



Annual Report

2022-2023

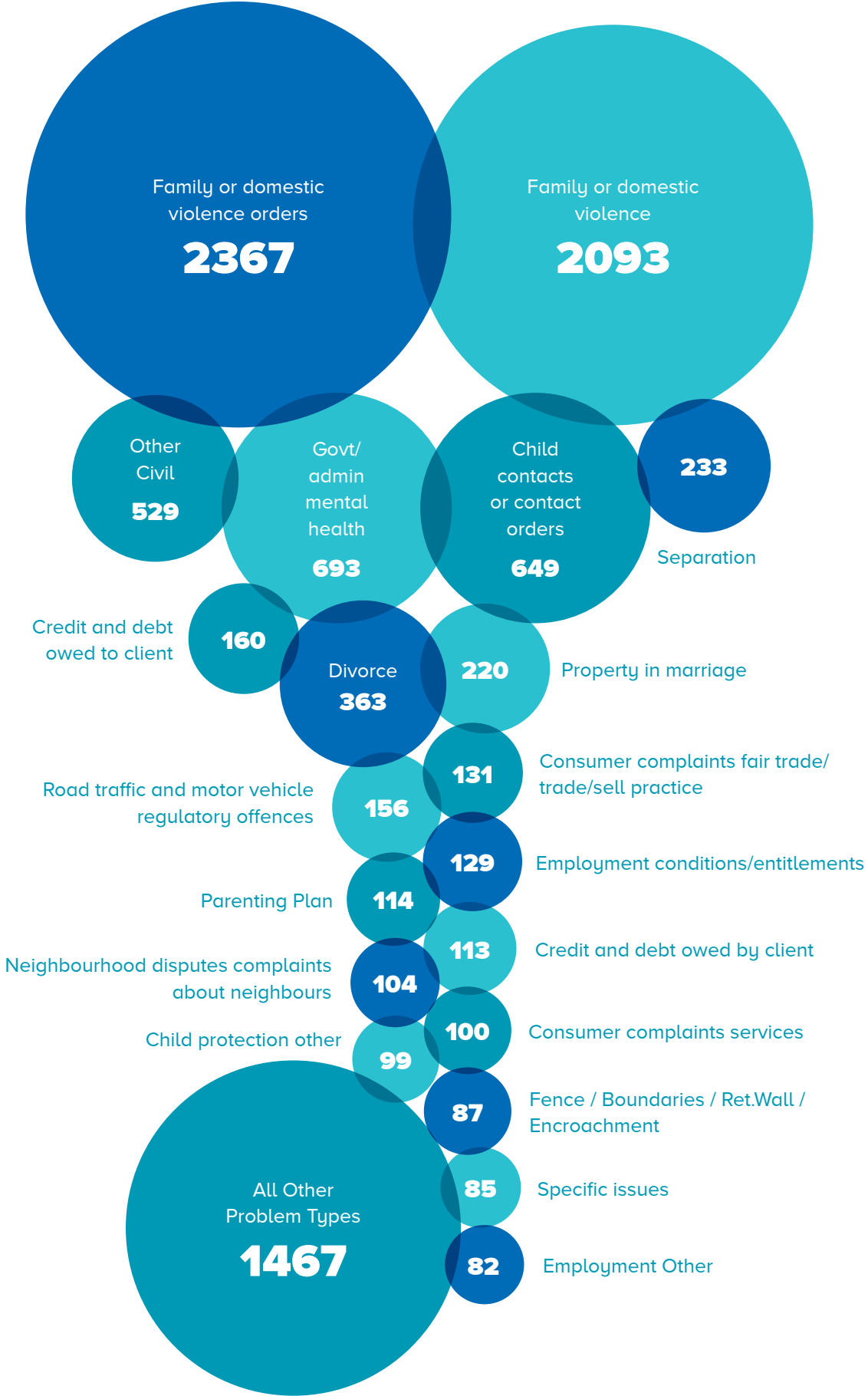


Gold Coast
Community
Legal Centre

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Areas of Law



Acknowledgement of Country

We acknowledge the traditional owners, the Kombumerri Saltwater people, whose culture and customs have nurtured, and continue to nurture this land, since women and men awoke from the great dream. We honour the presence of these ancestors who reside in the imagination of this land and whose irrepressible spirituality flows through all creation.

We pay our respects to the Elders of the past and present and look with hope to the leaders of the future.

We acknowledge all Aboriginal and Torres Strait Islander peoples across our country who have made positive contributions to sustaining First Nations People's voice, knowledge and connections.

This artwork portrays the Gold Coast Community Legal Centre within Kombumerri Country as a welcoming hub for the community. It acknowledges the sacred link between the Kombumerri people and the land and water. The central circle symbolizes the Legal Centre as a gathering place, with surrounding symbols representing its users. Six smaller circles signify family lines from Jenny Graham, situated on land and water to show their connection. The outer part depicts Gold Coast's waterways. Painted by a Kombumerri artist, a descendant of Jenny Graham.



About Us

The Gold Coast Community Legal Centre is a non-profit community based legal service advising and assisting the Gold Coast since 1984.

Vision

- An informed and empowered community with justice, hope and fairness at its heart.

Mission

- Providing free holistic and caring legal assistance services to support and empower people most in need.

Our values

Responsiveness

- We believe that by responding and working together we achieve the best outcomes for our clients and community.

Courage

- We are committed, reliable and passionate in providing the help our clients need.

Respect

- We listen; we embrace diversity, equity and inclusion; we recognise the dignity of all people.

Compassion

- Care for others is at the heart of all that we do; our work is grounded in empathy, dignity and kindness.

Integrity

- We build trust through our expertise, honesty, openness and care. We make responsible decisions and act with good faith, honesty, expertise and care.

Accountability

- We are transparent in our actions so as to instil trust and confidence with our clients, the wider community, and funders

Description of Services

The Gold Coast Community Legal Centre is a generalist legal Centre, providing assistance, advice and advocacy across a wide variety of areas, including but not limited to family law, child protection, domestic and family violence, 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 provide extensive duty lawyer work in child protection and domestic and family violence detailed further on pages 21 and 23.

We have also continued our relationship with Relationships Australia and continued to provide legal advice to clients under the Elder Abuse Prevention Support Service (EAPSS) and those who are experiencing elder abuse, as detailed on page 25.

This year we have continued representation services at the Mental Health Review Tribunal and have extended our knowledge and expertise to best help those experiencing mental health issues as detailed on page 24.

Hours of Operation

The Centre is open Monday, Wednesday, Thursday and Friday from 8.30am until 4.00pm and on Tuesdays from 8.30am until 8.00pm. Appointments can be made between 8.30am and 4.00pm each day as well as at the Evening Advice Clinic on Tuesdays.

Outreach Services

The outreach offices continued to be in high demand where we provided civil law, family law and social work services out of these offices. We believe in the importance of having offices available across the Coast so clients can access face to face appointments, even for those with transport difficulties and other vulnerabilities that make travelling to Southport difficult. In addition to outreach offices, provided safety criteria are met, our Centre can provide home visits or off-site assistance (such as see a client at their local Neighbourhood Centre) to those whose vulnerabilities or circumstances restrict their ability to travel and face to face is the best form of service delivery for that client.

To view the statistics on our outreach operations for this year, please refer to pages 16 and 17.

Community Legal Education

We also deliver community legal education and talks to community groups and other agencies in the Gold Coast area. This plays a vital role in educating people on various legal issues and has an important role to play in early intervention and assistance to people by raising their awareness of both the law and places they can go to access help. Details of where we delivered community legal education this year are on pages 28 to 38.

Volunteer and Pro Bono Contributions

We are fortunate to have volunteer assistance from the Gold Coast community, through various roles. The legal community, both firms and individual solicitors play a vital role in assisting our clients at our evening advice clinic and also taking on pro bono clients. Additionally, law students and social work students are an integral part of our service and critical in extending our vision to help the Coast's most vulnerable members have access to legal information, referral, community education, advice and casework. On pages 39 to 43 detail the extensive contribution volunteers make to our Centre.



I am writing to say a big thank you to you for providing me professional and concise legal advice in the last 6 months. I cant thank you enough for your guidance through the progress of the case.

Our Team

Management Committee



• **President**
Bobbi Reilly



• **Vice-president**
Dennis Nettlefold



• **Secretary**
Joseph Whitehead



• **Solicitor**
Anne Pridham



• **Solicitor**
Cassandra Mallett



• **Solicitor**
Ian Martin



• **Solicitor**
Julie-Ann Ross



• **Treasurer**
Joe Ranieri



• **Vice Treasurer**
Mitchell Calley



• **Ordinary member**
Antonious
Abdelshahied



• **Solicitor**
Marilyn Davis



• **Solicitor**
Mitchell Stanbrook
*(ceased employment
September 2022)*



• **Solicitor**
Rikki-Jane Watts



• **Solicitor**
Skye Worth



• **Ordinary member**
Lindsey Stevenson-Graf



• **Ordinary member**
Lucinda Veldman



• **Ordinary member**
Michael Kyle OAM



• **Solicitor**
Yifan (Viola) Qian
*(commenced employment
February 2023)*



• **Social Worker**
Vanessa Taylor



• **Social Worker**
Cherie O'Donnell



• **Administration and
Client Support Officer**
Heather Buckley

Staff



• **Chief Executive
Officer**
Victoria Shiel



• **Chief Operations
Officer**
Tanya Diessel



• **Principal Solicitor**
Jonathan Ward
*(ceased employment
June 2023)*



• **Administration
and Client
Support Officer**
Leigh Street



• **Preferred Supplier
Support Officer**
Tryll Gemparo



• **Executive Assistant**
Kelen Caetano

President's Report



I write this report following my fourth year as President of the Gold Coast Community Legal Centre. As always, I am proud and inspired by what the Centre has achieved over the last year and enjoy reflecting back over the last 12 months.

In my role as President, I am proud to showcase what the GCCLCs Management Committee has achieved and how they have supported Centre staff to achieve the results this Annual Report outlines.

Our Management Committee comprises a diverse group of individuals who come together for the common purpose – assisting the GCCLC to achieve its mission, values and vision through decision making on a governance and strategic level.

Committee meetings are empowering and motivating as members discuss opportunities, identify and assess any risks to the Centre and provide support and guidance to the Centres management team in fulfilling the overarching and operational components to execute and achieve the common goal.

This year, the Management Committee welcomed two new members. Mitchell Calley as Vice Treasurer and Michael Kyle OAM as an Ordinary Member. Mitchell comes to us from a background in accounting and currently owns his own firm, Wakefield Pacific Accounting and Business Advisory. Michael has a successful history of working as a local Gold Coast solicitor, being a founding partner of ABKJ Lawyers and is currently proving consulting services to the firm after retiring from his role as a partner.

This has brought new faces, insights and perspective to the current Committee and, I speak for all Members, we have valued their contribution over the last 12 months. We have also been fortunate to retain our existing committee members this year and their continued dedication and involvement has been invaluable.

Looking more closely at the Centres achievements this year, it is clear the services continue to grow and our footprint in the Gold Coast community remains embedded. The additional funding and service extension to include workplace sexual harassment and discrimination services reinforces the positive and reliable reputation the Centre has in the sector and we are excited to have been offered the opportunity to expand in to this area. The induction of new staff, new clinics and services can only be achieved with strong leadership from management staff and dedication to the Centre from everyone involved.

Thank you to my fellow Management Committee members for working with me this year, and thank you to Centre staff and volunteers for your dedication, commitment, resilience and drive to carry out the GCCLCs vision and impact in the local community.

Bobbi Reilly
President

Management Report

A message from the CEO, Victoria Shiel

It is with pride that we successfully serviced our local community for yet another year. Since the Centre commenced in 1984, we have never failed to demonstrate our significance and importance to our local community.

This year, we have continued to grow with the introduction of our Workplace Sexual Harassment and Discrimination service from September 2022, acknowledging the funding received from the Department of Justice and Attorney General to introduce this service. This is a fantastic opportunity for GCCLC to further expand our reach within the community and be able to assist in another area of need. With this funding, we have been able to dedicate a solicitor and social work services to clients experiencing employment issues within this space. Additionally, we have been able to be part of the Queensland network of CLCs who also received this funding, to work together on resources, awareness and collaboration.

I am proud of the Centres ability to continue to maintain relationships with stakeholders and other community organizations. This assists the Centre in providing a holistic service where referrals are passed easily amongst organizations to make access to resources easier for clients.

Our team has continued to grow both in numbers as well as skills and training opportunities. This ensures our staff are current, up to date and relevant to the community needs.

As always, I am appreciative of the year that passed and energized for the year to come.

Victoria Shiel
Chief Executive Officer

A message from the COO, Tanya Diessel

It has been another year of successes, highlights, challenges, improvement and adapting to what our local community needs.

This year, we have seen continuation of many of our strengths in regards to how the Centre operates. We have continued many services, areas off law, holistic practices and clinics. With every challenge, we have adapted and evolved and worked together to maintain our relevance within the community. This is evident as mentioned in the CEO report, through the introduction of new funding streams and service growth.

We have tried and tested new ways of operating and adapted new processes. Operational highlights include new intake and triaging processes to help streamline the way clients reach out and seek assistance, new phone operating hours to provide support to admin staff and ensure targeted hours of phone operation for the community to contact us, new services, staff growth, and new law student clinics to provide support to our current services.

Successes of this year are shown through client feedback, case studies and success stories as well as law student feedback on their experiences with the Centre.

This Annual Report helps illustrate how all aspects, people and services within the Centre come together through each individual role to help deliver services that align with the Centres vision, mission and values. Thank you to everyone, as each person has a unique contribution to the success of our Centre.

Tanya Diessel
Chief Operating Officer

Acknowledgement of Funding Sources

The Gold Coast Community Legal Centre 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.

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.

We received various grants from the City of Gold Coast to assist in assist in promotion of our services and production of brochures and promotional material which can be used by other community organisations to refer into our Centre.

We received payment from Legal Aid Queensland for our provision of the Domestic Violence Duty Lawyers Services and Child Protection Duty Lawyer at Southport Courthouse and our work in the Mental Health Tribunal.

We received funding from Relationships Australia (QLD) to deliver legal help through the Department of Communities funded Elder Abuse Prevention Support Services Program

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



Australian Government
Attorney-General's Department



Queensland
Government



CITY OF
GOLD COAST



Our Impact 2022 / 2023

We are committed to advocating for dignity, human rights and social justice for vulnerable and disadvantaged people on the Gold Coast.

The Centre advises and assists a variety of Gold Coast residents. Clients who attend the Centre come from varying backgrounds, lifestyles, financial positions and cultures. Below are some statistics on the clients which the Centre has assisted in the last year.

- 3,508** Number of clients seen
- 1,178** Clients who identified as male (33.58%)
- 2,298** Client who identified as female (65.51%)
- 8** Clients who identified as other gender (0.68%)

Client by age breakdown

- Under 24 years - 282 (14.36%)
- 25-34 years - 657 (18.73%)
- 35-49 years - 1,235 (35.21%)
- 50 - 64 years - 688 (19.61%)
- 65 years and older - 424 (12.09%)

Income levels

- Nil and Low income - 1,624 (57.36%)
- Medium income - 1,264 (36.03%)
- High income - 232 (6.61%)
- Clients who has a mental illness or disability 692 (19.73%)

- 117** Clients who identify as Aboriginal or Torres Strait Islander (3.34%)
- 323** Clients whose main language spoken at home is not English (9.21%)
- 132** Clients at risk of or experiencing homelessness (3.76%)
- 2,540** Clients at risk of or experiencing domestic and family violence (72.41%)

Please note:
Figures are reflective of clients who disclosed this information at the time of booking.



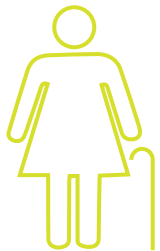
72%
of clients experienced domestic or family violence



74%
of clients experienced financial hardship



19%
of clients reported a mental illness or disability



12%
of clients were over the age of 65



3%
of clients identified as Aboriginal or Torres Strait Islander



11%
of clients were culturally or linguistically diverse



3%
of clients were experiencing or at risk of homelessness

Deliverables for 2022 / 2023

Below are the number of deliverables the Centre provided this year. This sets out the type of work we provided to the Gold Coast community and how we assisted in their matters.

Our solicitors and social workers assist clients in a variety of ways to ensure we can provide a holistic service and make sure there is ‘no wrong door’ when people reach out for help.

- 3,646** Number of legal advices given
- 1,851** Number of face to face advices
- 1,665** Number of telephone advices
- 775** Number of legal tasks completed
- 384** Number of social work services
- 1,816** Number of duty lawyer services
- 169** Times we appeared in the Court / Tribunal (includes non Legal Aid funded DV Duty Lawyer and MHRT tribunal appearances)
- 11,514** Legal information and referrals provided
- 41** Community Legal Education activities
- 165** Appeared in the Mental Health Review Tribunal
- 333** Reported hours spent on Elder Abuse Matters


The lady I was appointed too was fantastic. I highly recommend her. I could not have received better assistance.

Below are the top 20 areas of law that assistance was sought in during this year. As seen, family and domestic violence and mental health matters are the most sought areas of assistance, however other civil law areas are included, emphasising the need for the Centre to provide services across all funded areas of law to ensure we are available and accessible to the entire Gold Coast.

Family or domestic violence order	2367	23.73%
Family or domestic violence	2093	20.98%
Govt/admin mental health	693	6.95%
Child contacts or contact orders	649	6.51%
Other civil	529	5.30%
Divorce	363	3.64%
Separation	233	2.34%
Property in marriage	220	2.21%
Credit and debt owed to client	160	1.60%
Road traffic and motor vehicle regulatory offences	156	1.56%
Consumer complaints fair trade/trade/sell practice	131	1.31%
Employment conditions/ entitlements	129	1.29%
Parenting plan	114	1.14%
Credit and debt owed by client	113	1.13%
Neighbourhood disputes complaints about neighbours	104	1.04%
Consumer complaints services	100	1.00%
Child protection other	99	0.99%
Fence / Boundaries / Ret.Wall / Encroachment	87	0.87%
Specific issues	85	0.85%
Employment Other	82	0.82%
All Other Problem Types	1467	14.71%

Service delivery: Improvements and Highlights

This year, the Centre has continued to adapt and mold itself around the needs of the community.

Some of the key highlights this year include:

- Commencement of the Workplace Sexual Harassment and Discrimination service, following the funding received to provide legal and social work services in this area of need.
- Continued presence in the Southport Domestic Violence Court providing Domestic Violence Duty Lawyer and Child Support Duty Lawyer services as a Legal Aid Preferred Supplier.
- Increase in Mental Health Review Tribunal matters referred to the Centre as a Legal Aid Preferred Supplier and our ability to meet that need.
- Legal Aid Preferred Supplier contract renewal for MHRT services extended.
- DVDL and CPDL contract renewal with Legal Aid extended to ensure we continue to provide those services.
- Continued reach within the community and accessibility to services for the entire Gold Coast.
- Successful client outcomes as shown through various case studies and positive feedback.
- Welcoming new staff to the legal team.

- Growth of community legal education and community engagement activities.
- Maintaining relationships with universities and the local legal profession to ensure continued involvement of law students and growth in volunteer solicitors to assist in providing our services.
- Maintenance of our relationship with Clayton Utz who provided continued support to assist clients of the Centre on a pro bono basis.
- Continuation of Staff Development Days and training opportunities for staff to further educate and train staff as well as ensure staff wellbeing, team building and positive culture in the office.

In addition to highlights throughout the year, the Centre is always open to and welcoming of continuous improvement suggestions. This year, some of the improvements the Centre incorporated were:

- Creation of a wellness space within the office to enhance staff wellbeing and ability to take a break if needed.
- Improvements to appointment making, intake process and diary upgrades to allow clearer identification of advice clinics and use of staff time for ongoing client work.
- Changes to office phone hours to allow more streamlined intake and incoming call queries.
- Commencement of a new law student clinic to assist with the Evening Advice Clinic.


Community Legal Centre is providing great support. Thank you very much.

Outreach Services

This year, we continued to operate out of our outreach offices at Kirra Hill and Ormeau, as well as provide duty lawyer services at Coolangatta and Beaudesert Courthouse.

The outreach offices continued to be used to provide civil law, family law and social work services out of these offices. We believe in the importance of having offices available across the Coast so clients can access face to face appointments, even for those with transport difficulties and other vulnerabilities that make travelling to Southport difficult.

In addition to outreach offices, provided safety criteria are met, our Centre can provide home visits or off-site assistance (such as see a client at their local Neighbourhood Centre) to those whose vulnerabilities or circumstances that restrict their ability to travel and face to face is the best form of service delivery for that client.

Below are some statistics for our outreach services this year.

Ormeau

In Ormeau, we occupy a permanent office at The Ormeau Centre, provided by the City of Gold Coast. This commenced in October 2019 and we have worked in the area since. This office allows clients from the Northern Gold Coast regions to more easily access our services.

A snapshot of clients seen at the Ormeau office this year:

- Clients seen: 224
- Female: 73%
- Male: 27%
- Disability: 13%
- Experience DV: 43%
- Financial disadvantage: 68%
- Homeless Indicator: 4%
- Main language other than English: 8%
- ATSI: 2%
- Legal advices provided - 275
- Information and referrals provided - 502



Thank you for your help over the last few years – and particularly this last week. You are fanatically suited to doing what you do. You make people like me feel safe, heard and represented. Thanks again.

Kirra Hill

In Kirra, we occupy a permanent office at the Kirra Hill Community and Cultural Centre, provided by the City of Gold Coast. This commenced in March 2019 and we have worked in the area since. This office allows clients from the Southern Gold Coast regions to easily access our services as well as provides an office for staff who work out of the Coolangatta Courthouse once a week.

A snapshot of clients seen at the Kirra Hill office this year:

- Clients seen: 184
- Female: 70%
- Male: 30%
- Disability: 13%
- Experience DV: 37%
- Financial disadvantage: 70%
- Homeless Indicator: 2%
- Main language other than English: 7%
- ATSI: 3%
- Legal advices provided - 194
- Information and referrals provided - 524

Coolangatta Courthouse

We continued to provide domestic violence duty lawyer services each Friday out of the Coolangatta Courthouse this year. This is a service established due to the unmet need we identified that Respondents appearing for their domestic violence matter were unrepresented and were in need of legal support. This service ensures that Court processes are followed and parties are aware of their rights and obligations in regards to their matter.

A snapshot of clients seen at the Coolangatta Courthouse this year:

- Clients seen: 93
- Female: 28%
- Male: 72%
- Disability: 25%
- Experience DV: 70%
- Financial disadvantage: 54%
- Main language other than English: 2%
- Homeless Indicator: 9%
- ATSI: 5%

Beaudesert Court House

This year, we continued to provide domestic violence duty lawyer services out of the Beaudesert Courthouse on Wednesdays. This was first established in February 2020 and we have continued to see the growth in matters appearing before the Court since then. Our solicitors attending this Court advise and represent Respondents appearing for their domestic violence matter, to assist parties understand their rights and obligations in their matter and provide access to justice which otherwise wouldn't be available to Respondents.

A snapshot of clients seen at the Beaudesert Courthouse this year:

- Clients seen: 175
- Female: 33%
- Male: 67%
- Disability: 25%
- Experience DV: 69%
- Financial disadvantage: 55%
- Main language other than English: 7%
- Homeless Indicator: 11%
- ATSI: 3 / 2%



Thank you for standing strong with me for these last 2 years. All your help, guidance, motivation, love, understanding, patience (and I truly mean these words). Thank you, thank you, thank you.

Evening Advice Clinic

This year we continued to operate an evening advice clinic. This was carried out by way of appointments made for clients after hours to expand the availability and access people had into our Centre. This service is in demand by clients who cannot be available for appointments during usual business hours so it ensures we remain accessible and available.

To assist in the operation of our Evening Advice Clinic and maximise the appointments available to the community, volunteer solicitors attend, along with Centre staff, to provide advice and assistance. We are appreciative of the time and commitment our volunteers provide to the Centre and helping ensure we have this additional service available to the community.

A shapshot of clients seen at the Evening Advice Clinic this year:

- Clients seen: 277
- Female: 57%
- Male: 43%
- Disability: 15%
- Experience DV: 20%
- Financial disadvantage: 67%
- Main language other than English: 11%
- Homeless Indicator: 3%
- ATSI: 2%
- Legal advices provided – 311
- Information and referrals provided - 218

Volunteer Solicitors in 2022 - 2023

Name	Date Commenced
Kristy Haranas Director at Pullos Lawyers - Southport	July 2022
David Bell Senior Solicitor at Shine Lawyers - Robina	August 2022
Dan O'Connor Partner at Bell Legal Group - Bundall	August 2022
Gina Hagan Director at Maven Lawyers Incorporating SBK Lawyers - Varsity Lakes	August 2022
Tim Baumann Senior Associate at Minter Ellison - Gold Coast	August 2022
Leanne Kerr Lawyer at Maurice Blackburn— Gold Coast	October 2022
Nick Rossi Associate at Marino Law - Mermaid Beach	December 2022
Mark Steele Partner at Marino Law - Mermaid Beach	December 2022
Erin Tanner Senior Associate at Minter Ellison - Gold Coast	December 2022
Shaun Fergus Associate at Marino Law - Mermaid Beach	February 2023

What We Do

The GCCLC continued to provide free legal and social work support, advice, advocacy, information and referral to the entire Gold Coast community.

Services continued to be provided via face to face, telephone and video appointments at our Southport, Ormeau and Kirra offices, as well as various Courthouses. The Centre continued to provide the following services throughout the year:

- Information and referrals
- Legal advice
- Legal tasks
- Ongoing legal support services
- Casework services
- Court / Tribunal representation
- Duty Lawyer services
- Discrete and ongoing non-legal support
- Community Legal Education
- Community Development



The clinic has certainly presented an alternative way of viewing the practice of law and will be reflected upon by myself well into the future. I would like to finally thank you again for the chance to experience the important role the clinic plays in our community firsthand.

Sean Gallagher,
Griffith Community Lawyering Clinic,
Trimester 2, 2022

The Centre continued to assist clients in a variety of areas of law, including but not limited to

- Family law (including parenting, property and divorce matters)
- Domestic and Family Violence
- Elder abuse
- Mental health matters
- Human Rights issues
- Child Support and Child Protection matters
- Employment law
- Consumer disputes
- Neighbour dispute
- Motor Vehicle Accidents
- Residential Tenancy matters and body corporate issues
- Minor debt
- Centrelnk Disputes and Welfare Rights issues
- QCAT matters and certain Magistrates Court matters
- Traffic offences
- Minor criminal matters
- Driving and licence matters (including drink and drug driving, work licences and special hardship orders)

Furthermore, the Centre continued to provide specialist services in the following areas (which are further explained on the following pages):

- Domestic Violence Duty Lawyer services
- Child Protection Duty Lawyer Services
- Mental Health Review Tribunal matters
- Elder Abuse Prevention and Support Services
- Social Work services

Domestic Violence Duty Lawyer Services And Interagency Collaboration

We deliver services at Southport five (5) days a week as 'preferred suppliers' for Legal Aid Queensland. We work under the Legal Aid Queensland Duty Lawyer Service along with other preferred suppliers and Legal Aid funds the position. Our solicitors work to a duty lawyer roster set by Legal Aid; generally attending the Court (5) days a week. This financial year, we were rostered as duty lawyers for the aggrieved / applicant in the matter.

The role includes providing advice, assisting with preparation of documents, carrying out negotiations with other duty lawyers or private solicitors and providing court representation.

This year we assisted and represented 936 people as part of this service.



The lady i spoke with was great, listened to the issues that I had and gave me advise that was useful and easy to understand even though my problem was complex! Very grateful, highly recommended, many thanks.

Coolangatta Domestic Violence Duty Lawyer

Since July 2016 we have been operating a service at the Coolangatta Magistrates Court. Each Friday we provide duty lawyer services for people attending the court for domestic violence matters. Just as above, this service provides advice, representation and referral services to people appearing for their matter.

This year we appeared for 93 people at this Court.

Beaudesert Domestic Violence Duty Lawyer

Since February 2020 we have been providing duty lawyer services at Beaudesert Magistrates Court. Each Wednesday we provide duty lawyer services for people attending the court for domestic violence matters. Again, our solicitors provide assistance to people appearing on the day for their matter by way of advice, representation and referral services.

This year we appeared for 175 people at this Court.

Interagency Collaboration

Our Centre has worked hard this year to work even closer with other agencies working in the area of domestic and family violence.

We continued to participate in the operational working group meetings at the Specialist Court and value the role as an opportunity to work together for systemic change and innovation.

We are members of the integrated response network to ensure we are aware of and make appropriate referrals and work in closely with existing and emerging services on the Gold Coast.

Additionally, we work closely with the Domestic Violence Prevention Centre to accept referrals from their clients in need of legal advice and support in their matter.

Case study:

How we assisted a client at the Domestic Violence Court

A client was referred to the Gold Coast Community Legal Centre for advice in relation to a domestic violence protection order. The client was able to meet with one of our domestic violence solicitors.

The client was the aggrieved and she reported that the respondent was consistently contravening the conditions of the order. She had reported the contraventions to the police and was fearful that the respondent would keep contravening the order if the conditions of the order weren't enhanced.

The GCCLC provided legal advice to the client in relation to domestic violence protection orders in general, and the law and process in relation to varying domestic violence protection orders.

The GCCLC then assisted the client by preparing the Application to Vary paperwork for her in accordance with the facts and evidence she provided.

The GCCLC was also able to represent the client in court as a domestic violence duty lawyer on her court date, and the client had success with her application in achieving a variation of the order protecting her.

We ensured that the client had been referred to other relevant services for support and assistance going forward, and she is welcome to contact our service for further legal advice in the future

Child Protection Duty Lawyer Service

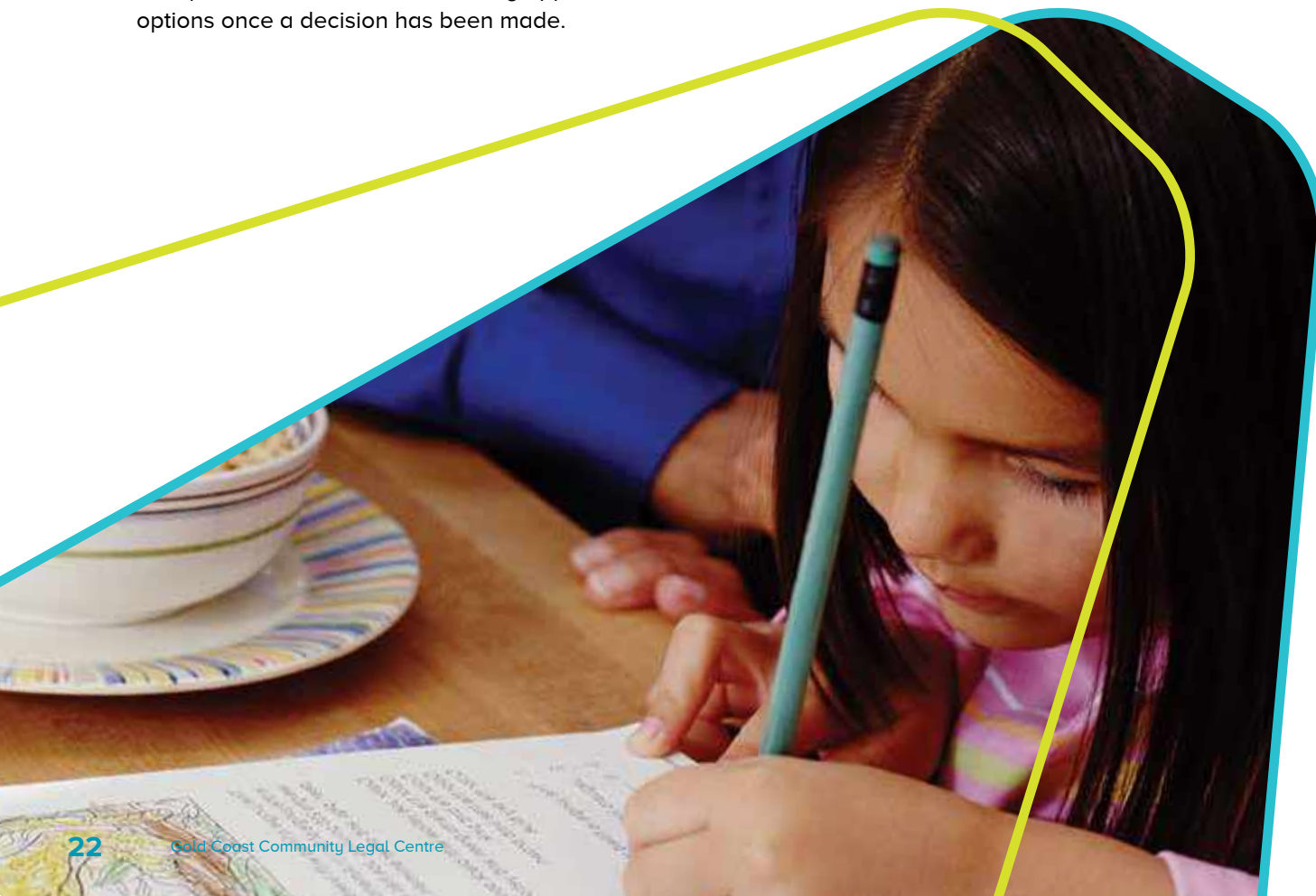
Throughout the year, the Centre has continued to take an active role in the Child Protection Duty Lawyer Service provided at the Southport Magistrates Court.

The duty lawyer service provides parents, young people and other interested individuals (such as grandparents, aunts, uncles and elders) with valuable legal advice, assistance, referral and representation on the day the matter is to be heard in Court. By increasing the individuals who can receive legal advice about the child protection matter, it is hoped that family members can take a more active role in what can be an intrusive process to intervene in a child's life.

The information and advice is aimed at protecting the client's rights from any unjust accusations and ensuring that they are aware of the process involved at the different stages of the matter. The advice may be in relation to an investigation which must be carried out, whether it is necessary for a child at risk of harm to be taken into custody and placed with a kinship carer or into the foster care system, whether ongoing interventions is required or whether there are any appeal options once a decision has been made.

In addition to providing advice and referral to appropriate services, we also assist in completing Legal Aid forms, negotiating on certain parties' behalf and representing the most vulnerable unrepresented parties in the Children's Court.

This year we advised 37 people at the Courthouse needing our help in this jurisdiction.



Workplace Sexual Harassment and Discrimination

From September 2022, we were delighted to be provided funding to expand our services to include legal and social work assistance to those experiencing workplace sexual harassment or discrimination issues.

With this funding, our Centre was able to dedicate a solicitor and social work services specifically to this area of law. This enabled us to focus on promotion of the service, timely access to appointments with either a solicitor or social worker, resource creation, community legal education, collaboration with other Centres and more.

Specifically, this service expansion has allowed the Centre to provide free legal advice and social work services to people who have experienced sexual harassment or discrimination in the workplace. This funding was provided as a recognized gap in service delivery across the sector to people within the community who experience these issues.

Due to the sensitive nature of this area of law and a clients reluctance to speak up about it, the holistic services provided by the Centre ensure support and encouragement are provided and clients feel empowered and believed in their matter.

Case study:

A client approached the Centre after experiencing nearly a year of sexual harassment in her workplace by her manager. The client was subject to both physical contact in the workplace (touching her shoulders, hand on her waist) as well as text messages after work hours (telling her how good she looked, can't wait to see her again etc). Client was fearful of speaking up because of possible implications of not been believed and the flow on effect of raising this against her manager and losing her job. The client was also hiding this from her family and husband out of fear of been blamed, not believed, and also thought she could manage it on her own. Client also was unsure if this was classed as harassment or if it was all in her head and not a 'big deal' to anyone else, so was fearful of speaking up.

The GCCLC assisted client with advice on her matter and, through the holistic services provided by the Centre, were able to reassure and empower client to speak directly to the CEO about the matter. Client was also empowered and supported in raising the issue with her husband and family to ensure she had adequate support around her. The Centre assisted client in setting a meeting with the CEO, where she felt able to raise the issues and an investigation was commenced. The other party ended up confessing to the harassment, as well as acknowledging he was doing it to other women as well, and was subsequently terminated from his employment.



The solicitor I spoke with was very kind, supportive and knowledgeable and helped clear up things for me.

Mental Health Review Tribunal

This year, we continue to work as a Legal Aid Preferred Supplier in the Mental Health Review Tribunal, providing representation to community mental health patients and in-patients at mental health facilities at their Mental Health Review Tribunal hearings.


Additionally the Centre continued to accept direct referrals from the Independent Patient Rights Advisor (IPRA) where we assist clients with their Mental Health matters and appear in the Tribunal on their behalf.

The Queensland Mental Health Act 2016 provides legal representation for a youth patient with a review of a Treatment Authority and other patients with a review of a Forensic Order, or an Application for Electro-Convulsive Therapy, or where the Attorney-General appears in their matter to advocated on the patient's behalf before the Tribunal.

The mental health jurisdiction has been both challenging and exciting as it expands the Centre's focus on social justice programs to reach the most vulnerable members of our community. We have continued to see the number of clients assisted each year grow as this area of law expands.

This year we represented 51* clients at their Mental Health Review Tribunal hearings as referred to us by Legal Aid.

*This figure excludes the Tribunal appearance work outside of the Preferred Supplier work provided and funded by Legal Aid Qld (excludes the clients referred to the Centre by the Independent Patient Rights Adviser).



They help you feel comfortable to express yourself.

Case study:

How we assisted a client in the Mental Health Review Tribunal

A client, a young person in her mid-20's, was referred to our Centre by the Gold Coast Independent Patients' Rights Advisors (IPRA)

The client was placed on an Involuntary Treatment Order ("ITO") under the Mental Health Act 2010 (Qld) ("Act"). The client has been under this order for over 8 years.

The reasoning put forward by the Treatment Team for the client to remain on the ITO was the lack of support people around her combined with allegations that the client would disengage from the Treatment Team if there were not an ITO in place.

The client attended the Centres Mental Health solicitor, where she advised she had strong support from her mother who she had always lived close by, that her mother always accompanied her to the hospital and was very supportive of her 'coming off' the ITO and being treated as a voluntary patient. The client said however that her mother's support was never properly documented by the Treatment Team to the Tribunal.

The Centre's solicitor then assisted the client with filing a 'Right To Information' request with QLD Health. The client requested the notes from her many hospital attendances where her mother was present and supportive.

At the hearing the solicitor submitted that the ITO should be revoked on the basis that the clients mother should be regarded as her 'Statutory Attorney' for health matters and therefor there was a 'less restrictive way' for the client to be treated.

The Tribunal adjourned the matter for 28 days to allow the Treatment Team to respond to the submissions. The Treatment Team subsequently revoked the clients ITO prior to the re-hearing of the matter.

Elder Abuse Prevention and Support Service

This year we continued our partnership with Relationships Australia (QLD) to deliver legal help as part of the Elder Abuse Prevention and Support Service (EAPSS). The Elder Abuse Prevention and Support Service is a Case Managed service for people 60+ (or 50+ for Aboriginal or Torres Strait Islander people) who are at risk or are experiencing Elder Abuse.

This service offers individualised support and referral with RAQ providing:

- Face to face support with a dedicated Case Manager
- Development of Safety Plans
- Referral to counselling or mediation as required
- Referral to other relevant services that may assist to achieve the agreed goals of an individualised Case Plan.

We work with the case manager to provide a dedicated legal service that provides individual legal help. We also deliver Community Education and Information regarding Elder Abuse Prevention strategies as required or requested by the community.

This year, the Centre spent over 333 hours on EAPSS matters, assisting 66 clients with their legal issues.

We acknowledge that Relationships Australia fund the Centre to provide this service.



Step by step process & guidance made it easier for me to navigate and understand particularly where legalities of the situation weren't clear to me.

Case study:

How we assisted a client

An elderly couple had an unconventional arrangement with their adult child, who had received \$120,000 from them in exchange for their permanent residency in the adult child's investment property. However, a dispute arose as the adult child sought to take control of the property, causing significant emotional distress and insecurity for the elderly couple. The adult child also aimed to deduct rent and other expenses, which the couple had already contributed to the property.

GCCLC provided a referral to Clayton Utz to assist in advocating for the clients. Through the collaborative efforts among the elderly couple, GCCLC, and Clayton Utz pro bono services, the following outcomes were achieved:

- The clients received comprehensive legal guidance to ensure their rights were protected.
- Clayton Utz suggested a Deed of Settlement to propose to the other party to resolve the matter.
- Implications of the Deed and potential consequences were explained to the elderly couple.
- A legally binding Deed of Settlement was created, outlining the agreed-upon terms.
- The agreement included the return of the \$120,000 to the elderly couple.
- Clayton Utz assisted in presenting this to the other party, which was eventually accepted.
- The elderly couple regained their financial investment, providing financial security.
- Social workers assisted the couple in finding an affordable rental house, which they would share with their other adult child. This was crucial for ensuring their well-being and security after recovering their money.

Social Work Service

Since the social work service started in October 2020, things have grown and developed into a very holistic and collaborative service.

The GCCLC acknowledges that many clients of our service are experiencing multiple factors when presenting to the Centre. The GCCLC social worker's role is to enhance our client's wellbeing. Our social workers work in partnership with solicitors to enhance service delivery and outcomes for clients. Our social workers are primarily based in Southport, but also work out of the Kirra and Ormeau office to ensure these services are available across the Coast.

Our social workers have been working this year very closely with our solicitors in assisting clients beyond the legal needs they approach the Centre for. Solicitors have found our social workers to be invaluable to expanding the support provided to clients.

To elaborate, the ways in which our social workers have provided our clients support includes counselling, referrals and information including practical assistance around a wide area of topics such as:

- Homelessness and risk of homelessness;
- Housing and tenancy issues;
- CALD and Immigration issues;
- Drug and alcohol issues;
- Elder abuse including financial and emotional abuse;
- Domestic and family violence;
- Navigating NDIS;
- Bereavement,
- Isolation and loneliness;
- Property and neighbour dispute;
- Conflict in relationships, including divorce and separation,
- Impacts of physical and mental health on vulnerable members of the community,
- Centrelink and various other financial issues.

The social workers also have a role in promoting the service to the community and raising awareness of the challenges clients of GCCLC may be experiencing. Therefore, in addition to client assistance, our social workers regularly attend Community Development opportunities and network meetings to assist in the promotion and awareness of our Centre, as well as networking and gaining a better understanding and remaining up to date with referral pathways.

Our social workers also work with social work students on fieldwork placement from Griffith University who significantly assist our social work team in providing these services. Students are placed at the Centre for their required 500 hours practical placement and have been a great addition to the social work service.

Social work students placed at the Centre during 2022-2023 include:

July to October 2022

- Vinh Tran Quang Dao
- Neelam Rani
- Muhammed Zafar

March-June 2023

- Joyce Cheruiyot
- Carlos Rosales



Being able to get support and valuable legal advice at no cost is such a blessing, especially at a time when one is going through tough personal difficulties....

Case study:

A client assisted through the social work service

A Client aged in their 50's presented to the GCCLC as homeless through no fault of their own. The room in a house where they had been renting for 9 years was repossessed by the bank due to the owner's non-payment of the mortgage. There was no tenancy agreement in place. The client had no prior warning and locks were changed and they were unable to recover many of their belongings, and furniture.

The client didn't have a dependable support network around them, was currently unemployed and on the Disability Pension and had significant health issues.

Social workers initially provided short term counselling and referrals to the Homeless Hub where assessment was undertaken and client was allocated a case worker who referred client onto other housing services. Client was provided with information about where to purchase cheap food, free meals, places to shower, cheap clothing and household goods and places to meet socially. Client was supported to prioritize their health issues and underwent surgery and rehab where they also received support from hospital social worker.

Client was a New Zealand citizen so GCCLC referred to a NZ migration specialist (whose services are free) who organized their application for an appropriate resident return visa.

Community Legal Education

Community Legal Education activities are conducted to increase awareness in the community about the law and legal processes. This service intends to help community members to better understand everyday life issues, make better decisions and anticipate and avoid legal problems.

Our Centre targets either community members who are perceived to be at risk of or who are already facing legal issues and/ or non-legal workers who work with these community members.

GCCLC has a long history of delivering community legal education to the Gold Coast Community across a large number of locations and covering a range of topics.

Bellow are some of the highlights of the CLE activities the Centre was involved in this year.

Talk to Justice of Peace Gold Coast Chapter

In March 2023, our Principal Solicitor Jonathan was delighted to have the opportunity to speak with Gold Coast JPs and discuss the issues that our community's members are facing.

The meeting addressed topics of power of attorney, elder abuse, domestic violence youth justice, along with ways that we can cooperate to see the first indications of a problem and better serve the community.



Thank you for your help over the last few years – and particularly this last week. You are fanatically suited to doing what you do. You make people like me feel safe, heard and represented. Thanks again.

Decision-Making Capacity & Guardianship and Administration

In May 2023, our Principal Solicitor Jonathan and our Executive Assistant Kelen were delighted to have guests from Queensland Advocacy for Inclusion and the Queensland Civil and Administrative Tribunal sharing their knowledge and experience with us at our event Decision-Making Capacity & Guardianship and Administration.

The information was intended for legal practitioners, social workers, health workers and Justices of the Peace who may need to consider a client's capacity and may assist in matters in the guardianship jurisdiction of QCAT.

Our civil law solicitor Ian and our family solicitor Viola were in attendance too assisting with the event.

Attendees gained valuable insights on legal decision-making capacity, guardianship and administration, enhancing discussions and providing comprehensive understanding.

Talk with Bond University Law Students

In September 2022 and February 2023, Tanya, our Chief Operations Officer, provided an outline of the services offered by the Centre to law students at Bond University.

Tanya spoke to a class at Bond University about the role of community legal centres in the community. She spoke about how people can get access to justice and legal help, especially those with vulnerabilities. She spoke about how students can get prepared for a placement in a CLC and the benefits of volunteering in the community. Tanya raised awareness of CLCs and the avenues people can go to seek assistance in legal matters.



I have learned so much in the past 12 days at the centre than the four years of completing my degree and have so much respect for the lawyers and staff at the legal centre.

Tyrah Mills-Pulefale,
Griffith Community Lawyering Clinic,
Trimester 2, 2022

Community Engagement

Community engagement involves our Centre taking part in community events and opportunities to network and collaborate with other organisations.

During this year, staff and volunteers of the Centre had the opportunity to attend various events over the Gold Coast, sharing the view of our Centre and providing information about our services and how members of the community can access the services provided by the Centre.

Over the years, the GCCLC has created a reliable network and built strong relationships with other organisations. As a result, our Centre has relationships and referral pathways to ensure clients can receive the most appropriate service for their needs. When community engagement is done right, it can help to develop a more socially responsible organization.

Staff Development Day

We continued to provide staff training and development opportunities. In March 2023, all staff attended a training day to both upskill their knowledge and understanding of CLCs as well as a summary of recent conference information provided by those who attended.

These days are a great chance for staff to upskill, provide refreshers and also enable team bonding and peer support to one another.

South Coast Interagency Network

In July 2022 and February 2023, our social work Vanessa attended South Coast Interagency Group Meeting at Kirra Community Centre. This is a monthly meeting where agency representatives from a wide range of agencies get together to share agency function and make connections. There are usually 20 plus members and every other month we have two guest speakers who talk about their work. GCCLC leaflets and business card are distributed to promote the work of the GCCLC.

Homeless Connect Day 2022

In August 2022, our social workers Vanessa and Cherie, along with two social work students and Kelen, Executive Assistant, had the opportunity to be part of the GC Homeless Connect Day at Metricon Stadium.

The Homeless Connect event is run by the Gold Coast Homelessness Network and helps support a community that is at risk of or is experiencing homelessness.

The event provides a wide range of allied health and wellbeing services, as well as services to help people get a head start in housing or employment.

The GCCLC had a stall to help raise awareness of our services and how we can help those at risk of or are experiencing homelessness, as well as network and touch base with other community organisations to ensure we work together to best support the GC community.

Northern Gold Coast Interagency Network

In August 2022, our social worker Cherie attended the North Coast Interagency Group meeting to present on the GCCLC services. Cherie spoke about our social work service including our legal services which covers family law, domestic violence, elder abuse, mental health, neighbourhood disputes and other civil matters.

The Pacific Pines Community Centre holds this meeting monthly and it is an opportunity for members to advise on their services and discuss how the community can benefit from them.

Young Leaders Program facilitator

During 2022 and 2023, Tanya, our Chief Operations Officer, was invited to co-host a program called the young Leaders Program, run by Rob Molhoek MP.

The program comprises of a group of young individuals, between the age of 17 and 25, who are selected by Rob as an up-and-coming young leader on the Gold Coast.

Tanya helps the young leaders to understand the needs of their local community, share the GCCLC services and impact as well as encourage attendees to find ways to assist the Coasts most vulnerable residents.

Interagency meeting with Carers QLD

In September 2022, our social worker Cherie along of two social work students had the opportunity to meet with Natalie McCurry, a very experienced team leader and Family Care support officer, who shared with them her knowledge and advise on the services provided by her.

Cherie gave a brief description of our legal services and mentioned that clients may be referred to social workers as part of the service. Cherie also advise that we do brief interventions that include therapy, crisis assistance, advocacy, and referral.

The meeting was an opportunity to forge strong community partnerships.

Understanding and responding to Domestic Violence

In September 2022, our social workers Vanessa and Cherie were delighted to attend a presentation on how to understand and respond to domestic violence.

Carmel O'Brien, a counselling psychologist who has received an Order of Australia (OAM) Medal for her contributions to mental health and social welfare organisations, led the presentation, which took place at the Helensvale Community Centre.

The workshop covered topics such as the psychological impact of intimate partner abuse, assessing risk in family violence situations, fundamental principles of therapy for recovery, writing an informed report, and assisting clients involved with the court system.

It was a wonderful opportunity for our team to learn more and look at recommendations for how we may best serve our clients and the community.



The guidance & legal advice are the reason my family law matter handled well considering the risk & complication & the Court proceeding. Very thankful for guiding us during the long & hard Court proceedings.

Seniors Expo 31

In October 2022, our social workers Vanessa and Cherie, along with our social work students attended the Seniors' Expo at Tenth Avenue, Palm Beach.

The event celebrates Seniors month and it was a chance to show appreciation for the work, achievements, and efforts that seniors do every day for our city.

GCCLC was there to support the community and raise awareness about the services we provide.

Working Together for a Culturally Safe DFV Court Service System

In October and November 2022, our solicitors Jonathan, Julie-Ann and Skye attended training for a culturally safe DFV Court service system.

The project led by WorkUP Queensland seeks to establish a DVF Court System that is accommodating and responsive to the needs of Aboriginal and Torres Strait Islander individuals.

WorkUP Queensland enhances the capabilities and capacities of Queensland's DFV, women's health and wellbeing, and sexual violence sectors.

It was a chance to connect different local service systems, learn more about the local Aboriginal and Torres Strait Islander people, their history, and their culture, and think about what the effects of colonisation have been on the people who use the DFV Court Service System.

CLCQ Leadership Forum 2022

In November 2022, our CEO Victoria, our COO Tanya and our Principal solicitor Jonathan attended a two-day forum for CLC sector leaders.

The event hosted by Community Legal Centres Queensland was held on the Gold Coast and focussed on leadership training, protecting personally identifiable information, First Nations strategy workshops, and a presentation by Knowmore.

The forum also featured a Knowmore masterclass and a governance session for additional staff or management committee members.

Griffith University School of Health Sciences and Social Work- Interprofessional Educator Workshop

In February 2023, our social worker Cherie attended an Interprofessional educator workshop with the Griffith University School of Health Sciences and Social Work.

The workshop aimed to improve information sharing and understanding of other discipline roles, enabling new educators to provide clinical teaching within a larger healthcare team framework.

Mental Health Webinar – Services Australia

In February 2023, our social worker, Cherie attended a webinar on Mental Health with a guest speaker from World Wellness Group, Qld Transcultural Mental Health Centre, and Services Australia.

The Queensland Transcultural Mental Health Centre is a specialised service that works across the whole state to make sure that people from culturally and linguistically diverse (CALD) groups get mental health care and support that is sensitive to their culture.

Understanding the social and cultural variables that shape and influence mental health and well-being is critical for providing quality mental health care and services to the community.

DVPC – Discussion about youth client confidentiality and access to counselling notes

In February 2023, our Principal Solicitor, Jonathan, attended a meeting with DVPC staff to discuss the legal position around ownership of counselling notes and when parents may access them. Concerns about privacy are complicated legal problems that do not often have easy answers.

The right of minors to privacy during treatment is governed by a complicated web of Federal and State laws, professional ethics, and different judges' interpretations of those laws.

It is important for therapists, parents, and others who are worried about privacy work together for the best interests of children.

Strengthening Response to Elder Abuse

In February 2023, our social worker Vanessa, Cherie and our solicitors Marilyn and Jonathan had the opportunity to attend the webinar Strengthening responses to abuse of older Queenslanders.

The event created in preparation for the World Elder Abuse Awareness Day 2022 (WEAAD 2022), was held by ADA in partnership with the Office of the Public Guardian and the Elder Abuse Prevention Centre and aimed to bring together professional who deal with elder abuse.

Through case studies, it examined in detail the development of personalised responses based on the human rights of older people.

Gold Coast Homelessness Symposium

In March 2023, two of our social work students, along with our social workers Vanessa and Cherie, attended the Homelessness Symposium held at the Robina Community Centre.

The Annual Gold Coast Symposium is an opportunity for the community to come together and encourage innovation in our joint response to homelessness on the Gold Coast.

Homeless services, governmental organisations, and community outreach organisations collaborate to offer a full enrichment day.

National Community Legal Centres Australia Conference

In March 2023, our solicitor Skye attended a three-day conference in Tasmania. The Conference was celebrating 50 years and it was an opportunity to the servers of justices to reconnect and reimagine the justice landscapes

The conference included presentations about the difference CLCs are making throughout Australia, psychological safety in the workplace, the law and the environment, domestic violence, coroners courts and more.

It was also a great opportunity to catch up with a few colleagues from other CLCs.

Neighbour Day Events

In March 2023, our social worker Vanessa and our solicitor Anne Pridham attended the event Neighbour Day held at Currumbin Gecko Hall, Currumbin.

This event was an opportunity to gather and connect with neighbours in our local community to discuss coming together as strong, safe, connected communities. GCCLC members talked about their roles and the services provided by their Centre.

Legal Aid – Meet and Greet

In March 2023, our CEO, Victoria Shiel attended the Legal Aid Board - Meet and Greet held at LAQ, Southport. This was an opportunity for the Centre to strengthen ties, build networks and exchange information about the services provided, trends in the community and overall community needs.

Voice Referendum Q&A

In April 2023, Skye attended the Voice to the Parliament Panel Discussion and Q&A at the Queensland Parliament House

Three speakers spoke about the upcoming referendum on The Voice and the benefits of the change being made & of voting yes.

This was an opportunity to learn how a Voice to Parliament will provide a channel for Indigenous communities to help inform policy and legal choices that affect their lives.

Relationships Australia

In May 2023, our solicitor Marilyn and our social workers Cherie and Vanessa had a meeting with Kim Meija and Kristy Doak from Relationships Australia EAPSS.

It was an interagency meeting where GCCLC and Relationships Australia could discuss mutual clients, consider possible referrals, and have discussions regarding all issues relating to Elder Abuse Prevention and Support Service (EAPSS) matters. The meeting was held in Robina Relationships Australia office.



The staff of GCCLC have been very warm and friendly.

Women's Space Open Day

In May 2023, our social workers Vanessa and Cherie had a stall on display for the Women's Space Open day.

It was an opportunity to share information regarding the services provided by the Centre, which include social work support and legal advices. The event was organised by Letwina Malunga from Woman's Space.

The Woman's space in Labrador encourages women to enjoy a safe and socially inclusive space. The event was also an opportunity for women from diverse cultures and backgrounds to come together in a positive and supportive atmosphere and get knowledge about additional services provided to them.

Gold Coast Disability Expo

In June 2023, Cherie, our social worker, attended the Gold Coast Disability Expo held at the Gold Coast Convention and Exhibition Centre.

The expo brought together a wide range of products and services to help people live their best lives. These included government and advocacy organisations, aids and equipment providers, financial and legal services, education, training, and job providers, social and leisure options, transportation and vehicles, health and medical products and services, allied health and medical professionals, and support services, including in-home care.

The expo also featured a range of informative and interactive presentations delivered by industry experts, all-abilities adult and children's entertainment, and food vendors.

Masterclass – Predicable Miscommunication

In May 2023, our solicitor Viola attended a Masterclass symposium held in Brisbane. The event was about improving legal communication with people who speak English as an additional language.

Linguistic study has shown that people process information differently in a second language than in their first language.

Ben Grimes, a lawyer and linguist who specialises in communication problems in the legal system and cross-cultural legal education, discussed the way "first language interference" happens and provided practical tips for rephrasing legal communication to better meet the needs of people who speak English as a second language.



Just wanted to say thank-you again for all the help and advice you gave me during this time and a big thanks to everyone in the centre as well – you have a very kind and caring team.

Tyrah Mills-Pulefale,
Griffith Community Lawyering Clinic,
Trimester 2, 2022

Community Legal Centres QLD 2023 State Conference



In June 2023, our solicitors Jonathan and Viola, along with our social workers, Vanessa and Cherie, and our Executive assistant Kelen, attended the 2023 State conference.

With the theme, 'Connect, Respect, Reflect', the conference held in Brisbane discussed integrated practice, climate change resilience, women as respondents and misidentification, governance and more.

There were interactive workshops and panel discussions that provided practical insights and strategies for addressing these issues. The conference also fostered networking opportunities, allowing attendees to connect with like-minded professionals and share best practices in the field of community legal services.

Masterclass – Who's who in the Government Zoo

In June 2023, GCCLC social workers Vanessa and Cherie attended a Masterclass event held in Brisbane. The event focused on how the government works, who is suing them, how to change policies, how to get support from the parliament and the likes.

It was an occasion to gain a deeper understanding of State government decision-making processes, policy cycles, and opportunities for public policy contributions.

It helps us to improve our organization's story, align with government priorities, and utilise proven methods and resources daily.

DVIG Meetings

In June 2023, our solicitor Marilyn attended the GC DVIC monthly meeting, held at the Southport Library.

Supporting victims of abuse and domestic and family violence on the Gold Coast is a priority for the members of the Gold Coast Domestic Violence Interagency Group (GCDVIG), who meet regularly to exchange information, identify and address challenges, develop best practises, and encourage innovation.

This month the focus was specifically on Elder Abuse Awareness Day and the vulnerability of individuals from diverse cultural backgrounds.

During the meeting, Marilyn shared her personal experiences working with older adults from diverse cultural backgrounds who have been victims of abuse. She emphasized the importance of raising awareness and providing support to these vulnerable individuals. Additionally, the group discussed strategies for collaborating with community organizations to address this issue effectively.



Finally, the greatest misconception I had during this clinic was the Gold Coast Community Legal Centre itself. After being accepted into this lawyering clinic, I had an abundance of assumptions about the centre. I instantly believed that I would not learn as much as I would if I was at a private firm and thought that by providing free legal advice to people, that I would not be experiencing 'real' legal situations. I was very wrong.

Tyrah Mills-Pulefale,
Griffith Community Lawyering Clinic,
Trimester 2, 2022

Volunteers and Pro Bono Support

The Centre values and appreciates the support provided by individuals and organisations who contribute to assist in the services we provide to the community.

As mentioned on page 18 we are indebted to our legal volunteers who work with us to provide our Evening Advice Clinic.

Additionally, we recognise the time and commitment from student volunteers who come to the Centre to not only expand their skills and exposure but contribute to the way in which we help clients. You can find out more about the social work students on page 40 to 43 and law students on page 26.

Additionally, this year we would like to acknowledge the significant support we were given from the private profession. In particular, Clayton Utz provided extensive assistance by way of HR support and mentoring, legal research and assistance with casework services for our clients.



So far excellent service thank you !



Law Students

Law 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. Our COO, Tanya Diessel, coordinates and supervises the students across the various programs.

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; and
- Any other task a solicitor deems appropriate based on a student's capabilities.



Everyone at the centre was very helpful and I learned so much.

Anonymous,
Griffith Community Lawyering Clinic
Feedback Survey,
Trimester 2, 2022

Griffith University



The Centre and Griffith University have had a successful relationship for some years now where Griffith University law students can be part of the Centre to gain experience whilst completing their studies.

Community Lawyering Clinic

Tanya has worked with Griffith Law School staff to continue to operate a subject through Griffith University where six (6) students are placed at the Centre one day a week, for the duration of a semester (12 weeks). The first clinic commenced in July 2015 and has successfully been running each semester thereafter. Professor Fiona Fitzpatrick works with Tanya to enable this clinic to operate each semester.

The GCCLC acknowledges that Griffith University provides funding to the Centre to operate this clinic.

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 operated one (1) program this year available for Bond University law students to participate in.

Clinical Placement Subject

As with previous years, the Centre continued to accept law students enrolled in a clinic legal placement subject run by the Bond Faculty of Law staff member, Libby Taylor.

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. Unfortunately, this year, the February – March 2022 clinic did not operate due to the COVID lockdowns that were in place at the time and all staff were working from home.

The GCCLC acknowledges that Bond University provides funding to the Centre to operate this clinic.

Community Law Clinic

This year, we re-commenced the Bond Community Law Clinic, however tailored it slightly to accommodate our growing Evening Advice Clinic. This clinic is voluntary for participants, where they elect to apply for a position that is not associated with a university course or gain them university credit towards their degree. Students are with the Centre for the duration of a semester (12 weeks).

In September 2022, we welcomed the updated version of the Community Law Clinic which was made up of eight (8) law students placed at the Centre every Tuesday evening on a fortnightly basis in two separate groups of four (4). Each group attends Tuesday fortnightly to assist in the running of the Evening Advice Clinic by carrying out tasks such as

- Intakes of clients
- Working with clients on simple legal tasks such as filling in forms
- Typing advice notes for volunteer solicitors
- Research
- Admin tasks to assist (such as scanning documents, uploading to CLASS etc)
- Searching for and reaching out to potential new volunteer solicitors

The GCCLC acknowledges that Bond University provides funding to the Centre to operate this clinic.

Other Student Volunteers

From time to time, based on resource availability, the Centre accepts law students outside of these clinics to volunteer and provide valuable assistance to staff. This can include students undertaking their Practical Legal Training (PLT) or those simply looking to gain experience and give back to the community.

Law Student Placements 2022 - 2023

Griffith Community Lawyering Clinic students

July – October 2022

- Alexandra Draper
- Corben Thorsby
- Paula Evans
- Sean Gallagher
- Shufei Yan
- Tyrah Mills-Pulefale

November 2022 – February 2023

- Andrew Rosemond
- Heidi Schlegel
- Olivia Hackett
- Sena Cannell
- Sophie Lemin
- Tara Purll

March – June 2023

- Claudia Fava
- Cody Munday
- James Whittaker
- Laura Guiver
- Troy Latimore
- William Scott



Overall, I am extremely grateful for my time spent at GCCLC. I was able to meet such smart and motivating solicitors such as Tanya, Julie-Ann and Ian, and students with such diverse career directions and interests. I finished this placement with a sense of accomplishment, and increased confidence in myself and my ability for the future.

Sophie Lemin,
Griffith Community Lawyering Clinic,
Trimester 3, 2022

Bond Clinical Placement students

October – November 2022

- Alexandra Trott
- Bianca Ingegneri
- Brett Kostiw
- Gemma Nash
- James Lavelle
- Simren Sidhu

February – March 2023

- Benyan Wang
- Drew Syrja
- Evan Liu
- Mahtab Moshashaei
- Nicole Zhang
- Tatiana Kazakova

Bond Community Law Clinic

September – December 2022

- Armina Birdi
- Kristin Pomerleau
- Marcus Lunardo
- Marilia Vianna Dias Santos
- Michael Dhesa
- Navneet Gill
- Suzanne Crause
- Tyler Van Vliet

January – April 2023

- Abinash Sran
- Allison Hill
- Anu Suresh
- Brittany Hnatiuk
- Isabelle Tozer
- Jolden Boparai
- Maddalena Juliano
- Marilia Vianna Dias Santos

May – August 2023

- Aaron Papadopoulos
- Allison Hill
- Avneet Rai
- Destan Kara
- Gurnett Gill
- Hassan Anwar
- Jade O'Sullivan
- Sean Yauk



I am so beyond proud and grateful to have worked in such an inclusive, hard-working environment with solicitors and staff who are dedicated in helping those in need.

Olivia Hackett,
Griffith Community Lawyering Clinic,
Trimester 3, 2022

Case studies

Throughout the year, our solicitors and social workers work with clients to assist them in their matters. This can range from advice, minor casework or more extensive casework for more vulnerable and disadvantaged clients. Below are some case studies of matters which our staff have assisted clients in during this year, having successful outcomes which otherwise not have been achieved if the Centre wasn't able to provide the services which it does.

Case study: Family Law

A client attended the Centre for assistance with an Application for Divorce. However, this situation had added complexities and historic trauma which compounded the clients feeling of vulnerability and helplessness.

The client was a survivor of human trafficking and forced marriage after being lured to Australia from overseas. The person behind the trafficking was convicted however this conviction did not relieve client of her forced marriage. The client was fearful of getting a divorce because of the threats to kill her made to her in Court by the trafficker. Because of this, she fled, was provided a temporary protection visa to remain in Australia and had not seen or heard of her husband since. Over time, client was unable to move on with her life. She attempted to try and navigate the Courts divorce application process however ran into difficulties. She approached the Centre for assistance.

This situation is not only a matter involving an application for divorce, but one involving also language and cultural barriers, fear and violence as well as trauma, financial disadvantage and general feelings of helplessness.

The GCCLC worked with the client to apply for a divorce notwithstanding that she had not seen or spoken to her husband for a long time and had no knowledge of his whereabouts. Our Centre assisted client with not only the application for divorce and online processes to file that, but additionally, the required court documents and evidence to apply for a dispensation of service, where the husband did not need to be served a copy due to no knowledge of his whereabouts.

The GCCLC was best suited to assisting this client as her vulnerabilities could be met and a feeling of reassurance, safety and familiarity were provided. The Centre has access to translators to assist clients where English is not their first language. The structure of the Centre and appointment system means clients can keep returning to the same solicitor so they don't have to 'tell their story again' to another person but instead, build rapport and familiarity with one person.

Additionally, the Centre has various networks and connections that can link clients in with other organisations, such as those that assist with financial hardship, trauma, visas so a client doesn't have to 'find their own way' but instead, are assisting in reaching out for other forms of support.

The clients divorce was granted and she was able to feel a sense of relief that her history was now behind her. She did not have to feel confined to her marriage despite the fact she had not seen or spoken to her husband in years because of the fear of violence. With the help of the GCCLC, her vulnerabilities and language barriers did not prevent her being able to proceed through the Court system and obtain her divorce.

Now the problem is solved, this client can enter the community feeling empowered and supported in her decision. She can start to move on with her life and heal from her past trauma. This will enable her to grow and have a meaningful life without fear or intimidation.

Case study: Parenting matters

A client attended the Gold Coast Community Legal Centre for legal advice in relation to parenting matters.

The clients circumstances were that:

- She has a child from a past relationship;
- Parenting orders were in place legally setting out the care arrangements and other matters relating to the child;
- Some issues had arisen with the care arrangements and other matters relating to the child since the parenting orders had been made; and
- The parents had attempted family dispute resolution, as well as other options to try to resolve the issues, but without any success.

The other parent of the child had applied to the Federal Circuit and Family Court of Australia for new parenting orders, and the client had recently been served with the other parent's Initiating Application and supporting documents. The client only had a short timeframe to file and serve her response documents, and she did not yet have a lawyer representing her in the matter.

Our solicitor provided legal advice to her, including about the documents with which she had been served, the documents to complete and file in response, the court process and the law in relation to children.

We reviewed the documents the client had prepared for her matter, and gave further legal advice to her, while she was waiting for legal representation to be arranged.

We gave guidance to the client in relation to her steps ahead, and offered legal advice and assistance in person, by telephone and by email quickly in order to help her with her matter in the required timeframe.

Case study: Motor Vehicle Accident

Our client was involved in a motor vehicle accident.

She was driving home one day when her car was rear-ended by another vehicle. Both drivers pulled over to the side of the road, and exchanged contact details. The client does not speak much English, and was not able to obtain the full name and address of the other driver involved. However, she did manage to take down the numberplate. The other driver has since been demanding money to repair their car.

The client attended the Gold Coast Community Legal Centre for advice.

A lawyer helped the client by writing a letter to the Department of Transport to obtain the registration details of the other car involved in the accident. With that information, and the assistance of an interpreter, the lawyer was able to help the client by preparing a QCAT application so liability can be determined, and an order can be made regarding repairs.



Best experience I have had in my entire two degrees at University. All the staff went above and beyond at all times.

Anonymous,
Griffith Community Lawyering Clinic
Feedback Survey,
Trimester 2, 2022

Case study:

Domestic Violence matter

A client was referred to the Gold Coast Community Legal Centre for advice in relation to a domestic violence protection order. The client was able to meet with one of our domestic violence solicitors.

The client was the aggrieved (person being protected by the order) and she reported that the respondent (person against whom the order was made) was consistently contravening the conditions of the order. She had reported the contraventions to the police, and was fearful that the respondent would keep contravening the order if the conditions of the order weren't enhanced.

The GCCLC provided legal advice to the client in relation to domestic violence protection orders in general, and the law and process in relation to varying domestic violence protection orders.

The GCCLC then assisted the client by preparing the Application to Vary paperwork for her in accordance with the facts and evidence she provided.

The GCCLC was also able to represent the client in court as a domestic violence duty lawyer on her court date, and the client had success with her application in achieving a variation of the order protecting her.

We ensured that the client had been referred to other relevant services for support and assistance going forward, and she is welcome to contact our service for further legal advice in the future.

Case study:

Consumer dispute and money owing under a QCAT order

The GCCLC assisted a client with a QCAT consumer dispute. The client achieved success, however the other party refused to pay in accordance with the decision.

Another GCCLC solicitor took the matter on for the purposes of enforcing the decision. They registered the decision as a money order in the Magistrate's Court and sent the other party a letter of demand for payment enclosing a copy of the original decision, as well as the registered order and a Statement of Financial Position.

Without needing to progress to an enforcement hearing, the company responded stating they would pay immediately. This saved the client the time and stress of needing to proceed to a hearing, and applying for a warrant to receive their money owed.



I have learned so much in the past 12 days at the centre than the four years of completing my degree and have so much respect for the lawyers and staff at the legal centre.

Tyrah Mills-Pulefale,
Griffith Community Lawyering Clinic,
Trimester 2, 2022



Well organised and very well run programme. Tanya has honed the experience in order to get the maximum learning benefit from real world issues. The clinic comprised of many, daily 'teachable moments' allowing for an full educational experience which may not necessarily be gained from an actual first job.

Anonymous,
Griffith Community Lawyering Clinic
Feedback Survey,
Trimester 2, 2022



Gold Coast
Community
Legal Centre

Phone: 07 5532 9611

Email: office@gcclc.org.au

Address:
34 Railway Street,
Southport Qld 4215

www.gcclc.org.au

Gold Coast Community Legal Centre Inc

ABN 29559147600

Annual Report - 30 June 2023

Gold Coast Community Legal Centre Inc
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30 June 2023

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General information

The financial statements cover Gold Coast Community Legal Centre Inc as an individual entity. The financial statements are presented in Australian dollars, which is Gold Coast Community Legal Centre Inc's functional and presentation currency.

Gold Coast Community Legal Centre Inc is a not-for-profit incorporated association.

The financial statements were authorised for issue on ____ October 2023.

Gold Coast Community Legal Centre Inc
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue	3	1,487,792	1,307,540
Interest revenue		7,550	179
Donations		220	6,460
Sundry Income		1,928	2,866
Preferred Supplied Legal Aid		292,551	242,437
Uni Student Placement		24,364	23,818
Expenses			
Communications		(10,254)	(11,385)
Employee benefits expense		(1,572,364)	(1,532,960)
Depreciation and amortisation expense		(19,885)	(21,001)
Impairment of assets		(14,545)	-
Finance costs		-	(1)
Occupancy		(32,462)	(34,466)
Other expenses		(109,756)	(141,240)
Surplus/(deficit) for the year attributable to the members of Gold Coast Community Legal Centre Inc		55,139	(157,753)
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to the members of Gold Coast Community Legal Centre Inc		<u>55,139</u>	<u>(157,753)</u>

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes and auditors report

Gold Coast Community Legal Centre Inc
Statement of financial position
As at 30 June 2023

	Note	2023 \$	2022 \$
Assets			
Current assets			
Cash and cash equivalents	4	913,247	816,094
Trade and other receivables	5	5,000	18,200
Other	6	674	696
Total current assets		<u>918,921</u>	<u>834,990</u>
Non-current assets			
Property, plant and equipment	7	<u>48,169</u>	<u>66,723</u>
Total non-current assets		<u>48,169</u>	<u>66,723</u>
Total assets		<u>967,090</u>	<u>901,713</u>
Liabilities			
Current liabilities			
Trade and other payables	8	82,772	79,972
Provisions	9	<u>116,916</u>	<u>128,032</u>
Total current liabilities		<u>199,688</u>	<u>208,004</u>
Non-current liabilities			
Provisions	10	<u>147,394</u>	<u>128,840</u>
Total non-current liabilities		<u>147,394</u>	<u>128,840</u>
Total liabilities		<u>347,082</u>	<u>336,844</u>
Net assets		<u>620,008</u>	<u>564,869</u>
Equity			
Retained surpluses		<u>620,008</u>	<u>564,869</u>
Total equity		<u>620,008</u>	<u>564,869</u>

The above statement of financial position should be read in conjunction with the accompanying notes and auditors report

Gold Coast Community Legal Centre Inc
Statement of cash flows
For the year ended 30 June 2023

	Note	2023 \$	2022 \$
Cash flows from operating activities			
Receipts from customers (inclusive of GST)		1,984,472	1,721,424
Payments to suppliers and employees (inclusive of GST)		(1,893,439)	(1,820,123)
Interest received		91,033	(98,699)
		7,550	179
Net cash from/(used in) operating activities		98,583	(98,520)
Cash flows from investing activities			
Payments for property, plant and equipment	7	(1,430)	-
Net cash used in investing activities		(1,430)	-
Net cash from financing activities		-	-
Net increase/(decrease) in cash and cash equivalents		97,153	(98,520)
Cash and cash equivalents at the beginning of the financial year		816,094	914,614
Cash and cash equivalents at the end of the financial year	4	913,247	816,094

The above statement of cash flows should be read in conjunction with the accompanying notes and auditors report

Note 1. 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.

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.

Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and Queensland legislation the Associations Incorporation Act 1981, the Collections Act 1966 and associated regulations, 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 2.

Revenue recognition

The incorporated association recognises revenue as follows:

Sale of goods

Revenue from the sale of goods is recognised at the point in time when the customer obtains control of the goods, which is generally at the time of delivery.

Rendering of services

Revenue from a contract to provide services is recognised over time as the services are rendered based on either a fixed price or an hourly rate.

Grant Revenue

Non-reciprocal grant revenue is recognised in profit or loss when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably. If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Donations

Donations and bequests are recognised as revenue when received.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Other revenue

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

The above notes to the financial statements should be read in conjunction with the auditors report

Note 1. Significant accounting policies (continued)

Income tax

As the incorporated association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

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.

Trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected credit losses. Trade receivables are generally due for settlement within 30 days.

The incorporated association has applied the simplified approach to measuring expected credit losses, which uses a lifetime expected loss allowance. To measure the expected credit losses, trade receivables have been grouped based on days overdue.

Property, 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:

Leasehold improvements	3-10 years
Plant and equipment	3-7 years

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

Leasehold improvements are depreciated over the unexpired period of the lease or the estimated useful life of the assets, whichever is shorter.

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

Impairment of non-financial assets

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

Note 1. Significant accounting policies (continued)

Recoverable amount is the higher of an asset's fair value less costs of disposal and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

Trade and other payables

These amounts represent liabilities for goods and services provided to the incorporated association 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.

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 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 national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. 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 tax authority is included in other receivables or other 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 tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

Note 2. 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 incorporated association 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.

Note 2. Critical accounting judgements, estimates and assumptions (continued)

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.

Note 3. Revenue

	2023 \$	2022 \$
Grants - Federal	689,195	523,157
Grants - State	768,597	734,214
Grants - GCCC	-	5,169
Sales	30,000	45,000
Revenue	<u>1,487,792</u>	<u>1,307,540</u>

Note 4. Current assets - cash and cash equivalents

	2023 \$	2022 \$
Cash at bank	153,274	26,353
Cash on deposit	749,363	781,814
Donations & Gifts Reserve Account	7,069	6,812
Debit Card	3,541	1,115
	<u>913,247</u>	<u>816,094</u>

Note 5. Current assets - trade and other receivables

	2023 \$	2022 \$
Trade receivables	21,000	18,200
Less: Allowance for expected credit losses	(16,000)	-
	<u>5,000</u>	<u>18,200</u>

Note 6. Current assets - other

	2023 \$	2022 \$
Prepayments	<u>674</u>	<u>696</u>

Note 7. Non-current assets - property, plant and equipment

	2023 \$	2022 \$
Leasehold improvements - at cost	175,480	175,480
Less: Accumulated depreciation	(131,804)	(113,015)
	<u>43,676</u>	<u>62,465</u>
Legal Office Equipment - at cost	64,773	64,599
Less: Accumulated depreciation	(60,280)	(60,341)
	<u>4,493</u>	<u>4,258</u>
	<u><u>48,169</u></u>	<u><u>66,723</u></u>

Note 8. Current liabilities - trade and other payables

	2023 \$	2022 \$
Trade payables	16,633	18,791
GST payable	44,467	39,923
Other payables	21,672	21,258
	<u><u>82,772</u></u>	<u><u>79,972</u></u>

Note 9. Current liabilities - provisions

	2023 \$	2022 \$
Annual leave	<u>116,916</u>	<u>128,032</u>

Note 10. Non-current liabilities - provisions

	2023 \$	2022 \$
Long service leave	<u>147,394</u>	<u>128,840</u>

Note 11. Economic dependency

Gold Coast Community Legal Centre & Advice Bureau Inc is dependent on the Department of Justice and Attorney-General and Legal Aid Queensland 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 Federal and State government departments will not continue to support Gold Coast Community Legal Centre & Advice Bureau Inc

Note 12. Events after the reporting period

No matter or circumstance has arisen since 30 June 2023 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

Note 13. Capital Management

Management controls the capital of the entity to ensure that adequate cash flows are generated to fund its mentoring programs and that returns from investments are maximised within tolerable risk parameters. Management ensures that the overall risk management strategy is in line with this objective.

The above notes to the financial statements should be read in conjunction with the auditors report

Note 14. Entity Details


The principle place of business is:
Gold Coast Community Legal Centre & Advice Bureau Inc.
34 Railway Street, Southport, QLD, 4215

Gold Coast Community Legal Centre Inc
Officers' declaration
30 June 2023

The committee of the registered entity declares that, in their opinion:

- the attached financial statements and notes comply with the Australian Accounting Standards - Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Act 2012 and Queensland legislation the Associations Incorporation Act 1981, the Collections Act 1966 and associated regulations;
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2023 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.



Bobbi Reilly
President

16 October 2023
November

GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC
ABN: 29 559 147 600
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC

Opinion

We have audited the financial report of Gold Coast Community Legal Centre & Advice Bureau Inc (the registered entity), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and notes to the financial statements, including a summary of significant accounting policies and the committee's declaration.

In our opinion, the accompanying financial report of the registered entity is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 (the ACNC Act), including:

- i. giving a true and fair view of the registered entity's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- ii. complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

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 registered entity in accordance with the auditor independence requirements of the ACNC Act, the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Information Other than the Financial Report and Auditor's Report Thereon

The committee is responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2023, 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.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Committee for the Financial Report

The committee of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements 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 is responsible for assessing the registered entity's ability 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 registered entity 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.

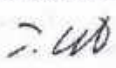
As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC
ABN: 29 559 147 600
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
GOLD COAST COMMUNITY LEGAL CENTRE & ADVICE BUREAU INC

- 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 registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity'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 registered entity 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 directors 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 our audit.

Auditor's name and signature:



Anthony John Coote

Address:

Level 4, 7 Bay Street, Southport, QLD, 4215

Dated this

12th day of October 2023