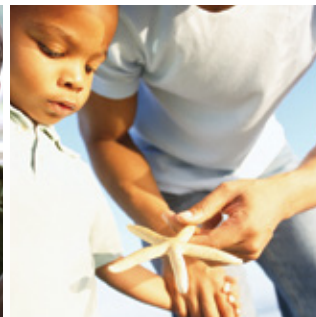
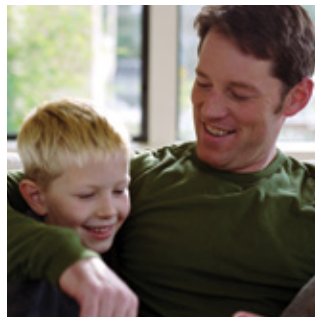


2016-2017



ANNUAL REPORT

GOLD COAST COMMUNITY LEGAL CENTRE
& ADVICE BUREAU INC.



Dignity, human rights and social justice

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ABOUT US



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

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

Description of Services

The Gold Coast Community Legal Centre & Advice Bureau Inc is a generalist legal Centre, providing assistance, advice and advocacy across a wide variety of areas, including but not limited to family law, 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 on pages 19 and 20.

Due to an increased need for assistance in areas of family law, family violence and child protection our work in this area has expanded considerably as detailed on pages 19 and 20.

This year we have commenced 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 pages 21.

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 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.

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 eleven (11) different outreach clinics described in detail at page 16 and 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 to 32 we detail the extensive contribution they make to our Centre.



OUR ORGANISATION



MANAGEMENT COMMITTEE & STAFF

Our Centre is made up of a diverse range of staff and volunteers who help provide the community the services which the Centre offers. We have a fantastic management committee who work all year round to make decisions to ensure the Centre operates to the best of its ability based on resources, staffing, funding and changes in the community.



APRIL VINCENT
President



JONATHAN FLANNERY
Vice-President



BOBBI REILLY
Secretary



JOE RANIERI
Treasurer



LACEY BLOW
Ordinary Member



COUNCILLOR DAWN CRICHLLOW OAM
Ordinary Member



SIMONE HOEFT-MARWICK
Ordinary Member



SHELLEE SMITH
Ordinary Member

Our staff are continuously working hard to meet the community needs in regards to free, front line, grass roots legal advice and assistance. All staff share a common value of wanting to help the most vulnerable and disadvantaged in the community and they work together to achieve this shared goal.



VICTORIA SHIEL
Director & Principal Solicitor



MANNY PALMA
Senior Solicitor



RIKKI-JANE BUCKLAND
Solicitor



TANYA DIESSEL
Solicitor



ANNE PRIDHAM
Solicitor



AMELDA SCHRENK
Solicitor



SKYE WORTH
Solicitor



HEATHER BUCKLEY
Administration Co Ordinator



TRYLL GEMPARO
Administration and Referral Officer



VICKI HALL
Finance Officer

APRIL VINCENT

President, Gold Coast Community Legal Centre & Advice Bureau Inc.

Welcome to the Gold Coast Community Legal Centre & Advice Bureau Inc.'s Annual Report. It has been a year of great change and activity for the Centre.

The main change was the relocation from rented premises in Bay Street to the new location, a disused kindergarten, provided by Gold Coast City Council – special thanks to Councillor Dawn Crichlow for her efforts on our behalf.

The old kindergarten is being let to us at a peppercorn rental, and while there were considerable costs involved in relocation and renovation, this is more than offset by the savings in rental costs, which will be ongoing.

The staff worked incredibly hard through the changeover to ensure a seamless transition, particularly Principal Solicitor, Victoria Shiel, and Tanya Diessel, who were the hands-on site contact and supervisor for many months, in addition to her normal workload. Even Tanya's parents were dragged in and helped in many ways.

The extra space has allowed us to become a real centre for community aid groups, with a number of allied organisations taking advantage of the available space, including Tenants Queensland (QSTARS), Tax Help and Volunteering Gold Coast.

The outdoor area with trees and gardens is a bonus for all.

Funding for the Centre is a continuing issue, with a large number of community groups chasing a shrinking pool of funding. We have been fortunate to have maintained funding from Federal sources which was under greatest threat, and have received additional funding to target Domestic Violence and the Mental Health Tribunal, which has enabled us to provide additional hours of legal services in these crucial areas.

Special mention is due to the efforts of Principal Solicitor, Victoria Shiel for her tenacity with regard to the implementation of systems, policies and procedures to ensure compliance with the NACLC (National Association of Community Legal Centres) requirements. Without this compliance, which is quite rightfully required to monitor appropriate standards of operation – Health & Safety, employee relations, conflict of interest, multicultural sensitivities, etc – Federal funding would be problematic.

And once again I wish to give special thanks to the volunteers who work at the reception desk and answer the phones. Without their efforts the Centre could not function as it does. We are fortunate to have a real mixture of age and experience, leavened by the young law students who relish the opportunity to have some real world experience of the daily problems faced by the community.

The 2017 Gold Coast Community Directory is a truly valuable community asset, available online and still as a paper document printed by the Council; thanks to all who make it possible.

At the end of my first year as President, I would like to acknowledge the continuing input and guidance over the years of the previous President, Jonathan Flannery. The Committee has seen some changes and membership turnover. As always, thanks must go to the community-minded individuals who give us their time and expertise to ensure ongoing oversight of our organisation, and promote its worth to the Gold Coast.

Thank you.

April Vincent
President



VICTORIA SHIEL

Director & Principal Solicitor, Gold Coast
Community Legal Centre & Advice Bureau Inc.

This has been another busy and rewarding year of work at our service.

It is now over 33 years this year since Connie Gill started the Citizens Advice Bureau in a small room at the Council Chambers and with a small band of dedicated volunteers began assisting the Gold Coast community. So much has happened and changed since then, both on the Coast and within our organisation, but I am proud to say that our core focus of informing and assisting the Gold Coast Community lives on. It is a significant achievement that we have been in existence for 30 years and a source of pride for the thousands of people helped, educated, empowered, protected, guided and sometimes simply listened to and befriended over that time.

The Gold Coast Community Legal Centre & Advice Bureau inc continues to go from strength to strength, with increasing and diversified legal services to clients being provided despite the funding constraints that we have experienced and will likely experience in the future. We have a strong presence at the Specialist Domestic & Family Violence Court providing duty lawyer services.

This year we have commenced work appearing before the Mental Health Review Tribunal and as a result have increased the services we provide to those in our community experiencing mental health issues.

We have strong networks in the community and our membership of interagency groups such as Homeless Connect, Multicultural Communities Council, Gold Coast Elder Abuse Taskforce and domestic violence interagency network ensure that we are working closely with other agencies to better help our clients and ensure we can be part of systemic changes as well in shaping better outcomes for the Coast as a whole.

All staff and volunteers are to be commended for their dedication to this service and to the community at large and I would not have been able to do this job without the support of each and every one of them.

We are very fortunate to have an exceptional team of solicitors working at the Centre who never fail to impress me with their commitment to social justice and increasing access to justice and legal advice, assistance and casework for the Gold Coast Community.

This year we were extremely fortunate to be able to move from private commercial premises to a building and gardens owned by the City of Gold Coast. The vision and initiative of Councillor Dawn Crichlow OAM made this possible and it means not only significant cost savings but also a much larger building with a beautiful garden and a building much better suited to our needs and able to accommodate more staff and volunteers.

Victoria Shiel
Director & Principal Solicitor





ACKNOWLEDGMENT OF FUNDING SOURCES

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

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

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

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

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

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

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 universities.



Australian Government
Attorney-General's Department



**Queensland
Government**



**CITY OF
GOLD COAST.**



NEW PREMISES



This year we undertook the massive task of fitting out our new building and relocating. Thanks to the generosity of Councillor Dawn Crichlow OAM, we were provided an old child care centre to fit out and move our Centre into.

This was a fantastic opportunity as the new premises would provide a larger office space to cater for our growing centre, as well as a lovely, open yard space to create a welcoming, community centre feeling to clients attending.

The initial stages of the fit-out was provided by Skilled Australia, where labour was provided free to the Centre by tradesmen, under supervision, undertaking their qualifications. The remainder of the fit out and specialist trades were sought and successfully completed the necessary parts of construction to enable the Centre to relocate in December 2016.

The new premises provides the Centre a great hub to operate out of. There is an increased number of offices, as well as an increase in file storage space, reception space, additional areas to hold meetings and conferences as well as a designed student/resource/training area, larger fully-equipped kitchen, a separate kitchenette, more bathrooms, shower facilities, separate staff room and general larger building size than we previously occupied.

In addition to the expansion in premises size, the Centre has been able to add other features which were not previously available, such as more enhanced security cameras and systems, duress alarms, more privacy and safety procedures, private/separate waiting areas for vulnerable and distraught clients, security locked filing and storage room, more parking spaces and a beautiful garden to create a relaxed and peaceful setting.

The Centre successfully relocated to the new building on the 19th December 2016 and commenced operating at full capacity in the New Year after the Christmas break.

There were many hours upon hours which went into this fit out and relocation, with many people involved in ensuring out deadlines were met.

The Centre would like to show its gratitude and thanks to the following people and businesses for their assistance in helping us get into our new premises:

Councillor Dawn Crichlow OAM

Provided the premises as well as funding for some aspects of the fit out

Skilled Australia

Provided free labour for the initial stages of the fit out.

Lyn and Steve Diessel

Went above and beyond by volunteering their time for many days and weekends, providing tools, materials, ideas and assistance in completing construction and electrical works, completely free of charge. Any "odd-job" which needed doing they would complete, as well as larger jobs such as paving the footpath in the garden. They drove all over the Gold Coast to pick up supplies and drop off to the premises to save on delivery costs as well as doing trips to the waste refuge centre with rubbish from the site. Additionally, they donated all the plants and labour involved in the garden/landscape and visited every other weekend to mow and garden, as well as clean out gutters, at no cost, until a landscape company was engaged to take over. They assisted in cleaning the building after construction was complete.

Cush Electrical: Daniel Cush

Engaged to provide all the electrical work for the fit out. Daniel went well above and beyond for the Centre. Daniel not only provided the electrical work, but arranged for all related works with security and phone electronics to happen, taking that task off us and he instead organised which helped us with managing all the work which needed to be done. Daniel spend a lot of time at the Centre helping meet our deadlines as well as providing more labour and materials at little to no cost to assist with the centres deadlines and budget.

NPR Plastering: Nathan Robson

Engaged to undertake all the plastering work required throughout the premises. Whilst Nathan was a contractor engaged to do the work, he went above and beyond in providing assistance on weekends and after hours, at no extra cost in labour or materials, to help get the work completed.

Macdesign Painting Services: Ken and Shawn McDonald

Engaged to provide all the painting throughout the building. Whilst they were contracted to provide these services, they provided more than what was expected in working with us to ensure the works were completed by a certain date and help out above what was expected of them.

AFTER



BEFORE

THANK YOU
TO ALL WHO ASSISTED IN
HELPING US GET INTO OUR
NEW PREMISES!

Dave Fahey

Provided all the paint for the premises to us free of charge. Dave was unable to undertake the labor but wanted to help/contribute in some way so provided paint from Luxury Paints in Nerang which saved the Centre funds and was greatly appreciated. This was arranged for us through Councillor Dawn Crichlow.

Davey Electrical & Air Conditioning: Geoff Davey

Engaged to provide and install the air conditioning throughout the building. Geoff was very helpful in sourcing the cheapest, yet good quality, air conditioning systems which would work with the set-up of the power supply to the premises. Geoff was very accommodating to our deadlines and continued to work with us into the New Year to ensure the system was working well.

Allied Pickfords Burleigh Heads: Fiona Davey

Fiona provided the Centre with free moving boxes, wrapping paper, labels and packing tape. Fiona is the wife of Geoff Davey (who supplied the air conditioning) and after hearing our story and what we do for the community, donated a car full of moving supplies to assist us.

Award carpets: Stuart Viall

Provided all the carpet and flooring throughout the premises. Stuart went above and beyond for the Centre, constantly visiting the site to check how things were running and what could be done to help as well as sourcing the cheapest, yet good quality, carpet for the Centre.

Hire-a-Hubby: Paul Chatterton

Engaged to undertake construction works after we moved into the building – finishing off odd jobs. Paul was very accommodating in no job was too challenging for him.

M4S Security

Engaged to install and provide a security system, alarm system and cameras through the building, both interior and exterior and provide monitoring services.

Netlogyx: Neil Frick and Glen Waterford

Engaged with them to undertake the work involved in moving the Centres IT systems from the old premises to the new premises, also providing updated software and services.

Admin Telco One: Graham Stone

Engaged with them to undertake the work involved in moving the Centres phone systems from one premises to the next, with minimal downtime. Also provided new handsets and set up the new (cheaper) phone service provider contract.

MR Removalists: Mike

Engaged to provide removalists services in moving larger items of furniture and office equipment from one premises to the other.

SJM Plumbing

Provided all the plumbing works for the premises, both bathroom, kitchen and exterior pipes.

Goldco Security Pty Ltd

Engaged to provide the security screens installed around the exterior of the premises.

Ultratint

Engaged with them to provide the window tinting both on the exterior windows of the premises as well as the interior frosting between offices.

Platinum Contractors

Engaged to undertake some construction works as needed

Grant Jones

Engaged with Grant to provide tiling work for the bathrooms. Grant worked within out budget and timeframe to provide a professional finish.

NEW PREMISES



BEFORE



OUTREACH SERVICES



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. 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.

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.

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 296 clients at this outreach service.

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.

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 523 clients at this outreach service.

Oxenford and Coomera Youth and 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.

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 212 clients at this outreach service.

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.

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 49 clients at this outreach service with the relatively low number of clients being a result of the centre being closed for refurbishment for a large part of the financial year.

Studio Village Oxenford

This outreach service, re-established last year after a long hiatus, is now fully operational and we have been welcomed into the centre to provide a specialist service in family law, covering children, property, child protection and domestic violence matters. This service is provided by one of our solicitors who assists in family law matters, including domestic violence, exclusively.

The service is proving very popular and in very high demand, clearly demonstrating the dire need for such services in the area and the feedback from the centre staff has been that clients are pleased that we are back and operating from the centre.

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 238 clients at this outreach service.

Coomera Community Centre

We are fortunate to be offered a room in this house that was donated to the community. We provide a generalist advice clinic here each Wednesday. The Coomera Neighbourhood Centre is located at 65 Beattie Rd, Coomera. The centre features family, meeting and counselling rooms, a children's play area, baby change facilities and a kitchen. Bookings for Coomera Neighbourhood Centre are managed by Oxenford & Coomera Community Youth Centre

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 173 clients at this outreach service

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.

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 187 clients at this outreach service.

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.

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 183 clients at this outreach service.

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.

In the 15 months from 1st January 2016 to March 2017 our solicitors have seen 278 clients at this outreach service.

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.

Since it began in September 2016 we have assisted 101 clients at the Courthouse.

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.

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.

WALK-IN ADVICE CLINIC



Walk-In Advice Clinic gives 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 alongside volunteer solicitors.

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.

"I volunteer to give back to the community and help people. GCCLC helps vulnerable disadvantaged people."

Diane, Community Volunteer

"I was motivated to volunteer at the Centre because I am very much Community Legal Centre oriented. They serve the doctrine of; Justice should be accessible to all – not only to those who can afford it. Working at GCCLC has been a wonderful experience. All the staff are friendly, have generously assisted me from the very first legal session I attended and have always made me feel one of the team. GCCLC offers the Gold Coast community legal advice and – where necessary – on-going casework from very experienced and approachable legal practitioners."

Julie-Ann, Volunteer Solicitor

DOMESTIC VIOLENCE DUTY LAWYER SERVICES & INTERAGENCY COLLABORATION

This year we continued to provide domestic violence duty lawyer services and expanded our service to also include an afternoon duty lawyer service Monday to Thursday at Southport Court and a service each Friday at the Coolangatta Courthouse.

We are very pleased that the specialist domestic violence court trial at Southport Magistrates Court has now been made a permanent Court.

We deliver services at Southport 5 days a fortnight 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, as opposed to the respondent..

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

In July 2016 we introduced a new service at the Coolangatta Magistrates Court. Each Friday we provide a solicitor to provide duty lawyer services for people attending the court for domestic violence matters.

Urgent Afternoon Domestic Violence Support Southport Court House

Since March 2017 we commenced a new service 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. The new service was developed in consultation with DJAG, LAQ, and the Southport Court Registry.

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 weekly meetings at the Specialist Court and value the role as an opportunity to work together for systemic change and innovation.

We were part of a 6 month trial with the Court, Domestic Violence Prevention Centre and Women's Legal Service to provide video conferencing as an option for the most vulnerable applicants as a way to increase their safety.

We became 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 Coast.

"I wanted to do something else apart from studying and university work and I thought volunteering at a Community Legal Centre would be a great experience."

Patricija, Law Student Volunteer

CHILD PROTECTION DUTY LAWYER



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. Our specialist family and child protection lawyer, Rikki-Jane Buckland, regularly appears on Thursdays as child protection duty lawyer in the Childrens 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 providing legal advice to these individuals about their 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 Childrens Court.

"My most memorable moments are when I realise that people and children could be homeless in this country. GCCLC do everything they possibly can to assist in many areas 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."

Liz, Community Volunteer

"Access to justice would be denied to a large number of people if it weren't for community legal centres. You become aware just how many people rely on its service when you volunteer as a law student."

Sian, Law Student Volunteer

MENTAL HEALTH REVIEW TRIBUNAL

The new Queensland Mental Health Act 2016 commenced in March 2017. Legal Aid appointed Gold Coast Community Legal Centre to a list of legal service providers to provide representation to community mental health patients and in-patients at mental health facilities at their Mental Health Review Tribunal hearings.

Work which our solicitors are involved in relates to the changes the new Act now provides. This includes, but is not limited to:

- Legal advice and representation for a youth patient with a review of a Treatment Authority;
- Legal advice and representation of other patients with a review of a Forensic Order;
- Legal advice and representation for an Application for Electro-Convulsive Therapy; and
- Advocacy on behalf of a patient before the Tribunal where the Attorney- General appears in their matter to be granted representation.

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. Training was provided by Queensland Advocacy Incorporated (QAI) to the Centre's staff in August and to date there have been more than twenty appearances by our solicitors at Tribunal hearings.

In undertaking this work, our solicitors are provided a matter where they spend a set period of time researching the matter, visiting the client in hospital before their matter is before the Tribunal as well as attending the Tribunal hearing to advocate and represent the patient. Some clients are referred back in to the Centre, if appropriate, for advice on other matters they may be involved in.

"I wanted to do something I feel is important for the community in supporting my local Community Legal Centre – and on a personal note, to build up my confidence after being a stay at home mum for a very long time!"

Marie, Community Volunteer

"I have been helped about my family issue. Firstly all the people are very friendly and professional, they always smile and nicely talk to me and book me to see a lawyer really quickly. My lawyer is excellent and she always patiently makes sure I understand because English is my second language. She helped me get a passport for my daughter so now I have the chance to take my daughter to China for the first time to meet my family."

Client

CASE STUDIES

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

Case Study 1

A woman presented at a Gold Coast Magistrates Court needing urgent assistance with an application for a domestic violence protection order. She was referred by court staff to meet with one of our solicitors, who was in attendance at the court as a duty lawyer.

Our solicitor met with the woman to provide advice and assistance. The woman was very distressed. She had just discovered that morning that her ex-partner, who had perpetrated domestic violence toward her including significant physical violence, had been stalking her that day.

She had reported the behaviour to the Queensland Police but they were not able to assist her with an application for protection.

Our solicitor provided advice to the woman about the process to apply for a domestic violence protection order and the Queensland Laws in relation to domestic violence.

Our solicitor helped to prepare the application form for the woman. This included, with the client's consent, speaking with a member of an interstate police force about the past incidents of domestic violence perpetrated by the man toward the woman, the action taken and the level of risk faced by the woman.

The application was filed with the court and the woman successfully obtained Temporary Protection Order with full-protection for herself.

Our solicitor also made facilitated referrals to a domestic violence service to provide ongoing support to the client.

On the court return date, our solicitor represented the woman in her absence and a final five year domestic violence protection order was made to protect the woman.

Case Study 2

A lady approached our centre seeking assistance with the recovery of money owed to her. She had lent a friend over \$8,000 a few years ago which was always promised to be repaid to her.

She never wanted to go down the "legal path" however, she recently went through stage 3 cervical cancer treatment and was in such financial hardship meeting all the medical bills she was now receiving since treatment was finished. The client was unemployed due to the cancer treatment and a single mother of a young child so was financially struggling and this money owed meant a lot to her.

The other party made small repayments of around \$20-\$50 on a couple of occasions however this was not assisting the client in getting her money back.

The Centre advised the client on her options and wrote to the other party demanding repayment. Upon no communication by the other party to repay, law students, under supervision, assisted the client to complete a Queensland Civil and Administrative Tribunal (QCAT) application to recover the debt.

The client was successful in obtaining a QCAT decision that the full amount of over \$8,000 be paid to her by the other party.

Case Study 3

A non-English speaking client approached the centre seeking assistance with an Application for Divorce. The parties had been separated for over 5 years, but have had no communication. Client needed this divorce as she wanted to re-marry.

Client was unaware of the whereabouts of the other party, but believed he wasn't even in Australia anymore. Client had no contact details for the other party except an email address she knew was still active, and had evidence of this.

The centre advised her on applying for divorce and also applying for substituted service since the whereabouts of the other party is unknown and personal service won't be able to take place.



Law students, under supervision, assisted client complete the Application for Divorce. Student also assisted client in completing the necessary documents for an Application in a Case and supporting Affidavit for substituted service to serve the other party by way of email.

Clients Application for Divorce and request for substituted service were accepted by the Federal Circuit Court and clients divorce was granted without issue.

Client was very grateful as she can now re-marry and wouldn't have known the process herself or been able to do it on her own.

Case Study 5

We were able to assist a vulnerable client who is a New Zealand national and not entitled to any form of assistance from Centrelink in an appeal against a decision by the Queensland Department of Transport and Main Roads to cancel a driver's authorisation to drive buses and limousines.

The reason for cancellation was due to the Department becoming aware of the client being charged with an offence related to her employment; a charge which the client had grounds to defend and in all likelihood have dismissed. Due to unfortunate circumstances this did not happen, thus resulting in the proposed action by the Department of Transport and Main Roads.

Our representations to the Department, including setting out all of the background information led to the Department determining that there were in fact no grounds for the cancellation of the client's driver's authorisation permit, thus meaning that the client could continue driving to earn a living and support their family.

Case Study 6

Our solicitor assisted a woman who had 2 children, one of whom had been witness to significant physical violence by the other party towards the client while they were living interstate. The client was forced to leave that state due to the violent situation and a diagnosis of anxiety and depression, and move to the Gold Coast to be with her family for

ongoing support. At the same time and due to the other party's actions in refusing to make mortgage repayments, the matrimonial house was repossessed and the client was forced to go bankrupt. The other party initiated proceedings to have the children returned to the state as an interim order.

Our solicitor had several appointments with the client and also opened a case to draft court documents relating to parenting proceedings. The client on our solicitor's advice also applied and was granted a domestic violence order in Queensland. The client successfully argued against the recovery injunction and the children were able to remain in Queensland with her, with only school holiday time-spending for the other party. Additionally, the other party had to complete clean drug tests, parenting courses and an anger management course while regularly attending upon a psychologist.

Subsequently once the parenting matters were finalised, the other party commenced proceedings in the Court for property orders to seek half of the client's superannuation which was the only remaining asset of significance in the property pool. Our solicitor advised the client on several occasions that no division of the property pool would be just and equitable and the parties should retain what they currently have in their possession. The other party eventually consented to such an order, leaving the client to retain her full superannuation. She was then able to overcome her bankruptcy and seek employment on the Gold Coast.

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:

- 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.
- We delivered 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.
- We were a part of a Cross Border community legal education session held to raise awareness and provide information on cross-boarder issues with Queensland and New South Wales services and organisations. As we live so close to the boarder, there can be a cross over of legal matters over the boarder, creating issues for clients and knowing where they can go for help and what jurisdiction they fall under.
- We also delivered 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.

"I volunteer with GCCLC because I felt my services could help other people. GCCLC assists vulnerable people and navigates them to people/ services that can assist them with their legal issues."

Kate, Community Volunteer

"I have an interest in expanding my knowledge of the law and I enjoy the opportunity of being of service to disadvantaged people within the community. My most memorable moments are first time you advise a client and seeing the relief on their face from the advice that you have given them and how this advice can change their circumstances."

Renee, Volunteer Solicitor



COMMUNITY ENGAGEMENT

Our Centre is dedicated to been involved in local community events and showing our commitment to supporting services, like ourselves, which aim at helping and brining 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.

Child Protection

In September 2016, Rikki, along with a law student, Cassie, and social work students, Brenda and Sarah, attended events held for Child Protection week. We had a stall set up on different days at various locations over the Coast throughout the week promoting the Centre as well as having activities for children to interact with.

Child Protection week is held over a week in September each year where various community centres, local council areas and organisations host a family fun day for parents and children to attend. Children are entertained with free activities and events whilst parents can find out information available to help children who may be involved in child protection matters. This week is aimed at raising awareness and providing information for child protection as well as remembering children who may have been affected or exposed to child abuse and protection issues.

Wheelie Bin Race

On the 15th October 2016, staff and volunteers of the Centre participated in a Wheelie Bin Race hosted by the Oxenford and Coomera Community Youth Centre at their "Fast & Ludicrous" family fun day. The team called themselves Legally Blonde and dressed for the occasion.

The race involved a converted wheelie bin as the mode of transport with a team member travelling in the bin for the duration of the track. This was one of the many events/activities held at this family fun day and the Centre attended to show the support for the community, be part of this free event and have an enjoyable afternoon.

Walk For Justice

On the 16th May 2017, staff and volunteers of the Centre participated in the Queensland Law Right Legal Walk for Justice where, for the first time, an aspect of the walk was held on the Gold Coast, focused on Domestic Violence awareness.

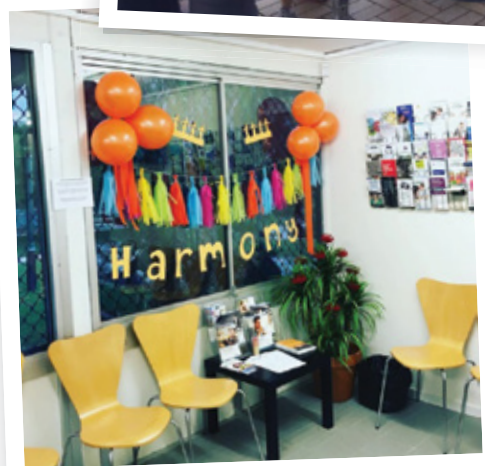
This walk involved an early morning gathering at the Southport Courthouse where the walk began, heading towards the broadwater and back to the courthouse to raise awareness for Domestic Violence. Participants from local domestic violence organisations, legal staff and Domestic Violence Court staff and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

The Gold Coast CLC Team raised a total of \$669.70 for LawRight.

Homeless Connect

In August 2016, Anne, Rikki and a social worker student, Brenda, 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.



Gold Coast Multicultural Network

This year we became an organisation member of the Gold Coast Multicultural Network that 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.

We helped celebrate Harmony Day on 21 March 2017 by decorating the front office and attending the celebrations at the local Southport Library.

Rikki 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.

COMMUNITY VOLUNTEERS

The Centre currently has around 20 community volunteers who each give at least 4 hours of their time at the Centre each week. 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.

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 community.

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

Volunteer of the Month 2016-2017

Valeria Correia	July 2016
Julie-Ann Ross	August 2016
Bobbi Reilly	November 2016
Renee Hochstrasser	December 2016
Patricija Nedeljko	March 2017
Liz Aldous	May 2017

Volunteer Name	Joined	Resigned
Rae Devlin	1990	
April Vincent	2002	
Susan Garrett	2002	
Barbara Price-Ellingham	2008	
Eve Baker	2008	
Chris Segovic	Re-Joined 2017	
Helen Nunn	2012	
Chris Maine	2013	September 2016
Tony Land	2013	June 2017
Diane Smith	2014	
Linette Blyton	2014	June 2017
Sue Douglas	Re-Joined 2015	
Alyssa Phillips	2015	May 2017
Cassie Mallett	2015	August 2016
Courtney Rickersey	2015	December 2016
Vanessa McBean	2015	May 2016
Meg Farmer	2016	November 2016
Patricija Nedeljko	2016	
Paul Bae	2016	October 2016
Ruth Neendo	2016	July 2017
Sanpreet Rai	2016	December 2016
Upoma Chowdhury	2016	
Valeria Correia	2016	March 2017
Rebeca Macias Merino	2017	March 2017
Catherine Potgieter	2017	April 2017
Kresha Ragogo	2017	April 2017
Kerrie Hawker	2017	May 2017
Jaqueline dos Santos Bizzo	2017	April 2017
Chris Davies	2017	
Christina Scott	2017	
Kate McLean	2017	
Leanne Ryan	2017	
Liz Aldous	2017	
Majja Pekkanen	Re-Joined July 2017	
Natalia Watson	2017	

VOLUNTEER SOLICITORS

To assist in the running of the Tuesday evening walk-in clinic, we have volunteer solicitors who come provide advice and assistance to clients attending the Centre. These solicitors all work during the day at their own place of employment, and volunteer their time at the Centre as a way of giving back to the community.

The solicitors who volunteered with the Centre during the evening walk in clinic during 2016/2017 were:

Lisa Hughes

Principal Solicitor at RH Legal

Commenced volunteering March 2016

Julie-Ann Ross

Solicitor at Southwest Brisbane Community Legal Centre

Commenced volunteering March 2016

Renee Hochstrasser

Solicitor at Dwyer Law Group

Commenced volunteering June 2016

Sarah Higton

Solicitor at Evolution Legal Pty Ltd

Commenced volunteering June 2016

Corey Harrison

Solicitor at Cornerstone Law Office Pty Ltd

Commenced volunteering November 2016

Dennis Nettlefold

Retired Solicitor / Volunteer Solicitor

Commenced volunteering May 2017

Joe Whitehead

Volunteer Solicitor

Commenced volunteering June 2017

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

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

VOLUNTEER 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.

Bond University

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

Clinical Placement Subject

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

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 again this 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.

Reception Fill in volunteers

Tanya communicates with University Law School staff at the beginning of the year and mid-year, seeking expressions of interest from law students who are interested in joining the 'fill-in' roster for reception duties.

These students are selected and a determination is made whether they would be suited to volunteer at our Centre. Those successful students are then offered the opportunity to be on the reception fill-in roster where they are called on for reception duties when needed. The roster is changed every 6 months, where new expressions of interest are sought.



"The experience was invaluable, it provided a snap shot into what real lawyers do in their normal day, something you won't get from powerpoint slides and text books."

William Teao, Griffith Community Lawyering Clinic Student.

Griffith University

At the beginning of last year, Griffith University approached the Centre seeking to build a relationship where Griffith University law students can be part of the Centre to gain experience whilst completing their studies.

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 (13 weeks). The first clinic commenced in July 2015 and has successfully been running each semester thereafter. Fiona Fitzpatrick and Zoe Rathus work with Tanya to enable this clinic to operate each semester.

Volunteer Student Placement

We also have an arrangement with Griffith Law School for law students to volunteer their own time one day a week during a semester. Currently, the Centre has 6 Griffith law students who volunteer on a Tuesday, each allocated a shift of either 8.30-12.30pm; 12.30pm -4pm and 5pm until close. Students are in groups of two (2) for these shifts and provide assistance to the Centre where needed.

This opportunity is to enhance students awareness of the practical side of the law and especially bringing to their attention the need for access to justice and importance of community legal centres. Tanya works closely with Karen Collier from Griffith University to advertise and recruit these students.

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.

LAW STUDENT PLACEMENTS 2016/2017



Bond University

Clinical Placement Subject

Cluny McPherson	Oct-November 2016
Ruby Priestley	Oct-November 2016
Na Elm (Erin) Kim	Oct-November 2016
Charmaine Wong	Oct-November 2016
Sharon Yu Ju Ee	Oct-November 2016
Fengshu Gao	February-March 2017
Nakisa Djamshidi	February-March 2017
Sicheng (Sally) Gai	February-March 2017
Emma Dann	February-March 2017
Tim Wright	February-March 2017

Community Lawyering Clinic

Robert Sheppard	November 2016
Jaspaul Minhas	November 2016
Millad Ossudallah	November 2016
Xiaoyu (Ben) Guo	November 2016
Brayden Williams	February-March 2017
Grace Hallelwell	February-March 2017
Peisi Ye	February-March 2017
Yanan Sui	February-March 2017
Kathleen Klein	June-July 2017
Natasha Racco	June-July 2017
Ramendeep Minhas	June-July 2017
Shanelle Kennedy	June-July 2017

Reception fill-in volunteers

Emma Kiernan	June-December 2016
Lauren Bucksath	June-December 2016
Maddison Nicholls	June-December 2016
Milad Gerayelou	June-December 2016
Sicheng (Sally) Gai	June-December 2016
Cassie Mallett	June 2015-June 2016

Griffith University

Community Lawyering Clinic

Andrew Eliades	July-November 2016
Caitlin Kerr	July-November 2016
Hannah Ball	July-November 2016
Julien Rosendaht	July-November 2016
Rebecca Durbin	July-November 2016
Tara Mulroy	July-November 2016
Ki-Hyun (Paul) Bae	February-June 2017
Lydia Ross	February-June 2017
Maree Racki	February-June 2017
Nicholas Rossi	February-June 2017
Sian Lord	February-June 2017
William Teao	February-June 2017

Volunteer Student Placement (day time volunteers)

Gabrielle Brough	July-November 2016
Andalin Obi	February-June 2017
Ashleigh Pearson	February-June 2017
Isabelle Clements	February-June 2017
Rhi-annon Buitenhuis	February-June 2017

Night Clinic volunteers

Aleksandra Milic	June-December 2016
Lachlan Robb	June-December 2016
Rhia Rhee	June-December 2016
Lachlan Robb	January-June 2017
Cassie Mallett	January-June 2017
Joe Whitehead	January-June 2017
Tara Byrne	January-June 2017

Practical Legal Training

Gregory Rose	June 2017
Julia Horan	June 2017



DELIVERABLES FOR 2016-2017

*Due to a nationwide migration to a new data base it was not possible at the time of printing this report to access all the data for this financial year so the information below is for a modified period from January 2016 to March 2017.

The total number of legal advices given during the period January 2016 to end of March 2017 amounted to 6243 which is slightly higher than our advice for the previous corresponding period.

Our casework and duty lawyer services greatly exceeded our targets and we helped in this way with 1173 cases and appeared in court as a duty lawyer over 667 times. We also gave legal information in 3219 cases.

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.

Of our 3991 clients

- 92 (3%) clients identified as Aboriginal or Torres Strait Islander People
- 390 (12%) of clients had a disability
- 1130 (35%) of clients were born overseas
- 661 (20%) of clients had a main home language that was not English with most of those being Spanish, Mandarin, Cantonese and Japanese
- 365 no income, 2013 low income, (under \$35,000) 625 medium(\$30-35,000, 221 high (over \$65,000
- This financial year we delivered 34 community legal education activities.
- We opened 1173 new cases (including duty lawyer services) during this period
- 1862 clients identified as female, 1211 identified as male, 151 did not identify as either

"The staff and reception are outstanding with service and general legal advice. They have helped me with some difficult legal situations which I could not have done without them. They saved me from hardship."

Client

"I would like to thank GCCLC for their professional skills with a difficult matter regarding unpaid wages and superannuation. The solicitor was friendly and easy to converse with, his professionalism and knowledge resolved my matter successfully with all outstanding monies paid to me. This service is beneficial to people like myself. I would not have been able to pursue this matter without this professional service."

Client

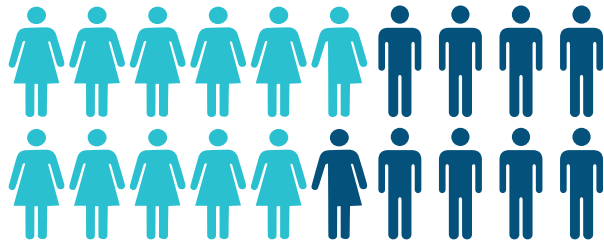
"The staff and volunteers are amazing. They provide a service to many in the community who, without them, would not have the opportunity to access legal advice. The work they do with domestic violence clients, both in the centre and in the courts, is fantastic. Domestic Violence has a huge impact on all involved and the support that the GCCLC provides is invaluable. Victoria is such a community minded person and leads the GCCLC in such a way that her social justice values are passed on to all"

Bobbi, Secretary



3,991

The number of clients attending the Centre during this period



Of the 3,991 clients attending the Centre 1,862 were female, 1,211 were male and 151 did not identify as either

6,243

The total number of legal advices given during this period

1,173

The number of new cases (including duty lawyer cases) opened during this period

34

The number of community legal education activities we delivered this financial year



1,130

(35%) of our clients were born overseas



365

of our clients have no income
2,013 clients have a low income < \$35,000 p.a.
625 clients have a medium income of \$30-\$35,000 p.a.
221 clients have a high income > \$65,000 p.a.



661

(20%) of our clients spoke a language other than English, most being Spanish, Mandarin, Cantonese & Japanese

92

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



390

(12%) of our clients had disability of some kind



**Gold Coast Community Legal Centre
& Advice Bureau Inc.**



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