

Annual Report

2021-2022



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Acknowledgement of Country

We begin our Annual Report by acknowledging the Traditional Custodians of the land on which our Service operates. We would like to pay our respect to the Elders, past, present, and emerging.

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



Contents

Acknowledgement of Country	2	COVID19 – Adapting to change	28
Our Armidale Team	4	Our Statistic Profile	29
Our Moree Team	7	Court Liaison Programs	32
Our Management Committee	8	Duty Lawyer Service	33
Our Purpose	12	Community Legal Education	33
Our Objectives	12	Community Groups & EXPO involvement	35
Find us at our Outreach locations.....	14	Law Reform	37
History	16	Volunteers	38
Our work at a glance	18	Staff Training & Development.....	38
Chairperson’s Report	20	Case Studies.....	39
Principal Solicitor’s Report	22	Welcoming in 2022/2023	41
Coordinator’s Report	24	Support.....	42
The Work of our Legal Service	26	Financial Reports.....	43

Welcome to our Annual Report

QR Code instructions

With your smartphone, open your camera and hover your phone over the QR Code. Click on the tab that appears on your screen, and let the story begin



SCAN ME

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



The North & North West Community Legal Service Inc is funded through the Community Legal Centres Program by the Federal Attorney General and the NSW Attorney General administered by Legal Aid NSW.

We are an accredited member of the National Association of Community Legal Centres (now Community Legal Centres Australia).

Our Armidale Team



Principal Solicitor

Terri Coleman

Terri has a long history with the Service, initially beginning as a student volunteer, before commencing employment in 2009. She has a strong passion for working with survivors of domestic and family violence and sexual assault with long standing involvement in local committees and community events. She has a particular interest in Victims Services, Family Law and Estate Planning.



Coordinator

Sandy Watt

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



Solicitor

Acting Principal Solicitor (February – June 2022)

Stanley Tao

Stanley graduated from the University of Sydney with Bachelor of Laws. He 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 Court Advocacy, Succession Law, Employment Law and Family Law. He also enjoys playing table tennis and badminton in his spare time.



Solicitor

Acting Principal Solicitor (July 2021 – February 2022)

Niel van der Linde

Niel completed his Bachelor of Laws at the University of Tasmania and his Graduate Diploma of Legal Practice at the College of Law. He completed his practical placement at a Community Legal Centre and soon realised his passion for assisting members of the community. He has a particular interest in Criminal Law, Family Law and Estate matters and joined the Service in mid 2018 after 2 years of working in private practice. Niel has an active interest in rugby union.



Solicitor

Prue Bolton

Prue completed her Bachelor of Law at the University of New England and a Graduate Diploma in Legal Practice at the Australian National University. Prue has a particular interest in Family Law, Employment Law and Succession Law. She enjoys bushwalking and enjoying nature in her spare time.



Solicitor (February – April 2022)

Jonathan Wong

Jonathan completed a Bachelor of Laws with First Class Honours and a Graduate Diploma of Legal Practice at the Australian National University. Prior to joining the Service, Jonathan worked in private practice and was a tutor with the University of Queensland. He has a particular interest in Succession Law, Employment Law, Consumer Protection Law, and Debt Recovery. Jonathan speaks English, Malay, Indonesian, Mandarin Chinese and Moroccan Arabic. When he is not at work he enjoys playing Scrabble and learning new languages.



Caseworker (October 2021 – March 2022)

Clarissa Edwards

Clarissa joined the Service in 2021 under a six-month contract as a Caseworker, coming from a background in casework and administration. Clarissa thoroughly enjoyed the time spent working with the Service assisting and providing support. Clarissa has a passion for helping her community and being a good role model for young people and future generations. Clarissa has lived in Armidale for 17 years. Coming from North Queensland was a big change, but she has grown to love the community she lives in. Clarissa enjoys cooking, spending time with her son and has a great love for boxing of which she is a registered competition fighter.



Legal Support Officer and Bookkeeper

Donna Gilbert

Donna finds the service that NNWCLS provides to the community is invaluable and also extremely rewarding on a personal level. Donna has been employed with the Service for 6 years in total and is now employed as a Legal Support Officer and also combines this position with bookkeeping. The most rewarding part of her job is assisting the Solicitors to enable them to provide the utmost professional service that the community need. 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 is a privilege.



Administrative Assistant **Natasha Carey**

Natasha joined the Service after completing her Higher School Certificate in 2016 locally and having worked as an Administrative Assistant and in retail for the past 4 years. Natasha has previously completed a traineeship with the Service and has since moved into the role of Administrative Assistant. Natasha has a love and passion for animals and cooking.



Administrative Assistant (September 2021 – April 2022)

Bailie Rolff

Bailie first joined our Service in 2015 as Administrative Assistant. After 4 years she left NNWCLS for a position closer to home in Guyra.

She then returned for a period this past year to provide relief for our current Administration Assistant while she was on parental leave. Bailie says that the best part of her position is the connection with the 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 15 years including other roles in Seasonal Worker Programme, WHS & now as an Operations' Manager. She loves spending her free time with her family and enjoys anything outdoors.



Our Moree Team

Moree Project completed on 17th September 2021



Solicitor (June 2021 – August 2021)

Raymond Hill

Ray has joined our Moree office, bringing over two decades of knowledge from a broad variety of private and community legal practice including family law, victims support, civil litigation, wills and estates. Ray has substantial experience delivering culturally safe legal services to Aboriginal clients and sensitive, trauma-informed assistance to survivors of family violence and sexual assault. He takes great satisfaction from assisting with the needs of people marginalised from access to

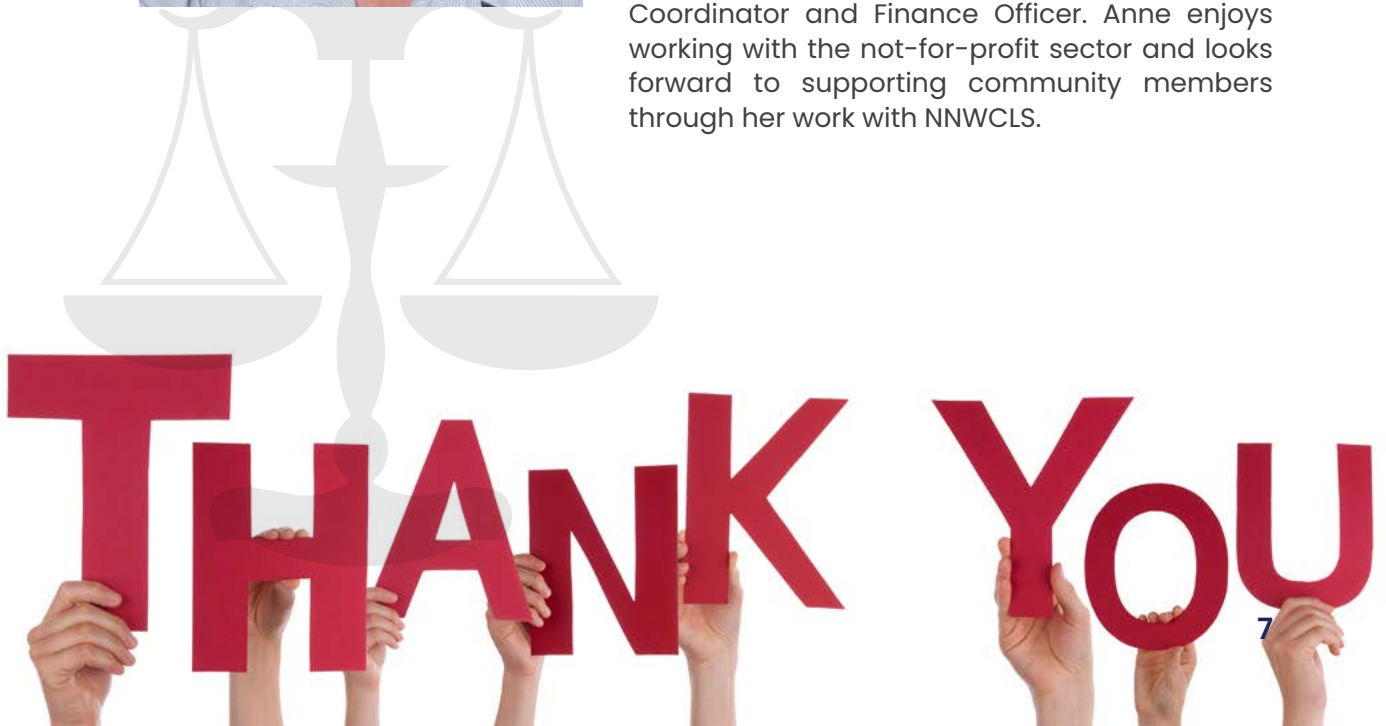
the justice and support our legal system should be providing to everyone. In his spare time, he indulges an interest in computers, technology, gaming and the “internet of things”. Occasionally he turns all the things off and goes camping.



Administrative Assistant

Anne Towney

Anne has recently started work with the Service, in the Moree office. She has had a varied working life having been employed in Employment Services, Child Care, Aboriginal Land Councils, an Aboriginal Community Development Employment Program and an Aboriginal Medical Service. The positions Anne has held include Employment Consultant, Bookkeeper, Coordinator and Finance Officer. Anne enjoys working with the not-for-profit sector and looks forward to supporting community members through her work with NNWCLS.



Our Management Committee



Chairperson

Ms Bronwyn Pearson

Bronwyn is a multi-award-winning Human Resources specialist with more than 25 years' experience providing strategic and operational human resource advice and solutions to both the public and private sectors. Along with post graduate management qualifications in human resource management Bronwyn has achieved Certified Professional Member status with the Australian Human Resources Institute (CAHRI).

Bronwyn is skilled in strategic HR, change management, employee relations, workforce planning, performance management, organisational development, executive coaching, negotiation, mediation and specialist recruitment. Assisting businesses to navigate the increasingly complex legal requirements around employment and people management is one of her specialities.

Bronwyn believes that helping regional businesses meet their obligations as employers, as well as attracting, retaining, and developing the right staff, leads to stronger, sustainable communities. As a regionally-based business Pinnacle People Solutions' business model recognises the unique challenges individuals and businesses in regional communities face, and understands how to deal with these directly.

Giving back to the community is central to Bronwyn's business vision. Bronwyn sits on the Board of several regional organisations that share her values of integrity and commitment to community. She is the President of the North and Northwest Community Legal Service Board, and a Director on the Board of the New England Conservatorium of Music. Bronwyn was appointed Employment Facilitator for the New England and North West Region and is currently the Employment Facilitator for the Far West Orana region as part of the Local Jobs Program, an Australian Government Initiative. Bronwyn is committed to developing the long term sustainability of our regions and works with local stakeholders to establish place-based strategies to address employment challenges and provide opportunities for those who are unemployed or at risk of unemployment.

In 2018 Bronwyn won the Outstanding Business Leader category in both the Armidale Business Chamber and the New England North West Region Business Awards, going on to represent at State level. She has gone on to win several awards in the following years, including the 2021 Excellence in Small Business award with Business NSW, and the 2021 Excellence in Professional Services Award with Women in Altitude. She has also received an Excellence award for the 2022 Australian HR awards, HR Champion of the year (CEO).



Treasurer

Dr Kip Werren

BFA LLB (First Class Hons) (UNE), Graduate Diploma in Legal Practice (The College of Law), PhD (WSU), CPA of CPA Australia, Fellow of the Institute of Public Accountants, Solicitor of the Supreme Court of New South Wales.

Dr Kip Werren has experience in professional legal practice and professional accounting practice. He continues to provide advice in the areas of business structures, estate planning, property law, corporations law and commercial law. He supports social justice and the building of strong communities through his board work and consultancies.



Secretary

Ms Anne Rix

MHS; GRAD DIP/SW; GRAD DIP/ED (SEC.TEACH)

Anne Rix is the Secretary of the NNWCLS Management Committee. She has long-standing involvement with the organisation, and greatly values its work with communities throughout the region.

Anne has been employed in human services in New England North West for over 25 years and is the General Manager of New England Family Support Service. Her qualifications include Master of Human Services Management

(Charles Sturt University), Graduate Diploma in Social Welfare (NSW Rural Health Education Research Centre) and a Graduate Diploma in Education (Secondary Teaching) from the University of New England.

Anne worked for the NSW Department of Communities and Justice (DCJ) in Partnerships and Planning, and in Ageing Disability and Home Care. In 2010, she became Director Partnerships and Planning for the New England North West Region, working closely with NGOs across the region to implement reform in child protection, targeted early intervention, and specialist homelessness services. Anne's last role in the Department was as Principal Project Officer NDIS Transition, overseeing the transfer of ADHC clients, staff, programs, and equipment to the National Disability Insurance Scheme. After leaving public service, Anne joined Homes North as Project Manager-Transformation, facilitating the Social Housing Management transfer of FACS Housing stock and tenants from the Department to the community housing provider. During the past three years with New England Family Support Service, Anne achieved significant financial growth in the organisation and expanded the number of projects delivered by the agency, including a philanthropic partnership with Mazda Foundation to deliver a rural recovery initiative throughout NENW.



Dr Christine Perrott

BA, DipEd, MEd(Hons/medal), PhD, FACE

Christine is a retired teacher educator passionate about social justice and protecting our heritage and natural environments. She is a volunteer with the Helping Children and Families Association (HCFA) where regular visits to at risk families with young children make clear the value of a Community Legal Service. Other volunteer commitments are Friends of the Old Teachers College (executive committee), thesis editing assistance to postgraduates and member of the Duval College Senior Common Room.

In July 2021 her third book was published, 'We Survived': Collected Memories of School Days at PLC Armidale, 1936–1964, Ed. Christine Perrott, Leschenault Press.

Her recreation pursuits include going to concerts, films, galleries and museums; travel; gardening; writing letters to The Sydney Morning Herald; fishing; intricate garment knitting; reading; and daily cryptic crossword puzzle solving.



S Paul Akon

BA (USyd); LLB (USyd); Assoc M Resolution Institute

Paul has practised law in Sydney and in Regional NSW for over 35 years.

In 1969, he began his law career as an articled clerk in Sydney. He was then a graduate lawyer with a large commercial firm in Sydney for five years.

In 1977, Paul started as an employed solicitor at a regional firm in Forbes, NSW. In 1978, he became a partner in that firm. He practised

there, as such, for 20 years, primarily in litigation.

In 1998, Paul trained as a mediator. For the next 12 months he was engaged in a mediation project for local government in the NSW Northern Rivers region.

In 2000, Paul took up a position for three and a half years with NSW Police Legal Services as a senior lawyer. While there, he received a Commissioner's Citation, the first civilian to receive such a commendation. He followed this with 18 months at the NSW Dept of Environment as a senior legal officer.

In 2006, Paul was a *locum tenens* at the Armidale Aboriginal Legal Service for the first half of the year.

In July of that year Paul began as a law lecturer at UNE School of Law. Paul has been teaching there full time for the last 16 years. And, he continues to do so.



Working together for our
community respecting
each individual through
our service delivery

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

Our Vision...

"To give assistance to anyone who is having difficulties accessing or is unsure how to access the legal system"

Who do we help?

Everyone living in the north and north west of New South Wales can access our Service for free and confidential legal advice and assistance

We can help with:



- Family Law issues (excluding property settlement, maintenance)



- Family/Domestic Violence matters



- Consumer Complaints



- Credit and Debt issues

- Discrimination

- Employment Law



- Criminal Law



- Victims Compensation

- Wills, Power of Attorney, Enduring Guardianship



- Neighbourhood Disputes



- Probate

- Apprehended Violence Orders

We help you 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 help our community understand their legal and social rights

Find us at our Outreach locations

ARMIDALE

Armidale Courthouse

GLEN INNES

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

Glen Innes Correctional Centre

Glen Innes Courthouse

GUNNEDAH

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

GUYRA

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

INVERELL

- » **Inverell Library**
55-59 Campbell Street
Inverell
- » **Linking together Centre**
16 Waratah Avenue
Inverell

NARRABRI

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

QUIRINDI

- » **Quirindi Council Chambers**
60 Station Street
Quirindi

TAMWORTH

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

TENTERFIELD

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

Tenterfield Courthouse

WALCHA

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

WEE WAA

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

WERRIS CREEK

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

Our catchment
stretches across
99,144 sq klms



Removing barriers, giving rural areas access to free legal advice

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 north west regions of NSW. The resulting submission to the Commonwealth Government was successful and the North & North West Community Legal Service Inc was created. The Service was officially opened by Rt Hon Ian Sinclair in Armidale on 22nd April 1996.

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

In April 2002 the Service became the

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

From July 2004 to September 2005, 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, 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 when additional funding was received, giving the Service an opportunity to expand its current staffing levels requiring larger premises. The office is now located at 215 Beady Street which is in a busy area of Armidale giving great exposure to the community and easy access for clients.

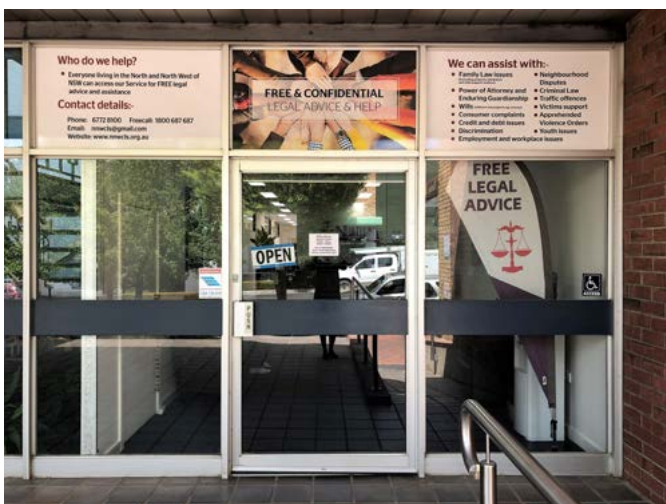
With expansion in staffing levels came growth into new regions. Currently our Outreach Program has extended to 17

clinics each month in 11 towns and is covering more distances and population base than ever before.

In 2019, using State One Off Funding that was granted to the Service in 2017, a branch office was set up in Moree until funding completion in 2021. This was a significant expansion of the Service's usual service delivery model, and one that allowed the Moree community, and surrounding districts with high legal need, ongoing support. It was a most successful project achieving all outcomes and goals set through strategic planning processes.

While much growth and change has occurred for the Service since its inception, our values and mission remains the same:

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



Armidale



Moree

Domestic and Family Violence

Clients who indicated that they were experiencing D/FV presented with the following top problem types:

- Parenting arrangements
- Domestic Violence Protection Orders
- Wills and estate planning
- Divorce/separation

24% of our overall work is to clients experiencing D/FV

Consumer Complaints

8% of our overall Civil Law work is for Consumer Complaints

Employment and workplace issues

We assisted clients with workplace bullying, unfair dismissal, general protection claims and underpayments.

6% of our overall Civil Law work assists clients with Employment issues

Credit and debt issues

We assist clients with varied credit and debt issues, including money being owed to them, money being owed by them, and bankruptcy. In response to COVID, we expanded our guidelines to assist sole traders with debt recovery matters. And we provided advice to clients who breached the Public Health Orders during COVID lockdown.

We assisted 62 clients with bankruptcy and money owed by/to

Family Law issues

We predominately assist clients in the Family Law space with:

- Parenting arrangements
- Divorce/Separation/annulment
- Domestic/Family Violence
- Child Support advice

62% of Family Law work is with Parenting arrangements

Wills, POA & Enduring Guardianship

These documents can be drafted for anyone living in our catchment, with restrictions in place for Wills involving real property. However, we continue to assist clients on Centrelink benefits (on a case-by-case basis) who own their own homes and find it difficult to afford to have their Will drafted.

251 Wills, POA and Enduring Guardianship documents were drafted

Our work at 2021 -



a glance in 2022

Victims Support

We assist clients who have experienced an act of violence in NSW, including domestic and family violence, sexual and physical assaults, to make an Application for Support and counselling with Victims Services.

Victims Support can assist with counselling and financial assistance

Neighbourhood disputes

Our work with clients in this area is largely for disputes about fencing. However, generalised neighbour complaints regarding noise and overhanging trees continues to be a constant every year.

5% of Civil Law advice assists clients with neighbourhood disputes

Criminal Law

We saw an increase in drug related criminal offences this year.

12% of our overall assistance is for Criminal Law

Discrimination

Several clients with disability experienced discrimination. We assisted them with formal application to the Anti-Discrimination Board of NSW.

We assisted 5 clients with discrimination matters this year

Traffic Offences

We represented many clients for licence appeals this year including many young drivers having lost their licence due to speeding offences. Representations from our Service led to reduced penalties for our clients and a more positive Court experience.

67% of our Court work was assisting clients with traffic and vehicle regulatory offenses

Apprehended Violence Orders

We helped clients vary their AVO conditions due to the change of their personal circumstances. In addition, we represented clients for their non-contestable AVO matters.

We also provided advice to defendants with the view to decreasing the chances of a breach occurring.

13% of AVO work was assistance in Court

Chairperson's Report

The North and North West Community Legal Service (NNWCLS) has had another outstanding year of providing this essential service to our community.

With a hybrid model available to clients again this year, the team has continued to meet targets, despite reduced staffing and lockdown periods affecting capacity and opportunity to deliver high quality services.

I particularly wish to thank Niel van der Linde and Stanley Tao who stepped into the role of Acting Principal Solicitor in the absence of Terri Coleman during her period of parental leave and to the team at large for pulling together in what has been a complex and challenging year for NNWCLS. I also warmly congratulate Terri on the birth of her daughter! And our newest NNWCLS team member

A new service was introduced in 2021-2022, with the Court Liaison Program in Glen Innes proving extremely popular. Existing programs such as the Law Matters local radio program in Armidale continued delivery even in difficult circumstances during lockdowns. Two projects were completed this year in the absence of additional funding, being the casework contract and the Moree branch office. Both were extremely valuable to our community and we hope that further funding opportunities may present themselves to reinvigorate these projects in the future.

Funding is a never-ending quest for a community legal service, and I congratulate Sandy Watt for her expertise and dedication in leading a new tender process for specific service provision, as



well as the automatic roll-over process for baseline funding. Using her outstanding advocacy skills to support rural and regional areas, NNWCLS successfully received an invitation to tender for and obtained funding for ongoing domestic, family and sexual violence work and mental health work which was originally only offered to specialist centres. Following success in the Family Law Family Violence programs operated since 2017, NNWCLS applied for an increase in funding for these services. NNWCLS has also applied for Gap funding to expand into the Upper Hunter region which currently has no community legal service available. The Management Committee keenly awaits the outcome of these tender processes.

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

Bronwyn Pearson
Chairperson



Excellent governance equals
excellent service delivery

Principal Solicitor's Report

I should begin by acknowledging and thanking my colleagues and Management Committee for their support and well wishes as I took 12 months of parenting and long service leave, following the birth of my daughter.

I acknowledge that it was a period that presented significant challenges and I am pleased to have seen the ability of the team to work together to ensure our Service continued to reach positive outcomes for our clients.

I acknowledge the contribution of Niel van der Linde and Stanley Tao who stepped into the position of Acting Principal Solicitor, in my absence. Further, I acknowledge that all staff within our organisation had to adapt to a period of significant change, with staffing challenges, increased workloads and impacts of COVID 19.

During my period of leave I remained in contact with the Service, and attended a staff meeting, planning session and assisted with the Tender process for our funding, which was largely led by, Sandy Watt, our Coordinator. Formally and informally, I was able to observe the work of my colleagues and the shared values of our workplace continue in my absence.

Moree Office

It was unfortunate that despite the success, our Moree Office project, came to an end in September 2021. The project had been one driven both by need and passion from Sandy and myself, to increase face to face access to free legal services in a community with evident legal gaps.

From the years of outreach, we have provided to clients in Moree, we could see that it was an area, located to the far west of our catchment, that represented significant disadvantage and legal



need, which was also supported by statistical data. The office, which proved to be well situated, was welcomed with warm reception from Service providers, including the Aboriginal Legal Service and Thiyama Li Family Violence Prevention Legal Service. We found ourselves better positioned to participate in community and provide a more timely and responsive service to a growing and urgent client need. We were situated to participate more freely in collaborative projects, through the Cooperative Legal Service Delivery, which we continue to participate in, from our Armidale office.

The staff we were able to recruit in Moree were fundamental to the success of the project and their ability to participate in staff meetings and training remotely, was a testament to them. Unfortunately, the cessation of funding meant that this productive project, that was so warmly welcomed by the Moree community, had to end. I am hopeful that the success of this project will allow us to seek future funding opportunities with the view of re-opening a second NNWCLS office in Moree.

Stakeholder Engagement

This last year, despite staffing challenges, COVID lockdowns and increased client need, saw our staff working to ensure that we maintained and continued to build on

relationships with various stakeholders in our catchment, to ensure smooth and appropriate referral pathways for our clients. I deeply value our relationships with Service providers and acknowledge the positive and direct impact they have on client outcomes.

Some such meetings and groups that we actively participated in, included the Armidale Interagency, The Aboriginal Interagency, Cooperative Legal Service Delivery Meetings, Family Law Pathways Network, New England Multicultural Interagency, Gunnedah Community Roundtable and the Armidale Domestic and Family Violence Steering Committee.

Service Delivery

Covid Lockdown had a direct impact on service delivery, as staff were forced to work from home, Community Legal Education sessions and expos were cancelled or changed to a Zoom delivery, circuits were suspended, and volunteers had to be stood down until we could welcome them back into the office. Despite these challenges, staff managed to achieve outstanding statistics, which demonstrate our tenacity in meeting the aims and objectives of our organisation and a continued focus on prioritising our client's legal needs.

Our Court Liaison Program was launched in Glen Innes to overcome the high instances of ADVO's and breaches within the community. The program has proven to be popular since it's commencement as it has remained so in Armidale. The Court Liaison program enables our Solicitors to direct court users to the Duty Solicitor and assist them in their court experience on the day. Our Solicitors may advise and represent clients in matters that fall outside of the duty solicitor guidelines or for those who cannot afford a private practitioner.

Our Community Legal Education Project, "Law Matters" on our Local Community Radio Station 2ARM, continued to be delivered, switching to a remote method of delivery during COVID lockdown. This

format of legal education allows listeners throughout our catchment to tune in to a new topic each session, delivered in an easy to understand and logical manner. The sessions are succinct, engaging, and topical to retain the listeners interest and topics range from workplace issues, domestic and family violence, debts, and traffic offences.

Wills, Power of Attorney and Enduring Guardianships remained as the most popular problem type our staff assisted with this year. Coincidentally it also remained as our most requested and delivered Legal Education Project. Through providing legal advice and assistance in these matters, we work to increase the knowledge of our communities about the need to prepare these documents. But furthermore, to provide all people an opportunity to do so, regardless of their physical locality or financial position.

Looking into 2022 and beyond

Since my return to work, in July 2022, we have welcomed three new staff members to the team: Camellia Peacock as Administrative Assistant, Benjamin Graham as Solicitor and Hatem Allam as Junior Solicitor. We have also seen Natasha Carey move into the role of Legal Support Officer. Our team continues to evolve and adapt, and we warmly welcome our colleagues as we embark on another year of success.

I would like to congratulate and thank all staff; those currently with our Service, and those no longer with us, but who contributed over the previous 12 months, for their contribution to successful client outcomes and positive experiences within our Service. Additionally, I would like to acknowledge the incredible contribution made by our Management Committee who so generously volunteer their time and expertise, month after month.

Terri Coleman

Principal Solicitor

Coordinator's Report

"Someone is sitting in the shade today, because someone planted a tree a long time ago".

What a brilliant quote by investor, Warren Buffett. Our founders, in 1996, had the vision to invest in our community the free legal service that our demographic so needed, those of whom are now "sitting in the shade" because of the assistance of our dedicated team. What a vision; what an investment!

And that vision, again this year, proved successful. With another hybrid service delivery year under our belt, we demonstrated that our evolved strategy of remote operations, that is now firmly embedded into our framework, ensured we met our goals and stayed connected to our clients while continuing to provide a high-quality service.

Looking at those goals and our performance of our work achieved this year, against our targets set, showed statistics that were commendable to our team. Our legal team (Armidale) that is typically made up of 4 FTE staff, with targets set against that measure, was this year made up of 2.6 FTE. Impressively, all targets were met with the increased telephone appointments covering the shortfall of face-to-face appointments due to COVID19 lockdowns. Reaching these targets, with the outstanding support from the administration team, was an incredible effort on a hybrid service delivery year. And although statistics are numbers on a spreadsheet and goals that we must achieve, some of those same statistics represent access of a grandparent to her grandchildren; a finalised Will prior to the death of a terminally ill client; and the reinstatement of a suspended driver's license to a young adult enabling continued work to contribute to the finances of the family – they are the real goals that we achieved; what privileged work we do, and congratulations everyone.



As the last year of a 3-year funding cycle my focus this year was always going to be largely dominated by future funding and planning, and what this might look like for NNWCLS as we transition through this final year into our next. Sourcing other funding opportunities to enhance expected current levels became apparent.

So, when the Department of Communities & Justice (DCJ) announced they were making available to our Sector new funding for domestic, family and sexual violence (DFS) work and for mental health work, I jumped at it. Initially, Community Legal Centres NSW (CLCNSW) asked that only specialist Centres apply and for those Centres to put in an EOI. I took this EOI process as an opportunity to champion for our generalist Centre and for RRR Centres that are, too, experiencing increasing need for such assistance along with service shortages that is putting our community members at risk. This effort was rewarded with an invitation from DCJ to apply for both Tender opportunities of which we were subsequently successful with our DFS Tender. What a great outcome for our clients and our catchment and an excellent example to never waste an opportunity to be the voice for our vulnerable demographic because the end result may just surprise.

For our next 3-year funding cycle of

Community Legal Centre Program (CLCP) funding, that is administered through Legal Aid NSW, we learned our funding would be separated into 2 allocation processes ie: an automatic roll-over process for our baseline funding and an invitational Tender process for specific Commonwealth and State initiatives.

We received 2 invitations from Legal Aid NSW allowing us to apply for both Tender opportunities available:

1. Family Law Family Violence (FLFV) Funding
2. Service Gaps Funding

FLFV: We've received FLFV funding since 2017 and have done some incredible work in this space meeting outputs expected, and set, by the Attorney General to our level of funding received. An invitation to reapply for this money was no surprise, however we chose to increase the monetary value of this application. This increase was due to Crime research gathered, our own statistics and stakeholder feedback, which uncovered some alarming increases in F/DV in our catchment that which can only be managed with an all-of-community services approach. These increases, and a community in dire need of services, justified our decision for additional projects requiring additional funding.

Gaps: This is specific funding only open to those Centres whose boundary touches on regions that Legal Aid NSW identified as having no Community Legal Centres available to the community. We were invited to Tender for expansion of our southernmost boundary into the Upper Hunter Region. This would increase our current footprint to an incredible 115,000sq klms and would see us servicing a community with a high legal need.

The results of these Tenders, unfortunately, is still in the hands of the specialist panelists chosen to put recommendations to the Attorney General for allocation. As our Tenders represent 47% of our funding, we are eagerly awaiting the results while

ensuring, whatever the outcome, our level and quality of work in our community remains uninterrupted and available to all.

Finalising our 2 valuable projects this year ie: Casework contract and our Moree branch office project, came with satisfaction, however bittersweet. Our Caseworker, Clarissa Edwards, was a valued member of our team and we're thankful for her contribution. The incredible outcomes reached from our Moree project could only be the result of everyone's commitment to its success, and we're particularly thankful to the Moree team for their dedication.

Thank you to the Management Committee (MC) for your valuable contribution this year. Each Member brings individual experience and expertise to enrich the collective decision-making of the MC and we're thankful for everyone's input.

Thank you to Niel van der Linde and Stanley Tao who filled the position of Acting Principal Solicitor while our Principal Solicitor, Terri Coleman, was on parental leave. It was an absolute pleasure working alongside of both this year in this capacity.

As we await the outcomes of our Tenders, we sit comfortably knowing that it's strong financial and strategic planning that gets us set at the starting line every year, but it's the passion and dedication of the staff that takes us over the finish line. We have an incredible team of which I am proud to be a part, and we all look forward to another successful year ahead.

Because of our team's commitment to our Service's purpose, this year we saw much of our community "standing in the shade".

Well done everyone!

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 of the options available to them.

Our office is based in Armidale, and a branch office in Moree until September 2021 when this project's funding and Service Agreement with Legal Aid NSW expired. We provide legal advice, information and some Court Representation. We also operate an extensive Outreach Circuit Program throughout our catchment, supporting a population base of approximately 185,560 people over an area of 99,144 square kilometres.



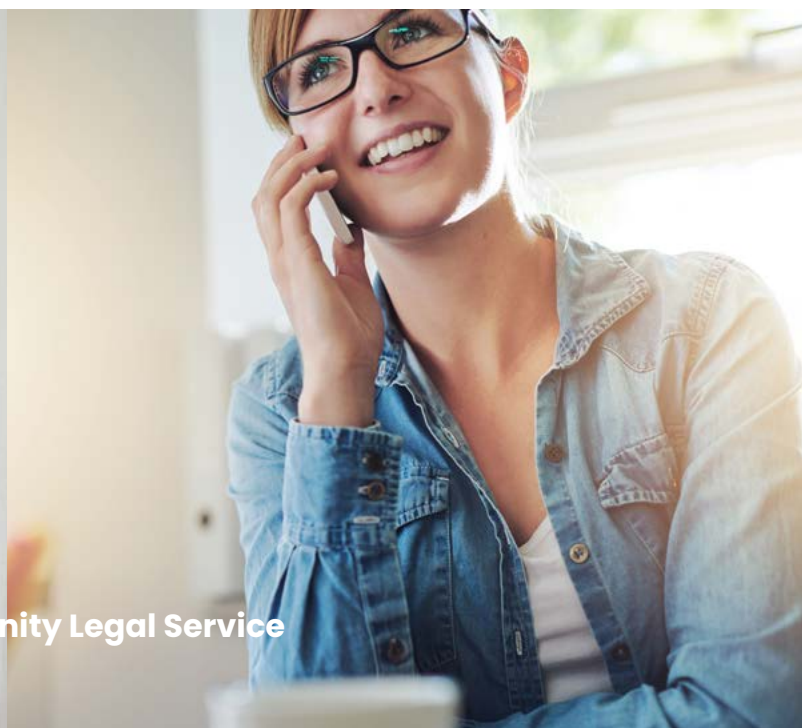
Our Outreach Circuit consists of monthly visits to Werris Creek, Quirindi, Gunnedah, Narrabri, Wee Waa, Inverell, Glen Innes and Tenterfield. We

operate bi-monthly clinics in Guyra and at the Glen Innes Correctional Centre, while our clinic in Tamworth is run on a fortnightly basis as the need is high in this region and more frequent visits are required. We operate 2 separate clinics whilst visiting Tamworth, Inverell and Glen Innes to ensure ease of accessibility to residences at either ends of these towns.

Our Outreach Program is far-reaching! In travel time alone, our Legal Staff spends up to 39 hours every month in the car enroute to their clinics. This is certainly a commitment from our Solicitors giving these community members the opportunity of face to face appointment time for legal advice.

However, when face to face appointments aren't possible for clients, we offer telephone appointments to everyone in our catchment taking away any possible barrier that may impede our communities' opportunity to seek legal help. Furthermore, home, hospital, or nursing home visits are made available to our most vulnerable clients ensuring accessibility for everyone.

In addition to our Outreach Program, we

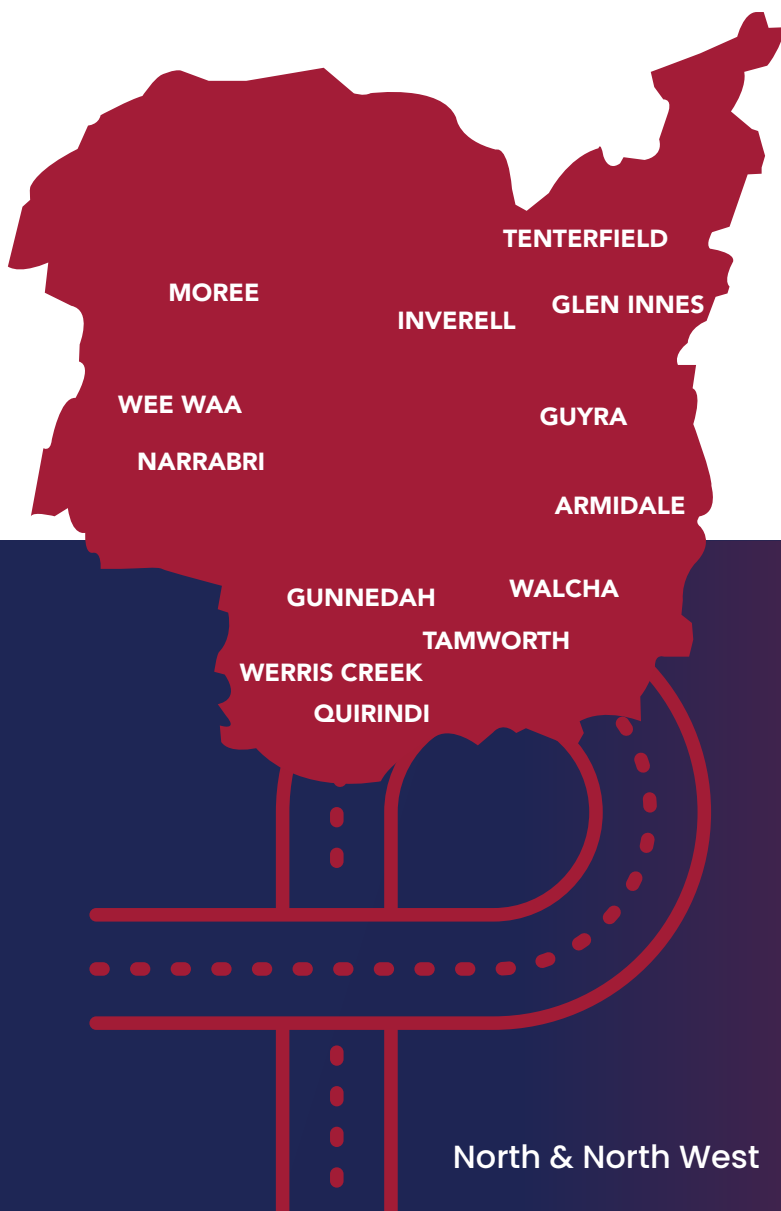


also operate a Court Liaison Program in Armidale every Monday on list day. Because of its success, and the benefits to Court users on the day, we have extended this Program to Glen Innes each month.

NNWCLS has expanded significantly since 1993 and when considering Service growth, much consideration is given to the vulnerable demographic of our regions as well as indications of high domestic and family violence statistics in communities. We ensure that, for these regions, we have a prominent presence and an accessible location, while maximising promotional exposure keeping everyone well-informed of the work that we do. Stakeholder feedback also forms a large part of this research as we work collaboratively with other organisations to maximise services for our clients while strengthening referral pathways throughout our catchment.

Expanding our Service to our vulnerable communities is paramount. We've recognised that legal problems are particularly prevalent among socially disadvantaged groups and are especially elevated for people with multiple types of socioeconomic disadvantage, as our catchment statistics suggest. Research indicates that it is more likely that people experiencing multiple disadvantages are also experiencing multiple legal problems, confirming that our Generalist legal service is a perfect fit for our catchment.

In addition to advice and representation services, we also offer legal education sessions to our communities and groups. Our aim to increase people's knowledge and understanding of the law and their legal rights demonstrates the holistic approach we strive for in legal service delivery.



TRAVELLING
up to
34,000 kms 
each year

COVID19 – Ongoing flexibility

From August to December 2021 saw our office closed again for face-to-face service delivery due to the ongoing pandemic that was COVID-19. This was a second direction by NSW Health orders to work from home and because of efficient systems put into place first time 'round in 2020 ensured a smooth and uninterrupted transition for legal services to our clients, albeit virtually.

From January 2022 we transitioned back to face-to-face operations in the office. The efficiency that staff demonstrated when moving to work from home practices was equally as impressive when opening our doors again to our community.

Safe health policies and procedures were carefully considered and put into place by the Management Committee to ensure staff and client safety were the priority when returning to the office. Air purifying units were purchased for all individual office spaces and communal areas, such as the front reception and staff kitchen. Although the new COVID-19 vaccination was not a mandatory condition for employment, it was encouraged by the Management Committee as the most effective means to keep staff/volunteers safe from becoming extremely unwell if the virus was contracted while performing their duties for NNWCLS. Rapid Antigen Testing Kits were, and continue to be, available for all staff for early detection of the virus.

We can confidently say that Australians have now learned to live along side of COVID-19. This too is so for businesses and service providers. NNWCLS's framework, because of COVID-19, is now enhanced by virtual practices while our computer systems, including cyber security, have reached new heights. Such significant changes could only occur through the dedication of our passionate and well-synergised team who are willing to change and grow to remain connected to our clients and community.

After all, that has been our purpose and objective for the past 28 years!

Congratulations everyone!



CURRENT GLOBAL STATISTIC OVERVIEW:

Worldwide confirmed cases to 8th September 2022 are 603.71 million, with 6.4 million recorded deaths. Australia has recorded 10.08 million cases, with 14,152 deaths. (Global estimations according to World Health Organization Coronavirus (COVID-19) Dashboard).

Our Statistic Profile

In 2021/2022 – Legal Services:

Provided assistance to 
782 clients

 Provided referrals and information to
542 clients


Opened
320 
New representation services

Closed
406 
Representation services

Engaged in
1 
Law Reform activities

Provided
727 
legal advices

Provided court representation to
24 clients 

Provided
37 
Legal education projects

Provided
60 
Legal Tasks to clients

Engaged
43 
Stakeholders for planning purposes

Social Worker/Caseworker Services:



Provided referrals
and information to

92 clients

Provided ongoing non-
legal support services to

11 clients

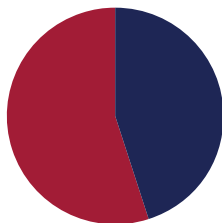
Provided court
representation to

13 clients

73%

of clients indicated to be
living with a mental illness

Of the Legal Service clients assisted....

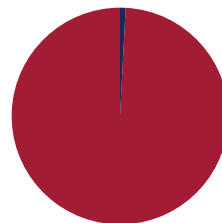


55%

Female clients

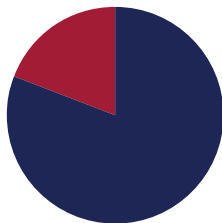
45%

Male clients



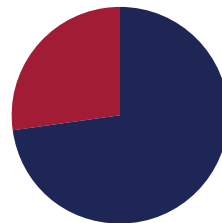
99%

reported to be
experiencing
financial
disadvantage



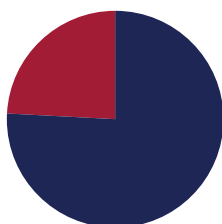
19%

Identified as
Aboriginal or Torres
Strait Islander



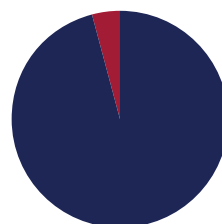
27%

reported to have
a disability/or
Mental Illness



24%

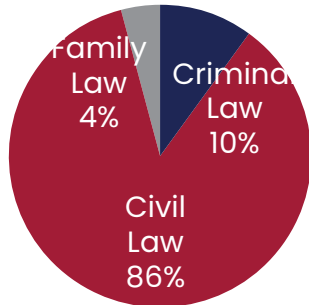
reported to be
experiencing
Domestic/Family
Violence



4%

were at risk of
homelessness

Representation Services given by Law Type...



Top problem within Law type:-

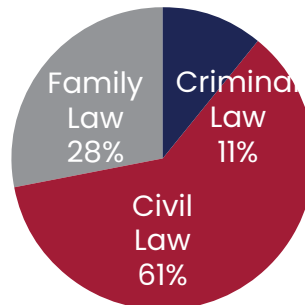
Family Law – Parenting arrangements

Civil Law – Wills and Estates

Criminal Law – Traffic and vehicle

Regulatory offences

Advices by Law Type..



Top problem within Law type:-

Family Law – Parenting arrangements

Civil Law – Wills and estate planning

Criminal Law – Traffic and vehicle

Regulatory offences

Top 10 Problem types for total client numbers this year

- | | |
|--|---------------------------------|
| 1 Wills, Power of Attorney, Enduring Guardianship | 6 Employment Law issues |
| 2 Family and Domestic Violence Orders | 7 Credit and Debt issues |
| 3 Road, traffic and motor vehicle regulatory offences | 8 Divorce/Separation |
| 4 Child contacts and contact orders | 9 Immigration Other Visa |
| 5 Parenting Plan | 10 Consumer Complaints |



Court Liaison Program

This Program sees Stanley Tao attending the Armidale Local Court each Monday on criminal list day. While Niel van der Linde attends the Tenterfield Local Court and Prue Bolton attends Glen Innes Local Court on each respective list day.

Our overarching objective of our Court Liaison Program is to promote access to justice in our catchment.

From a practical perspective, our Solicitors direct 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. Our Solicitors may advise/represent clients in matters that fall outside of the duty solicitor guidelines or for those who cannot afford a private practitioner.

Consultation with our Stakeholders during our Strategic Planning process indicated that defendants of ADVO's would benefit from education about their Orders to reduce any risk of breach. This education has become an important part of this Program as an increase in breaches is reported through the NSW Recorded Crime Statistics in our region.



Duty Lawyer Service

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

Community Legal Education

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

Our Solicitors are passionate about educating our community. In addition to valuable information gained from each CLE session, these workshops also become a great introduction of our Practitioners. Participants become comfortable through an interactive method of education and feel confident to make contact with our Service, having already met our Solicitors.

Some of the CLE's for this year included:

- Wills, Power of Attorney, Enduring Guardianship to
 - » Wee Waa Hospital
 - » Glenrac Rural Women's Day – Glen Innes
 - » University of the Third Age- Bingara
 - » Armidale Hospital staff



Empowerment through education ...



A mode of CLE that is unique to our Community Legal Centre is our radio program "Law Matters". Our Solicitors, Niel van der Linde and Prue Bolton host this program on 2ARM 92.1FM three times each month. The Solicitors talk on many and varied topics which include Family Law matters, Consumer Law Matters, traffic and driving offences, ADVO's, domestic and family violence issues, neighbourhood disputes, bankruptcy, debts, refugees human rights interest.

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

We can also broadcast our Program from remote broadcasting equipment from our office so that, during COVID-19

lockdown orders, we may still provide this program to our community.

Now that 2ARM FM streams all their programs online, no matter where you are, you can tune in to Niel and Prue and "Law Matters".

Our Facebook activity saw an increase in reach and engagement from Facebook users. While we promoted our Service work throughout our catchment, our local community events, state and nation-wide commemorations, it was the client appointments that eventuated from these community-interest stories that aligned with our outset goals of posting.

This Facebook activity had a flow-on effect to increased traffic to our website by up to 54%. Our website feature – "Request a free appointment", has proven to be most efficient, particularly during times of increased demand. From this point clients can provide a significant amount of information allowing for a swift process when our administration staff call to confirm the appointment.



Using technology to
connect to clients
near and far

Community Groups & EXPO involvement

Our Solicitors participate in many Interagency meetings throughout the year, either face to face or via Zoom. These meetings are such an important part of our Service's framework, as referral pathways from other organisations strengthens our communities access to free legal services. This collaborative practice also enriches the work with our clients when referrals from our Service to others may result in swift resolutions to our clients' issues.

This year we have been involved Armidale Interagencies including Family Law Pathways Network, New England Multicultural interagency, Armidale Family and Domestic Violence Steering Committee, Armidale Interagency, Gunnedah Roundtable, Moree CLSD, NCOSS Regional Members Meeting, Tamworth Connect Forum, Glen Innes and Tenterfield Court Users Forums, Armidale First Nations Men's Behaviour Change Program- workshop panel, Community Support Hub Tamworth, WDVCS "Cut it Out" DV Project.

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. Our Service is passionate about making this process easier for clients, and community engagement is the greatest way to achieve this.

Our staff attended and spoke at Interagency meetings throughout our catchment to initiate discussions on how best our Service can meet the needs of each organisation's clients.



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

- University of New England Market Day
- Gunnedah Youth Expo
- Armidale Secondary College Expo- NAIDOC "What can you do for your mob?"
- Coledale- One Stop Shop



Increasing accessibility,
breaking down
barriers and
increasing referral
pathways



Law Reform

This year we engaged in 1 Law Reform Activity:

- Open letter signing to the Hon. Mark Speakman MP re: additional barriers for victim-survivors to access counselling and the increasing lack of transparency and accountability of Victims.

Access and Equity

Our Service has policies and practices in place to promote our work and to ensure access, equity and non-discrimination is achieved for our clients, and potential clients. Recognition of potential barriers for our demographic, and providing a solution, forms a large part of our assessment of our access and equity to our community.

Our work removing barriers:

- Our Home Visit Policy: Elderly, disabled or very unwell clients require our legal team to visit them in hospital, at their nursing home or in their homes, to give advice or to sign or witness documents.



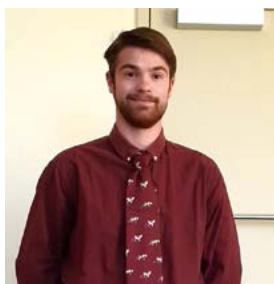
- We provided the Automated Telephone Interpreting Service (ATIS), as funded by Legal Aid NSW, to our clients who are Culturally and Linguistically Diverse. This year 53% of our CALD clients received an interpreter to assist with their appointment.



- We continued to make available video conferencing service for clients when witnessing documents was required during COVID-19 lockdown

Removing barriers for all...

Volunteers



Terri and Stanley worked together coordinating and securing the assistance of enthusiastic and dedicated volunteers from the Law School at the University of New England.

Iain Sutherland has been a valuable part of our team this year, assisting the Solicitors with research and administrative tasks. We are grateful and thank Iain for his contribution this year.

Iain Sutherland

Staff Training & Development

Our staff participated in 42 training sessions this year that were relevant to their type of work, be it administrative or legal.

Some of this year's training included:

- Drafting Affidavits
- Stolen Generation Statutory Scheme
- Client Communications – Taking instructions in a digital world
- Walya Indigenous Training
- Family Court Merger
- The Work from Home phenomenon and an employer's obligations
- Police Powers on the street
- Natural Disaster Insurance
- Ethics and professional responsibilities for treating vulnerable people well
- COVID fines for CLC lawyers
- Changes to Single Touch Payroll
- DV NSW Conference
- Vicarious Trauma Training
- Legal Aid Criminal Law Conference
- Centrelink Debt
- Elder Abuse and Coercive Control
- Workplace Sexual harassment national forum: influencing positive change



Case Studies

Divorce

An elderly woman contacted our Service after finding her marriage of 5 years was no longer sustainable, as a result domestic violence. Due to the nature of the breakdown, she did not have any communication with her husband, and had not maintained a current address for him. Despite not having any contact it was important to her to legally end the marriage and consequently sought to file a sole application for divorce.

Our client was concerned that she would not be successful in applying for a divorce as she did not have an address to serve her husband.

Our Solicitor was able to help the client file a Sole Application for Divorce, with a reduced fee and seek the Court to dispense with service. This meant that the client did not have to send the application to her husband and was ultimately granted a divorce.

Victims Services Assistance

A young culturally diverse woman migrated to Australia with her husband and three children. Her marriage to her husband had been arranged, as was appropriate in her culture.

However, during her marriage, and whilst living in New South Wales, our client had been sexually, physically, psychologically, and financially abused by her husband over a period of time.

With support of local domestic violence services, the client was able to separate from her husband and was now living independently with her children.

Our Service was able to assist the client to make an application to Victims Services for a recognition payment, which was granted in her favour. Additionally, the application allows our client to access free counselling to support her to heal from the violence she had experienced.

We were also able to offer our client Family Law advice in relation to the children, divorce and also update her Will, Power of Attorney and Enduring Guardianship documents.

Motor Vehicle Accident – Property Damage

A young apprentice carpenter approached our Service, by making an appointment through our website. He had been involved in a car accident, which was not his fault. The cost for repairing his car was about \$3,000. The driver at fault had refused to pay. Neither our client nor the driver at fault had insurance to cover the damages to the vehicles.

Our Service assisted the young apprentice by writing a letter of demand, which resulted in his repair bill being fully paid by the driver at fault. This meant that he was able to repair his vehicle with limited disruption to his work and studies.

Childhood Sexual Assault– Victims Services

A middle-aged woman contacted our Service, after being referred by her doctor. She had been battling anxiety and depression for most of her adult life and had recently disclosed to her doctor that she had been a victim of sexual violence as a child.

She met with our Solicitor on outreach where she disclosed her experience. Due to the complicated nature of the matter, the Solicitor provided significant assistance to the client in obtaining supporting evidence for her matter. An application for a Recognition payment was made with Victims Services.

Our Solicitor obtained supporting evidence from Police, counsellors, and the treating doctor, whilst also providing a statutory declaration to support the claim.

Despite evidentiary challenges due to the historical nature of the offences and age of the client at the time of the assault our client was awarded a recognition payment and the violence she experiences was formally acknowledged.

The client was able to use the money to start her own small business to ensure financial security for herself and her children.

Letter of Demand

A client approached our Service in Inverell seeking assistance to recover his prized breeding goat, Eddy, from a friend. Our client had agreed that his goat could be used for breeding purposes over a period of 3 weeks, but the friend had failed to return Eddy. Our client had tried emailing and calling his friend with no luck. He had even invited him to attend a mediation, but his friend had declined.

Our Service wrote a letter of demand to the friend, seeking the return of Eddy, the goat. We noted that should the friend fail to return Eddy, our client may commence further legal action to recover Eddy or the sum of \$5,000.00.

The friend responded within a week of the letter being sent, requesting that Eddy could remain with him for a further two weeks before being returned to our client. After seeking instructions from our client, it was agreed that the friend could keep Eddy for a further period of 2 weeks at a cost of \$150.00 per week.

After two weeks our client was delighted to have his goat, Eddy, returned and an additional \$300.00.

NCAT Application – Guardianship Division

An elderly client attended our outreach circuit in Tenterfield seeking help in relation to her disabled adult daughter. Our client has been caring for her daughter her whole life, who is unable to communicate verbally, requires assistance for her personal hygiene and day to day tasks. Our client's daughter does not have the capacity to appoint a Guardian or Attorney and together they had managed to get through life without needing them.

The daughter was experiencing some medical symptoms which had led them to seeing a surgeon, who had recommended that she have surgery within the next 6 months, however the surgeon didn't feel that our client could consent as she was not her adult daughter's guardian.

Our Service was able to collect medical evidence to demonstrate the daughter's lack of capacity and need for the appointment of a Guardian and assisted our client to make a successful application to the Guardianship Division of the NSW Civil and Administrative Tribunal, appointing the mother as her daughter's Guardian. Consequently, she was able to consent to the surgery and the daughter received the medical care that she required.

Our clients –
at the heart
of our work

Welcoming into our Team in 22/23



Administration Assistant

Camellia Peacock

Camellia joins our office with a passion for participating in team activities and working towards helping the community. Camellia feels that her role as Administration Assistance allows her to fulfill this passion in her work. Camellia comes to us with a history working in hospitality and finds that her experience in customer service allows her to swiftly assist our clients in meeting their needs and achieving their goals.

In her spare time Camellia enjoys playing football in the local Women's Rugby League competition and going to the gym.



Solicitor

Benjamin Graham

Ben joins the Service after working in Private Practice since 2015. Ben believes in access to justice and procedural fairness for all members of society. He is passionate about Criminal Law, Children's Law (Care and Protection), Family Law and Succession Law. In his spare time, he enjoys attending community events, camping and reading fiction.



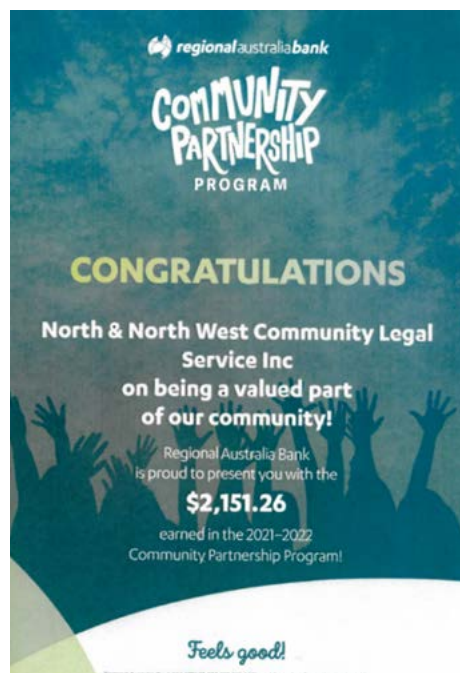
Junior Solicitor

Hatem Allam

Hatem graduated from the University of Canberra with a Bachelor of Laws. He is very passionate about access to justice and helping disadvantaged clients. He believes that everyone should have a fair go and not be discriminated against. Prior to joining NNWCLS, Hatem worked with another Community Legal Centre in Broken Hill where he pursued his dreams to help disadvantaged clients. Hatem looks forward to continuing to help and support disadvantaged clients in our region and be their voice while working in the NNWCLS. He is passionate about Family Law, Employment Law, Consumer Law, Power of Attorney and Enduring Guardianship. In his spare time, Hatem enjoys reading, cooking, and spending time with his family and friends.

Support

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



In 2015 we became a member of their Community Partnership Program. The Program, now supporting almost 1600 registered groups and causes, allows Regional Australia Bank members to select a local community group, such as us, that they wish to support and in doing so Regional Australia Bank will donate 0.75% of the members' average annual balance to that community group on behalf of the member.

At the end of this financial year, we were presented with a Certificate from the Regional Australia Bank and a credit bonus deposited into our account to the value of \$2,151.26. This Program certainly is proof of Regional Australia Bank's commitment to its members and its community. We appreciated being involved and receiving this support through this Program, that in total has now allocated to the community more than \$2 million in donations.

Our Service is fortunate to have received Pro bono assistance from Pinnacle People Solutions for many of our Human Resourcing requirements.

Pinnacle People Solutions is a regionally-based business that provides whole of organisation HR Solutions including specialist recruitment, risk assessment and mitigation strategies, workforce planning, succession planning, HR and WHS audits, framework builds, Industrial and Workplace relations support, executive coaching, team building programs and HR training and education.

Our Service is grateful to have received pro bono support from Pinnacle People Solutions, which has involved recruitment assistance, executive coaching, risk management and general Human Resourcing support. This ongoing support highlights the commitment Pinnacle People Solutions has in assisting regionally based not-for-profit organisations to manage their HR needs.



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

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

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

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
Revenue	2	1,019,746	1,018,175
Other income	3	785	41,141
Interest revenue calculated using the effective interest method		1,703	1,600
Administration costs		(94,648)	(85,336)
Depreciation expense	4	(50,570)	(64,896)
Employee benefits expenses		(731,964)	(913,955)
Occupancy expenses		(23,312)	(21,628)
Other expenses		(12,027)	(14,963)
Surplus/(deficit) before income tax expense		109,713	(39,862)
Income tax expense	1(a)	-	-
Surplus/(deficit) after income tax expense		109,713	(39,862)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive surplus/(deficit) for the year		109,713	(39,862)

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

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	564,603	505,216
Trade and other receivables	6	-	12,500
Financial assets	7	251,327	249,828
TOTAL CURRENT ASSETS		815,930	767,544
NON CURRENT ASSETS			
Property, plant and equipment	8	5,349	17,980
Right-of-use assets	9	177,656	215,197
TOTAL NON CURRENT ASSETS		183,005	233,177
TOTAL ASSETS		998,935	1,000,721
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	7,144	11,551
Provisions	11	252,800	317,706
Lease liabilities	12	31,572	35,185
Other liabilities	13	350	350
TOTAL CURRENT LIABILITIES		291,866	364,792
NON CURRENT LIABILITIES			
Lease liabilities	12	156,431	188,867
Provisions	11	14,557	20,694
TOTAL NON CURRENT LIABILITIES		170,988	209,561
TOTAL LIABILITIES		462,854	574,353
NET ASSETS		536,081	426,368
EQUITY			
Accumulated funds		536,081	426,368
TOTAL EQUITY		536,081	426,368

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

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2022

	Accumulated Funds \$	Total \$
Balance at 1 July 2020	466,230	466,230
Total comprehensive deficit	<u>(39,862)</u>	<u>(39,862)</u>
Balance at 30 June 2021	<u>426,368</u>	<u>426,368</u>
Total comprehensive surplus	<u>109,713</u>	<u>109,713</u>
Balance at 30 June 2022	<u>536,081</u>	<u>536,081</u>

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

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		1,133,474	1,211,006
Interest received		1,703	1,600
Payments to suppliers and employees		(1,028,768)	(1,055,245)
Interest paid		(9,861)	(11,832)
Net cash provided by operating activities	14 (b)	96,548	145,529
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for investments		(1,499)	(249,828)
Net cash used in investing activities		(1,499)	(249,828)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayments of lease liabilities		(35,662)	(44,476)
Net cash used in financing activities		(35,662)	(44,476)
Net increase/(decrease) in cash held		59,387	(148,775)
Cash at the beginning of the financial year		505,216	653,991
Cash at the end of the financial year	14 (a)	564,603	505,216

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

Note 1: Statement of Significant Accounting Policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of Preparation

In the committee's opinion, the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and New South Wales legislation the Associations Incorporation Act 2009 and associated regulations. The committee have determined that the accounting policies adopted are appropriate to meet the needs of the members of North & North West Community Legal Service Inc.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 1.

(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 includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value. For the statement of cash flows presentation purposes, cash and cash equivalents also includes bank overdrafts, which are shown within borrowings in current liabilities on the statement of financial position.

(c) Plant and Equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

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

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

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

(d) Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the company expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of-use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The company has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

(e) 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.

(f) Impairment of Assets

At the end of each reporting period, the company assesses whether there is any indication that an asset may be impaired. The assessment will include considering external sources of information and internal sources of information. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use to the asset's carrying value. Any excess of the asset's carrying value of its recoverable amount is expensed to the statement of comprehensive income.

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

(g) Employee Benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on corporate bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

(h) Provisions

Provisions are recognised when the company has a present (legal or constructive) obligation as a result of a past event, it is probable the company will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting date, taking into account the risks and uncertainties surrounding the obligation. If the time value of money is material, provisions are discounted using a current pre-tax rate specific to the liability. The increase in the provision resulting from the passage of time is recognised as a finance cost.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

(i) Lease liabilities

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the company's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option or extension option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of an extension or purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of-use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

(j) Revenue

The association recognises revenue as follows:

Grants - AASB1058: Income of Not-for-Profit Entities

The company receives a number of funding streams that do not contain sufficiently specific performance obligations. Where there are no sufficiently specific performance obligations present, the company recognises revenue on receipt of funds in accordance with *AASB1058: Income of Not-for-Profit Entities*.

Other Revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

Volunteer services

The company has elected not to recognise volunteer services as either revenue or other form of contribution received. As such, any related consumption or capitalisation of such resources received is also not recognised.

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

(k) 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 (ATO). In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

Commitments and contingencies are disclosed on a gross basis.

(l) Trade and Other Payables

These amounts represent liabilities for goods and services provided to the company prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

(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 comprehensive income.

(n) Critical Accounting Judgements, Estimates and Assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Estimation of useful lives of assets

The company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Lease Term

The lease term is a significant component in the measurement of both the right-of-use asset and lease liability. Judgement is exercised in determining whether there is reasonable certainty that an option to extend the lease or purchase the underlying asset will be exercised, or an option to terminate the lease will not be exercised, when ascertaining the periods to be included in the lease term. In determining the lease term, all facts and circumstances that create an economical incentive to exercise an extension option, or not to exercise a termination option, are considered at the lease commencement date. Factors considered may include the importance of the asset to the company's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The company reassesses whether it is reasonably certain to exercise an extension option, or not exercise a termination option, if there is a significant event or significant change in circumstances.

Incremental Borrowing Rate

Where the interest rate implicit in a lease cannot be readily determined, an incremental borrowing rate is estimated to discount future lease payments to measure the present value of the lease liability at the lease commencement date. Such a rate is based on what the company estimates it would have to pay a third party to borrow the funds necessary to obtain an asset of a similar value to the right-of-use asset, with similar terms, security and economic environment.

Employee Benefits Provision

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Coronavirus (COVID-19)

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the incorporated association based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the incorporated association operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the incorporated association unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

(o) New or Amended Accounting Standards and Interpretations Adopted

The incorporated association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
Note 2: Revenue			
Other revenue			
Government funding - AASB 1058		1,010,574	1,013,114
Other revenue - AASB 1058		9,172	5,061
Total revenue		1,019,746	1,018,175
Note 3: Other income			
Other income			
Government subsidies		-	41,141
Gain on lease modification		785	-
Total other income		785	41,141
Note 4: Expenses			
Surplus before income tax includes the following specific expenses:			
Depreciation expense		50,570	64,896
Remuneration of auditor		8,200	7,700
Note 5: Cash and Cash Equivalents			
Cash at bank		564,593	505,206
Cash - other		10	10
		564,603	505,216
Note 6: Trade and Other Receivables			
CURRENT			
Sundry receivables		-	12,500
		-	12,500
Note 7: Financial assets			
Term deposits - at amortised cost		251,327	249,828
		251,327	249,828
Note 8: Property, Plant and Equipment			
Plant and equipment - at cost		64,424	64,424
Less: Accumulated depreciation		(64,134)	(62,239)
		290	2,185
Motor vehicles - at cost		52,945	52,945
Less: Accumulated depreciation		(47,886)	(37,150)
		5,059	15,795
Total Plant and Equipment		5,349	17,980
Note 9: Right-of-use Assets			
Right-of-use Land & Buildings		277,919	306,838
Less: Accumulated depreciation		(100,263)	(91,641)
		177,656	215,197

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
Note 10: Trade and Other Payables			
CURRENT			
Trade payables		-	978
Sundry payables and accrued expenses		<u>7,144</u>	<u>10,573</u>
		<u>7,144</u>	<u>11,551</u>
Note 11: Provisions			
CURRENT			
Provision for employee benefits		167,090	189,283
Provision for locum's and salaries		9,794	43,729
Provision for redundancy		<u>75,916</u>	<u>84,694</u>
		<u>252,800</u>	<u>317,706</u>
NON-CURRENT			
Provision for long service leave		<u>14,557</u>	<u>20,694</u>
		<u>14,557</u>	<u>20,694</u>
Note 12: Lease liabilities			
CURRENT			
Lease liabilities		<u>31,572</u>	<u>35,185</u>
		<u>31,572</u>	<u>35,185</u>
NON-CURRENT			
Lease liabilities		<u>156,431</u>	<u>188,867</u>
		<u>156,431</u>	<u>188,867</u>
Note 13: Other Liabilities			
CURRENT			
Other liabilities		<u>350</u>	<u>350</u>
		<u>350</u>	<u>350</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
Note 14: Cash Flow Information			
(a) Reconciliation of cash			
Cash and cash equivalents		<u>564,603</u>	<u>505,216</u>
		<u>564,603</u>	<u>505,216</u>
(b) Reconciliation of cash flow from operations with surplus from activities after income tax expense:			
Surplus from ordinary activities after income tax expense		109,713	(39,862)
Non cash flows in surplus from ordinary activities:			
Depreciation		50,570	64,896
(Gain)/loss on lease modification		(785)	-
Changes in Assets and Liabilities:			
(Increase)/decrease in trade and other receivables		12,500	50,000
Increase/(decrease) in creditors and accruals		(4,407)	(6,859)
Increase/(decrease) in provisions		<u>(71,043)</u>	<u>77,354</u>
Cash flows from operations		<u>96,548</u>	<u>145,529</u>

Note 15: 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.

Note 16: Contingent liabilities

The association had no contingent liabilities as at 30 June 2022 and 30 June 2021.

Note 17: Commitments

The association had no commitments for expenditure as at 30 June 2022 and 30 June 2021.

Note 18: Related Parties

Key Management Personnel

Key management personnel compensation	<u>355,407</u>	<u>222,693</u>
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The totals represent the remuneration paid to key management personnel (KMP) of the organisation.

Other Related Parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Note 19: Events After the End of the Reporting Period

The impact of the Coronavirus (COVID-19) pandemic is ongoing and it is not practicable to estimate the potential impact, positive or negative, after the reporting date.

No other events have arisen since the end of the reporting period which significantly or may significantly affect the operations of the association, the results of those operations, or the state of affairs of the association in future financial years.

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

STATEMENT BY THE MEMBERS OF THE COMMITTEE
FOR THE YEAR ENDED 30 JUNE 2022

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 attached financial report:

1. Presents a true and fair view of the financial position of North & North West Community Legal Service Inc as at 30 June 2022 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: 24 October 2022

**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 2022, 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 statements by members of the committee.

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

- (a) giving a true and fair view of the Association's financial position as at 30 June 2022 and of the Association's performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, the *Associations Incorporation Act NSW 2009* and the *Australian Charities and Not-for-profits Commission Act 2012*.

Basis for Qualified Opinion

Attention is drawn to Note 1(m) in the financial statements 'Provision for Redundancies'. The recognition of this liability does not meet the recognition 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 (including Independence Standards)* (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.

Liability limited by a scheme approved under Professional Standards Legislation.

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

Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.

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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 2022 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 Committee 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 committee 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.

Liability limited by a scheme approved under Professional Standards Legislation.

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

Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.

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

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's 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 AUDIT AUSTRALIA



Kylie Ellis
Partner
Registered Company Auditor (ASIC RAN 483424)
134 Taylor St
ARMIDALE NSW 2350

Dated: 25 October 2022

Liability limited by a scheme approved under Professional Standards Legislation.

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

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**DISCLAIMER
TO THE MEMBERS OF
NORTH & NORTH WEST COMMUNITY LEGAL SERVICE INC**

ABN 35 931 742 739

The additional financial data presented on pages 17 - 21 is in accordance with the books and records of the association which have been subjected to the auditing procedures applied in our statutory audit of the association for the financial year ended 30 June 2022. 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 AUDIT AUSTRALIA

**Kylie Ellis
Partner**

Registered Company Auditor (ASIC RAN 483424)
134 Taylor St
ARMIDALE NSW 2350

Dated: 25 October 2022

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

DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022

LEGAL SERVICE	2022	2021
	\$	\$
Income		
Government funding		
Commonwealth funding	567,295	557,724
NSW state funding	272,137	271,991
Service generated income	8,500	6,662
Total Income	847,932	836,377
Expenditure		
<u>Salary & Wages</u>		
Salaries and wages	656,670	747,391
Superannuation contributions	65,720	66,468
	722,390	813,859
<u>Salary Related Expenses</u>		
Provision for annual leave	(6,711)	19,655
Provision for long service leave	(26,868)	18,955
Provision for relief wages	4,078	7,101
Provision for redundancy	(8,779)	18,522
Staff training	501	514
Staff recruitment	3,060	-
Staff labour hire	1,523	-
Workers compensation insurance	2,629	2,584
	(30,567)	67,331
<u>Other Operating Expenses</u>		
Accounting and finance fees	10,800	12,856
Communications	6,573	1,450
Depreciation expense	47,222	61,532
Insurance	11,538	10,363
Interest - ROU assets	8,878	10,649
Office overheads	17,452	22,197
Library, resources and subscriptions	9,777	10,171
Other premises costs	9,994	11,228
Programming and planning	9,349	6,098
Repairs and maintenance	957	39
Minor equipment	-	1,255
Travel	11,126	13,708
	143,666	161,546
Total Expenditure	835,489	1,042,736
Surplus/(deficit)	12,443	(206,359)

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

DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
COVID FRONTLINE & ICT SERVICES	\$	\$
Income		
COVID - Frontline Services	-	120,300
COVID - ICT	-	5,100
Total Income	-	125,400
Expenditure		
<u>Salary & Wages</u>		
Salaries and wages	35,021	28,927
Superannuation contributions	3,502	2,743
	38,523	31,670
<u>Salary Related Expenses</u>		
Provision for annual leave	1,171	-
Staff recruitment	295	1,095
Workers compensation insurance	150	-
	1,616	1,095
<u>Other Operating Expenses</u>		
Accounting and finance fees	500	-
Communications	600	-
Depreciation expense	3,348	3,364
Insurance	300	-
Management expense	3,160	-
Interest - ROU assets	983	1,183
Office overheads	3,925	431
Library, resources and subscriptions	1,000	89
Online services	-	5,100
Programming and planning	1,550	400
Travel	900	-
	16,266	10,567
Total Expenditure	56,405	43,332
Surplus/(deficit)	(56,405)	82,068

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

DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022

DOMESTIC, FAMILY and SEXUAL VIOLENCE FUNDING		
	2022 \$	2021 \$
Income		
NSW state funding	151,250	-
Total Income	151,250	-
Expenditure		
Total Expenditure	-	-
Surplus/(deficit)	151,250	-

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

DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022

OTHER INCOME	2022	2021
	\$	\$
Income		
ICT additional funding	-	18,000
Legal Aid additional funding	6,893	-
Service generated income	3,160	-
Government subsidies	-	41,141
Total Income	10,053	59,141
Expenditure		
<u>Other Operating Expenses</u>		
Communications	-	6,876
Office overheads	2,764	6,909
Library, resources and subscriptions	-	927
Total Expenditure	2,764	14,712
Surplus/(deficit)	7,289	44,429

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

DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2022

OTHER INCOME	2022 \$	2021 \$
Income		
SSTF funding	13,000	40,000
Total Income	13,000	40,000
Expenditure		
<u>Other Operating Expenses</u>		
Office overheads	17,075	-
Library, resources and subscriptions	789	-
Total Expenditure	17,864	-
Surplus/(deficit)	(4,864)	40,000



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