

The background of the cover features a photograph of a forest with tall, thin trees and some yellow autumn leaves. This image is partially obscured by large, dark red and dark blue geometric shapes that create a modern, abstract design. The shapes are layered, with some appearing as if they are floating or overlapping the forest scene.

# ANNUAL REPORT 2016/17



Publisher

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## Our Staff



**Terri King**  
Principal Solicitor

Terri has a long history with the Service, initially beginning as a student volunteer, before commencing employment. She has a strong passion for working with survivors of domestic and family violence and sexual assault; with long standing involvement in local committees and community events. She has a particular interest in Victims Services, Family Law and Estate Planning. Terri has a growing interest in martial arts and practices boxing and Brazilian Jiu Jitsu.



**Sandy Watt**  
Coordinator

Sandy joined the Service in 2013 after relocating to Armidale from the North Coast. Sandy feels that her position as Coordinator is the best position within the Service as she has the privilege of reporting to Legal Aid NSW and CLCNSW on all the great work that her colleagues achieve throughout each year. Her love of finances, statistics and reporting against targets is certainly fulfilled within her role at NNWCLS. Sandy's passion and favourite pass-time is playing her piano.



**Stanley Tao**  
Solicitor

Stanley joined the Service after having worked with disadvantaged clients at various Community Legal Centres previously. He is determined to make a difference in the lives of vulnerable and marginalised people within our community. Stanley is passionate about Succession Law, Employment Law and Family Law. He also enjoys playing table tennis and badminton in his spare time.

## Our Staff



**Elliot Lloyd**  
Junior Solicitor

Elliot joined the Service after completing his Practical Legal Training at Legal Aid NSW. He is passionate about helping disadvantaged and vulnerable people within our community assert their legal rights. He is passionate about Criminal Law, Civil Law and the Australian Consumer Law. He also enjoys playing badminton in his spare time.



**Bethany Richmond**  
Legal Support Officer

Bethany joined the Service as a volunteer before commencing employment as a Legal Support Officer in 2016. Bethany says highlights of her role include helping disadvantaged people, working on a variety of different legal matters and expanding the Service's profile within their interagency network. Bethany aims to become a Solicitor in the future and has a particular interest in Family Law and Succession Law. In her spare time she enjoys cross country running and bushwalking.



**Bailie Rolff**  
Administrative Assistant

Bailie has been with the Service since 2015. She says that the best part of her job is the connection with her local community and being able to be a part of the process in helping people in need. Bailie has been working in Administration for the past 10 years including other roles in WHS and workplace injuries. She enjoys spending her free time doing art and outdoor activities.



# Our New Office Location & Contact Details

215 Beardy Street ARMIDALE NSW 2350

Contact us by:-

- Free call - 1800 687 687
- Phone – (02) 6772 8100
- Fax – (02) 6772 8107
- Email – nnwcls@gmail.com
- Web – www.nnwcls.org.au

Like us on Facebook

We are opened Monday – Friday  
9.00am to 1.00pm and 2.00pm to 5.00pm

We have relocated from 107 Faulkner Street to 215 Beardy Street  
ARMIDALE NSW 2350



# Outreach Locations

Tamworth	Tamworth Community Centre Cnr Peel & Darling Streets TAMWORTH	Inverell	Inverell Court House Otho Street INVERELL
	Coledale Community Centre 2B Kenny Drive TAMWORTH		Linking Together Centre 16 Waratah Avenue INVERELL
Gunnedah	Go Co 80 Marquis Street GUNNEDAH	Glen Innes	Community Info Centre 268 Grey Street GLEN INNES
Narrabri	Neighbourhood Centre 8 Doyle Street NARRABRI		Glen Innes Correctional Centre GLEN INNES
Wee Waa	Wee Waa Library 106 Rose Street WEE WAA	Tenterfield	Benevolent Society 262 Rouse Street TENTERFIELD
Moree	Moree Library Cnr Balo & Albert Streets MOREE		
Walcha	Walcha Community Hub 21E Fitzroy Street WALCHA	Quirindi	Quirindi Health Centre 195 George Street QUIRINDI



## Who do we Help?

Our goal is to give assistance to anyone who is having difficulties accessing, or is unsure how to access the legal system.

If you:

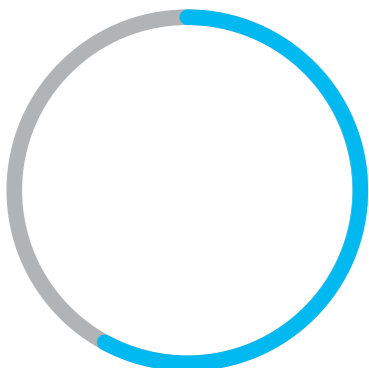
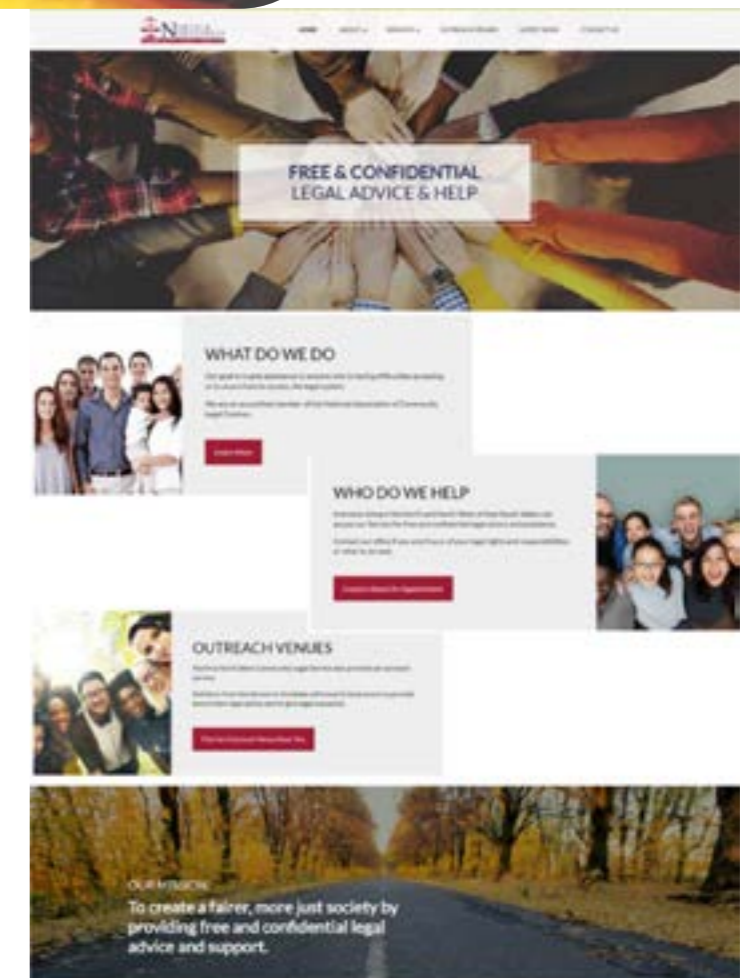
- Are not sure of your legal rights and responsibilities
- Are not sure where to go for assistance
- Are unable to pay for advice from a private solicitor

### We can help with...

- Family Law issues (excluding property settlement, maintenance, monetary matters)
- Domestic Violence
- Consumer Complaints
- Credit and Debt issues
- Discrimination
- Employment Law
- Criminal Law
- Victims Compensation
- Wills, Power of Attorney, Enduring Guardianship
- Neighbourhood Disputes
- Probate
- Apprehended Violence Orders

Our mission is to provide free and confidential legal advice and support to our community. We also undertake legal education to community groups upon request.

Our New Website:  
[www.nnwcls.org.au](http://www.nnwcls.org.au)



# Our Board



## Ms Bronwyn Pearson Chairperson

Ms Bronwyn Pearson is currently Director and Principal Consultant with Pinnacle People Solutions, an independent consultancy offering human resource management advice and services to regionally based small to medium enterprises. Bronwyn has over twenty years' experience providing strategic and operational human resource advice and solutions to the public and private sectors, combined with postgraduate qualifications in human resource management and Certified Professional Member status with the Australian Human Resources Institute (CAHRI).

As part of senior roles in human resource management and governance management, Bronwyn has had experience in strategic HR, change management, employee relations, workforce planning, performance management, organisational development, policy, negotiation, mediation, coaching and specialist recruitment. She has also provided consultancy to the public and private sectors and has been successful in securing and managing several government funded projects, both from single and multi-institution perspectives.



## Dr Kip Werren BFA/LLB(Hons), PhD(WSU) Treasurer

Dr Kip Werren has been part of NNWCLS since 2012. Kip is a lecturer in the School of Law, University of New England. Kip has practised and continues to practise as an Accountant and a Lawyer principally in the areas of commercial law, conveyancing, asset protection, estate planning, business structures, and taxation. Kip has completed a PhD dissertation titled Utilising Taxation Incentives to Promote Private Sector Funded Conservation.

# Our Board



## Ms Kathy Padgen Secretary

Ms Kathy Padgen was born in England and arrived in Australia in the early 70's. Kathy has a strong sense of community and has worked in the fields of Adoption, Disability and Welfare for young and old. Kathy is a retired Public Servant working to benefit children and single mothers. She is currently the Station Manager/Public Officer of the Armidale Community Radio Station. Kathy has a strong sense of community justice and involvement.



## Ms Bronwen Jackman LLM, SAB (Dip. Law) Board Member

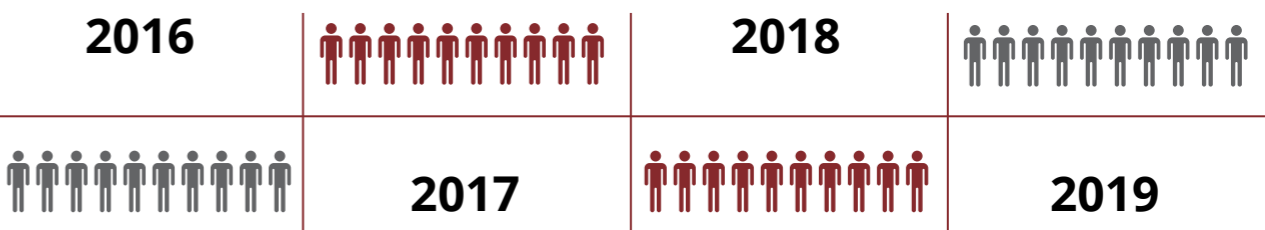
Ms Bronwen Jackman is a legal academic at UNE School of Law. Bronwen lectures in evidence law, employment law and property law. Her research interests include international environmental law and property law.

Bronwen has extensive experience in community organisations within the New England area including the former Armidale Women's Shelter and Women's Centre. She has experience on management committees such as the Women's Shelter. After taking a leave of absence from academia a few years ago Bronwen assumed the position of Coordinator of the Armidale Domestic Violence Advocacy Service funded by Legal Aid. This position allowed her to assist women in domestic and personal violence situations and to assist them through all the processes relating to obtaining orders and going to court. It was a position that allowed Bronwen access to local magistrates, police and court personnel. Bronwen has a commitment to social justice and a specific commitment to her community.



# Our Purpose Statement ...

- to provide advice, assistance and support to people in the North and North West region of New South Wales who have least access to the legal system and the least power to help themselves
- to provide our services in a manner that increases people’s understanding of the law and their legal rights
- to deliver these services in a way that respects each individual
- to provide community education with the aim of increasing people’s knowledge and understanding of the law and their legal rights
- to be responsive to the needs of the community we serve



# Our Objectives ...

- to increase access to the legal system and policy development for people from traditionally disadvantaged sectors of the population
- to help clients to be better informed of their legal and social rights and responsibilities and the options available to them
- to refer clients to other legal and non-legal services when our services are not able to assist them with their issue
- to work towards a more just, equitable and accessible society for all people
- to ensure staff in our services will maintain high standards of professional conduct and service

# Farewell and Thank You!

It was with much sadness that we said goodbye to Bethany Richmond in September 2017. Bethany was a treasured member of our team and it was sad to see her go. Bethany started with the Service in August 2015 as a volunteer, being recruited from the Law School at the University of New England.

Bethany very quickly settled into being a part of the NNWCLS family and in October 2016 was employed into a newly appointed position of Legal Support Officer. Bethany particularly worked closely with our Principal Solicitor, Terri King, undertaking legal tasks. Terri said, "She has been a pioneer, of sorts, developing and excelling in a new position within the organisation. We have seen incredible growth in Bethany's ability during her time here; loved equally by clients and staff".

Bethany will be sadly missed by us all and we wish her well as she takes on her new role within a Wagga Wagga legal firm.



# Welcome Aboard!

We are delighted to welcome back to our team Donna Gilbert. Donna first joined our Service in December 2013 as our Administrative Assistant. Donna then had 18 months away but has returned as our Legal Support Officer.

We feel so fortunate to have Donna back with us; she will be such an asset to us all but particularly to our Legal team. Donna says she has some big shoes to fill taking over this role from Bethany but she's excited to be back with our Service. We know Donna will be perfect for this role and continue to grow this new position within our Service. Donna said "She feels like she's come back home".



## New Board Member – Mr Anthony Fox BA LLB, LLM, G Dip FDRP

We have been very fortunate to have Mr Anthony Fox join our Board at the close of this financial year. Anthony is a Solicitor and Principal of Fox Legal.

Anthony made the "tree change" to Armidale in 2003. Prior to then he was a partner of law firms in Sydney. He has over 30 years' experience principally in the areas of insurance, transport, Commercial Law and litigation, Employment Law and Family Law. From 2006-2009, under contract, Anthony was University Lawyer at UNE. He is a Nationally Accredited Mediator and a Family Dispute Resolution Practitioner and we are delighted to have him join our Board.



# Snapshot of North & North West Community Legal Service Inc.

The North & North West Community Legal Service Inc (NNWCLS) was officially opened by Rt Hon Ian Sinclair in Armidale on 22 April 1996.

## History

The Service began in April 1993 when Jennifer Crew began the Armidale Community Legal Service run solely by volunteer solicitors from Armidale. In 1995 Jennifer Crew, Ted Wright, and Rhonda Weinand began research and consultation with the community to establish the need for a funded Community Legal Centre to service the whole New England & North West regions of NSW. The resulting submission to the Commonwealth Government was successful and the North & North West Community Legal Service Inc was created.

In April 2002 the Service became the auspice for the Northern Regional Tenant Resource Service (NRTRS) and in October 2002 became the auspice for the New England and Western Tenants Advice and Advocacy Service (NEWTAAAS). The sudden growth in the Service required it to relocate from shared accommodation in the Armidale Neighbourhood Centre to its own premises in the Minto Building. It also opened offices in Dubbo and Broken Hill for the tenancy service, both co-located with the Community Legal Centres in those cities.



From July 2004 to September 2005, the NNWCLS took on the temporary auspice of the Western Aboriginal Tenants Advice and Advocacy Service, with offices in Dubbo, Broken Hill and Bourke. In April 2005, the NNWCLS became the auspice for the Armidale Community Cottage.

In September 2005, the Western Aboriginal TAAS was handed over to an Aboriginal organisation, MurdiPaaki Regional Enterprise to auspice, and in January 2006, the Northern Regional Tenant Resource Service self-incorporated to become an independent Service, Northern Links.

In May 2007, the North & North West Community Legal Service re-located to new premises in a more central position in the CBD and close to the Court House which has proven to be most successful. NEWTAAS remained at the Minto Building. From 1 July 2010, NEWTAAS also successfully self-incorporated. We remain closely affiliated with Northern Links and NEWTAAS.

# Geography and Demographics of Our Region



The Legal Service covers the New England and North West regions of New South Wales with our office based in Armidale. We provide advice and support to a population base of approximately 181,555 people over an area of 99,144 square kilometres. This represents 12% of New South Wales. Our Legal staff travel considerable distances on a regular basis giving face-to-face appointments to clients through our Outreach Program. We also offer telephone appointments when face-to-face appointments are not possible for clients. Our 1800 free call option ensures accessibility of our Service via telephone to everyone.

The regions we service are extremely diverse, although all are rural centres with agriculture generally comprising the major industry. In the New England, education (tertiary and secondary), beef cattle and wool growing predominate, whereas the north western regions are cotton and wheat growing areas. The western and far western areas have extensive grazing and food growing industries with mining also playing a major part. Tourism is a fast growing industry across all the regions, especially in the northern coastal areas.

While the coastal regions are experiencing a boom in population growth, the regions west of the dividing range have a more static population growth with only a 3% growth from the 2011 census to the 2016 census.

Indigenous Australians comprise a much higher percentage of our population than the state average. For example, in the New England and North West region the 2016 Census, provided by the Australian Bureau of Statistics, shows people of Aboriginal descent comprising 10.1% of our population as against the state average of 2.9%.

In terms of age, our population is slightly older than the State average with 19.5% being over 65 years in our region against a state average of 16.2%. Historically our regions have recorded higher unemployment rates than State or National averages also.

Similarly our regions experience a much lower median income level than both State or National figures indicate. The median weekly income for a person living in the New England and North West region is \$579.00 against the State average of \$664.00. This is 12.8% less than the State average.

The percentage of one-parent families in our region is 18% with the State average of 16%.



The overall picture portrayed by the 2016 census indicates that our region has lower levels of income, higher levels of unemployment, and higher levels of socio-economic and other forms of disadvantage than the state and national average.

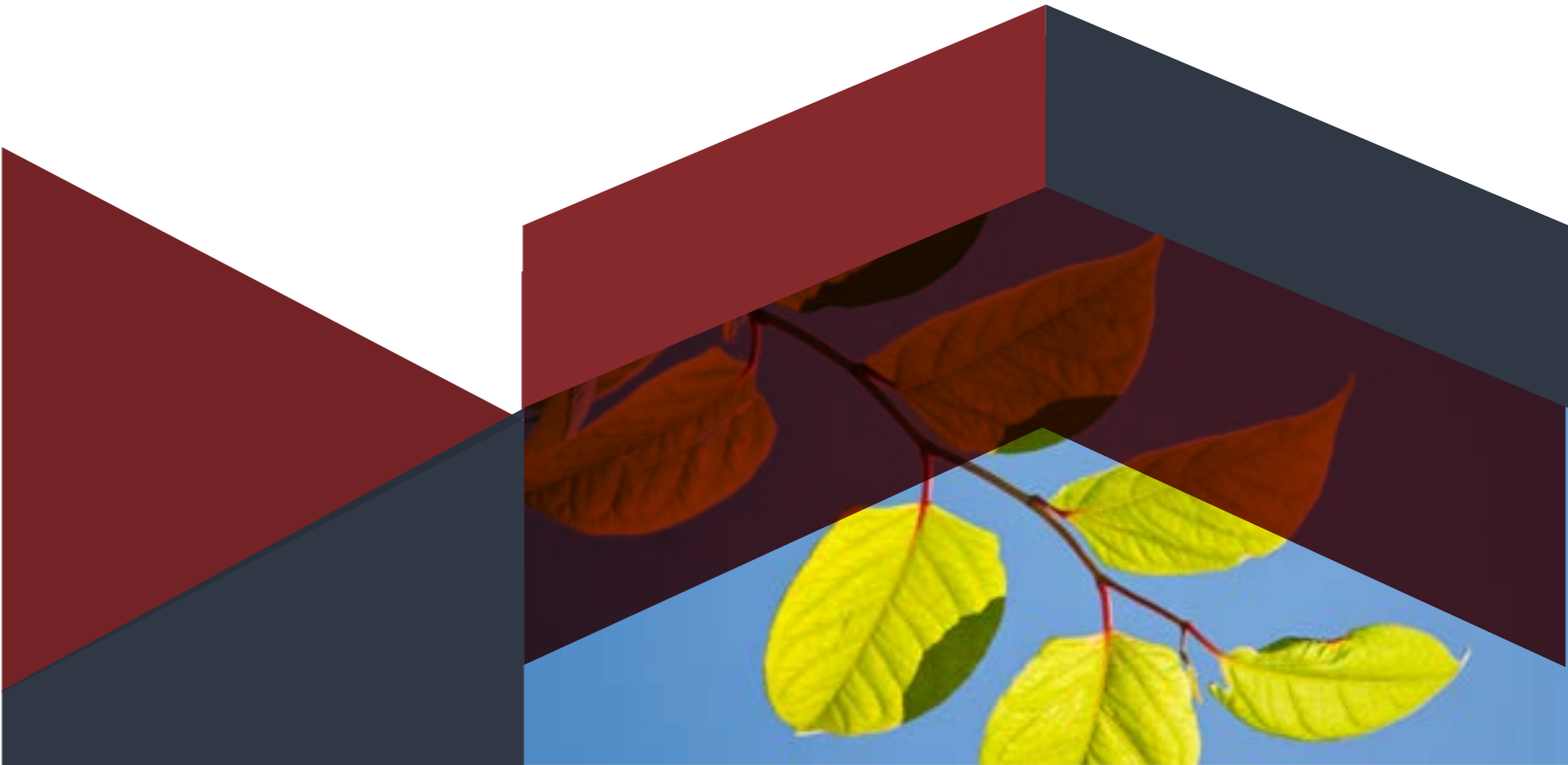
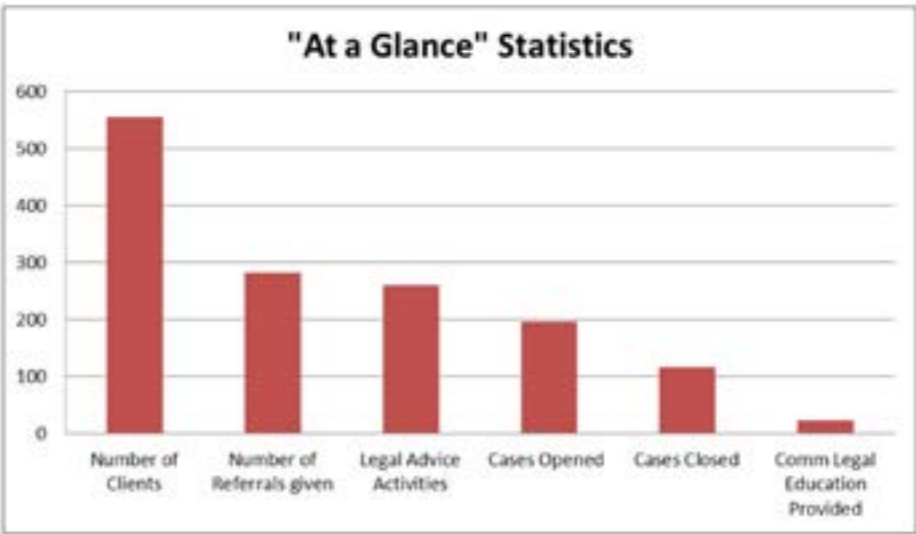
From our Purpose Statement you will read that we strive to support those who have least access and the least power to help themselves. We indicate to be responsive to the needs of our community. With the above statistics in mind, we know that our Service in the North & North West region of New South Wales is well placed. We understand that these statistics would suggest the need for our Service in this area. Because of this we continue our extensive outreach and always look to further it through our Strategic Planning. We feel passionate about assisting those in most need within our Community.



# “At a Glance”

This Annual Report reviews and reports on the operational activities of North & North West Community Legal Service and its performance for the financial year 2016-2017.

The Report reflects our purpose to provide advice and assistance to members of our community who have least access to the legal system. “At a Glance” is intended to give a brief outline of our operations for this financial year.



# TOP 10 PROBLEM TYPES FOR THE YEAR

- 1) Child Contacts

2) Roads & Traffic Offences

3) Other Civil Law problems

4) Credit & Debt Issues

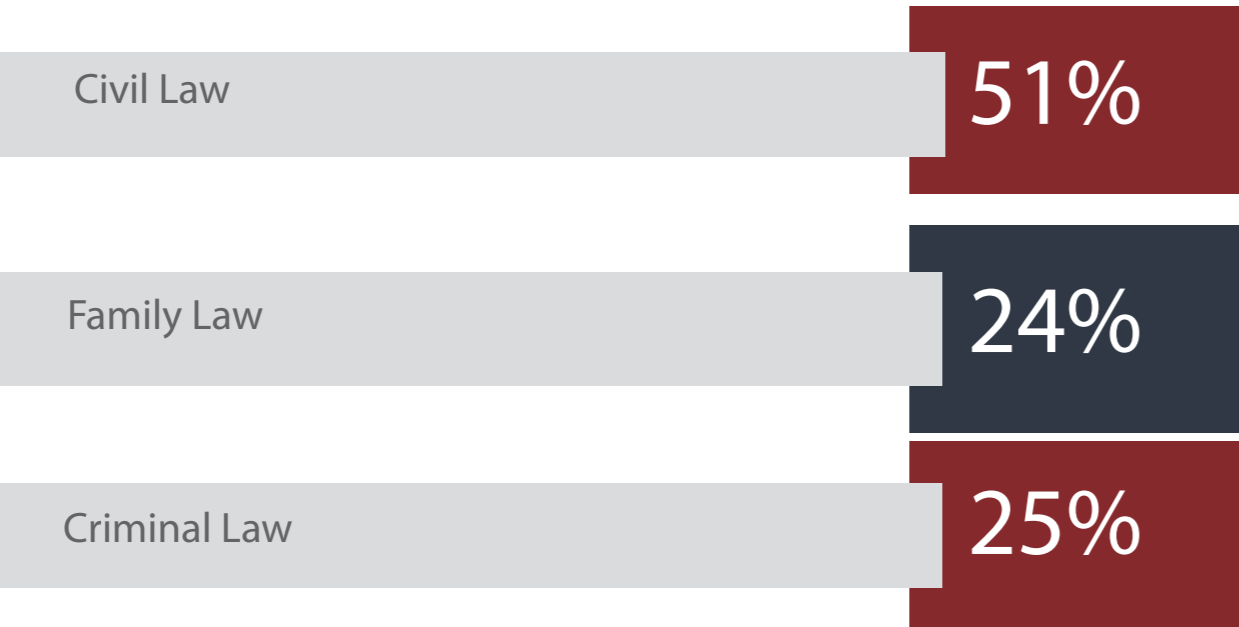
5) Wills, POA, Enduring Guardianship
- 6) Employment Issues

7) Divorce and Separation

8) Injury Compensation

9) Illicit drug offences

10) Other Family Law Problems



# Chairperson’s Report



2017 has been a year of significant change, growth and celebration for the North & North West Community Legal Service. Following the commitment of State and Federal governments to maintain funding for Community Legal Centres (CLCs) until the close of the 2016/2017 financial year, we received notice in early July 2017 of a substantial funding increase. This was comprised of core funding, additional Commonwealth funding, and a one-off State payment, which the Board elected to carry over a three-year period. Overall, these figures represent a 78% increase in annual funding for the CLC, which has allowed for several positive developments.

In order to increase our service provision across the North & North West of NSW, we have gone out to market for another senior Solicitor. When appointed, they will provide expertise on a diverse range of legal matters, with an emphasis on areas pertaining to domestic and family violence. They will also travel to our outreach locations, and supervise our student volunteers. Due to a staffing increase of two arising from our additional funding and associated commitments to wider service provision, we outgrew our Faulkner Street offices and thus relocated to 215 Beardy Street, Armidale on 16th October 2017. The new office space is significantly larger, more easily accessible to clients, and provides for further growth into the future. Staff are extremely pleased with the new location and the opportunity to provide services to a greater number of our communities who require legal support.

A milestone event this year was our 21st Anniversary Celebration on 17th June 2017. This was a fantastic opportunity to celebrate the contribution and achievements of staff, volunteers, and Board members since our Service was founded in 1993. We were thrilled and very thankful to welcome The Honourable Justice Margaret Beazley, President of the Court of Appeal of NSW, as our guest speaker for the event, together with her husband Mr Dennis Wilson. Sincere thanks were also extended to Mr Gordon Cope, Mr Colin Ahoy, and Dr Eric Ghosh, who contributed as Master of Ceremonies, Elder Welcome to Country and guest pianist, respectively. None of it would have been possible, however, without the efforts of all staff and, in particular, our Coordinator Ms Sandy Watt, who ensured all went off without a hitch.

It has also been a productive and positive year for our Board. In August, the Board underwent comprehensive governance training, led by Ms Mae Tanner from Justice Connect. This training ensured all members have a comprehensive understanding of their roles and responsibilities as directors on a not-for-profit Board. We also welcomed Mr Anthony Fox, Principal Solicitor at Fox Legal, who brings considerable expertise and experience in the legal community as well as in governance roles.

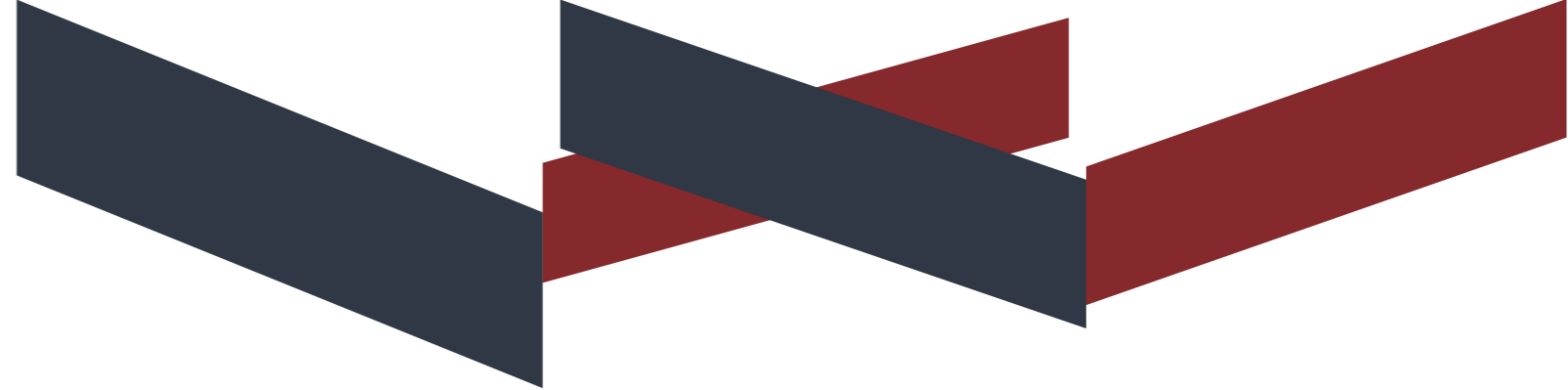
In terms of staffing changes, we bid farewell to our Legal Support Officer, Ms Bethany Richmond, who began with us as a volunteer in 2015. Bethany was a highly-valued member of the team and we wish her every success in her legal career following graduation. We have since welcomed back Mrs Donna Gilbert as our new Legal Support Officer, who was previously a part of the team as Administration Assistant. Donna thoroughly enjoys being able to assist our clients, and we look forward to her contributions into the future.

Overall, it has been a year of substantial achievements for the North & North West Community Legal Service. All staff, volunteers, and Board Members should be congratulated for their continued commitment and dedication to this valued Service.

*Bronwyn Pearson*

CHAIRPERSON

# PRINCIPAL SOLICITOR'S REPORT



On reflecting on the year that has been, it becomes apparent that it has been another 12 months of continued growth, celebration, hard work and achievements. Whilst the core functions of the Service remain the same, staff has continued to look at innovative and modern ways to connect with our target client base and improve our community's access to free legal advice and assistance.

Of note the Organisation has worked to refresh and modernise its image and accessibility. In doing so we have recreated our brochures to provide clear and concise information about the Service and contact methods in an easy-to-read format for clients. We have also redeveloped our website, which can be translated into many languages, informs viewers of all of the services we deliver and how those services can be accessed. With the inclusion of an interactive outreach map and a continually updated "latest news" page, this is a user-friendly method of client's keeping up to date with the happenings of the Organisation and schedule of Outreach. Additionally we have included staff profiles, in an attempt to familiarise clients with staff to increase their willingness and ability to approach and communicate with our Solicitors and Administrative team. We continue to participate, as much as possible, in building and maintaining positive working relationships with other service providers. Such relationships increase positive outcomes for clients and allow for the most efficient use of resources. Of note we have maintained our involvement in the Armidale Interagency and the Armidale Domestic and Family Violence Steering Committee. This year we have also been given the opportunity to participate in the Armidale Youth Interagency. Additionally, we have managed to engage with the interagency meetings throughout our catchment, such as in Gunnedah and Walcha. We plan to continue and expand our involvement in such networks over the coming year.

Most memorable of this year's milestones was our 21st Anniversary Celebration. We were honoured and delighted to have the Honourable Margaret Beazley OA address our attendees. All were impressed by her knowledge of Community Legal Centres and her warm and approachable manner. Additionally Dr Eric Gosh wowed the audience with his impressive solo piano performance. The evening, led by Mr Gordon Cope (former employee and board member) and summed up by our Chairperson Ms Bronwyn Pearson, was warmly accepted by all attendees with many leaving with a better understanding of our Organisation and appreciation for the work we achieve.

This year saw my first experience in attending the National CLC's Conference in Canberra. The conference titled, Mind the Gap Responding with resilience, resourcefulness and reconciliation provided me with an excellent opportunity to meet and share with colleagues from all over Australia. Of particular note was the keynote address by the Honourable George Brandis QC, Attorney General of Australia. In addition, I attended training relating to working with Indigenous clients, refugees and victims of domestic and family violence, to name a few.

Our statistics are a valuable tool in planning for future service delivery and development of our strategic plan. The collection of this data allows us to accurately capture the nature of our work as a generalist service. Generally the top five matter types we assisted clients with have remained the same, with the exception of the inclusion of other civil law problems. Child contacts, road and traffic offences, credit and debt issues and wills, power of attorney and enduring guardianship matters have remained within the top five.

I suspect the inclusion of other civil law problems relates to the addition, last year, of Apprehended Violence Orders in the matters we are able to advise on. This was done in response to community needs and our statistics clearly reflect such. Other matters that fall within this category, include, but are not limited to fines, complaints against Police, administration complaints, civil property disputes and civil contracts.

We were fortunate in welcoming Mr Stanley Tao, Mr Elliot Lloyd and Ms Bethany Richmond to the team this year. Stanley and Elliott continue to cement their position within the Organisation, focusing on client delivery and both leading their own programs respectively; Court Liaison Service and community radio legal education. Stanley has demonstrated an enthusiastic and eager attitude to all tasks he is given. Elliot continues to develop his skills as a practitioner as he completes his first 12 months of practice; not a small feat by any means. Bethany made a considerable and valuable contribution to the work of the Service whilst she was in our employ, before leaving us to pursue her own legal career.

With Bethany's departure we have welcomed back Ms Donna Gilbert, previously employed as Administration Assistant, now joining us as Legal Support Officer. Already Donna has become an invaluable member of the team, with a willingness to participate and learn. Ms Bailie Rolff has remained in the position of Administration Assistant were she continues to provide a personable and empathetic service to clients, as our first point of contact.

The contribution of Ms Sandy Watt over the past year in promotion, expansion and coordination of the administrative and financial components of the Organisation is particularly noteworthy. I acknowledge the effort required to coordinate the 21st celebration and our relocation, and empathise and relate to the many sleepless nights that ensued. I acknowledge that our Outreach Program couldn't continue in the capacity it does without the support of our outreach venues, most of which donate their resources to us. I sincerely thank them for such.

I'd like to also acknowledge and thank the Board of management, who have continued to volunteer their time and expertise in assisting with the governance of our Organisation. Each member has contributed to our ongoing success in their own capacity. Additionally, I thank our student Volunteers for their commitment and service to our Organisation.

We have big plans for the coming year, with growing staff, increased service delivery and community engagement. We have numerous strategies that will be implemented over time to provide greater access to more disadvantaged groups, in more locations, within our catchment area.

*Terri King*

PRINCIPAL SOLICITOR

# Coordinator's Report



This financial year had all the signs of being something great! We started out the year in a strong financial position, come August 2016 we had staffing at full capacity and in April 2017 marked 21 years of service; the year couldn't be anything but extraordinary.....and it didn't disappoint!

We have a dedicated and hard-working team who together give our community top-quality Legal advice and support. We're a team that has demonstrated resilience through times of funding uncertainty; courage through periods of high demand with limited staffing and team comradery when reflecting on Service achievements. With these ingredients from current staff and staff that have come before us is what gives our Service the staying-power and longevity it revels in today.

However, there can't be success without some obstacles and for Community Legal Centres Australia-wide our common obstacle is constant funding uncertainty: and this year has been no exception.

Coming into this financial year we were alerted to upcoming funding cuts from July 2018 of up to 30% for all Centres. Our response to this, before entering into this year, was to build on our already strong foundations before these cuts enveloped us. We expanded our Outreach and our matter types and promoted the Service in areas we've never considered before - all in an effort to raise our profile and gain community support to push back on Government before the forecast "cliff" in funding hit our Sector.

Meanwhile, our Peak Body, National Association of Community Legal Centres (NACLC), launched a national funding campaign called "Community Law Australia – Fund Equal Justice" of which every Centre got on board advocating against these impending Government decisions. This has been a year-long campaign and with the determination of all involved, in April 2017, the NSW Attorney General, Mr Mark Speakman announced an injection of over \$6 million over a two year period into the Community Legal Centre NSW pool to fill the void created by the pending reduction in funding from the Commonwealth Government.

This injection put an end to Sector-wide planned staff cuts, service reductions and Outreach closures across New South Wales. This NSW Government decision to increase its contribution has been the largest annual increase from them for two decades and has effectively increased its contribution to our Sector by 50%. We thank Mr Mark Speakman for this decision.

Urging the Federal Government to follow suit NACLC were elated to inform, shortly after the NSW Government announcement, that the Federal Government would reverse their 30% cut to Commonwealth funding for Centres. This was welcome relief and vindication that the Federal Government recognises the vital importance of the services that CLC's provide to communities. We thank The Hon George Brandis for this decision.

Our Service certainly appreciated the work that NACLC and CLCNSW dedicated to the campaign which, along with our advocating to Mr Adam Marshall and Mr Barnaby Joyce and joining in with this campaign, sees CLC's forge ahead until 2020 with the comfort of funding assuredness.

Our initial response to these funding cuts ie: to expand and enhance our Service, was certainly the right response, demonstrating the confidence that the staff and Board alike had in our Sector. This early positive response set us up for further growth, setting our sites on bigger things to come.

While the back-story of any organisation grinds away behind the scenes it's the front-line work that should remain top priority and continue to be of high quality - and this is always the case for our Service. We are constantly revisiting the quality and accessibility of our Service and there's no better way of gauging this than through a Client Satisfaction Survey and through updating the ever-changing demographic statistics of our region. These findings are an important tool in our organisational planning as it gives us an unbiased view of operations while measuring need across the New England.

This year our Client Satisfaction Survey rated highly across all questions asked with 98% of clients surveyed saying they were treated excellently while working with us and 95% saying that excellent advice was given and it was easily understood and very useful. 100% of clients who contacted our Service were assisted either with appointments or with appropriate referrals. This is an outstanding result and our Legal and Administration staff are to be congratulated.

Demographic data assisted us with advertising and promotion this year eg: positive responses from regions with a higher than average population over the age of 65 responded well to Wills, POA and EG advertising. This same data is used when considering expansion of Circuit locations eg: moving into next year with elevated funding levels we know that branching out into areas such as Guyra, Werris Creek and extending hours in Glen Innes will be advantageous for these communities.

Even the simplest of data collection assists our everyday operations eg: while collecting data from our 1800 free call number throughout the year showed a gradual decline in clients contacting us through this avenue. Upon investigation we found that a barring system had been incorrectly placed on this free call number prohibiting mobile phone calls from reaching us. Once rectified, clients contacting us through our 1800 free call number increased by 100%.

Quality and improvement is spread across all facets of our Service evening branching into the Board room. Our Board Members participated in Governance Training this year which was facilitated by Justice Connect. This training "Governing a Community Organisation" gave legal tips for people who govern Community Legal Centres outlining their key legal duties, managing their conflicts of interest, understanding Charity status and registered standards and learning about liability and protections. We are fortunate to have a strong and enthusiastic Board and this training evening was a great exercise in updating best practice on a Governing level.

The absolute high-light for this year was undoubtedly for me our 21st Anniversary celebration. To be a part of this Service while reaching such a momentous milestone felt like impeccable timing to be NNWCLS's Coordinator. The staff all worked together to ensure this evening was memorable for everyone in attendance. The last celebration of this kind for our Service was in April 2006 when the Service reach 10 years since receiving funding. The Chairperson at that time was Mrs Jennifer Crew (deceased) and she expressed in her yearly Report - "The best sign of success for the Service is the fact that it has reached its 10th Anniversary". There is no question that longevity is a measure of success and I'm sure that the late Mrs Crew, one of our founders, would have been proud to be a part of our 21st celebration.

The creators of our first Annual Report in 1997 reported upon their initial challenges while setting a foundation for our Service, and while facing each challenge said, "Keep an eye on the bigger picture". I can't help but feel that we are presently in "The bigger picture" and moving into next year, with an increase in funding of up to 78%, will give our picture the panoramic view our founders would have first hoped for.

I'd like to take this opportunity to thank the Board for assisting us this year with some big decisions leading us towards Service expansion and to my colleagues - words can't express what a wonderful team you are and how fortunate I feel to be one of you.

This financial year had all the signs of being something great ..... and it didn't disappoint!

*Sandy Watt*

SANDY WATT - COORDINATOR



# The Work of our Legal Service

The North & North West Community Legal Service provides legal advice, information, casework and some Court representation in Armidale. We provide face to face and telephone appointments Mondays to Fridays in Armidale and face to face legal advice and casework through our Outreach Program and Clinics.

Our office is based in Armidale with our Outreach Circuit Program extending, on a monthly basis, to Walcha, Gunnedah, Narrabri, Moree, Wee Waa, Inverell, Glen Innes and the Glen Innes Correctional Centre. Tenterfield and Quirindi were visited bi-monthly until April 2017 when Quirindi client numbers increased and monthly clinics were need. Our Tamworth Clinic is most popular needing our Service to visit on a fortnightly basis.

Our Outreach Program has recently extended into the Wee Waa and Quirindi townships and has proven to be very popular in both regions. Because of this success we continued Outreach in both locations this year and together with our existing Outreach Program we now visit 11 locations giving free legal advice and assistance.

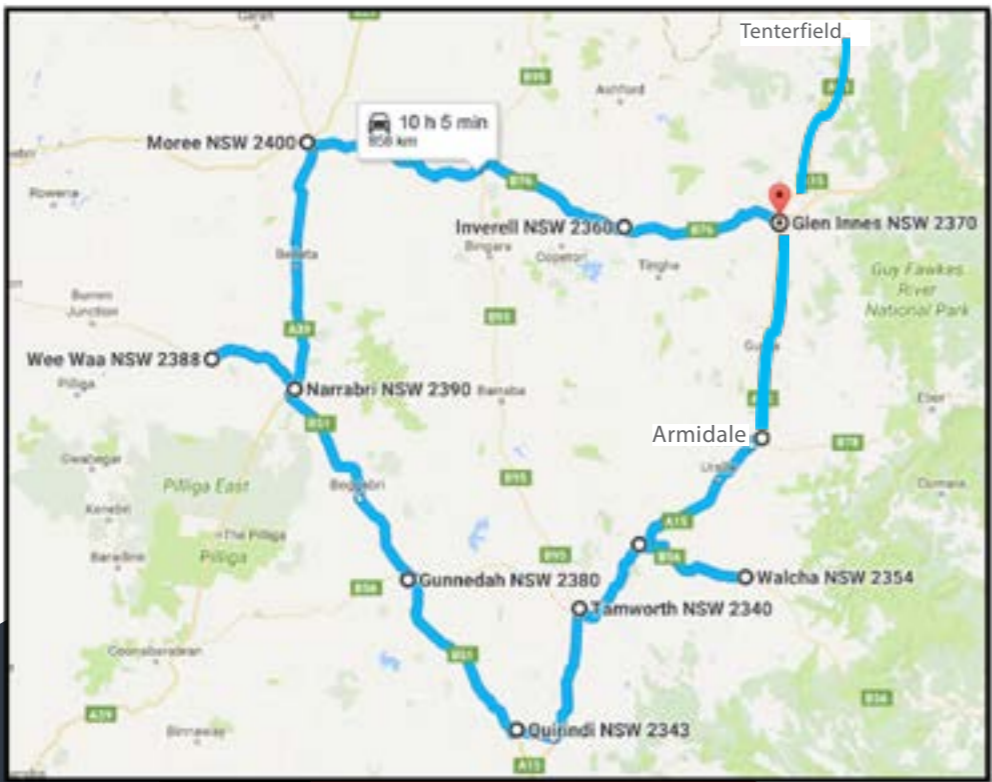
We are constantly looking to extend our Outreach Program and when considering new locations we look at statistics and data collected by the Australian Bureau of Statistics. We are particularly looking for regions with a higher percentage of Indigenous population, a higher percentage over 65 age group and areas where the median wage is less than the state median wage. These statistics generally indicate a higher legal need within the region.

Below is an example of our Legal Needs Analysis using data from the Bureau of Statistics Census 2016. These statistics help us determine the need for our Service in our catchment area, pin pointing each individual Outreach location. This research seen below indicates all LGA's covered in our region are of high need for legal assistance and appointment of each of our Clinics is well place.

LGA REGION	INDIG %	STATE %	OVER 65 %	STATE %	CALD %	STATE %	MED WAGE	STATE
Armidale	7.4	2.9	16.9	16.2	8.2	26.5	561.00	664.00
Tamworth	10.1	2.9	18.7	16.2	4.6	26.5	663.00	664.00
Gunnedah	12.8	2.9	19.0	16.2	3.4	26.5	618.00	664.00
Narrabri	12.2	2.9	17.6	16.2	3.0	26.5	632.00	664.00
Moree	21.6	2.9	15.4	16.2	4.7	26.5	669.00	664.00
Wee Waa	16.8	2.9	16.9	16.2	2.3	26.5	603.00	664.00
Inverell	8.5	2.9	21.1	16.2	3.9	26.5	509.00	664.00
Glen Innes	6.0	2.9	25.8	16.2	2.9	26.5	478.00	664.00
Walcha	5.9	2.9	25.8	16.2	2.3	26.5	577.00	664.00
Tenterfield	6.0	2.9	27.6	16.2	3.8	26.5	454.00	664.00
Quirindi	12.4	2.9	23.2	16.2	2.6	26.5	560.00	664.00

Our Circuit program is far-reaching! In travel time alone our Legal Staff spends up to 30 hours every month in the car en-route to their clinics. This is certainly a commitment from our Solicitors giving these community members the opportunity to have face to face appointment time for legal advice.

# We travelled 32,230 kms this year!!



To maximise our exposure while on location at our clinics we ensure that our venue is well sign posted by placing our sandwich board and Service flag in prominent positions. This, along with our signed vehicle “Mobile Lawyer”, ensures that we are easily found. The introduction of reminder letters sent to Community Organisations a week prior to our visits has proven successful also.

We continue to advertise extensively in the newspapers of our Outreach locations, in community flyers and in community publications to maximise our exposure and ensure assistance to our catchment area is well-known



## Below are some of our Outreach office locations:



Coledale Community Centre



Narrabri Neighbourhood Centre



Glen Innes Correctional Centre



Inverell Court House



Tamworth Community Centre



Wee Waa Library



Glen Innes Community Centre



Go Co Gunnedah



Moree Library



Walcha Community Hub



Linking Together Centre Inverell



Quirindi Health Centre



Benevolent Society Tenterfield

## Looking at our Statistics ...

In 2016-2017 the North & North West Community Legal Service...



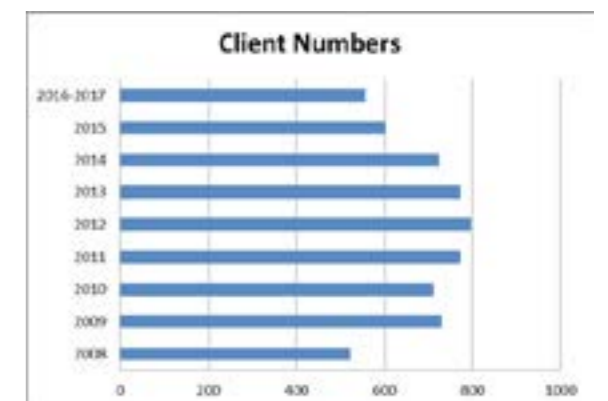
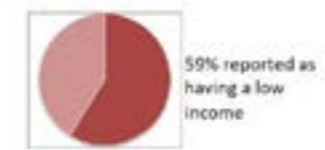
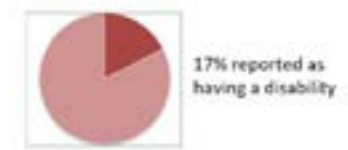
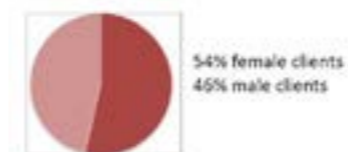
Provided assistance to over **555** clients

Provided referrals and information to **283** people

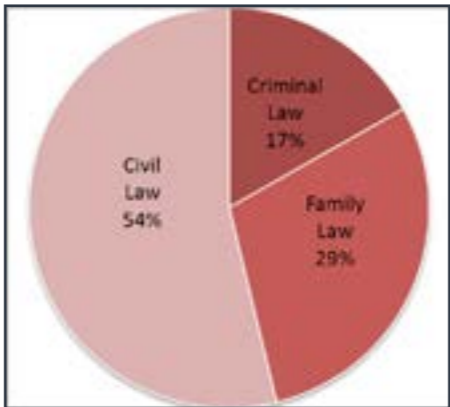
Provided 264 advices  
Opened 196 new cases  
Closed 116 cases  
Delivered 23 Community Legal Education



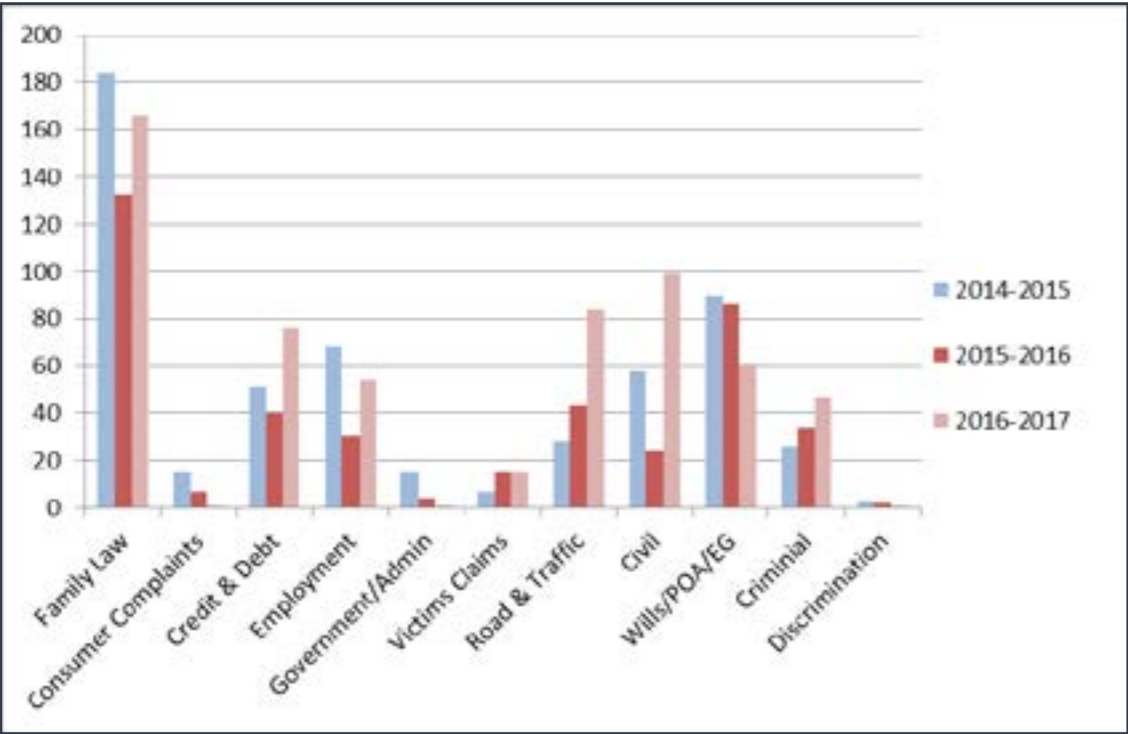
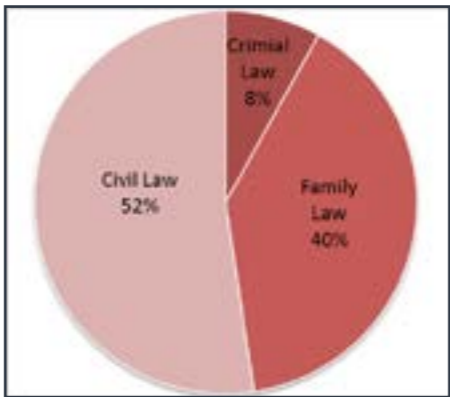
## Of these clients assisted ...



# Advice activities by Law Type...



# Referral activities by Law Type...



# Duty Lawyer Services

Our Solicitors do represent clients in court on certain matters, but the Service is not currently part of the duty lawyer service.

# Court Liaison Program

Our service assists Armidale Local Court on criminal list days (Mondays) in a court liaison capacity. Our overarching objective is to promote access to justice in the New England community.

From a practical perspective, our attending Solicitor, Stanley Tao, directs court users to the Duty Solicitor and assists them in their court experience on the day, e.g. welcome them to court; make sure they know where to go; ask if they have a solicitor etc. Stanley may advise/represent clients in matters that fall outside of the duty solicitor guidelines, in particular, traffic matters. In no way does our Service compete against the Duty Solicitor for clients and/or Legal Aid funds.



While undergoing our Court Liaison Program Stanley does aim to increase the awareness of our Service within the community and inform people that assistance can be obtained from us in areas where Legal Aid funding is generally not available.

# Community Legal Education

Our Principal Solicitor, Terri King is passionate about Community Legal Education (CLE) within our region. Terri’s CLE presentations range from small presentations to workshops at community organisations in the North & North West region. This is a wonderful opportunity to increase our community’s knowledge of the law and for us to share information.

In 2016-2017 Terri conducted presentations as follows:-

- Domestic Violence Presentation/Education at “Reclaim the Night” Stalls in the Mall
- Wills, Power of Attorney and Enduring Guardianship Presentation to Seniors’ Groups in
  - 1. Tenterfield (February 2017)
  - 2. Werris Creek (May 2017)
  - 3. Armidale (May 2017)
  - 4. Boggabri (June 2017)

After each presentation a confidential survey is given to participants for their feedback. Surveys are a great tool to ensure that the information given during each presentation is easily understood, useful and that the presenter was clear on the material shown and ample opportunity was given for questions. Pleasingly our feedback is always positive rating extremely high across all questions asked of participants. Below are some responses from some happy participants:

WAS THE SESSION USEFUL?

Yes, provided useful guide to solve my problems!

WAS THE INFORMATION PRESENTED CLEAR AND TO THE POINT?

All very easy to understand and interesting!

HOW WELL DID WE PROVIDE OPPORTUNITY FOR DISCUSSION?

Plenty of opportunity to ask questions which were clearly and cheerfully answered.



# Community EXPO Involvement

We’ve participated in Community Expo’s and Community Interagency Groups this year. Our staff attended and spoke to Interagency meetings throughout our catchment to initiate discussions on how best our Service can meet the needs of each organisation’s clients.

Our Solicitor, Stanley Tao meets with the Interagency groups in the Gunnedah, Wee Waa and Narrabri area when possible and our Junior Solicitor, Elliot Lloyd meets with the Interagency group in Walcha. These face to face visits are such an important part of our Outreach Program as confident referrals come from the community organisations present. These organisations, having already made a connection with Stanley and Elliot, can confidently refer their clients knowing they’re in good hands.

Our Principal Solicitor, Terri King meets with the local Interagency group and also the Youth Interagency Group of Armidale. Terri has established a great connection with these groups which results in many referrals and more importantly, Terri gains insight into what each organisation needs regarding legal assistance and how we can assist.

Terri is also an integral part of the Domestic and Family Violence Steering Committee in Armidale and has been for many years. This group relies heavily on Terri’s knowledge and appreciates her guidance with how best to assist members of our community who are at risk or experiencing family or domestic violence. Terri certainly feels a deep passion to this cause.

Our Service also actively participates in Community Expo’s as we understand that it is a fantastic, cost-effective means to promote the work that we do and the assistance we can offer.

This year we have participated in the following Community Expo’s:-

- O Week at the University of New England
- Gunnedah Youth Expo, Gunnedah
- Armidale Youth Expo, Armidale
- IDAHO – International Day Against Homophobia, Transphobia and Biphobia
- NAIDOC Week stall at Centro Shopping Centre, Armidale
- “Reclaim the Night” Stalls in the Mall
- Law Week Expo at the Armidale Court House
- Healthy Lifestyles Expo “Breaking the ICE in our Community”
- “My Future My Choice” Disability Expo

Expo’s are an excellent opportunity for us to meet with the community in a relaxed atmosphere. It is a wonderful introduction of our Service and staff, and feedback from clients has indicated that putting a face to a name made walking through our doors, with sometimes overwhelming legal problems, an easier experience. This contact and feedback from clients is a great reminder of how intimidating seeking legal advice can be and how hesitant people sometimes are to make that first step for help. Our Service is passionate about making this process easier for clients and community engagement is the greatest way to achieve this.



As previously mentioned Terri is heavily involved in the organisation of “Reclaim the Night” in Armidale and we are very proud of her introductory speech this year at Markets in the Mall. Terri, not only spoke of the history of this wonderful event that tackles domestic violence against women, but shared a moving story of her own experience with family violence. There is no greater way to connect with victims of violence than to share your own experiences and Terri’s story certainly touched us all and we commend her for her openness and passion to assist others.



Encouraging the children to participate in Bailie’s Face Painting while Mum and Dad were busy speaking with us at “Reclaim the Night” was a fun way of engaging with the community.

Our new drink bottles are always a hit at Expo’s and a wonderful new promotional item to share with the community.



Our Junior Solicitor, Elliot Lloyd took on the role of Radio Announcer after joining our team in August 2016. Elliot capably hosts our radio program “Law Matters” on 2ARM 92.1FM (the local community radio station) for an hour and a half on the 1st & 3rd Friday of every month. He talks on many and varied topics which include Family Law matters, Consumer Law matters, traffic and driving offences, AVOs, bankruptcy, debts, refugees, social media and human rights interests.



The radio station broadcasts to a potential audience of 30,000 people. The topics not only inform people of their rights and responsibilities but encourage them to consider perceptions of legal issues. This avenue for Community Legal Education for CLC’s in NSW is unique to our Service and we are very proud to be leading the way.

Now that 2ARM FM streams all their programs online, no matter where you are, you can tune in to hear Elliot rocking the air waves! Some of our clients say they listen out for Elliot every fortnight to learn something new about their legal rights.





We also provide information through our web site, [www.nnwcls.org.au](http://www.nnwcls.org.au) and through our Facebook page. We keep our followers updated with our daily whereabouts regarding circuit clinics and other interesting occurrences within our office. We also keep our followers informed of current community events and state-wide happenings in the legal and funding arena.

Our new website will be going live in October 2017. This new website will be easy to navigate and will be up to date with all the latest website technology. This new site will inform the public of every aspect of our Service and we're all very excited for its launch.

## Law Reform

Our ability to participate in Law Reform as a Community Legal Centre remained clear this year compared to previous years. When signing off on our Agreement with Legal Aid NSW this year again there was a clear acknowledgement that law reform could not be entered into using our Commonwealth portion of funding. Similarly, law reform using our Public Purpose Funding would not be permitted. Although the Agreement did state that law reform may continue with our State funding.

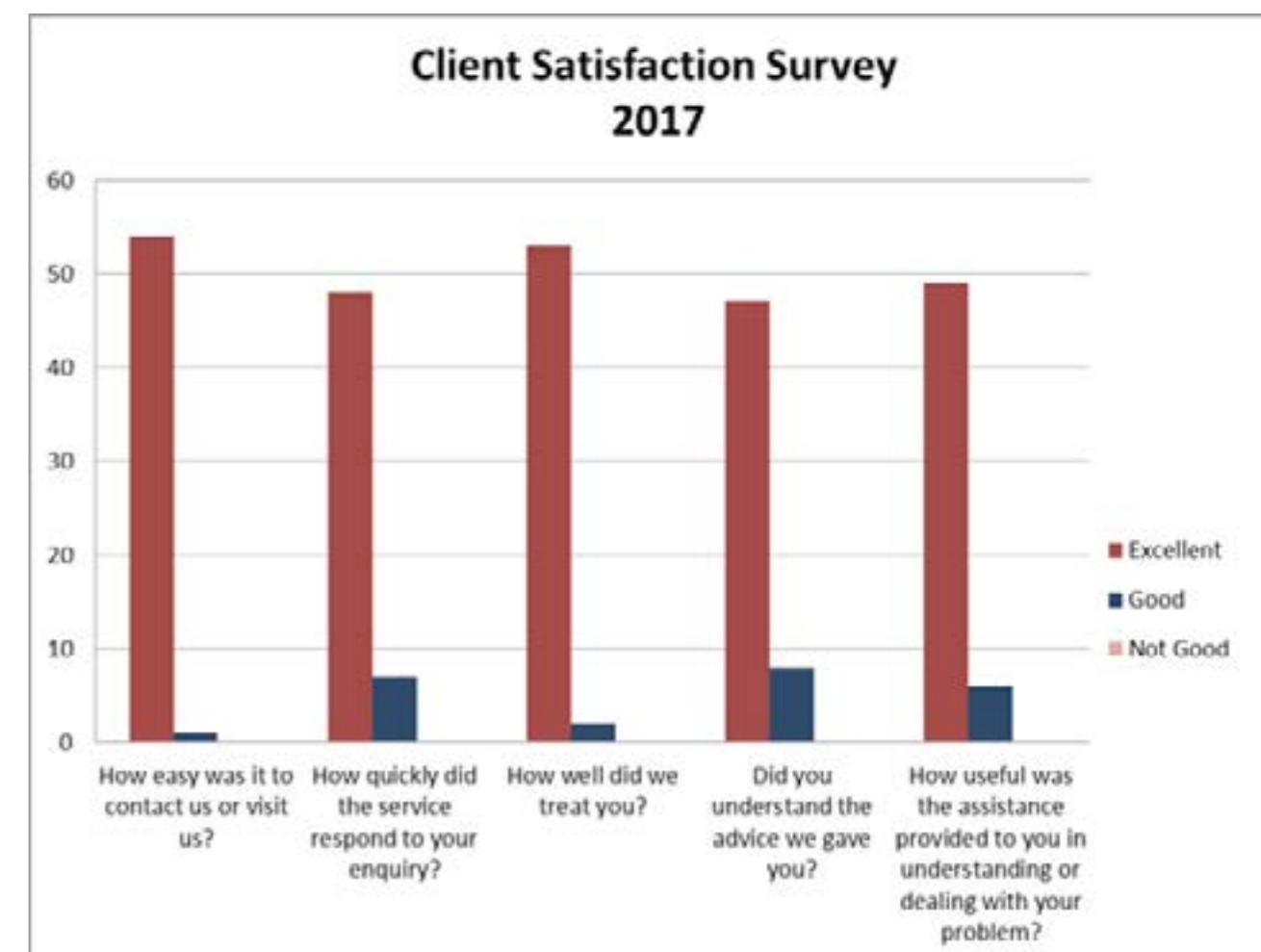
Although these guidelines gave law reform with State funding a right of way we chose to remove such advocacy work from our Annual Targets and our Strategic Planning. It was agreed that as our portion of funding from State was minimal ie: 4% of total funding received for the year, serving our clients through advice and casework assistance would better benefit those in need.

## Access and Equity

Our Service has policies and practices in place to promote our work and ensure access, equity and non-discrimination for our clients and potential clients. Our primary focus is to provide legal advice and assistance to community members who have least access to the law and to ensure our clients are receiving our Service in the way it is intended.

Client feedback is closely monitored through our Client Satisfaction Survey each year. This Survey gives us an unbiased assessment of how our clients rate our accessibility and level of service they receive. Our Client Survey results are a great measure against our Objectives and Purpose Statement.

The following graph shows our client feedback for 2017. We rated highly across all areas and noting particularly that 90% of our clients said that their understanding of the information given was excellent and 97% of clients saying they were treated excellently while utilising our Service. What an outstanding result!



Further to ensuring accessibility for everyone we have a free call 1800 phone number which removes any financial constraints for client contact. This free call number is analysed each month ensuring its use is maximised and promoting it accordingly. We understand that we are a life-line for some clients and taking away the financial burden ensures there are no barriers with contact.



# Volunteers

Terri and Stanley worked together this year coordinating and securing the assistance of enthusiastic and dedicated volunteers from the Law School at the University of New England. Bryce Wilson continued his volunteer work into this year while Caitlin Jones and Ellie Sumner were new recruits. Caitlin and Ellie underwent a lengthy induction process and then commenced their volunteer work in July 2017.

The volunteers assist the Solicitors with research and administrative tasks and are of enormous help to each of them through very busy times. Engaging volunteers with our Service is definitely a win-win situation as the staff benefits greatly and the students themselves gain an invaluable insight into the Community Legal Sector. We would like to thank:



Bryce Wilson



Caitlin Jones



Ellie Sumner

# Staff Training and development

Our staff participated in training relevant to their type of work, be it administrative or legal. This year training included:-

- CLASS database webinar training
- Working with Clients with a disability webinar
- Mandatory Rule 6.1 webinar
- Confidentiality in Legal Practice webinar
- Helping clients excluded from Wills webinar
- E Safety workshop webinar
- Legal Aid Work Development Order Program training
- Helping Clients from NZ webinar
- Legal Aid Civil Law Conference Training
- NACLC Accreditation webinar
- CLCNSW Induction
- First Aid Course Certification
- Legal Aid Private Practitioner Forum
- Family Law Pathway Network training day

Valuable training has also been provided by Community Legal Centres NSW at each of the Quarterly meetings, which are utilised by all staff. The inclusion of teleconferencing connection for our Quarterly meetings has been an excellent addition to meetings as it allows us to connect with these meetings and training without the tyranny of travelling to Sydney on every occasion. CLCNSW is to be congratulated for this new addition as it was a clear demonstration of their understanding of the difficulty for Regional, Remote and Rural Centres (RRR), such as ours, to get to Sydney.

# Accreditation

Our peak body is National Association of Community Legal Centres and in their quest for high quality in governance and risk management for Community Legal Centres throughout Australia they instigated an Accreditation process back in 2012. Accreditation was the response from concerns being raised that organisations were claiming to give free legal advice which gave the impression that they were a Community Legal Centre when in fact they were not. This Accreditation process will be ongoing on a three year cycle process.

Consequently all CLC's across Australia underwent this process and in 2013 we received Accreditation (Phase 1) after an extensive audit of policies and procedures which determined that we were providing a Community Legal Service in accordance with NACLC's criteria for Community Legal Centres.

In 2016 marked Phase 2 of the ongoing three year Accreditation cycle and again through a long audit process put together by our Coordinator, Sandy Watt, saw our Centre being accredited until 2019.

The purpose of Accreditation, however overwhelming, is an excellent test of governance within a Legal Service and when awarded our Accreditation Certificate for Phase 2 the Accreditation Coordinator commended our Service on our preparation of this lengthy process and appreciated our openness and transparency through the audit.



# Case Studies

## Victims Services

An intellectually disabled client, who had been a childhood victim of sexual assault, contacted the Service for assistance with an application for a reassessment of her Victims Services matter.

In 2013 the government replaced the old Victims Compensation Scheme with the Victims Support Scheme. Applicants of the old scheme whose application was assessed under the new scheme could apply to have their applications assessed under the terms of the old scheme; which for many meant a significant increase in the amount awarded to them.

The client presented to our offices with correspondence from Victims Services noting that her matter lacked medical evidence and that all supporting evidence had to have been submitted at the Tribunal the following day. Our Solicitor worked closely with the client and her family support networks to try and recall where medical evidence could be accessed, in support of her application. The violence occurred when she was a child and it was difficult for all involved to remember where she had sought assistance. This required our Solicitor to make a number of urgent enquiries, and also seek an extension of time from the Tribunal. A number of requests were made to varying government and non-government organisations to obtain supporting medical evidence.

Our Solicitor was successful in obtaining the evidence and making relevant submissions to the Tribunal, resulting in a favourable outcome for the client.

## Neighbourhood Dispute

An elderly lady residing by herself in Glen Innes, who had recently had a heart operation as a result of poor health, organised an appointment with our office on Outreach. She had been experiencing difficulties with her neighbours who had encroaching tree branches and roots onto her property. She had attempted to resolve the problem herself however all of her attempts to contact the owner of her adjoining property had failed. Consequently, she approached us for assistance.

The client was able to provide photographic evidence that some of the overhanging branches from the neighbouring property had fallen on her property and posed potential risk of injury. In addition, the intruding roots had caused significant damage to her fence palings.

We assisted the client to draft a letter to the owner of the neighbouring property. The letter requested that the neighbour prune the encroaching branches, sever the intruding roots back to the boundary and fix the damaged fence. The owner contacted us and acted upon our request. Our client was so delighted to see everything was done within four weeks.

## Divorce

A middle aged woman, suffering from mental health issues, contacted our Service to assist her in making a sole application for divorce from her husband who had perpetrated physical, sexual and psychological violence throughout their relationship.

Our solicitor drafted the application in a way that did not divulge the client's personal or contact information. We assisted the client in maintaining her safety whilst serving the application and ultimately receiving an order dissolving the marriage.

## Employment Issue

An Indigenous man had been employed by a local organisation for over 35 years when he contacted our Service. He was very active and capable of doing his job as an Administrative Assistant at the age of 68.

The organisation had decided to hire another person to replace our client because they thought it was time for him to retire. He told the organisation that he had no intention to retire. The organisation then constructively dismissed our client by making him so uncomfortable at the workplace that he felt he had no other option.

Upon leaving the organisation the older man contacted us for help. He was very upset about his circumstances, even tearing up at his first consultation with us. We assisted him to lodge an application for unfair dismissal with the Industrial Relations Commission and represented him at the conciliation conference.

Eventually he was awarded a significant amount of monetary compensation from the organisation. He expressed that he was happy to walk away from the toxic work environment and said that he would enjoy spending time with his grandchildren instead.

## Motor Vehicle Accident

A single mother from a culturally and linguistically diverse background approached our Service for assistance after being involved in a car accident. The client was adamant that she was not at fault, but the other party's insurance company was demanding that she pay for the costs associated with the damage to the other party's vehicle.

Our Solicitor contacted the insurer on behalf of the client and made representations based on our client's instructions. As a result of such the insurer accepted liability. This meant that our client did not have to pay for the costs of damage to the other party's vehicle. Additionally, our client was awarded a sum of money to cover the damages for the third party property damage to her vehicle.

## Credit and Debt

A young woman contacted our office after she received a letter from a debt collection agency demanding that she pay them a sum exceeding \$14,000.00 for a bank loan she was not aware of.

The client disclosed to our Solicitor that she had previously been in a relationship in which her partner was controlling and aggressive towards her. She believed that her previous partner had accessed her mail from her financial institution in order to take out a personal loan in her name.

We contacted the financial institution and obtained a copy of our client's file. After such we wrote to the institution seeking that our client be released from any liability under the loan. The financial institution agreed to do so, recalling the debt and releasing our client.

# Support

Our Service chooses to bank with Regional Australia Bank, Armidale. We have been a member of this financial institution for many years. In 2015 we became a member of their Community Partnership Program. This Program allows Regional Australia Bank members to select a local community group, such as ourselves, that they wish to support and in doing so Regional Australia Bank will donate 1% of the members’ average annual balance to that community group on behalf of the member.

At the end of this financial year we were presented with a Certificate from the Regional Australia Bank and a credit bonus deposited into our account to the value of \$2,959.85. This Program certainly is proof of the Regional Australia Bank’s commitment to their members and their community. We appreciated being involved and receiving this support from our local branch.



# Highlights for this year...

Without a doubt the highlight for this year was celebrating the Service's 21st Anniversary. We hosted a wonderful evening for 90 guests at the Armidale Bowling Club on 16th June 2017 inviting all who had participated in the success of NNWCLS since its inception.



Invitations were extended to all Board Members, all Staff, all Volunteers, community organisations, CLCNSW staff, Legal Aid NSW staff, Police and Court House staff and private Practitioners. Our Service wouldn't be what it is today without the dedication of all involved including strong networks that continue to be strengthened from year to year.

We were most fortunate to have The Honourable Justice Margaret Beazley AO as our Guest Speaker. Her Honour is an Australian Judge and was both the first woman to sit as a Judge of Appeal on the New South Wales Court of Appeal and the first woman to occupy the position of President of that Court in 2013.



Her Honour's biography is lengthy and very impressive and to have her involved in our Celebration was certainly a memorable time for us all. Justice Beazley both inspired and entertained us speaking of her passion for equal justice and sharing amusing anecdotes from her life.

Her Honour congratulated our Service on the extensive work that we do and she also reminded all our guests of the great work that Community Legal Centres do Australia-wide; reflecting on positive percentage rises with legal assistance within disadvantaged communities since the Community Legal Centre movement commenced in NSW in 1975.

Our Principal Solicitor, Terri King gave a heartfelt and passionate speech. Terri started with NNWCLS in 2006 as a volunteer Law Student. She was employed in 2008 as Administrative Assistant, and from 2010 to today Terri went on to be Paralegal, Junior Solicitor, Senior Solicitor, acting Principal Solicitor and then Principal Solicitor in 2015.



Terri reminded us of the lives we are positively affecting each and every day. She spoke of the gratitude that is demonstrated by clients for the work that our Service does – a warm hug, a heartfelt thank you and the ongoing connections with families that we help.



# Highlights for this year...

Our evening continued with an incredible solo pianist performance from Dr Eric Ghosh playing two magnificent pieces - Chopin, Etude op 25 no 1, and Liszt Petrarch Sonnet No 104. Eric introduced his pieces by speaking of the history of each piece, setting the mood perfectly for an outstanding and emotional performance.

Our Chairperson, Ms Bronwyn Pearson closed our evening thanking everyone for joining in our Celebration. Bronwyn extended her thanks to Justice Beazley, Mr Colin Ahoy for his Welcome To Country, Mr Gordon Cope our MC, Dr Eric Ghosh and asked all to stay and enjoy our local Indigenous Band Terra Firma play us into the night and asked everyone to have fun in the Photo Booth.



NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
Revenue	2	677,973	626,921
Administration costs		(77,820)	(43,100)
Depreciation expense	3	(11,662)	(7,759)
Employee benefits expenses		(425,334)	(388,020)
Occupancy expenses		(32,706)	(38,536)
Other expenses		(21,408)	(29,706)
Transfer to unexpended grants		(109,043)	(119,800)
Surplus before income tax expense		-	-
Income tax expense	1(a)	-	-
Surplus after income tax expense		-	-
Total comprehensive surplus for the year		\$ -	\$ -

The accompanying notes form part of these financial statements.  
Page 1

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2017

	Note	2017 \$	2016 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	393,380	369,959
Trade and other receivables	5	-	1,305
Other assets	6	-	1,342
<b>TOTAL CURRENT ASSETS</b>		<b>393,380</b>	<b>372,606</b>
<b>NON CURRENT ASSETS</b>			
Plant and equipment	7	21,560	24,758
<b>TOTAL NON CURRENT ASSETS</b>		<b>21,560</b>	<b>24,758</b>
<b>TOTAL ASSETS</b>		<b>414,940</b>	<b>397,364</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	28,013	25,235
Employee benefits	9	153,321	134,801
Other liabilities	10	109,393	119,800
<b>TOTAL CURRENT LIABILITIES</b>		<b>290,727</b>	<b>279,836</b>
<b>NON CURRENT LIABILITIES</b>			
Provisions	9	20,073	13,388
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>20,073</b>	<b>13,388</b>
<b>TOTAL LIABILITIES</b>		<b>310,800</b>	<b>293,224</b>
<b>NET ASSETS</b>		<b>\$ 104,140</b>	<b>\$ 104,140</b>
<b>EQUITY</b>			
Accumulated funds		104,140	104,140
<b>TOTAL EQUITY</b>		<b>\$ 104,140</b>	<b>\$ 104,140</b>

The accompanying notes form part of these financial statements.  
Page 2

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2017

	Accumulated Funds \$	Total \$
<b>Balance at 1 July 2015</b>	104,140	104,140
Total comprehensive surplus	-	-
<b>Balance at 30 June 2016</b>	<b>104,140</b>	<b>104,140</b>
Total comprehensive surplus	-	-
<b>Balance at 30 June 2017</b>	<b>\$ 104,140</b>	<b>\$ 104,140</b>

The accompanying notes form part of these financial statements.  
Page 3

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		725,821	694,100
Interest received		4,250	5,209
Payments to suppliers and employees		(699,161)	(696,268)
Net cash provided by operating activities	11 (b)	30,910	3,041
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of plant and equipment		1,100	-
Payment for plant and equipment		(8,589)	(990)
Net cash used in investing activities		(7,489)	(990)
Net increase in cash held		23,421	2,051
Cash at the beginning of the financial year		369,959	367,908
Cash at the end of the financial year	11 (a)	\$ 393,380	\$ 369,959

The accompanying notes form part of these financial statements.  
Page 4

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017

**Note 1: Statement of Significant Accounting Policies**

The financial report is a special purpose financial report that has been prepared in order to satisfy the financial reporting requirements of North & North West Community Legal Service Inc. The Committee have determined that the incorporated entity is not a reporting entity.

The financial report covers North & North West Community Legal Service Inc as an individual entity. North & North West Community Legal Service Inc is an entity incorporated in New South Wales under the Associations Incorporation Act NSW 2009.

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

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

**(a) Income Tax**

The committee consider that the association is exempt from income tax under Division 50-5 of the Income Tax Assessment Act of 1997.

**(b) Cash and Cash Equivalents**

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

**(c) Plant and Equipment**

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

**Plant and Equipment**

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by committee to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining the recoverable amounts.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of profit or loss and other comprehensive income during the financial period in which they are incurred.

**Depreciation**

The depreciable amount of all fixed assets is depreciated on a straight-line basis over their useful lives to the association commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

Class of Fixed Asset	Depreciation Rate
Plant and Equipment	20-25%
Motor Vehicles	22.5%
Office Furniture and Equipment	10-40%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each reporting date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of profit or loss and other comprehensive income. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

Page 5

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017**(d) Economic Dependence**

North & North West Community Legal Service Inc. is dependent on government funding, for the majority of its revenue used to operate the business. At the date of this report the Committee has no reason to believe the government will not continue to support North & North West Community Legal Service Inc.

**(e) Impairment of Assets**

At each reporting date, the association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication of that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of profit or loss and other comprehensive income.

Where it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash-generating unit to which the asset belongs.

**(f) Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the reporting date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the entity to an employee superannuation fund and are charged as expenses when incurred.

**(g) Provisions**

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

**(h) Revenue**

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

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

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

**(i) Goods and Services Tax**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of the item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

**(j) Government Grants**

Grants received are recognised according to the conditions of the funding agreement. Revenue from grants received is recognised when expenditure associated with the funding is incurred. The balance of unspent grant monies is shown as a liability.

**(k) Comparative Figures**

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

**(l) Trade and Other Payables**

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

**(m) Provision for Redundancies**

Provisions have been raised for future redundancies, despite no legal or constructive obligation existing for these expenses at balance date. This does not meet the measurement and recognition criteria of AASB 137 "Provisions, Contingent Assets and Contingent Liabilities". These provisions are charged to the statement of profit or loss and other comprehensive income.

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
<b>Note 2: Revenue</b>		
Operating activities:		
Government funding	658,765	599,954
Service generated income	19,208	26,967
Total revenue	<b>\$ 677,973</b>	<b>\$ 626,921</b>
<b>Note 3: Expenses</b>		
Depreciation expense	<b>\$ 11,662</b>	<b>\$ 7,759</b>
<b>Note 4: Cash and Cash Equivalents</b>		
Cash at bank	393,370	369,949
Cash- other	10	10
	<b>\$ 393,380</b>	<b>\$ 369,959</b>
<b>Note 5: Trade and Other Receivables</b>		
CURRENT		
Sundry receivables	-	1,305
	<b>\$ -</b>	<b>\$ 1,305</b>
<b>Note 6: Other Assets</b>		
CURRENT		
Prepaid expenses	-	1,342
	<b>\$ -</b>	<b>\$ 1,342</b>
<b>Note 7: Property, Plant and Equipment</b>		
Plant and equipment - at cost	56,810	48,922
Less: Accumulated depreciation	(46,338)	(41,470)
	<b>10,472</b>	<b>7,452</b>
Motor vehicles - at cost	22,856	24,881
Less: Accumulated depreciation	(11,768)	(7,575)
	<b>11,088</b>	<b>17,306</b>
Total Plant and Equipment	<b>\$ 21,560</b>	<b>\$ 24,758</b>

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
<b>Note 8: Trade and Other Payables</b>		
CURRENT		
Trade payables	7,727	9,402
Sundry payables and accrued expenses	20,286	15,833
	<b>\$ 28,013</b>	<b>\$ 25,235</b>
<b>Note 9: Provisions</b>		
CURRENT		
Provision for employee benefits	60,955	46,790
Provision for locum's and salaries	41,652	17,398
Provision for redundancy	50,714	70,613
	<b>\$ 153,321</b>	<b>\$ 134,801</b>
NON-CURRENT		
Provision for long service leave	20,073	13,388
	<b>\$ 20,073</b>	<b>\$ 13,388</b>
<b>Note 10: Other Liabilities</b>		
CURRENT		
Unspent grant funding	109,043	119,800
Other liabilities	350	-
	<b>\$ 109,393</b>	<b>\$ 119,800</b>
<b>Note 11: Cash Flow Information</b>		
(a) Reconciliation of cash		
Cash and cash equivalents	393,380	369,959
	<b>\$ 393,380</b>	<b>\$ 369,959</b>
(b) Reconciliation of cash flow from operations with surplus from activities after income tax expense:		
Surplus from ordinary activities after income tax expense	-	-
Non cash flows in surplus from ordinary activities:		
Depreciation	11,662	7,759
(Profit)/Loss on sale of fixed assets	(975)	-
Changes in Assets and Liabilities:		
(Increase)/decrease in trade and other receivables	1,305	325
(Increase)/decrease in other assets	1,342	-
Increase/(decrease) in creditors and accruals	2,778	(21,407)
Increase/(decrease) in provisions	25,205	(18,810)
Increase/(decrease) in other liabilities	(10,407)	35,174
Cash flows from operations	<b>\$ 30,910</b>	<b>\$ 3,041</b>

**Note 12: Economic Dependence**

The ability of the association to continue as a going concern is dependent upon the continuation of the following:

The association is substantially dependent on the receipt of government funding.

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NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

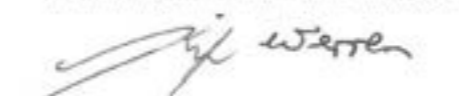
STATEMENT BY MEMBERS OF THE COMMITTEE  
FOR THE YEAR ENDED 30 JUNE 2017


The committee have 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 1 to 8:

1. Presents a true and fair view of the financial position of North & North West Community Legal Service Inc. as at 30 June 2017 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that North & North West Community Legal Service Inc. will be able to pay its debts as and when they fall due.

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

  
Committee Member - Treasurer  
Dated: 27 October 2017

  
Committee Member CHAIRPERSON  
31/10/17.

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**INDEPENDENT AUDITORS' REPORT  
TO THE MEMBERS OF  
NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC**

**ABN 35 931 742 739**

**Opinion**

We have audited the accompanying financial report of North & North West Community Legal Service Inc., (the Association), which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, statement of changes in equity and statements of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

In our opinion, except for the possible effect of the matter described in the basis for qualified paragraph the financial report of North & North West Community Legal Service Inc., is in accordance with the Associations Incorporation Act NSW 2009 and the Australian Charities and Not-For-Profits Commission Act 2012, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2017 and of the Association's performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and the Associations Incorporation Act NSW 2009 and the Australian Charities and Not-For-Profits Commission Act 2012.

**Basis for Qualified Opinion**

Attention is drawn to Note 1(m) in the financial statements 'Provision for Redundancies'. The recognition of this liability does not meet the recognition and measurement criteria as prescribed in AASB 137 "Provisions, Contingent Asset and Contingent Liabilities" and as such is a departure from the standard, we are therefore qualifying our opinion in respect of provisions and associated employee benefits expenses.

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the auditor independence requirements of the Associations Incorporation Act NSW 2009, the Australian Charities and Not-For-Profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

**Emphasis of Matter – Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee's financial reporting responsibilities under the Associations Incorporation Act NSW 2009 and the Australian Charities and Not-For-Profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**INDEPENDENT AUDITORS' REPORT  
TO THE MEMBERS OF  
NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC**

**ABN 35 931 742 739**

**Other Information**

The committee are responsible for the other information. The other information comprises the information included in the Association's annual report for the year ended 30 June 2017, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

**Responsibilities of the Directors for the Financial Report**

The committee of the Association are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the needs of the members and the Associations Incorporation Act NSW 2009 and the Australian Charities and Not-For-Profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee are responsible for assessing the ability of the Association to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

**Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: [http://www.auasb.gov.au/auditors\\_files/ar3.pdf](http://www.auasb.gov.au/auditors_files/ar3.pdf). This description forms part of our auditor's report.

*Crowe Horwath Central North*  
**CROWE HORWATH CENTRAL NORTH**

*Kylie Ellis*

**Kylie Ellis**  
**Audit Partner**  
Registered Company Auditor (ASIC RAN 483424)  
90 Rusden St  
ARMIDALE NSW 2350

Dated: 3 November 2017



Crowe Horwath Central North  
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**DISCLAIMER  
TO THE MEMBERS OF  
NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC**

**ABN 35 931 742 739**

The additional financial data presented on pages 13 - 15 is in accordance with the books and records of the company which have been subjected to the auditing procedures applied in our statutory audit of the company for the financial year ended 30 June 2017. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than North & North West Community Legal Service) in respect of such data, including any errors of omissions therein however caused.

*Crowe Horwath Central North*  
**CROWE HORWATH CENTRAL NORTH**

*Kylie Ellis*

**Kylie Ellis**  
**Audit Partner**  
Registered Company Auditor (ASIC RAN 483424)  
90 Rusden St  
ARMIDALE NSW 2350

Dated: 3 November 2017

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**NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC**

**ABN 35 931 742 739**

**DETAILED INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2017**

<b>LEGAL SERVICE</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
Government funding		
Commonwealth funding	<b>411,298</b>	394,676
Funds carried forward	<b>119,800</b>	66,625
NSW state funding	<b>20,622</b>	19,935
PPF funding	<b>104,088</b>	94,625
Service generated income	<b>19,208</b>	26,619
<b>Total Income</b>	<b>675,016</b>	602,480
<b>Expenditure</b>		
<u>Salary &amp; Wages</u>		
Salaries and wages	<b>344,148</b>	299,432
Superannuation contributions	<b>33,297</b>	25,360
	<b>377,445</b>	324,792
<u>Salary Related Expenses</u>		
Provision for annual leave	<b>21,498</b>	(12,798)
Provision for long service leave	<b>6,685</b>	4,660
Provision for relief wages	<b>(9,702)</b>	(3,196)
Provision for redundancy	<b>(19,899)</b>	17,889
Provision for trainee and bonuses	<b>37,732</b>	13,229
Staff training	<b>7,089</b>	2,245
Staff recruitment	-	2,658
Staff labour hire	-	16,927
Workers compensation insurance	<b>1,529</b>	1,176
	<b>44,932</b>	42,790
<u>Other Operating Expenses</u>		
Accounting and finance fees	<b>15,319</b>	15,317
Communications	<b>9,649</b>	2,917
Depreciation expense	<b>11,662</b>	7,759
Insurance	<b>5,691</b>	3,789
Management expense	-	7,601
Office overheads	<b>24,748</b>	12,358
Library, resources and subscriptions	<b>16,051</b>	5,656
Other premises costs	<b>5,715</b>	5,519
Programming and planning	<b>12,053</b>	4,499
Rent	<b>18,225</b>	16,750
Repairs and maintenance	<b>3,075</b>	11,178
Minor equipment	<b>1,752</b>	-
Travel	<b>19,656</b>	21,755
	<b>143,596</b>	115,098
<b>Total Expenditure</b>	<b>565,973</b>	482,680
<b>Surplus</b>	<b>109,043</b>	119,800
Transfer to unexpended grants	<b>(109,043)</b>	(119,800)
<b>Surplus before Income Tax Expense</b>	<b>\$ -</b>	<b>\$ -</b>

This statement should be read in conjunction with the attached disclaimer.  
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## NORTH &amp; NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

DETAILED INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2017

<b>MOREE OUTREACH CLINIC</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
Government funding		
Outreach clinic funding	<u>2,957</u>	6,093
<b>Total Income</b>	<u>2,957</u>	6,093
<b>Expenditure</b>		
Salary related expenses	-	226
Salary and wages	<u>2,700</u>	5,358
Superannuation	<u>257</u>	509
<b>Total Expenditure</b>	<u>2,957</u>	6,093
<b>Surplus before Income Tax Expense</b>	<u>\$ -</u>	<u>\$ -</u>

To be read in conjunction with the attached disclaimer  
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## NORTH &amp; NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

DETAILED INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2017

<b>CARE AND PROTECTION</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
Government funding		
Care and protection	-	18,000
Reimbursements	<u>-</u>	348
<b>Total Income</b>	<u>-</u>	18,348
<b>Expenditure</b>		
Salary related expenses	-	618
Salary and wages	-	12,360
Superannuation	-	1,174
Rent	-	900
Other premises costs	-	200
Staff training	-	193
Communications	-	450
Office overheads	-	160
Insurance	-	200
Accounting and finance fees	-	1,244
Programming and planning	-	322
Travel	-	350
Library, resources and subscriptions	<u>-</u>	177
<b>Total Expenditure</b>	<u>-</u>	18,348
<b>Surplus before Income Tax Expense</b>	<u>\$ -</u>	<u>\$ -</u>
Transfer to unexpended grants	<u>-</u>	-
<b>Surplus before Income Tax Expense</b>	<u>\$ -</u>	<u>\$ -</u>

To be read in conjunction with the attached disclaimer  
Page 15

# CONTACT US

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