

CENTRAL QUEENSLAND
COMMUNITY LEGAL
CENTRE

ANNUAL REPORT

2019



Acknowledgement

The Central Queensland Community Legal Centre Inc recognises that its operations are situated on country for which Aboriginal people have been custodians for many centuries. In acknowledging this, the centre pays its respects to the Elders, past present and future, for they hold the memories, the traditions, the cultures and hopes of indigenous Australia.



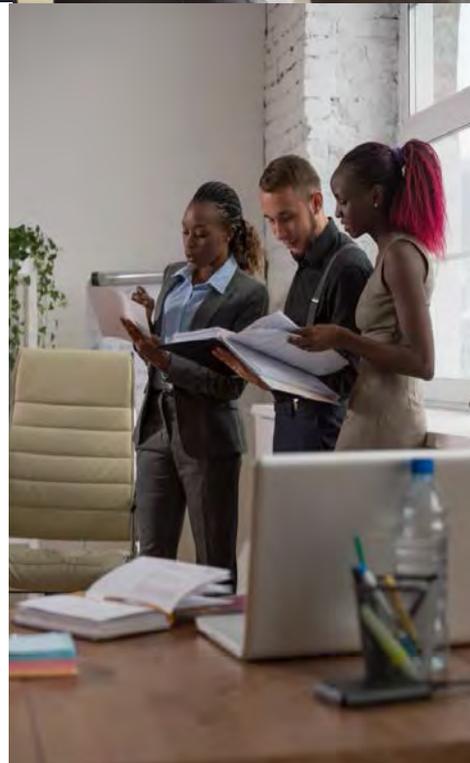
VISION STATEMENT

"Sustainable and accessible legal service for the Central Queensland community"



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OUR HISTORY

The establishment of the Central Queensland Community Legal Centre grew from public support, with an initial community meeting held in Rockhampton on the 19 December, 1995. At this meeting a committee was formed to guide the establishment of the Centre and in February, 1996, the Centre was granted incorporation status under the Associations Incorporation Act 1981. The Centre registered as a charity with the Australian Charities and Not for Profit Commission in 2012.

Since its inception the Centre has assisted over 30,000 clients in the Central Queensland region with the provision of legal support services. The Centre's focus has been and continues to be on the provision of a generalist legal service for a wide range of clients. The main services provided include legal advice, legal tasks and minor casework. The diversity of its demographic area, has seen the growth of outreach Centres to include residents in rural and non-Rockhampton regional areas who now have enhanced access to free legal support services.

Our services target those whose financial circumstances would otherwise exclude them from accessing legal support and for those from cultural and linguistically diverse backgrounds. Translation services ensure that these communities are supported.

Community Legal Education activities are undertaken to increase awareness and understanding of various areas of law which sequentially assists in circumventing legal disputes arising.

In 2015 the Centre entered into a Memorandum of Understanding with CQUniversity to establish a teaching Centre, the Robert Fisher Pro Bono Legal Centre that provides access to work experience across a number of spheres for law students.

Robert Fisher was the inaugural President of the Central Queensland Community Legal Centre and oversaw the development of the law program at CQUniversity as Head of the Law Program and subsequently the Head of the School of Business and Law.

In 2016, the Centre relocated to its current premises at 240 Quay Street, Rockhampton co-located with CQUniversity and Tenant's Queensland. In late 2016, the Biloela outreach centre commenced the provision of services to the residents of the Banana Shire and in February 2019, the CQCLC opened an outreach centre in Emerald.

Locations:

240 Quay Street, Rockhampton
Shop 3A, 46-58 Kariboe Street, Biloela
Wally McKenzie House, Emerald

☎ 1800 155 121
💻 reception@cqlc.org.au
🌐 www.cqlc.org.au



Incorporated 1996



Rockhampton Office 2016 - present

PRESIDENT'S REPORT

I'm honoured to present my report as president of the Central Queensland Community Legal Centre Inc.

The last year has been one of expansion for the Centre with the opening of a presence in the Central Highlands in March 2019 being the high point. Since then Emerald solicitor Kasey Wilson has since been busy interviewing clients and appearing in the Emerald and Blackwater Criminal and Children's Courts.

Staff in the existing offices in Rockhampton and Biloela have been fully occupied with Principal Solicitor/CEO Fay Tzioutzias and solicitors Alita Flannery and Wendy Maitland carrying the workload in Rockhampton and Jasmine Smith doing likewise in Biloela. The statistics contained in this report highlight the size of the task we face to provide legal services to vulnerable and disadvantaged Central Queenslanders.

Another highlight has been the broadening of the Management Committee which now includes three members from the Central Queensland legal profession (Bridget Young, Matthew Dunlop and Rowan King) and two from the Faculty of Business and Law at CQUniversity Australia (Anna Farmer and Wayne Jones). Other members come from the indigenous (Jason Field) and marketing and grant writing (Prue Saxby) sectors as well as government (Kath Baker and Rick Palmer). This expansion has enabled contact with a wider section of the regional community.

The Management Committee has spent considerable energy in maintaining links with our principal funding bodies, State and Federal Governments. State Government members Barry O'Rourke (Rockhampton), Brittany Lauga (Keppel) and Lachlan Miller (Gregory) have been briefed on the Centre's activities as has Amanda Shipway from the Department of Justice and Attorney General. Federal Member for Flynn Ken O'Dowd and the ALP candidate for Capricornia Russell Robertson were both shown around the Centre to ensure they understood our needs and achievements.

Recently appointed CQU Vice-Chancellor Professor Nick Klomp was another to visit the Centre to learn about our activities. Our relationship with the University is important on two fronts. First, CQU is our landlord and second, we have a strong connection with the Faculty of Law and Business which, among other things, has resulted in numerous volunteers and the appointment of Vivian Hoy as the Centre's cadet.

The Centre has placed particular reliance on the contributions from its long term staff members, Fay, Alita and Business Manager Judy Wright. They have ensured the Centre has functioned effectively from both a legal and administrative perspective.

My thanks go to all our staff for their commitment to their roles and our clients. Their contributions and ongoing support have enabled the Centre to achieve important outcomes as well as strengthening our links with other agencies.

We owe a special debt of gratitude to Judy who continues to be a tower of strength in running the Centre's affairs, while at the same time being the possessor of considerable wisdom and experience.

I would also like to thank all our volunteers, whether they be solicitors from Central Queensland, law students or those, who have helped with the administrative workload. Each of your contributions have been highly valued and our services greatly enhanced by your efforts.

Finally, I would like to thank my fellow Management Committee members for all their contributions. We have worked well together and our combined efforts have helped the Centre move closer to its goals and objectives.

Each of us should be proud of our achievements. However, there remains a lot to do if we're to achieve our aim of providing quality legal services to distressed people throughout the Region. By using the best contemporary technology, we may well be able to conquer the "tyranny of distance" and bring accessible and affordable legal services to all Central Queensland residents.

Rick Palmer

President 2018-19

2018/2019 CQCLC EXECUTIVE PROFILE

President:

Name: Mr Rick Palmer
Position: Senior Executive Industry Engagement
Academic Qualifications: BA, LLB (Qld)
Current Employer: Rockhampton Regional Council
Experience: Rick has had 16 years of experience in the public and private business/legal sector and two years involvement with the Central Queensland Community Legal Centre Inc. He was elected President/Chairperson at the 2018 Annual General Meeting.



Vice-President:

Name: Ms Anna Farmer
Position: Lecturer - Law
Academic Qualifications: BA LLB (Hons), LLM, Grad Dip Legal Practice
Current Employer: CQUniversity
Experience: 14 years experience as a lecturer in law. Anna has been involved with the Centre for four years and was elected to the management Committee in 2016. She was elected as Vice-President at the 2017 Annual General Meeting.



Treasurer:

Name: Mr Wayne Jones
Position: University Solicitor & Special Adviser to the Law Program
Academic Qualifications: LLB (QIT)
Current Employer: CQUniversity
Experience: Practised continuously as a Solicitor in private and public practice since admission 1988. Wayne has been involved with the Centre for seven years and was elected to the management Committee in 2013. He has held various positions on the Management Committee and was elected as Treasurer at the 2018 Annual General Meeting.



WHO WE ARE

The Management Committee of the Central Queensland Community Legal Centre was appointed at the 2018 Annual General Meeting for the period October 2018 to October 2020. The Committee consists of volunteers who generously contribute their time and skills to the oversight of the Centre.

Position	Name
President:	Rick Palmer, Rockhampton Regional Council, Rockhampton
Vice President:	Anna Farmer, CQUniversity, Gladstone
Treasurer:	Wayne Jones, CQUniversity, Rockhampton
Committee Members:	Kath Baker, Dept of Justice & Attorney General, Rockhampton Matthew Dunlop, Maurice Blackburn Lawyers, Rockhampton Jason Field, Central Qld Indigenous Development, Rockhampton Rowan King, RK Law, Rockhampton Prue Saxby, Indigo Gold, Rockhampton Bridget Young, Rees R & Sydney Jones, Rockhampton
Secretary:	Judith Wright, CQCLC, Rockhampton

Staffing in 2018/2019 increased with the appointment of a solicitor in Emerald and a casual Solicitor to assist with evening clinics and duty lawyer commitments.

Principal Solicitor/CEO	Fay Tzioutzias	Ongoing
Solicitors:	Alita Flannery	Ongoing
	Jasmine Smith	Ongoing
	Wendy Maitland	Ongoing
	Kasey Wilson	appt. February 2019
	Kate Wright	appt. March 2019
	Mark Platt	August 2018 to January 2019
Cadetships:	Alexandra Edmonds	completed April 2019
	Harrison Molloy	completed April 2019
	Vivian Hoy	appt. May 2019
Legal Support Officer:	Jeri Murray	Ongoing
Business Manager:	Judith Wright	Ongoing
Project Officer:	Nick Mundy	appt. April 2019
Project/Admin Officer:	Leonie Davey	November 2018 – February 2019
Project support Officer:	Justin French	appt. January 2019 to June 2019

Funding to operate the Centre was provided by the Commonwealth Attorney-General's Department and the Queensland State Government for the 2018/2019 financial year.



The contribution made by our volunteers is immeasurable as without their tireless efforts our ability to realise our vision would be difficult to achieve.

Support Officers

Our volunteer support officers, drawn from the community and law students have contributed over 1600 hours of voluntary work during the 2018/2019 period. Thank you to:

Lyndall Anderson	Monica Blasch	Leonie Davey
Grace de Vere	Justin French	Lucy Hancock
Katrina Hicks	Vivian Hoy	Robert Kerr
Emma Locke	Kajol Kannan	Damon McDonald
Dana Meyer	Jesse Rigby	Tomsyn Rose
Tyneesha Rene-Sionepeni	Ruth Siganto	Penny-Leigh Swift
Erin Thomasson	Ashlee Wilson	

Work Experience Students

During the reporting period, the Centre hosted a number of work experience students from Rockhampton secondary schools. The students ranged in year level however all were interested in studying law at the completion of their secondary studies.

Solicitors



Evening Clinic Volunteers – Matt & Rowan with clinic coordinator Wendy

The dedication and expertise brought to the Centre by volunteer solicitors drawn from the Rockhampton legal sector has been exceptional. It has enabled the Centre to realise its objectives through the weekly evening clinics. Over 300 hours of support has been provided enabling additional free legal advice sessions to be made available to the Central Queensland community.

In response to demand, a specialist estates clinic was commenced in April 2016 and volunteer solicitors from Grant & Simpson Lawyers have assisted clients with advice in areas relative to estates.

Thank you to:

Anthony De Fraine	Peter Duffield
Duffield & Associates Solicitors, Rockhampton	Duffield & Associates Solicitors, Rockhampton
Matthew Dunlop	Lauren Farrelly
Maurice Blackburn Lawyers, Rockhampton	The Estate Lawyers, Brisbane

Joshua Fox Fox Law, Rockhampton	Lauren Gabriel Phelan Family Law, Rockhampton
Allan Grant Grant & Simpson, Rockhampton	Wayne Howard KCH Lawyers, Rockhampton
Wayne Jones CQUniversity, Rockhampton	Emma Kime Rees R & Sydney Jones, Rockhampton
Rowan King RK Law, Rockhampton	Katherine Lord Grant & Simpson, Rockhampton
Wendy Maitland Rockhampton Family Law, Rockhampton	Joshua Morgan Grant & Simpson, Rockhampton
Connor O' Driscoll Phelan Family Law, Rockhampton	Mark Platt Queensland Police Service
Nathan Rutherford Rees R & Sydney Jones, Rockhampton	Robert Rooney Swanwick, Murray & Roche, Rockhampton
John Siganto Grant & Simpson, Rockhampton	Stephanie Smith Swanwick, Murray & Roche, Rockhampton
Michael Stockall Michael Stockall Solicitor, Rockhampton	Flora Wellington My Will Qld, Rockhampton
Bridget Young Rees R & Sydney Jones, Rockhampton	

The volunteers, lawyers and support staff make a significant contribution to the Centre operations. In 2018/2019 the value of hours represented a commercial in-kind contribution of approximately \$128,000.¹ This support provided by our volunteers is integral to our future operations.



CQCLC Volunteers (past & present) on their admission - Justin, Kim & Allana with Wayne Jones & Anna Farmer, CQUniversity and members of CQCLC Management Committee & Dean, School of Business, Professor Lee DiMilia (CQUniversity)

Our clients and the Centre truly appreciate the time and knowledge given as without them it would be difficult to enhance and grow access to legal advice for the Central Queensland community.

¹ Estimated commercial rate averaged for ratio of senior/junior lawyers. Support staff rate based on award classification.

The CQCLC (Centre) provides a generalist legal service, primarily to the residents of Central Queensland. This service aims to provide free legal advice to those who come from varying walks of life and cultures. Our clients present a broad range of issues within the areas of Family, Civil and minor Criminal law. The services provided include advice, tasks, casework, information, referral and education.

The Centre operates from its Rockhampton office and has part-time solicitors based at its Biloela and Emerald outreach sites. Appointments can be either face to face, telephone or via video conference.

Office based appointments are available in Rockhampton Monday to Thursday between 9.30 am and 3.00 pm and Thursday evening from 5.30 pm to 7.30 pm. The Biloela office offers appointments between 9.30 am and 4.00 pm on Wednesday, Thursday and Friday each week. Appointments at the Emerald office are available either Monday to Wednesday or Wednesday to Friday on alternate weeks.



Approximately 67% of our clients prefer face to face appointments, however telephone is the major form of communication when making an appointment. Although video conference calls are available there are connection difficulties within rural and remote areas.

Appointments for legal advice sessions are 30 minutes and whilst the majority of advice sessions are “once off”, the provision of minor assistance through case and task work was provided to 291 clients. Referrals are received from a wide range of areas including community groups, the Court House, Legal Aid, local practitioners and Police referrals systems.

During the 2018/2019 reporting period, the Centre focused on providing services to those from Indigenous or Culturally or Linguistically Diverse (CALD) backgrounds. This has resulted in a 16% increase in CALD client numbers. Numbers of Indigenous clients decreased slightly to 6.8% of total client numbers.

The provision of legal services to clients in rural and remote areas increased by 24% in comparison to the previous reporting period. Clients experiencing financial disadvantage represented 60.7% of our total clients.

Migration Law

Within this area of law, focus is based on Immigration and Citizenship advice. Face to face advice is provided at the Biloela office with limited face to face offered sessions in Rockhampton. Additionally, appointments are also available via telephone and video conference.

Outreach Services

During the reporting period the Centre maintained its outreach services to Yeppoon and Emerald in addition to the weekly service in Biloela. Monthly clinics were held at both Centres during the period July to January 2019.

In February a part time Solicitor was appointed to the Emerald outreach site with outreach clinics at the Gemfields and the Emerald Neighbourhood Centre. These areas were supported by telephone appointments.

The estates outreach clinic and the Lotus Place clinic were continued on a monthly basis in Rockhampton at the main office and Lotus Place.

Networking & Collaborations

Interagency meetings provide the best networking opportunity for the Central Queensland Community Legal Centre. These meetings also provide opportunities for referrals and potential collaborations. Other regular meetings attended include the CQ Family Law Pathway Meeting, Domestic Violence Network Meeting and the Rockhampton Police Referrals Agencies Meeting. These meetings allow the Centre to provide and receive updates on available services. Attendance at Interagency Meetings included the major towns within the CQCLC geographic area including rural areas within the Banana Shire and Central Highlands regions.



*Rick Palmer & Judy Wright
CQCLC & Ken O'Dowd,
Member for Flynn*

Staff have provided community education presentations to Commonwealth and State Members of Parliament and their staff, government and community groups and agencies. Staff and Management Committee members have attended conferences by the Community Legal Centres Queensland, National Association of Community Legal Centres and the Central Qld Law Association.

Community Legal Education and Community Engagement Event

During 2018/2019 community legal education events included in person presentations and ABC radio presentations. The in person presentations were held in Rockhampton, Yeppoon, Biloela, Theodore, and Moura. The event topics included:

- ☞ Property Matters
- ☞ Grandparents Rights
- ☞ Who wants to be a millionaire? Revision of Wills and EPA
- ☞ Exploring Australian Visas
- ☞ Pathways to Permanent Residency
- ☞ Wills & Enduring Powers of Attorney

The Centre also published a series of videos to provide legal advice and/or information relative to five areas of law – affidavits, family law, employment law, estate administration and going to court. These are accessible from the Centre's website – www.cqclc.org.au

Retained Funds Project

The retained funds project in 2017/2018 represented an extension of the project commenced in previous reporting years. The Centre continued its work to expand outreach into rural and remote areas within Central Queensland. Through networking and promoting its services, the geographic footprint of clients has changed with decreased numbers of clients from regional areas and increasing client numbers in rural and remote areas. Investigations on the use of technology in improving access to legal information in these areas is progressing, and the Centre is investigating potential community partners to host video conference options for the provision of legal advice.

The summary guide to Australian Law and the Legal System was translated into the five most prevalent languages (Nepali, Chinese - Simplified, Vietnamese, Portuguese and Tagalog) for newly arrived immigrants in the Central Queensland area. A second series of leaflets provides solicitors with an overview of the laws and legal system in selected countries. Work has commenced to utilise technology to enhance access to legal services for those in rural and remote areas. A website chatbot

provides prospective clients with 24-hour access to the client intake process and work has commenced to develop a chatbot to provide legal information.

CQUniversity Law Clinic

With referrals from the Courthouse and other agencies, law students from CQUniversity provide support for clients to access type, or format forms. The role played by the law students has been vital in the Centre's operations. Students have undertaken roles as support officers and supported staff and volunteer lawyers with research and the drafting of documents.

The cadetship program introduced in 2018 has been effective with the initial appointees successfully completing their program in April 2019. In May 2019, CQUniversity sponsored the cadetship program for 2019/2020 with Vivian Hoy appointed to the program.



Feedback received from one of the cadets on the program:

“I am so grateful for the experience you have given me over the last year – I cannot express my appreciation for your patience and time. I cannot wait to move forward with all the skills you have taught me.”

The employment advice clinic was discontinued during 2018 however discussions are being held to recommence the clinics in 2020.

Feedback on services

A survey was not held in the 2018/2019 reporting period however to underpin the compliments and complaints policy; a feedback form was introduced. Here is an example of comments received:

“The solicitor has been a mighty help to me. I would have been lost without her and I really appreciate the help that I have had.”

“Did a great job”

“Thank you to you and your staff for all your professional and excellent communication, great advice, patience, guidance and support which made the process less stressful. You and your team are truly dedicated organisation.”

Duty Lawyer

The Centre, under contract from Legal Aid, provides a staff member to act as duty lawyer in the Rockhampton and Gladstone domestic violence court on a weekly and fortnightly basis respectively. The Rockhampton contract was for the 2018/2019 period and the Gladstone contract commenced in April 2019.

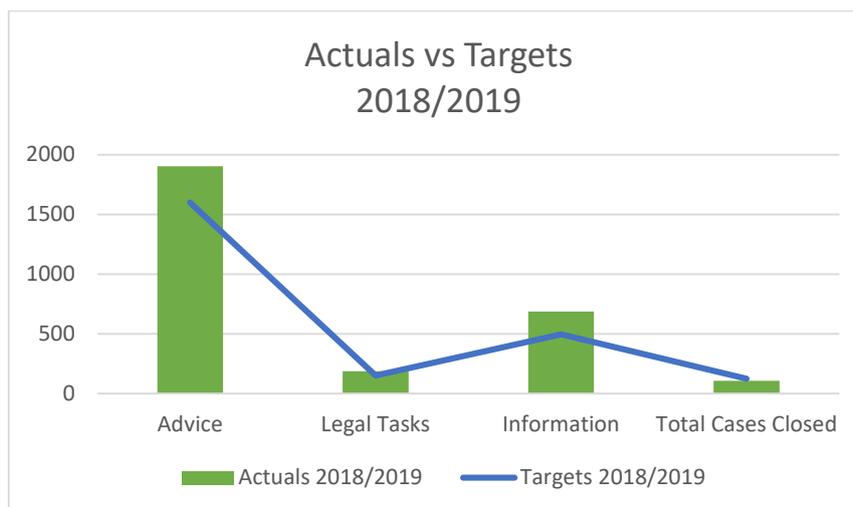
Other duty lawyer services include criminal court in Emerald and Blackwater and child protection court in Rockhampton and Gladstone on a roster basis. The provision of these services commenced in the latter quarter of the 2018/2019 reporting period.

These services do not form part of targets embedded in the service level agreement however remuneration for the work is provided by Legal Aid. During the reporting period, Centre staff provided assistance to 229 clients across the Rockhampton, Gladstone, Central Highlands and Callide Valley regions.

STATISTICS

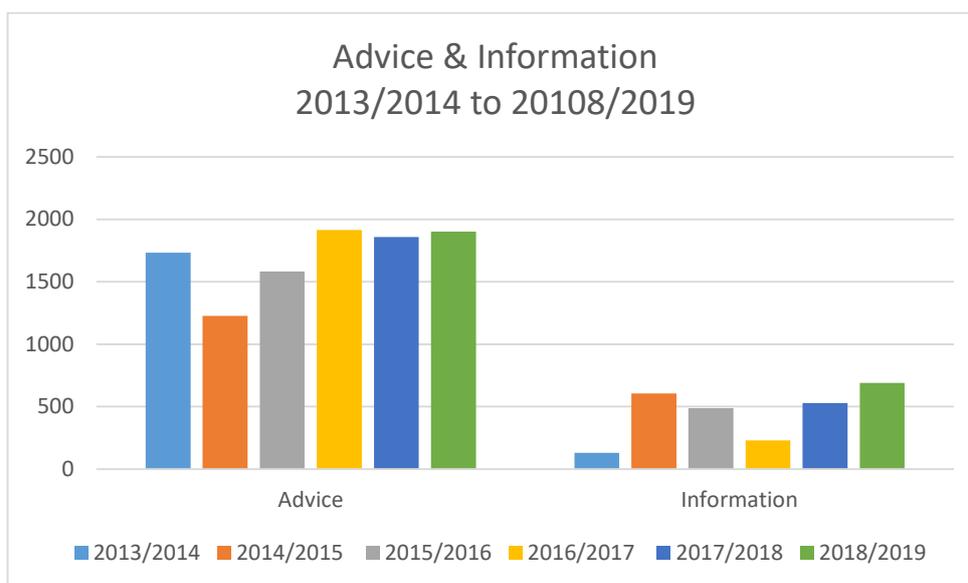
The figures presented below provide an overview of 2018/2019 operations. Advices formed the major area of service with approximately 64% of advices undertaken by Rockhampton based staff, 23% in Biloela/Emerald and 13% provided by volunteer solicitors. Face-to-face interviews were the preferred option by clients with this representing 67% of all advices provided across our geographic area.

Comparison of Targets & Actuals- 2018/2019.

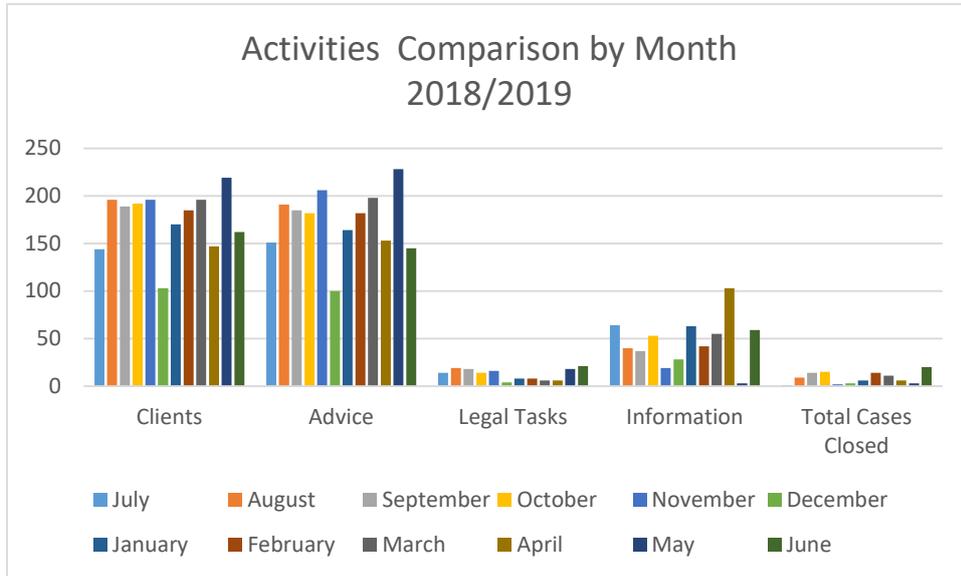


The graph above highlights the CQCLC exceeded targets in the areas of advice, legal tasks and information and was slightly under target for total cases closed. The graph below provides a comparative view of advice and information numbers for the period 2013 to 2018. Note information numbers in 2016/2017 were impacted on database reporting issues.

Centre Performance Actuals 2013 to 2019



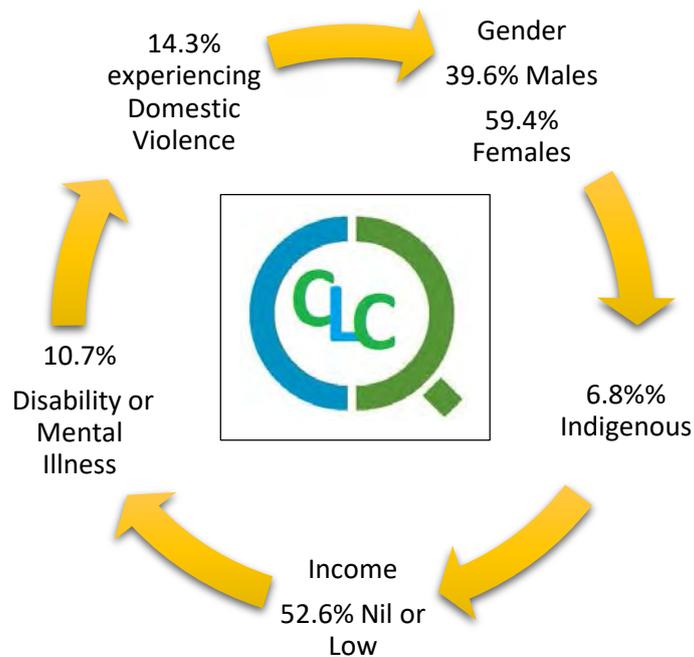
Core Activities by month 2018/2019



The above graph depicts services by month and type during 2018/2019. The services were provided to 1671 clients, 76% of which were new clients.

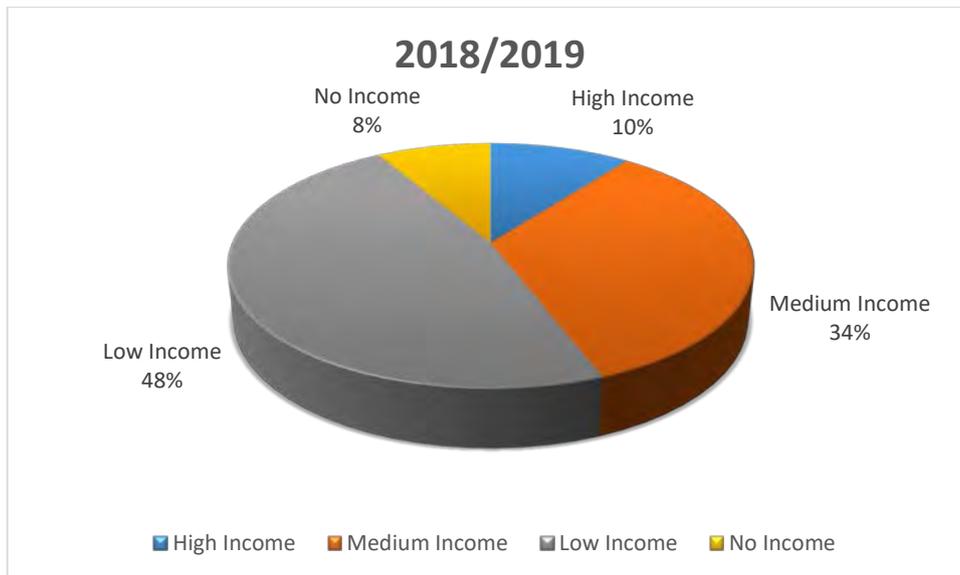
Client Demographics

The following graphs provide an overview of the demographics of the Centre.

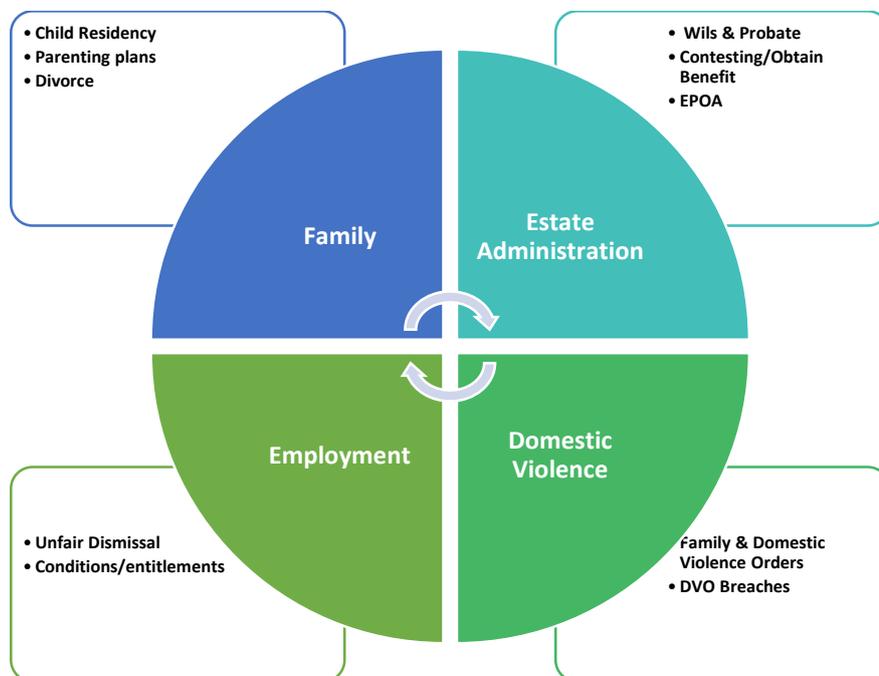


Approximately 61% of the Centre’s clients in 2018/2019 were recorded as facing financial disadvantage. The major age groupings for clients were within the 25 – 49 years of age bracket with the grouping 35 – 49 years representing 35%, 50 – 64 representing 23% and 25 – 34 years representing 21% of total clients.

The chart below provides an overview of income level. Note Low income is within \$1 to \$599, Medium Income is within the \$600 to \$1249 and high income is \$1250 and above.

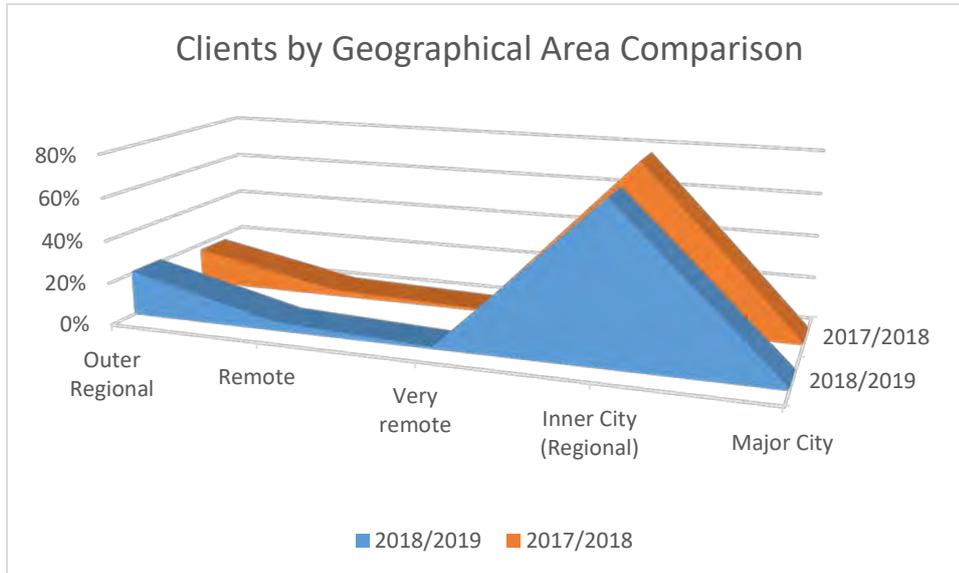


Top 4 Areas of Legal Advice 2018/2019



Utilising local government areas the majority of clients during 2017/2018 were within the Rockhampton City Council and Livingstone Shire areas. The chart below highlights the locality of clients as defined by CLASS.

Overview of client distribution 2018/2019



Other representation

Whilst the Centre’s services focus on legal advice, legal tasks and casework are provided to Centre clients, at the discretion of the principal lawyer. Legal tasks are defined as assistance provided to complete forms, draft letters etc and there is no expectation of ongoing assistance. In 2018/2019 the Centre provided assisted with 188 tasks being completed for clients.

Casework provides ongoing assistance to a client with the majority being within the family law area. In 2018/2019, case work (other representation) comprised 69 carry forward cases with 96 new cases opened and the closure of 105 cases in the 2018/2019 reporting period. 95.2% of the cases closed during this period were provided to clients experiencing financial disadvantage.



Case Study A

The client contacted the Centre as her ex-husband had refused to return the children to her. The client said that the children were only meant to spend the school holidays with their father but he was now claiming that she was an unfit mother and intended on keeping the children. The client had been the sole carer for the children, aged 10 and 8 since separation and the father had only spent some school holiday time with the children. There were no formal Parenting Orders or Agreements.

The father enrolled the children in a new school and sport teams, as they now lived with him four (4) hours away from their original home. The children were not allowed to phone or have any contact with the client.

The Centre was able to assist the client with making an urgent application to the Court by way of preparation of her relevant court documents and preparation of written submissions to the Court. The Court, following the hearing, made Orders that the Father return the children to the client to live with her, pending a final decision by the Court. The children were subsequently reunited with the client and returned to the locality that they had lived for the majority of their lives.

Case Study B

The client contacted the Centre, following the death of her De-Facto Husband seeking assistance with respect to finalization of the Estate. The Estate consisted of a vehicle, bank account and a mining claim. There was a will.

The Centre was able to assist the client with completing the necessary paperwork to transfer all of the assets to herself. During discussions, the client mentioned that her late husband had taken out a funeral insurance policy but as he had not been a member of the policy for 12 months, the insurance company refused to pay for his funeral.

The Centre wrote to the insurer and demanded a refund of all premiums that had been paid on the submission that it was unjust to receive payment for an insurance policy that was not subsequently honoured. The insurer provided a full refund to the client of all premiums paid within 48 hours of receiving correspondence from the Centre.

Case Study C

A client presented to the Centre for assistance with making a submission for a Yellow card. The client was 65 years of age, unemployed and seeking to be engaged by a service provider to work with disabled adults. Yellow card screening involves the assessment of an individual's eligibility to work at a place where disability services are provided to adults based on their known police or disciplinary information.

Individuals are prevented from working with disabled adults if their past behavior indicates that they could be a risk to disabled adults and/or are unable to protect them from harm or promote their wellbeing. The client's criminal record included 35 year old historic offences such as dangerous driving causing death, assault causing bodily harm, providing a false name and address to police, false pretences and stealing.

Over the preceding years the client had taken fundamental steps to address the causes of the offending behaviour and maintained a clear criminal record. The client also dedicated her life to working in the community with the aged, dementia and palliative care patients and in the emergency and rehabilitation wards at the local hospital. The Centre prepared the necessary submission for the client. The client was successful in obtaining a Yellow Card and as a result gained meaningful employment.

Case Study D

An aged client presented to our service seeking assistance with a common boundary fence dispute. The client's neighbor had removed the fence without notice to her and leaving her in fear of local wild dogs. The Centre solicitor wrote to the neighbour and provided him with a formal notice to contribute to a new dividing fence.

The neighbour refused to contribute on the basis that the existing fence was removed as it encroached onto his property. The client undertook a survey at a substantial cost to her and the Centre assisted her in drafting the relevant court documents for an order that the neighbour pay the costs to re-establish a dividing fence between the two landowners. The court awarded in favour of the client and it was ordered that a new fence be erected.



Wayne Jones
Treasurer
2018 - 2019

2018/2019 was the second year of funding under the current service level agreement. In addition to the funds received under the SLA, income was received from undertaking the duty lawyer services. The increased income from this service provision will not be fully reflected in the Profit & Loss statement until the 2019/2020 financial year.

The budget is subject to continual vigilance and scrutiny. I am wish to report that as at the 30 June the financial accounts of the Centre remain sound. Overall the Centre has reported a \$120,210.01 loss. The loss was derived from the requirement of legal aid that the Centre spends down carry forward funds from previous years' profit margins. A total of \$174,156 was allocated to two projects:

- to utilise technology to maximise service delivery to rural and remote areas and
- to develop resources to provide enhance access to legal information for newly arrived migrants

With the increased demand for services and the expansion of outreach centres, staffing numbers increased through the appointment of a part time solicitor in Emerald, a project officer to oversee the above projects and casual solicitors and administration staff in Rockhampton.

The Centre income was \$618,559.18, a 9.8% increase on the previous reporting period. These funds were received from Commonwealth and State grants, duty lawyer fees and conference subsidies. The increased income from duty lawyer services was derived from service provision in Rockhampton, Gladstone and Emerald. Though income did not increase substantially, expenditure increased by 53.1% due to the expenses associated with the carry forward funds projects (as above).

Across consolidated operations, the major area of expenditure was salaries representing 72% of total expenditure. This represented an increase of 46.2% expenditure in comparison to 2017/2018. Non wages based expenditure increased across all areas with the major areas of increased cost including fees and subscriptions, promotion and advertising (brochures & website) and the purchase of equipment

The Management Committee resolved to align the depreciation of assets to the length of funding cycles and this has impacted on the balance sheet which shows a decrease in costs associated with the value of fixed assets from the previous year. This was due to a decrease in cash on hand and an increased asset depreciation rate. The Centre has made sufficient provisions for the payment of outstanding leave should this be required in the 2019/2020 year.

In June 2019 the centre received grant income for 2019/2020. This income is reflected in the Current Liabilities section of the Balance Sheet with the income and expenditure included in the 2019/2020 budget. The grant projects were from Legal Aid for the development of Community Legal Education and Australia Post for the purchase of a desktop computer for the Emerald outreach site.

In summary, the Centre is in a solid financial position and retains sufficient funds to enable it to fund its general operations and planned projects in the 2019/2020 financial year. My thanks are extended to Rick and members of the Management Committee and Centre staff for their support and assistance in the oversight and management of the Centre's financial operations.

I also wish to acknowledge our auditor Kennas and the Bookkeeping for Business Centre for their ongoing support and advice.

**CENTRAL QUEENSLAND COMMUNITY
LEGAL CENTRE INCORPORATED**

**FINANCIAL REPORT
FOR THE YEAR ENDED
30TH JUNE 2019**

**CENTRAL QUEENSLAND COMMUNITY
LEGAL CENTRE INCORPORATED**

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Statement by Members of the Committee

Auditor's Report

C Q Community Legal Centre Inc

PO Box 1393

Rockhampton 4700

ABN: 46 257 295 522

Profit & Loss [Last Year Analysis]

July 2018 To June 2019

	This Year	Last Year
Income		
Funding Income		
Commowwealth Funding		
State Funding	\$211,574.00	\$208,241.00
Total Funding Income	\$362,146.00	\$347,030.00
Service Generated Income		
Travel Conf & Other Reimburesem	\$0.00	\$240.70
Total Service Generated Income	\$0.00	\$240.70
Miscellaneous Income	\$44,839.18	\$7,641.49
Total Income	\$618,559.18	\$563,153.19
Gross Profit	\$618,559.18	\$563,153.19
Expenses		
Client Disbursements		
Client Support Expenses	\$817.40	\$721.50
Total Client Disbursements	\$817.40	\$721.50
Communications		
Internet Expenses	\$1,400.43	\$742.72
Telephone	\$18,130.80	\$8,786.66
Total Communications	\$19,531.23	\$9,529.38
Depreciation		
Depreciation	\$6,732.58	\$6,223.40
Total Depreciation	\$6,732.58	\$6,223.40
Finance & Accounting Fees		
Accounting & Auditor's Fees	\$5,950.00	\$6,033.45
Bank Charges	\$2.44	\$252.50
BAS Clearing	-\$0.59	\$0.64
Bookkeeping Costs	\$3,685.68	\$3,002.18
Total Finance & Accounting Fees	\$9,637.53	\$9,288.77
Insurance		
Insurance	\$396.95	\$1,494.47
Total Insurance	\$396.95	\$1,494.47
Leases		
Hire of Plant & Equipment	\$3,530.00	\$1,869.00
Leases	\$3,200.00	\$0.00
Total Leases	\$6,730.00	\$1,869.00
Library Resources & Subscript		
Books & Publications	\$900.00	\$1,510.52
Newspapers Journals & Periodic	\$623.35	\$0.00
Fees & Subscriptions	\$10,548.02	\$8,352.82
Resources for Library	\$410.00	\$0.00
Total Library Resources & Subscript	\$12,481.37	\$9,863.34
Minor Assets		
Minor Equipment Under \$1000	\$2,994.08	\$5,703.61
Assets Purchased Under \$20000	\$13,355.20	\$0.00
Total Minor Assets	\$16,349.28	\$5,703.61
Office Overheads		
Computer Support	\$9,013.18	\$8,479.99
Couriers	\$67.27	\$417.23

This report includes Year-End Adjustments.

C Q Community Legal Centre Inc

PO Box 1393

Rockhampton 4700

ABN: 46 257 295 522

Profit & Loss [Last Year Analysis]

July 2018 To June 2019

	This Year	Last Year
Postage	\$1,382.50	\$922.92
Printing & Stationery	\$7,849.69	\$6,688.00
Computer Expenses	\$7,680.31	\$249.41
Total Office Overheads	\$25,992.95	\$16,757.55
Other Premises Costs		
Rent	\$21,861.45	\$14,129.94
Electricity	\$14,270.03	\$12,425.28
Security	\$3,790.31	\$0.00
Staff Amenities	\$809.31	\$919.10
Cleaning	\$3,332.73	\$4,017.53
Garden Maintenance	\$210.00	\$177.27
Total Other Premises Costs	\$44,273.83	\$31,669.12
Other Sundry Expenses		
Sundry Expenses	\$173.73	\$32.73
Total Other Sundry Expenses	\$173.73	\$32.73
Programming and Planning		
Volunteer Costs	\$2,051.84	\$1,009.89
Committee Expenses	\$1,576.24	\$1,443.08
Advertising and Promotion	\$21,121.85	\$2,127.46
Consultation Fees	\$5,728.20	\$927.00
Total Programming and Planning	\$30,478.13	\$5,507.43
Repairs & Maintenance		
Repairs & Maint Premises	\$1,320.00	\$1,893.12
Total Repairs & Maintenance	\$1,320.00	\$1,893.12
Salaries & Related Expenses		
Wages & Salaries	\$475,816.55	\$305,899.95
Wage - Adjustment Account	\$0.00	-\$362.22
Superannuation	\$44,233.82	\$28,724.85
Staff Recruitment	\$1,502.66	\$375.00
Employee Entitlement Provision	\$9,804.59	\$27,768.43
Work Cover	\$925.61	\$889.29
Total Salaries & Related Expenses	\$532,283.23	\$363,295.30
Training Expenses		
Training Travel Expenses	\$8,524.76	\$6,271.09
Training Costs	\$2,920.89	\$3,172.73
Course Fees	\$9,273.84	\$3,024.09
Total Training Expenses	\$20,719.49	\$12,467.91
Travel		
Vehicle Expenses	\$6,370.00	\$4,946.20
Travel Costs	\$4,790.58	\$1,419.24
Total Travel	\$11,160.58	\$6,365.44
Total Expenses	\$739,078.28	\$482,682.07
Operating Profit	-\$120,519.10	\$80,471.12
Other Income		
Interest Received	\$309.09	\$258.13
Total Other Income	\$309.09	\$258.13
Other Expenses		
Loss on Sale/Scrapped Items	\$0.00	\$3,261.27

This report includes Year-End Adjustments.

C Q Community Legal Centre Inc

PO Box 1393

Rockhampton 4700

ABN: 46 257 295 522

Profit & Loss [Last Year Analysis]

July 2018 To June 2019

	This Year	Last Year
Total Other Expenses	\$0.00	\$3,261.27
Net Profit/(Loss)	-\$120,210.01	\$77,467.98

This report includes Year-End Adjustments.

C Q Community Legal Centre Inc

PO Box 1393
Rockhampton 4700

ABN: 46 257 295 522

Balance Sheet [Last Year Analysis]

June 2019

	This Year	Last Year
Assets		
Current Assets		
Cash On Hand		
CBA Premium Chq Acc 7919	\$182,025.91	\$256,814.67
CBA Provision Acc 6259	\$16,315.92	\$16,315.92
Petty Cash - Operations	\$0.02	\$0.02
Total Cash On Hand	\$198,341.85	\$273,130.61
Trade Debtors	\$1,597.20	\$1,756.60
Total Current Assets	\$199,939.05	\$274,887.21
Fixed Assets		
Office Furniture & Equipment		
Office Furn & Fit - Operations	\$12,938.05	\$12,938.05
Total Office Furniture & Equipment	\$12,938.05	\$12,938.05
Less: Accumulated Depreciation		
Less: Accum Dep - Operations	-\$12,938.05	-\$7,678.02
Total Less: Accumulated Depreciation	-\$12,938.05	-\$7,678.02
Office Fit & Improv Operations		
Office Fit & Improv Operations	\$6,425.45	\$6,425.45
Less: Accum Depreciation	-\$6,425.45	-\$4,952.89
Total Office Fit & Improv Operations	\$0.00	\$1,472.56
Total Fixed Assets	\$0.00	\$6,732.59
Total Assets	\$199,939.05	\$281,619.80
Liabilities		
Current Liabilities		
Credit Card	\$984.11	\$0.00
Trade Creditors	\$26,564.08	\$19,026.52
Unexpended Grants	\$20,203.00	\$0.00
Total Current Liabilities	\$47,751.19	\$19,026.52
Employee Benefits		
Provision for Annual Leave		
Provision for A L - Operations	\$31,339.63	\$27,720.58
Total Provision for Annual Leave	\$31,339.63	\$27,720.58
Provision for Sick Lve		
Prov for Sick Lve - Operations	\$29,818.14	\$23,659.37
Total Provision for Sick Lve	\$29,818.14	\$23,659.37
Provision Dom. Violence Leave		
Prov for DV Leave - Operartion	\$7,954.15	\$7,927.38
Total Employee Benefits	\$69,111.92	\$59,307.33
Total Liabilities	\$116,863.11	\$78,333.85
Net Assets	\$83,075.94	\$203,285.95
Members' Funds		
Retained Earnings (Accum Loss)		
Ret Earnings Beg of Fin Year	\$63,554.04	\$63,554.04
Nets Profit/Loss	-\$120,210.01	\$77,467.98
Retained Earnings at End Fin Yr	\$139,731.91	\$62,263.93
Total Retained Earnings (Accum Loss)	\$83,075.94	\$203,285.95
Total Members' Funds	\$83,075.94	\$203,285.95

This report includes Year-End Adjustments.

C Q Community Legal Centre Inc

PO Box 1393

Rockhampton 4700

ABN: 46 257 295 522

Balance Sheet [Last Year Analysis]

June 2019

	This Year	Last Year
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This report includes Year-End Adjustments.

**CENTRAL QUEENSLAND COMMUNITY
LEGAL CENTRE INCORPORATED**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30TH JUNE 2019**

1 Summary of Significant Accounting Policies

Basis of Preparation

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 1981. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of this financial report.

Property, Plant and Equipment

Property, plant and equipment are included in cost, or at valuation. All assets, excluding freehold land and buildings held for investment, are depreciated over the useful lives to the entity

Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than twelve months after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

Employee benefits are presented as current liabilities in the balance sheet if the association does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date regardless of the classification of the liability for measurement purposes under AASB 119.

**CENTRAL QUEENSLAND COMMUNITY
LEGAL CENTRE INCORPORATED**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30TH JUNE 2019**

Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short term highly liquid investments with original maturities of three months or less.

Revenue and Other Income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the entity and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Interest revenue

Interest revenue is recognised using the effective interest rate method.

Rendering of services

Revenue in relation to rendering of services is recognised depends on whether the outcome of the services can be measured reliably. If this is the case then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period. If the outcome cannot be reliably measured then revenue is recognised to the extent of expenses recognised that are recoverable.

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST. The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the balance sheet.

**CENTRAL QUEENSLAND COMMUNITY
LEGAL CENTRE INCORPORATED**

STATEMENT BY MEMBERS OF THE COMMITTEE

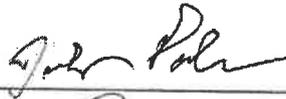
The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial statements attached:

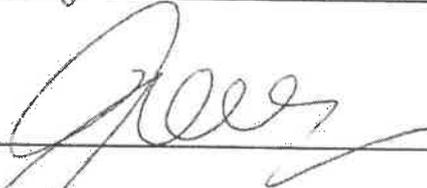
- 1 Presents a true and fair view of the financial position of Central Queensland Community Legal Centre Incorporated as at 30th June 2019 and its performance for the year ended on that date.
- 2 At the date of this statement, there are reasonable grounds to believe that Central Queensland Community Legal Centre Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President:



**Committee
Member:**



Dated this 15th day of October 2019

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF CENTRAL QUEENSLAND COMMUNITY
LEGAL CENTRE INCORPORATED**

Report on the Financial Report

I have audited the accompanying financial report, being a special purpose financial report, of Central Queensland Community Legal Centre Incorporated (the association), which comprises the balance sheet as at 30th June 2019, and the income statement and cash flow statement, a summary of significant accounting policies, other explanatory information and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of Central Queensland Community Legal Centre Incorporated is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act QLD 1981 and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

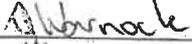
Auditor's Opinion

In my opinion, the financial report of Central Queensland Community Legal Centre Incorporated presents fairly, in all material respects the financial position of Central Queensland Community Legal Centre Incorporated as of 30th June 2019 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act QLD 1981.

Basis of Accounting and Restriction on Distribution

Without modifying my opinion, I draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Associations Incorporation Act QLD 1981. As a result, the financial report may not be suitable for another purpose.

Name of Firm: Kennas
Chartered Accountants

Name of Director: 
Helen Warnock

Address: 5th Floor, Capricornia Electricity Centre, Alma Street, Rockhampton 4700

Dated this 15th day of October 2019