

Annual Report

2017 - 2018 _____



NORTH &
NORTHWEST

COMMUNITY LEGAL SERVICE



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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 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 increased 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.

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



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.



Junior Solicitor Elliot Lloyd

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



Legal Support Officer

Donna Gilbert

Donna joined the Service in November 2013 as Administration Assistant. After 2 years Donna left the Service, however she returned 12 months ago as a Legal Support Officer and is enjoying every minute of being back. 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.



Our Board

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.



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.



Board Member

Mr Anthony Fox

BA LLB, LLM, G Dip FDRP

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



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.

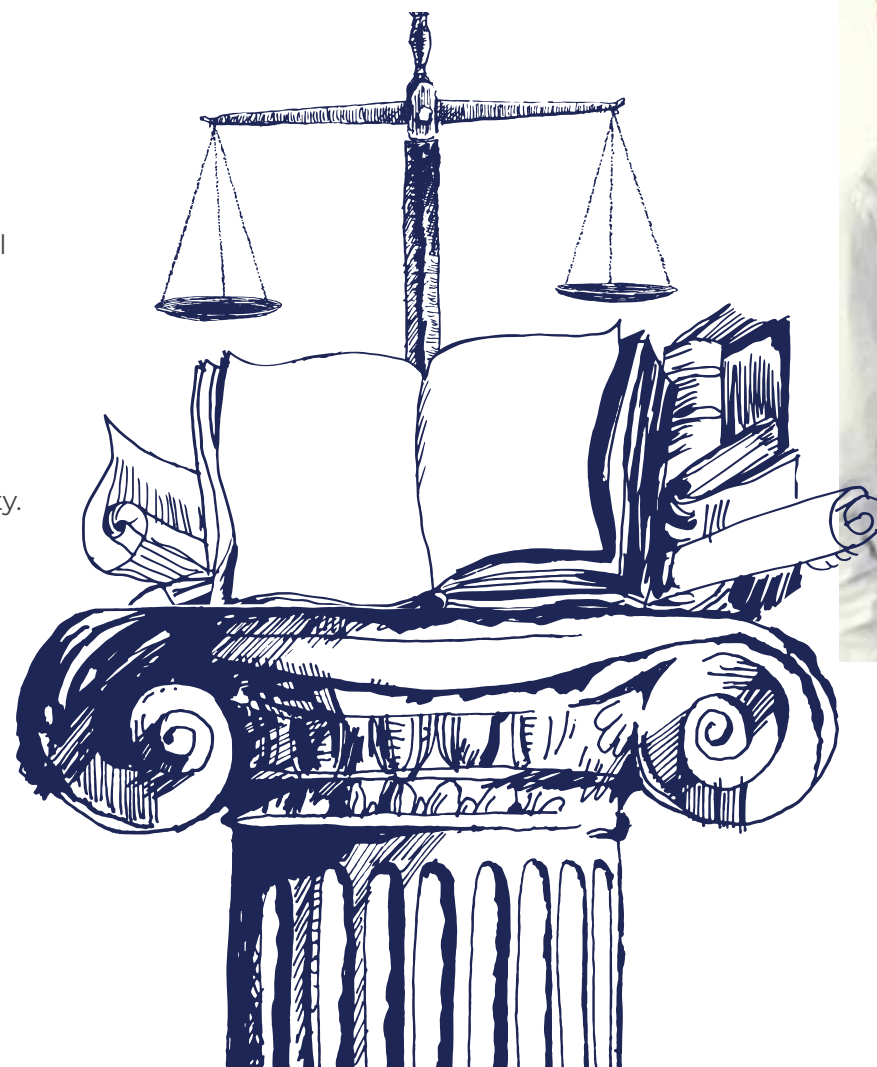


Board Member

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.





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?

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

If you:-

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

We can help with

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

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

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**
Glen Innes

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

Welcome Aboard!

We are delighted to welcome to our team, **Niel van der Linde**.

Niel has joined our Legal team after two years of working in private practice. Niel completed his Bachelor of Laws at the University of Tasmania and his Graduate Diploma of Legal Practice at the College of Law.

Niel 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 in his spare time has an active interest in rugby union.

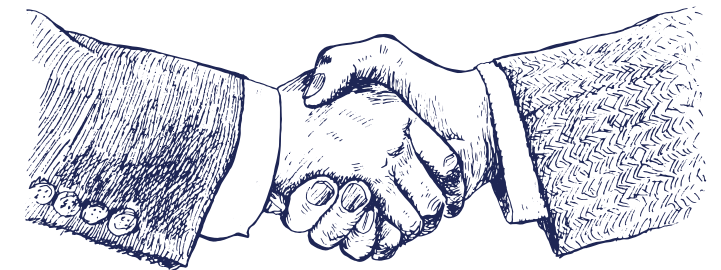
We know that Niel will be a perfect fit into the NNWCLS team and we all look forward to working with him.



Farewell!

We said goodbye to our Junior Solicitor, **Elliot Lloyd**, in August 2018.

Elliot joined our Legal team in 2016 after re-locating from Sydney. Elliot is passionate about Criminal Law and has moved to Grafton to pursue this passion with the Aboriginal Legal Service. We wish Elliot every success with his next endeavours.



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 (NRTS) 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 Beards 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 15 separate locations 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 and North West Community Legal Service (NNWCLS) has had an outstanding year, brimming with significant growth and milestones.

Allocations from both the Commonwealth and State Governments saw an increase in funding of 29% and 1,450% respectively, resulting in a number of momentous developments that have drastically improved the Service and its offerings. Coupled with the outstanding drive and commitment demonstrated by our legal team, NNWCLS's outreach has proven to be greater than ever.

The financial year began with NNWCLS's relocation to its new premises in the heart of the Armidale CBD. This move allowed for significantly increased office space, including nine work stations, seven offices, and a welcoming and large reception area for NNWCLS clients. The new space has provided increased street frontage for prospective new clients to easily locate the Service. It has also generously accommodated NNWCLS's new staff member, Mr Niel Van der Linde, who was welcomed on June 2018. Niel is an experienced Solicitor with a passion for providing service to those in the community with the least access to the legal system.

The addition of Mr Van der Linde and his expertise to the team has also enabled the expansion of NNWCLS's service delivery throughout the region. The Service added both Werris Creek and Guyra to their circuit list this year, in response to an analysis of regional demographic statistics from the Law and Justice Foundation Collaborative Planning Resource, the Bureau of



Statistics Census QuickStats, and the NSW Bureau of Crime Statistics and Research. A new clinic was also established at the University of New England, to address the legal needs of students, including those from international, Indigenous and Torres Strait Islander backgrounds. These developments increased NNWCLS's total service outreach to 15 centres. NNWCLS has also increased the frequency of its service to Tenterfield and Glen Innes, in addition to attending interagency meetings in Guyra, Walcha, Tenterfield and Gunnedah, facilitating partnerships with local service providers. Furthermore, they have collaborated with Legal Aid NSW to set up courthouse stalls to provide simple debt and wills' advice to passers-by in Tamworth. Each of the above illustrate major developments for the Service in identifying and assisting those with the least access to the legal system.

Legal education on the part of NNWCLS has been extended to all corners of the Armidale community. Every fortnight, the team have continued to deliver a 'Law Matters' segment on Armidale community radio – 2ARM - educating members of the community on a plethora of legal topics. NNWCLS have also facilitated and organised a number of community outreach projects.

One example is the 'We Care, Be DV Aware' program, which was introduced to staff in the beauty industry to assist them with responding to clients' domestic violence disclosures.

Feedback from NNWCLS stakeholders and clients has been uniformly positive. Within the community, 82% of organisations surveyed across a number of Child, Family, Indigenous, Education, Employment, Religious, Accommodation, and additional Legal Services indicated that they had heard of NNWCLS. Furthermore, Satisfaction Surveys indicated that 100% of clients would recommend NNWCLS's services to others, and 80% strongly agreed that the team heard their concerns and helped them to navigate their legal issues.

In the 2018/2019 financial year, the Service is setting its sights on even greater heights.

The team are currently preparing two legal education projects targeting both domestic violence disclosures to early childhood educators and rights for refugees. In November, they will

also welcome Mr Nicholas Forrest and Ms Mellissa Daskey, who will join NNWCLS in the roles of Junior Solicitor and Indigenous Legal Support Officer. Collectively, the addition of these staff members will improve access to the Service, as well as provide greater support for current and prospective Indigenous and Torres Strait Islander clients. Funding from the State government over the coming three years will ensure that support in these areas continues to be possible.

It has been an honour and privilege to chair the NNWCLS Board once again this year and witness the Service go from strength to strength. 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

The past 12 months has proven to be one of the most memorable and significant periods for the Service, during the 10 years I've been involved.



From a change in premises, staffing changes and growth, qualifications and training, and new initiatives and programs. It feels as though we are experiencing the real turning point for the growth and future of the organisation; and there aren't any signs that things are going to slow down.

It would be remiss of me to not begin with the relocation to our new premises. We were fortunate enough to find a large empty space, that has been modified to house nine work stations (including seven separate offices), a storage room, large walk in safe and a large staffroom.

The move itself was certainly an effort by all staff; packing, taping, labelling, stacking, which led to; moving, unpacking and a lot of heavy lifting. It certainly was a team effort, and somewhat of a team building exercise. But almost 12 months later I am confident that it was the right move for the Service. We have room for staffing increases, an appropriate space to hold Management Committee meetings, excellent street frontage for exposure, allocated parking for our work vehicles and most importantly a comfortable and inviting space for our clients.

I believe had we not secured our new premises the Service would not have

been able to expand and change as it has over the past 12 months, and as we plan for it to do in those coming.

With the additional office space, we were able to begin recruitment for a fourth solicitor. This was an exciting opportunity for the organisation that would see increased service delivery, expansion of the Court Liaison Service and extension of the outreach circuits. We were fortunate to have the opportunity to welcome Mr Niel van der Linde to our staff in June 2018.

Niel came to us with experience in private practice, having demonstrated a desire to assist those who had least access to the legal system and considered our Service an appropriate forum to do so.

As alluded to, the parking facilities at the new premises allowed for the purchase of a second work vehicle. The additional vehicle has enabled an extension to our outreach circuits and further allowed our staff to engage in the community throughout our catchment area. Prior to this staff were restricted by the availability of the work vehicle. We are now able to have one Solicitor on circuit in one town, whilst another delivers a community legal education seminar in another. In addition, we have also been able to

participate in Interagency meetings in our circuit locations including Guyra, Walcha, Tenterfield and Gunnedah. Attendance at Interagency meetings are a great forum to introduce Service providers to our staff and organisation and to share projects and services we provide that may assist their client base.

Having a legal staff of four practitioners allowed our Service to consider expansion of current circuits as well as additional locations. Following a legal needs analysis, it was determined that we would extend our Tenterfield circuit to a monthly rotation, historically being attended bi-monthly. Glen Innes was also extended from one period of appointments at the Glen Innes Community Centre, to two separate sessions at two separate venues. The addition of the Glen Innes Library was intended to improve access to Glen Innes residents and provide an access point that was less visible to the public.

We also extended our services into Werris Creek, sought a more private premises for Quirindi and moved the date of our outreach at the Glen Innes Correctional Centre to accommodate scheduling changes at the Centre. We also initiated a clinic at the Guyra Hub, which has been warmly received and another at the University of New England intended to assist all students including international and Indigenous students.

With the success of the Armidale Court Liaison Service, we considered expanding the program within our catchment area. We identified a need in Tenterfield; being a relatively small community, with few duty solicitors, issues of conflict and increasing disadvantage and consequent legal need. Conversations were held with the Magistrate, Court staff and Duty Solicitors regarding our intention to extend the service. Consequently, our Service began providing the Tenterfield Court Liaison Service once a month, in addition to our regular outreach attendance.

The Court Liaison Program has been so well received we have had requests to take it to further Local Courts within our region.

We have had a very positive response to community legal education this period; our ever-popular presentation on Wills, Power of Attorney and Enduring Guardianship has remained so, having been presented more than any other topic. We have also provided legal education in relation to divorce and separation, domestic violence, residential homes and aged care facilities and more. It is not unusual to be invited back year after year to the same organisation or group to deliver our presentation to their new members or attendees.

We continue to run the "Law Matters" program on Armidale's Community Radio 2ARM FM92.1 on a fortnightly basis. This program allows our Solicitor to present legal information to a large audience in an accessible and approachable manner. Such topics covered during the radio program include victims support, apprehended domestic violence orders, neighbourhood disputes, wills, unfair dismissal and much more.

After the completion of a National Mediation course and accreditation, our Service is now able to provide free mediation throughout our catchment. Consultation with stake holders indicated that face to face alternative dispute resolution options were severely lacking in our region. Reportedly, matters were escalating to apprehended violence orders, particularly with young people and Indigenous people.

Congratulations are due to our Solicitor, Mr Stanley Tao on completing the Practice Management Course. Stanley has since been appointed a Nominated Person, which will allow him to determine conflicts of interest and interpret our advice and casework guidelines in the Principal Solicitor's absence.

Our Service continues to participate within our broader community,

accepting invitations to work collaboratively with other service providers, attending and participating in community events, engaging with interagency meetings and groups and so on. This commitment to community engagement assists us to deliver increased positive outcomes for clients whilst allowing for the most efficient use of our resources. We were fortunate to be able to work collaboratively with several organisations in Armidale during this period to deliver a seminar titled "We Care be DV Aware", aimed to assist and equip those in the beauty industry to deal with disclosures of domestic and family violence by their clients. This included the production of a discreet card, camouflaged as an appointment card, containing emergency contact information. We have also had an opportunity to work with Legal Aid NSW, Tamworth branch to work together throughout our catchment area to deliver Court House stalls providing advice and assistance predominately with debts and simple wills.

Moving forward, we intend to continue with the momentum, last year has shown. We intend to fully utilise the new physical space we have, to better serve our clients and community. This will include the creation of a new position within our organisation, for an Indigenous Legal Support Officer. This role is intended to better improve access to our Service for the Aboriginal and Torres Strait Islander people within our catchment. This will involve assisting legal and administrative staff, liaising with ATSI communities and supporting Indigenous clients when appropriate.

We are also preparing two major community legal education projects, one aimed at early childhood educators and how domestic and family violence may impact on the children in their care. We intend to improve educators' understanding of domestic and

family violence, parenting orders and apprehended domestic violence orders, to empower them to better support their students and their families.

The other project has been developed in response to the recent arrival of refugees to our community. We aim to provide a guide in the form of a booklet, using plain English with some translation, supported by a presentation, to inform new arrivals of basic legal implications and their rights. The booklet covers many everyday items including licensing, employment, tenancy, schooling, pet ownership and more.

This period we have endeavoured to remain in touch with our community and responsive to their needs. We continue to invite stakeholder feedback and use this to shape our planning moving forward. We are a responsive and dynamic team who all share a passion for improving access to justice. This passion is evident in the sheer volume of work we complete and the projects we undertake.

I acknowledge and thank our management committee for volunteering their expertise, time and support. I also thank the staff of the organisation who day after day give their very best in their roles to ensure each client of our Service receives high quality and professional legal services. I anticipate another successful and unforgettable twelve months ahead of us.

Terri King

Principal Solicitor

Coordinator's Report

At the completion of any period, era or cycle we often pause to reflect on our journey so far. We reflect on what it was that got us to this point we now find ourselves.

After the completion of yet another successful year for our Service, I can't help but reflect on the reasons our Service continues to thrive and grow, year after year.

Our Service has proven to forge ahead when significant funding cuts threaten our Sector or when staffing levels are low, and we expand and grow when additional funding comes our way and when operating at full staff capacity. What is it that gives rise to such success for our Service? I think the answer is – "Workplace Culture".

From the inception of our Service in 1993, we started out with a strong Purpose and Objective Statement establishing a workplace culture, from the outset, that would encourage passionate attitudes of employees and strong values for our work in assisting our community.

This was a great recipe from the beginning and a recipe that has now created a collective group of like-minded people who thrive in this work space to offer our community a top-quality legal service; just as our Objective and Purpose Statement directed from the beginning.

It is this workplace culture that is easily transmitted to new staff and Management Committee, as the passion and dedication of each is apparent.



It is this workplace culture that manifests itself into the work that we offer our clients and our community. It's a recipe for success.

So on reflection, this year has certainly been exceptional. We started our year in a financial position like no other. Our funding increased by 78% allowing for growth in staffing levels, office space and increased targeted-statistics. A significant portion of this increase in funding came from the NSW Attorney General, The Hon Mr Mark Speakman, injecting \$6 million over a two-year period into the Community Legal Centre Sector. This decision from the NSW Government has been the largest annual increase from them for two decades and has effectively increased its contribution to our Sector by 50%.

Our Commonwealth Funding also increased and for the first time was separated into 2 categories ie: Generalist Funding (to service our entire Service's problem and law types) and Family Law/Family Violence category (to specifically service clients who are at risk or experiencing family or domestic violence).

Our percentage ratio for funding went from 4%, 76% and 20% for State, Commonwealth and Public Purpose Funding respectively, to 33, 55 and 12 for the same funding streams.

The significant injection of State Funding allowed for expansion and allowed for us to invest our legal services into larger regions of our catchment and our communities. Outside of Sydney and Specialist Centres, only 2 Centres received significant funding increases – our Centre was one. Our funding body, Legal Aid NSW, certainly demonstrated its support and confidence in our Service with this additional funding.

When planning for this year, it was agreed that if we wanted to help more people with their legal issues and get more clients to walk through our door, we needed to create more doors. When planning for this type of growth, we look very carefully at regional demographic statistics to ensure we are expanding and opening more doors in regions that are of high legal need. This information comes from the Law & Justice Foundation, from the Bureau of Statistics and from the NSW Bureau of Crime Statistics. We then translate this research into legal assistance and help for our community. As a result, we opened clinics in Werris Creek and Guyra, and a clinic at the University of New England giving us now a total of 15 Outreach locations that we service.

With a year that was driven by expansion, not only geographically but within the staffing team itself, we relocated to bigger premises to accommodate such growth. Our new office is in a prominent part of the CBD and its professional new fit-out complements our professional service given, with a working environment that is welcoming, spacious and fresh.

With the intention of additional Legal staff, we re-visited our client targets and expanded them accordingly this year. Each year Legal Aid NSW asks us to set targets for client numbers and we must report against these targets progressively through the year and at the completion of the year. Consequently, we increased all our targets from between 35% to 65% knowing that more clients could be

seen with more Legal-team hours to offer and more Outreach clinics available. Additionally, as part of our Commonwealth Funding allocation and working with Family Law and Family and Domestic Violence clients, we allocated 30% of Commonwealth funding for advices and representation work to clients in this area.

However, our recruitment process was unsuccessful until the end of this reporting year. But here is an excellent example of our workplace culture coming into play; we met our increased targets from between 89% to 99% and passed some targets by up to 152%. We also reached our domestic/family violence and family law percentage up to 29.5% for advices and 21.9% for representation work. This truly is an outstanding effort from everyone but particularly from our Legal team in Terri King, Stanley Tao and Elliot Lloyd.

As I speak of targets and statistics, I'd like you to take a moment to turn to our Case Studies, because it is here you find the human-interest stories that matter. Each of our Case Studies reflects 1 statistic and is one client's story. This year we have provided legal assistance to 742 clients and each has a story like those in our Case Studies. The important work that we do cannot be measured as a statistic or a target, these are lives that our staff are assisting in positive ways, and it is these stories that confirm that we are in line with our Purpose and Objective Statements created in 1993, each client is not just a statistic.

Within my position as Coordinator I work a lot with targets and statistics and now more than ever before, our work and our expansion are to be evidence-based when reporting to Legal Aid NSW. From these statistics, or evidence-base, we must translate the research into legal assistance and help for our community - which our Service executes perfectly. How do we know this? Evidence from our Client Satisfaction Survey tells us this. This year 100% of our clients surveyed

agreed that they would recommend our Service to others; 80% of our clients surveyed said that they strongly agreed that our staff listened to their legal problem, helped them understand their legal problem and they now know where to get help in the future.

These are the statistics that matter most when assessing our quality and improvement processes. And it is these statistics that ensures there is no unconscious bias when assessing our quality of service.

Our community feedback doesn't stop here, this year we also engaged organisations throughout our catchment in a Stakeholder Survey. This exercise assisted us with Strategic Planning moving into the next financial year. We received feedback from services such as Child and Family, Domestic Violence, Counselling, Accommodation/Tenancy, Multicultural, Indigenous, Education, Employment, Religious Groups and other Legal Services. These organisations have Outreach clinics or offices in all our Outreach locations. Evidence showed that the most popular problem types they would refer clients to our Service for would be Apprehended Violence Orders, Victims Support and Divorce/Separation and parenting issues. When asked about legal education and what their organisation would most benefit from, the top response was, domestic violence education for their organisations' staff. When asked specifically about domestic violence, 87% of respondents said that their clients are at risk of family or domestic violence. This feedback was enlightening, and a strong tool used for forward-planning into next year ensuring that our expansion and continued work encompassed all the responses from Stakeholders to make certain of collaborative planning for our catchment.

Feedback for our Service this year not only came from our clients and community organisations, but also from Peak and Funding Body visits. Lara

Sabbadin and Lila Sullivan from the Community Legal Centres Program Management team at Legal Aid NSW visited our Service offering favourable responses to our work and expansion with our additional funding for the year. We also had the pleasure of Tim Leach, Director of Community Legal Centres NSW, visit us, who was most impressed with the large circuit coverage of our Service and the obvious synergy of our working team. We also enjoyed sharing our Service with Zachary Armytage, Aboriginal Legal Access program Coordinator from CLCNSW.

Moving into next year we know that funding for our Sector will remain stable for the next 3-year cycle for State funding, with the NSW Attorney General committing to its continued allocation of \$6 million to Community Legal Centres of NSW. However, Centres must Tender for their State and Public Purpose Funding through a process that will commence in October 2018. This Tender will relate to funding for July 2019 – June 2022. High-level applications must be submitted, with all areas of service delivery evidence-based. This is the first time Centres in NSW have had to apply for funding, following Queensland and South Australian processes. Commonwealth funding will remain constant with no changes to the methodology of allocation through Legal Aid NSW.

Having such great outcomes regarding future funding, our Service can be confident in delivering continued legal assistance to our communities. This, together with our positive workplace culture set by our colleagues who have come before us, we look forward to many more successful years to come. I feel fortunate to be a part of our congenial team to execute this work and I thank them all, and our Management Committee, for a wonderful 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 to this community.

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.

When face to face appointments aren't possible for clients, we offer telephone appointments to everyone in our catchment.

This year we have extended our Outreach Clinics into Werris Creek, Guyra and University of New England (as mentioned above). We are always looking for new opportunities for Service growth, particularly in regions that indicate a high need for legal assistance. Werris Creek has a high Aboriginal and Torres Strait Islander percentage and a high aged and unemployed population. Guyra rated high with their aged population and our expansion into the University of New England was specifically to assist International Students, but we are at UNE to assist its students broadly.

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.

30,216 kms
We travelled
THIS YEAR



When considering Service growth and Outreach expansion 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.

This 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 the north and north west region of NSW.

In addition to our Outreach Program, we also operate a Court Liaison Program in Armidale. This Program offers assistance to Court users on the day, and some representation to clients in matters that fall outside of the Duty Solicitor guidelines or for those who cannot afford a private practitioner.

We also offer 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 the newspapers and community flyers of our Outreach locations to maximise our exposure and ensure assistance to our catchment area is well-known.

Additionally, in Armidale we advertise on the back of a local taxi and we have a large sign at the local rugby league ground.

LGA REGION	Total Pop	NLAS (Need for legal assistance services) %	0-24 yrs %	15-64 yrs %	65+ years %	Total % ATSI	CALD 15+ %	Unemploy ed. 15+ %	Single Parents 15+ %	Disengaged Youth 15-24	Disability %	Lower education 15-64 yrs %	No internet access %	Household income <\$26,001. %
Armidale/Guyra	29,451	5	36	65	17	7	6	4	4	159	2	9	12	20
- Guyra	2,027		31	56	22	7	1	2	5				12	
Uralla	6,049	7	29	60	21	7	1	2	4	26	2	12	14	24
Walcha	3,090	7	27	57	26	6	1	2	3	10	2	14	19	24
Tamworth	59,662	7	32	80	19	7	3	3	5	325	3	13	14	20
Quirindi/WC	7,689	9	29	59	22	12	1	3	5	48	4	17	19	25
- Werris Creek	1,572		26	56	27	19	1	4	5				15	
Gunnedah	12,214	8	32	60	19	13	2	3	4	58	3	15	17	21
Narrabri/WeeW	13,083	8	32	61	18	12	2	3	4	87	2	16	18	20
- Wee Waa	2,080		34	60	17	17	1	3	5				11	
Moree	13,158	8	34	17	15	22	3	3	5	72	2	17	21	21
Gwydir	5,255	8	28	56	26	6	1	2	4	25	3	15	23	30
Inverell	16,485	9	32	80	21	9	2	3	5	98	3	14	19	30
Glen Innes	8,832	9	27	57	26	6	2	3	4	53	3	14	19	30
Tenterfield	6,624	9	24	57	28	6	2	3	4	36	3	15	21	35
UNE														

Our Statistic Profile

In 2017/2018 the North & North West Community Legal Service..



Provided
38 community legal education projects

Provided
548 legal advices

Opened
267 new representation services

Closed
314 representation services



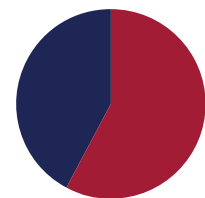
Provided assistance to
742 clients

Provided court representation to
38 clients



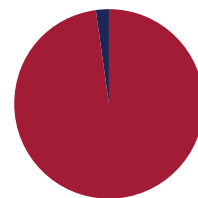
Provided referrals and information to
725 clients

Of these clients assisted..

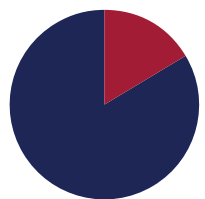


58%
Female clients

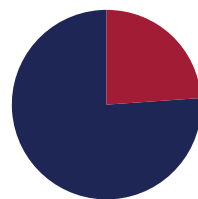
42%
Male clients



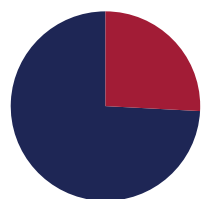
98% reported
to be experiencing
financial
disadvantage



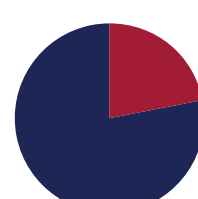
16.5%
Identified as
Aboriginal or Torres
Strait Islander



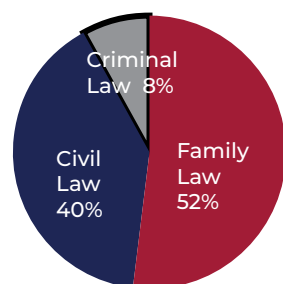
24%
reported to have
a disability



26% reported
to be experiencing
Family/Domestic
Violence

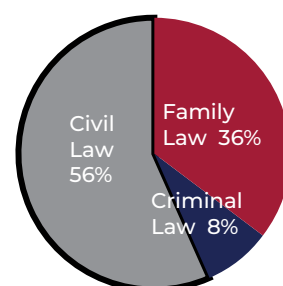


22% were
clients aged
65 and over

Representation
Services given
by Law Type..

Top problem within Law type:-

Family Law – Divorce and separations
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
2. Child contacts, contact orders and Parenting Plans
3. Credit and debt issues
4. Employment issues
5. Road, traffic and motor vehicle regulatory
6. Other Civil
7. Civil violence/restraining orders
8. Divorce
9. Victims compensation
10. Motor vehicle accident



Duty Lawyer Services

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

Court Liaison Program

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

From a practical perspective, our attending Solicitor, Stanley Tao, directs court users to the Duty Solicitor and assists them in their court experience on the day, e.g. welcome them to court; make sure they know where to go; ask if they have a solicitor etc. Stanley may advise/represent clients in matters that fall outside of the duty solicitor guidelines or for those who cannot afford a private practitioner.

Of the Criminal Law matters that we assist in Armidale Court: 84% are traffic and vehicle regulatory offences; 12% are illicit drug offences and 4% are for acts intended to cause injury.



Community Legal Education

Community Legal Education (CLE) is an important part of our yearly Strategic Planning. The purpose of CLE's 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.



Our CLE's for this year were:-

- Wills, Power of Attorney, Enduring Guardianship to..
 1. Walcha Community Care
 2. Tamworth Nurses & Midwives Association
 3. Wee Waa Seniors Group
 4. Uralla Seniors Group
 5. Tamworth Living with dementia group
- UNE Careers Week legal session to UNE Law Students

- Domestic violence session and introduction of our Service to International Women's Group
- "Aged Care & Retirement Villages" – National Servicemen Armidale
- Domestic Violence education to Indigenous group in Ashford
- Divorce – Glen Innes Prison Employee Entitlements for victims of family and domestic violence – "Reclaim the Night"
- "We Care Be DV Aware" – Domestic violence education to the Hairdressing, Massage and Beauty Industries to assist staff to feel more prepared when a disclosure of domestic or family violence occurs.

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



Was the session useful?

Yes, provided useful guide to solve my problems

Was the information presented clear and to the point?

All very easy to understand and interesting

How well did we provide opportunity for discussion?

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

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

Our Principal Solicitor, Terri King meets with the Armidale Interagency group, Youth Interagency of Armidale, Guyra Interagency, New England Multicultural Interagency and Settlement Services International Group. 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 their clients.

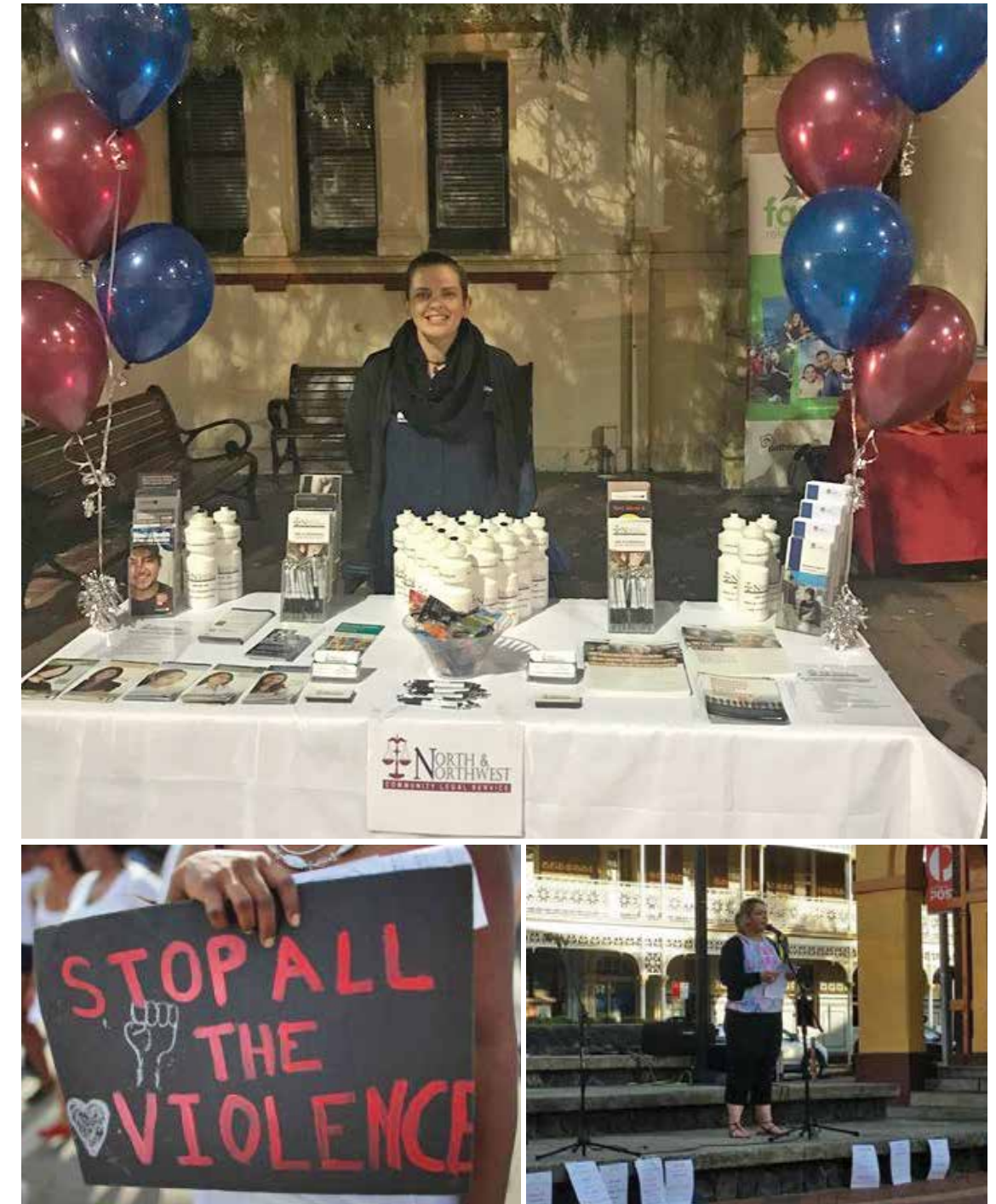
Terri is also an integral part of the Domestic and Family Violence Steering Committee in Armidale and has been for many years. This group relies heavily on Terri's knowledge and appreciates

her guidance with how best to assist members of our community who are at risk or experiencing family or domestic violence. Terri certainly feels a deep passion to this cause.

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:-

- O Week at the University of New England (UNE)
- Gunnedah Youth Expo, Gunnedah
- NAIDOC Week stall at Centro Shopping Centre, Armidale
- "Reclaim the Night" Stalls in the Mall
- International Students O Week at UNE
- UNE School of Law discussion panel to Law students in Law Week
- Law Week celebration stall at Centro
- Settlement Services International Armidale office launch



- Guyra High School – on the talk panel at the Tantrum Opening Doors Program
- Armidale High School – our Solicitor, Stanley Tao was the Judge in a mock trial
- “My Future My Choice” Disability Expo

A medium of CLE that is unique to our Community Legal Centre is our radio program “Law Matters”. Our Junior Solicitor, Elliot Lloyd hosts this program on 2ARM 92.1FM (the local community radio station) for one hour on the 1st & 3rd Friday of every month. Elliot talks on many and varied topics which include Family Law matters, Consumer Law matters, traffic and driving offences, AVOs, bankruptcy, debts, refugees, social media and human rights interests.

The radio station broadcasts to a potential audience of 30,000 people. The topics not only inform people of their rights and responsibilities but encourage them to consider perceptions of legal issues.

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

We also provide information through our website, www.nnwcls.org.au and through our Facebook page.



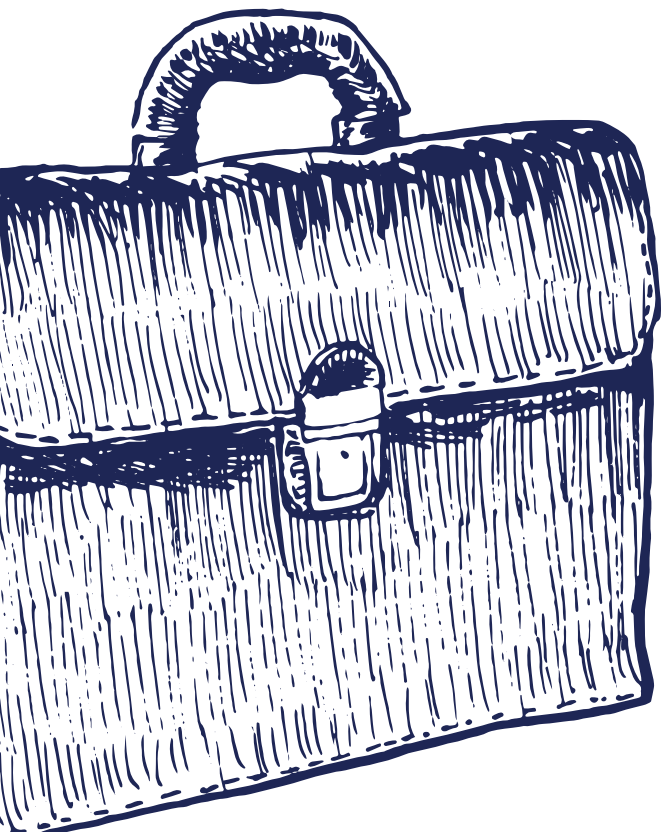
We keep our followers updated with our daily whereabouts regarding circuit clinics and other interesting occurrences within our office. We also keep our followers informed of current community events and state-wide happenings in the legal and funding arena.



Law Reform

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

Although these guidelines gave law reform with State funding a right of way, we chose to remove such advocacy work from our Annual Targets and our Strategic Planning.



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 efficiency 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 our accessibility and level of service they receive. 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 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!!

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

Client Satisfaction Survey 2018

CLIENT SATISFACTION SURVEY 2018



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?

40 clients

participated in our Client Survey process from Armidale and from our Outreach locations between April and May 2018



15% Aboriginal or Torres Strait Islander



13% Have a disability



Client experience



STRONGLY 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

78% **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. Caitlin Jones and Ellie Sumner have been a valuable part of our team this year, assisting the Solicitors with research and administrative tasks. They are of enormous help during busy times.

Engaging volunteers with our Service is definitely a win-win situation as the staff benefits greatly and the students themselves gain an invaluable insight into the Community Legal Sector.

We would like to thank:-

**Ellie Sumner
& Caitlin Jones**



Ellie Sumner



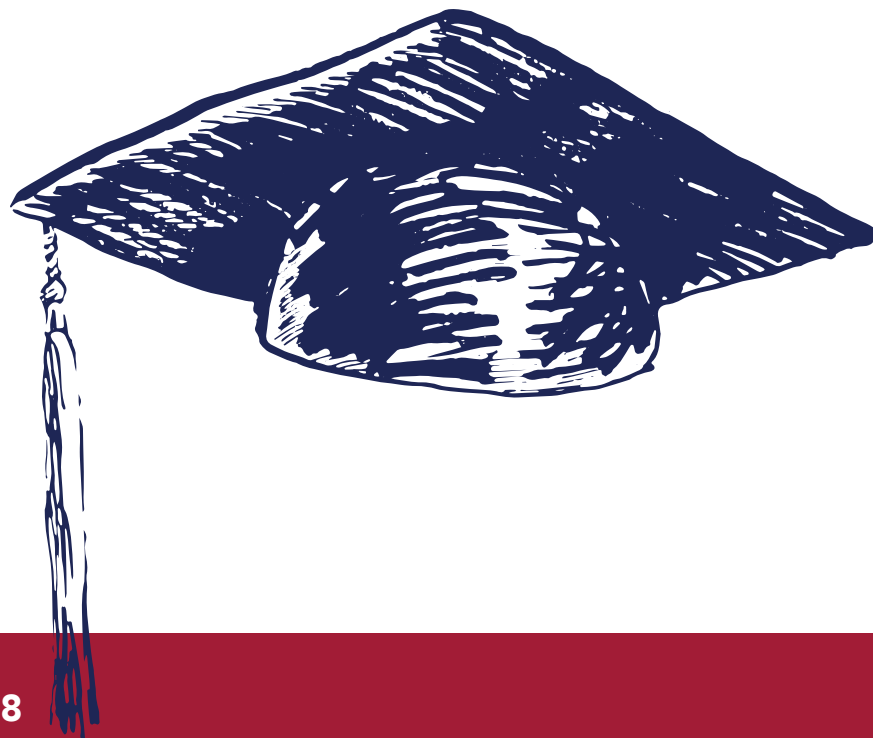
Caitlin Jones

Staff Training & Development

Our staff participated in training relevant to their type of work, be it administrative or legal.

This year's training included:-

- Lawyer/Client Communication webinar
- 2017 Criminal Law Conference Training
- CLASS Database training
- Governance Training for all Board Members through Justice Connect
- Aboriginal Cultural Safety Training
- Death & Superannuation webinar
- Aboriginal Compensation Scheme webinar
- Communication with multicultural clients webinar
- Social Security overpayments and debt webinar
- Financial Management Training
- Litigator's Guide to Electronic Evidence webinar
- Drug & Alcohol First Aid Training
- Client Survey Training
- Organisational Risk Management Training
- LMS Ethics & Professional Responsibility
- 2nd chance for disqualified drivers
- Cultural Training with Centacare Mediation
- EAGP, Sentencing, Parole and high-risk offender reform training
- Domestic Violence and trauma informed practises webinar
- Managing financial difficulty and debt webinar
- National Mediator Accreditation System through College of Law
- Changes to welfare fraud prosecution webinar



Case Studies

Will, Power of Attorney and Enduring Guardianship

Our Service was attended by a middle-aged woman at one of our Outreach Clinics. This woman had been the carer of her older sister, who has been living with both intellectual and physical disabilities for most of her adult life. Her disabled sister had mothered two children but relied on her for her day to day care.

She was concerned that the Power of Attorney and Enduring Guardianship documents, that had already been drafted for her disabled sister, only appointed her and that at some point she may no longer be able to assist her. She thought perhaps her sister should consider appointing someone in addition to her. She was however, concerned that her sister was wary of people and very untrusting. Consequently, an appointment was arranged for her to attend at our next Outreach Clinic with her disabled sister.

As she had described, her sister was shy, disconnected and untrusting. It was obvious that she wasn't comfortable. Our Solicitor spent some time with the client and her sister building rapport before she began to seek instructions and assessing her capacity. The sister explained that she had seen a Solicitor when she was living in Queensland but couldn't recall what documents she had signed. Consequently, she signed an Authority to Release and we acquired a copy of her documents from her previous Solicitor.

We later met with the sisters, again on Outreach, to go through the already existing documents and seek any further instructions from the client. Because of our advice, the sister instructed us to update both her Power of Attorney and Enduring Guardianship,

appointing both her sister and one of her children. Additionally, she also instructed us to update her simple Will. The documents and revocations of her previous appointments were drafted and executed with the client at the following Outreach visit. Both her and her sister expressed a peace of mind knowing everything had been taken care of.

Fine Matter-Shoplifting

An elderly lady attended on our Service after being issued a substantial fine for allegedly shoplifting at a local supermarket. She was in receipt of a pension and was of limited financial means. She also suffered from, and was medicated for, memory loss. This was in addition to other, quite severe, physical ailments - one of which she had to have an operation for, shortly after the alleged incident.

At the time of the alleged offence she was doing her weekly groceries; in addition to doing the grocery shopping for her elderly neighbour who could not leave the house. During the shopping trip, she placed 3 items, worth around \$18.00, in her handbag. Her total grocery bill came to around \$70.00.

The elderly lady instructed us that she did not remember placing the three items in her handbag and that she would never steal. After she had paid for her groceries, and that of her neighbour's, she waited on a bench outside of a Chemist while her friend picked up a script. As she was sitting on the bench, she was approached by supermarket staff and Police and a search of her handbag was requested. She complied with the request and the three items were found. She was embarrassed and offered to pay for the three items. Her offer was refused, and she was issued with the fine.

The elderly lady attended our Service and instructed that she could not remember the incident, especially placing the items in her handbag. She also advised that she could not afford

to pay the fine due to her limited financial means and because she was trying to save for an upcoming operation. She advised that she would never steal and that she was severely embarrassed by the whole incident.

Our Service filed an extensive application to review the fine with the relevant authority. After some time and effort, the relevant authority decided to withdraw the fine. The elderly lady was very happy, not only because she did not have to pay the fine which she couldn't afford, but also because she did not have to suffer the embarrassment of being accused of shoplifting.

Traffic Matter- Speeding

An international university student was issued with a speeding fine by highway patrol. The student was of limited financial means due to the conditions of his visa not allowing him to work more than a set number of hours per week.

The student attended our Service and explained that he was travelling on the highway whilst transporting friends to another town. During the journey, he approached another vehicle from behind. The vehicle was swerving across the road and would speed up and slow down randomly. The other vehicle's behaviour forced the student to break suddenly on numerous occasions. The student instructed that he tried to legally overtake the vehicle on several occasions but each the time the vehicle would speed up or swerve across the road. When an overtaking next became available the student decided to overtake the vehicle because of the it's dangerous and erratic driving.

As he did so, a highway patrol car was approaching from around 400m in front of him, turned around, pulled him over and issued him with a substantial fine for speeding. The speeding fine was for speeding at less than 10km/h an hour over the speed limit.

The student described his inability to pay the fine to our Solicitor.

He also instructed that he was just about to apply for Australian permanent residency and that he would have to declare any conviction. The student was very concerned about his ability to pay the fine and the effect it would have on his residency application. The student also instructed that he believed that he did the right thing in removing himself from the vehicle in front of him. He instructed that he explained what had happened to the Highway Patrol Officer, but he was issued the fine nonetheless.

Our Service assisted the student in preparing and filing an appeal to the Local Court. After his appeal was heard, the matter was dismissed. The student was very grateful that he did not have to pay the fine and that he did not have to include a speeding fine on his permanent residency application. He was also very happy as he felt justice had been done.

Youth Issues- Traffic Matter

An international student in Year 12 at a local high school attended our Service for some advice, after hearing about us from one of her friends.

In early 2018, after completing all the requirements from RMS, she was granted her P1 Driver Licence. After receiving her licence, she was able to assist her parents by transporting her siblings to school. Unfortunately, not long after receiving her licence she committed her a traffic offence by dropping her siblings off in a bus zone in front of their school.

Consequently, she received a fine of \$330.00, she also lost 2 demerit points from her licence, which made her exceed the maximum of 4 demerit points. She was afraid that her licence would be suspended. Thus, she elected to challenge the fine.

Our Solicitor represented her in court and made relevant submissions to the Magistrate. In the end, she neither needed to pay the fine nor lost her demerit points.

Family Law- Legally Assisted Mediation

During outreach to a Correctional Centre, our Solicitors were approached by an Indigenous inmate who had been incarcerated for approximately 18 months. He instructed the Solicitors that he had separated from his ex-partner and had not had any contact with his son, since being incarcerated.

During the outreach we provided him with legal advice on parenting issues and what his options were. We agreed to assist our client in a legally assisted mediation with his ex-partner, to try and come to some agreement about the time the child would spend with his father.

Following our outreach appointment our client was transferred to a correctional centre, close to Sydney. After locating him, we sought further instructions and helped him with the legally assisted mediation, conducted by telephone.

The mediation was successful, and a parenting plan was subsequently made. Our client is now able to have telephone contact with his son on a weekly basis. Upon release, he will be able to have face-to-face contact every second weekend as well.

Domestic and Family Violence- Victims Support

After leaving a physically and psychologically violent marriage of 18 years, a female client attended our office for some advice. She was now a single mother of two children. She had recently been diagnosed with depression and anxiety. She had not sought any counselling and was very fearful of her separated husband.

Prior to the separation, Police had attended her home after neighbours had reported loud yelling and banging coming from her home.

Consequently, Police applied for an Apprehended Domestic Violence Order protecting the women and her two children. This was the first instance that the violence had come to the attention of the Police. She was taken to the hospital to assess her injuries and her husband was subsequently charged.

She had suffered an injury to her left arm and had to take three weeks leave from her work to recover. She also returned home to find that some of her personal belongings had been broken beyond repair during the incident.

Our Solicitor provided her advice about her children and parenting issues. We also advised her about domestic and family violence and the support that would be available to her.

The client disclosed to the Solicitor that during the marriage her husband had also been sexually violent towards her, and that one of her children had been conceived because of such. She noted that she had previously spoken to her Doctor about it.

Our Solicitor assisted the client to make an application to Victims Services for Support. She applied for counselling, financial assistance for economic loss and a recognition payment.

Evidence was sought from the Police, Hospital and Doctor to support the client's application. Victims Services later determined that our client had been a victim of an act of violence and she was awarded financial assistance to replace her broken personal items, and a recognition payment. Additionally, the client had access to 22 hours of free counselling, which assisted her in dealing with the psychological impact of the violence.





Highlights for the Year

After receiving additional funding this year, and the initial intended use of funds to expand staffing levels, we had to search for new premises to accommodate our growing family.

After much searching, we found 215 Beardy Street, situated in a prominent location in town between Armidale Central Shopping Centre and The Armidale Plaza. We now accommodate 285sq metres of newly renovated office space that is easily accessible for all. Our professional new look is a wonderful complement to the professionalism of our staff and our Service.

It was a monumental effort from everyone packing up and unpacking, and a great example of how well our team works together. Also, we didn't realise we had so much stuff! We all learnt a valuable lesson from this move and will use Stanley's strategy when next we relocate – arrange an overseas holiday right in the middle of it! We missed those extra pair of hands Stanley, but glad you had a great holiday.



Our new office 215 Beardy Street, Armidale





NAIDOC Week Celebrations

We participated in NAIDOC Week this year by holding a stall at Armidale Central and meeting our community both young and old.

This year, along with our display of promotional material, we also had a colouring-in station which was a great way of engaging the kids as we spoke to their parents, grandparents and carers.

We also participated in a workshop at the Armidale & Region Aboriginal Cultural Centre & Keeping Place.

The purpose of this workshop was to learn and understand Aboriginal life and history of our area and to learn about bush tucker, Aboriginal artwork and Aboriginal artefacts from our region. Our host, Bevan Quinlin, was excellent! Bevan gave us ample opportunities to ask questions of his stories; he taught us the meanings of Aboriginal artworks; and demonstrated through his playing, the unique skills needed to play the Didgeridoo.





Support

Our Service chooses to bank with Regional Australia Bank, Armidale. We have been a member of this financial institution for many years.

In 2015 we became a member of their Community Partnership Program. This Program allows Regional Australia Bank members to select a local community group, such as ourselves, that they wish to support and in doing so Regional Australia Bank will donate 1% of the members' average annual balance to that community group on behalf of the member.

At the end of this financial year we were presented with a Certificate from the Regional Australia Bank and a credit bonus deposited into our account to the value of \$3,665.21. This Program certainly is proof of the Regional Australia Bank's commitment to their members and their community. We appreciated being involved and receiving this support from our local branch.



NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

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 2018

	Note	2018 \$	2017 \$
Revenue	2	1,088,016	677,973
Administration costs		(77,074)	(77,820)
Depreciation expense	3	(12,777)	(11,662)
Employee benefits expenses		(543,150)	(425,334)
Occupancy expenses		(78,836)	(32,706)
Other expenses		(40,446)	(21,408)
Transfer to unexpended grants		(335,733)	(109,043)
Surplus before income tax expense		-	-
Income tax expense	1(a)	-	-
Surplus after income tax expense		-	-
Total comprehensive surplus for the year		\$ -	\$ -

The accompanying notes form part of these financial statements.

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	608,317	393,380
Trade and other receivables	5	3,192	-
TOTAL CURRENT ASSETS		611,509	393,380
NON CURRENT ASSETS			
Plant and equipment	6	42,028	21,560
TOTAL NON CURRENT ASSETS		42,028	21,560
TOTAL ASSETS		653,537	414,940
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	17,599	28,013
Employee benefits	8	167,996	153,321
Other liabilities	9	336,083	109,393
TOTAL CURRENT LIABILITIES		521,678	290,727
NON CURRENT LIABILITIES			
Provisions	8	27,719	20,073
TOTAL NON CURRENT LIABILITIES		27,719	20,073
TOTAL LIABILITIES		549,397	310,800
NET ASSETS		\$ 104,140	\$ 104,140
EQUITY			
Accumulated funds		104,140	104,140
TOTAL EQUITY		\$ 104,140	\$ 104,140

The accompanying notes form part of these financial statements.

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2018

	Accumulated Funds \$	Total \$
Balance at 1 July 2016	104,140	104,140
Total comprehensive surplus	-	-
Balance at 30 June 2017	104,140	104,140
Total comprehensive surplus	-	-
Balance at 30 June 2018	\$ 104,140	\$ 104,140

The accompanying notes form part of these financial statements.

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		1,402,300	725,821
Interest received		5,094	4,250
Payments to suppliers and employees		(1,159,212)	(699,161)
Net cash provided by operating activities	10 (b)	248,182	30,910
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of plant and equipment		-	1,100
Payment for plant and equipment		(33,245)	(8,589)
Net cash used in investing activities		(33,245)	(7,489)
Net increase in cash held		214,937	23,421
Cash at the beginning of the financial year		393,380	369,959
Cash at the end of the financial year	10 (a)	\$ 608,317	\$ 393,380

The accompanying notes form part of these financial statements.

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018**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.

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018**(d) Economic Dependence**

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

(e) Impairment of Assets

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

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

(f) Employee Benefits

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

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

(g) Provisions

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

(h) Revenue

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

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

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

(i) Goods and Services Tax

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

(j) Government Grants

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

(k) Comparative Figures

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

(l) Trade and Other Payables

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

(m) Provision for Redundancies

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

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
Note 2: Revenue		
Operating activities:		
Government funding	1,065,827	658,765
Service generated income	22,189	19,208
Total revenue	\$ 1,088,016	\$ 677,973
Note 3: Expenses		
Depreciation expense	\$ 12,777	\$ 11,662
Note 4: Cash and Cash Equivalents		
Cash at bank	608,307	393,370
Cash- other	10	10
	\$ 608,317	\$ 393,380
Note 5: Trade and Other Receivables		
CURRENT		
Sundry receivables	3,192	-
	\$ 3,192	\$ -
Note 6: Property, Plant and Equipment		
Plant and equipment - at cost	63,209	56,810
Less: Accumulated depreciation	(50,393)	(46,338)
	12,816	10,472
Motor vehicles - at cost	49,701	22,856
Less: Accumulated depreciation	(20,489)	(11,768)
	29,212	11,088
Total Plant and Equipment	\$ 42,028	\$ 21,560

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
Note 7: Trade and Other Payables		
CURRENT		
Trade payables	2,094	7,727
Sundry payables and accrued expenses	15,505	20,286
	<u>\$ 17,599</u>	<u>\$ 28,013</u>
Note 8: Provisions		
CURRENT		
Provision for employee benefits	81,796	60,955
Provision for locum's and salaries	32,441	41,652
Provision for redundancy	53,759	50,714
	<u>\$ 167,996</u>	<u>\$ 153,321</u>
NON-CURRENT		
Provision for long service leave	27,719	20,073
	<u>\$ 27,719</u>	<u>\$ 20,073</u>
Note 9: Other Liabilities		
CURRENT		
Unspent grant funding	335,733	109,043
Other liabilities	350	350
	<u>\$ 336,083</u>	<u>\$ 109,393</u>
Note 10: Cash Flow Information		
(a) Reconciliation of cash		
Cash and cash equivalents	608,317	393,380
	<u>\$ 608,317</u>	<u>\$ 393,380</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	12,777	11,662
(Profit)/Loss on sale of fixed assets	-	(975)
Changes in Assets and Liabilities:		
(Increase)/decrease in trade and other receivables	(3,192)	1,305
(Increase)/decrease in other assets	-	1,342
Increase/(decrease) in creditors and accruals	(10,414)	2,778
Increase/(decrease) in provisions	22,321	25,205
Increase/(decrease) in other liabilities	226,690	(10,407)
Cash flows from operations	<u>\$ 248,182</u>	<u>\$ 30,910</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.		

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC

ABN 35 931 742 739

STATEMENT BY MEMBERS OF THE COMMITTEE
FOR THE YEAR ENDED 30 JUNE 2018

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

In the opinion of the committee the financial report as set out on pages 1 to 8:

1. Presents a true and fair view of the financial position of North & North West Community Legal Service Inc. as at 30 June 2018 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: 1 November 2018



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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 2018, the statement of 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 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 2018 and of the Association's performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and the Associations Incorporation Act NSW 2009 and the Australian Charities and Not-For-Profits Commission Act 2012.

Basis for Qualified Opinion

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

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the 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.

Crowe Horwath Central North is a member of Crowe Horwath International, a Swiss Verein. Each member of Crowe Horwath is a separate and independent legal entity. Liability limited by a scheme approved under Professional Standards Legislation other than for the acts or omissions of financial services licensees.



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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 2018, 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

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

ABN 35 931 742 739

- 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 HORWATH CENTRAL NORTH

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

Dated: 12 November 2018

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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 14 - 15 is in accordance with the books and records of the company which have been subjected to the auditing procedures applied in our statutory audit of the company for the financial year ended 30 June 2018. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than North & North West Community Legal Service) in respect of such data, including any errors of omissions therein however caused.

CROWE HORWATH CENTRAL NORTH

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

Dated: 12 November 2018

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NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739
DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2018

LEGAL SERVICE	2018 \$	2017 \$
Income		
Government funding		
Commonwealth funding	531,298	411,298
Funds carried forward	109,043	119,800
NSW state funding	321,398	20,622
PPF funding	104,088	104,088
Service generated income	22,189	19,208
Total Income	1,088,016	675,016
Expenditure		
<u>Salary & Wages</u>		
Salaries and wages	459,444	344,148
Superannuation contributions	39,896	33,297
	499,340	377,445
<u>Salary Related Expenses</u>		
Provision for annual leave	20,470	21,498
Provision for long service leave	7,646	6,685
Provision for relief wages	-	(9,702)
Provision for redundancy	3,045	(19,899)
Provision for trainee and bonuses	-	37,732
Staff training	5,462	7,089
Staff recruitment	3,801	-
Staff labour hire	1,995	-
Workers compensation insurance	1,391	1,529
	43,810	44,932
<u>Other Operating Expenses</u>		
Accounting and finance fees	16,001	15,319
Communications	7,325	9,649
Depreciation expense	12,777	11,662
Insurance	6,996	5,691
Office overheads	31,369	24,748
Library, resources and subscriptions	9,898	16,051
Other premises costs	9,809	5,715
Programming and planning	12,481	12,053
Rent	47,985	18,225
Repairs and maintenance	14,046	3,075
Minor equipment	1,392	1,752
Travel	39,054	19,656
	209,133	143,596
Total Expenditure	752,283	565,973
Surplus	335,733	109,043
Transfer to unexpended grants	(335,733)	(109,043)
Surplus before Income Tax Expense	\$ -	\$ -

This statement should be read in conjunction with the attached disclaimer.

NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC
ABN 35 931 742 739
DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2018

MOREE OUTREACH CLINIC	2018 \$	2017 \$
Income		
Government funding		
Outreach clinic funding	-	2,957
Total Income	-	2,957
Expenditure		
Salary related expenses	-	-
Salary and wages	-	2,700
Superannuation	-	257
Total Expenditure	-	2,957
Surplus before Income Tax Expense	\$ -	\$ -



ANNUAL REPORT 2017-2018