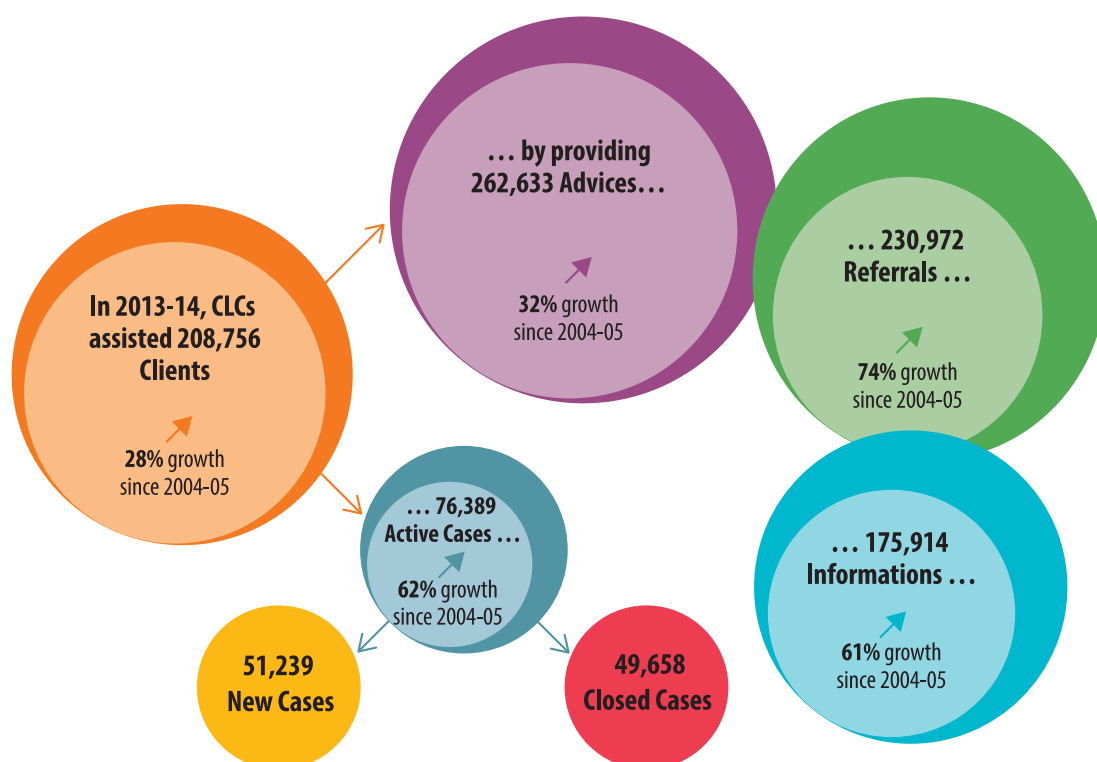
NACLC also makes law reform and public policy submissions and undertakes social justice campaigns advocating for the legal protection of human rights, often in collaboration with CLCs and other NGOs.

knowmore was established by NACLC in 2012-13, at the request of the Australian Government. It is a national, culturally safe, legal advisory service for people engaging or considering engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse. While operating independently day-to-day, **knowmore** remains a project managed by NACLC.

NACLC's governing body, the Management Committee (MC), comprises state and territory representatives and elected office holders. The MC set out the goals for NACLC for 2013-14 in line with strategic priorities outlined in the NACLC Strategic Plan 2013-2016.

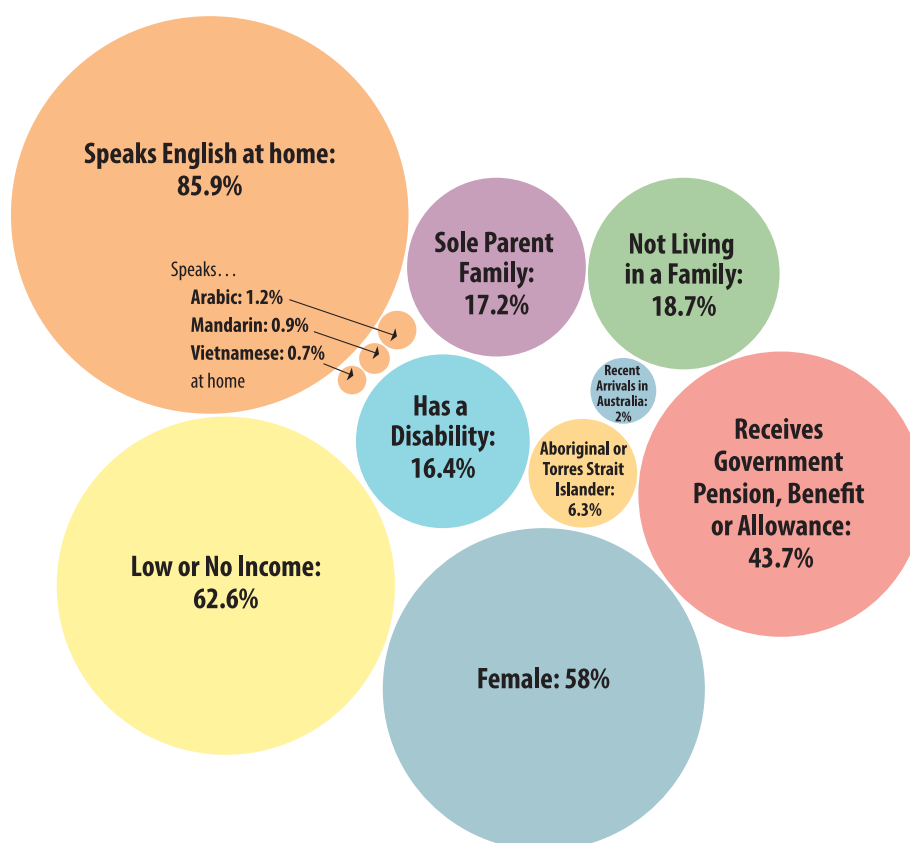
NACLC is funded through contributions from centres, generated income and project funding from the Australian Government Attorney-General's Department and other bodies.

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



* Referrals include those made when also providing information, advice and casework services

Profile of clients from CLCs that currently report in CLSIS, the database used by CLCs in the Community Legal Services Program



* Client refers to any person who has received either advice or a casework service in the 2013-14 financial year

* Family is a group of two or more people that are related and who usually live together in the same household

NACLC people in 2013/14

NACLC office:

Executive Director

Julia Hall

Deputy Director, Policy and Advocacy

Amanda Alford (from May 2014)

Deputy Director, Sector Sustainability

Visakesa Chandrasekaram (from March 2014)

National Accreditation Coordinator

Diana Dagg – part-time

Communications Manager

Te Raehira Wihapi – part-time

Finance Officer

Ana Rey

Office Manager

Liz Dods

National Conference Coordinator

Jane Housley – part-time

Policy and Projects Officer

Chantel Cotterell – part-time

Policy and Advocacy Officer

Frieda Lee – part-time (until February 2014)

Consultant

Jill Anderson – casual

Insurances Coordinator

Anna Bruce – part-time (until March 2014)

Projects Officer:

Cait O'Connor – casual (until December 2013)

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

NSW Regional Coordinator

Sharon Tomas

Improving Coordination of CLE & Law Reform

Steve Womersley



NACLC office based staff

FRONT L-R: Te Raehira Wihapi, Julia Hall, Jane Housley, Visakesa Chandrasekaram

BACK L-R: Amanda Alford, Diana Dagg, Ana Rey, Liz Dods



L-R:
Jill Anderson
Chantel Cotterell

NACLC Management Committee

National Convenor

Michael Smith

Treasurer

James Farrell

ACT representative

Deb Phippen

NSW representative

Dan Stubbs

NT representative

Nicki Petrou

Qld representative

Matilda Alexander (until January 2014)

Marja Elizabeth (from January 2014)

SA representative

Iris Furtado

TAS representative

Nicky Snare

VIC representative

Hugh de Kretser

WA representative

Liz O'Brien (until October 2013)

Lesley Kirkwood (from October 2013))

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

June Lennon



Convenor's report

NACLC leads, connects and develops Community Legal Centres (CLC) to pursue rights, fairness and equality for all communities.

This mission statement, confirmed in late 2013 within the development of a new Strategic Plan, summarises NACLC's crucial role both for the CLC sector and on behalf of this sector in the broader community.

While NACLC's extensive work in connecting and developing CLCs is well documented in this report and elsewhere, it is timely to reflect on what it means to lead CLCs and the sector. Now, more than ever it is to look ahead, to anticipate, and to take concrete action to ensure CLCs and the sector are both proactive and ready to respond to the challenges that will arise.

Despite a tumultuous year, it is not difficult to identify specific initiatives that are emblematic of NACLC's approach and have been ahead of the game:

- In 2012, NACLC published an extensive independent *Economic Cost Benefit Analysis of Community Legal Centres*, that for the first time, examined the economic benefits of CLC work
- In 2012, building on earlier work by CLCNSW, NACLC published the Legal Needs Assessment Framework Toolkit and facilitated its use broadly
- In 2012, NACLC, with all the state and territory CLC associations, launched Community Law Australia, a national awareness campaign
- In 2011, NACLC implemented, with the state and territory CLC associations, the National Accreditation Scheme.

These examples are deliberately not from the current reporting year but are crucial examples of NACLC's role of leading by looking ahead. As well as important projects in their own right, over the last year, NACLC and the sector have both been actively engaged in major government reviews, particularly the *Review of the National Partnership Agreement on Legal Assistance Services and the Productivity Commission's Inquiry into Access to Justice Arrangements*. There have also been key state-based reviews. In each of these, and in the broader scrutiny on the sector, each of the key projects above have been absolutely crucial. The instigation of these specific reform reviews and other challenges was certainly not expected when these projects were commissioned, but in retrospect their value cannot be underestimated. Of course the basis for each of these projects was core to CLCs' mission: the value of the work, evidence-based planning to respond to community need and ensuring highest quality services with continuous improvement.

This is not to say that this good and constructive work will guarantee positive outcomes. Regrettably, desperately needed funding boosts to CLCs were short-lived, curtailing services to vulnerable communities and disturbing program implementation.

The critical and strategic work of Environmental Defenders Offices was targeted with all Commonwealth funding now withdrawn. Key members of the CLC sector and NACLC argued these cuts were misguided and provided additional support to the EDOs Network. While the future is uncertain, some EDOs have strategically repositioned and have identified new approaches and resources to continue this vital work.

NACLC is also very concerned for the future of the Aboriginal and Torres Strait Islander Family Violence Prevention Legal Services (FVPLS), whose funding was moved from the Attorney General's Department to the Department of Prime Minister and Cabinet and will have to re-tender to continue their services. Most FVPLS are member CLCs and their skill at supporting Aboriginal and Torres Strait Islander women and children within a cultural safety framework is proven and essential.

With the extensive work of the secretariat and the **knowmore** service, NACLC now has a much larger staff team and a service delivery role, as well as the member service, policy and advocacy functions. There are numerous achievements across these areas, detailed in these pages.

Looking to the future NACLC completed its Strategic Plan and also focused on its governance needs, to implement that plan and support its size and operations. With extensive consultation, a new governance model was agreed and will be formally put to the members.

NACLC's successes have been led with great skill, professionalism and integrity by Julia Hall, our outstanding Executive Director. Julia's team has been expanded and with these internal enhancements NACLC is well placed for the certain challenges ahead.

On behalf of the Management Committee, the CLC sector and our stakeholders I acknowledge Julia and all of the NACLC staff team – of course including the **knowmore** team – for their commitment, expertise and efforts throughout the year – it is greatly appreciated.

NACLC acknowledges the support of the Attorney-General, the Department, our 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. Thanks also to the NACLC Management Committee for their contribution and insights and for the many additional roles they play.

In challenging times, the need for rights, fairness and equality for all communities has never been higher. CLCs in all their diversity, work with diligence, skill and innovation to meet these needs every day. NACLC will continue to lead work for these goals, but will always look to lead with you.

Michael Smith
NACLC National Convenor



Executive Director's report

In the long and proud history of CLCs in Australia, 2013-14 will be remembered as an interesting year.

An early highlight was the announcement in July at the National CLCs Conference in fittingly sunny Cairns, by the Attorney-General, Mark Dreyfus QC, of a funding increase of \$33.5m over four years for the Community Legal Centre (CLC) sector.

Within a couple of months CLCs were called upon to demonstrate their renowned resilience, flexibility and solidarity when the new Australian Government announced major funding cuts affecting many CLCs and our legal assistance partners.

The Attorney-General soon made known that the new Government's priority was 'front-line services' and that CLCs' proactive law reform and advocacy was work that could be done only outside hours funded by the Commonwealth Government.

NACLC takes very seriously its leadership role as a peak national body, and believes that it is beholden upon it to speak out about the extent of unmet legal need among people experiencing or vulnerable to disadvantage, and to champion the value of community based CLCs and their holistic and responsive service delivery model. That model includes, where appropriate, preventative strategies such as law and policy reform work, public interest test cases and advocacy.

NACLC has taken a stand against restrictions, in whatever form, that work to prevent or circumscribe the reform and advocacy work undertaken by CLCs and other NGOs. We regard these activities as effective and efficient strategies to improve the fairness of laws and policies as they operate in practice.

The sector can draw strength from recognition of the value of this work by a number of bodies, including the Productivity Commission in its recent draft report.

This year, NACLC continued to liaise and work collaboratively with the Attorney-General's Department, State Program Managers and State Legal Aid Commissions in relation to Community Legal Services Program arrangements, the National Partnership Agreement Review, the Productivity Commission Inquiry and proposed legal assistance reforms, both in its own capacity and as a member of the Australian Legal Assistance Forum, which NACLC currently chairs.

At the same time, NACLC continued to lobby for more funding for CLCs and for legal assistance generally and published media releases speaking out against funding cuts including for the Aboriginal and Torres Strait Islander Legal Services and their peak body. A roadshow involving representatives from NACLC and state colleagues attending Parliament House in Canberra to raise awareness about CLCs and their work was a successful event.

NACLC continued to work closely with the Community Law Australia Campaign and its spokesperson, Carolyn Bond, and to provide substantial support, financially and in kind, to this joint initiative.

The report on NACLC's first National CLCs Census was published in April 2014, and some state reports soon after. We thank the CLCs that responded: we gained valuable information useful for sector lobbying, and for planning priorities for national and state sector services and support.

As at 30 June 2014, 136 of the 177 CLCs registered nationally with the National Accreditation Scheme (NAS), had been accredited and an additional 36 CLCs had their accreditation reports finalised by the Accreditation Coordinators (ACs) and were working on finalising their improvement workplans with the ACs. Centres and the ACs should all be very proud of their hard work in pushing on with this challenging but very worthwhile process.

NACLC retained a consultant to conduct an independent review of the operation of the NAS to identify opportunities for improvements.

At the end of June, it is only a couple of weeks until **knowmore**, the legal advisory service for people considering engaging with the institutional child sexual abuse Royal Commission, which was established by NACLC last year with funding from the Australian Government Attorney-General's Department, will celebrate one year of providing client services. Its considerable achievements are outlined on pages 8 and 9 of this Report.

As always, NACLC has written and contributed to a number of submissions and publications and conducted advocacy on diverse topics. These are described later in this report, but NACLC's collaboration with the Older Persons Legal Services Network advocating for a Convention to protect the rights of older people is a major commitment.

With all these demands upon NACLC, we were particularly lucky to have been joined this year by Visakesa Chandrasekaram (Vissa) and Amanda Alford, in two new Deputy Director roles.

Thank you to all the staff and consultants and the many others who helped NACLC this year in its work supporting CLCs and the communities they serve.

Julia Hall
Executive Director

Insurance and Risk Management

NACLCLC operates several insurance schemes for the benefit of Community Legal Centres (CLCs) around Australia. They enable CLCs to obtain highly discounted insurance and without the need to shop around for and negotiate their own policies. Centres can decide to participate in NACLCLC's national Professional Indemnity Insurance (PII) and Association Liability Insurance schemes. In addition, NACLCLC takes out a Public Liability Insurance policy that provides cover to all CLCs in Australia at no cost to them.

Operating these schemes involves NACLCLC working with a broker and negotiating with insurers to obtain policies on the best possible terms that are tailored to the needs of CLCs. Our work includes obtaining and processing hundreds of 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. In March our longstanding Insurances Coordinator, Anna Bruce, left NACLCLC and NACLCLC thanks her for her skilled management of the insurance schemes over her many years at NACLCLC. NACLCLC also wishes to thank Ashurst for continuing to provide generous pro bono assistance in relation to insurance issues.

Professional Indemnity Insurance (PII)

There are now 165 CLCs in NACLCLC's National PII Scheme, which operates through the National PII Network together with NACLCLC. 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 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 (RMG), which contains mandatory and recommended measures to promote good practice and risk minimisation in CLCs. In 2014 NACLCLC surveyed the sector to obtain feedback on the key components of the RMG, which was substantially rewritten late in 2011. NACLCLC received a pleasing number of responses to the questionnaire with 89% of respondents indicating that they find the clear mandatory standards in the revised Guide helpful in managing their centre's legal and related practice and 71% finding the inclusion of recommended good practice suggestions helpful. The Network commenced the job of going through the responses and considering changes to the RMG, including the cross-check questionnaire. This work will be ongoing.

NACLCLC thanks all the members of the Network for their significant work and commitment throughout the year. Particular thanks go to the chair, Catherine Eagle.



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 the Queensland Law Society 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.

Association Liability Insurance

This year 149 centres chose to participate in NACLCLC's Association Liability Insurance scheme. 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 and 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 together with NACLCLC itself.

Insurance broker

NACLCLC works closely with Aon Risk Services Australia Ltd in Adelaide to provide these insurances. NACLCLC thanks Stuart Quigley, Irmgard de Villiers and Karen Brown at Aon for their assistance.

Services and projects

NACLCL does not receive any ongoing funding for services to CLC members. NACLCL's only income is from one-off project grants, fees paid by CLCs and interest.

From this income in 2013-14 NACLCL offered a range of member services to CLCs for free or a discounted fee, including:

- **highly discounted, CLC tailored Professional Indemnity Insurance (PII) and Association Liability Insurance**, facilitated by bulk-purchase and negotiation with providers. This service is complemented by the coordination and promotion of the National PII Scheme, **Risk Management Guide** implementation and supporting the **National PII Network**
- through the **National Accreditation Scheme**, the national quality-assurance program, for CLCs. NACLCL has initiated an independent review of this accreditation scheme, which is scheduled for completion by the end of 2014, to inform improvement of its operation
- access to free online legal resources, purchased from LexisNexis with funding from the Australian Government Attorney-General's Department. The package includes over 90 titles, covering nearly all areas of law practised by CLCs
- access to **Management Support Online (MSO)**, a web based integrated set of tools, templates and resources, designed to support centres in management, governance and operations including induction and training
- a range of IT services including free **email** accounts and the **Bulletin Board System (BBS)**, training to use the free suite of **WebEx** tools and free training in effective data entry and reporting using the **Community Legal Service Information System (CLSIS) database**
- by providing the **Community Legal Education and Reform database (CLEAR)**, NACLCL continued to showcase community legal education and law reform projects undertaken by CLCs and other nonprofit legal services
- **Practical Legal Training** - NACLCL facilitated the placement of eligible graduate law students in all four publicly funded legal assistance services in regional, rural and remote areas of Australia. Over 150 applications are received each year
- NACLCL promoted evidence based strategic planning by updating our **Legal Needs Assessment Framework Toolkit**
- hosting the National CLCs Conference which provides excellent opportunities for professional development, information sharing, showcasing CLC initiatives and networking.

NACLCL also performs a representational role for the sector. NACLCL continued to **advocate on behalf of**

CLCs with a range of stakeholders including the Commonwealth and state and territory Program Managers and with funding bodies. NACLCL also facilitated many initiatives to raise the profile of CLCs nationally and internationally. Some examples of this work include:

- NACLCL's **liaison role** between the CLC sector and the **Community Legal Services Program (CLSP)**. NACLCL informed and consulted with CLCs and state and territory CLC associations and negotiated and represented the interests of CLCs at national discussions
- NACLCL made **representations and submissions** for the *Review of the National Partnership Agreement on Legal Assistance Services* and the *Productivity Commission Access to Justice Inquiry*
- NACLCL **represented the CLC sector collaborating on national bodies** such as the Australian Legal Assistance Forum and at **forums** in collaboration with other peaks such as ACOSS

NACLCL **continued to operate better communications** to inform and educate the workers of CLCs, key stakeholders and the general public by maintaining or creating a range of communication tools and resources. Some examples of this work include:

- the NACLCL **website**, which provided **high quality resources and publications**, such as; the NACLCL Census 2013 and the work and clients of CLSP CLCs. Important national news is posted on the website along with information about CLCs to the general public
- the provision of **hardcopy newsletters** and regular **e-bulletins** that informed members about government funding decisions, current issues on trends in the sector, innovative initiatives of CLCs etc.
- by issuing media releases and **securing media** attention, NACLCL raised CLC issues on a broader scale
- by producing the **Directory of Australian and NZ CLCs**
- by producing and distributing **high quality publications** such as *Environment Matters* a publication, which promoted the work of the Environmental Defenders Offices. Work was also started on publications about volunteers of CLCs and CLC and pro bono partnerships

NACLCL conducted the very first **National Census**, which gathered information on individual CLCs and state and territory CLC associations. The findings of this census helped immensely to better understand the trends and lobby on behalf of the sector

NACLCL also collected stories and case studies for publications and initiated innovative CLC story telling through activities such as the TED inspired talks and short films, to assist in telling others of the good work CLCs do.

knowmore

Free legal help to navigate
the Royal Commission

knowmore is an independent legal service established to provide free legal assistance to people engaging with or considering engaging with the Royal Commission into Institutional Responses to Child Sexual Abuse.

knowmore has been established by, and operates as a separate project of NACLC, with funding from the Australian Government, represented by the Attorney-General's Department.

knowmore's Sydney office began providing services to the public on 8 July 2013. Further offices were opened in Melbourne, Brisbane and Perth. At the end of June 2014 **knowmore** employed 40 staff.

In its first 12 months **knowmore** provided **3634** instances of legal advice, information and referral assistance, to **1584** clients. Approximately **80%** of clients who were assisted by **knowmore** in 2013-14 were survivors of historic institutional child sexual abuse and were aged 45 and over.

Our current client-facing team includes:

 18 lawyers

 8 social workers/counsellors

 5 Aboriginal and Torres Strait Islander Cultural Liaison officers

In 2013-14 **knowmore** conducted or participated in **270** community outreach and liaison events including meetings with legal and support service providers (including many CLCs), speaking engagements at conferences, community information sessions for potential clients and support services, and advice conferences with clients in regional and remote locations.

Community outreach and liaison



Face to face services were provided to over **300 clients** on an outreach basis



knowmore has conducted or participated in **270** community outreach and liaison events.

As at 1 July 2014

These events have also included meetings with Stolen Generations groups and many Aboriginal agencies likely to be a source of referral of clients to **knowmore**. Approximately **19%** of **knowmore** clients nationally have identified as Aboriginal and Torres Strait Islander people. **knowmore** is very conscious of the large numbers of Aboriginal people living in remote locations who may be within the terms of reference of the Royal Commission but may not yet be aware of their options to engage with the Royal Commission. **knowmore** is committed to trying to reach as many people as they can, in the time available.

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



19% of our clients identify as being of Aboriginal and Torres Strait Islander descent



We employ 5 experienced male and female Aboriginal cultural liaison workers, an Aboriginal social worker/counsellor 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

Counselling/ social work

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

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



knowmore staff have accompanied clients to over **10 Royal Commission private** sessions, as their support persons

knowmore provide counselling and support to people who have often never been able to access counselling services to help them deal with the consequences of the abuse they suffered. Approximately **11%** of clients who have called **knowmore** have received social work or counselling assistance as part of the legal assistance, provided. This counselling is provided on an initial basis only and **knowmore** then make referrals to counselling services who can provide ongoing counselling assistance.

knowmore has established regular monthly outreach clinics with support services in a number of locations, to ensure clients have seamless access to legal advice as well as counselling and other support.

knowmore also provide referral assistance for those who need representation at interviews with and public hearings of the Royal Commission, and for clients who wish to seek legal representation to pursue compensation for the abuse that they suffered. **knowmore** has 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 also provided a number of submissions responding to Issues Papers released by the Royal Commission on topics relevant to its work and recommendations. The submissions are based on **knowmore's** clients' collective experiences and needs and in 2013-14 included comprehensive submissions on the need for reform of Australia's civil litigation systems and redress schemes, in order to assist survivors of institutional child sexual abuse to obtain justice.

Client feedback

"When you have been downtrodden so much in your life and someone shows genuine care and concern – it means so much"

"knowmore staff have been a great support and are changing lives"

"Thank you so much for coming to see and help me today – now I know someone is listening to me and I am being heard"

"Thank you for agreeing to meet with me today to discuss my case and for your kindness. I value your guidance and advice and have taken on board what you have said. Also, thank you to the social worker for 'grounding' me before I left . . . a simple technique that worked really well"

"Remember the healing and empowerment you have helped bring to this very grateful family"

Policy and advocacy

NACLC has undertaken a wide range of policy, advocacy and law reform work this year. NACLC's capacity to perform this work was enhanced by the recruitment of a new Deputy Director - Policy and Advocacy, Amanda Alford, who commenced in May this year.

NACLC has engaged with and responded to a range of policy and advocacy issues and processes, including in the areas of:

- **legal assistance services reform and the administration and funding of CLCs**, including for the *Review of the National Partnership Agreement on Legal Assistance, Productivity Commission Access to Justice Arrangements Inquiry* and engagement with the Commonwealth Attorney-General's Department (AGD)
- **the rights of older persons**, through endorsing representatives to attend the Open-Ended Working Group on Ageing and national, regional and international moves towards an international instrument on the rights of older persons
- **the rights of people with disability**, through engagement with the *Australian Human Rights Commission (AHRC) Access to Justice Inquiry* and the *Australian Law Reform Commission's Disability Inquiry*
- **anti-discrimination legislation**, through submissions opposing proposed amendments to the *Racial Discrimination Act 1975* (Cth)
- **family violence**, through submissions to relevant inquiries and reviews

Partnerships and Cooperation

In undertaking its policy and advocacy work, NACLC works with CLCs and other civil society organisations, and very much values the importance of these partnerships. NACLC continues to support the National Networks in undertaking policy and advocacy work, and often works in collaboration on issues.

NACLC is committed to advancing the rights of Aboriginal and Torres Strait Islander peoples, including in its policy and advocacy work. This year NACLC has consulted and worked with National Aboriginal and Torres Strait Islander Legal Services (NATSILS), National Family Violence Prevention Legal Services (NFVPLS) and is working towards more formal Memorandums of Understanding with these organisations as well as the National Congress of Australia's First Peoples.

International Engagement

NACLC has participated in, and supported engagement by, CLCs and NGOs with United Nations' human rights mechanisms to ensure Australia is complying with its international human rights obligations. NACLC contributed to NGO reports on the *Convention on the Elimination of All Forms of Discrimination against Women* (CEDAW) and the *Convention against*

Torture (CAT), called for the Australian Government to ratify the Optional Protocol to the CAT, and made statements to the Human Rights Council.

Using its NGO accreditation with the UN, NACLC endorsed a number of representatives to attend meetings of UN bodies, including:

- Bill Mitchell (Townsville Community Legal Service), Vivienne Campion (Caxton CLC) and Kim Boettcher (The Aged-care Rights Service NSW) to attend the 4th session of the Open-Ended Working Group on Ageing in August 2013
- Vedna Jivan (University of Technology, Sydney), Dixie Link-Gordon and Ashlee Donohue (Mudgin-gal Aboriginal Corporation) attended the 58th session of the UN Commission on the Status of Women in March 2014.

There are issues around CLCs using Commonwealth funds for law reform and policy advocacy work in some circumstances, but NACLC has continued to advocate for the value of CLCs' using this strategy to prevent legal problems from arising and for improving laws.

Legal Assistance Reforms

Reform of the legal assistance landscape has been the focus of much attention over the last year. NACLC has made submissions to, and given evidence in the course of a number of inquiries and reviews, including the *Review of the National Partnership Agreement on Legal Assistance and the Productivity Commission Access to Justice Arrangements Inquiry*.

NACLC, as a member of the Australian Legal Assistance Forum (ALAF), and more broadly, has engaged with the Commonwealth AGD throughout the year, particularly in relation to proposed reforms to legal assistance.

The significant proposed amendments to the legal assistance landscape and funding include a proposed:

- National Partnership Agreement, or similar agreement, covering CLCs, ATSILS, LACs (but not FVPLS at this stage, though this is something NACLC has been consistently advocating for)
- National Strategic Framework for Legal Assistance, and
- Commonwealth funding model.

NACLC has consistently emphasised the importance of all providers working collaboratively rather than competitively and being involved in service planning discussions together, as well as the need for decisions to be based on an evidence-based assessment of legal need.

Amanda Alford

Deputy Director, Policy and Advocacy

Sector Sustainability

NACLC has shown strong commitment to build the capacities of the Community Legal Centre (CLC) sector by introducing several new measures while continuing its previous sector sustainability programs. One of the key initiatives was to establish a Deputy Director - Sector Sustainability position to assist with taking a strategic approach in identifying capacity building priorities and introducing new initiatives.

NACLC National Census of CLCs 2013 (the Census) was an important initiative for NACLC and state and territory CLC associations (the associations). The Census aimed to build an evidence base for advocacy and policy priorities of NACLC and the associations, and identify trends and priorities in the sector, including for sector development. It was planned and developed in consultation with the associations and an external consultant. The need for multiple surveys is minimised by this national initiative. The associations were able to have their specific survey questions included in the survey. NACLC produced a national report and some state specific reports. NACLC received a good response rate (82.8%) from CLCs for this, the first census and has committed to conducting it annually.

NACLC's Legal Needs Assessment Framework Toolkit (the toolkit) is available as an online resource and has been used by various agencies in the sector. Work was done this year to update aspects of the toolkit. It provides a framework to develop CLCs' strategic plans by analysing Australian Bureau of Statistics and Community Legal Service Information System data, consulting stakeholders, identifying current service gaps and predicting legal needs in their catchment area. For example, relying heavily on the toolkit, Queensland's Community Legal Centres conducted a state-wide assessment on the legal needs of their clients, in particular exploring how the CLCs can function as a network of services ensuring a safety net for people with one or many legal problems.

NACLC has planned a number of sector sustainability initiatives, which are in the process of being implemented. These initiatives include developing and updating publications including resource kits, promotional materials and guides. NACLC is updating two brochures, one on CLCs and their volunteers and the other on CLCs and pro bono partnerships. NACLC's Financial Management Guide is also being updated. An online legal health check resource kit will be developed in conjunction with Queensland Public Interest Law Clearing House through a project funded by the Australian Government Attorney-General's Department.

Amongst other members' services, NACLC continued to offer free online legal resources to CLCs from LexisNexis. This service is provided thanks to support received from the Australian Government Attorney-General's Department. According to the 2013 Census, LexisNexis was rated as one of the three most used services of NACLC by CLCs.

Visakesa Chandrasekaram
Deputy Director, Sector Sustainability

CLEAR

Over the last 12 months the Community Legal Education and Reform database (CLEAR) has grown to almost 500 community legal education, community development and law reform projects undertaken by CLCs and other legal services.

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 leverage off the experience and resources developed by others.

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 740 followers. In the 2013-14 financial year @NACLCBruce posted 430 tweets to promote new and existing projects and relevant sector news and developments.

Over the last year CLEAR's Project Worker, Steve Womersley, participated in CLC working groups (such as the Community Legal Education Workers Network) and other events (such as the National CLCs 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.

Highlights

New Victorian Legal Assistance Forum (VLAFF) Online Legal Information Guidelines encourage legal services to consult CLEAR when developing a new project to ensure they don't replicate existing projects and to leverage off the experience and expertise already present across the sector.

Increasing numbers of CLCs capture CLEAR within their work plans to ensure that it is consulted during the project development phase and that projects are contributed to CLEAR upon acquittal.

Steve talked to the Productivity Commission Access to Justice Arrangements Inquiry about the value of CLEAR and the need for additional funding to ensure its sustainability and continued value to the sector.

Recruitment and Retention in Regional, Rural and Remote Australia (5R)

This project is focused on recruitment and retention of lawyers in regional, rural and remote areas of Australia. This year, the project supported lawyers working in western New South Wales. Sharon Tomas, based in Dubbo and Linda Nadge, based in Broken Hill helped the lawyers find accommodation, health care and organised professional development and social support.

Community Law Australia

The Community Law Australia Campaign (CLA or the Campaign) was launched in July 2012 at the High Court of Australia by a coalition of legal centre bodies led by NACLC, to highlight the need for accessible free legal help and to raise the profile of Community Legal Centres (CLCs) in the community. The Campaign is supported by part-time staff (total of 0.6 FTE), and input is provided by state and territory CLC associations and NACLC through a steering committee.

CLA uses a range of strategies to inform the public and decision makers about CLCs' work, and the challenges they face trying to meet demand for services.

During 2013-2014, CLA generated a wide range of stories in mainstream media (including ABC Radio AM, *World Today*, *PM*, *The Age* and *The Australian*). Media was also achieved on the impact of federal funding cuts and the impact of the restrictions on policy and law reform work, notably in opinion pieces by national spokesperson, Carolyn Bond, in *The Age* and *The Guardian* (Australia).

CLA used social media and online blogs, which often led to others sharing and publicising CLC issues. The Campaign has reached thousands of people via social media. A successful example of this was the Community Law Australia Day of Action in April 2014, which saw participation by CLCs nationally, and support by some Federal MPs and Senators. The Day of Action trended nationally on Twitter, which is a good indication that there was a lot of active Twitter engagement.

Some of the topics covered by CLA include the unmet demand for legal help, the impact of inadequate funding on particular groups (such as those at risk of family violence), and the good work of individual centres.

CLA supported NACLC and state and territory CLC association representatives in a visit to Canberra to



NACLC, CLA and state colleagues roadshow to Parliament House in Canberra. L-R: Iris Furtado (SA), Carolyn Bond (CLA), Nicky Snare (TAS)

present to MPs, and continues to support individual centres to promote their CLC, do media stories and engage with their local Members of Parliament.

CLA's research shows that there is low public recognition of CLCs and the important work they do. Individual CLCs play a crucial part in addressing this lack of recognition – by using local media and social media, or local networking to promote their work and issues that impact on CLCs and their clients. The Campaign is available to support this work, but also needs CLCs to continue to support CLA to promote broader stories and issues.

Carolyn Bond
Community Law Australia Spokesperson

Reconciliation Action Plan

The NACLC *Reconciliation Action Plan 2012-2015* (RAP) reflects a commitment by NACLC to being guided by Aboriginal and Torres Strait Islander peoples and working with them to achieve access to justice.

The development of the RAP was guided by our Advisory Committee of Aboriginal and Torres Strait Islander workers from Community Legal Centres (CLCs) and the community. 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.

NACLC incorporated the RAP into its Annual Work Plan and met most of this year's targets, including strengthening relationships and increasing coordination with National Aboriginal and Torres Strait Islander Legal Services (NATSILS) and National Family Violence Prevention Legal Services (NFVPLS). In addition, NACLC's Aboriginal and Torres Strait Islander Liaison Project will continue over the next year to further develop and strengthen mutually supportive relationships as well as to provide improved support to Aboriginal and Torres Strait Islander workers in CLCs. NACLC also held a number of events this year, including a successful breakfast and TEDx short film screening for Reconciliation Week.

NACLC remains committed to the RAP process and over the coming months NACLC will be reporting against the existing RAP and working with the Advisory Committee in developing a new RAP.

National Accreditation Scheme



The RACs and NAC at Cultural Awareness Training L-R Meg Houston (NSW), Jude Clarkin (Qld), Kerry Marshall (WA), Donna Hensen (Consultant), Cate Edwards (Victoria), Diana Dagg (NACLC)

The National Accreditation Scheme (NAS) for Community Legal Centres was developed to provide a sector led accreditation and certification process for CLCs, reinforcing good practice and promoting continuous improvement in the provision of legal services. The Scheme was launched in October 2010, with an aim to having as many CLCs accredited by mid 2014 as possible.

The Regional Accreditation Coordinators (RACs), Jude Clarkin from Queensland, Meg Houston from New South Wales, Cate Edwards from Victoria and Kerry Marshall from West Australia worked very hard with CLCs and with the National Accreditation Coordinator (NAC), Diana Dagg over the year to achieve this goal.

By 30 June 2014, of the 177 CLCs registered nationally with the Scheme, 136 (76%) were fully accredited, and a further 36 reports had been finalised – a total of 172 (97%) CLCs were accredited or through the main stages of assessment.

The role of the RACs is to work not only towards achieving accreditation for CLCs – it is also to provide advice and support to help CLC staff to set up systems for continuous review and improvement. By the end of 2013-14 the vast majority of CLCs are now completing six monthly workplan progress reviews to confirm this.

A big thank you to the RACs for their commitment to the NAS, for providing a trusted listening ear for senior CLC staff and for helping Boards and managers to sort through areas of risk and organisational challenge. As well, accreditation visits have often involved long hours of travel and time away from family and friends.

This year two RACs have left the NAS – Kerry Marshall from WA and Cate Edwards from Victoria. NACLC is enormously grateful for Kate and Kerry's contributions to the NAS and to all the CLCs they assisted, and wishes them well. NACLC looks forward to welcoming Lucy Barrow as the new Victorian RAC.

Thanks as well to the state CLC associations for their support for the NAS, and particular thanks to the state CLC association Executive Officers, who

have been the Certifiers in Queensland, Victoria, New South Wales and West Australia.

An independent review of the Scheme by external consultants has been commenced, and NACLC looks forward to the report, which will be used to improve the Scheme and its operations.

Once NACLC has finalised the plan for the next stage of the NAS, the Memorandum of Understandings between state CLC associations and CLCs will be re-written, and preparations will commence for the next round of accreditation for CLCs. We'll also be working as a priority and providing support to any less resourced CLCs that may need some assistance in undertaking the assessment process.

This year, the RACs met quarterly in Sydney to share experiences and to review NAS processes, policies and procedures. The RACs have said they very much appreciate this opportunity to undergo specific training as a team on these occasions. They also meet up regularly when possible with some of the key people involved with the NAS, for example personnel from BNG, the Standards and Performance Pathways (SPP) and Management Support Online (MSO) website developers. These meetings are useful to ensure the SPP and MSO continue to develop according to the needs of CLCs.

In the next year, the focus will be on maintaining the achievements of participating CLCs by providing support and advice, and by monitoring work done against centres six monthly workplans within a continuous improvement framework. This work will be supplemented by a strong focus on implementing improvements identified from the NAS review.

In the meantime, CLC representatives are encouraged to maintain contact with their RAC and to seek any help they need.

Diana Dagg
National Accreditation Coordinator

National CLCs Conference 2013

This year's National CLCs Conference held in Cairns marked another successful achievement for the sector, where approximately 500 delegates came together to learn, share their experiences and showcase their innovative work through plenaries, breakout sessions and national Network meetings.

The theme of the conference was *Walk together, talk together – joining in journeys to healing and justice*. The theme highlighted that CLCs provide free legal services to the disadvantaged as well as advocating change, where change is needed to ensure all peoples' legal rights are equally protected.

NACLC hosted this Conference in partnership with Queensland Association of Independent Legal Services (QAILS) and with the support of the Attorney General's Department.

Conference delegates were welcomed to Country by Auntie Henrietta, an elder of the Gimuy Walubara clan of the Yidinji people. Attendees were privileged to also have Auntie Henrietta hold a very popular session about the intellectual property protection of Aboriginal traditional knowledge, focussing on pharmaceutical companies use of Aboriginal knowledge of medicinal plants.

The attendees were a mix of lawyers and other workers, management and volunteers from CLCs, Aboriginal and Torres Strait Islander Legal Services and Family Violence Prevention Legal Services. This included attendees from rural, regional and remote (RRR) centres, from less resourced centres, Aboriginal and Torres Strait Islander workers at Indigenous Legal Services or at generalist services who were assisted to attend because of subsidies funded by the Australian Government Attorney-General's Department or for NSW attendees, the NSW Law and Justice Foundation.

Other attendees included staff from Legal Aid Commissions, Attorney-General's Departments (state and federal), and the NSW Law & Justice Foundation. Private lawyers involved with pro bono programs, academics and consultants and representatives from the national Ombudsman and consumer advocacy services also attended.

Attendees heard from a range of speakers and facilitators, from both within and outside the legal assistance sector. Keynote speakers included The Hon. Mark Dreyfus QC MP, Professor David McQuoid-Mason, Eddie Cubillo and Gail Furness SC.

There were five plenary sessions and 42 breakout sessions on different areas of law and legal practice, professional skills development and other capacity building, as well as a number of IT and other training opportunities.

Some of the practical training offered included sessions using; Community Legal Service Information System - understanding data trends and reporting, the Bulletin Board System, web conferencing, Twitter, the online tools of the National Accreditation Scheme including Management Support Online, LexisNexis online legal research training, and the Legal Needs Assessment Framework toolkit. NACLC supports



The winning photo of the #nalc13 twitter competition by @jamesey_baby

National Networks in a number of ways including through Networks Day which is held a day before the Conference starts. Many Networks do choose to hold face-to-face meetings on this day, and sometimes to hold additional meetings during the Conference where they shared their learning experiences with their peers and identified collaborative initiatives to address common issues in the sector

The comparatively new Older Persons Legal Services Network had a very successful meeting and, with administrative and legal policy support from NACLC, is becoming a very active law reform and advocacy group.

There were many other meetings held during the Conference including a meeting between the National Accreditation Coordinator and Regional Accreditation Coordinators, a NACLC Management Committee meeting, and a law reform workers meeting.

Feedback, both informal/anecdotal and formal was positive. One comment made was that 'the Network meetings remain important', another comment was that 'the theme of healing was very powerful.' One attendee said 'I loved the diversity of speakers, great sessions and great networking.'

NACLC thanks the Conference Organising Committee, Cairns Community Legal Centre Inc. Conference Online (the external organisers) and the sponsors of the 2013 Conference.

Two Victorian CLCs were amongst those nominated for the **Community Lawyer/Organisation of the Year Award** from the **Law Institute of Victoria**. The award recognises leadership and excellence in legal knowledge and practice and commitment to use the law to serve their communities. Amongst the nominated organisations were the **Goulburn Valley CLC** and the **Asylum Seeker Resource Centre (ASRC)** - Human Rights Law team. The ASRC were the recipients of the award.

Women's Legal Service Tasmania (WLS TAS) were the bronze winners in **Sustaining Women's Empowerment in Communities and Organisations (SWECO) Awards**. WLS TAS won the award for **Girls Gotta Know** – an interactive mobile website application that provides legal information and resources for young women 14-24 years old.

Flemington Kensington CLC was named best service provider at the inaugural **Victorian African Community Awards**. The centre was recognised for its work defending the rights of six people of African descent living in Flemington in a landmark race discrimination case mounted against Victoria Police that was settled in the Federal Court.

The **Human Rights Law Award** – awarded by the Human Rights Law Commission is awarded to an individual or an organisation with a track record in promoting and advancing human rights in Australia through the practice of law.

Nominees from within the sector were:

Tamar Hopkins from **Flemington Kensington CLC**. Tamar was nominated for her work in the first and most significant challenge to the practice of racial profiling, achieving a landmark agreement for Victoria police to publicly review its training practices. The case was the first time Victoria's police have faced allegations of racial profiling

under the Commonwealth Racial Discrimination Act.

The **Association of Employees with Disability Legal Centre (AED)** won the **Federation of CLCs, 2013 Tim McCoy Award**. AED was nominated for outstanding achievement and determined persistence over ten years to achieve a significant result that will benefit a large number of people who have disabilities across Australia.

Other nominees from the sector were:

Gerard Brody of the **Consumer Action Law Centre** for the **Do Not Knock** campaign to address exploitation and harassment by door-to-door direct salespeople.

Tamar Hopkins of the **Flemington and Kensington CLC** for continued excellence in her work for the Police Accountability Project including the settlement of a racial profiling case against Victoria Police.

Hugh de Kretser for his contribution to leadership in the community legal sector over a decade.

Human Rights Law Centre (HRLC) for their No to Homophobia campaign, a ground breaking collaboration between the HRLC and Lesbian, Gay, Bisexual Transgender and Intersex organisations, human rights organisations, and mental health experts.

North Melbourne Legal Service, for their innovative Acting on the Warning Signs project with the Royal Women's Hospital integrating legal help and advocacy on family violence with health care.

PILCH (now Justice Connect) Homeless Persons' Legal Clinic for their advocacy on the impact of infringements on vulnerable people, and the project, In the Public Eye.

Youthlaw for pursuing independent investigation of complaints against police and achieving victory in a public interest test case that will help protect public interest litigants from cost orders made against them if they do not succeed.

Eastern CLC won the **2013 Whitehorse Business Group Excellence in Business: Community Award** and the **City of Whitehorse Mayoral Award for Growth and Development**.

The **Refugee Advice and Casework Service** received the **ANU Migration Law Program Award** from the **Migration Institute of Australia**

The award, is presented to an individual or group who, provides pro-bono advice and or/represents clients in cases where the client has no other access to advice and/or the client's case raises a wider issue of public interest.

Kingsford Legal Centre (KLC) volunteer, **David McMillan** received the **CLCNSW Justice award**. The award is presented to an individual or group of individuals who have demonstrated outstanding commitment to improving access to justice in NSW, particularly for socially and economically disadvantaged people.

He has volunteered at **Kingsford Legal Centre** for **26 years**, volunteering at the centre every fortnight. In this time, he has provided over **1550** quality advices to KLC's most socially and economically disadvantaged clients.

Highly commended was the **HIV/AIDS Legal Centre (HALC) Volunteers**. This group is a dedicated and committed team of law students, law graduates and solicitors who work tirelessly at the centre to increase access to justice for people living with HIV. There were up to **7 volunteers a day** at the centre, contributing **5710** days of work.

Other nominees were:

Corrs Chambers Westgarth Pro Bono Seconded Program and **Marrickville Legal Centre**
McCullough Robertson and **Hunter CLC**

Illawarra Legal Centre's Volunteer Law Students

Aboriginal and Torres Strait Islander Women's Network

June Lennon, Convenor

The Aboriginal and Torres Strait Islander Women's Network meet on one or two occasions at each National CLC Conference. Non Aboriginal and Torres Strait Islander women can be invited to attend for all or a portion of the day.

The Network met in Cairns, Queensland at the National CLCs Conference this year, and for the first time in a long time, included representation from the Family Violence Legal Prevention Services (FVPLS) and Aboriginal & Torres Strait Islander Legal Services (ATSILS).

At the meeting a new Convenor was elected with June Lennon from FVPLS Port Augusta taking over the role from the long serving Donna Hensen. The Network thanks Donna for all her work and welcomes June to the Convenor position.

There were many issues coming from the floor on Network day, such as Reconciliation, Aboriginal people being included in the Australian Constitution, the Letters Patent and how the Network could contribute to NACLC as a strong group of Aboriginal and Torres Strait Island Women involved in the Legal Services Network.

As Convenor, it will be June's role to work towards strengthening the role of the Network, providing feedback to the many women involved and following up on the many issues which were raised.

June thanks the women who attended the Network Day and gave her the honour of being the Convenor and June looks forward to working in a supportive and culturally safe environment with everyone.

National Animal Law Network

Angela Pollard, Convenor

The National Animal Law Network (NALN) continues to grow, with more CLCs becoming engaged in animal law. Fitzroy Legal Service, in partnership with Lawyers for Animals has been operating a weekly Animal Law Clinic for the previous twelve months. Since July 2013, they have provided advice on 55 matters including restricted dog breed laws, custody disputes, and cruelty and welfare matters. The launch of the clinic attracted media attention and generated community interest and support.

NALN Convenor Angela Pollard encouraged individual CLCs to celebrate World Vegetarian Day (1 October) or World Vegan Day (1 November) to raise awareness of the conditions in which intensively farmed animals lawfully live and die. Photos of staff cruelty-free lunches were emailed and admired.

In February 2014, Victorian regional, rural and remote CLCs participated in animal law training given by Nichola Donovan, President of Lawyers for Animals. Hume Riverina Community Legal Service invited Nichola to present an animal law seminar to interested local community members. The seminar was well attended and received great feedback from participants.

Peel Community Legal Services (PCLS) organised for Angela Pollard to attend their Annual General Meeting and give a presentation on Companion Animal Abuse and Domestic Violence. PCLS then commenced plans for a project, which will focus on the pivotal role companion animals play for women in deciding to leave a violent relationship. Women often say that it is their animals that have been their saving grace.

Northern Rivers CLC produced several animal law factsheets and hosted community education sessions.

Employment Law Network

Toni Emmanuel, Convenor

The Employment Law Network (ELN) comprises of members who have an interest in or specialise in employment law. Employment law issues include dismissal, discrimination, underpayment and bullying. The ELN holds quarterly meetings where members are invited to discuss trends, law reform and any other relevant issues or projects the CLC members are involved with.

This year the Network discussed:

- the new bullying jurisdiction introduced in the Fair Work Commission
- pro bono partnerships and their beneficial effect on self-represented claimants with unfair dismissal/general protections claims
- potential law reform in relation to paid parental leave
- pregnancy discrimination, traditional freedoms and access to justice
- trends in the approach by regulatory agencies
- human trafficking
- migration issues for employees on working holiday visas
- a significant increase in numbers of underpayment and bullying complaints.

The ELN members met in person at the National CLCs Conference. This was a great opportunity for members to consult and discuss complex matters, the operation of particular sections of workplace legislation and law reform.

Anyone interested in joining the ELN is most welcome and can contact the Employment Law Centre of WA at administration@elcwa.org.au.

Australian Network of Environmental Defenders Offices

Jess Feehely, Convenor

2013-14 has been a rollercoaster for the Australian Network of Environmental Defenders Offices (ANEDO). After receiving a much-needed funding boost from the federal government in July 2013, in December 2013 the new federal government announced that all federal funding for EDOs would be terminated by 30 June 2014.

As a result, EDOs have spent much of 2014 engaged in activities aimed at raising public awareness and seeking to secure alternative funding. While each office has taken a different approach to this task, EDOs have collectively been overwhelmed by the level of public support.

Despite considerable funding pressure, ANEDO has remained very active. Activities have included:

- representing community groups in a range of legal actions challenging environmentally damaging projects including; opposing the expansion of Rio Tinto's Warkworth Mine near Bulga; overturning the approval of the James Price Point LNG hub and challenging proposals to dredge and dispose of spoil in the Great Barrier Reef
- publishing practical resources and delivering a range of community workshops
- assisting traditional owners and rural landowners to engage in legal processes where development is proposed on their lands
- contributing detailed law reform submissions regarding various changes to the *Environment Protection and Biodiversity Conservation Act 1999*, environmental offsets, development of Northern Australia, the Energy White Paper and Access to Justice Arrangements.

ANEDO continues to be a strong network in the face of adversity. ANEDO meet regularly to discuss policy and advice matters, work cooperatively on national policy issues and, with assistance from NACLC, have engaged in a strategic planning exercise. These activities aim to strengthen ANEDO's effectiveness as a national voice for public interest environmental protection and access to environmental justice.

National Human Rights Network

Amanda Alford and Dianne Anagnos, Co-convenors

The National Human Rights Network meets once every two months by phone link-up and once a year in person at the National CLC Conference.

The focus of the Network over the last year has been contributing to an update report on Australia's progress towards achieving the recommendations of the United Nations Human Rights Council in the last Universal Periodic Review (UPR). The update report included contributions from over 15 CLCs and was prepared with the support of 64 Non-Government Organisations across Australia.

Other activities over the year included:

- preparation of a letter to the Special Rapporteur on Adequate Housing, informed by contributions from CLCs and tenancy services
- compiling and distributing information about proposed changes to the *Racial Discrimination Act 1975 (Cth)*
- providing information and a forum for the discussion and sharing of submissions and reports on human rights and access to justice issues.

The Network's work plan for the year ahead includes contribution to Australia's Second UPR, submissions to the *Australian Law Reform Commission Freedoms Inquiry*, the Australian Human Rights Commission Rights and Responsibilities Tour and engage-

ment with a range of other human rights issues as they arise.

In February 2014 the Network farewelled Frieda Lee, who passed on the Co-convenor role to Rachel Ball. Amanda Alford (NACLC) has now stepped into the Co-convenor role. The Network is grateful to both Frieda and Rachel for their dedication and hard work.

Older Persons Legal Services Network

Vivienne Campion, Convenor

The past 12 months has been a busy and productive time for the Older Persons Legal Services Network (OPLS). Starting from the National CLCs Conference in Cairns in July 2013 the Network had a meeting, chaired by Catherine Wilson and canvassed a range of issues affecting older persons, and culminated in two resolutions – the call to the federal government to develop a national policy on older persons, and a call to federal, state and territory governments for a national register to record all enduring documents, guardian and administration orders, wills and associated documents.

In August 2013, Bill Mitchell from Townsville Community Legal Service and Kim Boettcher from The Aged-care Rights Service NSW attended the United Nations Open Ended Working Group on Ageing (OEWGA) in New York, as representatives of NACLC. Bill made three intervention speeches and Kim made one – a great contribution by the NACLC team in a very competitive forum. Comment was made in the OEWGA Chair's Report about the high quality of civil society interventions.

In May 2014 Vivienne Campion and Kim Boettcher attended a meeting of the newly formed Global Alliance for the Rights of Older Persons Australia. They then attended a reception for the Asia Pacific Forum for National Human Rights Institutions representatives at the Human Rights Commission – a brilliant networking opportunity.

Another highlight of the year was Rodney Lewis, author of *Elder Law in Australia* participating in an OPLS teleconference in June 2014. Rodney provided an interesting and lively discussion on elder abuse law reform, which is an ongoing project for the Network.

OPLS is grateful for all the assistance provided by NACLC and looks forward to the opportunity to collaborate with other NACLC Networks especially in furthering work at the Human Rights Council and OEWGA.

National Police Accountability Network

David Porter and Tamar Hopkins, Co-convenors

Over the past year, National Police Accountability Network (NPAN) members have conducted systemic work, and individual cases that together have a systemic effect. Some examples of this work include:

- the reform and advocacy work on racial profiling in Victoria, driven by Flemington Kensington CLC's work over the past several years
- NPAN members in NSW have supported the High Court challenge to NSW's consorting legislation

- the United Nations Human Rights Committee also issued its findings in *Horvath v Australia*, giving an important international assessment of the failings of the Australian legal status quo to address police violence.

This work, over many years, is important to expand understanding of police integrity beyond money-based corruption to more prevalent issues such as excessive force and fabricated evidence.

The Network is concerned that recent cuts to criminal Legal Aid funding mean that more people will be convicted for minor charges on untested evidence. When based on unlawful police actions, this decreases police accountability in Australia.

The expansion of mandatory sentencing regimes in several Australian jurisdictions has caused an upward trend in victim complaints: police refusing to charge because they think the mandatory punishment is too harsh for the circumstances – thereby punishing only the victim. NPAN members assist in engaging police to fulfill their duties.

Multiple members are also considering claims arising from police arrests relying on faulty databases. Again, the benefit of a national Network is that strategies which do not work for one jurisdiction can be utilised successfully by other members.

NPAN remains grateful to NACLC for the support provided to make teleconference and face to face meetings possible.

Rural, Regional and Remote Network

Lee Milcherdy, Convenor

38 solicitors, and support workers from regional, rural and remote CLC's registered to attend the national RRR Network meeting at the National CLCs Conference in Cairns in July 2013. Contributing to great networking opportunities, a round table allowed everybody to introduce themselves and give a brief overview of themselves and their centres. Discussion also revolved around the challenges and frustrations of being a RRR worker with a particular emphasis on issues RRR centres face relating to casework and conflict of interest.

Cheryl Fazzalari-Molloy led a discussion on recruitment and retention of CLC staff in RRR centres. Helen McGowan provided the following resource details which may help in recruiting and retaining lawyers to RRR services;

The Law Council of Australia RRR Law website

www.rrrlaw.com.au

www.eliasrecruitment.com

www.clc.net.au/JobAds/

www.sjopps.net.au/sjopps/home.asp

There was also some discussion about who has the National Broadband Network and whether it has improved service capacity through, for example, providing legal advices via Skype or other electronic means.

Lee Milcherdy was re-elected as Convenor.

Other issues RRR CLCs continue to face include:

- lack of time available for regular RRR CLC's teleconferences. These meetings provide the

opportunity to focus on solutions associated with RRR outreach service delivery

- 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
- accessing pro bono support.

Three resolutions were agreed and forwarded to NACLC.

National Welfare Rights Network

Amie Meers, Executive Officer

The National Welfare Rights Network (NWRN) is the peak community organisation concerned with social security law and public policy development. The Network represent CLCs and organisations whose role is to provide information, advice and representation regarding Australia's social security system. NWRN members operate in all states and territories. The NWRN also has two associate members - the Central Australian Aboriginal Legal Aid Service (CAALAS) and the North Australian Aboriginal Justice Agency (NAAJA).

The Network has existed for over 20 years but was not separately funded until 2013-14 when NWRN received funding from the Department of Social Services to establish a secretariat.

The Network's 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 appeared at, or provided, written submissions to a wide range of inquiries and released over 19 media statements. The Network produced a research paper: *The impact of Rent Assistance on Housing Affordability for Low Income Renters: Australia*. The Network also met with the Department of Human Services (DHS) to discuss issues raised in the paper *Key Income Support Issues for Aboriginal Australians in the Northern Territory* which was jointly produced with its members, associate members and Darwin Community Legal Services. The NWRN attended bimonthly meetings with the Department of Social Services and the Department of Health Services, to provide feedback on the impacts of the government's policies and seek improved service delivery.

In 2013-2014 the government commenced a broad review into the architecture of the Australian welfare system. The NWRN provided written submissions and met with the Welfare Review Taskforce. The NWRN met with the Minister for Human Services and met numerous times with the Minister for Social Services on the issue of welfare reform.

Women's Legal Services Australia

Rhonda Payget and Pauline van Adrichem,
Co-convenors

Women's Legal Services Australia (WLSA), is a group of Community Legal Centres 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. The WLSA Coordinating Committee has representatives from each state and territory. WLSA members jointly fund a part-time National Policy Coordinator who leads the Network's law reform, lobbying and media activities.

WLSA has undertaken the following work in 2013-2014:

- submissions to both the Discussion Paper and the Draft Report, as well as giving evidence at public hearings across the country, in relation to the *Productivity Commission's Access to Justice Arrangements Inquiry*
- ensuring the implementation of the *National Plan to Reduce Violence Against Women and their Children 2010-2022* is adequate, timely, well-funded, independently monitored and incorporates accountability and governance mechanisms, including a submission to the consultation relating to the development of the Second Action Plan under the National Plan
- joint submission with NACLC to the *Senate Standing Committee on Finance and Public Administration's Inquiry into Domestic Violence in Australia*
- contributions to the joint NGO Report on Australia's Human Rights Record: *An update on Australia's progress towards implementing Universal Periodic Review - recommendations for the United Nations Human Rights Council*
- lobbying for a focus on early intervention over the prioritisation of adoption where there are child protection concerns
- participating on the Advisory Groups of the Equality Rights Alliance (ERA) and the Australian Women Against Violence Alliance (AWAVA).

View the WLSA website (www.wlsa.org.au) for details of all members, links to submissions, media releases, interviews and other information.

National Youth Advocacy Network

Kelly Tallon and Ahram Choi, Co-convenors

The National Youth Advocacy Network (NYAN) met at Miller Harris Lawyers in Cairns on 23 July 2013. The meeting was attended by members from NSW, QLD, SA, VIC, and WA, and was convened by the National Children's and Youth Law Centre (NCYLC).

Participants discussed their centres' work and systemic issues in youth justice, including recent punitive developments, over-policing of particular groups of young people, entrenchment in the legal system, legal trends relating to parties and sexting, and the need to provide holistic care for young people with legal problems.

No formal resolution was put forward to NACLC. Following the meeting, a Youth Network dropbox was created for members to share resources. If you would like to get involved in the Network, please contact Kelly Tallon at kelly.tallon@ncylc.org.au.

THANK YOU

NACLC thanks **Ashurst** for their very significant pro bono support this year. Ashurst have provided NACLC with expert legal advice in relation to drafting a new Employment Agreement and related employment questions, and extensively in relation to improving the national professional indemnity and other insurances that NACLC negotiates on behalf of CLCs.

NACLC also thanks **DLA Piper, Gilbert + Tobin Lawyers, ACON** and **The College of Law Sydney City** for providing us with venues and in some cases catering for a number of meetings and consultation forums throughout the year.



Treasurer's report

The National Association of Community Legal Centres Inc (NACLC) has undergone unprecedented growth in 2013-14, mainly as a result of the **knowmore** service. As I wrote in last year's Treasurer's report:

There have been significant organisational and financial implications flowing from the establishment of the **knowmore** legal advisory service ... Given the scope of this important service, it will continue to have a significant impact on NACLC, which will grow considerably ... [**knowmore**] has had (and will have) profound impacts on NACLC's work, its finances and its people.

That growth is reflected in this year's financial report; total revenue has more than doubled (up 124%) to \$5,927,442. Community Legal Centres' contributions and other income are important contributors, but it is the **knowmore** service that has made the most significant contribution to this growth.

This revenue growth has allowed NACLC to restructure for its core functions, with two new Deputy Directors appointed this year to manage and lead work in sector sustainability and policy and advocacy.

These structural changes have allowed NACLC to continue, and grow, 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. NACLC's law reform and advocacy is impactful, practical, and presents the experiences of Community Legal Centres and their clients to policy makers and influencers.

The financial results of these core activities reported over the next few pages fail to recognise the significant commitment of NACLC's people in supporting and leading Australia's Community Legal Centres to provide outstanding legal services to vulnerable people with legal needs.

This year's audited reports recognise a \$54,875 deficit in the organisation's financial performance for 2013-14. NACLC's financial position is stable (with over \$750,000 in reserves), and it was vital that this year NACLC invest in the core support services and advocacy activities Community Legal Centres expect. With cuts announced to federal funding, and changes

to the national policy framework for legal assistance services, NACLC's advocacy was strong and strategic, on behalf of Community Legal Centres, and the communities with whom they work.

knowmore

The **knowmore** service accounts for the majority of revenue recognised in these financial statements. Other parts of this annual report, and other publications, highlight the remarkable work of this service, supporting and advising people considering engaging with the Royal Commission into Institutional Responses to Child Sex Abuse.

From a financial perspective, **knowmore** is a properly funded legal assistance service, providing strong evidence of the types of outcomes that can be delivered by Community Legal Centre modes of service delivery. In this financial year, offices were opened in Melbourne, Brisbane and Perth, ensuring national coverage to the many thousands of people affected by the Royal Commission's work. As appropriate, many of these office establishment costs were capitalised, greatly increasing the value of assets recorded on NACLC's balance sheet.

A small project management fee is provided to NACLC, recognising the contribution of the core NACLC staff team to **knowmore's** work. With staggered office openings over the year, there was some variance in incurring expenses and recognising revenue. While this had consequences for NACLC's overall financial performance in 2013-14, these timing differences will be reconciled when the service, and the Royal Commission, come to an end.

As I wrote last year, **knowmore** will continue to have a significant impact on NACLC, operationally and financially.

Conclusion

While recording a deficit, NACLC's year has been one of growth and development, both in its core functions and in **knowmore**. These financial reports tell a small but important part of the story of NACLC's vital work, and we should acknowledge the work of its committed staff in delivering vital services to vulnerable people who need legal help, and the community organisations that support them.

2014-15 will be a challenging year in a dynamic environment for legal assistance services. NACLC's investment in its core work areas this year forms a strong foundation for NACLC and Community Legal Centres to meet those challenges.

James Farrell
Treasurer

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

ABN 67 757 001 303

ARBN 163 101 737

COMMITTEES' REPORT

The committee members present their report together with the financial report of National Association of Community Legal Centres Inc. for the year ended 30 June 2014 and auditor's report thereon. This financial report has been prepared in accordance with Australian Accounting Standards.

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 Phippen – ACT representative

Dan Stubbs – NSW representative

Nicki Petrou – NT representative

Matilda Alexander – QLD representative, until January 2014

Marja Elizabeth – QLD representative, from January 2014

Iris Furtado – SA representative

Nicky Snare – TAS representative, from June 2013

Hugh de Kretser – VIC representative

Liz O'Brien – WA representative, until October 2013

Lesley Kirkwood – WA representative, from October 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 loss of the Association for the year amounted to \$54,875.

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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COMMITTEES' 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.

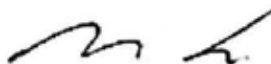
Principal activities

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;
- operating 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.

Signed in accordance with a resolution of the members of the committee.

Committee member: _____



Michael Smith

Committee member: _____



James Farrell

Dated this 21st day of October 2014

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

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STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Revenue	4	5,927,442	2,638,189
Less: expenses			
Depreciation and amortisation expense	5	(174,988)	(20,327)
Employee benefits expense		(2,962,916)	(742,381)
Occupancy expense		(243,836)	(90,931)
Conference expense		(293,625)	(243,045)
Operating expense		(428,763)	(326,583)
Project expense		(468,613)	(280,833)
Consultants expense		(582,650)	(441,359)
Recruitment expense		(304,055)	(210,389)
Travel expense		<u>(522,871)</u>	<u>(97,772)</u>
		<u>(5,982,317)</u>	<u>(2,453,620)</u>
Surplus / (deficit) before income tax expense		(54,875)	184,569
Other comprehensive income for the year		-	-
Total comprehensive income		<u><u>(54,875)</u></u>	<u><u>184,569</u></u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2014

	Note	2014 \$	2013 \$
Current assets			
Cash and cash equivalents	6	1,789,062	2,192,213
Receivables	7	424,511	255,050
Other financial assets	8	3,116,000	2,751,577
Other assets	10	<u>275,366</u>	<u>193,394</u>
Total current assets		<u>5,604,939</u>	<u>5,392,234</u>
Non-current assets			
Other financial assets	8	266,775	-
Property, plant and equipment	9	704,951	149,040
Other assets	10	<u>48,443</u>	<u>-</u>
Total non-current assets		<u>1,020,169</u>	<u>149,040</u>
Total assets		<u>6,625,108</u>	<u>5,541,274</u>
Current liabilities			
Payables	11	848,327	513,223
Provisions	12	178,038	43,906
Other liabilities	13	<u>4,651,298</u>	<u>4,049,923</u>
Total current liabilities		<u>5,677,663</u>	<u>4,607,052</u>
Non-current liabilities			
Provisions	12	<u>97,724</u>	<u>29,626</u>
Total non-current liabilities		<u>97,724</u>	<u>29,626</u>
Total liabilities		<u>5,775,387</u>	<u>4,636,678</u>
Net assets		<u>849,721</u>	<u>904,596</u>
Members funds			
Reserves	14	87,500	152,821
Accumulated surplus	15	<u>762,221</u>	<u>751,775</u>
Total members funds		<u>849,721</u>	<u>904,596</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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STATEMENT OF CHANGES IN MEMBERS FUNDS
 FOR THE YEAR ENDED 30 JUNE 2014

	Reserves \$	Accumulated surplus \$	Total equity \$
Balance as at 1 July 2012	211,743	508,284	720,027
Surplus for the year	-	<u>184,569</u>	<u>184,569</u>
Total comprehensive income for the year	-	<u>184,569</u>	<u>184,569</u>
Transfers	<u>(58,922)</u>	<u>58,922</u>	-
Balance as at 1 July 2013	152,821	751,775	904,596
Deficit for the year	-	<u>(54,875)</u>	<u>(54,875)</u>
Total comprehensive income for the year	-	<u>(54,875)</u>	<u>(54,875)</u>
Transfers	<u>(65,321)</u>	<u>65,321</u>	-
Balance as at 30 June 2014	<u>87,500</u>	<u>762,221</u>	<u>849,721</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2014

	Note	2014 \$	2013 \$
Cash flow from operating activities			
Receipts from customers		6,793,558	5,288,567
Payments to suppliers and employees		(6,007,923)	(2,847,342)
Interest received		<u>173,312</u>	<u>110,863</u>
Net cash provided by operating activities	16(b)	<u>958,947</u>	<u>2,552,088</u>
Cash flow from investing activities			
Payment for property, plant and equipment		(730,900)	(118,343)
Payment for investments		<u>(631,198)</u>	<u>(1,246,577)</u>
Net cash used in investing activities		<u>(1,362,098)</u>	<u>(1,364,920)</u>
Reconciliation of cash			
Cash at beginning of the financial year		2,192,213	1,005,045
Net increase / (decrease) in cash held		<u>(403,151)</u>	<u>1,187,168</u>
Cash at end of financial year	16(a)	<u>1,789,062</u>	<u>2,192,213</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

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**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014**

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 *Australian Charities and Not-for-profits Commission Act 2012* and 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 was approved by the committee as at the date of the committees' report.

The financial report has been prepared in accordance with the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, *Associations Incorporation Act 1991 (ACT)* and the following applicable Accounting Standards:

AASB 101:	Presentation of Financial Statements
AASB 107:	Cash Flow Statements
AASB 108:	Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1031:	Materiality
AASB 1048:	Interpretation and Application of Standards
AASB 1054:	Australian Additional Disclosures

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) Basis of preparation of the financial report

Historical Cost Convention

The financial report has been prepared under the historical cost convention, as modified by revaluations to fair value for certain classes of assets as described in the accounting policies.

(b) 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 expended 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.

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).

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

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**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014**

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(c) 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*.

(d) 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 in the statement of financial position.

(e) 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 it obtains the control of the assets.

(f) 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.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

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NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(f) Property, plant and equipment (Continued)

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. Land and the land component of any class of fixed asset are not depreciated.

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

(g) 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.

(h) 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.

(i) 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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**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014**

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(j) 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 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.

(k) 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.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(l) Comparatives

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

(m) Adoption of new and amended accounting standards that are first operative

In the current year, the association has adopted all of the new and revised Standards and Interpretations issued by the Australian Accounting Standards Board (the AASB) that are relevant to its operations and effective for the current annual reporting period.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

ABN 67 757 001 303

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**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014****NOTE 2: ACCOUNTING STANDARDS AND INTERPRETATIONS ISSUED BUT NOT OPERATIVE AT 30 JUNE 2014**

The following standards and interpretations have been issued at the reporting date but are not yet effective.

(a) AASB 9 *Financial Instruments*, AASB 2009-11 *Amendments to Australian Accounting Standards arising from AASB 9*, AASB 2010-7 *Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)*, AASB 2012-6 *Amendments to Australian Accounting Standards - Mandatory Effective Date of AASB 9 and Transition Disclosure* and AASB 2013-9 *Amendments to Australian Accounting Standards - Conceptual Framework, Materiality and Financial Instruments (effective from 1 January 2017)*

When adopted, the standard could change the classification and measurement of financial assets. AASB 9 only permits the recognition of fair value gains and losses in other comprehensive income for equity investments that are not held for trading. In the current reporting period, the Association recognised \$0 in other comprehensive income in relation to the movements in the fair value of available for sale financial assets, which are not held for trading.

Therefore, there will be no impact on the Association's accounting for financial liabilities.

NOTE 3: CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In the application of the Association's accounting policies, management is required to make judgements, estimates and assumptions about carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
NOTE 4: REVENUE AND OTHER INCOME		
Operating revenue		
Contributions from centres	645,626	609,916
Other revenue		
Grants	4,796,915	1,560,884
Conference income	<u>301,775</u>	<u>310,247</u>
	<u>5,098,690</u>	<u>1,871,131</u>
Other Income		
Bank interest	153,275	110,249
Sundry income	<u>29,851</u>	<u>46,892</u>
	<u>183,126</u>	<u>157,141</u>
	<u>5,927,442</u>	<u>2,638,188</u>
NOTE 5: OPERATING SURPLUS		
Surplus / (losses) before income tax has been determined after:		
Depreciation		
- leasehold improvements	100,918	14,498
- office furniture and equipment	<u>74,071</u>	<u>5,829</u>
	174,989	20,327
Bad debts		
- trade debtors	-	55
Remuneration of auditors for:		
Audit and assurance services		
- Audit of the financial report and acquittal statement	<u>9,675</u>	<u>6,550</u>
NOTE 6: CASH AND CASH EQUIVALENTS		
Cash on hand	2,300	500
Cash at bank	<u>1,786,762</u>	<u>2,191,713</u>
	<u>1,789,062</u>	<u>2,192,213</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

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NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
NOTE 7: RECEIVABLES		
CURRENT		
Trade debtors	422,253	226,899
Other receivables	<u>2,258</u>	<u>28,151</u>
	<u>424,511</u>	<u>255,050</u>
NOTE 8: OTHER FINANCIAL ASSETS		
CURRENT		
<i>Held to maturity financial assets</i>		
Term deposits	<u>3,116,000</u>	<u>2,751,577</u>
	<u>3,116,000</u>	<u>2,751,577</u>
NON CURRENT		
<i>Held to maturity financial assets</i>		
Term deposits	<u>266,775</u>	<u>-</u>
	<u>266,775</u>	<u>-</u>
Term deposits of \$97,000 held by the association are utilised as security for credit cards. Term deposits of \$225,775 held by the association are utilised as security for lease commitments.		
NOTE 9: PROPERTY, PLANT AND EQUIPMENT		
Leasehold improvements		
At cost	513,160	43,531
Accumulated depreciation	<u>(115,452)</u>	<u>(14,534)</u>
	397,708	28,997
Office fit out in progress- at cost	<u>-</u>	<u>54,417</u>
Total leasehold improvements	<u>397,708</u>	<u>83,414</u>
Plant and equipment		
Office furniture and equipment at cost	412,264	96,576
Accumulated depreciation	<u>(105,021)</u>	<u>(30,950)</u>
	<u>307,243</u>	<u>65,626</u>
Total property, plant and equipment	<u>704,951</u>	<u>149,040</u>

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.

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**NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014**

	2014	2013
	\$	\$
NOTE 10: OTHER ASSETS		
CURRENT		
Prepayments	231,283	185,157
Make good	23,960	-
Accrued income	4,605	4,405
Rental bonds	11,824	-
Other current assets	<u>3,694</u>	<u>3,832</u>
	<u>275,366</u>	<u>193,394</u>
NON CURRENT		
Other non-current assets		
Make good	20,883	-
Rental bonds	<u>27,560</u>	<u>-</u>
	<u>48,443</u>	<u>-</u>
	<u>48,443</u>	<u>-</u>
NOTE 11: PAYABLES		
CURRENT		
<i>Unsecured liabilities</i>		
Trade creditors	565,636	105,396
GST liabilities	159,042	310,840
Accrued expenses	<u>123,649</u>	<u>96,987</u>
	<u>848,327</u>	<u>513,223</u>
NOTE 12: PROVISIONS		
CURRENT		
Employee benefits	(a) <u>178,038</u>	<u>43,906</u>
NON CURRENT		
Employee benefits	(a) <u>15,571</u>	<u>18,307</u>
Make good	<u>82,153</u>	<u>11,319</u>
	<u>97,724</u>	<u>29,626</u>
 (a) Aggregate employee benefits liability	 193,609	 62,213

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
 ABN 67 757 001 303
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NOTES TO FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
NOTE 12: PROVISIONS (CONTINUED)		
(b) Reconciliations		
<i>Make good (noncurrent)</i>		
Opening balance	11,319	10,000
Additional amounts recognised	<u>70,834</u>	<u>1,319</u>
Closing balance	<u>82,153</u>	<u>11,319</u>

NOTE 13: OTHER LIABILITIES

CURRENT

Grants received in advance	4,384,679	3,746,880
National conference deposits	142,377	196,006
PI insurances liability	<u>124,242</u>	<u>107,037</u>
	<u>4,651,298</u>	<u>4,049,923</u>

NOTE 14: RESERVES

General reserve	87,500	87,500
Conference surplus reserve	<u>-</u>	<u>65,321</u>
	<u>87,500</u>	<u>152,821</u>

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

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

NOTE 15: ACCUMULATED SURPLUS

Accumulated surplus at beginning of year	751,775	508,284
Net (deficit)/surplus	(54,875)	184,569
Transfers (from)/to reserves	<u>65,321</u>	<u>58,922</u>
	<u>762,221</u>	<u>751,775</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 2014

	2014 \$	2013 \$
NOTE 16: CASH FLOW INFORMATION		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position is as follows:		
Cash on hand	2,300	500
Cash at bank	<u>1,786,762</u>	<u>2,191,713</u>
	<u>1,789,062</u>	<u>2,192,213</u>
(b) Reconciliation of cash flow from operations with (deficit) / surplus after income tax		
(Deficit) / surplus from ordinary activities after income tax	(54,875)	184,569
Adjustments and non-cash items		
Depreciation	174,989	20,327
Changes in assets and liabilities		
(Increase) / decrease in receivables	(169,461)	(171,997)
(Increase) / decrease in other assets	(130,414)	(132,249)
Increase / (decrease) in payables	335,104	437,375
Increase / (decrease) in other liabilities	601,374	2,204,383
Increase / (decrease) in provisions	<u>202,230</u>	<u>9,680</u>
Cash flows from operating activities	<u>958,947</u>	<u>2,552,088</u>

NOTE 17: 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	395,860	175,308
- later than one year and not later than five years	<u>530,338</u>	<u>385,784</u>
	<u>926,198</u>	<u>561,092</u>

The property leases are non-cancellable leases with 3 and 5 year terms commencing on 1 February 2012, 22 May 2013, 1 December 2013, 13 January 2014 and 8 May 2014, with rent payable monthly in advance. Contingent rental provisions within the lease agreements require that minimum lease payments shall be increased by between 0 - 4.25% per annum respectively. Balances exclude GST.

NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
	\$	\$
NOTE 17: CAPITAL AND LEASING COMMITMENTS (CONTINUED)		
(b) Capital expenditure commitments contracted for:		
- leasehold improvement purchases	-	145,556
- office furniture and equipment purchases	-	41,263
Payable		
- not later than one year	-	186,819
	<u>-</u>	<u>186,819</u>

Balances exclude GST.

NOTE 18: EVENTS SUBSEQUENT TO REPORTING DATE

There has been no matter or circumstance, which has arisen since 30 June 2014 that has significantly affected or may significantly affect:

- (a) the operations, in financial years subsequent to 30 June 2014, of the Association, or
- (b) the results of those operations, or
- (c) the state of affairs, in financial years subsequent to 30 June 2014, of the Association.

NOTE 19: ASSOCIATION DETAILS

The registered office 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
ARBN 163 101 737

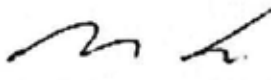
STATEMENT BY MEMBERS OF THE COMMITTEE


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 - 17:

1. Presents fairly the financial position of National Association of Community Legal Centres Inc. as at 30 June 2014 and performance for the year ended on that date in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act 1991 (ACT)*.
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.

This declaration is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

Committee member: 
Michael Smith

Committee member: 
James Farrell

Dated this 21st day of October 2014



PITCHER PARTNERS

ACCOUNTANTS AUDITORS & ADVISORS

Level 22 MLC Centre
19 Martin Place
Sydney NSW 2000
Australia

Postal Address:
GPO Box 1615
Sydney NSW 2001
Australia

Tel: +61 2 9221 2099
Fax: +61 2 9223 1762

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NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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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 2014, the statement of comprehensive income, statement of changes in members funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the governing committee's declaration.

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 *Australian Charities and Not-for-profits Commission Act 2012* and 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.



PITCHER PARTNERS

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 of National Association of Community Legal Centres Inc. as at 30 June 2014 is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act 1991 (ACT)*, including:

- (i) so as to give a true and fair view of matters required by section 72 (2) to be dealt with in the financial statements; and
- (ii) in accordance with the provisions of this Act; and
- (iii) in accordance with proper accounting standards.

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 *Australian Charities and Not-for-profits Commission Act 2012* and 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.

Mark Godlewski

Partner

Registered Company Auditor No. 172348

22 October 2014

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SYDNEY



PITCHER PARTNERS
ACCOUNTANTS AUDITORS & ADVISORS

Level 22 MLC Centre
19 Martin Place
Sydney NSW 2000
Australia

Postal Address:
GPO Box 1615
Sydney NSW 2001
Australia

Tel: +61 2 9221 2099
Fax: +61 2 9223 1762

www.pitcher.com.au
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NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC.
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DISCLAIMER
TO NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES INC

We have compiled the accompanying additional financial data presented on page 22 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 2014.

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 financial report. 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

22 October 2014

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SYDNEY

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 2014**

	2014	2013
	\$	\$
INCOME		
Grant funds - Attorney-General's Department	5,000,000	3,000,000
Surplus funding from 30 June 2013	2,321,266	-
Interest	77,097	-
	<u>7,398,363</u>	<u>3,000,000</u>
EXPENSES		
Accounting and audit	(5,350)	(3,000)
Advertising and communications	(41,492)	(52,636)
Bank charges	(3,554)	(918)
Computer expenses & support	(15,413)	(250)
Consultants fees	(303,127)	(102,032)
Depreciation	(152,959)	(1,052)
Design & printing	(31,177)	-
Electricity	(4,650)	-
Event Catering	(10,933)	-
Insurance	(6,787)	(2,135)
Interpreter services	(578)	-
Legal costs	(4,498)	(3,175)
Meeting expenses	(1,616)	(401)
Office equipment <\$1,000	(9,208)	(2,904)
Office supplies	(24,118)	(1,842)
Photocopying	(17,463)	(49)
Postage & couriers	(12,941)	(126)
Project management fees	(329,539)	(54,777)
Rent	(174,201)	(32,704)
Rent - make good expense	(25,990)	(1,319)
Repairs, maintenance & cleaning	(13,147)	(696)
Staff costs	(2,171,300)	(181,994)
Staff recruitment	(274,593)	(208,883)
Staff training & conferences	(15,510)	(3,100)
Subscriptions & membership fees	(19,195)	(2,431)
Sundry expenses	-	(734)
Telephone & internet	(60,575)	(6,108)
Travel & accommodation - staff	(431,621)	(15,468)
	<u>(4,161,535)</u>	<u>(678,734)</u>
Net surplus – transferred to grants received in advance (Note 13)	<u>3,236,828</u>	<u>2,321,266</u>

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