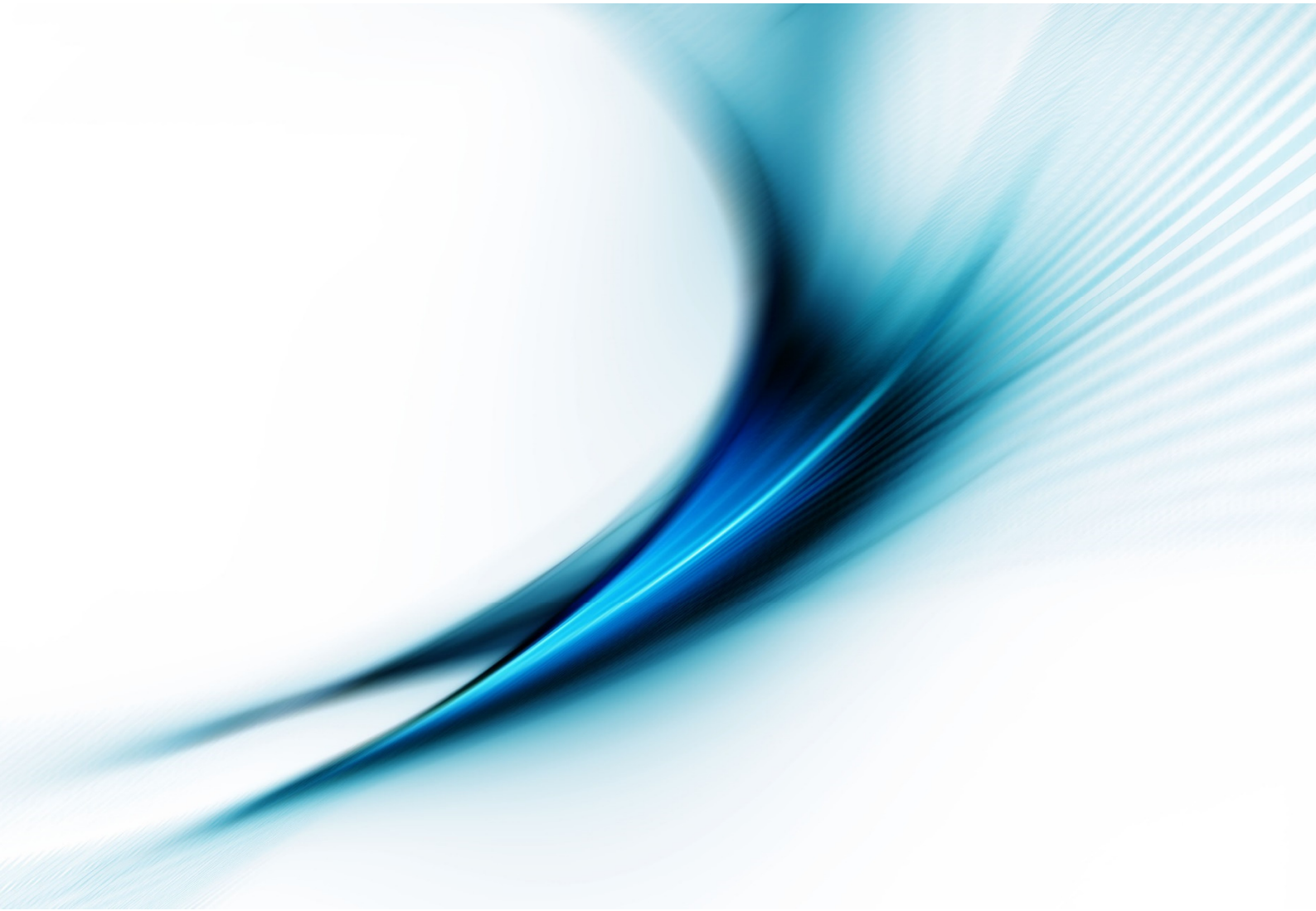




GOLD COAST COMMUNITY LEGAL CENTRE  
& ADVICE BUREAU INC.



# **32nd ANNUAL REPORT 2015**

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**MINUTES OF THE 31<sup>ST</sup> ANNUAL GENERAL MEETING OF THE**  
**GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC**  
**HELD AT AUDI CENTRE, HIGH ST, SOUTHPORT ON 15<sup>TH</sup> OCTOBER 2014 at 3.00 pm**

Copies of the Annual Report for 2013-2014 were issued to those in attendance.

**Present**            See attached list

**President's Opening Remarks**

The meeting was opened by President Jonathan Flannery. He said that everyone should be proud that the organisation was in its 30<sup>th</sup> year. It has a new name and has never been better run.

This is a good example of how any organisation needs to keep re-inventing itself and not get bogged down in what has always been done.

The President touched on the "Women in Change" funding application, saying that it would be great if it came to fruition, but in any case we have collectively made a difference. Then he praised Victoria's zeal and ability the Centre, to general applause.

<b>Apologies</b>	Dawn Crichlow	Bobbi Reilly
	Susan Garrett	Helen Nunn
	Alison Jennings	Tony Land
	Noella Luhrmann	Diane Smith
	Chris Maine	

**Minutes of the previous Annual General Meeting**

These were taken as read, having been included in the Annual Report previously mentioned.

Acceptance was moved by Debbie Quinlan and seconded by Eve Baker.

**Business arising from the previous minutes**

None

Acceptance was moved by Jonathan Flannery and seconded by Victoria Shiel.

**Organisation Reports**

**President's Report**

This report is printed in the 31<sup>st</sup> Annual Report 2013-2014, but was reiterated by Jonathan to a ready audience.

Acceptance was moved by April Vincent and seconded by Rae Devlin.

### **Principal Solicitor/Co-Ordinator's Report**

The report in full is contained in the 31<sup>st</sup> Annual Report 2013-2014 which was distributed to those present. Victoria opened her remarks by suggesting that Jonathan had missed his calling as an author.

She went on to praise the teamwork that makes the Centre run; provided by such a diverse team of staff, volunteers and the Management Committee. She mentioned the solicitors as a great group to work with, and then talked about Jonathan having been on the committee for at least 25 years.

The task of the Committee is becoming more onerous than ever before, but there are still people like Joe making themselves available to the Centre. Joe has had a first year of great vigour in dealing with the financial issues.

Our service is moving forward and now has new colours and logo, thanks to Jason Quinlan. A certificate of appreciation for this work was presented to his mother, Debbie.

The Christmas function in December will also mark the 30<sup>th</sup> Anniversary of the organisation and will be the occasion for honouring long-serving members. Brian and Rae will be acknowledged for their contribution and commitment.

Acceptance was moved by Jonathan Flannery and seconded by Manny Palma.

### **Treasurer's Report**

Joe confirmed that the financial results were pretty much as anticipated. Our funding bodies have already received our Annual Report and the Auditor's Report.

The funding for the next 12 months should be sufficient and all employee entitlements are covered. Victoria had worked tirelessly all year to keep the Centre on budget.

There was general thanks from the meeting for the expertise Joe and Victoria have provided.

Acceptance was moved by Victoria Shiel and seconded by Barbara Price-Ellingham.

### **Adoption of Annual Report**

This year it was agreed to send copies of the Annual Report to all local State and Federal Members of Parliament in PFF format.

Acceptance was moved by Rae Devlin and seconded by Brian Rosier.

### **Adoption of Auditor**

The audited Financial Statement for year ending 30 June 2014 as prepared by Gold Group Consulting is included in the Annual Report. They have agreed to stay on for another year.

Acceptance was moved by Joe Ranieri and seconded by Victoria Shiel.

### **Election of officers**

This was administered by Victoria Shiel, and as there was no excess of nominations, all nominees were declared elected.

### **Management Committee**

<b>President</b>	Jonathan Flannery
<b>Vice President</b>	April Vincent
<b>Secretary/PR Officer</b>	Eve Baker
<b>Treasurer</b>	Joe Ranieri

<b>Committee Members</b>	Dawn Crichlow
	Debbie Quinlan
	Barbara Price-Ellingham
	Bobbi Reilly

### **General Business**

Rae commented on the low number of volunteers present at the AGM.

Manny had some concerns about future funding and was assured that the committee were constantly looking at the lease costs and possible alternatives.

The planning meetings were mentioned, and it was also suggested that a raffle should be considered, possibly for the Anniversary lunch.

There being no further business the meeting closed at 3.40pm.

  
**SIGNED**

11-9-15  
**DATED**

## **List of Attendees**

### **31st Annual General Meeting of the Gold Coast Community Legal Centre & Advice Bureau Inc**

Natalie Chalmers	Skye Worth
April Vincent	Tanya Diessel
Brian Rosier	Jonathan Flannery
Debra Quinlan	Victoria Shiel
Heather Buckley	Joe Ranieri
Eve Baker	Barbara Price-Ellingham
Rae Devlin	Amelda Schrenk
Manny Palma	

# Management Committee and Staff

## **MANAGEMENT COMMITTEE**

**President:** Jonathan Flannery

**Vice-President:** April Vincent

**Secretary:** Eve Baker

**Treasurer:** Joe Ranieri

**Ordinary Member:** Councillor Dawn Crichlow OAM

**Ordinary Member:** Bobbi Reilly

**Ordinary Member:** Barbara Price Ellingham

**Ordinary Member & Publicity Officer:** Debra Quinlan

## **STAFF**

**Director and Principal Solicitor:** Victoria Shiel

**Senior Solicitor:** Manny Palma,

**Solicitor:** Skye Worth

**Solicitor:** Tanya Diessel

**Solicitor:** Amelda Schrenk

**Administration Co Ordinator:** Heather Buckley

**Finance Officer:** Vicki Hall



# Presidents Report

Whilst there are plainly some amongst us (and perhaps above us), who generally measure our country's well-being according to pure economic data and who regard "the market" as being the most appropriate determinant of Australia's future collective health, I hold a different view. Gross domestic product is a vastly inadequate measure of who we are and how truly "healthy" we are. We are told of course quite often, that although we have a few issues, we are still the envy of most Organisation for Economic Co-operation and Development ("OECD") countries. The OECD is of course an organisation containing 34 of the most advanced economies on the globe. It also contains a couple of emerging economies such as those of Chile, Mexico and Turkey.

The Australian Bureau of Statistics commenced from 2002 to produce a four yearly "general social survey". The intention was to analyse around 13,000 households across the country, in order to see how we are travelling from a social and personal perspective. The 2014 survey was released only earlier this year. The ABS measured our "subjective well-being" by asking people to assess overall satisfaction levels in their life, rather than how they might feel at a moment in time, on a scale of 0 to 10. The outcomes provide some really interesting analysis.

As I indicated above, on a macro level, everything looks fairly rosy. Our average score in relation to the "subjective well-being" measurement was 7.6 compared with an average of 6.6 across all of the other countries in the OECD. But as you might see in a horror movie advertisement, "what lies below?"

Well for a start, consider what the subjective well-being was of those people whose ratings were below the nationwide average? People with a disability (7.2); one parent families with children (7.0); the unemployed (6.8) and people with a mental health problem (6.6). As one social commentator noted, "Governments wanting to raise the nation's well-being now know where to start".

Gross domestic product doesn't of course take into account what might be called "social capital". Neither, in my submission, does it feature in the thinking of many politicians, economists and business people! Social capital of course is a extraordinary but nigh on invisible resource, which resides in such things as networks of mutual support, reciprocity and trust. It involves community support, social participation, trust and trustworthiness, the size and scope of personal networks and an individual's ability to have some control over issues which are important to them.

I don't believe that we need to even question in this day and age, the proposition that these type of issues are strongly linked to both the well-being of communities and the individuals who reside within them. So where is our social capital trending? I should think that one important indicia of social support might be the measure of voluntary



work undertaken by individuals across the community. Sadly, the 2014 report showed this in decline for the first time since the ABS began measuring it about 20 years ago. For instance, in 2010 the proportion of people aged 18 or over who were volunteering was around 36%. By the time the 2014 report was concluded, it had fallen back to 31%. More sadly still perhaps, there was also a decline in the proportion of people providing informal help to their own neighbours and so forth.

Voluntary work not only bolsters the people who are the recipients of it, but it unequivocally also improves those who provide it. In other words, each of these declines noted in the paragraph above, has a dual negative outcome.

In an electronic age, it is possibly not surprising to you that in the 4 year period from 2010 to 2014, weekly electronic contact with family and friends (telephone, text, video and so forth) remained stable and high at 92%. But I wonder about the other 8%. That's a lot of people. That number screams loneliness and disconnection.

Weekly face-to-face contact fell from 79% to 76%. That is perhaps to be expected, but it is disappointing nonetheless.

Similarly, the numbers show that in 2010, those who felt that they were able to have a say within their community, almost all or most of the time, was at 29%. By 2014 it had fallen to 25%. Put the other way, it means that 75% of us feel that we do not. What does that alone say about our community?

The final number I shall provide to you is about trust. There was no change in the proportion of people who agreed that most other people could be trusted, between the surveys of 2010 and 2014. The number was at 54% in both. I'm not sure about you but I hardly feel like doing cartwheels when looking at that number. Almost 50% of us feel that most other people cannot be trusted.

So in summary, I put to you this rhetorical question: what price are we paying as a society for the pursuit of increasing our material success? To me it feels like the answer is fairly clear already. I've spoken in other reports about what I consider to be decreasing levels of social compassion and the lack of a "moral compass" that seems in my view, to filter down from above. I won't repeat those here.

But this of course, is where we come in... let us consider some of those concepts of social capital once more: community support; social participation; trustworthiness, reciprocity; personal networks; personal control over issues; volunteering, connection and care. All these things are what we do. We celebrated our 30th year at a function last December. That is a great achievement. We have remained as a (if you'll excuse the metaphor) "bank" of social capital since 1984. That has been despite all the setbacks, all of the uncertainty, all the financial and funding stresses that we've endured. And each year we do more and more to build that social capital and to pay out interest and to be a bulwark against the corrosive effect of pure market forces acting within our community. As I said last year, we keep doing what we are doing, not just because it makes a difference, but because it is right.

And so my fellow "bankers", I thank you on behalf of your community. I thank in particular Victoria, who's done so much this year to head off a major funding crisis and who has held the rudder of the centre with such a steady hand. I thank each and

every member of our staff, who are truly a wonderful and devoted group of people. I thank all of the volunteers for your countless hours, your care and indeed, the love you have for your community and for those within it. You are very special people. I thank my fellow committee members for their wisdom, their compassion and their enduring guidance.

I used above the metaphor of the centre as a bulwark. But a bulwark, a rampart or a fortification if you like, just provides a barrier. Therefore, the problem with that metaphor is that it doesn't give the sense of pushing back. Accordingly it is a very poor metaphor, because we **do** push back. We will continue to push back. The numbers and trends above are disappointing. Our community could simply look at those and say "well, that's just the way it is", or "it was so much better in earlier times". But that is not who we are. We are the bankers of social capital and we will go on paying the highest rate of interest to our community that we possibly can. We make our community richer every day.

Congratulations on another wonderful year and thank you once more.



Jonathan Flannery  
President

# DIRECTOR & PRINCIPAL SOLICITOR REPORT

2014-15 was a year of challenges and opportunities for the Centre.

This year we faced the threat of funding cuts and great funding uncertainty but fortunately have come through this with our funding unchanged and a robust and unified response across the sector to these threats.

Our statistics for the year attest to an ever increasing demand and need for our services and assistance across the Gold Coast. The number of people we assisted and the advice and casework we provided grew over this financial year.

*31 years on we are still here to help, still relevant and still dedicated to making a difference in the lives of the Gold Coast Community and in particular the most vulnerable and disadvantaged members.*

We have strengthened and continue to develop our partnerships and collaboration with local universities and are proud to have both formal and informal students with us from both Bond and Griffith Universities.

I am proud to work with such a talented and dedicated team of staff and volunteers and to go home each day and feel we are making a real difference to people's lives. I extend my gratitude to the Management Committee for its governance and dedication through the funding challenges of 2014-15.

*Victoria Shiel*

Without our committed, passionate and dedicated staff and the efforts of our community volunteers, volunteer solicitors and law students who week after week give up their time, skills and expertise we would hardly scratch the surface of achieving our missions to "maximise access to professional legal services on behalf of persons who would otherwise be unable to access such advice or services".

# Service Report

***The Gold Coast Community Legal Centre & Advice Bureau Inc offers legal referral advice, advocacy assistance and casework to the Gold Coast community***

## **Description of Services**

The Gold Coast Community Legal Centre & Advice Bureau Inc is a generalist legal Centre, providing assistance, advice and advocacy across a wide variety of areas, including but not limited to family law, consumer issues, tenancy law, employment law, fencing, trees and other neighbourhood disputes, motor vehicle collisions, drink driving and other driving offences and civil contract issues.

We also deliver community legal education and talks to community groups and other agencies in the Gold Coast area. Regular family law mediation information sessions are held weekly at the local Family Relationships Centre. In addition, legal staff deliver CLE talks on request to local organisations on issues including wills, powers of attorney, traffic matters, dealing with police, and consumer law

Client numbers reflect the fact our staff have worked at capacity for yet another year. Clients travel from all over the South-East Queensland region, from as far north as Beenleigh, as far south as Tweed Heads and all the way from Beaudesert.

## **Hours of Operation**

The Centre is open Monday, Wednesday, Thursday and Friday from 8.30am until 4.30 pm and on Tuesdays from 8.30 am to 8pm. Appointments can be made during between 9am and 4pm each day.

All of the solicitors see clients by appointment booked up around a week in advance, except for the walk-in advice clinic conducted each Wednesday morning and the evening walk-in advice clinic on Tuesdays from 5pm.

## **Outreach clinics**

The outreach clinics continue to be in high demand with numbers remaining consistently high and appointments being filled very quickly as soon as they become available. Currently the Centre offers services at six (6) different outreach clinics described in detail at page 15 of this report.

### **Domestic Violence Duty Lawyer Service**

We have continued an outreach at the Southport Magistrates Court House this year operating from the Domestic Violence Prevention Centre Safe Room.

This year we extended our role in the area of domestic and family violence through the legal aid preferred supplier funding as a duty lawyer at Southport Court once a week.

Please refer to page 17 of this report for further details on the Domestic Violence Duty Lawyer Service

### **Tuesday Evening Walk in Clinic**

We run an advice clinic each Tuesday evening with staff solicitors and a roster of volunteer solicitors from the private profession and law students from local universities. Please refer to page 18 of this report for further information on the Centres walk-in advice clinics.

### **Wednesday Morning Walk in Clinic**

We run a walk-in advice clinic at our office in Southport each Wednesday for quick advice and assistance for those who have urgent matters and are unable to book an appointment. Please refer to page 18 of this report for further information on the Centres walk-in advice clinics.

### **Community Legal Education and Community Talks.**

Solicitors of the Centre participate in and run Community Legal Education Talks throughout the year. The aim of these talks are to better inform the community of the services we provide and also provide an overview on common areas of law and issues which arise in the community and how these can be dealt with and resolved.

Skye, Amelda and Tanya conduct the family law talk at Ashmore's Family Relationship Centre each week. This talk is aimed at providing family law information to parents who are participating in mediation so that they are well informed on the general principles of the family law system and the importance of mediation in resolving their family law matters.

Manny is invited to conduct regular talks at Probus meetings around the coast. Manny generally aims at discussing certain topics which may be of interest to the specific audience, including but not limited to wills and estates, elder abuse, consumer disputes and neighbourhood matters.

Manny and Tanya conducted a talk at the Southport Rotary Club on the 17<sup>th</sup> March 2015, providing the club with an insight into community legal centres, what we do and how our services benefit the community. Tanya and Debbie Quinlan were then also invited to conduct a similar talk at the Broadbeach Rotary Club on the 24<sup>th</sup> March 2015, which provided a great success again as this club was also interested in how we assist the Gold Coast community and provide an avenue for free legal services

Skye and Amelda conducted a talk for Volunteering Gold Coast on Residential Tenancy matters on the 6<sup>th</sup> May 2015. This talk was aimed at providing insight into residential tenancy law, issues which commonly arise, how these can be dealt with and where people can turn to for assistance.

Tanya conducts regular talks at Bond University, providing information and insight into working in the legal profession and the role of community legal centres. Tanya talks to law students about the benefits of community legal centres and their connection with access to justice, as well as encouraging law students to volunteer at community legal centres once they are a practicing solicitor, giving their time back to the community.

Tanya also provided a talk at the Queensland Association of Independent Legal Services conference on the 25<sup>th</sup> May 2015. Tanya was invited to speak about domestic violence duty lawyering services and the experiences our Centre is having with both our Duty Lawyer Service and the difference with the Legal Aid Duty Lawyer Service run out of the Southport Domestic Violence Court. The talk was aimed at providing an insight and information to other community legal centres on domestic violence duty lawyering.

### **Overview of cooperative/collaborative activities**

Our service remains committed and involved in a number of cooperative and collaborative activities across the Gold Coast.

Victoria Shiel was the Chairperson of the Family Law Pathways Network until October 2014 when Skye Worth took over the role. This network hosts a number of workshops and events throughout the year for professionals working in family law and the membership includes mediators, social workers, solicitors, counsellors and community and government workers.

Our outreach service at the Southport Court House was developed in strong collaboration with the Domestic Violence Prevention Centre and we operate out of their rooms at the Court House.

Our service relies heavily on volunteers and the referrals we receive from Volunteering Gold Coast allow us to have a full complement of volunteers. Heather Buckley attends the Volunteering Gold Coast Network meetings and training that they provide. We also presented a very successful Community Legal Education for Volunteering Gold Coast on Tenants Rights.

We have again hosted tax help volunteers at our organisation and find this is a greatly appreciated service for the Gold Coast community, with appointments booked up very quickly.

We are very grateful to the Palm Beach Neighbourhood Centre, Palm Beach Library, Nerang Neighbourhood Centre, Oxenford Rage Community Centre, Upper Coomera Community Centre and Family Relationships Centre at Ashmore who provide us free of charge with a venue and the facilities to conduct our outreach services.

This year we also attended and had an information and advice table at the annual Seniors Expo and the Homeless Connect Day. We also presented talks at a number of venues including Centacare, Family Relationship Centre, Financial Counsellors of Queensland Annual Conference, Probus, Southport Yacht Club and Kalwyn Aboriginal Organisation.

Tanya Diessel has maintained a relationship with Bond University, where students were placed at the Centre throughout the year. Tanya also took the opportunity to established a relationship with Griffith University, where work is still in progress to have some Griffith University based clinics and programs available for Gold Coast law students, to commence in the second half of 2015.

# Funding Sources

The Gold Coast Community Legal Centre & Advice Bureau Inc greatly appreciates the funding provided to the Centre to enable us to provide free legal advice and assistance to the Gold Coast community. Without the funding provided, the Centre would not be able to operate and Gold Coast residents would be limited in their access to free legal services.

Gold Coast Community Legal Centre & Advice Bureau Inc. acknowledges its funding sources:

The Commonwealth Attorney-General's Department, the Queensland Department of Justice and Attorney-General and Legal Aid Queensland provided funding through the Community Legal Service Program (CLSP) for our legal service. The CLSP program is managed by Legal Aid Queensland.

The Centre receives an annual grant from the City of Gold Coast as a contribution towards our rent.

We received a grant from the City Of Gold Coast to assist with the update and collation of the Community Resource Guide as well as volunteer and back-office expenses.

We received payment from Legal Aid Queensland for our provision of the Domestic Violence Duty Lawyers Services at Southport Courthouse.

We receive funding from Bond University to place students at the Centre as part of a clinical education course run by the University.





# Fundraising and Donations

The Gold Coast Community Legal Centre & Advice Bureau Inc is indebted to the financial, and in kind support that we receive from individuals, organisations and businesses.

The generosity of fundraising and donations greatly contributes towards the day-to-day running expenses the Centre incurs to provide free legal services. Public awareness and profile building also generated through these activities benefits the Centre as our services and impact within the Gold Coast community becomes better known.

**The Gold Coast Community Legal Centre & Advice Bureau Inc wishes to acknowledge the support we have been given this year:**

State Member Rob Molhoek organised a fundraising breakfast for us on the 10<sup>th</sup> June 2015 at the Parkwood International Golf Club. It was a fantastic opportunity to profile build with the private profession and raise much needed funds for our service.

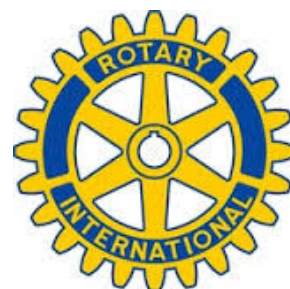
Shine Lawyers made a generous financial donation to our Centre at the end of 2014 and one of their senior lawyers, Amanda gives her time and expertise to us at our evening advice clinic.

Broadbeach Rotary Club generously donated funds for the purchase of IT equipment to be used for outreach services. These funds were provided to enable the Centre to have better resources available for outreach clinics.

Griffith University also donated funds for the purchase of IT equipment for the Southport office. These funds were given to update our IT equipment to ensure the Centre has up to date technology to provide efficient legal services.

We are also privileged to have received this financial year donations from three (3) City of Gold Councillors in support of the outreach services we deliver in their local areas.

Donations through reception by individuals who attend the Centre and utilise our services available.



# Outreach Clinics

**In hope of better providing our services to the Gold Coast community, our solicitors travel to outreach clinics each week across the Gold Coast to save in travel effort and expenses to our clients.**

## **ASHMORE**

Every Thursday and Friday our solicitors provide legal advice on family law matters out of Centacare's Family Relationship Centre on Currumburra Road. We are provided a meeting room to use free of charge on both days.

In addition to legal advice we provide information talks on family law to parents participating in the Family Relationship Centre's information talk on preparing for mediation. Additionally, our Centre has been able to form a collaborative relationship with Centacare through this outreach where we have a good referral process between both organisations to better assist separated parents.

During this relationship, we have also had the chance to learn about each organisation so we can better advise and assist clients intending to participate in mediation and are also kept up to date on changes to this process from the Centacare staff.

## **NERANG**

Every Tuesday and Thursday, a solicitor works out of the Nerang Neighbourhood Centre by way of appointments in a spare office at no cost to us. This is located on Martin Street, Nerang, just near the Nerang swimming pool and Centrelink office.

Nerang is around a 10km and 15-20 minute drive from Southport. Whilst this suburb may be closer than some of the other suburbs we operate outreach clinics out of, the only forms of transport to get from Nerang to Southport is bus, taxi or private vehicle.

Nerang is one of the Gold Coast's top 5 most populated suburbs, so the importance of an outreach clinic in this area is evident.

## **OXENFORD**

We provide legal advice during appointments every Monday at the Oxenford and Coomera Youth Centre on Oxenford-Tambourine Road in a room which is provided to us for free.

Oxenford is about a 17km and 20 minute drive down Pacific Motorway to Southport. Bus, taxi and vehicle are options of transport, as well as train which subsequently involves an additional mode of transport once arriving at the train station to get into Southport.

Oxenford is the most northern outreach clinic we provide, so residents would have no other option but to travel south to Southport or further north to other community legal centres.

## **PALM BEACH**

Every Friday we provide advice and assistance by way of appointments out of the Palm Beach Neighbourhood Centre, where a room is provided to us at no charge.

Palm Beach is approximately 37kms from Southport which is around a 30 minute drive. To clients of ours, this would either result in a prolonged bus route with multiple changes, a large amount of driving plus parking restrictions once in Southport and also a significant amount of time taken out of their day if they live/work in the Palm Beach area.

## **UPPER COOMERA**

Every Wednesday we provide family law advice by way of appointments out of the Upper Coomera Community Centre located on Reserve Road, Upper Coomera. Centacare provide us with a room to use every Wednesday at no cost.

Upper Coomera is about a 19km and 25 minute drive to Southport. Again, with only bus, taxi or private vehicle as the only form of transport, this can become a costly and time consuming effort to get to Southport. Whilst there is the option of the train from the Coomera station, this still requires a second form of transport to get from the Nerang or Helensvale train station to Southport.

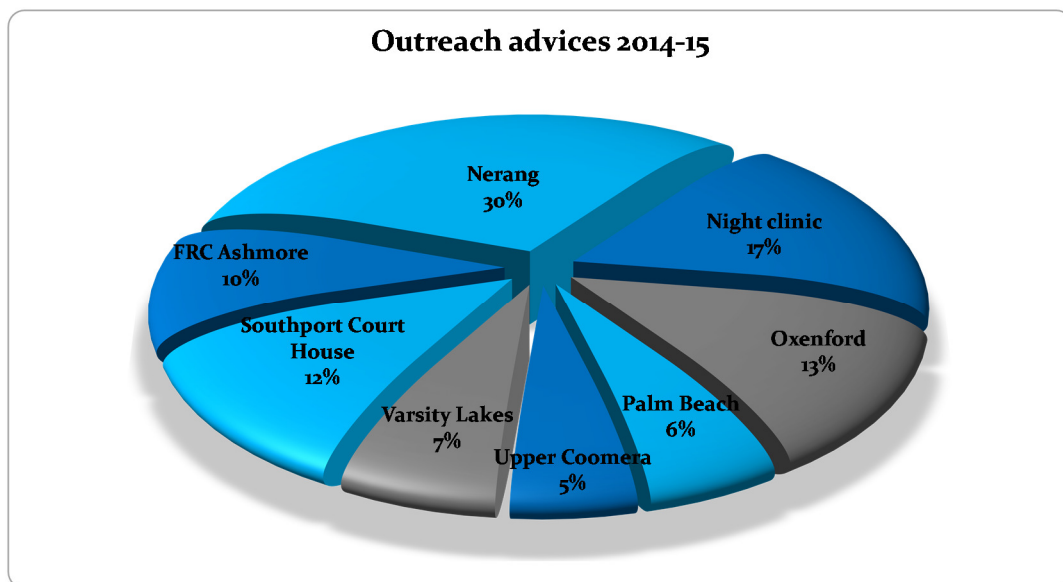
Upper Coomera is the Gold Coast second most populated suburb, only closely following Southport as the number one, so it can be understood why free legal advice and assistance is needed in this suburb to save the travel and expense of getting to Southport.

## **VARSITY LAKES**

Each Monday we work from a room at the Varsity Lakes Community Centre on Mattocks Road, Varsity Lakes. The Community Centre provides us with a secure room which we have exclusive use of, free of charge.

The Varsity Lakes is around a 20km drive along Bermuda Street to get to Southport, or even longer along the Pacific Motorway. This results in the only form of travel for Varsity Lakes residents as either bus, taxi or private vehicle. To clients in financial hardship, travelling from Varsity Lakes to Southport can be a costly and time consuming process. Without this outreach, they would be left with no other option but to bear the expense or forego free legal advice and assistance.

*This year we provided 1578 advices at our outreach locations.*



# Domestic Violence Duty Lawyer Service

*Domestic Violence is one of the areas of law coming to the attention of those with the ability to assist as the number of applications and protection orders granted sadly increase each year.*

## GCCLC Duty Lawyer Service

Our Centre has continued to provide a duty lawyer service out of the Southport Domestic Violence Court each Thursday. This project continued as the Centre saw an unmet need for such a holistic service available to women appearing in the Southport Magistrates Court for their domestic violence matter.

Skye Worth and Tanya Diessel are the solicitors of the Centre who provide this service each week. They have continued to provide immediate assistance to women in the Domestic Violence Prevention Centre safe room on all matters relating to their domestic violence application, as well as related family law and civil matters.

Referrals are made back to the Centre for ongoing casework when deemed appropriate and representation is provided for mentions only on the day the solicitor is at the court at the discretion of the solicitor.

We have also continued to build and develop our working relationship with the Domestic Violence Prevention Centre and Southport Court staff as these stakeholders are vital to the successful running of the duty lawyer service.

## Legal Aid Duty Lawyer Service

In October 2014, Legal Aid commenced the operation of another domestic violence duty lawyer service out of the Southport Court.

The structure of Legal Aid's duty lawyer service differs from our Centres service, and operates on a Monday and Tuesday. Legal Aid created a service where both parties to a domestic violence application have access to duty lawyer services, providing advice on that matter before the court.

The Centre was successful in being approved to be a 'preferred supplier' for Legal Aid, where our solicitors work under the Legal Aid duty lawyer service, and Legal Aid fund this position.

Skye Worth and Tanya Diessel provide this service once a week under the structure Legal Aid established, alternating weeks between them.

Advice is provided to the Aggrieved and Respondents appearing for their domestic violence matter, based on a roster produced by Legal Aid. Our solicitors attend the Southport Domestic Violence Court and advise people appearing for their matter, Aggrieved or Respondents based on the roster, as well as communicate with the other duty lawyer should negotiations between the parties be appropriate.



[235] clients  
assisted at the  
Southport  
Domestic Violence  
Court

# Walk-In Advice Clinics

**Walk-In Advice Clinics give the Gold Coast community access to immediate free legal advice. The Gold Coast Community Legal Centre & Advice Bureau Inc provides walk-in advice clinics so that clients can access legal service on a urgent basis without the need to wait for an appointment, as well as providing the opportunity for free legal advice outside normal business hours.**

## **Tuesday Evening Walk-In Clinic**

In January 2015, the Gold Coast Community Legal Centre reinstated the evening walk-in advice clinic. The Centre saw the unmet need for free after hours legal services on the Gold Coast since the Centre ceased the Thursday walk-in advice clinic back in 2013.

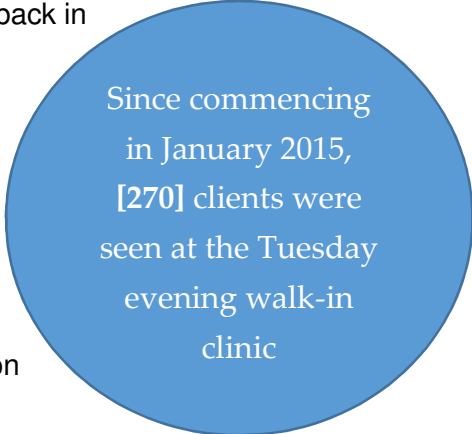
The Centre opened the doors to a Tuesday evening walk-in advice clinic on the 13<sup>th</sup> January 2015.

The Centre was overwhelmed with the demand for an evening walk-in advice clinic with the number of clients seeking after hours/urgent legal advice exceeding expectations.

The Tuesday evening walk-in clinic has staff solicitors who work on a Tuesday evening according to a roster created.

The Centre also invites solicitors from external firms, organisations or departments who hold a practicing certificate to volunteer during the evening walk-in clinic. These solicitors are orientated and given appropriate induction materials to ensure they comply with the Centres policies, procedures and risk management guidelines. The Centre appreciates the time and effort volunteered by these solicitors as their varying knowledge and expertise enable the Centre to be able to provide a greater depth of services, as well as the general assistance provided in helping us to see as many clients as possible seeking out of hours/urgent legal advice.

The reception is operated by law students who are also trained, orientated and inducted into the position. These law students volunteer out of their own time as they seek to gain a greater expose to the practical side of the law. Law students greet clients, conduct conflict checks and progress the client through the intake process to see a solicitor. Without law students operating reception during the evening walk-in clinic, we would not be able to provide the level of services which we currently do.



Since commencing  
in January 2015,  
[270] clients were  
seen at the Tuesday  
evening walk-in  
clinic

## **Wednesday Morning Walk-In Clinic**

The Centre also operated a walk-in advice clinic on Wednesday mornings. This walk-in clinic was run by staff solicitors in the Southport office on Wednesdays, specifically, Victoria Shiel, Manny Palma and Tanya Diessel.

The aim of the Wednesday morning walk-in clinic is to enhance the opportunity for people with urgent matters to gain immediate legal advice where an appointment is either unavailable or time is of the essence in their matter.

Just as with the Tuesday evening walk-in clinic, the Centre saw a real need for the option for the Gold Coast Community to have access to free legal advice, on an immediate basis. This walk-in clinic has been a great success for the Gold Coast community and clients of the Centre accessing legal services.

Additionally, during the year, some law student clinics/programs were run on a Wednesday, which enabled the Centre to expand the services offered to walk-in clinic clients. Law students placed on a Wednesday had the opportunity to assist clients with forms, documents and research, which would otherwise not be available to a client at a walk-in clinic. The Centre saw this opportunity to place students on a Wednesday as having a positive impact, as clients were able to access a greater level of assistance through the supervised work of a law student and law students were gaining practical exposure to the legal profession.



# Case Studies

## Case Study 1

We provided advice and then minor casework to a 70 year old Grandmother who had been refused time with her grandchildren despite attending mediation and having an agreement to see them one Sunday a month. We wrote initial letters with an attempt to resolve this matter and when that failed we

prepared all her documents necessary to take the matter to Court. Her court case was successful and she and her grandchildren now enjoy time together on a regular basis. The client stated she would never have had the courage or capacity to do this on her own

*Our solicitors assists the Gold Coast's most vulnerable and disadvantaged people have access to justice and timely help.*

## Case Study 3

We assisted a client who had mental health issues and was at risk of homelessness after her landlord evicted her without grounds from a room she had rented for 18 months. When she came to our Centre, she was highly distressed as the landlord had kept her bond and would not allow her to recover her possessions. We were successful in negotiating the return of her bond and advance rent payments and also allowing her access to pack up her belongings.

## Case Study 2

**We acted for a woman recently arrived from India in an application to have her divorce set aside on the grounds of fraud. She was subject to domestic violence, including threats to kill her and scared and unsure of what to do. She came to us after the State and Federal Police and two private lawyers were unable to help. We provided casework assistance and prepared her case to have the divorce set aside on the basis of fraud and assisted her with an application for a protection order. She was highly appreciative and happy with the work done on her behalf and said**

***"When I saw the solicitor at the Centre, Victoria, I was struggling badly in my heart, I was scared and cried all that first appointment. Victoria helped me and listened and was kind and she has given me back my hopes when no one else would"***



### Case Study 4

By taking up Clayton Utz's offer to advise us pro bono on complex matters we were able to comprehensively and extensively advise a client in relation to a constructive dismissal where the well-known and large employer was forcing him to work from home despite the client's inability to do so. Not only was this profoundly relevant to the client but we as an office benefitted greatly from Clayton Utz's expertise and extensive advice which serves us well in advising clients with similar legal problems under the *Fair Work Act*.

### Case Study 5

Clients attended the Centre about a neighbour dispute, where the neighbours trees had caused the brick dividing fence to crack and subsequently lean onto the clients property. Clients were told by tradesmen the fence was dangerous and could fall at any time. The neighbor refused to firstly contribute to a new fence and also refused to remove the trees which caused the damage so a new fence could be built.

Our Centre assisted the client in applying to the Queensland Civil and Administrative Tribunal, where it was ordered that the trees causing the fence damage were to be removed and both parties equally contribute to a new dividing fence.

### Case Study 6

A CLIENT APPROACHED THE CENTRE FOR ASSISTANCE WITH APPEALING HER LEGAL AID APPLICATION REFUSAL. THE CLIENT HAD TERMINALLY ILL CANCER WITH A SHORT LIFE EXPECTANCY. WHILST THE CLIENT WAS ADMITTED TO HOSPITAL, THE FATHER OF THEIR CHILDREN TOOK OVER FULL CARE OF THE CHILDREN AND ONCE THE CLIENT WAS RELEASED FROM HOSPITAL, THE FATHER OF THE CHILDREN DENIED HER ANY TIME SPENT WITH THE CHILDREN. THE CLIENT APPLIED TO LEGAL AID FOR ASSISTANCE IN FAMILY LAW AND OTHER RELATED MATTERS, BUT HER APPLICATION WAS REFUSED.

OUR CENTRE ASSISTED IN APPEALING THE GRANT REFUSED, AND THE CLIENT'S APPLICATION TO LEGAL AID WAS THEN ACCEPTED, WHERE SHE WAS PROVIDED LEGAL ASSISTANCE FOR HER PARENTING MATTERS.

# Our solicitors

*Our Centre currently has 5 employed solicitors. Our solicitors range in backgrounds, age and experiences. However, all solicitors have the same vision of helping the Gold Coast community by way of free legal advice and assistance.*

## **VICTORIA SHIEL**

Victoria has been working at the Centre as a solicitor since April 2005 and since 30<sup>th</sup> of July 2012 has been the Principal Solicitor of our Centre. Victoria has been practicing as a solicitor for over 26 years and prior to working at our service she was the Principal Solicitor and Co-ordinator at the Central Australian Family Legal Unit in the Northern Territory. This year Victoria has seen clients at our premises in Southport as well as at the Varsity Lakes outreach.

## **MANUEL PALMA**

Manny has been with the Centre for 11 years and is employed as a full-time solicitor. In his role as the senior solicitor Manny is often given the civil, employment and consumer cases that have complexity and challenges. Manny spent a number of years working in Canberra within the public sector before moving to the Gold Coast and working in private practice before joining us. As well as working in

Southport this year, Manny conducted outreach clinics at Nerang and Oxenford.

## **SKYE WORTH**

Skye has been a part of the Centre since December 2011. After been admitted to practice, she spent 3 years in private practice before moving to the Centre.

Skye works full time and divides her time between the Southport office, Southport Courthouse and outreaches at the Family Relationship Centre and Upper Coomera. Although all solicitors' advice on all matters Skye stands out for her expertise, kindness and professionalism in family law matters

## **TANYA DIESSEL**

Tanya has been employed as a solicitor at the Centre since March 2013. Tanya came to the Centre in May 2011 as a volunteer law student and has stayed with us since being admitted. Tanya has a strong aptitude across all areas of law and has been a great addition to our team. Tanya

has taken on a considerable amount of casework this year and worked hard to strengthen ties with local universities and engage law students in volunteering and gaining experience at our Centre. Tanya has worked this year at the Southport office, Southport Courthouse, Palm Beach outreach and the Family Relationship Centre as well as closely with Universities.

## **AMELDA SCHRENK**

Amelda has been employed since the beginning of October 2013. Prior to that she was here as a reception volunteer and volunteer solicitor. Amelda loves working in the community sector and finds it very fulfilling. Amelda has a strong community background with a degree in Social Work and a Masters in Law on Family Law and is self-described as passionate about working in the sector and pursuing social justice for her clients. Amelda has worked mainly out of the Southport office and Family Relationship Centre this year.

# Community Volunteers

*Quite simply we could not do the work we do  
without the dedication and support of our  
wonderful team of volunteers*

## VOLUNTEERS OF 2014-2015

Brian Rosier	Joined 1988
Rae Devlin	Joined 1990
April Vincent	Joined 2002
Susan Garrett	Joined 2002
Barbara Price-Ellingham	Joined 2008
Eve Baker	Joined 2008
Chris Segovic	Joined 2012
Helen Nunn	Joined 2012
Chris Maine	Joined 2013
Debbie Quinlan	Joined 2013
Natalie Chalmers	Joined 2013
Noela Luhrmann	Joined 2013
[deceased June 2015]	
Toni Martin	Joined 2013
[resigned January 2015]	
Tony Land	Joined 2013
Alison Jennings	Joined 2014
[resigned October 2014]	
Aleks Milic	Joined 2014
Alex Fischer	Joined 2014
[resigned August 2014]	
Bianca Fernandez	Joined 2014
Diane Smith	Joined 2014
Jess Williams	Joined 2014
[resigned April 2015]	
Linette Blyton	Joined 2014
Meg Mehra	Joined 2014
[resigned April 2015]	
Pat Isaccs	Joined 2014
Lesley McGaw	Rejoined 2015
[resigned April 2015]	
Stebin Sam	Joined 2015
Sue Douglas	Rejoined 2015

*"I love my job so much, I  
would pay to volunteer"*

Noela Luhrmann

*"Coming here is a huge part of  
my life and the best job I have  
had"*

Rae in her 26<sup>th</sup> year as one of  
our volunteers

*"I enjoy the challenges, mental  
stimulation and rewards of this  
role and trusting I make a  
difference in peoples' lives"*

Eve Baker

*"It is essentially an  
opportunity to contribute to an  
organization that believes  
society is a more stable and  
cohesive place when vulnerable  
people have a place to turn in  
time of need. This is making a  
real contribution –you see  
people's problems solved,  
anxiety relieved, rights and  
responsibilities clarified"*

Debbie Quinlan

# Law Students

**Throughout the year, our Centre facilitates law students who seek to gain further experience in the practical side of the law whilst they are still completing their university degree.**

The Centre has various programs and placement opportunities for law students. The Centre works closely with local universities to ensure there are opportunities for students to gain practical experience whilst undertaking their studies.

Students who attend the Centre participate in a range of activities such as:

- Sitting in on legal appointments;
- Conducting client intakes;
- Creating fact sheets and self-help kits to be made available to clients;
- Conducting research for solicitors;
- Assisting in reception;
- Drafting letters and documents for clients;
- Assisting in the completion of forms;
- Any other task a solicitor deems appropriate based on a student's capabilities.

All work undertaken by law students is supervised and any information or assistance provided to clients is checked prior to the client receiving it.

Each of the students complete orientation documents, sign confidentiality and conflict of interest documents and are provided the relevant policies and procedures for our Centre as well as the relevant chapter of the Risk Management Guide.

## **BOND UNIVERSITY**

The Centre continues to have a relationship with Bond University where students are placed at the Centre during their academic semesters. The Centre currently has two (2) programs available for Bond University law students to participate in.

### **Clinical Placement Subject**

As with previous years, the Centre continues to accept law students enrolled in a clinic legal placement subject run by the Bond Faculty of Law staff member, Lindsey Stevenson-Graf.

This subject places them in a law firm to introduce them to the practical side of law, not just learning through textbooks and lecture PowerPoint slides.

Bond University provides 5-6 students from this subject who attend the Centre for a 5 day placement. Bond students are placed at the Centre twice a year – during February to March and also October to November. These students are assessed on their performance at the Centre and this significantly contributes to their overall grade for the subject.

Tanya Diessel liaises with the Coordinator of the Bond University subject, both prior to the commencement of the placement and at completion.

## **Bond Community Law Clinic**

This year, Tanya Diessel worked closely with Maria Nicole from Bond University to establish a new volunteer law student clinic.

This clinic operated for the first time this year, commencing June 2015. This clinic allowed for 8 students to volunteer one day a fortnight at the Centre during the Wednesday walk-in clinic. Students were placed in groups of 4, attending each fortnight for a period of 8 weeks. This clinic was established to be able to provide further opportunities for Bond University law students to volunteer and gain practical experiences, as well as to be able to create a greater service available to our clients which can be provided during the walk-in clinic.

We have had great success with the Bond University law students, from both the clinical placement and volunteer clinic, where a number of them ask to return to continue volunteering out of their own time to ensure they can gain as much experience as they possible and continue to learn whilst completing their studies.

## **GRIFFITH UNIVERSITY**

In around January 2015, Griffith University approached the Centre seeking to build a relationship where Griffith University law students can be part of the Centre to gain experience whilst completing their studies.

Tanya Diessel has worked closely with Griffith University Law School staff throughout the remainder of the year, creating and setting up further placement and program opportunities for law students. These programs are well underway with Tanya working on the establishment and setting up aspects, and Griffith University staff advertising positions and undertaking the selection process.

To be commenced in the 2015/2016 financial year, there will be two (2) programs which Griffith law students can take part in – one

being a volunteer opportunity for students to attend the Centre once a week during semester to gain experience; another being an academic clinic where students will be placed at the Centre once a week during semester and the staff member of the Centre supervising the students will assess the students, grade their performance and run seminars teaching them aspects of the legal profession regarding the practical side of the law.

## **RECEPTION FILL-IN VOLUNTEERS**

From time to time, we receive expressions of interest from law students seeking to volunteer out of their own time to be able to gain further experience whilst still at university.

These students are interviewed and a determination is made whether they would be suited to volunteer at our Centre. Those successful students are then offered the opportunity to be on the reception fill-in roster where they are called on for reception duties when needed.

All students complete the same orientation and induction paperwork and are all provided with the required policies, procedures and Risk Management materials. These students undertake all duties required of reception volunteers and the feedback received from their experiences show that they appreciate the opportunity and learn so much about the community, resources available and non-legal options to resolve their legal matters.

## **NIGHT CLINIC VOLUNTEERS**

To assist in the running of the Tuesday evening walk-in clinic, law students are placed in reception to be the first point of contact for clients attending the clinic.

Students are placed on a 6 month basis, where they assist in setting up the office for the night clinic and then deal with the clients once the clinic commences.

The students greet clients, briefly discuss their matter and if appropriate for the clinic, conduct a conflict check and progress the client through the intake process to be seen by a solicitor.

These law student volunteers undertake an orientation process as well as in depth training on CLSIS and are signed off once completing the CLSIS training examination. These students are then initially supervised by Tanya Diessel to ensure all conflict checks and reception duties are carried out correctly during the walk-in clinic.

*Law student placed at the Centre during 2014/2015 were:*

**Bond University: *Clinical Placement Subject***

Meghna Mehra	Oct/November 2014
Mikayla Brier-Mills	Oct/November 2014
Petros Lambis	Oct/November 2014
Simone Hopkins	Oct/November 2014
Wen Wen Qiu	Oct/November 2014
Aysha Hollingdale	February/March 2015
Blaise Briedis	February/March 2015
Breanna Farrell	February/March 2015
Micah Beaumont	February/March 2015
Sharine Hornig	February/March 2015
Tegan Childs	February/March 2015

**Bond University: *Community Lawyering Clinic***

Alec Teevan	June-August 2015
Harry Freen	June-August 2015
Daniel Esmaili	June-August 2015
Molli Clements	June-August 2015
Jenny Fan	June-August 2015
Karri Coles	June-August 2015
Sara Khan	June-August 2015
Edward Sinclair	June-August 2015

**Reception fill-in volunteers**

Maggie Skow	Joined January 2015
Jamie-Lee Jessop	Joined May 2015
Nadja Khelifi	Joined May 2015
Rabia Awan	Joined May 2015
Shimon Braude	Joined May 2015
Cassie Mallett	Joined June 2015
Omar Abdulhak	Joined June 2015

**Night Clinic volunteers**

Bianca Fernandez	Joined January 2014
Adam Rogers	Joined January 2015
Mitchell Pearce	Joined March 2015

**Other students volunteering/placed at the Centre:**

Jessica White	Joined February 2015 (University of Canberra volunteer)
Joseph Oliver	March-April 2015 (Macquarie University placement)

# Volunteer Solicitors

Our volunteer solicitors work at our evening advice clinic. The skill and motivation of our small but expanding number of volunteer solicitors enable us to provide more legal advice and assistance to those who are in most need of our help.

Since re-commencing the evening advice clinic, we have had solicitors express interest in volunteering on Tuesday evenings. These solicitors all work during the day at their own place of employment, and volunteer their time at the Centre as a way of giving back to the community.

The solicitors who volunteer with the Centre during the evening walk in clinic are:

Amanda Gilmour  
Solicitor at Shine Lawyers  
Commenced volunteering January 2015

Clare Byrne  
Solicitor at Dwyer Lawyers  
Commenced volunteering February 2015

Clare Byrne  
Solicitor at Dwyer Lawyers  
Commenced volunteering February 2015

Rory Quinn  
Solicitor at Quinn Group  
Commenced volunteering February 2015

Alison Shultz  
Solicitor at GC Legal Solutions  
Commenced volunteering February 2015

Chilemwa Nkowane-Poole  
Solicitor at Dwyer Lawyers  
Commenced volunteering March 2015

Messages from solicitors who have volunteered their time in a community legal centre:

*"I enjoyed having exposure to clients and the feeling of making a real difference to people's lives with the advice (however limited) that I could provide. It was nice to hear people's stories (albeit long at times) and get feedback that we had done a good job"*

*"Lawyers who volunteer at CLCs do so because they want to give back and feel good about helping, but it also expands your horizons to be exposed to new areas of law. By volunteering at a CLC you can learn about everyday areas of law that you wouldn't usually deal with like car accidents and neighbourhood disputes, and help yourself or a friend"*

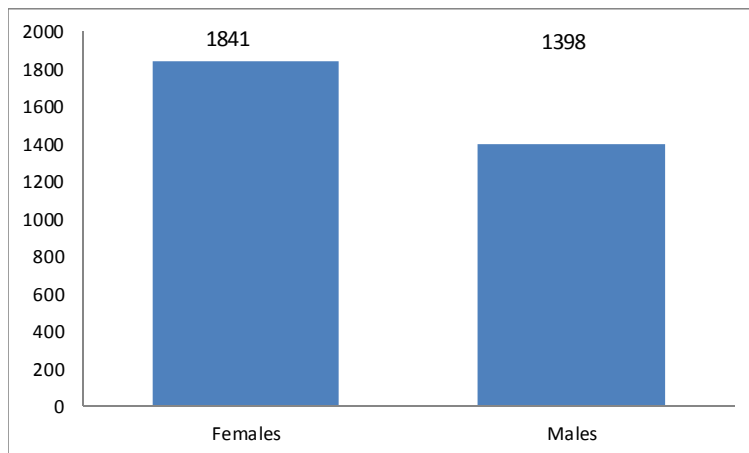


# STATISTICS

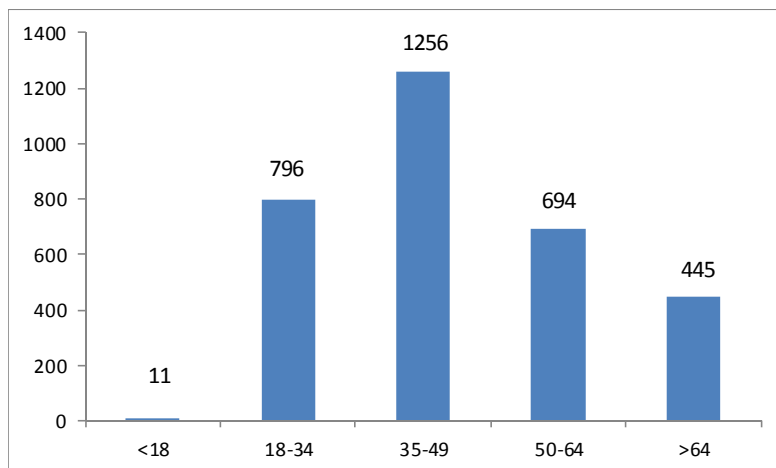
The total number of legal advices given during the 2014-15 financial year amounted to 4561, which was slightly up from last year's figure of 4339 and both years significantly exceeded our targets. In addition to advice we provided 1279 legal information and worked on 312 cases, 189 of which were opened during the year.

The most popular area of law was family law claiming more than half of all advices and mostly the help sought in childrens' matters and family violence, followed by civil law particularly in the areas of debt, employment, tenancy and consumer complaints and advice in criminal law was considerably less sought after this year.

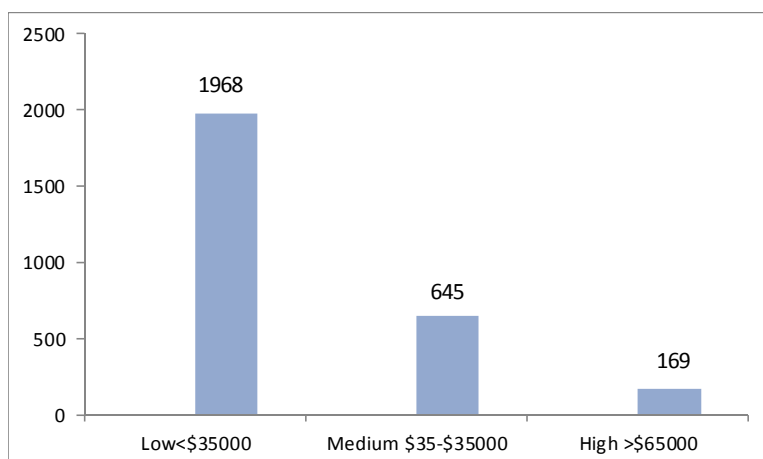
Gender distribution of 3239 clients attending the Centre



Age distribution of 3202 clients



Income scale of 3874 clients



**39**

[1.2%] clients identified as Aboriginal or Torres Strait Islander people

**315**

[9.7%] clients had a disability

**752**

[23%] clients with a dependant living at home were single

**530**

[16.3%] clients with a dependant living at home were a two parent family

**This financial year we delivered 93 community legal education activities.**

**We opened 189 new cases during the 2014-15 financial year [122 were open at period start]. 257 cases were closed.**

# STATISTICS

The table below shows a detailed breakdown of the area of law our clients require advice in. [Please note that the total number of advice given is smaller than the sum of the specific advices given as clients sometimes presented with more than one problem type. The same applies to cases opened and closed.]

Break-down of major problem types and respective client numbers for each service type

Major problem type	Information	Advice	Cases open at start	Cases opened during period	Cases closed during period	CLE activities completed	LRLP activities completed
<b>TOTAL ACTIVITIES</b>	<b>1279</b>	<b>4554</b>	<b>122</b>	<b>189</b>	<b>257</b>	<b>27</b>	<b>0</b>
<b>Family Law</b>	<b>333</b>	<b>3073</b>	<b>114</b>	<b>169</b>	<b>238</b>	<b>3</b>	<b>0</b>
Child support	7	49	0	3	2	0	0
Child/spousal maintenance	16	21	0	0	0	0	0
Contact & residency	25	1439	49	73	96	1	0
Divorce & separation	46	323	18	20	34	0	0
Family/domestic violence	45	579	33	52	76	1	0
Property	55	612	9	19	24	0	0
Child protection	8	21	2	0	2	0	0
Other family law	131	29	3	2	4	1	0
<b>Civil Law</b>	<b>930</b>	<b>2326</b>	<b>35</b>	<b>63</b>	<b>82</b>	<b>24</b>	<b>0</b>
Tenancy	91	241	2	11	10	1	0
Credit & Debit	96	454	18	7	21	0	0
Immigration Law	0	2	0	0	0	0	0
Govt/ Administrative law	152	79	1	0	1	0	0
Govt pensions & benefit allowances	11	13	0	0	0	0	0
Consumer & complaints	63	304	1	5	6	0	0
Motor vehicle	19	178	4	8	8	0	0
Wills/probate	103	61	0	4	4	0	0
Environment	10	1	0	0	0	0	0
Injuries	101	13	0	1	1	0	0
Discrimination	20	6	0	0	0	0	0
Employment	123	345	1	6	6	0	0
Neighbourhood disputes	56	212	2	7	6	0	0
Other civil law	41	417	6	14	19	23	0
<b>Criminal Law</b>	<b>16</b>	<b>244</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>
Offences against persons	5	23	0	0	0	0	0
Offences against property & Other offences	11	221	0	4	3	0	0

**GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

**FINANCIAL REPORT  
FOR THE YEAR ENDED  
30 JUNE 2015**

**Prepared by:**

**GOLD GROUP CONSULTING**

**56 DAVENPORT STREET  
PO BOX 428,  
SOUTHPORT QLD 4215**

**PH: (07) 55322855  
FAX: (07) 55324563**

## **GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

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**GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

**STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
<hr/>			
<b>INCOME</b>			
Grant - G.C.C.C		<u>15,000.00</u>	<u>30,000.00</u>
 <b>OTHER INCOME</b>			
Grant State		215,097.00	208,266.00
Grant Federal		420,773.00	409,359.00
Interest		7,988.31	9,372.54
Donation		19,549.20	-
Sundry Income		40.00	7,395.45
Service Generated Income		<u>17,230.00</u>	<u>-</u>
		<u>680,677.51</u>	<u>634,392.99</u>
		<u>695,677.51</u>	<u>664,392.99</u>

The accompanying notes form part of these financial statements.  
This report is to be read in conjunction with the attached auditor report.

# GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
<b>EXPENDITURE</b>			
Accountancy & Finance Fees		14,152.91	9,999.95
Depreciation		3,019.82	3,749.00
Fringe Benefits Tax		-	4,054.46
Gifts		662.11	655.77
Insurance		2,017.30	3,922.30
Workcover		1,033.00	1,331.27
Licensing Fees		-	66.20
Membership Fees		-	962.60
Programming & Planning		2,681.26	1,998.03
Printing & Stationery		17,793.45	14,258.19
Premises Costs		4,759.50	5,267.03
Rent		70,548.00	68,427.00
Repairs & Maintenance		22.43	43.45
Staff Training & Welfare		4,692.73	4,420.66
Subscriptions		10,469.47	4,654.49
Superannuation Contributions - Employees		43,497.16	42,879.63
Telephone		6,284.06	6,199.41
Travelling Expenses		2,233.05	2,412.54
Staff Amenities		762.62	834.55
Wages & Bonus		458,775.39	499,621.21
Wages & Salaries On Costs		10,885.95	3,093.87
		<u>654,290.21</u>	<u>678,851.61</u>
<b>Profit (Loss) for the year</b>		41,387.30	(14,458.62)
Retained earnings at the beginning of the financial year		127,507.05	158,798.02
Prior Year Adjustments		-	(16,832.35)
<b>Retained earnings at the end of the financial year</b>		<u>168,894.35</u>	<u>127,507.05</u>

The accompanying notes form part of these financial statements.  
This report is to be read in conjunction with the attached auditor report.

# GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	Note	2015 \$	2014 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	248,666.81	204,431.87
Trade and other receivables		-	5,000.00
Prepayments		5,961.31	5,879.00
<b>TOTAL CURRENT ASSETS</b>		<u>254,628.12</u>	<u>215,310.87</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	4	20,219.13	15,853.50
<b>TOTAL NON-CURRENT ASSETS</b>		<u>20,219.13</u>	<u>15,853.50</u>
<b>TOTAL ASSETS</b>		<u>274,847.25</u>	<u>231,164.37</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade Creditors		-	838.28
Superannuation Payable		1,259.87	4,303.04
GST Payable		12,042.86	13,700.79
PAYG Withholding		6,018.00	13,416.53
Employee benefits	5	39,735.07	33,440.99
Wages Payable		13,494.10	9,113.69
<b>TOTAL CURRENT LIABILITIES</b>		<u>72,549.90</u>	<u>74,813.32</u>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	5	33,403.00	28,844.00
<b>TOTAL NON-CURRENT LIABILITIES</b>		<u>33,403.00</u>	<u>28,844.00</u>
<b>TOTAL LIABILITIES</b>		<u>105,952.90</u>	<u>103,657.32</u>
<b>NET ASSETS</b>		<u>168,894.35</u>	<u>127,507.05</u>
<b>MEMBERS' FUNDS</b>			
Retained earnings	6	168,894.35	127,507.05
<b>TOTAL MEMBERS' FUNDS</b>		<u>168,894.35</u>	<u>127,507.05</u>

The accompanying notes form part of these financial statements.  
This report is to be read in conjunction with the attached auditor report.



# **GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015**

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The financial statements cover Gold Coast Community Legal Centre & Advice Bureau Inc. as an individual entity. Gold Coast Community Legal Centre & Advice Bureau Inc. is a not for profit Association incorporated in the Australian Capital Territory under the Associations Incorporation Act (ACT) 1991 ('the Act').

The functional and presentation currency of Gold Coast Community Legal Centre & Advice Bureau Inc. is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

### **1 Basis of Preparation**

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, 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 and AASB 1054 Australian Additional Disclosures.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities.

### **2 Summary of Significant Accounting Policies**

#### **Income Tax**

No provision for income tax has been raised as the association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1977.

#### **Fixed Assets**

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets, excluding freehold land, is depreciated over the asset's useful life to the association commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

## **GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015**

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#### **Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs.

#### **Comparative Amounts**

Comparatives are consistent with prior years, unless otherwise stated.

Where a change in comparatives has also affected the opening retained earnings previously presented in a comparative period, an opening statement of financial position at the earliest date of the comparative period has been presented.

# GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
<b>3 Cash and Cash Equivalents</b>		
<b>Current</b>		
Cash on Hand	103.95	103.95
Rental Bond	16,126.00	16,126.00
Deposits at Call	117,597.92	113,086.84
Legal Account	7,388.03	8,463.64
Legal Subaccount	105,079.88	43,601.63
CAB	2,371.03	23,049.81
	<u>248,666.81</u>	<u>204,431.87</u>
<b>4 Property, Plant and Equipment</b>		
Legal Office Equipment	38,770.36	38,770.36
Less: Accumulated Depreciation	<u>(35,443.00)</u>	<u>(33,635.00)</u>
	3,327.36	5,135.36
Admin Office Equipment	9,663.27	2,819.64
Less: Accumulated Depreciation	<u>(2,983.94)</u>	<u>(2,575.94)</u>
	6,679.33	243.70
Leasehold Expenses	11,716.44	11,716.44
Less: Accumulated Depreciation	<u>(1,504.00)</u>	<u>(1,242.00)</u>
	10,212.44	10,474.44
<b>Total Property, Plant and Equipment</b>	<u>20,219.13</u>	<u>15,853.50</u>
<b>5 Employee Benefits</b>		
<b>Current</b>		
Employee Benefits	-	32.87
Provisions - Employee Benefits	<u>39,735.07</u>	<u>33,408.12</u>
	<u>39,735.07</u>	<u>33,440.99</u>
<b>Non-Current</b>		
Provisions - Employee Benefits	<u>33,403.00</u>	<u>28,844.00</u>

This report is to be read in conjunction with the attached auditors report dated .

**GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2015**

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>6 Retained Earnings</b>		
Retained earnings at the beginning of the financial year	127,507.05	158,798.02
Net profit (Net loss) attributable to the association	41,387.30	(14,458.62)
Prior Year Adjustments	-	(16,832.35)
Retained earnings at the end of the financial year	<u>168,894.35</u>	<u>127,507.05</u>

## GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.

### STATEMENT BY MEMBERS OF THE COMMITTEE

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

In the opinion of the committee the financial report:

1. Presents a true and fair view of the financial position of Gold Coast Community Legal Centre & Advice Bureau Inc. as at 30 June 2015 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Gold Coast Community Legal Centre & Advice Bureau 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:

President:

  
Jonathan Flannery

Treasurer:

  
Joe Ranieri

Dated this 11<sup>th</sup> day of September 2015

# **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

## **Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of Gold Coast Community Legal Centre & Advice Bureau Inc. (the association) which comprises the statement of financial position as at 30 June 2015, and the statement of comprehensive income, a summary of significant accounting policies and other explanatory notes and the statement by members of the committee.

## **Committee's Responsibility for the Financial Report**

The committee of the association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporations Act QLD 1981 and are appropriate to meet the needs of the members. The committee's responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

## **Auditors' Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act QLD. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

## **Independence**

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF  
GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

**Auditors' Opinion**

In our opinion, the financial report of Gold Coast Community Legal Centre & Advice Bureau Inc. presents fairly, in all material respects the financial position of Gold Coast Community Legal Centre & Advice Bureau Inc. as of 30 June 2015 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

**Name of Firm:** Gold Group Consulting

**Name of Director:**



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Tony Coote

**Address:** 56 Davenport Street, Southport

**Dated this 10th day of September 2015**



**GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.****DIVISIONAL INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2015**

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Gold Coast Legal Services</b>		
<b>INCOME</b>		
Grant - G.C.C.C	15,000.00	15,000.00
Grant State	215,097.00	208,266.00
Grant Federal	361,525.00	351,159.00
Interest	7,986.98	9,371.31
Service Generated Income	16,840.00	-
	<hr/> 616,448.98	<hr/> 583,796.31
<b>EXPENSES</b>		
Accountancy & Finance Fees	13,502.91	9,964.95
Depreciation	3,019.82	3,749.00
Fringe Benefits Tax	-	4,054.46
Insurance	1,456.46	3,661.46
Workcover	1,033.00	1,331.27
Licensing Fees	-	66.20
Membership Fees	-	942.60
Programming & Planning	1,457.54	391.52
Printing & Stationery	13,518.60	13,011.36
Premises Costs	4,103.00	5,264.30
Rent	69,548.00	68,427.00
Repairs & Maintenance	22.43	32.54
Staff Training & Welfare	1,762.19	4,172.26
Subscriptions	9,683.10	3,196.49
Superannuation Contributions - Employees	39,369.54	35,734.35
Telephone	2,298.26	3,643.63
Travelling Expenses	2,233.05	2,412.54
Staff Amenities	260.07	432.36
Wages & Bonus	414,702.26	418,361.86
Wages & Salaries On Costs	10,885.95	3,093.87
	<hr/> 588,856.18	<hr/> 581,944.02
<b>NET PROFIT</b>	<hr/> <b>27,592.80</b>	<hr/> <b>1,852.29</b>

The accompanying notes form part of these financial statements.  
This report is to be read in conjunction with the attached auditor report.

**GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

**DIVISIONAL INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2015**

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Citizens Advice Bureau</b>		
<b>INCOME</b>		
Grant - G.C.C.C	-	15,000.00
Interest	1.33	1.23
Donation	19,549.20	-
Sundry Income	40.00	7,395.45
Service Generated Income	390.00	-
	<hr/>	<hr/>
	19,980.53	22,396.68
<b>EXPENSES</b>		
Accountancy & Finance Fees	650.00	35.00
Gifts	662.11	655.77
Insurance	560.84	260.84
Membership Fees	-	20.00
Programming & Planning	1,223.72	1,606.51
Printing & Stationery	1,900.54	1,157.45
Premises Costs	656.50	2.73
Rent	1,000.00	-
Repairs & Maintenance	-	10.91
Subscriptions	786.37	45.00
Superannuation Contributions - Employees	-	43.33
Telephone	3,623.98	2,555.78
Staff Amenities	502.55	402.19
Wages & Bonus	-	3,865.36
	<hr/>	<hr/>
	11,566.61	10,660.87
<b>NET PROFIT</b>	<hr/>	<hr/>
	8,413.92	11,735.81

The accompanying notes form part of these financial statements.  
This report is to be read in conjunction with the attached auditor report.

**GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC.**

**DIVISIONAL INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2015**

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<hr/>		
<b>Family Relationships Centre</b>		
<b>INCOME</b>		
Grant Federal	<u>59,248.00</u>	<u>58,200.00</u>
<b>EXPENSES</b>		
Printing & Stationery	2,374.31	89.38
Staff Training & Welfare	2,930.54	248.40
Subscriptions	-	1,413.00
Superannuation Contributions - Employees	4,127.62	7,101.95
Telephone	361.82	-
Wages & Bonus	<u>44,073.13</u>	<u>77,393.99</u>
	<u>53,867.42</u>	<u>86,246.72</u>
<b>NET PROFIT (LOSS)</b>	<u><u>5,380.58</u></u>	<u><u>(28,046.72)</u></u>

The accompanying notes form part of these financial statements.  
This report is to be read in conjunction with the attached auditor report.

**Certificate of Compliance**

*This Schedule is established in respect of the 2014/15 Financial Year*

**Organisation: GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC**

Contact Officer: .Victoria Shiel..... Telephone: .07 55329611.....

**The above-named Organisation certifies that:**

- i. The funds provided under the Terms and Conditions of the CLSP Service Agreement for 2014-15 have been used for the purpose for which they were provided
- ii. The Terms and Conditions of the CLSP Service Agreement for 2014-15 have been met and
- iii. The Audited Financial Statements in respect of the funds provided under the Terms and Conditions of the CLSP Service Agreement for 2010-13 have been certified by a person who is registered as an auditor in accordance with the Corporations Act 2001 and are attached, and
- iv. Salaries and allowances paid to people employed using the Funds are in accordance with award salary rates or employment agreements.

SIGNED for and on behalf of GOLD COAST COMMUNITY LEGAL CENTRE& ADVICE BUREAU INC

by the Chairperson )

...JONATHAN FLANNERY..... )

Name )

Signature )

***in the presence of***

Name of witness )

Signature )

Commonwealth of Australia  
STATUTORY DECLARATION  
*Statutory Declarations Act 1959*

1 Insert the name, address and occupation of person making the declaration

I, <sup>1</sup> Jonathan Flannery of 2/60 Santa Cruz Blvd, Clear Island Waters and Chairperson of the Gold Coast Community Legal Centre & Advice Bureau Inc

make the following declaration under the *Statutory Declarations Act 1959*:

2 Set out matter declared to in numbered paragraphs

2

I certify that the Commonwealth SACS funding was spent in accordance with the agreement, and that we have

1. Employed eligible SACS workers, that is those covered by the SACS Modern Award and impacted by the SACS ERO and
2. Currently employ eligible SACS workers, and
3. Have used the Commonwealth's funding adjustment for the sole purpose of meeting the wage increases awarded under the ERO

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declarations Act 1959*, and I believe that the statements in this declaration are true in every particular.

3 Signature of person making the declaration

3

4 Place  
5 Day  
6 Month and year

Declared at <sup>4</sup> CLEAR ISLAND WATERS on <sup>5</sup> 11<sup>th</sup> of <sup>6</sup> September 2015

Before me,

7 Signature of person before whom the declaration is made (see over)

7

8 Full name, qualification and address of person before whom the declaration is made (in printed letters)

8

Victoria Gould Solicitor

*Note 1* A person who intentionally makes a false statement in a statutory declaration is guilty of an offence, the punishment for which is imprisonment for a term of 4 years — see section 11 of the *Statutory Declarations Act 1959*.

*Note 2* Chapter 2 of the *Criminal Code* applies to all offences against the *Statutory Declarations Act 1959* — see section 5A of the *Statutory Declarations Act 1959*.