




CAIRNS COMMUNITY
LEGAL CENTRE INC

ANNUAL REPORT **2021- 2022**

The page features several overlapping geometric shapes in shades of teal, light green, and dark blue, primarily located in the top-right and bottom-left corners. The text is centered in the white space between these shapes.

We acknowledge the traditional custodians of this land, elders both past and present.

We also extend our respect to other First Nations peoples who are within our service area.



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About Us

BACKGROUND OF THE CENTRE

The Cairns Community Legal Centre Inc (the Centre) was established in 1991 and incorporated in January 1993. The Centre is a not-for-profit community organisation that provides legal and support services for the benefit of people in the community experiencing disadvantage. The Centre is one of more than 200 community legal centres nationwide and is accessible to the community from 9:00am to 4:00pm Monday to Friday.



Social Worker Tracey Ashton and Paralegal Stephanie Carroll

PURPOSE

People in the community experiencing disadvantage are provided accessible legal and social justice services.

VALUES



Integrity



Commitment



Fairness



Compassion



Adaptability



Diversity



Working Together



Respect



President's Report

Amanda Lee-Ross

This year the Centre reviewed its strategic plan to carry the organisation forward over the next three years, leading into its next major funding cycle. Interestingly, many of the things that were important to us in the last strategic planning cycle, remain so now.

Whilst in more recent times we have seen the easing of the constraints placed upon the whole world as it continues to grapple with the COVID-19 pandemic, we have had to continue to innovate and test new ideas of service provision as we seek to offer assistance to the community.

It is clear that COVID-19 had greater impacts on particular sections of our community and we, at the Centre, are well aware that many of our clients fall into these categories, often requiring modified responses. We feel strongly that maintaining our spirit of service, an important part of our previous strategic plan, is fundamental to ensuring our ability to provide our clients with high quality, innovative and responsive service provision. This has resulted in upgrades in technology including moving to cloud-based systems, a website appointment system and our 'Paper Lite' project.

I would like to take this opportunity to express my thanks to the volunteers that gave up their time to provide assistance to clients on Thursday nights. This has, of course, also been impacted by the pandemic, in particular the Centre's inability to secure volunteer illness insurance. This meant that, unfortunately, we had to suspend the volunteer program in December 2021.

After 20 years with the Centre, we said farewell to our Centre Director, Giselle Negri. Giselle's passion and dedication to the Centre was evident in many ways. It was not just her meticulous preparation for, and support and resourcing to, our Board meetings. It was far more than that. Giselle constantly reviewed our services, weighed up the pros and cons of a myriad decisions, all of which she did in a highly considered and ethical manner. On behalf of the Board, I would like to thank her for the excellent job she did in managing and developing the Centre and its achievements over the years. Furthermore, I would like to make special mention of our Finance and Administration Manager, Pauline Vella and our Principal Solicitor, Nicholas Pagonis, both of whom stepped seamlessly into the breach after Giselle's departure to ensure that the Centre continued to run efficiently. I would also like to thank all the staff for their hard work and dedication to the provision of quality services to our clients during this challenging time. The Board welcomes and looks forward to working with our new CEO, Liz Behrend who joined us in August 2022.

Finally, I would like to thank my colleagues on the Board. Along with myself, Belinda remains a stalwart of the Board and we have enjoyed continuing to work with Julie, Arabella and Taha this year. We are, however, saying farewell to Taha, but looking forward to welcoming Aidan as a new Treasurer. All of the Board members have worked hard and made valuable contributions to our strategic plan and policies implemented to assist with mitigating risks associated with COVID-19. Their commitment to the Centre has made my role as President easy.

There will be plenty to do over the next year as we seek to consolidate the Centre after a year of changes, and I look forward to doing so with you all.



CEO's Report

Elizabeth Behrend

It is my pleasure to write the CEO's Report for the 2021-2022 year. This was the year that the Centre farewelled Director Giselle Negri after many years of providing strong leadership and direction for the Centre.

The 2021-2022 year saw many new phrases and words enter our everyday language; "self-isolating", "pandemic", "quarantine", "lockdown", "flatten the curve", to name a few. Platforms such as Teams, Zoom and Skype, have eased the restrictions, with many new ways of interacting with family, friends, clients and colleagues. Working from Home became quite common in our conversations as many of us entered or exited lockdown. But during this time Our **purpose and values** have throughout continued to guide us. This together with our **2021-2024 Strategic Plan**, we have continued to provide good work on a day-to-day basis for clients, maintain focus on our longer-term strategies; and retain a good sense of well-being within the team.

A strong **spirit of service** has been identified as a key cornerstone of our success. Maintaining a healthy organisational culture and strong relationships, are important aspects of this, with a review of our values and behaviours to be undertaken to ensure that these continue to be relevant and drive the business of the organisation forward in the current environment. We have continually sought to **maximise client and community impact**. While community events were impacted, the new year brought about the ability to resume delivering services with our most vulnerable and a return to being able to attend Community based events. Although service delivery has been impacted, it did provide the opportunity for the Centre to transition to a cloud-based Client Management System. This aligned with the objective of moving to a "paper-lite" model. This has also included refined online forms for finance, payroll, and leave.

To achieve this the Centre has a very capable team of staff. I am very proud of what each one brings to the organisation, and who demonstrate a spirit of service that drives the outcomes and impact that our client and community needs. I would like to acknowledge the Centre's Finance & Administration Manager Pauline Vella, and Principal Solicitor Nicholas Pagonis who have both filled the void of Director until I commenced. This has provided the Centre with a continuity of leadership that has been invaluable. I also extend my gratitude to the Centre's volunteers who were able to participate in the Thursday Night Volunteer Service up until the end of 2021. And finally, I thank the Centre's Board, who have again remained committed to the Centre and what it is here to achieve. I would like to thank Amanda Lee-Ross for her wisdom and insight for guiding the Centre through another year where COVID-19 brought its own unique challenges.

Once again, I look forward to working with everyone into the future to providing services to our local community.



Audited Financial Statements and Reports

The Annual Financial Statements and Reports were audited by Jessups Accountants & Business Advisors and are included in the Annual Report.

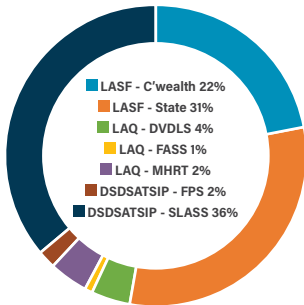
My thanks to all staff, volunteers, and Board members for their assistance during this financial year.

Treasurer's Report

Aidan Lang

Income

For the 2021-2022 financial year, the Centre's income was \$1,739,955, including unexpended grant funds. The main source of the Centre's income was from the following Government-funded programs (please note all amounts detailed below include the 30 June 2022 unexpended grant funds balance of \$104,055):



Legal Assistance Strategy and Funding (LASF) funding of:

\$346,488

from the Commonwealth Attorney-General's Department

\$486,272

from the State Attorney-General's Department

Legal Aid Queensland funding of:

\$59,631

Domestic and Family Violence Duty Lawyer Service

\$18,500

Family Advocacy Support Service

\$52,488

Mental Health Review Tribunal

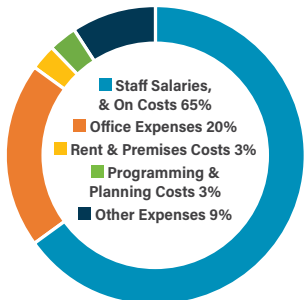
Queensland Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships funding of:

\$565,946

Seniors Legal and Support Service

\$30,480

Financial Protection Service



Expenses

For the 2021-2022 financial year total expenses for the Centre was

\$1,723,495

Our People

BOARD

President	Amanda Lee-Ross - Former CEO, Cairns Regional Domestic Violence Service
Vice President	Julie Theakston - Manager, Mareeba Community Centre Inc
Treasurer	Dr Taha Chaiechi - Associate Professor of Economics, James Cook University
Secretary	Belinda Down
Ordinary Members	Arabella Kullack - Senior Associate/State Wills and Estates Leader (QLD), Maurice Blackburn Lawyers

STAFF

Director	Giselle Negri until March 2022
Acting Director	Pauline Vella Nicholas Pagonis
Finance & Administration Manager	Pauline Vella
Principal Solicitor	Nicholas Pagonis
Acting Supervising Solicitor	Melanie Wilson
Solicitors	Denise Hilder, Kelsey Leahy, Joanne Brennan, Renee Lees (casual), Tiffany Veschetti (casual)
Social Worker	Tracey Ashton
Paralegal	Stephanie Carroll
Client Information & Administration Support Executive Assistant	Linda Cheng, Jennifer Christensen, Alena Pannell Lucy Raymer

Volunteers

We also thank locum workers:

Solicitor -
Andrew McDonnell

Thursday Evening Service

Our Volunteer Thursday Evening Service continued to be impacted during 2021-2022 because of the COVID-19 pandemic.

This included the implications arising from the insurance gap that exists in relation to volunteer illness insurance, with coverage for this not available on the current insurance market.

As a consequence, the Centre's Volunteer Evening Service was put into suspension at the end of 2021 and has remained in suspension through to June 2022 while the Centre fully explores options.

In addition to this there has also been a downward trend in volunteering numbers throughout the community sector in general, with this is likely to have repercussions for many organisations who rely on volunteers, and those vulnerable members of the community which those entities help.



Celebration of Dedicated Service

Giselle Negri

Giselle Negri has been a key figure of the Cairns Community Legal Centre since she commenced in the role of Principal Solicitor/Co-ordinator in September 2002. As the Centre has grown, there have been various restructures, and in 2011, Giselle took up the role of Director.

During her almost 20 years with the Centre, Giselle has been integral in leading the Centre throughout its many changes, including restructures, and relocating to several new premises. Responsible for the day to day management of the Centre, Giselle oversaw planning and organisation development – leading the Centre in implementing strategic plans and program initiatives, evaluating services and developing policies and procedures across all of its service programs.

Giselle has established and effected ongoing operation of the Centre's major service programs, which also included developing and maintaining strong working relationships with key stakeholders including Queensland Government Departments, Legal Aid Queensland, Attorney Generals Departments (State and Federal), National and State Associations of Community Legal Centres (CLCs). Passionate about providing access to legal services to disadvantaged people in the community, Giselle was also the driving force behind establishing and maintaining a connection to more regional locations via outreach services.

With the challenges brought about by COVID-19, Giselle maintained steady leadership of the Centre alongside the Board, and ensured that major services continued to be provided to clients, and led staff through the changes required to continue providing said services in a new and safe manner.

Giselle's passion, dedication, and meticulous preparation and consideration for all aspects of her work have been greatly appreciated, and the Centre is privileged to have benefitted from her experience. We wish Giselle all the best in her future endeavours, and thank her for her many years of service.

Strategic Priorities

The Centre's Strategic Plan can be simply and effectively stated as follows:



- Healthy Organisational Culture
- Strong Relationships
 - Internally
 - Externally



- Excellence in Practice
 - Work quality
 - Adding Community Value
- Outreach review



- Business Efficiency & Continuity
 - Paper-lite office project
 - Maximising use of IT

This has guided us throughout the year, with achievements across all areas outlined in this report.

Our Services to the Community

In 2021-2022 the Centre provided **information, referrals, discrete service assistance** and **ongoing casework services** across its various programs and funding streams:

The Centre offered these services over a **geographical area** stretching across Far North Queensland with services delivered **face-to-face**, as well as via **telephone and skype** and through regular outreach locations at Innisfail, Atherton, Mareeba and the Cairns Hospital.



TELEPHONE ADVICE AND WALK-IN SERVICE

Established in response to client demand, this Service enables clients to access urgent face to face or telephone advice across all of the Centre's practice areas.

The necessity of this service is demonstrated by the 333 emergency appointments provided to clients during the 2021-2022 financial year, and as such, is now embedded as a critical part of the Centre's services.



Solicitor Joanne Brennan and Paralegal Stephanie Carroll

LEGAL ASSISTANCE STRATEGY & FUNDING (LASF) PROGRAM

General Legal Service

The General Legal Service (GLS) is the Centre's core service, providing legal assistance across a broad range of areas including family law, domestic violence, peace and good behaviour matters, discrimination, guardianship administration and other mental health legal work, debt, motor vehicle, criminal law, traffic, and other miscellaneous matters.

Work undertaken by the GLS includes:

- Information and referrals; and
- Legal advice and legal task services; and
- Casework services.

The GLS also provides community education talks on a broad range of legal matters, to community groups, organisations and others.

The GLS is funded by the Commonwealth and State Governments through the Queensland Department of Justice and Attorney General, Legal Assistance Strategy & Funding (LASF).

“STORY OF IMPACT”

Valerie is a 75-year-old age-pension recipient who attended our Centre seeking assistance for her dispute with a local used car dealership. Valerie had saved up her limited resources to buy a vehicle without a loan, which enabled her to obtain casual work to supplement her age pension. Following the purchase, Valerie had very little savings left over.

Almost immediately after Valerie purchased the car, it started blowing smoke and felt unsafe to drive. Valerie urgently requested repairs from the dealership, who refused to conduct repairs, blaming the vehicle's age.

After seeking a second opinion from another mechanic, Valerie discovered the vehicle was not roadworthy. Valerie felt unsafe and that the dealership had used deceptive sales practices, taking advantage of her age and inexperience, to sell her the vehicle. She requested a refund from the dealership, which was dismissed by the dealer.

The situation had remained unresolved for several months when Valerie approached our Centre seeking legal support. On Valerie's behalf, our solicitor wrote to the used car dealer and formally 'rejected' the vehicle, citing Valerie's rights under the Australian Consumer Law. Our Centre's intervention opened up direct negotiations with the dealership, ultimately resulting in a negotiated refund to Valerie for the value of the vehicle.

Our assistance ensured that Valerie's matter was resolved without the stress of litigated legal proceedings, and enabled Valerie to use the refunded money to purchase a different, safer vehicle.

CAIRNS MENTAL HEALTH LEGAL SERVICE

The Centre also remains available to provide the CMHLS **each week at the Cairns Hospital's Mental Health Unit**, for those who are patients of the MHU.

The CMHLS provides legal services to clients needing help with Treatment Authorities, Electroconvulsive Therapy Applications and other mental health legal work. This **includes representation at hearings before the Mental Health Review Tribunal**; with advice and assistance also provided across the Centre's other usual areas of practice where that's needed.

Other provided at the Cairns Hospital has included the provision of regular talks to hospital staff regarding mental health law and how the Centre can help with that.

CONSUMER LAW SERVICE

The Consumer Law Service (CLS) provides services across a range of consumer law matters including consumer credit, debt, bankruptcy, telecommunications and financial services complaints, consumer product and services complaints and other consumer related enquiries.

The CLS assists the consumers by providing:

- Information and referrals; and
- Legal advice and legal task services; and
- Casework services.

The CLS also provides community education talks addressing consumer rights and common consumer issues.

The CLS is part of those services funded through the LASF.



Social Worker Tracey Ashton

DISCRIMINATION & HUMAN RIGHTS LEGAL SERVICE

The Centre's Discrimination & Human Rights Legal Service (D&HRLS) continues to specialise in providing services to people experiencing discrimination; as well as providing services to those whose matters fall within the ambit of the Human Rights Act (Qld).

The D&HRLS work is also provided through:

- Information and referrals; and
- Legal advice and legal task services; and
- Casework services, including representation of clients before the Queensland Human Rights Commission, Australian Human Rights Commission and Fair Work Commission.

The D&HRLS is also available to provide community education through the local community.

The D&HRLS is also funded through the LASF.

Through the Centre's Discrimination & Human Rights Legal Service, our team have spent the last 12 months strengthening the Centre's relationships with other key organisations in this space, notably the Queensland Human Rights Commission (QHRC).

Commencing with targeting training in anti-discrimination legislation and Queensland's Human Rights Act, and reinforced by participation in the Queensland Human Rights Advocates Network, the Centre has raised its profile in this space leading to increased direct referrals from the QHRC, increased participation in conciliations and an overall increase in the number of Human Rights and Discrimination matters taken on by the Centre.

“STORY OF IMPACT”

Navigating the processes of financial institutions can be a complex and difficult task for vulnerable people. This can often lead to them not receiving the financial assistance that they are entitled to, which increases their socio-economic barriers.

Lachlan was a 21-year-old Aboriginal and Torres Strait Islander man who attended Cairns Community Legal Centre seeking assistance to claim a superannuation death benefit following the murder of Lachlan's mother by Lachlan's father, who was then jailed. This left Lachlan and his younger sister without parents and reliant on friends for temporary accommodation at the ages of 16 and 13. Lachlan's mother also died without a will.

Lachlan was faced with navigating a complex superannuation benefit claim process. Believing he had to wait until he and his sister were 18 and impacted by inaccuracies on his mother's death certificate and the delays in his father's criminal prosecution, Lachlan waited 5 years before seeking assistance from our Centre.

A solicitor from our Centre liaised with the superannuation company on Lachlan's behalf and helped him complete his death benefit claim, including providing information about the circumstances of his mother's death and his dependent beneficiary status.

As a result of our assistance, the Superannuation Trustee distributed Lachlan's death benefit portion and the matter was finalised quickly. Lachlan's future is now financially secure and his temporary living circumstances have been addressed, allowing him and his sister to enhance their longer-term safety and wellbeing.

FAMILY LAW SERVICE

The Family Law Service (FLS) focuses on family law matters involving children.

The FLS has a primary focus on facilitating client's ability to participate effectively in family law mediations and to advance the prospect of successful mediation without the need to resort to litigious processes.

The FLS assists clients through:

- Information and referrals; and
- Legal advice and legal task services; and
- Casework services.

The FLS is also available to provide community education and is funded through the LASF.

LAW REFORM

The Centre has recently undertaken some important research and Law Reform work in relation to rights of sex workers in the context of the review of Queensland's Anti-Discrimination Act.

Respect Inc., an advocacy group focused on supporting the rights of sex workers, approached our Centre for assistance with preparing submissions for the review of the Anti-Discrimination Act undertaken by the QHRC this year.

In collaboration with Respect Inc., our Centre made recommendations regarding necessary changes to the Act to be more protective of the rights of sex workers.

The QHRC's Final Report into the review of the Anti-Discrimination Act is strongly supportive of our recommendations and proposes to adopt a majority of the suggested amendments in relation to increased protections for sex workers.

“STORY OF IMPACT”

Lenders are required to do certain checks before lending money to ensure that a loan is affordable and appropriate for the consumer's needs. When lenders don't properly perform these checks, it's the vulnerable members of our community, who are often already in financial stress, that suffer the most.

Aleasha is an Aboriginal single mother of four children who relies on Centrelink payments for income. Aleasha purchased a used car from a local car dealership with the assistance of a car loan.

Over the course of two years, the car had many problems that cost Aleasha over \$3000 to repair. The weekly loan repayments of \$100, automatically deducted from her bank account, made it difficult for Aleasha to provide for her family, causing her financial and emotional distress.

Aleasha was advised by her financial counsellor to seek free legal assistance from the Cairns Community Legal Centre. A Centre solicitor reviewed the checks the lender made into Aleasha's financial position before the loan was confirmed and discovered that there was no way Aleasha could have comfortably met the repayments without suffering financial hardship. On this basis, the Centre argued that she should not have been offered the car loan and successfully negotiated a loan reduction of around \$6,000 as well as a reduction in the weekly loan repayment amounts.

As a result of the Centre's intervention, Aleasha can now afford to keep the car and repay the remaining amount of the loan in a way that is stress-free and affordable for her family.

Legal Aid Queensland Funded Services

DOMESTIC VIOLENCE DUTY LAWYER SERVICE

The Domestic & Family Violence Duty Lawyer Service is provided **in conjunction with the North Queensland Women's Legal Service**, with NQWLS providing duty lawyer services to women and the Cairns Community Legal Centre providing duty lawyer services to men, both aggrieved and respondent parties.

This service operates each Thursday at the Magistrates Court in Cairns and is funded by Legal Aid Queensland.

The Centre's GLS also compliments the DVDLS by enabling follow up work to be provided in relation to domestic violence and other work that is required beyond the duty lawyer service provided, including in relation to family law matters.

CHILD PROTECTION DUTY LAWYER SERVICE

In 2021-2022 the Centre also made itself available to assist with the Child Protection Duty Lawyer Service, where that may be required.

This service is also funded by Legal Aid Queensland.

MENTAL HEALTH REVIEW TRIBUNAL SERVICE

The Centre's Mental Health Review Tribunal Service is also funded by Legal Aid Queensland and compliments the Centre's Cairns Mental Health Legal Service (CMHLS).

With this Service conducive to remote service accessibility and provision, the MHRT Service has continued seamlessly since the commencement of the pandemic.

Through these interconnected services the Centre has also been able to successfully build on its existing service systems to expand its delivery of services to its target clients.

FAMILY ADVOCACY AND SUPPORT SERVICE

The Centre also continued to provide the Family Advocacy and Support Service **together with the North Queensland Women's Legal Service and Legal Aid Queensland.**

The FASS saw the Centre providing duty lawyer services before the Federal Circuit Court (as it was then) in Cairns; in relation to **family law matters involving domestic and family violence**. As part of this service, other urgent family law assistance may also be provided by the Centre outside of duty days.

The FASS duty days have been provided remotely since the commencement of the pandemic; with this Service having seen a decrease in activity numbers during the pandemic.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

SENIORS LEGAL & SUPPORT SERVICE

The Seniors Legal and Support Service (SLASS) undertakes legal and support services for the benefit of seniors affected by elder abuse or financial exploitation.

The SLASS is available to people within an hour's drive of Cairns, or outside of that area at the Centre's discretion.

The SLASS provides a multi-disciplinary practice, consisting of a solicitor and social worker who provide a range of assistance to clients including via home visits and other safe locations.

The SLASS assists clients through:

- Legal advice, legal task assistance.
- Information and referrals.
- Counselling and support; and
- Casework services

The SLASS also provides community education talks to client groups and other service providers including residents in nursing homes, neighbourhood centres and other community organisations, retirement groups, aged care service providers and others. Although impacted by COVID-19, the nature of the SLASS client base and matters which it deals with, continues to make such community education a vital part of the work provided by this Service.

The SLASS is funded by the Queensland Department of Seniors, Disability Services & Aboriginal and Torres Strait Islander Partnerships, and is one of 5 such services state-wide.

FINANCIAL PROTECTIONS SERVICE

The aim is for this service to enable seniors experiencing or at risk of experiencing financial abuse to make informed decisions, look after their personal finances, protect their financial futures and reduce the risk of being financially abused.

The FPS is also funded by the Queensland Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

The Centre has created new games-based community education content focused on the education of older Australians on scams. Delivered through the medium of a bingo game, participants engage with legal concepts relevant to scams as well as examples of current scams occurring in the community - while having a great time. The bingo format is flexible and easy to adapt, depending on the number of participants and venue. The bingo sessions have received enthusiastic feedback so far, with many community organisations impressed by its engaging nature and requesting follow-up sessions. It is by far the most frequently requested CE option in our offerings. Plans are in progress to develop more games-based community education content in future.



Local bus advertising

STORY OF IMPACT

The Cairns Community Legal Centre's Seniors Legal and Support Service (SLASS) recently assisted our client Rina with the protection of her 90-year-old mother, Gladys. Rina attended our Centre seeking assistance regarding potential Elder Abuse being committed against Gladys by Gladys' Enduring Power of Attorney (EPOA), who was Gladys' daughter and Rina's sister. Gladys was reportedly suffering from early onset dementia.

Rina was extremely concerned by her sister's conduct towards their mother, as she appeared to be isolating Gladys from the rest of the family. She was preventing Gladys' private telephone communications with Rina or Rina's family members and blocking Rina from visiting Gladys at Gladys' own home. She had also informed the staff at the Respite centre Gladys attended to block Rina from seeing Gladys. This was in opposition to Gladys' expressed wishes and preferences to see Rina, causing Gladys to feel generally reluctant to speak of her wishes and preferences to her EPOA. When Rina tried to talk to her sister about her behaviour towards their mother, Rina's sister became abusive and threatening. Rina became afraid both for her own safety and the safety of their mother.

We assisted Rina to write to her sister and put her on notice of her duties and obligations towards their mother as a substitute decision-maker, as well as the consequences she faced if she continued to breach those duties and obligations. Following the letter, we supported Rina to report her concerns to the Office of the Public Guardian (OPG) for investigation. The OPG's investigation outcome is pending, however, Rina is now regularly communicating by telephone with Gladys.

STORY OF IMPACT

Montana is a young woman in her early twenties who approached our Centre for assistance regarding difficulties she was experiencing with her real estate agent. Montana had been renting a property with her ex-partner and they were both listed as co-tenants on the lease. When Montana's ex-partner started showing concerning domestic violence-related behaviours, including threatening to kill Montana's dog, Montana had to leave for her safety. After she left, her ex-partner continued to try to locate her and drove past her workplace multiple times.

Montana asked her real estate agent to release her from the lease and explained that domestic and family violence was her reason for leaving. Despite this, the real estate agent insisted that Montana was breaching the lease agreement and would therefore need to pay significant break-lease fees. To avoid these fees, Montana located replacement tenants for the property; however, these replacement tenants were not accepted by the property owner. Montana's ex-partner had also offered to pay her break-lease fees, however Montana did not want to agree to this as she felt that this would continue her partner's financial control over her.

With the Centre's support and advice, Montana benefited from temporary changes to tenancy law in Queensland (due to the impact of COVID-19 on domestic and family violence relationships). A solicitor of our Centre drafted the appropriate notice form on Montana's behalf and sent this to the real estate agent. This notice was accepted and, as a result, Montana was released from the tenancy agreement without needing to pay any break-lease fees and without the involvement of her ex-partner. Further, the real estate agency was educated about its obligations in circumstances where someone seeks to leave a tenancy agreement due to domestic and family violence.

“ STORY OF IMPACT ”

Laurel is a 71-year-old client who attended our Centre for urgent assistance. Laurel's adult daughter Rebecca, and Rebecca's three children, had recently moved into Laurel's home following Rebecca's eviction from a homeless shelter. Rebecca has a complex history of drug and alcohol abuse and was dealing with the ongoing effects of mental health and domestic violence-related issues.

After moving in, Rebecca was regularly affected by drugs and alcohol; her behaviour became erratic, aggressive, and verbally and emotionally abusive to Laurel. It soon became apparent to Laurel that her grandchildren were afraid of their mother. In an attempt to protect Laurel's grandchildren, as well as her own safety and the safety of their home, Laurel asked Rebecca to move out of the address. Rebecca refused and became physically and verbally aggressive. Rebecca's behaviour put Laurel at risk of harm as Rebecca was much younger and physically stronger than Laurel. The police had to be called due to Rebecca's behaviour and ultimately Rebecca was removed from the address by police and ambulance.

Fearing for her safety, Laurel consulted our Seniors Legal and Support Service ("SLASS") Solicitor and Social Worker for advice on what actions she could take to ensure the safety of her home and family members. Our SLASS team advised Laurel of her rights to seek protection from family violence and elder abuse through a Domestic and Family Violence Order ("DVO") in the Magistrates Court. We provided Laurel with urgent assistance to prepare and submit her application for a DVO, which was filed in Court that afternoon. The immediate support we provided ensured that Laurel's matter was listed quickly, and a Temporary Protection Order was obtained to ensure urgent interim protection until the matter was finalised by the Court.

“ STORY OF IMPACT ”

Harry is a 77-year-old Aboriginal and Torres Strait Islander man whom our Centre assisted to understand and enforce his right to services provided under a retirement village contract.

In 2014, Harry entered a special retirement village contract that allowed him to pay a discounted rental rate, deducted from his age pension entitlements, on the basis of his financial position. Although Harry's contract allowed him to pay a discounted rental rate, the contract stated that the retirement village operator was still required to provide Harry with certain services, including necessary maintenance and repairs, in return for Harry's rental payments.

As time passed, Harry noticed that other residents were receiving more attentive responses to their maintenance and repair requests. When Harry made a request for maintenance, he either received no response or a largely delayed response or inspection from management. This made him feel that he was being ignored or dismissed based on the lower rates he was paying, compared with other village residents.

Harry attended our Seniors Legal And Support Service seeking assistance to understand his right to maintenance and repair services under his retirement village contract. Our solicitor supported Harry by explaining his contract to him and writing to the retirement village manager, putting them on notice of Harry's rights under the contract and requesting that a long list of items were attended to. In response to our letter, the village manager herself promptly attended Harry's unit to inspect his list of repair items as requested. Harry has now had many of his repair items attended to and a deeper understanding of his rights under the retirement village contract.

The Statistics

OUR CLIENTS

Records show that in 2021-2022 the Centre provided **2127 clients** (an approximate 14% increase from 2020-2021); with legal advice, legal task assistance, duty lawyer, court/tribunal and other representation, as well as social work support services.

Records also show that in 2021-2022:



97% of our clients reside in outer regional and remote areas - with approximately one third of our clients residing outside of the immediate Cairns City area



31% of our clients identified as having a disability - with approximately 75% of our clients with a disability having an income of less than \$599 pw (\$31 999 pa)



18% of our clients identified as First Australians



15% of our clients identified as experiencing or at risk of experiencing homelessness



15% of our clients identified as experiencing or at risk of experiencing Domestic & Family Violence



25% of our clients were born overseas

OUR WORK ACTIVITIES

Records show that in 2021-2022 the Centre's work encompassed approximately:

64% civil law work;

23% family law; and

13% criminal law - across a range of problem types.

This proportion of work has remained relatively consistent during the pandemic. It is also inversely proportionate to the work provided by Legal Aid Queensland. That is where a grant of aid is less likely to be available, the Centre is more likely to undertake work in that area of law, and vice versa.

Discrete legal and social work support services totalled 3197 including 2389 legal advices and 159 legal task assistance services provided through the LASF.

The overall number of discrete legal and social work support services represents an increase of 20% since 2020-2021.

A total of **126 new court/tribunal and other legal representation matters** were also opened; with **128 such matters closed** during the year, including 54 through the LASF.

The overall number of new matters opened has increased by approximately 43% since 2020-2021.

In addition, the Centre provided **361 duty lawyer services through the Domestic Violence Duty Lawyer Service**; and **58 client services through the Mental Health Review Tribunal Service**.

Over **5805 information and referral activities** were also provided, including 4071 referrals through the LASF. This included referrals to other organisations in instances where the Centre was unable to assist (for example due to resourcing constraints) as well as referrals provided to other organisations to provide clients with a holistic approach to their situation or avoid duplication of services.

Over 15% more information and referral activities were provided in 2021-2022 than in 2020-2021.

Further work complimenting the Centre's information, referral, advice, and casework services included the provision of **71 community education and CLE activities**, including 12 community legal education (CLE) activities through the LASF.

WHAT OUR CLIENTS TOLD US

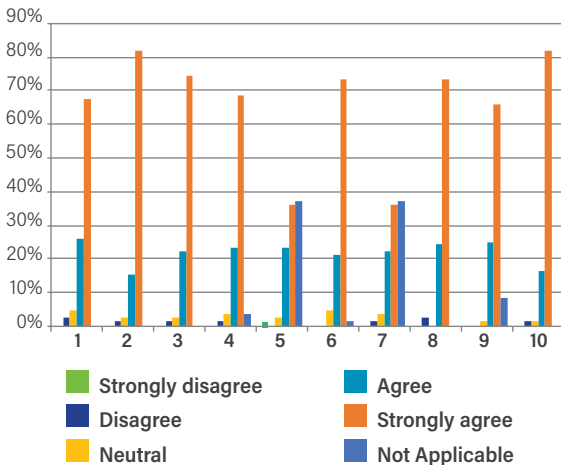
In May 2022, the Centre undertook a client survey pursuant to the requirements of the National Legal Assistance Partnership Agreement 2020-2025 (NLAP), and the Queensland Department of Justice and the Attorney-General.

The Centre sought to survey all clients who received a legal advice, legal task, court/tribunal or other representation service in May 2022, with some of these services including the provision of information and/or referral services.

The Centre achieved above state average survey results.

Client satisfaction results are summarised as follows:

1. It was easy to access the legal centre when I first needed help
2. The legal centre staff listened to my legal problems in a friendly and respectful manner
3. The legal centre staff helped me understand how to deal with my legal problem and provided me with options
4. The information and resources I received from the legal centre staff were very useful
5. I am very likely to access the other service(s) that I was referred to by the legal centre
6. I feel confident in the ability of the legal centre to assist me
7. I am satisfied with the resolution of the matter I received assistance for
8. I know where to get help if I have another legal problem in the future
9. The legal centre was able to meet me specific cultural or personal needs
10. I would recommend this legal centre to other people



We received encouraging feedback from clients during our annual survey, including:

- *Really happy with the service provided, people are great, solicitor got it sorted as quickly as possible in the time-frame. Kept it straight the point.*
- *Everything going well so far, am happy.*
- *Thank you for being such a supportive avenue for advice and information.*
- *I am happy with the service I'm getting and how I've been treated by the Centre.*
- *I'm happy with the help I've received and how I have been treated by the Centre.*
- *I have referred 4 other people to your Centre because I am so happy with the service that I am receiving especially because no one else was willing to help me.*
- *I'm very happy with the service my solicitor is providing me.*
- *Great service.*
- *I called in an extremely fragile and emotional state. Everyone I spoke to from reception to solicitor were extremely helpful and assisted me on the path to logical analysis of my situation. They were also able to send resources, and provide suggestions, as it was a complex case. I appreciated the help and support, and it was very much needed.*
- *Very kind and accommodating. Very satisfied.*
- *I'm very satisfied with the service I'm receiving.*
- *I am very grateful for the assistance I'm receiving from the Centre. I have a disability and was overwhelmed by the thought of having to deal with my legal problem on my own and so I really appreciate the help from your Centre.*

Community Engagement, Profile and Influence

The Centre participated in a range of community engagement activities throughout 2021-2022. This included:

Attendance at community events:

Although some events were cancelled or postponed due to COVID-19 the Centre was involved in a number of community events throughout the year including:

James Cook University Market Day
– Stall

Domestic and Family Violence Month
– Breakfast & Vigil

FNQ Family Law Pathways
– Breakfast

International Women's Day
– Breakfast

Mareeba Multicultural Festival
– Stall

Law Week
– Law Walk, Red Rose Rallies

Mental Health Week
– Stress Less Breakfast

Seniors Month
– Tablelands Council's Ageing Well Expo – Stall

Media:

The Centre also stayed connected with its communities through its web and social media presence. Visit the Centre's Facebook page to keep up with our involvement in the community, including links to radio talks, articles, and posts raising awareness of community involvement and issues.

As traditional modes of media are accessed by seniors and other clients groups, the Centre continues to utilise these, including the use of community based newsletters.

Community Legal & Other Education:

While the Centre's Community Education work continued to be impacted by COVID-19, some work in this space was still provided to Community Organisations, Groups and Networks including: Marlin Coast Neighbourhood Centre
TAFE Queensland
Community Support Centre Innisfail
CentaCare FNQ
St Vincent De Paul
Mental Health Unit – Cairns Hospital
Access Community Housing
Cairns & Community Dementia Carers Support Group
Bluecare Day Respite
Deaf Connect
Public Trustee Regional Stakeholder Forum

With Talks canvassing a range of legal issues serviced by the Centre.

Regular Networks:

The Centre is involved in regular networks throughout the year, including:
National Older Persons Legal Service Network
Queensland SLASS Network
Cairns Collective Impact on Domestic and Family Violence Network
Regional Legal Assistance Forum
CLE Legal Assistance Forum
Tablelands Interagency Network
Australian Disability Rights Network
Human Rights Advocates Network
Indigenous Consumer Assistance Network
FNQ Consumer Task Force
Family Support Network
Digital Strategy Implementation Network
Rural, Regional and Remote Network

With Networks aimed at developing client service delivery and organisational objectives

Partners & Relationships

In order to optimise the services that the Centre can provide to clients, the Centre also works closely with a range of legal and non-legal service providers.

This includes regular participation in the **Regional Legal Assistance Forum (RLAF)**. In addition, the Centre also maintains its connections with the **Cairns Alliance of Social Services (CASS)**.

The Centre is a regular and active participant in the RLAF; and also facilitates a conduit between the RLAF and the non-legal service providers who form part of the CASS.

Additionally, the Centre's **pro bono** partners and relationships remain important. In 2021-2022 the Centre continued to maintain its links with its pro bono supporters including **local and national firms**; and **local Counsel**. Through their generosity and goodwill the Centre and its clients have been able to achieve a level of assistance that would have not otherwise been possible.

Cairns Community Legal Centre has been a member of the Cairns Collective Impact on Domestic Family Violence ("CCIDFV") network for a number of years. The CCIDFV network is a collective made up of a number of stakeholder organisations that work together to develop an integrated service response which reduces the incidence and impact of domestic and family violence in the Cairns community. The collective meets quarterly and a range of working subgroups within the network have been formed.

Recently, the CCIDFV network created a "Perpetrator Intervention" subgroup with a view to identifying and developing programs that are available in the community for alleged perpetrators of domestic and family violence, as well as to assess who is suitable to be referred to these programs and any gaps that exist between services. As our Centre regularly provides a Duty Lawyer service for Respondent parties in Domestic Violence Order applications at Cairns Magistrates Court, our Centre was invited to form part of this subgroup. At the subgroup's initial meeting our Centre provided information to attendees on the role that our Centre staff play at the Duty Lawyer service, including our Centre's proactive efforts in having the Court make Intervention Orders for appropriate clients, which involve the client then attending an 18-week domestic and family violence counselling program. Our Centre looks forward to undertaking further work in this space as a member of this subgroup.

PRO-BONO STORY OF IMPACT

Mr Walker is a 54-year old Indigenous man who was referred to our Centre by the Queensland Human Rights Commission ("QHRC") for assistance with a racial discrimination complaint against his employer. Mr Walker had worked for a Queensland Government department for nearly ten years, however two years ago he was moved into an Indigenous-specific role in a new team. Mr Walker was aware that this team had a history of inappropriate treatment of Indigenous team members. Soon after starting, Mr Walker was subjected to racist and discriminatory comments by team members. Mr Walker raised complaints about this behaviour, however it continued. Mr Walker was subsequently diagnosed with depression and anxiety by a psychologist and had to undertake leave. This was problematic, as Mr Walker is the long-term guardian for his 7-year old niece and was dependent on his employment income.

Our Centre assisted Mr Walker by reviewing his lodged complaint and documents and liaising with the QHRC and the respondent's solicitor on his behalf. We prepared Mr Walker's matter for conciliation, obtained support material from his psychologist and appeared at the conference for Mr Walker.

Following the conference, our Centre engaged in ongoing negotiations with the government solicitor, however no appropriate resolution was reached. As such, we requested that Mr Walker's matter be sent to the Queensland Industrial Relations Commission ("QIRC") and sought Pro Bono assistance for these QIRC proceedings. Everyday Justice, a not-for-profit law firm operated by Mills Oakley, accepted our Centre's Pro Bono referral and have opened a casework file for Mr Walker and briefed a barrister. They also thanked us for providing a detailed and informative referral, and Mr Walker has thanked us for ensuring he has legal representation throughout each stage of his matter as this has made the events less stressful for him.

Outreach Services have remained a part of the Centre's services as follows:

Innisfail

Provided in conjunction with the Community Support Centre
Innisfail Inc (via telephone and face to face)

Mareeba

Provided in conjunction with the Mareeba Community Centre Inc
(via telephone and face to face)

Atherton

Provided in conjunction with Q.I.T.E. Atherton, from September 2021 until the closure of their Atherton office, with our last Outreach session in June 2022.
(via telephone and face to face)

Having trialled provision of these services via skype, the Centre has returned to providing its outreach services on a face to face basis. This will facilitate the Centre's relationships with its outreach communities and partners. This face to face advice is also be coupled with the provision of telephone advice as and when needed.

NACLC ACCREDITATION

The Centre also retains its certification as part of the NACLC accreditation process.

Through this the Centre seeks to maintain continuous quality improvement and best practice.

We also extend a special thanks to government and funders who continued to demonstrate their support during this highly irregular year:



** Stories of Impact –
All stories have been provided with the consent of the client; with all names changed.*

Cairns Community
Legal Centre Inc.

ABN 87 237 848 993

FINANCIAL STATEMENTS

For the Year Ended 30 June 2022

Cairns Community Legal Centre Inc

ABN: 87 237 848 993

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2022

		2022	2021
	Note	\$	\$
Revenue	4	1,739,955	1,637,612
Interest income		838	1,536
Other income - profit/(loss) on disposal of assets	4	-	(4,344)
Employee benefits expense		(1,128,066)	(1,024,769)
Depreciation and amortisation expense		(71,626)	(68,029)
Travel and accommodation expenses		(12,532)	(5,043)
Insurances		(18,799)	(12,177)
Minor equipment purchases		(32,823)	(27,485)
Training and development costs		(12,556)	(9,101)
Communication costs		(14,615)	(22,265)
Office expenses		(274,110)	(266,044)
Library, resources and subscriptions		(11,593)	(12,089)
Programming and Planning costs		(49,736)	(52,933)
Premises costs		(45,008)	(47,323)
Recalled funds unspent		(2,551)	(18,624)
Other expenses		(40,741)	(60,131)
Finance expenses		(8,739)	(2,617)
Surplus before income tax		17,300	6,170
Income tax expense		-	-
Surplus for the year		17,300	6,170
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		17,300	6,170

Cairns Community Legal Centre Inc

ABN: 87 237 848 993

Statement of Financial Position

30 June 2022

		2022	2021
	Note	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	581,169	769,428
Trade and other receivables	6	9,465	9,165
TOTAL CURRENT ASSETS		<u>590,634</u>	<u>778,593</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	190,523	88,448
TOTAL NON-CURRENT ASSETS		<u>190,523</u>	<u>88,448</u>
TOTAL ASSETS		<u>781,157</u>	<u>867,041</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	188,090	340,184
Lease liabilities		57,881	46,244
Employee benefits	9	62,473	121,765
TOTAL CURRENT LIABILITIES		<u>308,444</u>	<u>508,193</u>
NON-CURRENT LIABILITIES			
Lease liabilities		101,945	-
Employee benefits	9	8,167	13,547
TOTAL NON-CURRENT LIABILITIES		<u>110,112</u>	<u>13,547</u>
TOTAL LIABILITIES		<u>418,556</u>	<u>521,740</u>
NET ASSETS		<u>362,601</u>	<u>345,301</u>
EQUITY			
Reserves		45,516	33,967
Retained earnings		317,085	311,334
TOTAL EQUITY		<u>362,601</u>	<u>345,301</u>

Statement of Changes in Equity

For the Year Ended 30 June 2022

	Retained Earnings	General Reserve	Total
	\$	\$	\$
Balance at 1 July 2021	311,334	33,967	345,301
Surplus for the year	17,300	-	17,300
Transfers from retained earnings to general reserve	(11,549)	11,549	-
Total other comprehensive income for the period	-	-	-
Balance at 30 June 2022	317,085	45,516	362,601

	Retained Earnings	General Reserve	Total
	\$	\$	\$
Balance at 1 July 2020	289,508	49,623	339,131
Surplus for the year	6,170	-	6,170
Transfers from retained earnings to general reserve	15,656	(15,656)	-
Total other comprehensive income for the period	-	-	-
Balance at 30 June 2021	311,334	33,967	345,301

Cairns Community Legal Centre Inc

ABN: 87 237 848 993

Statement of Cash Flows For the Year Ended 30 June 2022

	2022	2021
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	1,739,655	1,856,692
Payments to suppliers and employees	(1,859,894)	(1,629,531)
Interest received	838	1,536
Net cash provided by/(used in) operating activities	<u>(119,401)</u>	<u>228,697</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	-	(34,648)
Net cash provided by/(used in) investing activities	<u>-</u>	<u>(34,648)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Payment of finance lease liabilities	(68,858)	(58,945)
Net cash provided by/(used in) financing activities	<u>(68,858)</u>	<u>(58,945)</u>
Net increase/(decrease) in cash and cash equivalents held	(188,259)	135,104
Cash and cash equivalents at beginning of year	769,428	634,324
Cash and cash equivalents at end of financial year	5 581,169	769,428

Cairns Community Legal Centre Inc

ABN: 87 237 848 993

Notes to the Financial Statements

For the Year Ended 30 June 2022

The financial report covers Cairns Community Legal Centre Inc as an individual entity. Cairns Community Legal Centre Inc is a not-for-profit Association, registered and domiciled in Australia. Cairns Community Legal Centre Inc is incorporated in Queensland under the *Associations Incorporation Act (QLD) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2007)* ('the Act').

The principal activities of the Association for the year ended 30 June 2022 were to provide people within the community experiencing disadvantage with accessible legal and social justice services.

The functional and presentation currency of Cairns Community Legal Centre Inc is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012*.

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services.

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Association have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Specific revenue streams

The revenue recognition policies for the principal revenue streams of the Association are:

Grant income

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations then the revenue is recognised when control of each performance obligations is satisfied.

The performance obligations are varied based on the agreement but may include management of education events, vaccinations, presentations at symposiums.

Each performance obligation is considered to ensure that the revenue recognition reflects the transfer of control and within grant agreements there may be some performance obligations where control transfers at a point in time and others which have continuous transfer of control over the life of the contract.

Where control is transferred over time, generally the input methods being either costs or time incurred are deemed to be the most appropriate methods to reflect the transfer of benefit.

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(a) Revenue and other income

Revenue recognition policy for contracts which are either not enforceable or do not have sufficiently specific performance obligations

The revenue recognition policies for the principal revenue streams of the Association are:

Grant income

Revenue in the scope of AASB 1058 is recognised on receipt unless it relates to a capital grant which satisfies certain criteria, in this case the grant is recognised as the asset is acquired or constructed.

Where control is transferred over time, generally the input methods being either costs or time incurred are deemed to be the most appropriate methods to reflect the transfer of benefit.

Statement of financial position balances relating to revenue recognition

Contract assets and liabilities

Where the amounts billed to customers are based on the achievement of various milestones established in the contract, the amounts recognised as revenue in a given period do not necessarily coincide with the amounts billed to or certified by the customer.

When a performance obligation is satisfied by transferring a promised good or service to the customer before the customer pays consideration or the before payment is due, the Association presents the contract as a contract asset, unless the Association's rights to that amount of consideration are unconditional, in which case the Association recognises a receivable.

When an amount of consideration is received from a customer prior to the entity transferring a good or service to the customer, the Association presents the contract as a contract liability.

Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

(b) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, 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 payable are stated inclusive of GST.

(d) Volunteer services

Volunteer services are measured at their fair value, which is determined by average input hours at a nominal rate, and income and expenses are recognised for these amounts.

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(e) Property, plant and equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment.

Depreciation

Property, plant and equipment, is depreciated on a straight-line basis over the asset's useful life to the Association, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Furniture, Fixtures and Fittings	5 - 10 years
Motor Vehicles	8 years
Leasehold improvements	4 years

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(f) Financial instruments

Financial instruments are recognised initially on the date that the Association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Association classifies its financial assets as those measured at amortised cost.

Financial assets are not reclassified subsequent to their initial recognition unless the Association changes its business model for managing financial assets.

Amortised cost

The Association's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(f) **Financial instruments**

Financial assets

Impairment of trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Association has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

(g) **Cash and cash equivalents**

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(h) **Leases**

At inception of a contract, the Association assesses whether a lease exists.

Lessee accounting

The non-lease components included in the lease agreement have been separated and are recognised as an expense as incurred.

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Association's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Association's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Exceptions to lease accounting

The Association has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. The Association recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

(i) **Employee benefits**

Provision is made for the Association's liability for employee benefits, those benefits that are expected to be wholly 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 one year after the end of the reporting period have been

Notes to the Financial Statements

For the Year Ended 30 June 2022

2 Summary of Significant Accounting Policies

(i) **Employee benefits**

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. Changes in the measurement of the liability are recognised in profit or loss.

3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

4 Revenue and Other Income

Revenue from continuing operations

	2022	2021
	\$	\$
Revenue from contracts with customers (AASB 15)		
- Operating grants - DSDSATSIP - Financial Protection Services	30,480	30,030
- Operating grants - LASF Commonwealth	346,488	340,287
- Operating grants - LASF State	486,272	478,251
- Operating grants - DSDSATSIP I SLASS	565,946	568,961
- Operating grants - LAQ Domestic & Family Violence Duty Lawyer Service	59,631	52,239
- Operating grants - Legal Aid Queensland FASS	18,500	18,500
- LAQ - Mental Health Review Tribunal	52,488	53,501
	1,559,805	1,541,769
Revenue recognised on receipt (AASB 1058)		
- Operating grants - LASF COVID19	-	160,842
- Operating grants - LASF State Funding COVID19 ICT	-	33,000
- Operating grants - DSDSATSIP-SLASS COVID19	-	50,000
- Donations	936	1,426
- Membership fees	68	116
- Unexpended grants at the beginning of the year	283,200	133,658
- Unexpended grants at end of the year	(104,055)	(283,200)
	180,149	95,842
	1,739,954	1,637,611

Notes to the Financial Statements

For the Year Ended 30 June 2022

5 Cash and Cash Equivalents

	2022	2021
	\$	\$
Cash at bank and in hand	581,169	769,428
	<u>581,169</u>	<u>769,428</u>

6 Trade and Other Receivables

	2022	2021
	\$	\$
CURRENT		
Trade receivables	300	-
Other receivables	9,165	9,165
	<u>9,465</u>	<u>9,165</u>

7 Property, plant and equipment

	2022	2021
	\$	\$
Plant and equipment		
At cost	4,826	4,826
Accumulated depreciation	(4,713)	(4,649)
Total plant and equipment	<u>113</u>	<u>177</u>
Furniture, fixtures and fittings		
At cost	60,393	60,393
Accumulated depreciation	(51,091)	(48,531)
Total furniture, fixtures and fittings	<u>9,302</u>	<u>11,862</u>
Motor vehicles		
At cost	16,487	16,487
Accumulated depreciation	(15,403)	(15,091)
Total motor vehicles	<u>1,084</u>	<u>1,396</u>
Office equipment		
At cost	57,860	57,860
Accumulated depreciation	(37,110)	(28,430)
Total office equipment	<u>20,750</u>	<u>29,430</u>
Right-of-Use - Buildings		
At cost	219,284	154,167
Accumulated depreciation	(60,010)	(108,584)
Total Right-of-Use - Buildings	<u>159,274</u>	<u>45,583</u>
Total property, plant and equipment	<u>190,523</u>	<u>88,448</u>

Notes to the Financial Statements

For the Year Ended 30 June 2022

7 Property, plant and equipment

(a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Plant and Equipment	Furniture, Fixtures and Fittings	Motor Vehicles	Office Equipment	Right-of- Use - Buildings	Total
	\$	\$	\$	\$	\$	\$
Year ended 30 June 2022						
Balance at the beginning of the year	177	11,862	1,396	29,430	45,583	88,448
Additions						
Additions	-	-	-	-	173,701	173,701
Additions	-	-	-	-	173,701	173,701
Depreciation expense	(64)	(2,560)	(312)	(8,680)	(60,010)	(71,626)
Balance at the end of the year	113	9,302	1,084	20,750	159,274	190,523

8 Trade and Other Payables

	2022	2021
	\$	\$
CURRENT		
Trade payables	35,922	7,189
GST payable	24,521	23,864
Provision for tax	23,592	21,305
Unexpended grants	104,055	283,200
Funds received in advance	-	4,625
	188,090	340,184

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

Notes to the Financial Statements For the Year Ended 30 June 2022

9 Employee Benefits

	2022	2021
	\$	\$
CURRENT		
Provision for annual leave - LASF & LAQ	36,302	52,455
Provision for annual leave - DSDSATSIP	13,326	13,403
Provision for long service leave - LASF & LAQ	8,349	45,527
Provision for long service leave - DSDSATSIP	4,496	10,380
	<u>62,473</u>	<u>121,765</u>
NON-CURRENT		
Provision for long service leave - LASF & LAQ	4,669	6,347
Provision for long service leave - DSDSATSIP	3,498	4,300
Provision for portable long service leave	-	2,900
	<u>8,167</u>	<u>13,547</u>

10 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Association is \$ 423,875 (2021: \$ 491,315).

11 Auditors' Remuneration

	2022	2021
	\$	\$
Remuneration of the auditor Jessups NQ, for:		
- auditing the financial statements	5,600	5,249
	<u>5,600</u>	<u>5,249</u>

12 Contingencies

In the opinion of those charged with governance, the Association did not have any contingencies at 30 June 2022 (30 June 2021:None).

13 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

14 Statutory Information

The registered office and principal place of business of the company is:

Cairns Community Legal Centre Inc
2nd Floor, Main Street Arcade
82 Grafton Street
Cairns QLD 4870

Cairns Community Legal Centre Inc

ABN: 87 237 848 993

Statement by Members of the Board

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person Adrian Des

Responsible person admg

Dated 12/10/2022



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INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CAIRNS COMMUNITY LEGAL CENTRE INC FOR THE YEAR ENDED 30 JUNE 2022

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Cairns Community Legal Centre Inc (the registered entity), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the registered entity is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

- giving a true and fair view of the registered entity's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the ACNC Act and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2022, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



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A.B.N.: 99 194 967 950



JESSUPS

Responsibilities of the Directors for the Financial Report

The directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

Jessups

Darren Thamm
Partner

Dated this 12th day of October 2022





CAIRNS COMMUNITY
LEGAL CENTRE INC

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