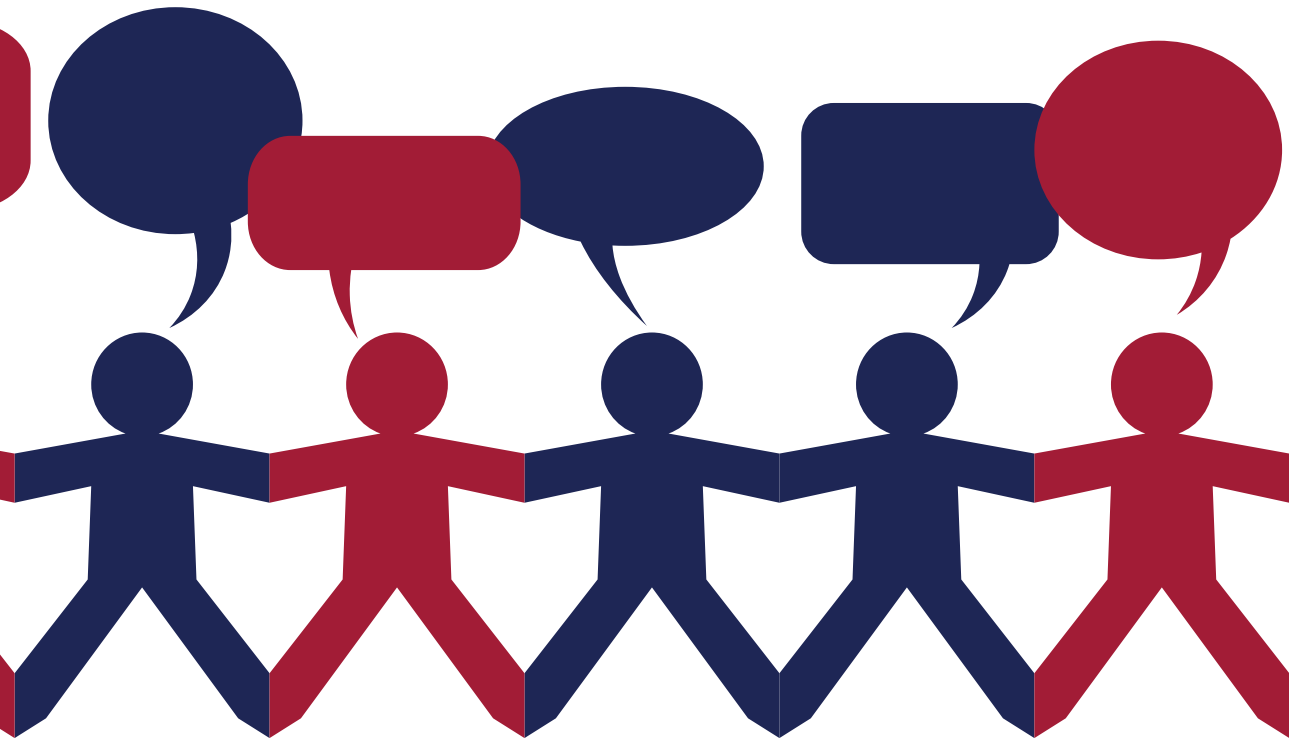




ANNUAL REPORT

2018-2019



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Acknowledgement of Country



We would like to acknowledge the traditional custodians of this land. We would also like to pay respect to the elders, past, present and emerging.

The North & North West Community Legal Service (NNWCLS) acknowledges the importance of developing strong effective relationships based on mutual respect and trust with the Australian Indigenous peoples.

North & North West Community Legal Service is committed to ensuring that the perspectives, values and experiences of our staff, clients and stakeholders are valued, respected and acknowledged in all levels of service delivery.

NNWCLS believe that respect for Aboriginal and Torres Strait Islander peoples, cultures, lands, and histories form an important basis to establish a safe and healthy environment that is sensitive towards the needs of Australian Indigenous peoples. NNWCLS is committed to creating a more inclusive and culturally appropriate environment

that will ultimately create in-creased quality and culturally appropriate legal services to Aboriginal and Torres Strait Islander peoples.

NNWCLS acknowledges that Indigenous Australian people are the traditional custodians of the land upon which NNWCLS operates and that the consequences of the dispossession by European colonization of this and of all other lands in Australia are still being felt within the Australian community.

Welcome to Country Hazel Green

Hazel is a proud Gumbaynggirr woman who has worked extensively in our region for many years and continues to do so during retirement. She and her husband Cyril jointly received the Armidale Australia Day Senior Citizens of the Year Award in 2014. The following year, Hazel was awarded the Order of Australia Medal (OAM). Hazel has been a Board Member for various community organisations including NNWCLS. She is a very kind, caring and compassionate woman who is passionate about helping people and bringing them happiness.



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QR Code instructions

This year's Annual Report offers the reader a "virtual" experience of our Service. We hope to engage you on a personal level and give an experience of our Service, through this Report, like no other!

Follow these instructions to begin this exciting journey that is North & North West Community Legal Service Inc:

If you are using an iPhone:

- open your camera and hover your phone over the QR Code until you can see the QR Code on your screen
- Click on the tab that appears at the top of your phone, this will open the video and our story will begin.

If you are using an Android phone:

- From your Play Store app download the free **QR Code reader TW Mobile app**
- Once downloaded, open this App now on your phone
- Hover your phone over each QR Code until you see the QR Code on your screen
- Click Browse website to open the video and our story will begin.

Engage with each QR Code and experience the "virtual" world of North & North West Community Legal Service. Feel the passion of our dynamic team as we share with you the delivery of a professional and quality service to the community of the New England and north west of NSW.

From the team of
North & North West
Community Legal
Service Inc →

Our Staff



Principal Solicitor

Terri King

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.



Coordinator

Sandy Watt

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



Solicitor

Stanley Tao

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.



Solicitor

Niel van der Linde

Niel completed his Bachelor of Laws at the University of Tasmania and his Graduate Diploma of Legal Practice at the College of Law. He completed his practical placement at a Community Legal Centre and soon realised his passion for assisting members of the community.

He has a particular interest in Criminal Law, Family Law and Estate matters and joins the Service after 2 years of working in private practice. Niel also has an active interest in rugby union.



Solicitor

Nicholas Forrest

Nicholas is a New England local who has joined the team after 3 years with the Aboriginal Legal Service.

He is passionate about Criminal Law, Administrative Law and helping those who have been historically disenfranchised from the legal system. In his spare time, Nicholas likes to bake bread and spend time with his family.



Legal Support Officer

Donna Gilbert

Donna joined the Service in 2013 as Administration Assistant. Donna left the Service for a short period and returned as the Legal Support Officer. She finds that the service NNWCLS provides to the community is invaluable and extremely rewarding on a personal level. The most rewarding part of her job is assisting the Solicitors to provide the utmost professional service that the community needs. Donna also enjoys interacting with the community and being able to help people in need. She sees being a team member of this much needed Service a privilege.



Administrative Assistant

Bailie Rolff

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.



Administrative Trainee

Natasha Carey

Natasha is the newest member of the NNWCLS team, having joined us in 2019. Natasha completed her Higher School Certificate in 2016 locally, and then worked as an Administration Assistant and in retail for the past 3 years. Natasha has an interest in the legal system and hopes that completing the traineeship will provide her with insight, knowledge and experience in the sector to assist in determining her legal career path. Natasha has a love and passion for animals and cooking.



Our Management Committee



Chairperson

Ms Bronwyn Pearson

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.



Secretary

Ms Kathy Padgen

Ms Kathy Padgen was born in England and arrived in Australia in the early 70's after a number of years living in the Middle East and South Africa. Career highlights include Legal Publishing and Communications. Kathy is a retired Public Servant having worked for the benefit of children and single parents as a Senior Case Officer for a Federal Agency. Since moving to Armidale, Kathy has fulfilled the role of Station Manager/Public Officer of the Armidale Community Radio Station.

In May 2018, after 10 years, she retired from this role to concentrate on a new venture to bring industry and employment to the New England region. Kathy has a strong sense of community justice and involvement.



Treasurer

Dr Kip Werren

BFA/LLB(Hons), PhD(WSU)

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.



Committee Member

Ms Bronwen Jackman

LLM, SAB (Dip. Law)

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.



Committee Member

Mr Paul Sattler

BA(Hons) LLB(Hons) (NE)

Mr Paul Sattler came to the School of Law from practice, and currently teaches in Equity and Trusts, and Succession Law. In practice, Paul specialised in criminal law, and his main areas of research include evidence law and its application in the criminal and civil processes. Since 2012 Paul was a contributing author to Eburn and Hayes Criminal Law and Procedure in NSW, the 6th edition of which is due for publication in late 2019. Paul is a member of the Law Society of New South Wales and President of the Senior Common Room of Earle Page College. He continues to practice and provides pro-bono advice to North & North West Community Legal Service where he is a Committee Member.



Our Purpose ..

- 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.

Who do we help?

Everyone living in the North and North West of New South Wales can access our Service for free and confidential legal advice and assistance.

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 matters
- 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
- Youth issues

Our goal is to give assistance to anyone who is having difficulties accessing or is unsure how to access the legal system. We also undertake legal education to community groups upon request.



Find us at our Outreach locations

TAMWORTH

- » **Tamworth Community Centre**
Cnr Peel & Darling Streets
Tamworth
- » **Coledale Community Centre**
2B Kenny Drive
Tamworth

GUNNEDAH

- » **Go Co**
80 Marquis Street
Gunnedah

NARRABRI

- » **Narrabri Library**
8 Doyle Street
Narrabri

WEE WAA

- » **Wee Waa Library**
106 Rose Street
Wee Waa

MOREE

- » **Moree Library**
Cnr Balo & Albert Streets
Moree

WALCHA

- » **Walcha Community Hub**
21E Fitzroy Street
Walcha

GUYRA

- » **The Guyra Hub**
160 Bradley Street
Guyra

INVERELL

- » **Inverell Court House**
Otho Street
Inverell
- » **Linking together Centre**
16 Waratah Avenue
Inverell

GLEN INNES

- » **Community Centre**
268 Grey Street
Glen Innes
- » **Glen Innes Library**
71 Grey Street
Glen Innes
- » **Glen Innes Correctional Centre**

QUIRINDI

- » **Quirindi Home Support Services**
Cnr Station & Dalley Streets
Quirindi

TENTERFIELD

- » **Tenterfield Community Hub**
204 Rouse Street
Tenterfield

WERRIS CREEK

- » **Werris Creek Library**
59a Single Street, Werris Creek

UNIVERSITY OF NEW ENGLAND

- » **Uni4me office**
– near the Commonwealth
Bank ATM



History

The North & North West Community Legal Service Inc (NNWCLS) was established in April 1993.

The Service was initially known as the Armidale Community Legal Service and was run solely by volunteers and lead by Jennifer Crew.

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 and the 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. The Service was officially opened by Rt Hon Ian Sinclair in Armidale on 22nd April 1996.

With the office based in Armidale, Outreach clinics were soon established to service the communities throughout the catchment of the New England and north and north west of NSW. The Service began as a generalist service, and continues to be today, allowing for advice and assistance to be given across a large scope of problem types.

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 (NEWTAAS). 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 in Rusden Street Armidale. 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 moved to new premises in Faulkner Street, Armidale while NEWTAAS remained at the Minto Building and from 1st July 2010, NEWTAAS also successfully self-incorporated.

The Service remained in Faulkner Street until October 2017. After receiving additional funding, giving the Service an opportunity to expand its current staffing levels, larger premises were sort. The office is now located at 215 Beardsley Street which is in a busy area of Armidale giving great exposure to the community and easy access for clients. With expansion in staffing levels came growth into new regions. Currently our Outreach Program has extended to 19 clinics each month in 13 towns and is covering more distances and population base than ever before. While much growth and change has occurred for the Service since its inception, our values and mission remain the same:

"To create a fairer, more just society by providing free and confidential legal advice and support to all"



Chairperson's Report

The North & North West Community Legal Service (NNWCLS) has had an outstanding year, increasing services and maintaining staff levels despite a decrease in funding.

After the significant increases in funding allocations from both the Commonwealth and State Governments last year, our total funding was decreased by 8% this year, chiefly due to a significant decrease in State Government funds. Even in these circumstances, the team has maintained staffing and growth targets with outstanding drive and commitment.

There will be challenges in the future, with the State Government changing the way that community legal services are funded and operated, but I am confident that the NNWCLS will meet these challenges with verve and determination to ensure that our community continues to be well serviced.

This year our Principal Solicitor, Terri King, marked her 10 years of service to the NNWCLS. Terri is passionate and dedicated to serving community legal needs, and I thank her for her leadership and efforts over this period of immense change and growth.



In 2018-19 one focus was finding gaps and needs in the service provision to our community, and working collaboratively with local organisations to solve these problems. In one example, it was identified that there was an increasing need for support in the Tenterfield Local Court that our established Court Liaison Program could provide. This service is now available in Tenterfield and is working towards meeting this community need particularly in relation to domestic violence matters.

The creativity of the team in identifying and solving problems comes across strongly in relation to the decline in attendance at the Glen Innes Correctional Centre

The team learned that the Centre's schedule had changed, which prevented many prisoners from attending at the usual time, and the result was a change in our calendar, which has increased attendance again.

Legal education on the part of NNWCLS has continued with our passionate solicitors educating our local community and organisations on a variety of issues including estate planning, police powers and employment law, amongst many others. A number of information sessions were held across multiple media, events and organisations to raise awareness of the work of NNWCLS and its availability to our communities. In addition, this year the team developed a major CLE project, including resources, titled "DV Affects All, Even the Small". This project was targeted at early childhood educators to provide them with the necessary knowledge to best support their charges in difficult parenting and domestic violence circumstances.

Feedback from NNWCLS stakeholders and clients has been uniformly positive. Satisfaction Surveys indicated that 100% of clients would recommend NNWCLS's services to others, and 71% strongly agreed that it was easy to contact the team. Clients reported that staff listened to their legal problem, helped them to understand how to deal with it and ensured that they knew where to get help if another legal problem arises in the future.

In the 2019/2020 financial year, the Service plans to continue growing and expanding legal services to the region. Of particular note is our establishment of an office in Moree, in response to an expanding need for assistance in that community.

It has been an honour and privilege to chair the NNWCLS Board once again this year and witness the dedication and considerable efforts of staff to not only continue, but extend services. I am continually inspired by both the wonderful achievements of NNWCLS, and the unswerving dedication of its staffing team and Board. Congratulations to all of you, and thank you for a wonderful year.

Bronwyn Pearson

CHAIRPERSON



Principal Solicitor's Report

It is with great pleasure that I present my report for the 2018-2019 financial year. As I reflect on the last year, what stands out to me is the ability of our organisation to successfully respond to emerging trends and gaps within our catchment, in our local communities and at a grass roots level.

As an organisation, we yield significant strength from our relationships with our stakeholders, including our outreach circuit locations, other service delivery providers, community members and clients.

These groups assist us in informing our Service of local needs and gaps. As the Principal, I take great pride in being able to take such feedback and adapt that within our service delivery framework to respond with a constructive, helpful and timely solution.

The Service's ability to respond in such a manner is a real credit to our Staff and Management Committee whom have proven their willingness to consider new ideas, take on feedback and challenge traditional notions of service delivery.

There has been an overwhelmingly positive response at Interagency meetings when I discuss the Service's willingness to work collaboratively with other Service providers, to fill identified gaps for their client groups, to problem solve and ultimately deliver a needed service.



Tenterfield

This year in response to community feedback, the Service extended the delivery of the Court Liaison Program to Tenterfield. Service providers in Tenterfield identified, in our stakeholder's survey, that an ongoing issue for their community was people living with and experiencing domestic and family violence. In relation to such violence, legal issues around breaches of apprehended domestic violence orders and education were raised.

In addition, we discovered through conversations with the Local Court, that, due to Tenterfield being a relatively small community, conflict of interest's issues were commonplace for the two duty lawyers. Meaning that not all eligible court users were being assisted by a duty lawyer.

In response to these identified gaps, our Service committed to doubling our outreach circuit to Tenterfield to a monthly rotation and introducing our Court Liaison Program at the Local Court. In doing so, we aim to better educate defendants of the conditions of their ADVO's to reduce the risk of future breaches and assist first time court users who cannot access the duty lawyer and cannot afford to pay for a private solicitor. Additionally, we now offer up to 6 face to face appointments in Tenterfield each month. Providing residents an opportunity to seek legal advice and ongoing assistance in relation to their domestic and family violence related matters.

Refugees

Over the course of the past year or so, the population of Armidale has changed significantly with the recent influx of humanitarian visa entrants; approximately 1000 refugees have been embraced by our community. In doing so new needs have emerged, one being the need to assist with family reunion visa's. Our Service, in collaboration with the NSW Legal Aid Refugee Service now offer refugee clients a place to access assistance in completing the visa applications and making referrals to Legal Aid NSW for legal advice. Previously, this was an area that our Service did not assist in, however seeing a need, we were able to amend our casework guidelines, and strengthen our working relationship with Legal Aid NSW to allow for this need to be met.

Consequently, this area of law is now in our top ten areas of assistance. Our staff have undertaken training in relation to working with culturally and linguistically diverse clients, taken advantage of the TIS interpreting service and upskilled themselves in order to aid with the completion of these applications.

Correctional Centre

During our outreach to the Glen Innes Correctional Centre we noticed that the appointments were beginning to decline. After speaking with the inmates and staff we discovered that a timetabling change had meant that most inmates were unable to access our clinic due to their work commitments. Consequently, with the cooperation of the Correctional Centre we amended our calendars and rescheduled our outreach visit to allow access to a greater number of inmates. Since rescheduling the clinic, we have seen a significant increase in attendance, often beyond capacity.

Wills

Drafting wills, power of attorney and enduring guardianship appointments has become one of our primary areas of practice, coming in as our top problem type this year. Through community legal education and innovative promotion of

the Service clients increasingly contact our offices to draft their documents. With the apparent increase, we observed that there were many clients being turned away from our Service, as they owned real property and consequently, we were unable to draft there will.

After considering a number of case studies in which clients owned their own home, received only a Centrelink income and could not afford to pay a private solicitor, the Management Committee agreed to amend our casework guidelines to allow the Service to draft simple wills for these clients.

This change has alleviated significant need throughout our catchment, particularly for aging pensioners who's only asset is their home.

We continue to work towards increasing the awareness of these documents and the importance of drafting them using community legal education. I have enjoyed the many opportunities I have had to speak to various groups about the importance of these documents. Furthermore, providing them with an opportunity to plan for their futures, at no cost, with our Service.

Domestic and Family Violence

After identifying a further need within our catchment for early childhood educators dealing with disclosures of domestic and family violence from their families, we developed a program titled "DV Affects All Even the Small". The program aims to increase the audiences understanding of what domestic and family violence looks like, the impact on children, parenting orders, apprehended domestic violence orders, dealing with disclosures and making appropriate referrals. With an accompanied resource the participants are encouraged to take what they have learnt and apply it to their work and personal lives. It is our hope that this will lead to early intervention of families experiencing violence.

We intend on offering this program throughout our entire catchment over the coming years.

Moree

Towards the end of this year, after considering the legal need within our catchment. We concluded that our monthly circuit to Moree was not enough to meet the demand for assistance within the community. Despite having several Legal Service Providers, we identified a number of gaps including family law advice and assistance, estate planning and mediation.

In an attempt to fill the identified gaps and increase service availability to the Western side of our catchment we have undertaken to open a second office, located in Moree in the coming year. This is an exciting opportunity for us to meet the needs of the community in a method, that hasn't been used by our Service previously.

The results of the Service in both delivery and quality have been no small feat, and have required consistent dedication and passion from Staff, Volunteers and the Management Committee. The success of the Service is a direct reflection of the Staff representing it and the client's that use it. I'd like to thank the Staff and Management Committee for their contribution to the Service's achievements this year and encourage them to continue into the coming year with as much passion and vigour as they have previously.

Ferri King

Principal Solicitor



Coordinator's Report

For 26 years the North & North West Community Legal Service Inc has taken pride in providing a professional and confidential free legal service to the community of the New England and north west region of NSW. I feel privileged to be working with a passionate and dedicated team and it is with much pleasure that I present my Report for this financial year, 2018/2019.

It is through the hard work of the Service's staff and Management Committee that has enabled the Service to grow to what we have today.

We are currently sitting in a position like no other period in the history of our Service allowing us to accommodate such staffing numbers like never before, funding like has never been and statistics and targets reached that, in our humble beginnings, would be a future to strive for. This year has certainly been no exception to the exemplary, professional service provided to the community by our team that our Strategic Planning allowed.

But let's go back: Last year saw our funding pool almost double which allowed for growth within our staff, requiring larger office premises and allowing for expansion of our footprint in our catchment, opening new Clinics. Last year was an impressive demonstration of how our Service responds to increased funding turning Government money into legal services for our communities in demographically disadvantaged regions.

To this year: Our funding was reduced by 8% which is made up of an indexation increase from the Commonwealth and Public Purpose Funding (PPF) but



then a 30% decrease from the State Government funding. Despite this reduction, we continued to honour our previous year's Outreach growth and we maintained our increased staffing levels, while increasing our statistics and targets. It was disappointing for the Service to learn of its reduction in State Funding from The Hon Mr Mark Speakman, who had injected \$6 million into the Community Legal Centre Sector for a 2-year cycle commencing 2017/2018. However, this was new money into our Sector and although re-allocation in its second year affected our Service, we are reminded that it's the largest increase of funding from NSW Government for two decades and because of that, more people than ever before across NSW can experience the benefits of a Community Legal Centre in their regions.

Funding is certainly the background mechanism that lays the path for each year's planning and operations and is something that is a volatile and ever-changing arena. This year saw perhaps the most significant change in our funding allocation from State Government when the NSW Attorney General informed the Sector that funding will come to us through a Tender process requiring all Centres to bid for their State and PPF allocation on a 3 year cycle commencing 2019/2020. Legal Aid NSW will have no influence over the allocation of money having an independent Panel, with no prior knowledge of the Sector, making

decisions of funding with Mr Mark Speakman confirming the outcome. Because of this, Tenders had to be in depth, well researched and demographic/data driven to demonstrate the need for your Centre in your catchment while informing the Panel of the work your Centre currently undertakes.

With no guidelines in place for the open bidding of the \$9 million (Pool 1) or the \$3 million additional State funding (Pool 2), our peak body, Community Legal Centres NSW (CLCNSW) lead the discussions and it was agreed by all Centres that we work collaboratively and ensure that Centres didn't undermine each other in the pursuit of adequate funding, and as such it was agreed that Centres Tender for their current State and PPF money totaling the Pool 1 funding. Pool 2 funding, being new money, is for Centres demonstrating new initiatives or additional services that research indicates is a legal need in their regions.

Due to the Federal election, announcements of results from the Tender, submitted in December 2018, were delayed until May 2019 extending the angst of what would hope to be a successful Application. Our results were in: we received 80% of our Tender Application with all submitted targets approved. Although this was somewhat a win, the frustration was felt of the expectation to meet current targets on reduced funding, but that is the volatile nature of funding and will be an example of our Service rising to the challenge to meet targets while continuing to provide our community with a quality legal service on less funding come 2019/2020.

During our new-found funding bid, we were also faced with notification from Legal Aid NSW's Planning and Review Unit of proposed changes to catchments in NSW for CLC's. The reasoning for the "catchment carve-up" was to align CLC's with catchment boundaries and mapping set by the Department of Premier and Cabinet, to align all services when analyzing data, collaborative planning and analyzing gaps or duplication of

services. These changes could potentially see our catchment divided into 2 Centres ie: New England CLC and North West CLC. This potential carve-up would take affect from 2022/2023 financial year and could see other organisations or service providers Tendering for our catchments – not just CLC's. We were given the opportunity to respond and respond vehemently we did. Our response spoke to the successes of expanding our Service over our 26-year history demonstrating our understanding of the needs of our community and our ability to service such a large region. We spoke of our current collaboration with other service providers and the high satisfaction rate from clients in the efficient service we provide and the speed with which we respond to their needs. The outcome: no carve-up of our catchment! Our Service's footprint will remain as it has been for the past 26 years, allowing us to continue the work that we all so passionately commit to every day to a community that we know and understand. This was a massive win for our Service.

When we speak of success in our catchment, this is evidence-based. How do we know this? Every year our Service undergoes a Client Satisfaction Survey in our entire catchment to gain an unbiased view from the heart of what drives our Objectives and Purpose Statement: our clients. This year 100% of our clients surveyed agreed that they would recommend our Service to others (what an outstanding result); up to 77% strongly agreed that it was easy to contact our Service, that our staff listened to their legal problem and that they know where to go for help if they have another legal problem in the future.

However, one client disagreed that it was easy to contact our Service when needed. While receiving constant positive feedback is rewarding for our team, an opportunity to test procedures and practices comes through client feedback whose engagement with us is not what was expected; even if just one client. When examining this survey, the

client indicated that they couldn't reach us on the phone immediately when help was needed. However, the survey indicated that during their appointment, and further engagement with us, their experience was positive, and they would use our Service again. The need for immediate engagement with our Service is synonymous for the demographic of our region where legal problems can be left until crisis point before seeking assistance. Should immediate contact not occur stress and angst can result. However, this client's message was followed up through triage and an appointment was secured and a positive outcome occurred. We appreciated the honest feedback from this client giving us an opportunity to re-evaluate and test our practices. I am proud of the results from this year's Client Survey and I congratulate my colleagues on the excellent results.

Our community feedback doesn't stop here. Each year we engage organisations throughout our catchment in a Stakeholder Survey. This assists us with Strategic Planning moving into the next financial year and ensures that we're meeting the needs of other services' clients, strengthening referral pathways to ensure timely outcomes for our collective client group. We learned that other organisations would benefit from our current domestic and family violence education and assistance, while work through our Court Liaison Program was benefiting defendants with education on AVO's. This feedback is vindication of our current Strategic Plan framework and particularly of the D/FV work we do in this space through our Commonwealth funding of which we will continue throughout our catchment next year.

Whilst quality-assessing our services at a frontline level, our Management Committee underwent its Skills Audit. This is an excellent exercise to ensure a diverse range of skills, experience and knowledge needed to operate our Service from a governance level is prevalent in our current Committee. The results were

outstanding showing that our combined Committee were 100% confident across all our organisation's requirements of core and specialist skills and we thank all Members for their contribution this year.

One important key performance indicator for our Service, that being client statistics, has been just as impressive this year. We surpassed some targets on advice and representation services by up to 31% and surpassed percentages on priority client groups eg: ATSI and financial disadvantaged by 3%. Our client numbers have remained solid and our assistance to clients experiencing or at risk of family violence and family law issues increased significantly this year. With our continued advertising, promotion and community involvement these impressive quantifiable measures can only increase as we reach more of our community each year.

From our governance to our frontline services, this year has certainly been successful and when Legal Aid NSW contacted us advising that we would be a featured Centre in their "Verbals" magazine in June 2019, we were beyond proud to gain this recognition and again I congratulate my team mates for their contribution to this year's success.

What more can this Service accomplish!! Just when you think the plateau must surely be upon us, we gained approval to open a branch office in Moree in the next financial year. This will be an incredible "first" in the history of our Service and I look forward to reporting its successes in my next Report.

Congratulations to everyone; what a year!

Sandy Watt
Coordinator

The Work of our Legal Service

The North & North West Community Legal Service Inc is a free and confidential legal advice and assistance service.

We provide advice, assistance and support to people living in the New England and the north and north west region of NSW. We help those who have least access to the legal system and the least power to help themselves.

We aim to help clients to be better informed of their legal and social rights and responsibilities and inform clients of the options available to them.

Our office is based in Armidale and we provide legal advice, information, casework and some Court Representation. We also operate an extensive Outreach Circuit Program throughout our catchment, supporting a population base of approximately 181,555 people over an area of 99,144 square kilometres.

We visit Walcha, Werris Creek, Quirindi, Gunnedah, Narrabri, Wee Waa, Moree, Inverell, Glen Innes, Glen Innes Correctional Centre, Tenterfield, Guyra and the University of New England monthly. We visit our Tamworth Clinic on a fortnightly basis as the need is high in this region and more frequent visits are required. We operate 2 separate clinics while visiting Tamworth, Inverell and Glen Innes to be accessible to residence at either ends of these towns. When face to face appointments aren't possible for clients, we offer telephone appointments to everyone in our catchment.



Our Outreach Program is far-reaching! In travel time alone, our Legal Staff spends up to 41 hours every month in the car enroute 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.

In addition to our Outreach Program, we also operate a Court Liaison Program in Armidale every Monday on list day. Because of its success, and the benefits to Court users on the day, we have extended this Program to Tenterfield each month.

When considering Service growth, or continued service within communities, we gather all our statistics from the Law & Justice Foundation 2018 Collaborative Planning Resource, Bureau of Statistics 2016 Census QuickStats and from the NSW Bureau of Crime Statistics and Research.

To date, research gathered indicates that across all our Outreach locations percentages are high with our ATSI population and our aged population. We have a large percentage of our population who has lower education levels and lower levels of household income earnings.

The percentage count for the need for legal assistance services in our regions ie: the count of people aged 15-64 who are likely to need legal assistance should they experience a problem due to their low level of percentage income and educational attainment, is also high across our entire catchment. This data collected demonstrates that our Service is well-placed in all regions of the north west and New England region of NSW.

Our Service also offers legal education sessions to our communities and groups, aiming to increase people's knowledge and understanding of the law and their legal rights.

We continue to advertise extensively on radio and in newspapers and community flyers of our Outreach locations to maximise our exposure and ensure assistance to our catchment area is well-known. In Armidale we also advertise on the back of a local taxi, we have a large sign at the local rugby league ground and promote our Service on coasters in our local Services Club.



THIS YEAR
We travelled

34,330 kms 



Our Statistic Profile

In 2018/2019 the North & North West Community Legal Service:

Provided assistance to
740 clients

Provided referrals and information to
670 clients

Opened
395 new representation services

Closed
334 representation services

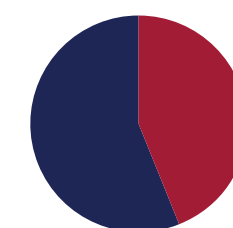
Provided
502 legal advices

Provided court representation to
61 clients

Provided community
74 legal education projects

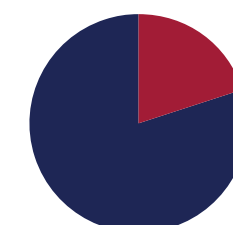
Provided
36 legal tasks to clients

Of these clients assisted..

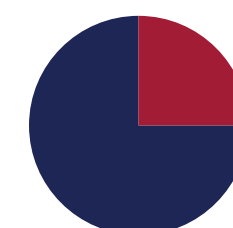


56%
Female clients

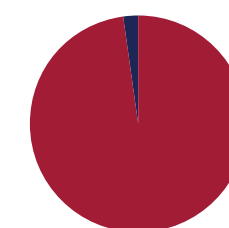
44%
Male clients



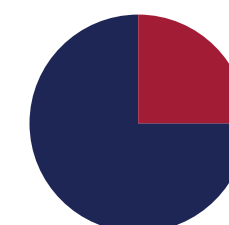
20%
Identified as Aboriginal or Torres Strait Islander



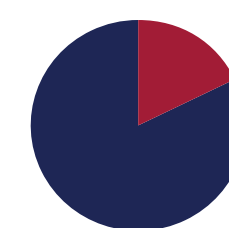
25% reported to be experiencing Domestic/Family Violence



98% reported to be experiencing financial disadvantage

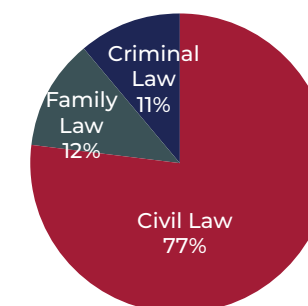


25% reported to have a disability



18% were clients aged 65 and over

Representation Services given by Law Type..



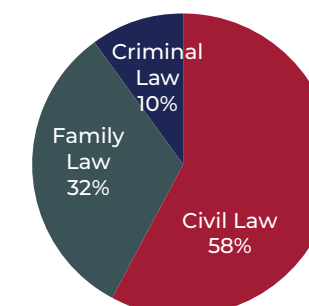
Top problem within Law type:-

Family Law – Parenting arrangements

Civil Law – Wills and Estates

Criminal Law – Traffic and vehicle regulatory offences

Advices by Law Type..



Top problem within Law type:-

Family Law – Parenting arrangements

Civil Law – Credit and Debt issues

Criminal Law – Traffic and vehicle regulatory offences

Top 10 Problem types for total client numbers this year..

- | | |
|--|-----------------------------------|
| 1. Wills, Power of Attorney, Enduring Guardianship | 6. Credit & Debt issues |
| 2. Child contacts, contact orders and Parenting Plans | 7. Other Civil |
| 3. Apprehended Violence Orders | 8. Divorce |
| 4. Employment issues | 9. Other Criminal Law |
| 5. Road, traffic and motor vehicle regulatory | 10. Immigration Other Visa |



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 or for those who cannot afford a private practitioner.



Our Court Liaison Program is so successful in the Armidale area that we have taken it to Tenterfield on their list day each month.

Consultation with our Stakeholders in the Tenterfield region, to assist with the decision-making of this expansion, indicated that defendants of ADVO's would benefit from education about their Orders to prevent any risk of breach.

This education is now provided through this Court Liaison Program and by our Solicitor, Niel van der Linde.

Of the matters that we assist through these Courts:

- 38% - traffic and vehicle regulatory offences
- 32% - other civil law problem types
- 22% - domestic violence protection orders
- 5% - employment issues
- 2% - other criminal law problem types



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.



Community Legal Education

Community Legal Education (CLE) is an important part of our yearly Strategic Planning. The purpose of CLE is to increase our community's knowledge of particular areas of law that would be specific to their personal needs, or to their organisation's upskilling.

Our Solicitors are passionate about educating our community, but not only does each CLE session educate its groups, it also becomes a great introduction of them individually as Practitioners. Participants become comfortable through an interactive method of education and feel confident to make contact with our Service, having already met their Solicitor.



Some of our CLE's for this year included:

- Wills, Power of Attorney, Enduring Guardianship to...
 - » Ascent Group Uralla
 - » Boggabri Multiple Purpose Service
 - » Armajun (Indigenous) Medical Centre
 - » Bingara Toy Library
 - » The Wind Jammers Group, Armidale
 - » Bingara Health Workers (Hunter New England Health)
 - » Moree Health Workers (Hunter New England Health)

- "Talk to my kids and me" – Centacare
- Pianoforte: legal issues for older people – Our Solicitor was on the panel when showing at the Moree Library
- Police Powers education to Youth through Family Support
- Employment Law education at the Narrabri Library
- Many information sessions promoting our Service and what we do to groups:
 - » Refugee Services
 - » UNE radio interview during O Week at the University
 - » Probus Club in Tamworth

This year we developed a major CLE project, including resources, titled:

DV Affects all, Even the Small

This CLE was for early childhood educators to increase staff understanding of ADVO's, Parenting Orders and to give assistance on how best to deal with disclosures of domestic and family violence and understanding appropriate referral pathways.



Pre-school and Family Day Care educators from Armidale and surrounding districts participated and all who attended received a showbag with our Service's brochures, pens, magnets and promotional drink bottle as well as our self-produced booklet providing information about our Service and important D/FV information including the cycle of violence, categories of abuse, statistics on D/FV, the Duluth Wheel, assistance with dealing with disclosures and referrals for both state-wide D/FV services as well as local services.



The big winner of the showbags was the teddy bear mascot for the Project wearing a T-shirt with "DV Affects All, Even the Small" on the front. This mascot could be taken back to their Centres and become a reminder of the affects D/FV has on children and where to go to for help.

Our Solicitors educated attendees on:

- What is D/FV
- What it looks like to a child
- Impacts of D/FV
- What is an ADVO and how to deal with them in your Centre
- Children and ADVO's
- Family Court Orders
- Dealing with disclosures of D/FV



Participants' feedback on surveys completed at the end of the evening indicated that all attendees felt they are more prepared now for D/FV disclosures than before the evening. All responded that the session was useful, and information was presented clear and to the point.

This was a very successful domestic and family violence project and because of its success we will be taking it to other towns throughout our catchment.



A medium of CLE that is unique to our Community Legal Centre is our radio program "Law Matters". Our Solicitors, Niel van der Linde and Nicholas Forrest host this program on 2ARM 92.1FM (the local community radio station) for one hour on 3 Fridays of each month. The Solicitors talk on many and varied topics which include Family Law matters, Consumer Law matters, traffic and driving offences, ADVO's, domestic and family violence issues, neighbourhood disputes, 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 listeners to consider perceptions of legal issues.

Now that 2ARM FM streams all their programs online, no matter where you are, you can tune in to Niel and Nick and "Law Matters". Some of our clients say they listen out for every broadcast to learn something new about their legal rights.

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 inform of current community events and state-wide happenings in the legal and funding arena. With the recent addition of the "quick exit" tab on our website allows users safe access to our current Service information.



Community Groups & EXPO involvement

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 Solicitors, Stanley, Niel and Nicholas participate in Interagency meetings in the towns of their monthly Outreach clinics. These face to face meetings 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 the Solicitor, can confidently refer their clients knowing they're in good hands.

Our Principal Solicitor, Terri King meets with the Armidale Interagencies (including Youth, Indigenous and Multicultural), Domestic and Family Violence Steering Committee, Tamworth and Armidale Family Support, CDAT, Justice Connect, Family Law Pathways, Community Health and Legal Aid Refugee Services meetings. Terri has established a great connection with these groups which results in many referrals to our Service.

In addition, Terri gains insight into what each organisation needs regarding legal assistance and how we can assist.

Participation in Community Expo's is a great, cost-effective means to promote the work that our Service does and it's an excellent opportunity for us to meet with the community in a relaxed atmosphere. It is a wonderful introduction of our Service 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, are great reminders 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.



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

- Gunnedah Homeless Connect day
- Day in the Dale NAIDOC celebration in Armidale
- Disability Support "My future, my choice" in Armidale and Tamworth
- NAIDOC Stall in Centro Armidale
- Ashford Aboriginal Land Council Services day
- Family Fun Days in Tingha, Guyra and Armidale
- Law Week Stall at University of New England (UNE)
- O Week at UNE
- National Reconciliation Week event
- Bingara Hunter New England Health (Health expo)



Scan me



SCAN ME



Law Reform

Our position on law reform within the Service remained similar this year to previous years ie: choosing not to participate in such advocacy work but to direct our work and use our funding to assist individuals within our catchment in an advice and casework capacity.

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 is achieved.

Client feedback plays an important role in checking the efficiencies of these policies and practices and it ensures that we're in line with our Objectives and Purposes.

This is an area that is closely monitored through our annual Client Satisfaction Survey. This Survey gives us an unbiased assessment of how our clients rate the accessibility and level of service they receive from us.

We were again very proud of the results shown with our Survey this financial year. We engaged clients from our Armidale office as well as from our Outreach clinic locations. We received surveys from Indigenous and non-Indigenous clients and pleasingly 100% of clients surveyed said that they would recommend our Service to others. Clients strongly agreed that our staff listened to and helped them understand how to deal with their legal problem. An excellent outcome!!

CLIENT SATISFACTION SURVEY 2019



We surveyed our clients to find out what they think and feel about the legal help we give them. We will use this information to plan and improve our services.

Who answered the survey?

52 clients

participated in our Client Survey process from Armidale and from our Outreach locations between April and June 2019



Client experience

Agreed that:

- ❖ Our Service's staff listened to their legal problem
- ❖ Our Service's staff helped them understand how to deal with their legal problem
- ❖ They know where to get help if they have another legal problem in the future

Client satisfaction

21% Aboriginal or Torres Strait Islander



10% Have a disability



71% STRONGLY AGREED it was easy to contact us

100% Agreed they would recommend our Service to others

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. Caitlyn Jones, Harrison Riley and Jonathon Moase have been a valuable part of our team this year, assisting the Solicitors with research and administrative tasks.

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. Caitlyn finished up with us in October 2018 after completing 12 months of volunteering and completing the UNE Work 300 unit with us. We are grateful for her contribution and wish her well for the future and we look forward to Harrison's and Jonathon's continued assistance next year.



Harrison Riley



Jonathon Moase



Caitlin Jones

Staff Training & Development

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

- Indigenous workshop at the Armidale Aboriginal Cultural Centre and Keeping Place
- Legal Aid Criminal Law Conference Training
- Legal Aid NSW Tender training
- Legal Aid NSW Work Development Orders
- Violence against Women in Refugee Communities
- CLASS database training
- Early years Conference with D/FV, ATSI, Refugee training
- Lifeline "Recognise and respond appropriately to D/FV"
- MYOB Single Touch Payroll
- Strategic Planning – new template training with CLCNSW
- Ombudsman, Law enforcement corruption commission, Independent Commission against corruption training with ICAC
- CLCNSW Quarterly meetings throughout the year



Case Studies

Stolen Generations Reparations Scheme

Eric, an elderly Indigenous man, made an application for the Stolen Generations Reparations Scheme (SGRS). The SGRS provides payments to living Stolen Generation Survivors who were removed from their families and committed to the care of the NSW Aborigines Protection or Welfare Boards. The payment is made in recognition of the harm that these removals caused.

Unfortunately, the Assessor found that he was not eligible for the SGRS. No records were found showing that he was removed by the Aborigines Protection or Welfare Boards.

We assisted Eric to prepare a lengthy statutory declaration detailing his removal from his parents at the age of 14 and the subsequent negative impact it had on his life. His application was subsequently granted. As a result, he received an ex gratia payment of \$75,000 plus \$7,000 for funeral assistance. He was overwhelmed by the outcome.

Motor Vehicle Accident- Property Damage

Alisha, an international student from India, was involved in a car accident. The accident was caused by the other driver.

Alisha found it difficult communicating with the other driver's insurer. They simply did not respond to her emails or would put her on hold for over an hour, if she was lucky enough to get through to the hotline. She desperately needed money to fix her car, which was her sole method of transport.

We assisted her to lodge a written complaint against the insurer with the Australian Financial Complaints Authority. The insurer immediately contacted us and agreed to pay her \$6,500 within one week. Alisha was then able to have the repairs completed on her car.

Family Law – Divorce

Dawn, a single mother of two children, attended our office by way of circuit seeking assistance to file an Application for Divorce. She found the online portal difficult to navigate and wasn't sure how to proceed. She was also concerned about the costs involved and how her husband would respond.

We were able to provide Dawn with legal advice about separation, parenting and the divorce process. We assisted Dawn to complete and file the Application for Divorce and apply to pay the reduced fee, to make the process more cost effective.

Keeping in mind that Dawn had limited financial means, we contacted the other party and arranged to serve the documents on behalf of our client; saving her the expense of engaging the Sheriff to execute service.

Once the documents had been received by the husband, we applied to the Court so that Dawn could appear by telephone at the hearing. Again, reducing costs to her as she did not have to pay travel and accommodation expenses to attend the hearing in person.

The Court considered all the filed documents at the hearing and granted Dawn a divorce. Once available, we accessed the online portal and printed the divorce order for Dawn.

Will, Power of Attorney and Enduring Guardianship

The office received a phone call from Helen who was at the hospital with her husband Richard. Richard had been admitted to the Intensive Care Unit. Helen was worried because the Doctors had suggested that Richard get a Will and Power of Attorney.

The Service was able to speak with Richard over the telephone that day to take his instructions to draft a Will, Power of Attorney and Enduring Guardianship

documents. That afternoon we attended the Hospital to go through the documents and execute them with Richard.

Helen and Richard both expressed feeling relieved that the documents had been completed. Soon after, once Richard had regained his health, Helen attended the office to also have her documents completed.

Civil Matter – Debt

During Outreach at Glen Innes Correctional Centre, an inmate, Larry, who had an acquired brain injury, approached the Service. After acquiring the brain injury, Larry's finances spiralled out of control and consequently he had many outstanding debts. Larry did not know to whom the debts were owed, or the amounts.

We assisted Larry to collate his debts. The main debt, of around \$18,000, was owed to a major personal loan company. We assisted Larry to lodge a financial hardship application, including gathering and preparing all the supporting documents, and entered extensive negotiations with the personal loan company.

The debt was reduced to \$8,000.00, to be paid in weekly instalments of \$60.00. The personal loan company also agreed not to charge any further interest on the debt.

Larry was released from prison shortly before we achieved the result. He found accommodation and support services locally and was very pleased not to be laden with substantial and unknown debts. Larry, upon reflection, recognised that his recovery and rehabilitation was made much easier without the burden of unknown debts.

Fraud

A young Indigenous woman, Abby, attended our Service and disclosed that her older cousin, Grace, had taken out a personal loan, with a very high interest rate. Grace had signed Abby up to be the guarantor for the loan without her knowledge; by impersonating her over the phone.

Grace subsequently did not pay any of the principal loan amount and the personal loan company commenced debt recovery proceedings in the Local Court against Abby.

Abby attended the Service with just days to file her defence to the personal loan company's Statement of Claim. We entered robust discussions with the personal loan company's lawyer who refused to withdraw the Statement of Claim. We then assisted the young woman to report the matter to NSW Police, report the matter to the Financial Services Ombudsman, obtain audio evidence from the personal loan company, file her defence and to continue further discussions with the personal loan company's lawyer. The personal loan company withdrew the Statement of Claim at the next mention of the matter. Abby was very pleased of the outcome as she felt that the right thing had been done and felt relief because her only income was a pension and she didn't know how she was going to make the repayments.

Unconscionable Conduct

An elderly Indigenous couple, Helen and Jim, attended the office and said that they had applied for a personal loan with their bank but that the terms of the loan had never been explained to them. They said that they were just told to sign a piece of paper and that they were now stuck with an excessive amount of debt because of the high interest rate charged on the loan. The debt was around \$10,000. Helen and Jim only receive a pension and have no other significant assets.

We made a complaint to the bank's internal dispute resolution pathway, but they refused to acknowledge any wrongdoing. We then assisted the elderly couple to make a complaint to the Financial Services Ombudsman and to gather and prepare all the evidence the Ombudsman subsequently asked for. The bank again refused to admit any wrongdoing and the matter was listed for a conciliation.

Shortly before the conciliation date, the bank contacted our office with an offer to settle for a significantly reduced amount. Helen and Jim accepted the offer and were thankful for the outcome as they felt that they had been "tricked" by the bank as they did not have the financial means to pay the debt.

Domestic Violence

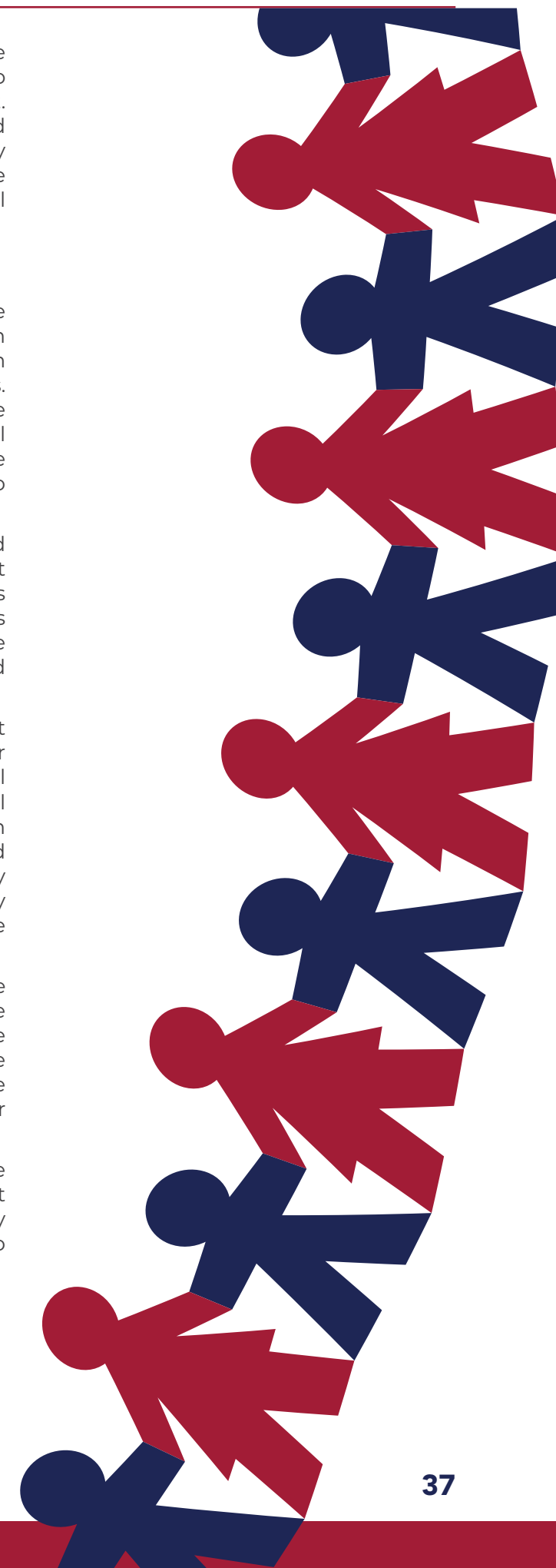
Margaret, a woman from a remote and isolated community, had been experiencing domestic violence from her ex-partner, John for several years. Margaret was living in the family home with John due to her limited financial resources. Margaret attended our office with her son and daughter in-law who were concerned for her safety.

The physical violence had stopped around a year earlier after Margaret had been taken to hospital for injuries perpetrated by John. However, she was still experiencing psychological abuse from John, who was threatening and denigrating her daily.

John had erected a wall to stop Margaret accessing running water and other amenities in the house. The Local Council had informed her that unless the wall came down, they may have to condemn the dwelling. Although Margaret had made several reports to the Police, they had not been able to intervene as they saw the conduct as a family law issue rather than as domestic violence.

We assisted Margaret to privately pursue an Apprehended Domestic Violence Order. The Court initially refused to list the matter without the Police supporting the application. After several conferences the Court eventually listed the application for determination by the Magistrate.

At Court we continued to provide support, speaking on behalf of our client and negotiating with John. Ultimately John agreed to take down the wall and to cease the verbal abuse to Margaret.



Highlights for the Year

This year our Principal Solicitor, Terri King reached a milestone of completing 10 years with the Service.

This is Terri's story:

After seeing a poster for volunteers at the UNE, Terri made an application and began volunteering with the Service in 2006. She completed administrative duties and covered the front desk of an afternoon. Terri began filling in for the Administration Assistant position casually during periods of absences, until her successful application and interviewing for the position in February 2009.

Terri remained as Administrative Assistant whilst completing her Bachelor Laws and Bachelor of Arts at the UNE. Upon completion, Terri was moved into the role of Paralegal after the exit of one of the Solicitors. During her time as Paralegal, Terri completed her Graduate Diploma in Legal Practice at ANU. It was at this time Terri began working with victims of domestic and family violence and sexual assault, initiating her passion for education and assistance relating to these forms of violence.

Once Terri completed the GDLP she was admitted as a Solicitor in 2010 and began her role as Junior Solicitor and continued in that role until she was promoted to Solicitor in 2014.

Terri continued to develop her interests in working with people experiencing violence and in family law. Additionally, seeing a need in the community Terri began to do more work both in education and drafting of Wills, Power of Attorney and Enduring Guardianship.

In 2015 Terri was appointed Acting Principal Solicitor during the absence of the Principal, later being appointed Principal Solicitor in 2016. She has remained in this role, completing a National Accreditation as a Mediator. Terri values the impact mediation can have on disputing parties and hopes to grow this area within the Service.

Terri enjoys working in a role that influences the direction of the Service and allows for a real-time response to community needs.

The Management Committee, staff and their partners all enjoyed an evening out to help Terri celebrate this momentous occasion. There was much laughter and fun had by all as we reminisced with Terri of her time with NNWCLS.



Our Solicitor, Niel van der Linde became a Dad!

On Tuesday, 14th May 2019 Niel and his gorgeous wife Felicity (Flick) were blessed by the birth of their first child, Leon Alexander. Leon came into the world at a healthy 3.67kg (8lb 1oz) and 51 cm long after an easy, trouble-free birth, according to Niel (Flick's account has some slight variations).

Leon is a beautiful, content and handsome little man who doesn't complain when he gets passed around the office. Niel appears to be a little more tired these days however he is relishing in his new role as Dad.



We launched our new Indigenous brochure during National Reconciliation Week



We are proud of our new Indigenous brochure that was very well received during its launch this year at our office. Invitations were extended to our Indigenous community to participate in a morning tea, a walk through the

office to become acquainted with our new premises, and a meet-and-greet with the staff while their children coloured in Indigenous artwork and played at our "kids' station". A special thank you to Auntie Wilma and Kerry for the Welcome to Country. Each year we aim to increase our connection with our Indigenous communities and our new brochure will certainly assist with this.



All staff attended the National Conference in Sydney in August 2018

The Service took advantage of the National Conference being in Sydney this year allowing all staff to participate. It's been many years since this yearly Conference was so close to home and to give all the staff the opportunity to participate in training, plenary sessions with guest speakers and to network with other Community Legal Centres was invaluable. The staff enjoyed sharing the experience with each other and were thankful for the Management Committee's approval to attend.

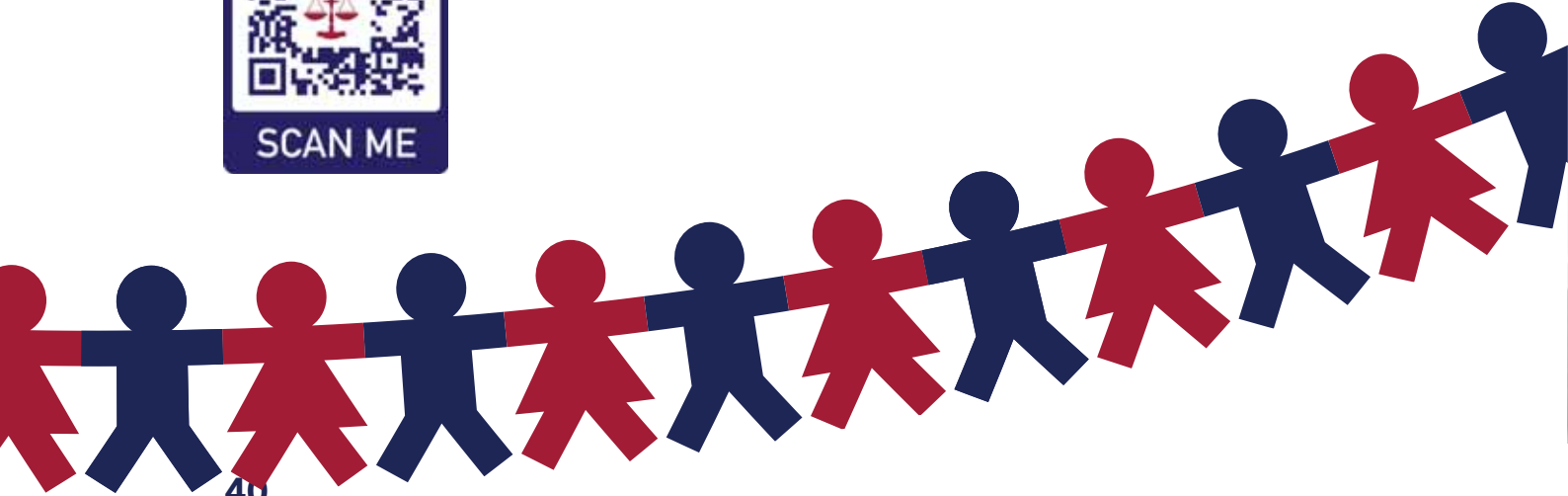


Support

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. The 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 \$3,727.33. This Program certainly is proof of the Regional Australia Bank's commitment to its members and its community. We appreciated being involved and receiving this support from our local branch that in total, allocated a total of \$166,652.16 back to the community.





NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019



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 2019

	Note	2019 \$	2018 \$
Revenue	2	836,129	752,283
Administration costs		(71,296)	(77,074)
Depreciation expense	3	(17,647)	(12,777)
Employee benefits expenses		(653,644)	(543,150)
Occupancy expenses		(65,955)	(78,836)
Other expenses		(27,587)	(40,446)
Surplus before income tax expense		-	-
Income tax expense	1(a)	-	-
Surplus after income tax expense		-	-
Other comprehensive income for the year, net of tax		-	-
Total comprehensive surplus for the year		-	-

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	719,196	608,317
Trade and other receivables	5	-	3,192
TOTAL CURRENT ASSETS		719,196	611,509
NON CURRENT ASSETS			
Property, plant and equipment	6	51,669	42,028
TOTAL NON CURRENT ASSETS		51,669	42,028
TOTAL ASSETS		770,865	653,537
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	25,603	17,599
Employee benefits	8	213,962	167,996
Other liabilities	9	418,576	336,083
TOTAL CURRENT LIABILITIES		658,141	521,678
NON CURRENT LIABILITIES			
Provisions	8	8,584	27,719
TOTAL NON CURRENT LIABILITIES		8,584	27,719
TOTAL LIABILITIES		666,725	549,397
NET ASSETS		104,140	104,140
EQUITY			
Accumulated funds		104,140	104,140
TOTAL EQUITY		104,140	104,140

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739

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

	Accumulated Funds \$	Total \$
Balance at 1 July 2017	104,140	104,140
Total comprehensive surplus	-	-
Balance at 30 June 2018	104,140	104,140
Total comprehensive surplus	-	-
Balance at 30 June 2019	104,140	104,140

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		986,487	1,066,567
Interest received		9,298	5,094
Payments to suppliers and employees		(871,590)	(823,479)
Net cash provided by operating activities	10 (b)	124,195	248,182
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of plant and equipment		14,000	-
Payment for plant and equipment		(27,316)	(33,245)
Net cash used in investing activities		(13,316)	(33,245)
Net increase in cash held		110,879	214,937
Cash at the beginning of the financial year		608,317	393,380
Cash at the end of the financial year	10 (a)	719,196	608,317

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

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 and the Australian Charities and Not-for-Profits Commission Act 2012.

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	15-25%
Motor Vehicles	25%
Office Furniture and Equipment	7.5%-30%

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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

(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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

(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.

(n) Changes in accounting policy, disclosures, standards and interpretations

New and amended standards and interpretations

The association has applied AASB 9 for the first time. The nature and effect of the changes as a result of the adoption of AASB 9 are described below. The impact of adoption of AASB 9 is not considered material.

Several amendments and interpretations apply for the first time in 2019, but do not have an impact on the financial statements of the association.

AASB 9 Financial Instruments

AASB 9 *Financial Instruments* replaces AASB 139 *Financial Instruments: Recognition and Measurement* for annual periods beginning on or after 1 January 2018, bringing together all three aspects of the accounting for financial instruments: classification and measurement; impairment; and hedge accounting.

The association has applied AASB 9 retrospectively, with the initial application date of 1 January 2018. AASB 9 has not resulted in changes in the carrying amount of the association's financial instruments due to changes in classification and measurement categories.

Given the general quality of the association's trade receivables, there will be no material impact on the introduction of an expected-loss impairment method.

Accounting Standards and Interpretations issued but not yet effective

Certain Australian Accounting Standards and Interpretations have recently been issued or amended but are not yet effective and have not been adopted by the association for the annual reporting period ending 30 June 2019. The directors have not early adopted any of these new or amended standards and interpretations. The directors are in the process of assessing the impact of AASB 15 *Revenue from Contracts with Customers* (effective 1 January 2019), AASB 1058 *Income of Not-for-Profit Entities* (effective 1 January 2019) and AASB 16 *Leases* (effective 1 January 2019) and its amendments to the extent relevant to the financial statements of the association.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

(o) Accounting Policies, Changes in Accounting Estimates and Errors

In order to provide more relevant reporting to the users of the financial statements and to ensure the financial statements comply with the measurement and recognition criteria, there has been a change to the treatment of unexpended grants. As a result of this amendment and in accordance with AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors, the prior period accounts have been restated. What follows is the result of the restatement.

	Original 2018 \$	Effect of Restatement \$	Restated 2018 \$
--	------------------------	--------------------------------	------------------------

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

Revenue	1,088,016	(335,733)	752,283
Transfer to unexpended grants	(335,733)	335,733	-
Surplus before income tax expense	-	-	-
Income tax expense	-	-	-
Surplus after income tax expense	-	-	-
Other comprehensive income, net of tax	-	-	-
Total comprehensive income for the year	-	-	-

	Original 2018 \$	Effect of Restatement \$	Restated 2018 \$
--	------------------------	--------------------------------	------------------------

STATEMENT OF CASH FLOWS

CASH FLOWS FROM OPERATING ACTIVITIES

Receipts from customers	1,402,300	(335,733)	1,066,567
Payments to suppliers and employees	(1,159,212)	335,733	(823,479)
Net cash provided by operating activities	248,182	-	248,182
Net increase in cash held	214,937	-	214,937
Cash at the beginning of the financial year	393,380	-	393,380
Cash at the end of the financial year	608,317	-	608,317

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Note 2: Revenue			
Operating activities:			
Government funding:			
Unexpended grants brought forward		335,733	109,043
Government funding		877,689	956,784
Transfer to unexpended grants		(418,226)	(335,733)
		<u>795,196</u>	<u>730,094</u>
Service generated income		<u>40,933</u>	<u>22,189</u>
Total revenue		<u>836,129</u>	<u>752,283</u>
Note 3: Expenses			
Depreciation expense		<u>17,647</u>	<u>12,777</u>
Note 4: Cash and Cash Equivalents			
Cash at bank		719,186	608,307
Cash- other		<u>10</u>	<u>10</u>
		<u>719,196</u>	<u>608,317</u>
Note 5: Trade and Other Receivables			
CURRENT			
Sundry receivables		<u>-</u>	<u>3,192</u>
		<u>-</u>	<u>3,192</u>
Note 6: Property, Plant and Equipment			
Plant and equipment - at cost		64,424	63,209
Less: Accumulated depreciation		<u>(55,023)</u>	<u>(50,393)</u>
		<u>9,401</u>	<u>12,816</u>
Motor vehicles - at cost		52,945	49,701
Less: Accumulated depreciation		<u>(10,677)</u>	<u>(20,489)</u>
		<u>42,268</u>	<u>29,212</u>
Total Plant and Equipment		<u>51,669</u>	<u>42,028</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
Note 7: Trade and Other Payables			
CURRENT			
Trade payables		8,221	2,094
Sundry payables and accrued expenses		<u>17,382</u>	<u>15,505</u>
		<u>25,603</u>	<u>17,599</u>
Note 8: Provisions			
CURRENT			
Provision for employee benefits		112,586	81,796
Provision for locum's and salaries		38,781	32,441
Provision for redundancy		<u>62,595</u>	<u>53,759</u>
		<u>213,962</u>	<u>167,996</u>
NON-CURRENT			
Provision for long service leave		<u>8,584</u>	<u>27,719</u>
		<u>8,584</u>	<u>27,719</u>
Note 9: Other Liabilities			
CURRENT			
Unspent grant funding		418,226	335,733
Other liabilities		<u>350</u>	<u>350</u>
		<u>418,576</u>	<u>336,083</u>
Note 10: Cash Flow Information			
(a) Reconciliation of cash			
Cash and cash equivalents		<u>719,196</u>	<u>608,317</u>
		<u>719,196</u>	<u>608,317</u>
(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		17,647	12,777
(Profit)/Loss on sale of fixed assets		<u>(13,972)</u>	<u>-</u>
Changes in Assets and Liabilities:			
(Increase)/decrease in trade and other receivables		3,192	(3,192)
Increase/(decrease) in creditors and accruals		8,004	(10,414)
Increase/(decrease) in provisions		26,831	22,321
Increase/(decrease) in other liabilities		<u>82,493</u>	<u>226,690</u>
Cash flows from operations		<u>124,195</u>	<u>248,182</u>
Note 11: 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.

**STATEMENT BY THE MEMBERS OF THE COMMITTEE
FOR THE YEAR ENDED 30 JUNE 2019**

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 10:

1. Presents a true and fair view of the financial position of North & North West Community Legal Service Inc as at 30 June 2019 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:



Kip Werren
Treasurer



Bronwyn Pearson
Chairperson

Dated: 16 October 2019



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**INDEPENDENT AUDITORS' REPORT
TO THE MEMBERS OF
NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739**

Report on the Audit of the Financial Report

Qualified Opinion

We have audited the special purpose financial report (the financial report) of North & North West Community Legal Service Inc. (the Association), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, except for the possible effect of the matter described in the basis for qualified opinion paragraph, the accompanying financial report of the Association is in accordance with the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (the ACNC Act), including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2019 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, 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 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 Association's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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

ABN 35 931 742 739**

Other Information

The committee is responsible for the other information. The other information comprises the information contained in the Association's annual report for the year ended 30 June 2019, 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 Management and 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.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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

ABN 35 931 742 739**

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

CROWE CENTRAL NORTH

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

Dated: 17 October 2019

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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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 16 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 2019. 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 CENTRAL NORTH

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

Dated: 17 October 2019

**NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739**

**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
LEGAL SERVICE		
Income		
Government funding		
Commonwealth funding	538,028	531,298
Funds carried forward	335,733	109,043
NSW state funding	234,383	321,398
PPF funding	105,278	104,088
Service generated income	40,933	22,189
Total Income	1,254,355	1,088,016
Expenditure		
<u>Salary & Wages</u>		
Salaries and wages	571,731	459,444
Superannuation contributions	50,094	39,896
	621,825	499,340
<u>Salary Related Expenses</u>		
Provision for annual leave	11,654	20,470
Provision for long service leave	-	7,646
Provision for relief wages	-	-
Provision for redundancy	8,835	3,045
Staff training	2,616	5,462
Staff recruitment	2,648	3,801
Staff labour hire	4,068	1,995
Workers compensation insurance	1,998	1,391
	31,819	43,810
<u>Other Operating Expenses</u>		
Accounting and finance fees	17,503	16,001
Communications	5,619	7,325
Depreciation expense	17,647	12,777
Insurance	9,555	6,996
Office overheads	26,704	31,369
Library, resources and subscriptions	6,781	9,898
Other premises costs	11,737	9,809
Programming and planning	14,689	12,481
Rent	40,322	47,985
Repairs and maintenance	4,341	14,046
Minor equipment	-	1,392
Travel	27,587	39,054
	182,485	209,133
Total Expenditure	836,129	752,283
Surplus	418,226	335,733
Transfer to unexpended grants	(418,226)	(335,733)
Surplus before Income Tax Expense	-	-

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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