

2022 - 2023  
ANNUAL  
**REPORT**



CAIRNS COMMUNITY  
**LEGAL CENTRE** INC

This report comes to you from  
Gimuy-Walubara Yidinji and  
Yirrganydji country.

We acknowledge the traditional  
owners and custodians of the land  
on which we live, work and travel.

We pay deep respect to Elders past,  
present and emerging.

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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,  
CEO Liz and Acting Principal  
Solicitor Kelsey*

## 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 continued implementing its strategic plan carrying the organisation forward and leading into our 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 moves into the 'new normal' phase of the COVID-19 pandemic, economic volatility, rising inflation and high consumer spending impacts on our vulnerable clients. We have had to continue to innovate and test new ideas of service provision as we seek to offer assistance to the community.

We feel strongly that maintaining our spirit of service, an important part of our strategic plan, is fundamental to ensuring our ability to provide clients with high quality, innovative and responsive service provision. This has resulted in additional funding to provide the Mental Health Support Service and the Seniors Legal and Social Support Service that is being rolled out across the Cape and Torres Strait areas. Whilst growth is welcomed, it has also brought with it the difficulties associated with recruitment of specialist positions within a regional area, further exacerbated by the seemingly national workforce shortages.

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 had been impacted by the pandemic and our inability to secure volunteer illness insurance but as we progressed into the current phase, the volunteer service was able to recommence.

The Board and staff welcomed our new CEO, Liz Behrend who joined us in August 2022. Liz has settled into the Centre well and brought some fresh ideas and ways of working. On behalf of the Board, I would like to thank her for the excellent job she has done this year in managing and developing the Centre. Furthermore, I would like to thank our Finance and Administration Manager, Pauline Vella and our Principal Solicitor Melanie Wilson and Acting Principal Solicitor Kelsey Leahy. 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.

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 Aidan this year. All of the Board members have worked hard and made valuable contributions to our strategic plan. 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 another 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 Report for the 2022-2023 year. This was the year that we finally said goodbye to COVID-19 restrictions and life returned to how we know it. Which also means business as usual at the Centre.

Our purpose and values have 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 put the wellbeing of our staff first with the introduction of Staff Supervision for all front-line staff. This has brought a therapeutic element as well as fun team building activities to our Fridays.

This year has seen rapid growth in the Centre with new funding opportunities. These were the Mental Health Conditions Support Service and Seniors Legal and Social Support Service for the Cape and Torres Strait. These new programs have seen the staffing levels increase by five. But with all growth it has not been without its challenges. Recruitment in the CLC sector remains difficult. This has been a trend that we have not shared alone. It is a statewide challenge for a lot of services. With the new National Legal Assistance Partnership agreement commence in 2025 this may see some real outcomes to address this issue. This growth has also enabled us to expand into more office space, which has been most welcome by all staff. It has created more meeting rooms to meet the increasing number of clients requiring services. We have continually sought to maximise client and community impact. We have continued to provide outreach to Mareeba, Atherton and Innisfail.

And while I may have been CEO during this time, it does not mean that these achievements are necessarily mine. They are ours – mine and our team of Senior Management and staff. While I have led them, my role as a leader was to have faith in their beliefs, to earn their respect, and provide it in return. To understand my team and acknowledge that they were the key to success. So, to that end, I would like to thank our staff – this amazing group of individuals who come together every day to enrich, improve and expand the wellbeing of our clients and communities. I would like to acknowledge the Centre's Finance & Administration Manager Pauline Vella, Principal Solicitor Melanie Wilson and Supervising Solicitor/ Acting Principal Solicitor Kelsey Leahy who form the Senior Management Team. They have helped steer Cairns Community Legal Centre towards the successes of the past year and will continue to push on for the betterment of the Centre. This has provided the Centre with a 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 June 2023.

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 which brought its own unique challenges.

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



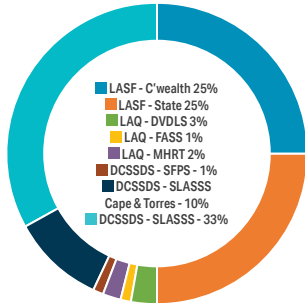
# Treasurer's Report

Aidan Lang

## INCOME

For the 2022-2023 financial year the Cairns Community Legal Centre Inc (the Centre)'s income was \$1,762,147, 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 are before taking into account the unexpended grant funds balance as at 30 June 2023 of \$382,786):



## Legal Assistance Strategy and Funding (LASF) funding of:

**\$1,021,121**

Of the LASF funding received for the year, the Commonwealth Attorney-General's Department contributed \$512,077 (including \$160,000 for LASF Mental Health Support Services) and the State Attorney-General's Department contributed \$509,044.

## Legal Aid Queensland funding of:

**\$59,690**

Domestic and Family Violence Duty Lawyer Service

**\$21,583**

Family Advocacy Support Service

**\$44,000**

Mental Health Review Tribunal

## Queensland Department of Child Safety, Seniors and Disability Services:

**\$666,192**

Seniors Legal and Support Service

**\$32,026**

Seniors Financial Protection Service

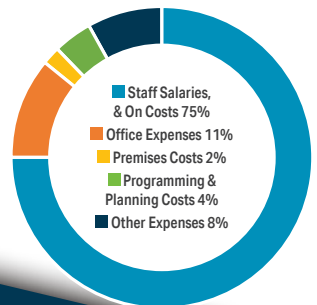
**\$195,833**

Seniors Legal and Social Support Service in the Cape & Torres regions

## EXPENSES

For the 2022-2023 financial year total expenses for the Centre was

**\$1,733,683**



## 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.



# Principal Solicitor's Report

Kelsey Leahy (Acting Principal Solicitor)

It is with pride that I write the inaugural Principal Solicitor Report for the 2022 – 2023 year.

In a post COVID-19 world, the Cairns Community Legal Centre (CCLC) experienced a high demand for face-to-face legal advice appointments, the return of in person Mental Health Review Tribunal Hearings, and the recommencement of our Thursday Night Volunteer Service.

While we continue to assist clients in an array of matters, this year, the CCLC has seen an influx of clients contact us for assistance after purchasing a 'lemon car'. As this seemed to be a widespread matter of community concern, to capture those impacted, we built on our networks and formed invaluable working relationships with the team at Indigenous Consumer Assistance Network and the Office of Fair Trading. These relationships have resulted in the CCLC being able to service additional clients and our staff achieving outcomes that the client otherwise would not have achieved without our assistance. Our work in this space has not gone unnoticed as we were invited to be part of a panel discussion at the Australian Competition and Consumer Commission's National Consumer Congress, presenting to over 300 delegates.

This year saw the CCLC receive specific Mental Health Funding to help expand our services. Although the Mental Health Ward is under redevelopment, we have been working with the Independent Patient Rights Advisors and the team at the Cairns Hospital to reestablish face-to-face legal advice appointments at the Cairns Hospital. At the Centre, we have been able to provide targeted legal advice and develop tailored Community Legal Education offerings, which have been well received.

In July, the Queensland Government announced funding for the establishment of a Specialist Domestic and Family Violence Court in Cairns. With this announcement, our Centre joined the Court's Operational Working Group to discuss the finer operational details of the Court. We look forward to continuing to provide Duty Lawyer Services at the Specialist Court commencing in late 2023.

The Seniors Legal and Support Service (SLASS) continues to be an in-demand service at the CCLC. Excitingly, we met with the Deputy Guardian from the Office of the Public Guardian to understand how things operate from their point of view and share our experiences from our client work. Such learnings allow us to continually deliver services of the highest quality. Passionate about community education and awareness, the SLASS offers an incredibly popular games-based Community Legal Education offering. This offering drew the attention of Community Legal Centre's Queensland, who invited us to present about our offering at their annual Conference.

Later in the year, the Queensland Legislative Assembly met in Cairns for the regional sitting of the Queensland Parliament. During this sitting, the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (as it was at the time) held a Seniors Forum and kindly invited us to present to over 200 community members, stakeholders and Members of Parliament.

Our important work in the senior's space continues to grow as we successfully tendered for the new Seniors Legal and Social Support Service, a program which services the Cape and Torres Strait regions. This will be an important service, allowing us to assist clients in remote locations who may not have access to services. We look forward to delivering this program and are excited for the future.

While our new services were being developed, the CCLC continued to successfully provide its existing services to clients in need. This would not have been achieved without the commitment and passion of the CCLC staff, volunteers and stakeholders. We look forward to continuing to grow our stakeholder relationships and improve upon the work we have done, Centre wide. I would like to take this time to extend my gratitude to everyone who has played a part in the Centre's success, and I would particularly like to thank the staff, whose dedication results in life changing outcomes for our clients.

# OUR PEOPLE

## BOARD

<b>President</b>	Amanda Lee-Ross - Business and Finance Manager, Cairns Regional Domestic Violence Service
<b>Vice President</b>	Julie Theakston – Manager, Mareeba Community Centre Inc
<b>Treasurer</b>	Aidan Lang – Manager, Finance & Corporate Services, Access Community Housing
<b>Secretary</b>	Belinda Down – Senior Economic Development Officer, Far North Queensland Regional Office, Department of State Development, Infrastructure, Local Government and Planning
<b>Ordinary Members</b>	Arabella Kullack – Senior Associate/State Wills and Estates Leader (QLD), Maurice Blackburn Lawyers

## STAFF

<b>Chief Executive Officer</b>	Elizabeth Behrend (from August 2022)
<b>Acting Director / Principal Solicitor</b>	Nicholas Pagonis (until August 2022)
<b>Finance &amp; Administration Manager</b>	Pauline Vella
<b>Principal Solicitor</b>	Melanie Wilson
<b>Supervising Solicitor/ Acting Principal Solicitor</b>	Kelsey Leahy
<b>Solicitors</b>	Denise Hilder, Joanne Brennan, Renee Lees, Andrew McDonnell, Esmeralda Reasbeck
<b>Social Worker</b>	Tracey Ashton, Melissa Smith
<b>Paralegal</b>	Stephanie Carroll
<b>Client Information &amp; Administration Support Executive Assistant</b>	Linda Cheng, Jennifer Christensen, Alena Pannell Lucy Rayermer

## VOLUNTEERS

**We also thank locum workers:**  
Solicitor - Trevor Gilliland

### Thursday Evening Service

Our Thursday Night Volunteer Service recommenced during 2022-2023, but with reduced volunteers. Due to the small number of volunteers the clinic was held once per month.

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

The Cairns Community Legal Centre would like to acknowledge the dedication of Nicholas Pagonis as Principal Solicitor from 2020-2022. Nicholas provided both direction and leadership that was invaluable to the team and the clients at the Centre. We at the Centre thank Nicholas for his service.

# STRATEGIC PRIORITIES

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



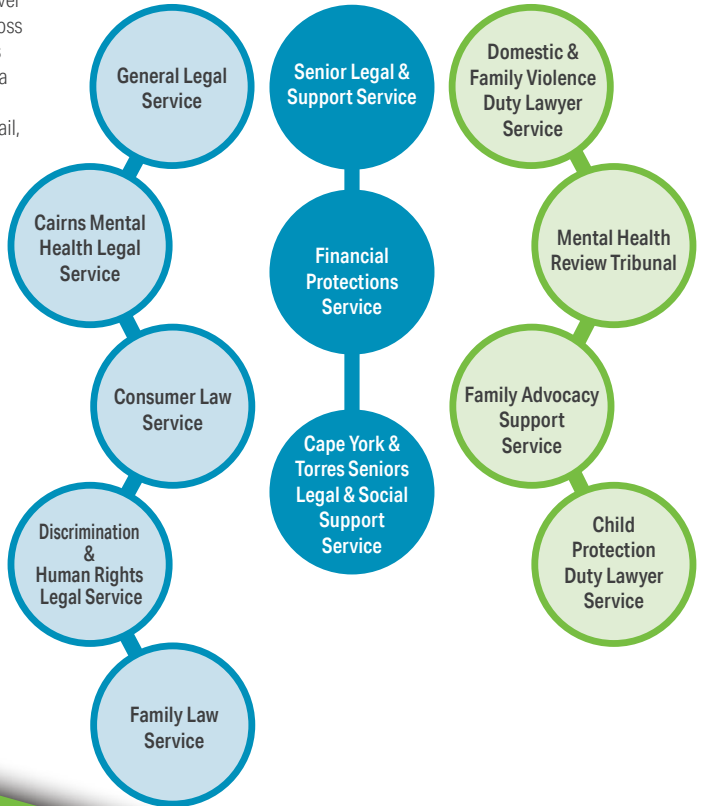
This has guided us throughout the year, with achievements across these areas outlined in this report.

# Our Services to the Community

In 2022-2023 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 304 emergency appointments provided to clients during the 2022-2023 financial year, and as such, is now embedded as a critical part of the Centre's services.

# 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).

## 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.

## “STORY OF IMPACT”

*Trying to negotiate an alleged debt can be an overwhelming and daunting process, especially for vulnerable members of the community experiencing disability. If the matter is not resolved at the first instance, it can lead to a lengthy, costly, and complex legal process.*

*Jasmine had a mobile phone plan with a telco company which she thought she had cancelled some 8 years ago. However, due to either a misunderstanding, or a clerical error with the telco company, Jasmine's plan had not been cancelled, and she recently received an invoice and demand for payment for an overdue amount.*

*Jasmine, a retired woman wholly reliant on the aged pension, was not in a position to repay the debt. Receiving the invoice caused Jasmine unnecessary stress about the amount the debt would increase if she needed to pay it off in instalments, which placed an undue burden on her financial position. After her unsuccessful attempts to resolve the matter with the telco company directly, Jasmine contacted our Centre for advice.*

*A solicitor of our Centre wrote to the telco company outlining Jasmine's circumstances, including the invalid basis upon which the debt was sought and disputing Jasmine's liability to pay the debt. As a result of our intervention, the telco company agreed to waive the debt in Jasmine's matter, relieving Jasmine's distress and her concerns of financial hardship.*





*Social Worker Melissa, CEO Liz and Social Worker Tracey*

## 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.

## FAMILY LAW SERVICE

The Family Law Service (FLS) focusses 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.

## “STORY OF IMPACT”

*Culturally and linguistically diverse people and migrants are some of the most vulnerable members of our community and they are often unaware of the assistance services available to them in the community.*

*Our Centre recently presented a talk to students of an Adult Migrant English Program at a local tertiary education provider. The purpose of the talk was to raise awareness of the options for accessing justice and legal services in the local community by showcasing some of the free legal services provided by our Centre.*

*Organised in partnership with the local education provider, we adapted the presentation to the needs of the language needs of the students by simplifying the English used and made sure we spent time explaining key words and concepts. The program teacher was present during the session and included in the discussion to assist her students' understanding. We also answered questions throughout the presentation, with friendly, open discussion ensuring the students understood the nature and range of legal services available.*

*Feedback received after the session showed that the talk was generously received by the students, with thanks given for the use of simple language. With the education provider's support, we plan to return regularly to deliver talks on a range of subjects to students of the Migrant English Program.*



## CAIRNS MENTAL HEALTH LEGAL SERVICE

The Cairns Mental Health Legal Service (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.

The CMHLS provides tailored community education talks to members of the community who may be suffering from a mental illness and to service providers working with people suffering from mental illness.

We are currently working with the Cairns Hospital to establish regular face-to-face legal advice appointments for patients of the Mental Health Unit.



Solicitor Denise and  
Social Worker Tracey

# “ STORY OF IMPACT”

*It is an unfortunate fact that people experiencing mental ill-health are likely to experience more civil legal problems but are less likely to directly approach a lawyer for assistance. However, they may talk to problem-noticers, such as support services, who play an important role in identifying legal issues and linking a person to appropriate legal assistance. In order to reach those people who most need our services, it is important for our Centre to be seen in the community and to be networked with other service providers.*

*In October 2022, our Centre held a stall at the inaugural All of Us Festival in Cairns. The event was part of Mental Health Week and organised by the Dr Edward Koch Foundation – FNQ Suicide Prevention Taskforce.*

*The event began with a walk for suicide prevention and continued at Fogarty Park with multicultural dance and music performances, and stalls representing approximately forty support services, mostly relating to mental health.*

*We were able to promote our services to numerous members of the public, most of whom had not previously heard of the Centre, and met and exchanged information with a number of local mental health service providers. While turnout for the event from the public was modest due to both the heat and the fact that it was the first time the event had been run, the organisers expressed appreciation for our attendance and intend to build up the event year on year. We look forward to remaining involved.*

# Legal Aid Queensland Funded Services

## DOMESTIC VIOLENCE DUTY LAWYER SERVICE

The Domestic & Family Violence Duty Lawyer Service (DVDLS) is provided in conjunction the North Queensland Women's Legal Service, with NQWLS providing duty lawyer services to the Aggrieved 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.

**We provided services to  
290 clients**

## MENTAL HEALTH REVIEW TRIBUNAL SERVICE

The Centre's Mental Health Review Tribunal Service is also funded by Legal Aid Queensland.

This service is delivered by a hybrid model of in person and online representation.

**We provided services to  
33 clients**

## FAMILY ADVOCACY AND SUPPORT SERVICE

The Centre also continued to provide the Family Advocacy and Support Service (FASS) 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.

**We provided services to  
2 clients**

## CHILD PROTECTION DUTY LAWYER SERVICE

In 2022-2023 the Centre also made itself available to assist with the Child Protection Duty Lawyer Service, when required.

This service is also funded by Legal Aid Queensland.



Paralegal Stephanie and Solicitor Renee

# Department Of Child Safety, Seniors and Disability Services

## SENIORS LEGAL & SUPPORT SERVICE AND SENIORS LEGAL AND SOCIAL SUPPORT SERVICE CAPE AND TORRES STRAIT

The Seniors Legal and Support Service (SLASS) and The Seniors Legal and Social Support Services -Cape and Torres Strait (SLASSS) undertakes legal and support services for the benefit of seniors affected by elder abuse or financial exploitation.

The SLASS and SLASSS 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 and SLASSS assists clients through:

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

The SLASS and SLASSS 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.

The SLASS and SLASSS are funded by the Queensland Department of Child Safety, Seniors and Disability Services.

## “ STORY OF IMPACT ”

*In Bhutanese culture, elders rely on adult children to speak on their behalf with service providers such as banks and Centrelink. However, issues arise when verifying an adult child's authority to act on their parents' behalf as it is rare that a formal substitute decision making arrangement is in place and, due to cultural and language barriers, if one is arranged, there is often very little understanding about its importance. A multicultural service in Cairns therefore approached our Centre's Seniors Legal and Support Service to present a talk on Enduring Power of Attorney documents to a group from the Bhutanese community.*

*With the assistance of two Bhutanese interpreters, CCLC presented to the group, which included adult children and their elders, about the concept of decision-making capacity and how it is assessed, as well as the role of an appointed attorney, including how they are appointed and the importance of having one. Many questions were asked with interpreter-facilitated discussion following. The session identified a systemic problem in delivery of such important information to vulnerable members of the community.*

*CCLC hopes that the session encouraged group members to think about executing enduring power of attorney documents in future and the importance of who to appoint as an attorney. CCLC also connected the Bhutanese community leaders with the Queensland Public Trustee in an effort to encourage further discussions as to how the systemic issues might be addressed in future.*

# “ STORY OF IMPACT”

*Financial abuse of vulnerable older Australians is often perpetrated by loved ones, such as adult children, who hold positions of trust. Our Centre regularly sees situations where these positions of trust are exploited for financial gain, with the adult child relying on the tendency of an older relative to prioritise a harmonious family relationship over their legal right to recover a financial benefit.*

*Eddie, a retired man in his 70's, loaned his adult daughter \$30,000 on the expectation that the money would be used only to sit in her bank account and assist with her credit application for a mortgage. Eddie and his daughter verbally agreed that the money would be repaid in full after a period of three years, with the loaned money to be drawn down from Eddie's superannuation account. At the end of the loan period, Eddie's daughter did not repay the loan. However, she had never denied her obligation to repay the loan in due course, so Eddie took no immediate steps to seek recovery of the funds. After two further years went by and still no money had been paid, Eddie demanded repayment of the loan and was informed that his daughter no longer had the ability to repay him.*

*Eddie approached our Centre's free Seniors Legal and Support Service (SLASS) seeking help from one of our solicitors to recover the debt. By this time, Eddie's relationship with his daughter had deteriorated and his contact attempts were being ignored. Eddie's own financial situation had also worsened, impacting his ability to cover daily living expenses, rising medical fees and adding further stress.*

*Our SLASS solicitor assisted Eddie by preparing a letter of demand, and assisting Eddie to commence debt proceedings in the Queensland Civil and Administration Tribunal (QCAT), including engagement of a rural process server, when that letter was ignored. As a result of our intervention, Eddie was supported to understand his legal rights, and commence litigated debt proceedings before the expiry of the limitation period which he would have struggled to achieve on his own.*





## 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 Child Safety, Seniors and Disability Services.



Thursday Island  
from the air

## “STORY OF IMPACT”

*Residential aged care fees charged in Australia can have a hugely detrimental impact on the ability of elderly Australians who rely solely on the age pension for income to cover the daily costs of living. Every person who moves into residential aged care is assessed, at a minimum, to pay a Basic Daily Care Fee (BDCF) of over \$790 per fortnight. Once this fee is deducted from the age pension, only a small amount is left to cover all other living costs, including medications, groceries, rates and utilities. When the person entering aged care is a member of a couple, and the partner remains living in the family home, the partner at home becomes financially disadvantaged as the pension that previously went towards living costs is used up to pay the aged care fees of their partner.*

*Stella is an age pensioner and English is her second language. Harry, her husband, lives with a diagnosis of dementia. The time came when Stella was no longer able to care for Harry at home and Harry moved into an aged care facility, where he incurred residential aged care fees. Stella was suddenly left without Harry's share of the pension to cover her household costs.*

*Stella consulted our Centre for advice, to see if there was anything she could do relieve her sudden financial burden. Our Seniors Financial Protections Service social worker advised Stella of her ability to apply for financial hardship on Harry's behalf in order to reduce his aged care fees. Our social worker assisted Stella to submit a Financial Hardship Application to Services Australia, which was successful, and resulted in a \$18.27 daily reduction in Harry's fees. Stella can now use that money towards the costs of maintaining the family home and paying associated bills, improving her financial and personal well-being.*

# THE STATISTICS

## OUR CLIENTS

Records show that in 2022-2023 the Centre provided 1768 clients; with legal advice, legal task assistance, duty lawyer, services, court/tribunal and other representation, as well as social work support services, information and referral service.

Records also show that in 2022-2023:



**94%** 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



**36%** of our clients identified as having a disability – with approximately 64% of our clients with a disability having an income of less than \$599 pw (\$31 999 pa)



**17%** of our clients identified as First Nations People



**20%** 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



**22%** of our clients were born overseas





Acting Principal Solicitor Kelsey

## OUR WORK ACTIVITIES

Records show that in 2022-2023 the Centre's work encompassed approximately:

**62%** civil law work;

**27%** family law; and

**11%** criminal law - across a range of problem types.

**Discrete legal and social work support services totalled 2289** for all funding categories, including 1302 legal advices and 72 legal task assistance services provided through the LASF.

A total of **60 new court/tribunal and other legal representation matters** were also opened; with **92 such matters closed** during the year, including 28 through the LASF.

In addition, the Centre provided **381 duty lawyer services through the Domestic Violence Duty Lawyer Service**; and **38 representations through the Mental Health Review Tribunal Service**.

Over **5420 information and referral activities** were also provided, including 2850 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 in order to provide clients with a holistic approach to their situation or avoid duplication of services.

Further work complimenting the Centre's information, referral, advice and casework services included the provision of **45 community education and CLE activities**, including 2 community legal education (CLE) activities through the LASF.

**Increase in stakeholder engagement in 2022-2023 (315) compared to 2021-2022 (115).**

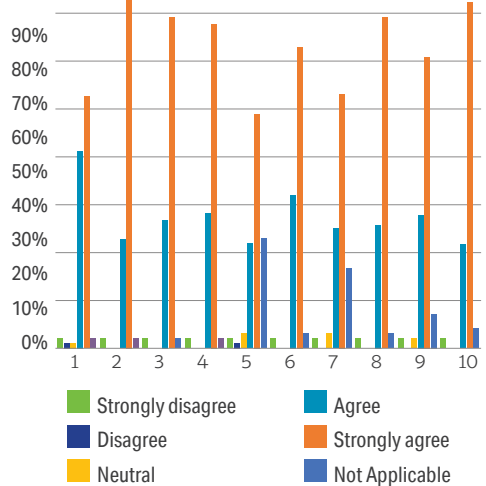
## WHAT OUR CLIENTS TOLD US

In May 2023, 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 2023, with some of these services including the provision of information and/or referral services.

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



## “ A WORD FROM OUR CLIENTS ”

Comments made by clients was also encouraging with comments received including:

*“The service I received was above and beyond what I expected. I’m very satisfied with the outcome.”*

*“I have a lot of confidence in the ability of the lawyers. And they’re always really friendly and approachable.”*

*“Very helpful and friendly and gave very good assistance and advice and understood my issue. Would highly recommend this service.”*

*“Very thankful for the service provided which helped a lot with resolving the issue.”*

*“Absolutely brilliant and efficient information with an appointment made available so quick I was stocked. Thank you!”*

*“Solicitor was very helpful. They gave us realistic expectations about our issues and helped to resolve them in a friendly manner.”*

*“The staff were very helpful. They gave me appointment when I did not have one for the day I came. I am very impressed with the service. I cannot find any fault and would recommend it to everyone. Once again, thank you.”*

*“Brilliant and very timely service I could not afford through any other means.”*

*“The solicitor was really nice and understanding in my time of need.”*

*“Very helpful and thankful the service is available.”*

*“Very helpful, explained clearly + precisely what I need to know. Thank you.”*

*“Easy to understand what I had to do.\* Common sense approach.\* Thanks, appreciated”.*

# Community Engagement, Profile and Influence

The Centre participated in a range of community engagement activities throughout 2022-2023. This included:

## ATTENDANCE AT COMMUNITY EVENTS:

The Centre was involved in a number of community events throughout the year including:

James Cook University Market Day – Stall  
NAIDOC Week - 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 – FNQLA Lunch  
Seniors Month – Cairns Regional Council & Tablelands Council's Ageing Well Expo – Stall  
Mareeba Rotary Field Days – Stall  
Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships Seniors Forum - Stall

## MEDIA:

The Centre also stayed connected with its communities through its web and social media presence

## REGULAR NETWORKS:

This work continued remotely, with our ongoing involvement in the:

National Older Persons Legal Service Network  
Queensland SLASS Network  
Cairns Collective Impact on Domestic and Family Violence Network  
Operational Working Group for the Specialist Domestic and Family Violence Court  
Regional Legal Assistance Forum  
CLE Legal Assistance Forum  
Cairns Alliance of Social Services  
Tablelands Interagency Network  
Australian Disability Rights Network  
Human Rights Advocates Network  
FNQ Consumer Task Force  
Family Support Network  
With Networks aimed at developing client service delivery and organisational objectives

## COMMUNITY LEGAL & OTHER EDUCATION:

The Centre's Community Education work continued to be delivered, with work in this space being provided to Community Organisations, Groups and Networks including:

Marlin Coast Neighbourhood Centre  
FNQ Dementia Alliance  
Cairns & Community Dementia Carers Support Group  
Community Support Centre Innisfail  
CentaCare FNQ  
St Vincent De Paul  
Integrated Living  
Eureka Villages Earlville  
Thyme Lifestyle Resort  
Rotary Inner Wheel Innisfail  
Rotary Mossman  
Hambledon House (Mission Australia)  
Wellways  
Port Douglas Neighbourhood Centre  
Access Community Housing  
Mareeba Community Housing  
ECHO  
FNQ Legacy  
Bluecare Day Respite  
Deaf Connect  
Association of Independent Retirees  
Right at Home  
Mercy Place  
With Talks canvassing a range of legal issues serviced by the Centre

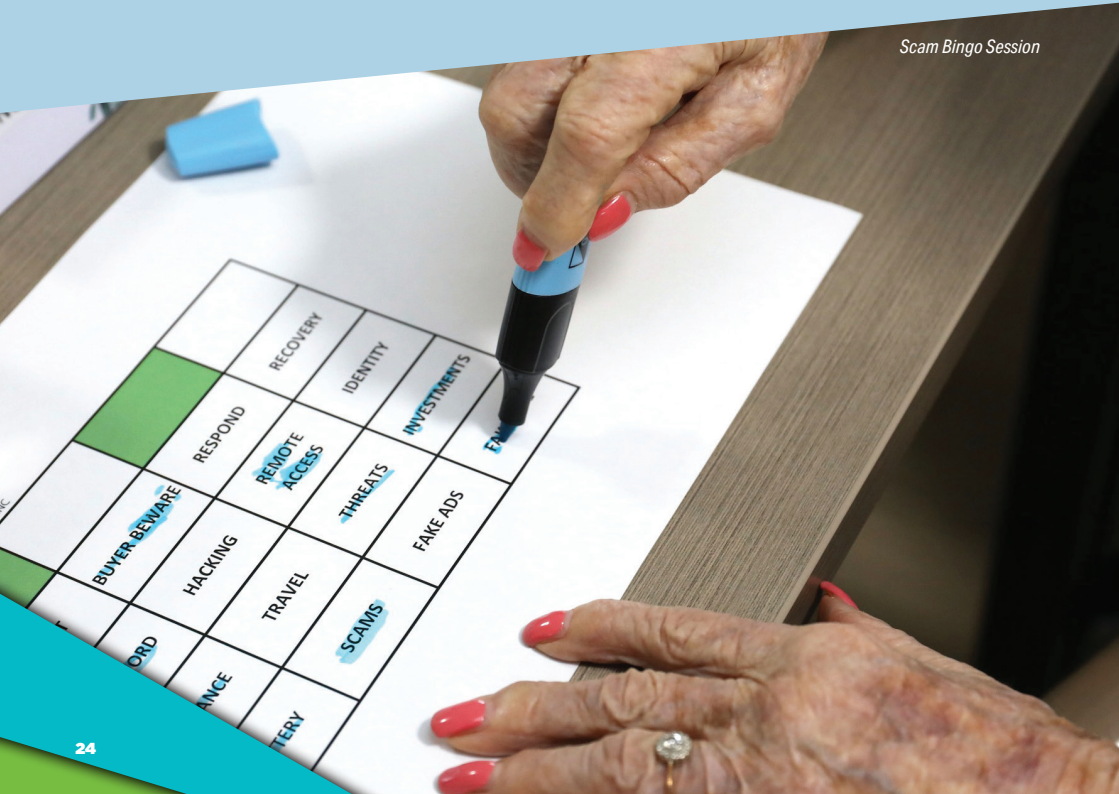
# “ COMMUNITY ENGAGEMENT ” STORY OF IMPACT

*The Cairns Community Legal Centre is a member of the North Queensland Taskforce and the North Queensland Taskforce Community Agency sub-group. The sub-group meets quarterly and consists of representatives from community organisations that discuss common consumer harms arising for clients. The community agencies then meet with regulating bodies at the quarterly Taskforce meeting and report on these themes. The structure of the Taskforce creates meaningful engagement with stakeholders and allows the regulating bodies to respond constructively to the issues raised.*

*The benefit of our Centre's attendance at these network meetings was recently demonstrated after we provided valuable input into the formation of a streamlined complaint process to the Australian Financial Complaints Authority (AFCA) in relation to complaints concerning the Aboriginal Community Benefit Fund. After hearing our Centre's feedback on the challenges arising with the pre-existing client complaint process, the Taskforce collaboratively implemented a new, more-efficient process, which has now been adopted by the AFCA to the advantage of all Taskforce members' clients.*

*The relationships created through the Taskforce with stakeholders and regulators continue to be invaluable to the services we deliver to our clients. The Centre looks forward to continuing its work on the Taskforce.*

Scam Bingo Session



# 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) CLEAF (Community Legal Education Assistance Forum) and MHDLAF (Mental Health and Disability Legal Assistance Forum). 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, CLEAF; 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 2022-2023 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.

## “ PRO-BONO STORY OF IMPACT ”

*Many older Australians lend money to family members without formalising the agreement in writing, relying on trust and the family bond to ensure repayment of the loan. When these informal agreements are not honoured, it is a lengthy and complex legal process to recover the money owed. This becomes particularly difficult for community legal centres when the respondent moves interstate.*

*Cathy is in her late 70's, lives alone and relies on the age pension for income. Cathy's adult son was struggling financially and needed money to cover the costs of moving into new rental accommodation. Cathy verbally agreed to loan him \$3000. When he stopped making repayments on the loan, Cathy struggled to afford her own daily expenses and consulted the Cairns Community Legal Centre for assistance to recover the debt.*

*Our Centre guided Cathy through the debt recovery process, successfully obtaining a decision in the civil and administrative tribunal. However, Cathy's son still refused to repay the debt and now lived interstate, meaning that our Centre was unable to help Cathy enforce the judgment. The Centre consulted its list of pro bono partners and facilitated a warm referral for Cathy to one of our partners located in the state where Cathy's son lived. Our pro bono partner took over the enforcement of the decision and, ultimately, used its resources to secure a settlement for Cathy, ensuring that she received payment of the debt.*

*Through our Centre's intervention and productive pro bono network, Cathy received the money owed to her and is better placed to assure her financial security in future.*

# PARTNERS AND RELATIONSHIPS

## OUTREACH SERVICES HAVE REMAINED A PART OF THE CENTRE'S SERVICES AS FOLLOWS:

### Innisfail

Provided at the **Community Support Centre Innisfail Inc**  
(via telephone and face to face)

### Mareeba

Provided at the **Mareeba Community Centre Inc**  
(via telephone and face to face)

### Atherton

Provided at the **Better Together Community Support  
Neighbourhood Centre** (via telephone and face to face)

## 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 year:



Queensland  
Government



Australian Government  
Attorneys General's Department

\* *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 2023



## Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2023

		2023	2022
	Note	\$	\$
Revenue	4	1,762,147	1,739,955
Interest received		6,165	838
Other income	4	14,624	-
Employee benefits expense		(1,295,310)	(1,128,066)
Depreciation and amortisation expense		(67,741)	(71,626)
Travel and accommodation expenses		(23,281)	(12,532)
Insurances		(17,090)	(18,799)
Minor equipment purchases		(36,277)	(32,823)
Training and development costs		(8,775)	(12,556)
Communication costs		(13,642)	(14,615)
Office expenses		(123,677)	(274,110)
Library, resources and subscriptions		(14,156)	(11,593)
Programming and Planning costs		(62,962)	(49,736)
Premises costs		(35,534)	(45,008)
Recalled funds unspent		(82)	(2,551)
Other expenses		(28,037)	(40,741)
Finance expenses		(7,119)	(8,739)
<b>Surplus before income tax</b>		<b>49,253</b>	17,300
Income tax expense		-	-
<b>Surplus for the year</b>		<b>49,253</b>	17,300
<b>Other comprehensive income for the year, net of tax</b>		-	-
<b>Total comprehensive income for the year</b>		<b>49,253</b>	17,300



## Statement of Financial Position

30 June 2023

	Note	2023 \$	2022 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	5	948,035	581,169
Trade and other receivables	6	9,165	9,465
Other assets	8	14,688	-
TOTAL CURRENT ASSETS		<u>971,888</u>	<u>590,634</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	122,782	190,523
TOTAL NON-CURRENT ASSETS		<u>122,782</u>	<u>190,523</u>
TOTAL ASSETS		<u>1,094,670</u>	<u>781,157</u>
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	9	495,374	188,090
Lease liabilities		60,534	57,881
Employee benefits	10	80,991	62,473
TOTAL CURRENT LIABILITIES		<u>636,899</u>	<u>308,444</u>
NON-CURRENT LIABILITIES			
Lease liabilities		39,743	101,945
Employee benefits	10	6,174	8,167
TOTAL NON-CURRENT LIABILITIES		<u>45,916</u>	<u>110,112</u>
TOTAL LIABILITIES		<u>682,815</u>	<u>418,556</u>
NET ASSETS		<u>411,855</u>	<u>362,601</u>
<b>EQUITY</b>			
Reserves		55,300	45,516
Retained earnings		356,555	317,085
TOTAL EQUITY		<u>411,855</u>	<u>362,601</u>

## Statement of Changes in Equity For the Year Ended 30 June 2023

	Retained Earnings	General Reserve	Total
	\$	\$	\$
<b>Balance at 1 July 2022</b>	<b>317,085</b>	<b>45,516</b>	<b>362,601</b>
Surplus for the year	49,253	-	49,253
Transfers from retained earnings to general reserve	(9,784)	9,784	-
Total other comprehensive income for the period	-	-	-
<b>Balance at 30 June 2023</b>	<b>356,555</b>	<b>55,300</b>	<b>411,855</b>

	Retained Earnings	General Reserve	Total
	\$	\$	\$
<b>Balance at 1 July 2021</b>	<b>311,334</b>	<b>33,967</b>	<b>345,301</b>
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	-	-	-
<b>Balance at 30 June 2022</b>	<b>317,085</b>	<b>45,516</b>	<b>362,601</b>

**Statement of Cash Flows**  
**For the Year Ended 30 June 2023**

	2023	2022
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from customers	1,932,914	1,739,655
Payments to suppliers and employees	(1,505,544)	(1,859,894)
Interest received	6,165	838
Net cash provided by/(used in) operating activities	14 <u>433,535</u>	<u>(119,401)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
Payment of finance lease liabilities	<u>(66,669)</u>	(68,858)
Net cash provided by/(used in) financing activities	<u>(66,669)</u>	<u>(68,858)</u>
Net increase/(decrease) in cash and cash equivalents held	366,866	(188,259)
Cash and cash equivalents at beginning of year	<u>581,169</u>	769,428
Cash and cash equivalents at end of financial year	5 <u><u>948,035</u></u>	<u>581,169</u>

## **Notes to the Financial Statements**

### **For the Year Ended 30 June 2023**

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 2023 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 obligation 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 2023

#### 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 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 2023

### 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 2023

### 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.

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 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.

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 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

	2023	2022
	\$	\$
Revenue from contracts with customers (AASB 15)		
- government revenue (including grants)	1,915,172	1,429,186
- Operating grants - Legal Aid Queensland FASS	21,583	18,500
- LAQ - Mental Health Review Tribunal	44,000	52,488
- Operating grants - LAQ Domestic & Family Violence Duty Lawyer Service	59,690	59,631
	<u>2,040,445</u>	<u>1,559,805</u>
Revenue recognised on receipt (AASB 1058)		
- Donations	365	936
- Membership fees	68	68
- Unexpended grants at the beginning of the year	104,055	283,200
- Unexpended grants at end of the year	(382,786)	(104,055)
	<u>(278,298)</u>	<u>180,150</u>
	<u>1,762,147</u>	<u>1,739,955</u>
Other Income		
- Parental leave subsidies	14,624	-
	<u>14,624</u>	<u>-</u>



## Notes to the Financial Statements For the Year Ended 30 June 2023

### 4 Revenue and Other Income

#### Government grants and other assistance

	2023	2022
	\$	\$
<b>Government Grant - Commonwealth</b>		
LASF Commonwealth Grant	352,077	346,488
LASF - Mental Health Support	160,000	-
	<u>512,077</u>	<u>346,488</u>
<b>State government</b>		
LASF State Grant	509,044	486,272
DSDSATSIP - SLASS Grant	666,192	565,946
DSDSATSIP - Seniors FPS Grant	32,026	30,480
DSDSATSIP - SLASS Cape & Torres	195,833	-
	<u>1,403,095</u>	<u>1,082,698</u>
<b>Total government grants and other assistance</b>	<u><u>1,915,172</u></u>	<u><u>1,429,186</u></u>

### 5 Cash and Cash Equivalents

	2023	2022
	\$	\$
Cash at bank and in hand	948,035	581,169
	<u>948,035</u>	<u>581,169</u>

### 6 Trade and Other Receivables

	2023	2022
	\$	\$
<b>CURRENT</b>		
Trade receivables	-	300
Other receivables	9,165	9,165
	<u>9,165</u>	<u>9,465</u>

### 7 Property, plant and equipment

	2023	2022
	\$	\$
<b>Plant and equipment</b>		
At cost	4,826	4,826
Accumulated depreciation	(4,752)	(4,713)
Total plant and equipment	<u>74</u>	<u>113</u>
<b>Furniture, fixtures and fittings</b>		
At cost	60,393	60,393
Accumulated depreciation	(53,091)	(51,091)
Total furniture, fixtures and fittings	<u>7,302</u>	<u>9,302</u>

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 7 Property, plant and equipment

	2023	2022
	\$	\$
Motor vehicles		
At cost	16,487	16,487
Accumulated depreciation	<u>(15,647)</u>	<u>(15,403)</u>
Total motor vehicles	<u>840</u>	<u>1,084</u>
Office equipment		
At cost	57,860	57,860
Accumulated depreciation	<u>(44,650)</u>	<u>(37,110)</u>
Total office equipment	<u>13,210</u>	<u>20,750</u>
Right-of-Use - Buildings		
At cost	159,274	219,284
Accumulated depreciation	<u>(57,918)</u>	<u>(60,010)</u>
Total Right-of-Use - Buildings	<u>101,356</u>	<u>159,274</u>
<b>Total property, plant and equipment</b>	<u><u>122,782</u></u>	<u><u>190,523</u></u>

#### (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
	\$	\$	\$	\$	\$	\$
<b>Year ended 30 June 2023</b>						
Balance at the beginning of the year	113	9,302	1,084	20,750	159,274	190,523
Depreciation expense	<u>(39)</u>	<u>(2,000)</u>	<u>(244)</u>	<u>(7,540)</u>	<u>(57,918)</u>	<u>(67,741)</u>
<b>Balance at the end of the year</b>	<u>74</u>	<u>7,302</u>	<u>840</u>	<u>13,210</u>	<u>101,356</u>	<u>122,782</u>

### 8 Other Non-Financial Assets

	2023	2022
	\$	\$
CURRENT		
Prepayments - Work-in-progress Office Fitout	<u>14,688</u>	<u>-</u>
	<u><u>14,688</u></u>	<u><u>-</u></u>

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 9 Trade and Other Payables

	2023	2022
	\$	\$
CURRENT		
Trade payables	34,602	35,922
GST payable	46,647	24,521
Provision for tax	31,339	23,592
Unexpended grants	382,786	104,055
	<u>495,374</u>	<u>188,090</u>

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.

### 10 Employee Benefits

	2023	2022
	\$	\$
CURRENT		
Provision for annual leave - LASF & LAQ	43,950	36,302
Provision for annual leave - DSDSATSIP	13,329	13,326
Provision for long service leave - LASF & LAQ	13,279	8,349
Provision for long service leave - DSDSATSIP	10,433	4,496
	<u>80,991</u>	<u>62,473</u>
NON-CURRENT		
Provision for long service leave - LASF & LAQ	4,032	4,669
Provision for long service leave - DSDSATSIP	2,142	3,498
	<u>6,174</u>	<u>8,167</u>

### 11 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Association is \$ 404,571 (2022: \$ 423,875).

### 12 Auditors' Remuneration

	2023	2022
	\$	\$
Remuneration of the auditor Jessups NQ, for:		
- auditing the financial statements	3,700	5,400
	<u>3,700</u>	<u>5,400</u>

### 13 Contingencies

In the opinion of those charged with governance, the Association did not have any contingencies at 30 June 2023 (30 June 2022: None).

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 14 Cash Flow Information

Reconciliation of net income to net cash provided by operating activities:

	2023	2022
	\$	\$
Surplus for the year	49,255	17,300
Cash flows excluded from profit attributable to operating activities		
- Finance costs	7,119	8,739
Non-cash flows in profit:		
- amortisation	57,918	60,010
- depreciation	9,823	11,616
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(14,388)	(300)
- increase/(decrease) in trade and other payables	307,284	(152,094)
- increase/(decrease) in employee benefits	16,524	(64,673)
Cashflows from operations	<u>433,535</u>	<u>(119,401)</u>

### 15 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.

### 16 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 *[Signature]* ..... Responsible person *[Signature]* .....

Dated: 10 October 2023



JESSUPS

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## INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CAIRNS COMMUNITY LEGAL CENTRE INC  
FOR THE YEAR ENDED 30 JUNE 2023

### 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 2023, 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 2023 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.

#### *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.



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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](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.

**Jessups**

**Darren Thamm**  
Partner

Dated this 10th day of October 2023



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