



Community Legal Centres NSW

ANNUAL REPORT 2018/2019



Community Legal Centres NSW

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ACKNOWLEDGEMENT OF COUNTRY

Community Legal Centres NSW acknowledges the Traditional Owners, Custodians and Elders of the Gadigal People of the Eora Nation, past, present and emerging, on whose traditional land we work. Community Legal Centres NSW also acknowledges the Traditional Owners, Custodians and Elders of lands on which CLCs work across NSW.

About this report

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Cover Image (clockwise): Maranguka Justice Reinvestment Project in Bourke; Joy Peters and Nicole Kenkins (Northern Rivers Community Legal Centre) at a Quarerly conference; NSW Attorney General Mark Speakman, CLCNSW Executive Director Tim Leach and others (including representatives from Redfern Legal Centre) at the announcement of the outcomes of the Cameron Review tender process.

From the Chair and Executive Director

For this year's report, we've placed greater emphasis on our impact. This reflects the work we've done to develop an impact evaluation framework and highlights that **community legal centres are all about impact**: our model of service delivery is unique and designed to change people's lives for the better.

This year, NSW conducted its first ever statewide tender for community legal services. The sector showed great solidarity, with centres refusing to bid against each other for money already in the service system. Our sector is greater than the sum of its parts; there's no point in plugging a service gap in one place if it just creates one elsewhere. We understand that community legal needs are best met through an effective, efficient, linked up and united network of community legal centres that can support and refer to each other. This way, people and communities, no matter where they are in NSW, get the best possible legal supports. All centres funded at the beginning of the tender process were still funded at its end. We were also delighted that so many members and associate members secured funding from the pool of new money accompanying the tender. Members rated our work supporting them through the tender process very positively.

We also delivered excellent business-as-usual. We continued to **build our policy and advocacy capacity,** with strong contributions to many reform initiatives. We developed a great tool for

strengthening governance across the sector and started important work documenting sector approaches to remuneration. Our financial service is now a valued service to a growing **number of subscribers** and is fully self-funding. We worked closely with Community Legal Centres Australia to refine and improve the national accreditation scheme. We held quarterlies that attracted ever-increasing numbers and continue to be well reviewed. We made good progress in the **implementation of our Reconciliation Action Plan.** We reviewed our procurement practices to emphasise ethical buying. We joined the push for a proper response to climate change, which focuses on the people and communities bearing the brunt of its impacts.

We achieved a lot over the past year. Of course, this results from the efforts of many. We have **a** great board and a staff team that continues to raise the bar.

We're lucky to have had an **Attorney General**, **Mark Speakman**, who understands and values community legal centres. We've also appreciated the efforts of our colleagues in **Legal Aid NSW's CLC program team**. Finally, we thank all our members for their support, leadership, collaboration, solidarity, and unwavering dedication to communities across NSW.

Katrina Ironside (Chair) Tim Leach (Executive Director)





COMMUNITY LEGAL CENTRES AT A GLANCE

Community legal centres offer a safety-net that prevents people's legal problems from escalating. Centres across NSW provide valuable legal information, advice, and referral to a diverse range of people in need. Here's a snapshot of the sector's impact in 2018/19.





GENDER

Female: 27.176 Male: 23,720 Other: 296



21%

identify as culturally and linguistically diverse





- Credit and debt
- Housing (tenancy)
- Family law (parenting arrangements)
- **Immigration law**
- Traffic and vehicular offences





identify as experiencing financial hardship



AGES 0-17: 643 35-49: 17,37 18-34: 18,248 50+: 14,695 35-49: 17,373

OUR MEMBERS

Community Legal Centres NSW is the peak representative body for **nearly forty community legal centres across NSW**. Some provide general legal help to people in defined geographic areas across metropolitan, rural, regional and remote areas. Others provide specialist assistance on issues like welfare, tenancy, immigration, finance, domestic violence, disability and discrimination.















































































HIGHLIGHTING ACCESS TO JUSTICE

We increased awareness of, and strategic responses to, access to justice issues faced by people who experience economic disadvantage and discrimination.

Our submissions to state and federal inquiries and law reform processes ensured barriers to accessing justice were considered in decision-making about policy and legal change.

Our **online legal referral directory** helped thousands of people in NSW access legal asssistance, connecting them with a relevant community legal centre.

Our budget submission called on the NSW Government to inject \$5.4 million per year over the next three years to expand justice initiatives in areas such as child protection, and domestic violence and sexual assault.

Our open letter to NSW politicians, targeted MP briefings, and support for community-led rallies outside

Parliament House helped ensure changes to NSW's child protection laws, which prioritised the permanent removal of children from their families and failed to guarantee access for families to independent legal support, received significant political, media and public scrutiny.

Statewide law reform, policy, and advocacy networks we facilitated brought together those in the legal assistance sector, enabling collaborative, strategic responses to access to justice issues and unmet legal need.

We supported and promoted the justice initiatives of other agencies across NSW and began a process to update our Statement of Cooperation with the Aboriginal Legal Service NSW/ACT.

'Early legal assistance can keep families together while ensuring the safety of the child.'

— Community Legal Centres NSW factsheet on early legal support for families in the child protection system

'These reforms are being rushed unnecessarily. We urge the government to act responsibly in the interests of families in NSW and defer this legislation until proper consultation has occurred.'

- Community Legal Centres NSW Executive Director Tim Leach in The Guardian on proposed changes to NSW child protection laws 'The Law Reform and Policy Network is a great place to hear about other campaigns from across the sector, like Make Renting Fair, to learn from their successes, and to receive advice on your own advocacy strategies.'

– Alastair Lawrie (Senior Policy Officer, Public Interest Advocacy Centre)



Discussing community law at the National Conference of Community Legal Centres, September 2018.



Press conference at NSW Parliament House in November 2018 in relation to the Children and Young Persons (Care and Protection) Amendment Bill 2018.



Presenting our open letter to David Shoebridge (Greens) and Tania Mihailuk (ALP), with representatives from AbSec and Jumbunna Institute for Indigenous Education and Research.

15,304

visits to our online legal referral directory



THE CAMPAIGN AGAINST THE CHILDREN AND YOUNG PERSONS (CARE AND PROTECTION) AMENDMENT BILL 2018:

- Over 2,000 individuals and 80 organisations signed our open letter to government
- Over 5,000 visits to the campaign webpage
- Supported 3 rallies outside NSW Parliament
- 17 key stories in lead state and national media



6

submissions to inquiries and law reform processes in New South Wales and Australia



key campaigns and coalitions we supported

- NSW Pro-Choice Alliance/ Abortion Law Reform
- Human Rights Act Alliance
- Justice Reform Initiative
- Fair Treatment Campaign
- Youth Justice Coalition
- NSW Women's Alliance Safe State
- NSW Legal Assistance Forum
- Every Child Counts
 Campaign
- National Social Security Rights Network
- Make Renting Fair

ADVOCATING FOR SOCIAL JUSTICE

We advocated for law reform that delivers social justice for the communities and people served by community legal centres.

We launched a monthly **Law Reform Bulletin**, which provided in-depth analysis and discussions of policy areas relevant to NSW, written by our friends in the community law sector.

Our submissions to state and federal inquiries and law reform processes ensured social justice concerns were considered by decision makers in key areas such as family law, consent law reform, and child protection.

Our **support for, and collaboration with, social justice campaigns** across the community sector helped amplify broader social justice issues. This included areas such as First Nations justice, abortion law reform, tenancy rights, youth justice, a Human Rights Act for NSW, and disability rights. Questions we submitted to NSW

parliamentarians through **Budget Estimates and Question Time** put key law reform and social justice issues on the political agenda.

Our involvement in the **Building Great Communities campaign in the lead-up to the NSW election** meant
access to justice was a key plank of
the broader community sector's social
justice election platform.

Our strategic communications and advocacy support for Just Reinvest NSW helped to highlight the real benefits of investing in community-led, place-based initiatives to break the cycle of negative contact between First Nations people and the criminal justice system, like the Maranguka Community Hub in Bourke.

'Maranguka is the first major justice reinvestment project in Australia. It began because the local Aboriginal community wanted to try something new to address high levels of social disadvantage and rising crime.'

– Mark Riboldi (Advocacy and Communications Manager, Community Legal Centres NSW) on his visit to the Maranguka Justice Reinvestment Project in Bourke 'Legislative reform on its own is insufficient to address concerns, with this inquiry presenting an excellent opportunity to consider additional measures to improve the rights, safety, and standing of victims-survivors.'

- Submission to the Inquiry into consent in relation to sexual offences (February 2019)

'The needs and interests of people experiencing financial and other forms of disadvantage must be placed at the centre of any reform of the Australian family law system.'

- Submission to the Review of the Family Law System (November 2018) Centre



Community legal centre sector staff at a Sydney rally calling on the NSW government to reconsider changes to child care and protection laws in November 2018.



Launch of Building Great Communities in February 2019. We ensured access to justice was a key plank in this community sector social justice election campaign.



We joined our member the Tenants' Union of NSW as part of the Make Renting Fair NSW contingent at the Sydney Housing and Energy Assembly in March 2019.



published Law Reform Bulletins to an average of 760 people, with a 27% open rate and 15% click-through

? 49

questions put to government ministers at Budget Estimates 2018



key policy priority areas:

- Abortion law reform
- Amending the Births, Deaths and Marriages Registration Act
- Culturally safe mediation services
- Fairer laws for people with debts
- Amending the Victims Support and Rehabilitation Act

- Increasing access to justice for renters
- Introducing a human rights framework for NSW
- Reforming the child protection system
- Reducing the incarceration rates of Aboriginal people
- Improving laws regarding people with cognitive disabilities

PROMOTING THE VALUE OF COMMUNITY LEGAL CENTRES

We increased political and societal awareness of community legal centres as unique and valuable contributors to the justice system.

We made 5 key recommendations as part of our **Pre-Budget Submission to the NSW Government,** which highlighted innovative programs, locally designed programs, and projects to address unmet legal needs.

Our members featured in over 250 media stories across the country, across national, regional, and local platforms, increasing social awareness of community legal centres and the sector's law reform concerns. We briefed and gave commentary to media on a range of issues including child care and protection, consent in sexual offences, reforms to the family law system, and funding for the legal assistance sector.

We strengthened content across our newly launched website with a new content strategy that produced engaging, accessible, and rich web content for our members, people in need of legal assistance, and the broader public.

With **state and federal elections** in the period, our political advocacy promoted the valuable contribution of community legal centres to the justice system. We identified 4 key funding asks and 11 essential law reforms to **raise the volume on justice in NSW**. Following the election, we kicked off meet-and-greets with state MPs.

Our social media posts amplified the services and law reform advocacy of community legal centres in NSW across our social media channels, with a general overall growth in reach and engagement.

'Their dedicated individuals work at the coalface to help atrisk members of the community, including Aboriginal and Torres Strait Islander women and children who have been victims of violence, people struggling with domestic and family violence, migrants and people with disabilities.'

– NSW Attorney General Mark Speakman

'Community Legal Centres NSW said it "strongly opposes" the new category of offence and it would "send the wrong message to the community about the seriousness of sexual offences".

- The Sydney Morning Herald (19 March 2019) on proposed changes to consent laws in NSW

'When Community Legal Centres NSW is concerned we should be listening.'

 Jenny Leong MP, NSW Lower House (22 November 2018) during the parliamentary debate on the Children and Young Persons (Care and Protection) Amendment Bill 2018



Tim Leach (CLCNSW); Melanie Fernandez (NCOSS); Moo Baulch (Domestic Violence NSW); NSW Attorney General Mark Speakman; Katrina Ironside (CLCNSW Chair).



We raise political and societal awareness of community legal centres through effective communications strategies across national, regional, and local media.



Mark Riboldi (CLCNSW) and John Mewbury (Tenants' Union of NSW) at the 2019 Yabun Festival, an annual community event celebrating Aboriginal and Torres Strait Islander cultures.



unique visitors to our website, with 113,493 page views

249

mentions of community legal centres in key media across the country



FACEBOOK



we appeared in people's newsfeeds 367,582 times, with 1,116 retweets and 1.657 likes

TWITTER



- First Nations justice
- Access to legal services
- Consumers, fines and debt
- Housing affordability and tenancy
- Women's rights

±19

mentions in NSW parliamentary Hansard

STRENGTHENING THE ORGANISATIONAL CAPACITY OF COMMUNITY LEGAL CENTRES

We increased capacity of community legal centres to grow and deliver services.

Quarterly state conferences brought together sector staff and volunteers from across the state to network, collaborate, share expertise, and develop joint strategies for improving clients' experiences of the justice system. We also supported a conference in Dubbo for regional centres.

Five **full-day professional training sessions** developed the legal skills, management practices, and impact evaluation knowledge of sector staff.

Our regular fortnightly newsletter to the sector, **Off the Record,** kept our members updated with the latest sector services, programs, and law reform developments.

Our **Financial Service** team continued to increase efficiency and improve the quality of bookkeeping and financial

understanding across the community legal centre sector in NSW.

We facilitated **13 networks and** working groups, enabling community legal centre staff across the state to collaborate on areas of law reform, governance, and centre operations.

We worked with centres to undertake assessment under the **National Accreditation Scheme.** Most centres now have a comprehensive policy framework for continuous quality improvement in delivering services.

Our ICT Project team developed **new easy-to-manage websites for several community legal centres**, enhancing the capacity of those centres to manage their online presence, create new digital content, and improve their public visibility on the web.

'As a relatively new person to the legal sector I find the quarterlies extremely helpful. I was able to network and obtain advice in person when required.

Everyone is very supportive.'

– May 2019 Quarterly participant

'CLCNSW Financial Service has freed up both my own and my Administration Manager's time to focus on supporting our legal service and day-to-day operations.'

— Deborah Macmillan, CEO, Central Coast Community Legal Centre



Nicole Jenkins and Charlotte Buckton (Northern Rivers Community Legal Centre) at a quarterly conference.



Community Legal Centres NSW accreditation team: Ingrid Rikkert (Regional Accreditation Coordinator) and Laurel Draffen (Capacity Building Coordinator).



The Financial Service team: Kath Cooke, Lucy Lee (front), and Julie Robson.







66 National Accreditation Scheme progress reports received from centres and 10 centres submitted their fifth and final report, meeting requirements for the second phase of the Scheme

increase in the number of organisations using the Financial Service



new centre websites in development, 1 centre website completed, 2 new client relations management systems launched



issues of Off the Record sent to an average 507 CLC staff, 31.5% open rate, 15% clickthrough rate, read by 106 CLC staff each fortnight. A growth of engagement of 10% across the period

STRENGTHENING COMMUNITY LEGAL CENTRES NSW

We are a strong peak body assisting community legal centres to deliver access to justice.

Nurturing **relationships with our probono supporters** extended our ability to provide operational and research support to community legal centres.

Our **volunteer law student program** strenthened our law reform and policy research, and supported our communications and operational work.

We consulted our members on their vision for CLCNSW, drafting **a new** strategic plan to see us through to 2023.

We reinvigorated our commitment to our **Reconciliation Action Plan** with a new RAP Working Group, enabling us to progress implementation across all areas of our RAP. We co-chaired the national Legal Profession Reconciliation Network, supporting collaboration and engagement on reconciliation and First Nations justice across the broader legal sector.

Two major student-run design projects as part of the **UTS Shopfront Community Project** delivered new brand designs for Welfare Rights Centre and Northern Rivers Community Legal Centre.

Our **new advocacy database** streamlined our advocacy and stakeholder communications work.

'Volunteering at Community
Legal Centres NSW has been an
extremely fulfilling experience as
it involves working with a variety
of organisations and allows me to
engage with my specific interests and
passions.'

- Volunteer law student, Akira Singh

'It's been an honour working closely with Community Legal Centres NSW, providing background support with advocacy and law reform work. This work has seen lawyers across Australia preparing cross jurisdictional research, committee report analysis and case studies.'

- Jilly Field, Senior Associate, Ashurst



Our volunteer law students are a huge part of the success of our quarterly state conferences.



Volunteer law students Tashya de Silva (left) and Adam Parker (right) with CLCNSW Office Manager Vijhai Utheyan (centre).



The UTS Shopfront Project student design team that worked on a new brand design for Welfare Rights Centre.

volunteer students supporting our operations and law reform work



tasks completed by volunteer students



2,000

Over 2,000 stakeholder contacts in our new advocacy database

actions for organisational change in our Reconciliation Action Plan

staff members across law reform, communications, office management, finance, and ICT

CLCNSW PEOPLE

STAFF

Tim Leach Executive Director

Mark Riboldi Advocacy & Communications Manager

Charlotte Maung Financial Services Manager (from February 2019)

Zachary Armitage Aboriginal Legal Access Program Coordinator

Laurel Draffen Capacity Building Coordinator

Emily Hamilton Senior Policy Officer (from October 2018)

Darren Smith Communications Officer (from November 2018)

Holly Brooke Communications & Research Officer (on secondment from

November 2018)

Vijhai Utheyan Office Manager

Imogen Bracken Administrative Assistant

Julie Robson Senior Bookkeeper (from February 2018)

Financial Service Manager (until February 2018)

Kathe Cooke Financial Service Bookkeeper
Lucy Lee Financial Service Bookkeeper

Alice Jones-Rabbitt ICT Project Coordinator (seconded from NACLC; October

2018 to June 2019)

Rafael Mazzoldi Web & CRM Developer

Harold Lander Web Support Officer (seconded from NACLC; October 2018 to

June 2019)

BOARD

Katrina Ironside Chairperson Kim Ly Treasurer

Jacqui Jarrett Aboriginal Advisory Group nominated representative

(resigned November 2018)

Robert Pelletier Daniel Turner Arlia Fleming

Savi Mani (appointed November 2018)

Deborah Macmillan (appointed November 2018)

Jilly Field (appointed November 2018)

Nicole Jenkins Aboriginal Advisory Group nominated representative

(appointed January 2019)

VOLUNTEERS

Semester 2, 2018 Semester 1, 2019

Ruby Curtis Han Lu

Emily De Vries Timothy McElhenny

Seini Hofoka Ivan Tan

Niamh Joyce Alannah Tassone
Mateo Lopez Logan Tennyson
Tim McCloud Zac Zielinski

David Tilley
Anais Zielasch

Summer Break, 2018/19

Jordan Busic Ethan Carlsson Tashya De Silva Adam Parker Winter 2019 Sarah Croake Alec Zhao-Culpan

NETWORKS & CONVENORS

Employment & Discrimination Law Network

Annette van Gent (Macarthur Legal Centre) Alexandria Robinson (South West Legal Centre) Sharmilla Bargon (Redfern Legal Centre)

Stanley Tao (North & Northwest

Community Legal Centre)

Vasili Maroulis (Marrickville Legal Centre)

Domestic Violence & Victims Compensation Network Karen Mifsud (Womens Legal Service NSW) Natalie Ross (Kingsford Legal Centre)

Coordinators & Directors Network

Arlia Fleming (Elizabeth Evatt Community Legal Centre)

Robert Pelletier (Macarthur Legal Centre)

PII Committee

Ali Mojtahedi (Immigration Advice and Rights Centre)

Annette van Gent (Macarthur Legal Centre) Hilary Kincaid (Inner City Legal Centre)

Prisoners' Rights Working Group

Carolyn Jones (Womens Legal Service NSW)

Camilla Pandolfini (Public Interest Advocacy Centre)

Admin / Finance Group

Kerrith Sowden (Refugee Advice and

Casework Service)

Communications Network Finn O'Keefe (Redfern Legal Centre)

Care & Protection Network Kenn Clift (Intellectual Disability Rights Service)

Jenna Dunwoodie (Wirringa Baiya Aboriginal

Women's Legal Centre)

CLEW Network Duhita Lewis (Hunter Community Legal Centre)

Law Reform & Policy Network Leo Patterson-Ross (Tenants' Union of NSW)

Maria Nawaz (Kingsford Legal Centre)

RRR Network Arlia Fleming (Elizabeth Evatt Community

Legal Centre)

CLCNSW SUPPORTERS

PRO BONO SUPPORTERS

Ashurst Australia

Herbert Smith Freehills

Gilbert + Tobin

Rick Welsh, Mount Druitt Men's Shed

The Uncles of Kinchela Boys Home Aboriginal Corporation

OUARTERLIES GUEST SPEAKERS

Peta Blood (Corrective Services NSW)

Bibi Baba (Artists in Black)

Lee Elsden (Artists in Black)

Simon Goodrich (Portable.com)

Larissa Andelman (Barrister)

Susan Foley (Children's Court Clinic NSW)

Victor Lee (Communiteer)

Paul Wright (ANTaR)

Mia Zahra (Legal Aid NSW)

Linden Barnes (Law Society of NSW)

Julianna Demetrius (NSW Ombudsman's Office)

Patrick Saidi (Law Enforcement and

Conduct Commission)

Cletus Brown (Fair Work

Ombudsman)

Kerry Weste (Australian Lawyers for

Human Rights)

Geoff Tremmelling (Legal Aid NSW)

Donna Blomgren (Justice Health and Forensic Mental Health Network)

Dr Sarah-Jane Spencer (Justice

Health and Forensic Mental Health

Network)

Caroline Chan (LexisNexis)

Sylvia Lapic (Family and Community

Services)

Stephanie Ramsey (NSW Bureau of

Crime Statistics & Research)

Dr Hugh McDonald (Law and Justice

Foundation)

Nicole Jadura (National Justice

Project)

Elizabeth Hill (Benestar)

Peter Morris (Reconciliation

Australia)

FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Revenue and other income		
Revenue	1,095,549	982,303
Interest income	3,568	3,743
Other income	368,386	230,581
	1,467,503	1,216,627
Less: expenses		
Depreciation and amortisation expense	(28,557)	(20,184)
Employee benefits expense	(961,140)	(736,804)
Advertising expense	(3,853)	(1,500)
CLCNSW expense	(122,194)	(12,560)
Program and planning expenses	(68,200)	(76,244)
Office overhead expense	(114,938)	(89,649)
Rental expense premises	(36,540)	(36,540)
Other employees expense	(7,109)	(7,337)
Consultants and contractors expense	(107,429)	(116,758)
Other expenses	(1,465)	(2,869)
	(1,451,425)	(1,100,445)
Surplus for the year	16,078	116,182
Other comprehensive income for the year	-	-
Total comprehensive income	16,078	116,182

	2019 \$	2018 \$
Current assets		
Cash and cash equivalents	418,795	444,201
Receivables	22,721	12,706
Other financial assets	124,957	123,250
Other assets	5,054	34,003
Total current assets	571,527	614,160
Non-current assets		
Intangible assets	97,556	104,565
Property, plant and equipment	51,568	69,083
Other assets	3,355	3,192
Total non-current assets	152,479	176,840
Total assets	724,006	791,000
Current liabilities		
Payables	99,720	91,314
Provisions	50,219	59,076
Other liabilities	165,013	265,184
Total current liabilities	314,952	415,574
Non-current liabilities		
Provisions	40,153	22,603
Total non-current liabilities	40,153	22,603
Total liabilities	355,105	438,177
Net assets	368,901	352,823
Members funds		
Reserves	79,910	79,910
Accumulated surplus	288,991	272,913
Total members funds	368,901	352,823



Attendees at our November 2018 Management Training Day, which was run by presented Mark Hunyor and looked at how positive psychology can inform leadership practice.



We supported the Rural, Regional, and Remote Roadshow in May 2019, hosted by Western NSW Community Legal Centre in Dubbo.



Ahoy! Laurel Draffen, Donna Flood, Julie Robson, Holly Brooke, and Lucy Lee pirate it up for International Pirates Day.



CLCNSW CEO Tim Leach (back right) visits staff at Macarthur Legal Centre.



Keenan Mundine and local MP Jenny Leong at our screening of Prison Songs, a documentary set inside an NT prison.



Manager of our Financial Service, Charlotte Maung, speaking at a quarterly conference.



CLCNSW volunteers at the 2018 National Conference of Community Legal Centres.

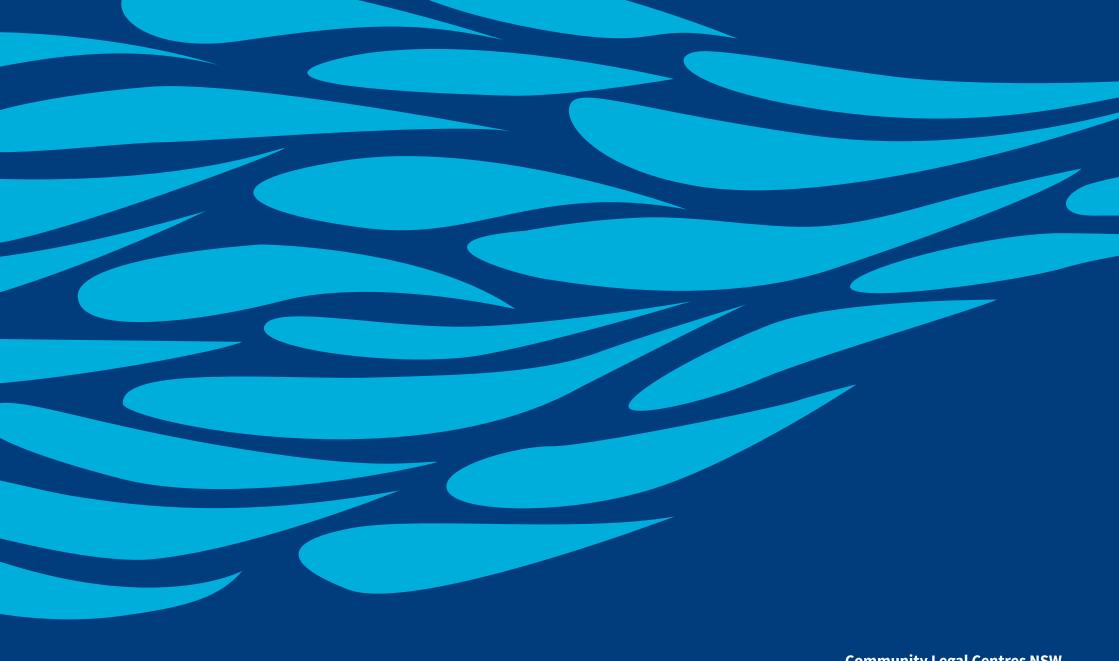


CLCNSW staff and volunteers have a morning tea to support the work of Wayside Chapel.



Mark Riboldi and Alice Jones Rabbitt at our November 2018 Quarterly conference.

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Community Legal Centres NSW

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