

ANNUAL REPORT 2017

CELEBRATING 30 YEARS

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MACARTHUR
Legal Centre

Supporting our community



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WELCOME

ANNUAL REPORT 2017

Macarthur Legal Centre (MLC) is part of a network of community legal centres that provide free legal advice, referrals and assistance to people living in the Macarthur region of NSW.

We currently auspice the South West Sydney Tenants Advice and Advocacy Service (SWSTAAS) and the Macarthur Women's Domestic Violence Court Advocacy Service (MWDVCAS), as well as a Children's Court Assistance Scheme (CCAS) and an Aboriginal Legal Access Program (ALAP).

We are grateful to our state and federal funding bodies, as well as to the solicitors, students and community members who freely give their time and expertise to assist us in our work.

We also acknowledge the Dharawal People, as the traditional owners of the land we work on, and pay our respects to their elders past and present.

Robert Pelletier
Executive Officer

CHAIRPERSON'S REPORT

It is an honour and a privilege to present this Annual Report, which highlights a range of great outcomes achieved throughout the past twelve months, despite the rollercoaster experience that was the looming threat of the funding cliff!

Reading through this report, you will develop a better understanding of Macarthur Legal Centre's (MLC) activities, outcomes and successes resulting from the provision of essential, high quality, person-centred services and advocacy, as well as systemic policy work.

Celebrating our momentous 30th Anniversary, MLC continues to thrive as a vital part of the rich history of the Macarthur region - especially in relation to the evolution of community services. MLC was established by visionary community members in an era when Campbelltown was experiencing rapid growth. MLC is now a key part of the local service system, actively promoting and providing access to justice and legal advice for the Macarthur Community, regardless of social or economic background and offers vital services to vulnerable, disadvantaged and marginalised people.

Robert Pelletier (Executive Officer) has worked collaboratively with the MLC Board, providing exceptional leadership to staff and volunteers throughout the past year. He has been a vocal advocate and key player in the national Community Legal Centre (CLC) funding campaign. He has nurtured a workplace culture where MLC continues to retain its grassroots commitment and collaborative approach, while standing firm alongside the CLC sector. Robert and the team have successfully raised the profile of MLC through advocacy, lobbying and political influence. Thanks to these efforts MLC and the sector have been spared the 30% funding cut forecast in the 2014 Commonwealth budget. This is an incredible achievement and an immense relief, as significant resources were spent fighting for survival and lobbying against staff cuts.

On behalf of the Board, I wish to acknowledge and thank Robert and his leadership team, Tanya Whitehouse (Coordinator, MWDVCAS and LCP), Christina Pirina (Principal Solicitor), Vala Ola'aiga (Coordinator, SWSTAAS) and Carina Southern (Financial Administrator) for their professionalism, dedication and hard work.

I'd also like to acknowledge and thank board members Julie Deane (Vice-Chair), Nevine Youssef (Secretary), Adam Quinn (Treasurer), Alison Croall and Sana Al-Ahmar for their commitment, expertise and leadership. It is a pleasure to be the Chair of the MLC board which comprises a great mix of talent, experience and strengths.

I also wish to extend my thanks to all staff across the Centre, as well as the student and solicitor volunteers who support them. Our commitment to supporting volunteers builds both service and industry capacity, whilst enhancing compassionate and ethical legal practices.

MLC could not perform to the level of service excellence, or achieve its reach, without robust stakeholder partnerships and collaboration. Thanks to their commitment and skill, Robert and the teams have built and maintained numerous stakeholder relationships across government, non-government and commercial sector agencies. These relationships strengthen and grow MLC's capacity to perform the vital work we do, including greater access to specialist legal advice (e.g. via pro bono legal partnership), enhanced outreach capability and improved referral pathways to ensure clients are well supported by the broader service system.

Community legal outreach is substantial and grew further in early 2017, when we commenced legal outreach to Goulburn. Another exciting development has been the negotiation to form a Health Justice Partnership (HJP) with Campbelltown Hospital.

In February 2017, MWDVCAS underwent a restructure to accommodate growth to include the implementation of the Local Coordination Point (LCP). Tanya led this process and has continued to demonstrate commitment to best practices and advocacy for women and children experiencing domestic and family violence.

1987

2017

SWSTAAS had an outstanding year with significant victories on behalf of tenants in NCAT and in the New South Wales Court of Appeal. This team has made a significant difference to the life of many tenants across South West Sydney and New South Wales.

Quality improvements and successful accreditation against quality standards have also been fantastic achievements, requiring commitment and focus, led by Robert. Policies, procedures and practices were reviewed, assessed, improved and developed to ensure compliance. On behalf of the Board, thank you to all those involved in achieving this great result.

We have invested in reviewing and upgrading MLC infrastructure and facilities. Operational improvements and substantial financial savings have resulted from transfer of phone lines and changes to IT systems. Time has also been spent assessing premises requirements, taking into consideration safety, future growth, access and our identity as a grassroots community organisation.

We offer integrated and holistic professional legal practice, fight for tenancy justice and are a local leader in the provision of domestic violence services for women and children. The work is complex and demanding, with many matters involving domestic and family violence, and people experiencing complex trauma, mental health issues, poverty, disability and other forms of disadvantage.



Client feedback reveals high levels of satisfaction with the access, quality and timeliness of services provided. The statistics demonstrate the incredible scale and reach of service delivery, whereby thousands of people in the service region have received support services, including legal advice, casework, Court support, advocacy, community legal education and more. The case studies contained within this report offer valuable insight into the nature and scope of the work performed by MLC. It is truly impressive and vital. Well done team!

While building on the past, the year ahead is future focused - with strategic planning, premises planning and stakeholder partnerships a key focus.

**Celebrating our
momentous 30th
anniversary**

Peta Andersson

**MLC continues to thrive
as a vital part of the rich
history of the Macarthur
region.**

Chair of the Board

EXECUTIVE OFFICER'S REPORT

Surviving the Funding Cliff

Everyone in the CLC community was facing the 'funding cliff' this financial year. The 2014 Commonwealth budget had many aftershocks – one of them was a projected 30% cut in funding for CLCs due to take effect on 1 July 2017 (the so-called 'funding cliff'). We lived under the shadow of forced redundancies, reduced service delivery and not knowing what the future held.

The story has a happy ending. Politicians of different persuasions rushed to our support. The funding cuts were reversed at five minutes to midnight. There was even some additional funding provided for the sector by the New South Wales Government. Memo to Politicians— Life does not have to be that stressful!

I am honoured to be part of this sector. The temptation to break ranks and seek funding at the expense of other centres was staunchly resisted. Strangely and magically, we came through this year with a stronger sense of solidarity and a commitment to a funding model based on legal need.

Thanks to those who lead the funding campaign nationally and at a state level. Nassim Arrage was the Chair of CLC NSW, our peak body, and the Executive Officer was Polly Porteous. They held our fractious, fabulous mob together with their transparent fairness and intelligence. We had many partners in this campaign. The legal profession through the Law Council, the New South Wales Law Society and, locally, the Macarthur Law Society, joined the campaign. Pro-bono partners in top tier firms were with us. Services that we partner with supported us. Journalists made sure the community was aware of the consequences of closing legal centres. Politicians, State and Federal of different political parties, met with us and campaigned on our behalf.

It has been fantastic to see this support; to see that the legal profession recognises that the work done by solicitors, caseworkers, advocates and volunteers in community legal centres is a tangible expression of the best impulses of our much-derided profession.

Thanks to everyone who worked in and for the sector to achieve this great result.



Robert Pelletier
Executive Officer

Access to Justice

The campaign for funding is about making access to justice real. In a democracy, everyone is entitled to legal advice and to be able to defend their rights regardless of their finances. Unless we are prepared to put our money where our mouth is, much of our community does not have this access; their rights are meaningless.

When it comes to our civil rights, the founders of community legal centres focused on the most disadvantaged and their needs. The new reality is that even middle Australia can no longer afford to access our courts. Legal advice and representation are more inaccessible to more of the community.

Consequently, we have increasing calls on our services. Our lawyers and caseworkers are doing more and more work in our outreaches spread across South West Sydney and in February 2017, we opened an outreach in Goulburn.

Our Managers



Our management team set the tone for the Centre.

Christina, our Principal Solicitor, leads the Legal team with distinction. Her client focus, encouragement of law reform initiatives and supporting our staff, has increased the professionalism and output of our very professional legal practice. She is putting together a new edition of the Debtors' Guide for the Law & Justice Foundation - a massive task that requires blocks of time she has to magic out of nothing.

Vala, the coordinator of South West Sydney Tenancy Advice and Advocacy Service (SWSTAAS), is leading the team to be one of the pre-eminent tenancy services in New South Wales. The catchment area for SWSTAAS stretches from Fairfield, Millar, Liverpool right down to Macarthur. SWSTAAS has led the fight for justice for tenants in NCAT and the New South Wales Court of Appeal in many important cases this year.

Tanya, the coordinator of the Macarthur Women's Domestic Violence Court Advocacy Service (MWDVCAS), has had the task of successfully implementing the Local Co-ordination Point (under the New South Wales Government's Safer Pathway Program) in early 2017.

According to BOSCAR figures, Campbelltown has the second highest incidence of DV related assaults and the highest incidence of re-offending of all the Sydney Local Government Areas. MWDVCAS have done us proud working with the female victims of DV in the Campbelltown, Camden and Picton Local Courts.

Carina is our Financial Administrator. She keeps us on the financial straight and narrow. It is largely thanks to her that this year we have more black than red on our accounts. This has been a particularly challenging year for Carina as we faced cuts, and then attracted more funding and had to employ a number of new staff in MWDVCAS.

Staff Matters



Brenda Coan, longstanding Aboriginal worker in MWDVCAS, had a stroke over Christmas 2016. She is on extended leave. We welcomed back Julie Hoffmannbeck to fill Brenda's position in the meantime.

To help MWDVCAS implement the Safer Pathways program and become a Local Co-ordination point, we were joined in February 2017 by Rachel Cubis, Nadia Graham, Melinda Perry, Michelle Buckley and Rebecca Yoemans. Michaela Whitehouse joined us as well to do data entry and archiving for the team.

Naomi Hare joined SWSTAAS in August 2016 and James Keech also joined us a month later. Both are doing mighty work as Tenant Advocates. Longstanding staff member and Tenant Advocate, Ben Connor, left us in January 2017. Livia Lu also left the TAAS in August 2016. Norman Laing left the legal team in July 2016.

We welcome all those who have come to work at the Centre. We are a mighty team made stronger by our different perspectives, talents and backgrounds. I thank every member of our staff. Their work is hard; frequently done without thanks or acknowledgment and with clients who are angry at the world. Sometimes, however, we are able to make a positive difference that is gold for our clients. Thanks to each member of our staff. Thanks to the staff who left us in FY2017.

In September 2015, we put in place Domestic Violence leave for our staff for a year's trial. In October 2016, the Board resolved to make this leave a permanent expression of our support of victims of domestic violence. This leave is available to permanent and casual employees, and it gives us the flexibility to make life easier for those who are going through the nightmare of DV.

Thanks team!



IT and Communications

Moving our phone lines from Telstra to AAPT proved to be a challenge. Telcos should get the gold medal for not caring about their clients: you have been placed in a queue. We will get to you when we feel like it and even then, we won't talk sense. That was our experience with Telstra and AAPT. At least we are making substantial savings now that we have made the change.

We transferred the management of our IT system from Crunch IT to Autonomous IT. Our system is robust and up to date. We now use Office 365. This has been a successful transition overall. We are increasingly moving our records to the Cloud to save money on archiving.



Accreditation

CLCs are like small businesses: the temptation of management is to work in the business rather than on the business. We are distracted by the urgent daily torrent of work from addressing strategic and structural issues.

I am a reluctant convert to the benefits of accreditation. It has forced me to pay attention to the strategic and structural issues that set us up for long term success. At its best, accreditation enables us to work smarter rather than harder.

Working with Stephen Pauley of HR Management, Christina and Carina and a sub-committee of Board members made up of Peta, Nevine and Adam, the Centre polished its policies and procedures until they radiated compliance! I am also thankful to the management team for their help. I am grateful to all who enabled us to have a successful audit in April 2017. Thanks also to our patient but firm auditor, Laurel Draffen, from CLC NSW. She was a very understanding tutor!

LOOKING FORWARD

2017 is a big year for us. It is the 30th anniversary of the funding of Macarthur Legal Centre, and we have been celebrating and raising the Centre's profile in the community.

Our lease also comes to an end, so we are in negotiations with our landlord and also looking at other premises to find the best solution for the Centre going forward.

I am optimistic about our future. As always, we face significant challenges in the year ahead. I am confident that the Board, management, staff and volunteers who make up Macarthur Legal Centre have the courage and wit to help us continue to serve our community and make a real difference in our clients' lives.



MACARTHUR

Macarthur Legal Centre celebrates 30 years of reaching out to care for community

Luisa Cogno, Macarthur Chronicle Campbelltown
November 9, 2017 9:50am



Outstanding Service Awards



Employee of the Year - Douglas Lee

Douglas has been a tenant advocate at MLC for over 15 years. He has helped countless tenants keep their homes and improve their living conditions.



Supporting Our Community - Jackie Burns

Jackie is a psychologist who provides clinical supervision to MLC staff. She helps our workers deal with the daily challenges of community based support and advocacy work.

OUR VOLUNTEERS

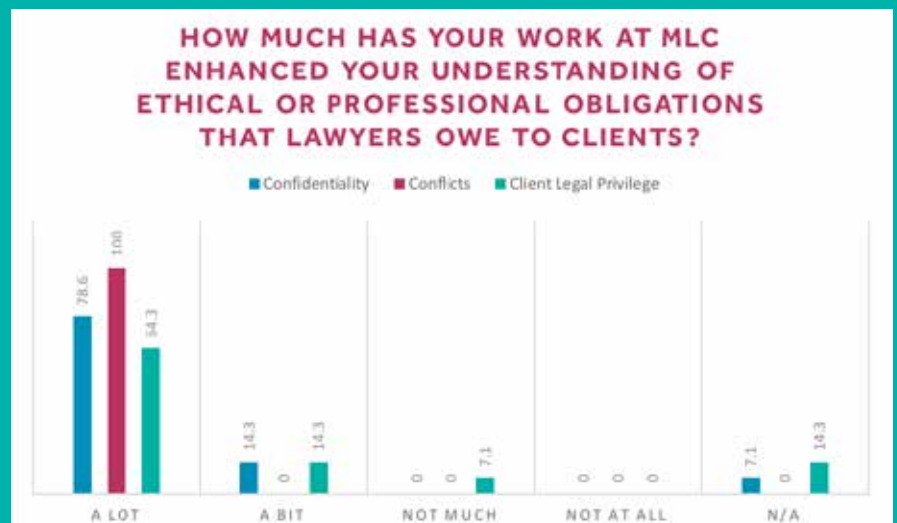
Mentoring the Next Generation of Lawyers

Our volunteer solicitors, give their time freely to help with MLC onsite advice sessions and are part of the lifeblood of our Centre. Many practices in the Macarthur region and beyond make significant financial sacrifices to make staff available to help.

Since the establishment of Redfern Legal Centre, CLCs have been staffed by student volunteers. With my colleague from Notre Dame University, Svetlana German, I conducted a survey of our student volunteers and their supervisors. This survey demonstrated that our student volunteers deeply appreciate working in a legal office and being exposed to the social implications of our legal system.

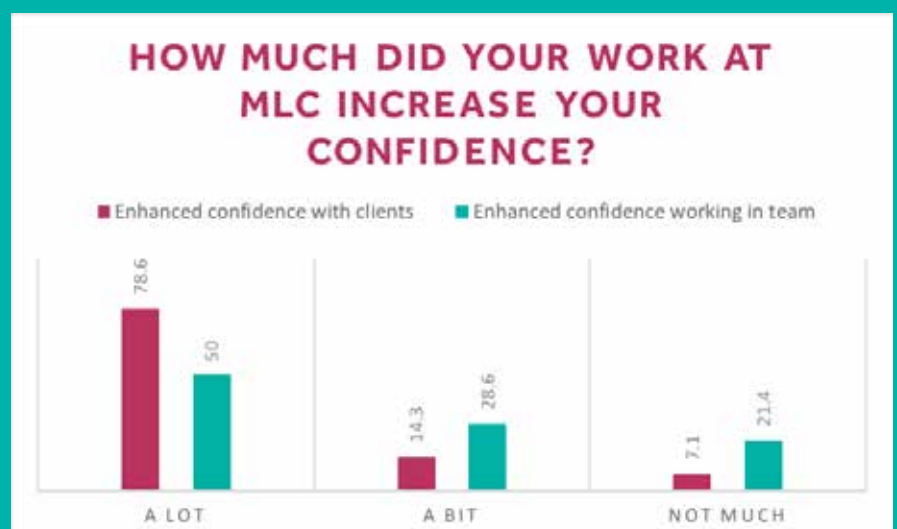
Ethical Obligations

Students indicated a significant increase in their understanding of ethical and professional responsibilities.



Improving Confidence

Students indicated a significant improvement in their confidence in dealing with clients and working in a team.



SUPPORTING OUR COMMUNITY



Client Satisfaction Survey

This year we conducted a client satisfaction survey, with 53 legal service clients randomly selected to provide feedback, via telephone. Summary of Findings:

- About 60% of clients reported a preference for telephone advice, with others preferring face-to-face.
- 93% of clients reported that our advice was 'very helpful' or 'helpful' in solving their legal problem.
- 93% of clients that were referred to other services for assistance, found the referrals useful.
- 87% of clients reported finding it 'very easy' or 'easy' to make an appointment or get legal advice.
- 94% of clients reported that they were provided with advice 'very quickly', 'quickly' or 'within a reasonable' time.
- 100% of clients reported that they were treated well by MLC staff.
- 96% of clients reported that they understood the advice they were given.
- 94% of clients reported that they would refer others to our service.

**A special thank you to the student volunteers who conducted this years' survey.

LEGAL TEAM

REPORT

Introduction

MLC is part of a network of community legal centres, funded by state and federal governments and the NSW Public Purpose Fund, to provide free legal advice, referrals and assistance to residents of the Macarthur region of NSW, extending to Goulburn. We also deliver community legal education, to increase awareness of legal issues, and use our coalface experience to help inform positive legal and policy reforms.

Our Mission

Our mission is to ensure that professional legal services are accessible to all members of our community, regardless of social or economic background. We see our clients as individuals and we constantly strive to deliver our services in innovative, collaborative and holistic ways. We provide free legal information, advice and referrals to all residents in our region, and targeted casework assistance for disadvantaged clients.

Our Services

This year we provided 'information' to 3123 people, made 3070 referrals and our solicitors conducted 1159 legal advice sessions. 52% (604) of these were 'face-to-face' and the remainder (554 – 48%) were via telephone. Our solicitors opened 491 new cases during the year, as well as providing ongoing casework to long-term, and return clients.

1159	Advices
3123	Informations
3070	Referrals
491	New cases opened

Christina Pirina
Principal Solicitor



Outreaches

We believe legal services should be accessible to all members of our community. Our solicitors offer advice at 14 outreach clinics across the Macarthur region, stretching as far as Goulburn. These services run either monthly, fortnightly or weekly, and are constantly adjusted to ensure we are effectively targeting areas of unmet legal need in the community. We currently partner with the following services, to provide free legal advice, referral and information services: Tallowood Community Centre (Ambarvale); Break the Cycle (Macquarie Fields); Benevolent Society (Campbelltown); Burnside (Campbelltown); Wollondilly Community Links (Tahmoor); Claymore Neighbourhood Centre (Claymore); Tharawal Aboriginal Corporation (Airds); Youth Off the Streets (Macquarie Fields); Big Yellow Umbrella (Narellan); AB Central (Airds); Wingecarribee Family Support (Bowral); Tharawal Land Council (Couridjah); Pathways (Goulburn) and the Family Relationship Centre (Campbelltown).

We opened our Goulburn outreach in early 2017, and we have had steady client bookings each month. From our discussions with local service providers and court staff, there appears to be significant unmet legal need in the community and our outreach partner service (a substance abuse support service), has been wonderful at promoting the service. A special commendation to solicitor, Stephen Karanfilovski, for all his hard work in the establishment, promotion and delivery of this valuable outreach service.

In early 2018, we will be starting a new Health Justice Partnership (HJP) with Campbelltown Hospital. This partnership will involve a solicitor being onsite at the hospital each Friday morning, to assist hospital patients with any legal issues they may have (both on-ward and outpatients). As part of this project we hope to gather valuable data about the benefits of HJPs.

In the New Year, we will also be starting a new legal-focused outreach at Youth Off the Streets, in Macquarie Fields, in addition to our current youth outreach work.

SERVICE DELIVERY



Priority Groups

We aim to target our services at the most vulnerable people in our community, and the effectiveness of our approach is positively reflected in our statistics for the year.

Priority Group	Advice (%)	Casework (%)
Women	69%	NA
Victims of DV	20%	44%
Aboriginal clients	10%	11%
Financial disadvantage	93%	90%
Younger people (under 24)	9%	7%
Older people (over 65)	13%	24%
Disability	7%	10%
CALD	19%	23%

Main Areas of Practice

Family law continues to be our main area of practice, with many of our clients experiencing related domestic and family violence issues. We also continue to do plenty of work with older clients and otherwise deal with a varied mix of everyday legal issues.

Area of Legal Work	Advice (%)	Casework (%)
Family Law	51%	42%
Wills & Estates	11%	28%
Care & Protection	6%	6%
Credit & Debt	6%	5%
Victim Support & DV	6%	7%
Employment	5%	1%
Traffic Law	4%	2%
Consumer Law	3%	3%
Misc. Civil Law	11%	6%

FRC Partnership

We currently partner with the Family Relationship Centres (FRCs) at Macarthur Square, Fairfield and Bankstown to provide advice, referrals and assistance/representation to clients accessing FRC services. Generally, South West Sydney Legal Centre will provide similar advice to the other party in each matter. This model, whereby both parties are represented by solicitors from community legal centres, is aimed at redressing power imbalances and resolving entrenched conflicts, with the aim to developing safe parenting arrangements and helping parents avoid negative court action.

This year our solicitors participated in 40 mediations. We work closely with each centre to develop and implement best-practice models, and we are particularly pleased to be working with Bankstown FRC as part of a new culturally appropriate family dispute resolution pilot, funded by the Cth Attorney General's Department. As part of this project we are working closely with targeted CALD communities in the Canterbury/Bankstown area to develop and implement new, innovative, and culturally-appropriate mediation models.



Community Engagement

We are committed being hands-on with our community. We participated in 82 community based activities, including attendances at interagencies, community events, and 26 community legal education (CLEs) workshops. Our CLEs were delivered to a wide range of community groups in the Macarthur region, with audiences ranging from children and young people, to vulnerable parents and senior's groups. The topics we covered included bullying, healthy relationships, domestic violence, family law, child support, elder law issues, employment, discrimination, mental health and carers issues, and credit and debt.

We have also continued our successful 'Let's Talk Legal' seminar series, in collaboration with Campbelltown Library, which delivers a yearly series of targeted, plain language legal education talks to community members at local libraries. This year, the Library was awarded the library award at the Law and Justice Foundation Justice Awards for this project, which is a wonderful achievement for all library and MLC staff involved.



Care Partner Program

MLC is currently funded to deliver specialised care and protection services, two days per week, as part of the Care Partner program supported by Legal Aid NSW. Our Care Partner solicitor, Robyn Roelandts, is a passionate advocate for parents and carers and has provided advice to 67 clients – with ongoing casework in 60 of these matters. Clients included parents, grandparents and carers. Clients in this group were predominantly single women (79%), with 36% being Aboriginal and 95% on low incomes. 13% of clients self-reported having a disability and 7% were from the CALD community. Interestingly, 50% of these clients had concurrent issues with family and domestic violence. Casework included early intervention advice and advocacy for parents (to help prevent removal); assistance with negotiation of parental responsibility contracts; representation in NSW Children's Court proceedings; and assistance with contact and restoration matters (where children were already in the care of the Minister). In addition, Robyn has been networking widely and advocating for systemic change.

We continue to participate in law reform activities, which relate to systemic legal problems being experienced by people in our community. For example, we prepared submissions in response to the Federal Government Inquiry into Aboriginal people in custody. We are actively participating in law reform activities in the Care and Protection field and, more broadly, our staff are actively involved in a range of committees working to redress systemic injustice across a range of legal areas.

LAW REFORM

'Melissa was amazing. After 6 months waiting for a private solicitor to help us she directed us and accomplished everything we needed straight away, putting our minds at rest. Melissa accomplished everything she said on time. We'll sleep well tonight... Bless you Macarthur Legal'.

CCAS

MLC runs the Children's Court Assistance Scheme (CCAS), at Campbelltown Children's Court. This year we helped 693 young people with matters listed before the Court – this included information, referrals and casework assistance. 79% of the young people assisted were males, 21% female and at least 28% identified as Aboriginal or Torres Strait Islander. We also assisted 326 parents/carers. Our wonderful CCAS worker, Laura Sutton, also participated in a broad range of youth and community focused activities; interagencies and committees (Youth Off the Streets Advisory Committee, Youth Justice Coalition, Claymore Action Network etc.); a wide range of community events in Macquarie Fields and Claymore (Street BBQs in Macquarie Fields and Claymore community/youth events); delivered

the Break-A-Way Program to a group of Aboriginal girls at Eden College (mentoring program, funded by the Mercy Foundation); and also developed and delivered a range of legal education talks for school groups (including discrimination, employment, cyber-bullying, healthy relationships etc.). Laura has also been delivering mediation training and supervision to selected student leaders at Campbelltown Performing Arts School, to help them formally manage disputes between younger students.

Community feedback...*You miss Laura have opened doors in a capacity rarely seen in terms of formal Partners. The wealth of relationships you have built upon trust, covers all cultures - working with networks, clients, and alongside us. You are insightful and inspiring. You touch individuals' heart through the gift of a Blueberry muffin - how powerful is that! It is clearly evident that Macarthur Legal Centre's ability to continue to sustain, work alongside our community family can only be a productive, positive long-term benefit to all concerned. Blessings Aroha Laura...**THANK YOU for YOU!***



Volunteer Students



Volunteer students 2016-2017: Aaron Lal, Adam Jacobs, Aishwarya Chand, Andrei Stepanov, Ashmita Rao, Brianna Ellul, Emily Lucas, Fay Anagnostakis, James Suptut, Justina Hanna, Liezel De Castro, Melanie Tisma, Nancy Harb, Rebecca Crofts, Tamara Woods, Tashfia Tasnim, Tiarnne Brown, Wilson Huang and Zia Khan (thanks to Zia for also helping at the Children's Court).

Volunteer Solicitors



Volunteer Solicitors 2016-2017: Brittany Short, Greg McCauley, Joanna Knight, Patrick Duffy, Ismaeel Julius, Renee Dibley, Stephen Cosgrove.

A special commendation to Melissa Jozwiak, for all her hard work managing our volunteer program.



Case Studies

Alice was an elderly woman who was a long-term client of the Centre. Though frail, she retained the mental capacity to manage herself. Despite this, her sons repeatedly harassed and hounded her to appoint them as her financial attorneys (so they could gain control of her finances). Understandably, the stress of this situation ultimately led to a deterioration of her health and wellbeing. MLC helped Alice to take formal

action to stop her sons' abusive behaviours. After this, her health improved, and she was able to live in relative peace. After her passing, her daughter sent this message to Barbara, the solicitor responsible for her case – *'I have enclosed this card, as I know my mum would love to say thank you for all you did during our family problems and to say, if it was not for you, my mum would not have been able to lead the last few years of her life stress free and so very happy...Thanks so much'.*

ALAP



Our ALAP worker, Samantha Alexander, has been working hard to make legal services more accessible to Aboriginal community members. This year Sam has attended a variety of Aboriginal Community interagencies and networking events; helped us organize and deliver NAIDOC week activities; helped deliver the Break-A-Way program with Laura at Eden College; and assisted with intake/casework at the Aboriginal Medical Corporation (Tharawal). Sam is currently preparing a new legal referral service, in collaboration with the Nagle Centre. The Nagle Centre is a Family Care and Support Centre for people and families experiencing crisis and disadvantage in the Macarthur Region of NSW. We hope this will be a great way to get some of our most vulnerable community members linked-in with legal, tenancy and DV assistance.

Pro Bono Partnerships

We continue our successful partnership with law firm, Seyfarth Shaw, whose solicitors provide telephone advice to MLC clients with employment law issues. When clients call MLC for advice our intake volunteers collect client information and instructions and the matters are referred to Seyfarth Shaw for telephone advice and some minor case assistance. This relationship greatly boosts our capacity to provide timely, professional advice to our clients, and we are extremely thankful to all participating solicitors.



The Year Ahead

We have lots of great initiatives planned for the year ahead - including finalising the new edition of the Debtors' Guide to the Local Courts of NSW; new outreaches and partnerships; new community legal education seminars; and practice-informed law reform projects. We sincerely thank all those who have supported us this year.



Acknowledgements

A special thank you to our staff solicitors, for their relentless passion and dedication, notably – Barbara Simpson, Stephen Karanfilovski, Robyn Roelandts, Melissa Jozwiak, Melisa Coveney (who left us in late 2017), and Andrei Stepanov (our newest graduate recruit, and welcome addition to the team in late 2017). I'd also like to thank our support team, including Danielle Archer (our ever-reliable office administrator), Phillipa Magro (super paralegal support worker), and Stevie-Lee Hoffmanbeck (admin worker).



Valentina is an elderly lady who is on the pension and lives alone. Her health is in a deteriorating state and English is her second language. A private repair service was sought and hired through X Plumbing. The repair person was disrespectful of Valentina and spoke rudely to her whilst at her premises. On the receipt that was sent via email to Valentina there was a comment by the technician that stated that 'the client is a crazy f**king bitch'. As a result of this statement Valentina was left feeling very distressed, offended and insulted. Valentina attended MLC

to seek advice regarding her rights and possible remedies. Valentina was given advice with regard to a complaint to Fair-Trading and the NSW Anti-Discrimination Act. However, it was agreed that an apology from X Plumbing would be a suitable solution. MLC was able to obtain a formal apology from X Plumbing and Valentina was very pleased with the result. Valentina said: *'As your client I was extremely pleased with the results and your assistance in the matter...Especially with your communication with all parties and your commitment to get the right result'*.

Tanya Whitehouse
MWDVCAS Coordinator



Overview

MWDVCAS is part of a network of 28 community-based Court Advocacy Services in NSW, funded by Legal Aid NSW. MWDVCAS covers Campbelltown, Camden and Picton Courts – with workers attending to support clients on ADVO List Days and other days for hearings. MWDVCAS also provides appropriate referrals and information; advocates for clients; networks with local community service providers on issues around Domestic and Family Violence; offers training to community workers and helps ensure that women have access to appropriate support outside of the justice system.

There are 14 staff employed in the MWDVCAS team, including the Coordinator – Tanya Whitehouse; Assistant Coordinator/Multicultural Specialist Worker – Sesilia Large; Aboriginal Specialist Worker – Brenda Coan and Julie Hoffmannbeck; SAM Coordinator – Kelly Standaloft; Youth Focused Caseworkers – Amanda Weigand and Nadia Graham; Generalist Caseworkers – Lisa Stark, Michelle Gittoes, Joanne Walker and Rachel Cubis; Disability Focused Caseworker – Rebecca Yeomans; Administration Workers – Rebecca Whitehouse and Melinda Perry; Intake and Referral Officers – Shaylyn Schumacher, Rebecca Whitehouse, Joanne Walker, Lisa Stark and Amanda Weigand and part time Data Entry Worker – Michaela Whitehouse.

MWDVCAS became a Local Coordination Point (LCP) in February 2017, which resulted in staff changes. All of our current Intake & Referral Officers transitioned from their previous role as Caseworkers. This is because our current caseworker funding is only guaranteed until June 2018, and these staff wanted to be able to stay in the MWDVCAS team. This change led to an influx of new staff for the caseworker positions and the development of a new caseworker role (Disability Focused). We've also commenced Safety Action

Meetings (SAM), which are proving positive in practice. This year also saw Brenda Coan (ASW) take extended leave. Brenda suffered a significant stroke in December 2016 and is still recovering. We wish her all the best in her continued recovery.

MWDVCAS currently benefit from extra funding for caseworkers to compliment the service. Currently, we have 2 x Generalist Caseworkers, 1 x Disability Focused Caseworker and 1 x Youth Focused Caseworker. We also have an Aboriginal Specialist Worker and a Multicultural Specialist Worker. Having such a broad range of case management specialists ensures that MWDVCAS clients get holistic and professional support which is tailored to their need. There is an evident need to keep this case management model fully funded beyond June 2018. Many clients of this service have complex needs, associated with their Domestic Violence matters. Having specialised Domestic Violence caseworkers ensures clients have the best support possible.

MWDVCAS works closely with various agencies and services in the Macarthur area. We acknowledge the support and collaborative working relationships with the following: Macarthur Legal Centre, Narellan/Campbelltown and Macquarie Fields Police, Campbelltown/ Camden and Picton Court staff, Nanette Reuben, Brenda Duchen, Benevolent Society Centre for Women's Health, Staying Home Leaving Violence, WILMA Women's Health Centre, Community Links Wollondilly, Chisholm Program, Macarthur Family and Youth Service, Tharawal Aboriginal Health Service, Housing NSW, Macarthur Diversity Services Initiative Inc., Macarthur Disability Services, Brand New Day, BaptistCare, Jackie Burns, Uniting, Mother Hubbard's Cupboard, Turning Point, Major Cheryl Hall, Legal Aid Campbelltown Office, Vinchez Refuge and Brighter Futures. MWDVCAS staff regularly attend local Domestic Violence Committees, relevant community interagency meetings and Reference Groups, and our Aboriginal Worker facilitates the Sista Girl Yarnz group.



Case Study One

Our Disability Focused Caseworker has had a client with complex needs, including significant anxiety, depression, and trauma symptomology. The client has been a long-term victim (on and off) for some years. However, she started working with the Caseworker early in 2017. This client has been a long-term victim of severe DV, including strangulation. The perpetrator has a brain injury from an attempted suicide, and the client had constantly minimised his behaviour due to his brain injury.

The Caseworker has been assisting her with many issues, including housing. The perpetrator had her name taken off the lease while he was incarcerated, and there were also some problems with how FaCS Housing NSW dealt with the matter. For example, Housing NSW attempted to get her to leave the premises without lodging any formal paperwork. One of the Solicitors from Macarthur Legal Centre (who had previously worked for the tenancy service) got involved at that point and spoke with both Police and Housing workers at the property. Thankfully, the client was not forced to leave on that day.

The Caseworker had many meetings with FaCS Housing NSW workers and the client – sometimes this became quite heated with the client. However, the advocacy continued. The Caseworker was able to continue to work closely with the client and slowly go through the issues she was facing. The Caseworker advocated with FaCS Housing NSW, and a very understanding and sympathetic worker was eventually

able to find a suitable property for the client (which she has since moved into).

The Caseworker was also able to get the client to come to Court to give evidence against her ex-partner – something which she had not wanted to do on many previous court appearances.

The client is now safe in her own property, and the perpetrator is currently serving a custodial sentence for his Domestic Violence matters. The client still has regular contact with her Caseworker but is otherwise doing well.

The Disability Focused Caseworker was able to work intensively with a client who did not "fit" into any criteria for supports outside of Macarthur WDVCS. This is because she had no children living with her, and she did not have a chronic mental health condition. In essence, this client needed someone to go with her to appointments at FaCS Housing NSW; to go to court with her; to advocate for her in various forums and to continue to reinforce to her that Domestic Violence is not ok and not a result of the brain injury. A clear indicator of the client's growth is her recent comment that she doesn't need to have a man in her life and that for the first time in a very long time 'I like me'.



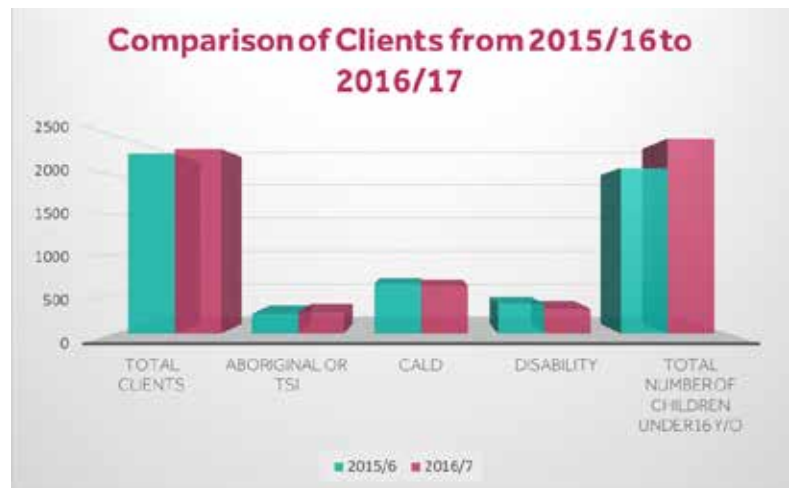
Our Clients

Total clients: 2330 (increase of 3%). After an increase of 75% in the last reporting period.

Aboriginal or TSI: 271 (an increase of 8%). After an increase of 97% in the last reporting period.

CALD: 615 (decrease of 3%). After an increase of 109% in the last reporting period.

Disability: 343 (decrease of 8%). After an increase of 144 in the last reporting period.
Number of children under 16 y/o: 2454 (increase of 17%). After an increase of 64% in the last reporting period.



Service Events

19,673 service events in 2016/17 – an average of 378 events/week.

378

Service events per week in 2016/17

Total Service Events Comparison of 2015/16 to 2016/17

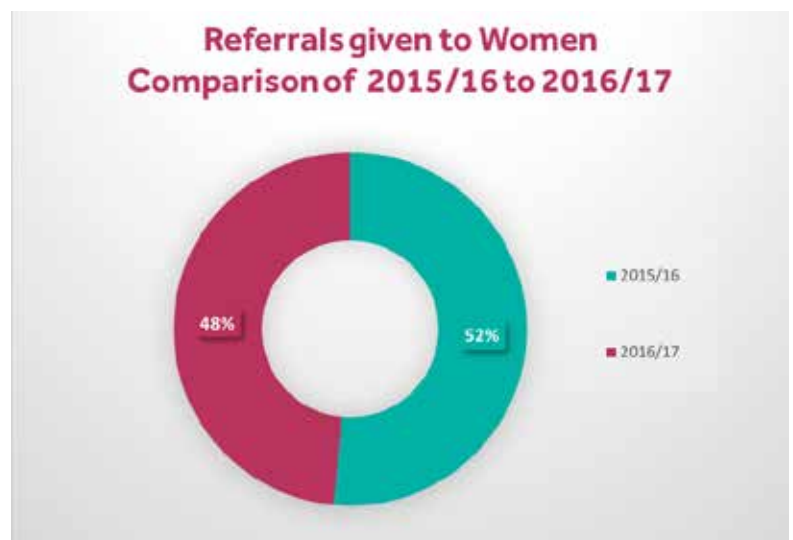


Client Referrals

Total Referrals made in 2016/17: 34,540 (an average of 664 referrals/week).

Although this is a drop of 9%, it is still significant. The decline indicates that the increase in staff and resources within MWDVCAS now allows clients to remain with our caseworkers – instead of having to be referred out. This is a positive statistic.

Referrals given to Women Comparison of 2015/16 to 2016/17



STATISTICS

Our statistics have increased during the last year. The increase is partly a result of the rollout of the Central Referral Point (CRP) – where all DV incidents from our three Police Local Area Commands are referred directly to Macarthur WDVCS. This ensures that all women who have a DV incident – regardless of whether they go to court or not – will be contacted by this service. The CRP system (as a Local Coordination Point – LCP) is proving that there is a definite advantage in attempts to engage with women who have had a DV incident involving the police. For example, some women are commenting that they are grateful for the contact – even though they are not seeking any further support. When looking at the data for women who are

going to court, 32.29% are now contacted before court and 17.37% on the first court date. This statistic, again, reflects that it's advantageous to have client contact details before the court date.

MWDVCAS also acknowledges the benefits that the Safety Action Meetings (SAM) are having for clients assessed at 'Serious Threat'. These meetings are proving to be very beneficial for clients, as decision makers from key services are sitting at the same table to progress matters and ensure that high-risk matters are prioritised.

CASE STUDY

Our Generalist Caseworker had been working with a client for some time. The client was a young mum with several children. She had a history of significant Domestic Violence including physical assaults resulting in broken bones. The latest incident involved the perpetrator having a machete in the house – witnessed by the children. Perpetrator was arrested, and his bail conditions included not to go near her home.

The Caseworker encouraged the client to report the violence to Police – which she did. She had been reluctant to do this because she was afraid of the perpetrator. She reported an ADVO breach to Police (he was seen in her backyard) – however, there were some issues with Police taking on the report.

The Coordinator and Caseworker advocated with Police around the initial contact from the client. The client made her statement, and the perpetrator was arrested, and bail refused.

The Generalist Caseworker provided vigorous advocacy and support for the client over quite a long period.

By the beginning of April 2017, the Caseworker had done the following for the client:

- Referred the client to SHLV in Macarthur.
- Negotiated with FaCS Housing NSW so that the client could be moved to safe premises.
- Organised for Vinnies to pay for the removalist.
- Supported the client at Court at several court attendances.
- Referred the client to the local WDVCS in her new area for ongoing support.
- Referred to the local SHLV in her new area for security upgrades.
- Made many referrals to Victim's Services on behalf of the client.
- Strongly advocated with Police around their initial inaction.

This client would not have ever been able to move away, and be safe, had it not been for the support of the Generalist Caseworker. The client had little faith in any services and felt she had no choice but to stay in the area. She is now safe and well, far away from the perpetrator. The perpetrator received a 12-month jail sentence. The client is very happy and, more importantly, she and her children are safe.



Supporting of Community in 2017

In January of 2017, we said goodbye to one of our experienced senior advocates. We thank Ben Connor for his service and dedication to the community. This move changed the dynamic and depth of experience within the team and added to the challenges of this year. The winter arrived with its own nuanced challenges and ailments, which eventually took a toll on the team and added more pressure to resources and time that were already thinly stretched.

Through all of this, the team spirit seemed to have stared into the wind and dared it to do its worst. We persisted and achieved great results for the individual tenants and tenant groups we have assisted, as well as for frontline workers and the community in general.

Good News Story

George has been living in a FaCS Housing NSW property for approximately 6 years. He resides in the property with his wife and daughters, one of whom has a physical disability, which requires her to use a wheel chair. George was given the social housing property, based on a disability application (i.e. requiring wheel chair access and a wheel chair accessible bathroom).

During the last 6 years George requested the following repairs and alterations to be carried out:

- Wheel chair access at the front or rear of the property,
- Lino in the kitchen to be replaced,
- Toilet broken,
- Back fence rotted,
- Back patio rotted,
- Nails sticking up in the floor in the kitchen,
- Tress under powerline to be removed,
- Back door fly screen to be installed, and
- Gas and water leak to be fixed.

The water leak and gas leak were repaired after 5 years of reporting to FaCS Housing NSW and George personally paid to have the front decking installed at the property so that his daughter could have wheel chair access to the property. The remaining repairs had not been carried out when George contacted our service.

George sought advice and advocacy from our service. We sent a letter to FaCS Housing NSW requesting repairs be carried out within one week. We did not receive a response and the repairs were not carried out.

We then made an application to NCAT, for orders that (a) repairs and alterations be carried out, (b) a rental reduction be applied and (c) monies for overpaid water usage be returned.

NCAT made the following orders:

- Repairs to be carried out within 8 weeks,
- A backdated rent reduction of \$70 per week for 28 weeks totalling \$1960, and
- An ongoing rental reduction of \$70 per week until all repairs are carried out.

On the issue of overpaid water usage, NCAT found that George had already received a rebate of \$308.56 and dismissed this part of the application.

George was very pleased with the outcome and grateful to Naomi for her counsel and advocacy.

Vala Ola'aiga

SWSTAAS

REPORT

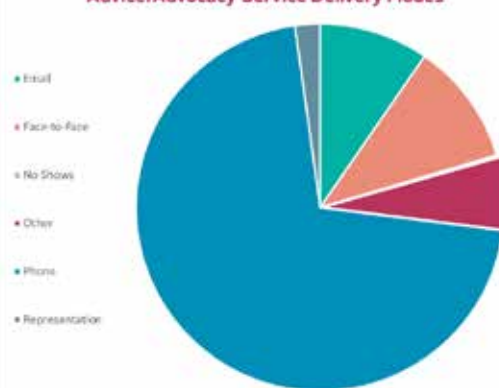
STATISTICS

Advice & Advocacy

From 1 July 2016 to 30 June 2017, we provided 2109 sessions of advice to tenants via phone, electronic mail, face-to-face and representation in conciliations and formal hearings at the NSW Civil and Administrative Tribunal (NCAT).

During the reporting period, we opened 838 cases, in addition to the 275 that were still open at the start of the period. We closed 613 of these cases, with 566 cases remaining open this financial year.

Advice/Advocacy Service Delivery Modes



We recorded **891 client service events** in 2016/17, with clients receiving assistance in the following categories:

Services provided

Services provided	Percentage (%)
Advice	86.5
Follow-up	30.9
Information	17.3
Advocacy	16.5
Document Preparation	10.2

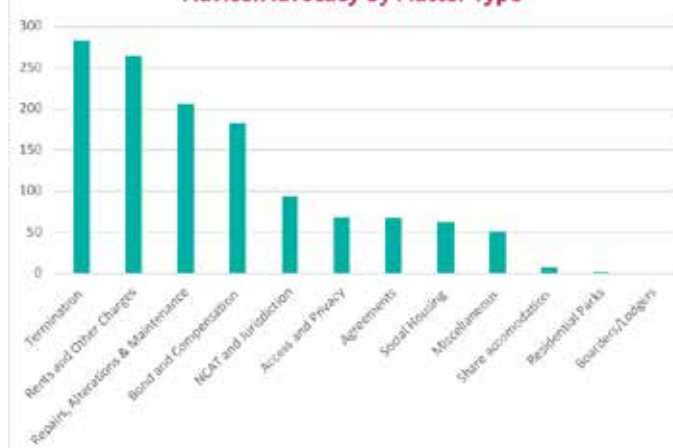
We **closed** 613 cases, with outcomes as follows:

Outcomes Achieved

Outcomes Achieved	Number
Help with landlord/agent matters	427
Provided with information	406
NCAT (advice/representation)	330
Duty advocacy at NCAT	158
Referrals	111

Looking further into the numbers and assessing the types of matters that we have worked on in the 2016/2017 period - **terminations, preventing homelessness and helping tenants navigate the termination process were the most common matter types** (31.8% of representation workload).

Advice/Advocacy by Matter Type



We partner with various government and non-government organisations to improve outcomes for individual clients and help fight for positive systemic change for all tenants in NSW

COMMUNITY PARTNERSHIPS

Partnerships

This year we have entered into informal partnerships with FaCS Housing NSW (Liverpool office), to help 'at risk' tenants avoid termination and homelessness. This involved collaborative work with other frontline agencies to help 'at risk' tenants manage their tenancies and maintain their housing.

We have also engaged in a good-will dialogue with FaCS Housing NSW (Campbelltown/Airids), to open up a direct referral pathway to us for tenants 'at risk' of homelessness. The same pathway for conversation will also be used when tenants access our service for support and assistance.

These are important pathways for tenants, because we can utilise our contacts to negotiate outcomes that are mutually beneficial (rather than adversarial or contested in NCAT).

Community Education

We continue to support our community by way of information sessions for other service providers and community education sessions, specifically designed for a target group. We conducted a total of 29 community education sessions during the reporting period.

Outreaches

We have renewed our partnerships with CatholicCare offices in Liverpool and Fairfield, following a previous slump. These outreaches remain a viable way for our service to reach clients in both locations. We are grateful for the generosity of the two services, in making room for us to see clients at their offices at no cost.

We continue our outreach with the Macarthur Women's Domestic Violence Court Advocacy Service, in the safe rooms at Campbelltown Courthouse, on ADVO Tuesdays. This service has proven effective as SWSTAAS and other service providers are available to provide information, and answer questions, for women attending court for domestic violence matters.

We have also started a pilot outreach at The Hub Community Services at Ambarvale. We will continue to monitor the viability of this outreach over the next 12 months, based on need and available resources at our disposal (or lack thereof).

Recently, we started an outreach at the Miller Hub, based on a request from our host service and the need they encountered locally for tenancy advice and advocacy. We will monitor this outreach over the next 12 months based on continued need as well.



Training Undertaken by Staff

Mission Australia Specialist Homelessness Service was referred to our service for training on tenancy law by Tenants Union NSW. We secured a small payment for conducting this training. Positive outcomes included a better understanding of (a) tenancy law, (b) different roles our respective services play and how we impact tenancies and (c) how our agencies can work together to achieve favourable outcomes for our clients and community.

Our team also undertook a fair amount of training – because most of the team are relatively new to this area of work. New members of the team undertook training through the Tenants Advice and Advocacy Program (TAAP) Network (run by Tenants Union NSW). We also devised and provided in-house training that was targeted specifically to areas that we thought needed reinforcing. Peer support and on-the-job training continued in the office as well as out in the field. It has been hard work, considering that we still have to look after our usual business, however we know that well-trained advocates will be a true asset to the community.



Awards and Recognition

At the 2017 TAAP Regional Network meeting, our junior team members were awarded for their work in specific categories:

- **Naomi** was awarded the TAAPSTAR Award in the category of 'It's not our job to know the law'. This recognises Naomi's work in discovering the most flagrant and outrageous breach by a landlord/real estate agent.
- **James** won the TAAPSTAR Award in the People's Choice Category. This is voted on by statewide tenant advocate peers, who were in attendance at this conference.
- **James** was also the runner-up in the 'Perry Mason' category for the best performance in NCAT.



With Thanks

To the TAAP Network brains trust and the Tenants Union NSW for always having our back.

To the community, not-for-profit organisations, community organisations and community groups which have helped us through this year. Your support makes our load easier.

To Macarthur Legal Centre and its Board, as well as the separate services within. Thank you for your hard work.

To the team – Douglas Lee, Nicole Kennedy, James Keech, Naomi Hare. You have come through another tumultuous year – perhaps invest in a lottery ticket. You should be very proud of all your hard work and achievements. We will work together towards kicking more goals in the next 12 months. Thank you.

Best New Outreach Award

The recipient has worked closely with MLC to establish a new outreach in Bowral NSW. Staff at the centre are always welcoming, understanding and cooperative - leading to a highly successful outreach partnership.

Recipient: Community Links, Wollondilly

Best Pro-Bono Partnership

The recipient has worked closely with MLC, over the last few years, to assist clients with employment law advice and minor assistance. They consistently go above and beyond to assist vulnerable clients.

Recipient: Seyfarth Shaw, Sydney

Best Legal Work Collaboration

The recipient has worked closely and collaboratively with MLC, to develop models of legally assisted family dispute resolution that are trauma informed, and culturally appropriate.

Recipient: Family Relationship Centre, Bankstown

Best Youth Work Collaboration

The recipient has worked closely with our Children's Court Assistance Scheme Coordinator, Laura Sutton, to achieve our shared goal of helping troubled youth and children's court users in the Macarthur region.

Recipient: Youth Off the Streets, Macquarie Fields

Best Program/Series Collaboration

The recipient worked closely with MLC to develop a series of tailored legal information talks - 'Let's Talk Legal', which was awarded the LIAC centre of excellence award at the 2017 Law and Justice Foundation Awards Ceremony.

Recipient: HJ Daley Library, Campbelltown

Volunteer Solicitor Awards

Our winning volunteer solicitors have shown ongoing commitment, dedication and support of MLC by consistently volunteering during the Centre's advice sessions on a monthly, fortnightly or weekly basis.

Recipients: Steven Cosgrove, Renee Dibley, Patrick Duffy and Greg McCauley.

Volunteer Student Awards

Our winning student volunteers have shown ongoing commitment, dedication and support of MLC by volunteering during the Centre's weekly advice sessions, or as a day-placement students (attending once per week).

Recipients: Tiarnne Brown, Aishwarya Chand, Liezel De Castro, Brianna Ellul, Nancy Harb, Adam Jacobs, Aaron Lal, Ashmita Rao, and Tashfia Tasnim.

Volunteer of the Year Award

Our volunteer of the year has shown exceptional commitment, dedication and unbridled enthusiasm in supporting MLC. This year's recipient has been a day student for many years and has continued to demonstrate an exceptional level of flexibility and an ongoing willingness to support MLC staff, fellow volunteers and clients.

Recipient: Aishwarya Chand

Team Impact Award

This year's winning team have adapted to a significant increase in staff size, a new database and system changes. Through all this, they have continued to offer exceptionally well-organised service to clients in crisis.

Recipient: Macarthur Women's Domestic Violence Court Advocacy Service

Shining Light Award

This year's recipient has shown years of exceptional commitment, dedication and support for MLC and consistently goes above and beyond to support MLC.

Recipient: Adam Quinn, MLC treasurer (Adam was also the recipient of the Treasurer's Award, awarded by the Commonwealth Bank of Australia, in 2017).

MLC Years of Service Award

This year's recipient is celebrating a significant work anniversary at MLC.

Recipient: Douglas Lee, Tenant Advocate

MLC'S 30TH ANNIVERSARY CELEBRATIONS

In 2017, MLC celebrated 30 years of *Supporting our Community*. On 3 November 2017, we celebrated our Anniversary with a '30th Anniversary Awards Night' at Wests League Club. Attendees included a range of former staff, special guests, current staff, volunteers and community partners.

Contribution to MLC Award

This is a special award to recognise the exceptional achievements of our outgoing Chair of the Board (2006-2016), who has also served the Macarthur region since 1991 and MLC's Board since 1999 (as a committee member).

Recipient: Julie Deane, MLC Board Member

Employee of the Year Award

This years' employee of the year was first employed as a solicitor in 2006 as our youth solicitor. Since then she has worked tirelessly for MLC's clients, with her current focus being on elder law. She is a perfect example of all that is best in the legal profession.

Recipient: Barbara Simpson, Senior Solicitor

Supporting our Community Award

We cannot do the work we do without the support of community. This years' recipient is always willing to answer our calls for help - whether it's use of meeting space, or a call for financial contributions for special projects.

Recipient: Wests League Club

Above and Beyond Award

This award goes to a member of staff who exhibits high levels of commitment, initiative, cooperation, and dedication to MLC and the community we serve.

Recipient: Christina Pirina, Principal Solicitor

OUR SPONSORS

We are deeply grateful to all the the local businesses and individuals who supported us in our 30th Anniversary celebrations.

A extra special thank you to Senior Solicitor, Melissa Jozwiak, who project managed our 30th Anniversary celebrations, and all those who volunteered to help us prepare for the event.





Special Guests

A special thank you to all our 30th Anniversary guests and speakers, including:

The Honourable Thomas Frederick Bathurst CJ

Chief Justice of the NSW Supreme Court

His Honour, Magistrate Graham Blewitt AM

Campbelltown Children's Court Magistrate

The Honourable David Clarke

Member of the Legislative Council

Prue Gregory

Principal Solicitor of Knowmore, and former MLC Principal Solicitor

Paul Gerard Lynch MP

Member for Liverpool and Shadow Attorney General

Kim McCausland & Bruce McCausland

Kim is a team leader for One Door Mental Health Service and both were MLC founding members

The Honourable Justice Anthony Payne

NSW Supreme Court Justice and MLC founding member

Professor Simon Rice

Professor of Law and MLC founding member

Anne Stanley MP

Member for Werriwa

Gregory Warren MBA MP

Member for Campbelltown

Julia Hall

Principal consultant and MLC founding member

Bernie Shipp

Senior NCAT Member and MLC founding member



FINANCIAL REPORT 2016/17

Statement of Comprehensive Income for year ending 30 June 2017

	2017 \$	2016 \$
Revenue	2,401,117	2,091,764
Depreciation expense	(30,215)	(23,773)
Employee benefits expense	(1,961,060)	(1,668,034)
Other expenses from ordinary activities	(363,131)	(353,861)
Surplus/(Deficit) before income tax	46,711	46,096
Income tax expense	-	-
Surplus/(Deficit) for the year	46,711	46,096
Other comprehensive income after income tax	-	-
Total other comprehensive income for the year, net of tax	-	-
Total comprehensive income/(loss) for the year	46,711	46,096
Total comprehensive income/(loss) attributable to members	46,711	46,096

Cash Flow from Operating Activities

	2017 \$	2016 \$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts of grants	2,568,992	2,237,199
Payments to suppliers and employees	(2,443,033)	(1,900,013)
Interest received	23,884	27,345
Net cash provided by/(used in) operating activities	149,843	364,531
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	636	180
Payment for property, plant and equipment	(63,772)	(37,986)
Net cash provided by/(used) in investing activities	(63,136)	(37,806)
Net increase/(decrease) in cash held	86,707	326,725
Cash at the beginning of the year	1,373,641	1,046,916
Cash at the End of the Year	1,460,348	1,373,641

Statement of Financial Position as at 30 June 2017

	2017 \$	2016 \$
CURRENT ASSETS		
Cash and cash equivalents	1,460,348	1,373,641
Trade and other receivables	12,879	14,325
Other current assets	6,350	15,185
Total Current Assets	1,479,577	1,403,151
NON-CURRENT ASSETS		
Property, plant and equipment	97,370	63,813
Total Non-Current Assets	97,370	63,813
TOTAL ASSETS	1,576,947	1,466,964
CURRENT LIABILITIES		
Trade and other payables	552,079	526,071
Provisions	228,848	197,593
Total Current Liabilities	780,927	723,664
NON-CURRENT LIABILITIES		
Provisions	49,495	43,486
Total Non-Current Liabilities	49,495	43,486
TOTAL LIABILITIES	830,422	767,150
Net Assets	746,525	699,814
Represented by		
EQUITY		
Retained surplus	746,525	699,814
Total Equity	746,525	699,814

Statement of Changes in Equity for year ending 30 June 2017

	Retained Surplus \$	Total Equity \$
Balance as at 1 July 2015	653,718	653,718
Surplus attributable to members	46,096	46,096
Other comprehensive income	-	-
Balance as at 30 June 2016	699,814	699,814
Surplus/(Deficit) attributable to members	46,711	46,711
Other comprehensive income	-	-
Balance as at 30 June 2017	746,525	746,525

