

# ANNUAL REPORT

## 2018-2019



Gold Coast  
Community  
Legal Centre

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# AREAS OF LAW





# ABOUT US

Gold Coast Community Legal Centre is a non profit community based legal service serving and assisting the Gold Coast since 1982.

## Our Vision

- Dignity, human rights and social justice for people on the Gold Coast.
- Build a just and inclusive society that values difference and diversity, and the rights of all people and their communities to the social and economic resources they need to exercise their human rights influence the development of law to recognise the needs of people who are socially or economically disadvantaged
- Assist people who would otherwise be denied access to justice, due to social or economic disadvantage, to exercise their legal rights.

## Our Goals

- Promote access to justice
- Provide free legal advice and information
- Empower people to address their legal problems
- Increase community awareness of the law
- Produce clear, easy-to-read publications

## Hours of Operation

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

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

## 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.

This year we entered into a partnership with Relationships Australia Queensland to provide services under the Elder Abuse Prevention Services. It enables us to provide legal advice, information, referral and assistance to seniors of the Gold Coast that may be experiencing elder abuse or financial exploitation.

Relationships Australia provides a case management system that includes support services for seniors such as counselling while they are receiving advice on their legal options. To be eligible for the program, the person must be 60 years or over (or 50 years over for Aboriginal or Torres Strait Islander clients) and are at risk of or are experiencing elder abuse or financial exploitation. Read more about this service on page 21.

We also provide extensive duty lawyer work in child protection and domestic and family violence detailed on page 18.

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 20.

## Outreach Clinics

The outreach clinics continue to be in high demand with numbers remaining consistently high and appointments being filled very quickly as soon as they become available. Currently the Centre offers services at six (6) different outreach clinics described in detail on pages 14-16 of this report.

## Community Legal Education

We also deliver community legal education and talks to community groups and other agencies in the Gold Coast area. Regular family law mediation information sessions are held weekly at the local Family Relationships Centre. In addition, legal staff deliver CLE talks on request to local organisations on issues including wills, powers of attorney, traffic matters, dealing with police, and consumer law. More information on our community legal education is on page 24.

## Volunteer and Pro Bono Contributions

We have community and legal volunteers who are an integral part of our service and critical in extending our vision to help the Coast's most vulnerable member's have access to legal information, referral, community education advice and casework. On pages 28-33, we detail the extensive contribution they make to our Centre.



“

I am very grateful for this opportunity and after reflecting on my time here, I have come to appreciate the necessity of community legal centres and better understand how inaccessible the law can be for certain individuals and how this is a very big problem for our society.”

Law student Alyana Maguire, Griffith University Community Lawyering Clinic 2018

# OUR IMPACT

The total number of legal advices given during the period July 2018 to June 30th 2019 amounted to 5,104 and we also completed over 1,687 legal tasks which include such things as court documents and letters.

Our duty lawyer services greatly exceeded our targets and we helped in this way with 1,337 cases where we appeared in court as a duty lawyer.

We also gave legal information and referral in over 10,200 instances.

# 3,765

**clients we helped this year**

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**59%**

(2173) identified as experiencing **domestic violence**



**72%**

(2738) were experiencing **financial disadvantage** with 8% on no income and 59% on low income



**18%**

(680) of our clients **had a disability**



# 11%



of clients had a main home language that was not English with most of those being Spanish, Mandarin, Cantonese and Japanese



# 115

(3%) clients we helped were experiencing homelessness



# 489

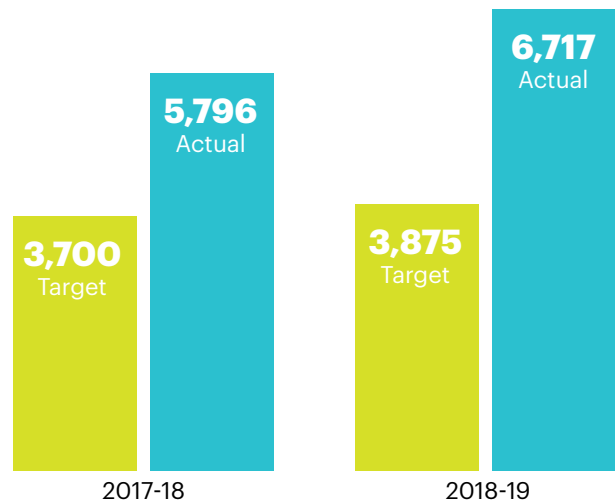
(11%) of our clients were aged over 65 and 1369 (37%) of our clients were aged between 35-49



# 91

(3%) clients identified as Aboriginal or Torres Strait Islander

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



## Legal Advices & Tasks

“

The expertise, professionalism, efficiency and personable manner of the solicitor was so uplifting. The quality of the work completed and knowledge of the processes needed to handle this matter was truly incredible.”

Client with debt issues

# MANAGEMENT COMMITTEE & STAFF

## Management Committee

President: April Vincent (1)

Vice-President: Bobbi Reilly (2)

Secretary: Joseph Whitehead (3)

Treasurer: Joe Ranieri (4)

Ordinary Member: Sunil Dutt (5)

Ordinary Member: Simone Fraser (resigned May 2019) (6)

Ordinary Member: Dennis Nettlefold (7)

Ordinary Member: Lindsey Stephenson Graff (8)

## Staff

Director & Principal Solicitor: Victoria Shiel (9)

Coordinating Solicitor: Tanya Diessel (10)

Senior Solicitor: Manny Palma (11)

Solicitor: Anne Pridham (12)

Solicitor: Amelda Schrenk (13)

Solicitor: Ian Martin (commenced 12 Nov 2018) (14)

Solicitor: Mariette Curcuruto (resigned 6 Oct 2018) (5)

Solicitor: Mark Brady (resigned 1 Jul 2018) (no photo)

Solicitor: Renee Hochstrasser (commenced 8 Aug 2018) (16)

Solicitor: Rikki-Jane Buckland (17)

Solicitor: Skye Worth (18)

Administration Co ordinator: Heather Buckley (19)

Administration and Paralegal Officer: Cassie Mallett  
(commenced 24 Oct 2018) (20)

Administration and Referral Officer: Tryll Gemparo (21)

Finance Officer: Carolyn Ashcroft (22)

*Staff pictured left to right.*





# PRESIDENT'S REPORT

Welcome to the Gold Coast Community Legal Centre & Advice Bureau Inc's Annual Report.

This year has seen a significant change in the staffing of the Centre, as an inevitable acknowledgment of the evolution of the operation.

When I first started as a volunteer 17 years ago, back in the Citizen's Advice Bureau days in Davenport St, people rang the Bureau to seek advice and information on a variety of interesting issues. Now Google does much of this helping out. We still produce the Gold Coast Community Directory in a printed version, but all of this useful local information is available online and often updated. So the type of phone calls volunteers at the reception desk dealt with at the start of the 2000's has changed considerably.

The Community Legal Centre that the Advice Bureau has evolved into, now handles a completely different set of enquiries such as domestic violence and workplace bullying or discrimination, which require a high level of training.

In addition, our Legal Centre now, of necessity, is run on a much more business-like basis. It is part of a country-wide not-for-profit business and it has stringent requirements on many levels in order to

continue receiving necessary funding. This has led to a need for more highly trained volunteers to fit in with current standards.

As the number of regular volunteers has diminished over time it became somewhat difficult to ensure that all these strict business-type standards from the Federal level down could be always imposed and monitored.

As a result of these two factors, we have had to address these continuing changes by replacing front desk volunteers with regular employees. Volunteers may still have available other opportunities to help, and of course the solicitors who assist at the walk-in Night Clinic are still invaluable.

Most of our longer-term volunteers have become Life Members so can still be in touch at many levels. Our employees have been wonderful as ever during the process and I must offer heartfelt thanks to them for their support and exceptional value to the community.

We have more or less completed the necessary changes to the building, with various aspects updated, repaired and rearranged, and it will be a great basis for our community work in the future.

On a personal level, this has been my final year as President of the Management Committee. I have been on the committee for 14 years, for several years as Secretary. It is now time to move on, and I am comfortable that I leave the Centre in extremely capable hands and in a robust financial situation. The Management Committee has been very effective, and no doubt will continue to represent the legal and more general issues of the Gold Coast community.

I wish to offer special acknowledgement to Victoria, our Principal Solicitor, for her vision of how the organisation has needed to develop, and the many requirements and demands this has necessitated.

**April Vincent**  
President



# DIRECTOR & PRINCIPAL SOLICITOR'S REPORT

A vital part of our Centre's work is to provide free and timely legal help to the Gold Coast Community with a focus on assisting those experiencing hardship and disadvantage.

During 2018-19 we assisted more people with more services than ever before and it is a testament to the dedication of the staff and volunteers that we are able to respond to emerging community need with additional services and the commitment to improve and expand our services and our networks and relationships with our communities.

This year we again have the privilege of conferring life memberships on members of our association who have made an outstanding contribution to the Centre.

I also want to acknowledge the dedication and strong leadership of our outgoing President April Vincent. April is a life member of our association and has devoted years to the Centre by volunteering on our front desk as well as providing strong governance through her roles on the Management Committee where she has served as secretary, Vice President and more recently President.

This year also saw our senior solicitor Manny Palma retire. Manny has made a significant and profound contribution to the Centre and during his time with us has helped thousands of members of the community navigate the legal system. He was a fierce advocate for his clients and a true generalist solicitor with a vast knowledge of legal issues and a tireless dedication to helping the vulnerable and disadvantaged people of the Gold Coast.

## Service Delivery Improvements and Highlights

Some of our service delivery improvements and highlights this year have been

- Establishing a much stronger presence in the Southern Gold Coast area with a new office base at the Kirra Hill Community Centre. We wish to thank the State Government for assisting with funding for the set up costs and to the City of Gold Coast for allowing us to rent our own office in an area of the Coast that has a high demand for our services.
- This year we also entered into a brokerage arrangement with Relationships Australia (Qld) to deliver specialised legal services as part of the Elder Abuse Prevention and Support Services program. Elder abuse is a growing area of need in our community and this brokerage extends our ability to help to be part of a collaborative response.
- We improved our digital presence with a new website and increased the ways for people to get in touch with us to arrange for legal help through online requests on our website and Facebook.
- We are committed to cultural safety and inclusion and have set up a cultural safety working group.
- We have continued to work in closely with other services in our area and to develop warm referral pathways into and from our service to allow us to be more responsive to community need and more accessible.

## Overview of cooperative/ collaborative activities

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

We are members of the Domestic and Family Violence Integrated Response Network, the Homeless Connect Network and the Multicultural Communities Council.

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

Our service relies heavily on volunteers and the referrals we receive from Volunteering Gold Coast allow us to have a full complement of volunteers. Heather Buckley attends the Volunteering Gold Coast Network meetings and training that they provide.

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

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

### **Victoria Shiel**

Director & Principal Solicitor



Volunteering helped me see the gaps in the legal system I hadn't ever contemplated. It also confronted me with the fact of how easy it would be to be vulnerable."

Law student Alyana Maguire, Griffith University Community Lawyering Clinic 2018

"Words can't truly express how grateful I am for all of your support, kindness, understanding and expertise that you've given."

Family Law Client

"I am appreciative of the GCCLC's role in contributing to the culture of social justice advocacy amongst law students."

Law Student Volunteer, 2019



A vital part of our Centre's work is to provide free and timely legal help to the Gold Coast Community with a focus on assisting those experiencing hardship and disadvantage."

Director & Principal Solicitor, Victoria Shiel



# COORDINATING SOLICITORS REPORT

Another year has passed and I am delighted to write my second report in this role.

As I mentioned last year, this role was created to assist the Director/ Principal Solicitor in the responsibilities of the Centre, which I moved into in August 2017.

As many of you may be aware, I have taken on responsibilities and duties within this role in assisting Victoria in making sure the Centre meets its requirements and obligations. This report is touching on some of those aspects which I have been involved in.

## Reception Volunteers

Our reception continued to be manned by a great team of volunteers, both community volunteers and law student volunteers. Our team of reception volunteers is made up of some very longstanding and committed volunteers as well as law students who stay part of the roster as long as their university commitments permit.

The gratitude and thanks which the Centre has for these volunteers is huge, in that they not only bring fresh faces and personalities to the office but also assist in helping the community either by booking appointments or providing information and referrals. Some of the feedback we receive from clients is how lovely and patient our reception was with them.

As I mentioned last year, thanks also needs to be said for adapting and your flexibility in what is required of you on any given shift, for dealing with clients first-hand in whatever emotional state they contact us in, for leading the way for our newer volunteers and helping them as they are confronted with the reality of the roller coaster that can sometimes happen even within the space of a 4-hour shift.

Please have a look at the Community Volunteer page for a detailed list of our reception volunteers

## Law Students

We have had another successful year of law students coming through the Centre, gaining not only experience for their own benefit, but also opening their eyes to the issues in the community, raising their awareness on the importance of volunteering and 'giving back' as well as the benefit they bring to the Centre by allowing us to give clients a greater service. Students are shown this part of the legal profession that they generally are unaware of before walking in our doors.

We have had an exciting year with the establishment of the student volunteer program at the Southport Domestic Violence Court. We were approached in August 2018 by the Court and asked to set something up where law students were there each morning on the information desk, helping parties who are there that day for their matter with general questions, referrals and information, as well as interacting with the Court staff, Registry, Duty Lawyers and other organisations at the Court.

I sincerely thank all the staff and volunteers who engage with the students, talk to them, share experience with them and make them feel welcome.

To see all the programs and clinics we had this year for law students, and a comprehensive list of all who attended, please read the Legal Volunteers page.

## Walk-in Night Clinic and Volunteer Solicitors

Night Clinic has been another success this year. A massive thank you to our committed team of volunteer solicitors and the law students who make our Night Clinic a success! For our volunteer solicitors who come from a variety of backgrounds and work experiences, the Night Clinic can be overwhelming and a challenge when it is not part of their usual employment duties to provide quick advice on a variety of areas of law – so your willingness and commitment to keep turning up to the standing-room-only reception and helping us give competent and quality legal advice is very much appreciated.

Have a look at the “Walk In Advice Clinic” page for more information on the night clinic and number of clients seen, as well as the “Volunteer Solicitors” page for the list and background of our volunteer solicitors

## Building, Centre upgrades and other developments

Over the last 12 months we have seen some big changes to the Centre, specifically the new roof which we aims to help minimise the stresses of heavy rain and leaking ceilings within the building. There were plenty of other additions to the internal building which have proven useful, such as the dividing wall in the student/resource room to create further office space along with the new car park signs to help ensure our carpark is used only by staff, volunteers and clients of the Centre.

We also opened our doors to our new Kirra Hill office which was set up and fit out for our solicitors to use each week to provide advice and assistance to residents of the Southern Gold Coast. This office provides a tranquil environment on the hill, overlooking the Beach, situated in a calm and peaceful community centre.

In more exciting news, we launched our new website towards the end of June 2019 which is a lovely facelift for our digital presence, with added features such as our Request a Call back aspect. This allows people to simply submit an online request for one of our staff to call them back. This provides greater access to our services by those unable to make a call, trying to contact us outside business hours and simply so we can keep up and adapt with the changes in technology.

Thank you everyone for a great year and I look forward to what the next 12 month's brings to the Centre – whatever challenges, hurdles, successes and triumphs we will see though.

**Tanya Diessel**  
Coordinating Solicitor



Despite the fact that 75 matters were scheduled to be heard yesterday (I can't even write that without feeling a sense of overwhelm) from beginning to end the experience was individualised, seamless, respectful and caring.”

Client at Specialist Domestic and Family Violence Court

“I could not get through [the legal matter] without you.”

Family Law Client

“I offer my sincere thanks to all the staff concerned who made an amazing effort to assist me in every possible way and without the valuable support I would have just given up.”

Neighbour Dispute Client

“Thank you so much for all your help and support, I still haven't stopped crying. I didn't realise it would be this hard and you made it possible.”

Family Law Client



# OUTREACH SERVICES



**1,156**

clients were seen by the Gold Coast region Outreach Services. 864 of those identified as female

Once again we can truly say that we celebrate another year of very successful collaboration with the services who very generously host our various outreach clinics by warmly welcoming us to their premises.



**491**

clients experienced domestic violence

This generosity allows us to continue to provide a service to the whole Gold Coast community, with our solicitors strategically located in areas of the Gold Coast where there is the most need for our services.



**873**

clients experienced financial disadvantage

Without the generosity of our hosting services, we would not be able to provide the coverage that we have across the entire Gold Coast region and we thank each and every one of these centres for their assistance.



**177**

clients had a main language at home other than English



**84**

clients were Aboriginal or Torres Strait Islander People



**216**

clients had a disability

## Kirra Community Centre

This outreach commenced this financial year and has been growing strongly. It is our first outreach office that we conduct ourselves and not host through another agency. It has greatly enhanced our ability to provide services to the Southern Gold Coast to help.

For those more vulnerable and disadvantage people unable to travel to our current locations due to, for example, lack of access to transport, financial hardship, and disability circumstances.

100 clients seen  
39 experiencing DV  
64 were female  
82 financial disadvantage  
9 main language not English  
3 ATSI.  
12 disability

## Nerang Neighbourhood Centre

Every Tuesday and Thursday, we are hosted by the Nerang Neighbourhood Centre at 29 Martin Street, Nerang to provide a legal service to residents of Nerang and neighbouring areas. Given its very central location, we have found that clients are able to travel to this centre to obtain assistance from many areas, with the feedback being that it is easy to access, both in terms of location, ease of parking and availability of public transport.

The longstanding relationship with the Nerang Neighbourhood Centre has proven to be mutually beneficial, with many clients of the centre being referred to our service for legal assistance and our solicitors also being able to refer clients back into the centre for counselling, foodbank, emergency crisis funding assistance and a complimentary migration advice service. The centre has also been keen to facilitate our law students on placement being in the centre and staff have gone out of their way to make them welcome in the centre.

239 clients seen  
24 experiencing DV  
116 were female  
161 financial disadvantage  
32 main language not English  
3 ATSI.  
46 disability

## Oxenford and Coomera Youth & Community Centre

Every Monday we provide an outreach service at the Oxenford and Coomera Youth Centre on Oxenford-Tambourine Road. This service has proven to be very popular with clients living in the ever-expanding upper reaches of the Gold Coast, with some coming from as far afield as Pimpama and Beenleigh, and with the service also being very popular with people living in the Eagle Heights/Mt Tamborine area as it is a relatively short journey into Oxenford.

The feedback has been that clients are appreciative of having a service located within such easy reach. Also there are many families living in this area with access to only one vehicle per household and the proximity of the centre to public transport, being well serviced by buses and adjacent to the Oxenford shopping centre, further increases the accessibility of our service.

Our location within the centre facilitates effective referrals from the centre to our service where a need is identified and we are also able to refer our clients to the many courses and support services provided to the community within the centre.

149 clients seen  
10 experiencing DV  
67 were male  
104 financial disadvantage  
17 main language not English  
5 ATSI.  
30 disability

## Palm Beach Neighbourhood Centre

Every Friday we provide advice and assistance by way of appointments at the Palm Beach Neighbourhood Centre, where, like the Nerang Neighbourhood centre, we have had a collaborative relationship for many years. This service, located in the southern area of the Gold Coast, enables us to provide assistance to people in an area where statistics demonstrate there to be a high level of disadvantage in the community and we assist many clients at this location for whom travel to our main office in Southport would prove difficult in many circumstances. As with the Nerang Neighbourhood Centre, working collaboratively with the Palm Beach Neighbourhood Centre allows us to refer our clients to the many services offered at that centre, including support programs, financial and social work counselling. Being located within the centre also allows its staff to refer clients to our service where the need is identified.

153 clients seen  
78 experiencing DV  
110 were female  
107 financial disadvantage  
17 main language not English  
41 ATSI.  
21 disability

## Upper Coomera

Every Wednesday one of our specialist family law solicitors attends at the Upper Coomera Community Centre located on Reserve Road, Upper Coomera to provide assistance to clients with family law matters, including children, property and DV matters. This service experiences a very high demand, with appointments filling very quickly as soon as our diary opens.

The availability of this service again demonstrates our centre's capacity to take services into those areas of the Gold Coast where a strong need has been identified.

64 clients seen  
50 experiencing DV  
52 were female  
50 financial disadvantage  
13 main language not English  
1 ATSI.  
9 disability

## Varsity Lakes Community Centre

Each Monday one of our solicitors is welcomed into the Varsity Lakes Community Centre on Mattocks Road, Varsity Lakes where we are provided with a space to provide our services to the local community. The demographic of this area is that it has a high density of government housing and having been identified as being of high need of services such as ours.

112 clients seen  
21 experiencing DV  
51 were female  
63 financial disadvantage  
13 main language not English  
2 ATSI.  
13 disability

## Coolangatta Library

Each Monday we have a solicitor operating out of The Strand Building at Coolangatta in a space generously provided to us by the Gold Coast City Council. This location enables us to service not only the residents of the Southern Gold Coast but also clients across the border in NSW who either have Queensland-related issues or Commonwealth law matters, such as family law. The demand for this service has been very high.

154 clients seen  
16 experiencing DV  
191 were female  
113 financial disadvantage  
16 main language not English  
11 ATSI.  
28 disability

## Coolangatta Court House

Each Friday we provide duty lawyer services at the Coolangatta Magistrates Court for people appearing in Court for domestic violence applications. This new service fills a previous unmet need for assistance and has been a very busy outreach.

93 clients seen  
93 experiencing DV  
53 were female

63 financial disadvantage  
12 main language not English  
11 ATSI.  
34 disability

## Southport Specialist Domestic & Family Violence Afternoon Service

We have been conducting a pilot of this service for since March 2017 and it fills a significant gap of assistance for urgent applications in the afternoons. The pre-existing Legal Aid Queensland enhanced duty lawyer service generally only operates for the morning civil callovers. We have developed the new service in consultation with DJAG, LAQ, and the Southport Court Registry to provide duty lawyer service for urgent listed matters each Monday to Thursday afternoons.

120 clients seen  
120 experiencing DV  
104 were female  
91 financial disadvantage  
9 main language not English  
5 ATSI.  
23 disability

## Ashmore Family Relationship Centre

The Family Relationship Centre at 207 Currumburra Road Ashmore provides us with a space which enables us to have a solicitor at the centre every Thursday, with this service being primarily focussed on family law matters, including issues of domestic violence.

In addition to providing a legal service within the centre, our solicitors form an integral part of the information sessions offered to clients of the centre who are participating in the alternative dispute resolution processes offered by the centre for their parenting matters. Our solicitors focus on providing information on the process, the consequences of likely outcomes, the legal framework on children's matters and what participants can expect to happen in court if their matter is unable to be resolved at the Family Relationship Centre. This collaboration has led to a very effective referral process between our two organisations and has proven itself to be very beneficial to parents dealing with separation and parenting issues, essentially meaning a "one stop shop" for clients.

62 clients seen  
40 experiencing DV  
46 were female  
39 financial disadvantage  
39 main language not English  
2 ATSI.  
0 disability

# WALK-IN ADVICE CLINIC

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

## Tuesday Evening Walk-In Clinic

The Centre has continued the evening walk-in advice clinic on a Tuesday evening from 5pm onwards, with no appointment necessary.

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

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

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



**432**

clients seen. 864 of those identified as female



**106**

clients experienced domestic violence



**297**

clients experienced financial disadvantage



**16**

clients had a main language at home other than English



**9**

clients were Aboriginal or Torres Strait Islander People



**68**

clients had a disability



**15**

clients were homeless



# DUTY LAWYER SERVICES

## Domestic Violence Duty Lawyer Services

### Southport Domestic and Family Violence Duty Lawyers

We have continued to deliver services at Southport 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; we are usually rostered to attend court to act as duty lawyers between two and four days each week. We are usually rostered as duty lawyers for the aggrieved person or applicant 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.

### Coolangatta Domestic Violence Duty Lawyer

We have continued to provide our services at the Coolangatta Magistrates Court each week. Every Friday we provide a solicitor to act as a duty lawyer for people attending the court for domestic violence matters.

### Urgent Afternoon Domestic Violence Support Southport Court House

Again, we have continued to provide services each Monday to Thursday afternoons at the Southport Court house providing legal advice and in-court representation to aggrieved persons (men or women) who attend at the Southport DFV Court registry requesting an urgent hearing of their application. This service fills a significant gap of assistance for urgent applications in the afternoons. The pre-existing Legal Aid Queensland (LAQ) enhanced DFV duty lawyer service generally only operates for the morning civil callovers.

## Child Protection Duty Lawyer Service

Throughout this year, the Centre has continued to take an active role in the Child Protection Duty Lawyer service provided at the Southport Magistrates Court. Four of our lawyers are able to provide these services.

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 intervention is required or whether there are any appeal options once a decision has been made.

In addition to providing advice and referrals 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 29 people at the Courthouse needing our help in this jurisdiction and 28 of these people indicated they were experiencing domestic and family violence and 21 were experiencing financial disadvantage.



# MOBILE SERVICES IN SAFE LOCATIONS



The Queensland Government sought applications from community legal centres to distribute reinstated federal funding, announced in April 2017. One of the projects funded under this process was Gold Coast Community Legal Centre's 'Mobile services in safe locations'.

The program was developed in consultation with some members of the Gold Coast Integrated Response Network, which includes the Gold Coast Community Legal Centre, specialist police, health services, Centrelink, specialist domestic violence services, housing and homelessness services, and other organisations. The consultations had identified a need for responsive legal services to be provided in the community, in places where victims and survivors of domestic and family violence feel safe. A community lawyer with extensive experience in domestic/family lawyer was appointed to the role.

This position has allowed us to work closely with other agencies and to enhance our collaborative and trauma enforced practice.

This year we opened a new outreach at a women's refuge. Skye Worth who delivers this vital work for our Centre received an award during Domestic Violence Prevention Month recognizing the work she does improving outcomes for people experiencing domestic and family violence.

## Case Study

Rachel\* and her daughter were both the subjects of severe domestic violence perpetrated by her partner John\*. The police applied for a TPO to protect both Rachel and her daughter which included only mandatory conditions. Rachel was fearful this wouldn't be enough to protect her and her daughter from John, so she submitted an Application to Vary to strengthen the conditions of the order.

Rachel was self-represented. She understood that John had opposed her application, but did not realise that she should have received a copy of his affidavit – or that she could respond to it.

Rachel requested a copy of the affidavit, read through John's submissions denying the existence of DV between the parties, and was advised she could prepare a response accompanied with evidence to support her statements. Rachel requested leave to submit the material two weeks prior to the hearing. As a result, the respondent offered to consent without admission. The matter proceeded to court, and Rachel obtained 2 years of protection for both herself and her daughter from the other party inclusive of additional conditions for her further safety.

*\*Names changed to protect the identity of the individuals.*

"We are extremely blessed to have your solicitor support our families. She has an understanding of the trauma that the women have experienced from the DFV and as a result she responds to them respectfully and sensitively. She will allow our staff to summarise the situation or provide information on their behalf, which alleviates further stress for the women when re-sharing their story. The women then share and inform as needed. We have always had excellent feedback from the clients and the staff whenever they have been engaged with her. Clients report feeling more calm, stating that the solicitor understands their experience."

*Manager of a local refuge*



# MENTAL HEALTH REVIEW TRIBUNAL

In mid-2017, the Gold Coast Community Legal Centre started working as a preferred supplier for Legal Aid Queensland in the Mental Health Review Tribunal.

Legal Aid forwards matters to the Centre and a solicitor of the Centre works on this case. This involves visiting the client at the hospital (if they are under care there) or arranging to meet with them prior to their Tribunal day.

Our solicitor represents the client at the Mental Health Review Tribunal, acting in their best interests in regards to:

- Treatment Authorities
- Forensic Orders; or
- Electroconvulsive Therapy (ECT)

Our Centre greatly appreciates the opportunity given by Legal Aid to be a part of this project and further assist the Gold Coast community.

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.

# ELDER ABUSE PREVENTION & SUPPORT SERVICE



This year we entered a new partnership with Relationships Australia (QLD) to deliver legal help as part of the Elder Abuse Prevention and Support Service. 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 dedicated case manager to provide a dedicated legal service that provides individual legal help and we also deliver Community Education and Information regarding Elder Abuse Prevention strategies.

This year this funding allowed us to help 36 people, 29 of who were over 65 with their legal issues

## Case Study

We assisted a woman in her 80's referred to us from the RAQ case manager who had noticed many unauthorised transactions on her bank accounts and withdrawals amounting to over \$10,000. She

had given her account details to a family member who used to provide informal care to her and buy groceries for her. We provided legal advice and assistance and wrote a letter on the clients behalf and were successful in having the money returned to her and also gave her advice on safeguarding her finances in future and obtaining an enduring power of attorney appointing someone she could trust.

"I was a bundle of nerves as I awaited my appointment. I was introduced to your legal adviser and my fears immediately eased. The Solicitor put me at ease and was absolutely wonderful. Nothing was a trouble for her and her kindness and patience were remarkable. My wife and I will remember her for the rest of our days, together with all the kind and pleasant staff members there. Thank you all."

*Client*



# CASE STUDIES

## Case Study 1

John\* attended Gold Coast CLC offices looking for advice regarding a debt of over \$10,000.00 owing to him. Like many pensioners, he has loaned money to Jack,\* a person he thought was trustworthy but discovered had no intention of paying him back. In this instance, the loan was for the purchase of a motor vehicle.

One of the Centre's civil-law solicitors met with John. John explained that he had already lodged an Application for a Minor Civil Dispute – minor debt – and that the matter had been decided in his favour, the decision was for Jack to pay via instalments which stopped eight months ago, Jack has not returned any of John's calls.

The Centre's solicitor suggested writing a letter to Jack stating clearly that; if he did not pay the debt in the next 7 days then the QCAT decision will be registered as a Money Order in the local Magistrates Court and this may affect Jack's credit rating. The Centre's solicitor then drafted the letter on John's behalf and sent it to Jack.

Jack failed to respond, the Centre's solicitor then assisted John with the application to register the QCAT direction as a Money Order and to file an Application and Summons for an enforcement hearing. The Centre's solicitor explained to John that if Jack failed to attend the enforcement hearing, a warrant may be issued for his arrest. The Centre's solicitor said he would also attend the enforcement hearing to assist John.

The morning of the enforcement hearing Jack paid John \$5,000.00 and signed over the title to the Motor Vehicle to John as a security on the remainder of the money.



## Case Study 2

The Centre assisted a client obtain a full refund of a handbag purchased from Lloyds Auctions. The client purchased a Louis Vuitton handbag for just over \$500 from Lloyds Auctions. The advertisement for the handbag made the representation that the bag was a genuine article. Other handbag advertisements said "replica", this advertisement didn't, as well as this handbag had a reserve price of just over \$400. Client was successful in the auction however when they collected the bag, it was apparent that it was not a genuine article. The handbag was made of plastic, had inconsistent stitching and did not have the genuine Louis Vuitton identification tag. The Centre assisted the client in obtaining a full refund of their purchase price.

## Case Study 3

Jane\* attended Gold Coast CLC offices at evening walk-in clinic with a Magistrates Court Claim against her for \$63,000.00.

One of the Centre's civil-law solicitors met with Jane. Jane is very worried and says she does not understand why she is named on this claim. Our solicitor on a brief review of the papers advised Jane that this was far too complicated to discuss at our evening clinic and arranged for Jane to attend a 1-hour daytime appointment with the same solicitor.

At the daytime appointment the solicitor was able to review the matter in greater detail. It turned out that Jane's daughter, Alice (who owned a small business ACME), was spending a year overseas and had asked her mum if she would be prepared to hold a General Power of Attorney for Alice in her capacity as director of ACME, Jane agreed. One of the documents Jane later signed was a Guarantee and Indemnity for some equipment rented by ACME.

Unfortunately, the business folded while Alice was overseas and one Creditor of ACME's engaged a legal firm to pursue the Guarantor, hence the Magistrates Court Claim against Jane.

Fortunately for Jane, the Centre's solicitor was able to explain that Jane was not the Guarantor. Our solicitor assisted Jane with the wording of a Defence to be filed with the Magistrates Court and serve on the Creditors solicitor. The Creditors solicitor responded within three days saying the application would be withdrawn and acknowledging Jane did not owe any money to the Creditor.

Jane was very happy with this result.

## Case Study 4

The Centre was successful in obtaining compensation in the amount of \$5000 being the purchase price of an engagement ring, which had been given to the other party in exchange for her hand in marriage. Following the breakdown of the relationship, the other party alleged that she had thrown the ring out of the car window while driving down the highway. We assisted the client to obtain compensation for the cost of the ring by sending the other party a letter of demand

## Case Study 5

The client, aged 85 years, first lent his adult son an amount of \$10,000 in 2014, with the son agreeing that he would begin repaying the loan by way of regular instalments, which he failed to do. The client was further coerced into giving the son another amount of \$5000 some two years later, again with an undertaking to repay the loan, this time within a period of two weeks.

The adult son made one repayment of \$50 in 2017, but only after a letter of demand was sent to him by one of our solicitors. The client was therefore now \$14,950 out of pocket to his adult son. Several other letters were sent to the adult son by our service on the client's behalf, with the son now changing his position and saying that no loan existed and that the money advanced to him was by way of gift, not two loans.

Our centre then assisted the client to take the matter into the Queensland Civil and Administrative Tribunal, which resulted in an order that the adult son repay to our client the monies owing. The son refused to do so and in fact filed an application in QCAT seeking to appeal the decision of the original member. That attempted appeal was rejected by QCAT and the original decision was affirmed. Further correspondence to the son demanding that he comply with the order of QCAT has been ignored and the client is now faced with having to enforce the QCAT decision in the Magistrates Court, surely to be a lengthy process which will be slowed further by the son's refusal to acknowledge that he owes his father money and showing scant regard for his father's financial hardship suffered as a consequence of generously lending his son money, with the purpose being to enable his son to buy a property and secure his future; something which was done whilst jeopardizing his own father's financial security in the process.

The matter received media attention in the Gold Coast Bulletin and serves to highlight just what a problem elder financial abuse at the hands of adult children can be and unfortunately it is typical of many such matters which come to our attention and in which we make every effort to assist.

*\*Names changed to protect the identity of the individuals.*





# COMMUNITY LEGAL EDUCATION

Community Legal Education provides information, skills and direction for people with a view to early resolution and solution of legal problems and helping people be better aware and informed of their rights and obligations.

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

Highlights of our community legal education this year included:

- a) We presented a webinar to our sector colleagues on **“Assisting respondents in domestic violence matters”**  
Working effectively with respondents is a key part of keeping aggrieved parties safe in domestic violence matters, ensuring the smooth operation of DV courts, and helping to effect change in this area. Many community legal centre staff are working as DV duty lawyers; other CLC staff and volunteers are advising clients about DV matters and may need to develop these skills quickly
- b) We also presented a webinar on **“Practicalities of parenting matters with Child Safety involvement”** The interrelationship between family law and child protection. Where there have been allegations of serious child abuse in family law matters, the Department of Communities (Child Safety) may intervene, which can have a significant impact on the final determination of the matter before a family law court.  
In this presentation, Rikki-Jane Buckland and Skye Worth, Solicitors outlined the jurisdictional and procedural aspects involved in these special family law matters, what to expect if the matter proceeds to the Magellan program, and how to advise your clients accordingly
- c) We attended the Palm Beach Neighbourhood Centre to give a speech on **International Women’s Day** to bring awareness to legislative changes affecting Women in the Law. The talk heavily focussed on new laws surrounding Domestic Violence, and Child Protection – and how these affect women in our community.
- d) **Regular community legal education** in partnership with our local Family Relationship Centre. Our solicitors provide information to parents and grandparents considering mediation in relation to children. We deliver the legal component of the session and mediators provide information and resources on family dispute resolution.
- e) We deliver several **community legal education sessions** at Universities targeted at students in relation to the history, role and ongoing need for community legal centres as well as the importance of volunteering and giving back to the community once students enter the legal profession.
- f) We also deliver an **annual talk to Probus Clubs** and the Queensland Justice Association.

We also are regular participants in various community events which take place on the Coast. Please refer to the Community Engagement page to find out about what events/activities the Centre has been involved in.

# LIFE MEMBERS 2019



## Liz Aldous

Liz joined us in April 2017. She says she was motivated to volunteer at GCCLC “because I wanted to assist and give back to the community.” She says “GCCLC do everything they possibly can to assist in many area of the law, whenever they can. I really enjoy meeting and working with some wonderful young students and seeing just how much they will contribute to our society in years to come.”



## Chris Davies

Chris joined us in June 2017. He says he was motivated to volunteer at GCCLC “because GCCLC provide excellent and flexible assistance to those who seek legal services and are unable to access justice, due to the many limitations that prevent them from doing so. I wanted to participate in making a positive impact on the Gold Coast community.”



## Tony Land

Tony joined us in 2014. He says he was motivated to volunteer at GCCLC “because I wanted to do something I feel is important for the community in supporting my local CLC.” Give Tony a coffee and a person he can help and he will be happy.



## Lesley McCaw

Lesley joined in 2008. She says she was motivated to volunteer at GCCLC “because I believe it’s important to always help others whenever you can. Volunteering is an excellent way to learn new skills and to make new friends.”



## Di Smith

Di joined us in July 2014. She says she was motivated to volunteer at GCCLC “because I enjoy the opportunity of being able to assist disadvantaged people within the community. Thank you for taking me on as a volunteer – I get so much fulfillment from it.”



I just wanted to let you know what a relief the help has been and that I am deeply grateful. Thank you very much for this service being available to those of us who are in a less fortunate position, and for the opportunity to access such a professional service.”



# COMMUNITY ENGAGEMENT

Our Centre is dedicated to being involved in local community events and showing our commitment to supporting services, like ourselves, which aim at helping and bringing awareness to issues within the community.

During this year, staff and volunteers of the Centre attended various events over the Gold Coast, promoting the Centre, providing information about our services and access to free legal advice as well as creating networks and relationships with other organisations.

## NAIDOC Day

We attended Naidoc Day and invited attendees to draw pictures and name inspiring women in their life as part of the theme "because of her, we can".

## Homeless Connect

In August 2018 we attended the Homeless Connect Day held at Metricon Stadium. The Centre had a stall set up to provide information about the Centre to attendees of the event, as well as network with other services for future collaboration and referral pathways.

This day is held every year to bring awareness to homelessness on the Gold Coast. Services, organisations and businesses attended the event to provide information, referrals and on-the-day services (such as hair cuts and food available) for attendees of the event seeking help with homelessness issues.

## International Café

We attended this exciting and vibrant event that celebrates cultural diversity and celebrates the many cultures that make up the Gold Coast Community with performances, information and presentations.

## Seniors Expo

We participated in the expo at the Varsity Lakes Community Centre during seniors week along with our partners from [Relationships Australia Qld](#) and gave information and referrals and promoted our new joint service providing elder abuse prevention and support to the community.

## Aveo Open Day

Two of our staff attended the Seniors Open Day at AVEO and gave information, referral and raised awareness of the work and services we offer to senior members of the community.

## Meet, Greet and Eat

Members of our team are always happy to attend these great events by the [Multicultural Communities Council Gold Coast](#)! Thanks for all the great work you do in the community and for inviting us along to Meet, Greet and Eat!

We attended various Meet, Greet and Eat opportunities throughout the year which allowed the Centre to network with different organisations and cultural groups and inspire members of such communities to seek assistance for legal matters. In particular, a focus was placed on encouraging more awareness about domestic violence and we established contact points at the Centre where vulnerable people could seek assistance.



## Legal Walk

Our team of staff, volunteers and law students were excited to participate in the [LawRight Qld Legal Walk](#) departing from the Southport Magistrates Court. We're excited to support such a great not-for-profit organisation that has helped many of our clients

This walk involved an early morning gathering at the Southport Courthouse where the walk began, heading towards the broadwater and back to the courthouse to raise awareness for Domestic Violence. Participants from local domestic violence organisations, legal staff and Domestic Violence Court staff and Magistrates took part in this event.

## Varsity Lakes Seniors Expo

In August 2017 we attended a senior expo at one of our outreach locations and Varsity Lakes Community Resource to promote and inform about the free services we provide for Gold Coast Seniors on the southern end of the Coast. Lots of information about other help and resources for people in this part of the Coast was available.

## Gold Coast Multicultural Network

This year we continued our relationship and collaboration with the Gold Coast Multicultural Network who supports the various multicultural communities around the Gold Coast. The network helps to bridge the gap between different communities and encourage greater diversity through various events, network meetings and education opportunities.





# LEGAL VOLUNTEERS

The Centre has numerous legal volunteers throughout the year who work with the solicitors and clients of the Centre to enhance the free legal services we provide to the community. Legal volunteers are a group of Volunteer Solicitors and also Law Students.

## Law Students

Throughout the year, our Centre facilitates law students who seek to gain further experience in the practical side of the law whilst they are still completing their university degree. One of our solicitors Tanya Diessel co ordinates, recruits 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;
- Any other task a solicitor deems appropriate based on a student's capabilities.





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 set up a subject through Griffith University where 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.

## Night Clinic Volunteers

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

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

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

## Southport Domestic Violence Court Volunteers

In August 2018, the Southport Domestic Violence Court asked the Centre to establish a team of law student volunteers who can work on the information desk on Level 1 of the Southport Courthouse, at the information desk for the Domestic Violence Court. A team of volunteers were recruited, trained and welcomed to this new project. Volunteers have continued to work on the information desk at the Court since then, working in a small team on a rostered basis on Monday to Thursday mornings.

They are responsible for marking parties off as they arrive, providing information and referrals to parties, informing the Court of matters which are ready to be heard as well as any important information about parties plus many more duties, including working with the duty lawyers, court registry staff and other organisations part of the Domestic Violence Court.



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

## Clinical Placement Subject

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

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.

## Bond Community Law Clinic

This clinic operated for the first time last year, commencing June 2015 and is organised through Maria Nicolae from Bond University in liaison with Tanya Diessel. This clinic allows for 4 students to volunteer one day a week at the Centre and isn't part of their studies but on a voluntary basis. This clinic was established to be able to provide further opportunities for Bond University law students to volunteer and gain practical experiences, as well as to be able to create a greater service available to our clients which can be provided during the clinic.

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



I am appreciative of the GCCLC's role in contributing to the culture of social justice advocacy amongst law students.

Law student volunteer, 2019

## Law Student Placements 2018-19

### Clinical Placement Subject

Abdallah Hani	Oct-Nov 2018
Alexandra Oyarce	Oct-Nov 2018
Olivia Delinicolis	Oct-Nov 2018
Samantha McKenna	Oct-Nov 2018
Albert Nguyen	Feb-Mar 2019
Isabella Phillips	Feb-Mar 2019
Maddison Abela	Feb-Mar 2019
Shora Amini	Feb-Mar 2019
Tharushi Mitiyamulle	Feb-Mar 2019

### Domestic Violence Court Volunteers

Dalila Allen	Aug-Dec 2018
Eleanor Meany	Aug-Dec 2018
Ella Scoles	Aug-Dec 2018
Emily Humphreys	Aug-Dec 2018
Emma Post	Aug-Dec 2018
Hannah Marchmont	Aug-Dec 2018
Jodie Layzell	Aug-Dec 2018
Jordan Koningham	Aug-Dec 2018
Justine Booth	Aug-Dec 2018
Olivia Goodsell	Aug-Dec 2018
Sarah Penfold	Aug-Dec 2018
Stebin Sam	Aug-Dec 2018
Taylor Smith	Aug-Dec 2018
Telekah Anderson	Aug-Dec 2018
Brandon Shiel-Butera	Aug-Dec 2018
Sharmaine Moore	Aug-Dec 2018
Eleanor Meany	Jan-Jun 2019
Emilia Jovic	Jan-Jun 2019
Emily Humphreys	Jan-Jun 2019
Jayson Cooke	Jan-Jun 2019
Jodie Layzell	Jan-Jun 2019
Maddison Abela	Jan-Jun 2019
Meg Farmer	Jan-Jun 2019
Olivia Goodsell	Jan-Jun 2019
Patricija Nedeljko	Jan-Jun 2019
Safia Alami	Jan-Jun 2019
Sharmaine Moore	Jan-Jun 2019
Telekah Anderson	Jan-Jun 2019

## Community Lawyering Clinic

Amanda Seymour- Skinner	Nov 2018
Garnik Martirosian	Nov 2018
Natasha Sanders	Nov 2018
Niussha Soltanpour	Nov 2018
Alyana Maguire	Jul-Nov 2018
Bilal Malick	Jul-Nov 2018
Grace Bell	Jul-Nov 2018
Marissa Norris	Jul-Nov 2018
Sara Taylor	Jul-Nov 2018
Sharntiesha Hogan	Jul-Nov 2018
Thomas Finn	Jul-Nov 2018
Adrienne Peers	Feb-Jun 2019
Anastasia Kolesnikova	Feb-Jun 2019
Charlotte Fitzgerald	Feb-Jun 2019
Christine Mitchell	Feb-Jun 2019
Jarrad Eccles	Feb-Jun 2019
Robyn Little	Feb-Jun 2019
Braydon Poacher	Mar 2019
Kasia Troczynski	Mar 2019
Malorie Mosher	Mar 2019
Millie Jones	Mar 2019
Bernadine Lai	Jun-Jul 2019
Chasely Kern	Jun-Jul 2019
Cheryl Chiung-Wen Chang	Jun-Jul 2019
Jaslene Bhui	Jun-Jul 2019

### Night Clinic volunteers

Antonia Ghattas	Jun-Dec 2018
Brandon Shiel-Butera	Jun-Dec 2018
Lachlan Robb	Jun-Dec 2018
Lydia Ross	Jun-Dec 2018
Maree Racki	Jun-Dec 2018
Nicholas Rossi	Jun-Dec 2018
Olivia Woods	Jun-Dec 2018
Tara Byrne	Jun-Dec 2018
Vincent Pignalosa	Jun-Dec 2018
William Teao	Jun-Dec 2018
Alyana Maguire	Jan-Jun 2019
Bridget Barford	Jan-Jun 2019
Casey Roche	Jan-Jun 2019
Jayson Cooke	Jan-Jun 2019
Maddison Abela	Jan-Jun 2019
Maree Racki	Jan-Jun 2019
Olivia Woods	Jan-Jun 2019
Patricija Nedeljko	Jan-Jun 2019
Tara Byrne	Jan-Jun 2019



The experiences which I had at the GCCLC are invaluable and will no doubt shape not only my future legal career but also aspects of my personal life."

Law student Charlotte Fitzgerald, Griffith University Community Lawyering Clinic 2019



# VOLUNTEER SOLICITORS

To assist in the running of the Tuesday evening walk-in clinic, we have volunteer solicitors come provide advice and assistance to clients attending the Centre. Most of these solicitors work during the day at their own place of employment, and volunteer their time at the Centre as a way of giving back to the community. Our volunteer solicitors bring a variety of knowledge and experience to the Centre which helps expand the services we can provide the community outside of business hours.

#### **Volunteer Solicitors for 2018-19 evening walk-in clinic**

Dennis Nettlefold, Retired Solicitor / Volunteer Solicitor  
Commenced volunteering May 2017

Joe Whitehead, Volunteer Solicitor  
Commenced volunteering June 2017

Chris Barron, Solicitor at Collas Moro Ross  
Commenced volunteering January 2018

Jeremy Brown, Associate at Mathews Hunt Legal  
Commenced volunteering June 2018

“

It is the most practical course I have completed in my degree so far and am so thankful to Tanya and Griffith for allowing us to do this during our degree.

Law student Grace Bell, Griffith University Community Lawyering Clinic 2018

“

I would like to thank the GCCLC for organising the placement and being so supportive throughout and going to every possible length to make this the enjoyable and valuable experience that it is.”

Law student Thomas Finn, Griffith University Community Lawyering Clinic 2018

# FUNDING SOURCES



Australian Government  
Attorney-General's Department



Queensland  
Government



CITY OF  
**GOLDCOAST.**

*Relationships Australia®*



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

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

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

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

We received payment from Legal Aid Queensland for our provision of the Domestic Violence Duty Lawyers Services 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 receive funding from Bond University and Griffith University to place students at the Centre as part of a clinical education course run by the University.



The Centre currently has around 20 community volunteers who each give at least 4 hours of their time at the Centre each week this year. Volunteers are critical to our Centre and their support and contribution is invaluable in helping us reach out and help as many Gold Coast residents in need as we can.

This year we made the hard decision to no longer utilise volunteers in this front desk role post July 2019 due to the increasing complexity of legal issues and the need for the role to be filled by paid employees with training in referral pathways, trauma informed practice and the reporting and compliance requirements.

The roster of willing volunteers consists of a variety of people. Their ages vary, along with their lifestyles, personalities, backgrounds and experiences. Each volunteer brings something new to the Centre.

During their busy shift they deal with the community through constant phone calls and also people who walk into the office seeking advice. The volunteers book appointments for clients manage the solicitors' diaries and also provide general community advice and referrals to other community legal centres, departments and organisations.

All volunteers participate in professional development sessions on a regular basis to ensure they are kept up-to-date with administrative changes, law reforms and community updates. Since the volunteers are the first contact the public has with the Centre, they must ensure they are up-to-date with the Gold Coast.

Each volunteer is greatly appreciated and constantly praised for their time and efforts into helping the Centre operate to the best of its ability.

## Community Volunteers 2018-19

Rae Devlin	Joined 1990
April Vincent	Joined 2002
Susan Garrett	Joined 2002
Barbara Price-Ellingham	Joined 2008
Eve Baker	Joined 2008
Diane Smith	Joined 2014
Sue Douglas	Re-Joined 2015
Patricija Nedeljko	Joined 2016
Chris Davies	Joined 2017
Leanne Ryan	Joined 2017
Liz Aldous	Joined 2017
Tony Land	Re-Joined 2017
Lesley McCaw	Re-Joined 2017
Amanda Fayad	Joined 2018
Casey Roch	Joined 2018
Claire Drake	Joined 2018
Emilia Jovic	Joined 2018
Jayson Cooke	Joined 2018
Keeley Marshall	Joined 2018
Marie Kelly	Re-Joined 2018
Meg Farmer	Re-Joined 2018
Mirian Fernandez	Joined 2018
Monique Brown	Joined 2018
Safia Alami	Joined 2018
Siobhan Bishop	Joined 2018

## Volunteer of the Month 2018-19

Olivia Woods	August 2018
Jayson Cooke	September 2018
Keeley Marshall	October 2018
Safia Alami	October 2018
Siobhan Bishop	November 2018
Maree Racki	December 2018
Antonia Ghattas	January 2019
Emilia Jovic	February 2019
Claire Drake	March 2019
Tara Byrne	April 2019
Casey Roche	June 2019





**DIGNITY,  
HUMAN  
RIGHTS  
& SOCIAL  
JUSTICE  
FOR PEOPLE  
ON THE  
GOLD COAST**





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Legal Centre**

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