



Annual Report 2012

Queensland Association of
Independent Legal Services Inc

Acknowledgements

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- Legal Practitioners Interest on Trust Account Fund, responsibility for which lies with the Queensland Department of Justice and Attorney-General and which is administered through Legal Aid Queensland;
- Federal Attorney-General's Department; and
- Gaming Machine Community Benefit Fund.

QAILS acknowledges the contributions to this report from member community legal centres.

QAILS also thanks Ailsa McKeon, Catherine Ure and Daniel Clarkin each of whom volunteered to assist with editing this Annual Report.

QAILS affirms that the Aboriginal and Torres Strait Islander peoples are the Indigenous inhabitants of Australia and acknowledges their unique relationship with their ancestral country. In particular, we acknowledge the Turrbal and Jagera peoples, the traditional custodians of the land in and around Brisbane, and pay respect to their elders, past and present.

This Annual Report is also available online at www.qails.org.au.

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About QAILS

QAILS is an incorporated association and was established for the public charitable purposes of assisting the Queensland community, particularly disadvantaged and marginalised people, to obtain access to legal services, including but not limited to:

- a. assisting people to resolve legal problems by providing information and referral services; and
- b. providing information and educational resources about legal rights; and
- c. providing referrals to legal assistance services and facilities; and
- d. supporting and assisting community legal centres to provide these services; and
- e. providing a state forum for community legal centres; and
- f. developing and coordinating Queensland community legal centres' policy; and
- g. advancing the interests of community legal centres within Queensland.

QAILS is the independent peak body for community legal centres (CLCs) in Queensland and represents the 32 funded and unfunded member CLCs operating across the state. In 2011–12, the QAILS staff consisted of a full-time Director, a part-time Administrator, a part-time Regional Accreditation Coordinator and a part-time Finance Officer. It is governed by an active management committee comprised of Queensland CLC workers who offer their time and energy to ensure the sector remains strong.

CLCs are independent, community organisations providing equitable and accessible legal services. CLCs offer appropriate, effective and creative solutions based on their experience within their community. It is this community relationship that distinguishes CLCs from other legal services. While providing legal services to individuals, CLCs also work beyond the individual in that they initiate community development, community legal education and law reform projects. These projects prevent the entrenchment of social disadvantage, prevent legal problems from worsening and strengthen the community as a whole. The Queensland community legal sector is an active and collegiate network which works together to provide better access to justice for disadvantaged Queenslanders.

QAILS' purpose is to provide a collective voice advocating for social justice.

QAILS advocates for social justice in the community and provides a collective voice through:

- Supporting and resourcing members;
- Policy reform, sector development, networking, lobbying government and other relevant bodies; and
- Advocating for access to justice.

The support offered by QAILS to its members includes:

- Representation for all members in relation to funding program and law reform issues;
- State-level coordination of the National Professional Indemnity Insurance Scheme which provides group professional indemnity and other insurance services to QAILS member centres;
- Coordination of an annual state conference, training on relevant issues and regular bulletins about matters of interest to CLC staff, volunteers and management committees.

QAILS values and promotes the diverse contributions of its members and seeks to work cooperatively and collaboratively with all member CLCs and other free legal assistance sector partners such as Legal Aid Queensland, ATSILS and Indigenous Family Violence Legal Services. QAILS believes that through this work, the voices of and for marginalised and disadvantaged people and their interests will be heard in the community, and will come to influence social systems and policies.

QAILS is a member of the National Association of Community Legal Centres (NACLC), the national peak body of CLCs in Australia. CLCs in Queensland gain representation by NACLC via membership of QAILS.



QAILS office



QAILS Members 2011–2012

Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service Aboriginal Corporation

Aboriginal and Torres Strait Islander Women's Legal Service – North Queensland Inc

Bayside Community Legal Service Inc

Cairns Community Legal Centre Inc

Care Goondiwindi Association Inc
(Goondiwindi Community Legal Service)

Caxton Legal Centre Inc

Central Queensland Community Legal Centre Inc

Citizens Advice Bureau & Gold Coast Legal Service Inc

Community Development Services Inc
(Stanthorpe Community Legal Service)

Environmental Defender's Office (Qld) Inc

Environmental Defender's Office of Northern Queensland Inc

Hervey Bay Neighbourhood Centre Inc
(Taylor Street Community Legal Service)

Lesbian Gay Bisexual Trans Intersex Legal Service Inc

Mackay Regional Community Legal Centre Inc

Moreton Bay Regional Community Legal Service Inc

North Queensland Women's Legal Service Inc

Nundah Community Support Group Inc
(Nundah Community Legal Service)

Pine Rivers Neighbourhood Association Inc
(Pine Rivers Community Legal Service)

Prisoners' Legal Service Inc

Queensland Advocacy Incorporated

Queensland Public Interest Law Clearing House Inc

Refugee and Immigration Legal Service Inc

Roma Community Legal Service Inc

South West Brisbane Community Legal Centre Inc

Suncoast Community Legal Service Inc

Tenants' Union of Queensland Inc

The Advocacy and Support Centre Inc
(Toowoomba Community Legal Service &
Ipswich Community Legal Service)

Townsville Community Legal Service Inc

Welfare Rights Centre Inc

Women's Legal Service Inc

Youth Advocacy Centre Inc

Youth and Family Service (Logan City) Inc
(Logan Youth Legal Service & Logan Legal Advice Centre)

President's Report



This year saw QAILS reach a significant milestone in its development as the peak body for Queensland's community legal centres. In 2011, after years of planning, QAILS became operationally autonomous and moved to new premises at Woolloongabba.

In December, QAILS members signed off on a new sub-committee system with the appointment of convenors to the Finance and Employment, Sector Funding and

Development and Human Rights and Social Justice Sub-committees.

QAILS also undertook a recruitment process for the newly established role of QAILS Director. Cristy Dieckmann was appointed and commenced employment on a full-time basis in March. Although Cristy was already well known to many QAILS members, I'd like to thank all of the CLC workers who have keenly welcomed and supported her in the new role. I'd also like to recognise the work of Carolyn Grant in her various roles within QAILS since starting as the Network Development Project Officer in 2004.

Two nationally driven processes have dominated QAILS business this year:

NACLC Accreditation

In February, QAILS appointed Jude Clarkin to the part-time role of Accreditation Coordinator. Jude has commenced the major task of auditing centres to ensure that the national accreditation standards are met.

QAILS recognises that the accreditation process imposes significant administrative burdens, especially on smaller centres, however I believe that it will ultimately enhance our existing efficiency and help to protect the high quality of our CLC brand.

National Partnership Agreement Review

This year also saw the appointment of consultants by the Commonwealth Department of Justice and Attorney General to evaluate the quality, efficiency and effectiveness of the legal services sector, including community legal centres. Although recognising the potential impact of this review on centres already burdened with NACLC accreditation and other accountability mechanisms, QAILS sees this review as an opportunity to showcase the outstanding value of Queensland's community legal centres.

Queensland

At the State level, QAILS was fortunate to have the opportunity to host the then Shadow Attorney General, and now Attorney General and Minister for Justice, the Hon Jarrod Bleijie, at the Annual General Meeting last year. QAILS looks forward to working with the Attorney General, the Department of Justice and other stakeholders such as Legal Aid Queensland, on improvements to the overall funding scheme in Queensland and in delivering better access to justice to Queenslanders.

I'd like to take this opportunity to thank my fellow management committee members. The 'heavy lifting' they have done in the last couple of years has placed QAILS in a strong position where it is hoped that it will be able to better deliver tangible benefits to its members in the form of greater clarity of funding arrangements, improved resource sharing, sector development and policy leadership.

Scott McDougall
President

Director's Report



QAILS has had an exciting year in 2011–12 and I am proud to be writing my first annual report as Director.

Highlights of the last QAILS year were:

- Becoming an autonomously functioning office after being auspiced since 2004;
- Establishment of sub-committees to make management of QAILS more effective and efficient;
- Having Queensland community legal centres embrace the National Accreditation Scheme with gusto; and
- Another successful state conference.

An incredible amount of work went into achieving autonomy. The management committee devoted extra time and energy to ensure that QAILS' governance was adequate and robust enough to cope with the change, and the staff managed many of the practical aspects with aplomb.

The staff viewed a variety of properties based on the brief which had been developed. They worked with three commercial agents and viewed properties in the South Brisbane, Woolloongabba and West End areas. Luckily, it was a lessee's market with many properties available and room for significant negotiation. A short list was developed including properties with disability access. Generally, those properties with disability access were more expensive as they tended to be the newer properties.

A suitable property was located and negotiations successfully completed. Unfortunately, despite best efforts, we were not able to secure a property with disability access.

The new QAILS office is at 8 Arne Street Woolloongabba and the office was relocated on Tuesday 11 October 2011 and opened for business on Monday 17 October 2011. It was several weeks before the unpacking and installation of telephone systems, printers and internet was completed. Eventually, the arrival of new and donated furniture made the office totally operational.

As the ultimate step in the process, the Australian Taxation Office granted QAILS Public Benevolent Institution status with the valuable assistance of law firm, Allens Arthur Robinson.

Thank you also to Coralie Gardner from Youth Advocacy Centre, who was a great source of information as YAC had gone through an office re-location in the recent past.

Thank you to previous QAILS auspice centres Caxton Legal Centre and Women's Legal Service for their time hosting the QAILS office and staff.

As mentioned above, the QAILS management committee were rigorous in their approach to the governance structure of the autonomous QAILS. Part of this process was to devise a new governance policy, dealing with issues such as delegations, conflicts of interest and decision-making structures. Three new sub-committees were established:

- Finance and Employment sub-committee;
- Sector Development and Funding sub-committee; and
- Human Rights and Social Justice sub-committee.

Each of the sub-committees is chaired by a management committee member, but the latter two sub-committees have members from the broader QAILS membership. i.e. CLC workers who are not necessarily members of the QAILS management committee. This process has injected new life and energy into QAILS decisions, with the workload able to be spread amongst a larger group of people. In addition, succession-planning for the management committee will also no doubt be aided by this process.

Accreditation became more than just a theoretical proposition in 2011–12. QAILS employed a Regional Accreditation Coordinator for 3 days per week from February 2012 through funding from the Federal Attorney-General's Department, kindly arranged by the National Association of Community Legal Centres. This project is reported on separately in this annual report, but suffice to say that from QAILS perspective, accreditation has given us an opportunity to reflect on CLC practices and to critically evaluate the way the sector does its business. Having the accreditation process continue over the next few years will put CLCs in a strong position in the future.

The Advocacy and Support Centre (TASC) was the host centre for the annual QAILS conference in May 2012. The conference was held at O'Reilly's Rainforest Retreat, which again provided an environment in which to reflect on past work and gain energy and momentum for another year ahead. The theme this year was 'Jigsaw Law: a holistic approach', and gave QAILS members the opportunity to share and learn about this important aspect of CLC work – working with clients in an holistic way rather than just treating the legal symptoms of an underlying issue. Thank you to TASC management committee and staff who worked so hard to provide a stimulating and thought-provoking program.

A hearty thank you to the other QAILS staff who have welcomed me as the Director this year: Lyn Giles, for being incredibly organised and keeping the office running smoothly through challenging times when there was no Director in place; Jude Clarkin, for making accreditation part of our every day; and Bill Kyle, for ensuring QAILS makes the best use of its scant finances.

QAILS looks forward to 2012–13, in which it will continue to work with its members and external stakeholders to ensure that the QAILS purpose is upheld: to be a collective voice advocating for social justice in the community.

Cristy Dieckmann
QAILS Director

QAILS Management Committee Members 2011–2012

President

Scott McDougall (Caxton Legal Centre Inc)

Secretary

Andrea de Smidt (Queensland Public Interest Law Clearing House Inc)

Treasurer

Colleen Wall (Aboriginal & Torres Strait Islander Women's Legal & Advocacy Service Aboriginal Corporation)

Ordinary members

Raquel Aldunate (Refugee and Immigration Legal Service Inc)

Matilda Alexander (Prisoners' Legal Service Inc)

Jo-Anne Bragg (Environmental Defender's Office (Qld) Inc) (until 14 February 2012)

Ann Florence (The Advocacy and Support Centre Inc) (until 30 May 2012)

Amy Gomersall (Central Queensland Community Legal Centre Inc)

Donald Gunn (South West Brisbane Community Legal Centre Inc)

Rosslyn Monro (Women's Legal Service Inc)

Giselle Negri (Cairns Community Legal Centre Inc)

Madonna Price (Roma Community Legal Service Inc) (until 7 March 2012)

Management Committee Profiles

Scott McDougall – President



Scott is the Director and Principal Solicitor of Caxton Legal Centre in Brisbane. Prior to assuming this role in 2002, Scott worked in the areas of native title, discrimination and criminal law.

Scott has a long held interest in the representation of disadvantaged litigants, particularly indigenous people, and has conducted a wide variety of cases in the Queensland and Commonwealth jurisdictions.

In 2006 Scott was commissioned to prepare a report assisting the Palm Island Aboriginal Shire Council in their negotiations with the Queensland Government.

Andrea de Smidt – Secretary



Andrea is a solicitor at the Queensland Public Interest Law Clearing House (QPILCH). Andrea was admitted to practice in 2006, and after working for two years in private

practice, she commenced work with QPILCH, firstly as coordinator of the public interest referral scheme and then as coordinator of the Homeless Persons' Legal Clinic.

Andrea has pursued her interest in administrative law by coordinating QPILCH's Self Representation Service at the Queensland Civil and Administrative Tribunal (QCAT) since its inception in January 2010.

Andrea is also a director of the National Pro Bono Resource Centre and secretary of Brisbane Youth Service Incorporated.

Colleen Wall – Treasurer



Colleen Ma'run Wall is the second daughter of Herb and Alfa Geiszler (nee Beezley) and born in Eidsvold. Her grandparents are Bert and Mary Beezley (nee Minniecon). Mary

is the daughter of Katherine Minniecon (Lingwoodock). They are descendants of Sarah Lloyd and her mother Nannie born of the Dauwa Kabi Clan (of the Bauple region). Colleen is a member of the Dauwa Clan of the Kabi Nation and her country is the west of Tiara south of Maryborough. Colleen follows a matriarchal system and her Great Grandmother handed down traditional knowledge and language to her family.

Colleen is a storyteller whose artwork depicts her traditional country, significant sites, creation stories and stories of prominent spirits of her ancestral country. Her community work is based on healing and cultural empowerment of Aboriginal women and their children.

After working most of her life in the Gulf she moved from Mt Isa in 1992 to start work in Arts Queensland. In those 14 years she developed and managed the Aboriginal and Torres Strait Islander programs. She did a lot of ground-breaking work creating many positions and programs including the Indigenous Regional Arts Development Fund. Holding positions such as Principal Policy Officer and Senior Consultant in the Regional Arts Unit and Queensland Heritage Trails Network she gained a wealth of knowledge about the regions of Queensland.

After leaving government Colleen established Wanyiram Pty Ltd. Over the past 4 years Colleen has worked to profile artists and art-workers and deliver training to Aboriginal and Torres Strait Islander students in Community Service, Arts Administration, Youth Work and delivering Cultural Training at Griffith University in the School of Nursing & Midwifery, Logan Campus and the School of Physiotherapy and Exercise Science Gold Coast campus.

Undertaking contracts as an industry expert working with companies such as Positive Solutions, Focus Pty Ltd and Queensland Arts Council Wanyiram's reputation won preferred provider status with Brisbane City Council Aboriginal Programs. The company's vision was the 'Spiritual Wellbeing for Our People' and worked from a premise of 'Land is Law' and the importance of respecting land and works with community to profile

Management Committee Profiles continued

the correct cultural way to proceed in developing our daily lives.

Colleen is now the Executive Director of the Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service (ATSIWLAS) and is very humbled to be working with such a dedicated and hard-working team and Management Committee. Colleen is committed to working with our women in such a way that strengthens and empowers our families and has now closed her company and moved to a Director's Position in Nguin Warrup a not for profit company set up to assist young artist and arts-workers to develop businesses and artistic endeavours. She has recently been appointed as Chairperson of the Queensland South Native Title Service as well as a member the Family Law Council of Australia.

Colleen extends to all a Kabi Blessing: "Mur'rubu Ninda – May life be good to you!"



Raquel Aldunate – ordinary member

Raquel is a Social Worker with 25 years' experience working in the area of domestic and family violence and issues affecting

immigrant women in particular. Currently Raquel is the Director of the Refugee and Immigration Legal Service (RAILS).

For approximately 14 years, Raquel was Coordinator of the Brisbane-based Immigrant Women's Support Service. She has also held senior positions in Women's Legal Aid, Legal Aid Queensland and the Violence Prevention Team in the Department of Communities.

Raquel has participated in National and State consultative committees and peak bodies such as the National Committee on Violence Against Women, the Domestic Violence Council and ANESBWA.



Matilda Alexander – ordinary member

Matilda is the Principal Solicitor and coordinator of the Prisoners' Legal Service. She holds degrees in law (hons)

and commerce with a masters in human rights and democratisation. Matilda has been involved in the CLC sector since 2001, focusing predominantly on issues related to the criminal justice system.

She has founded and is convening a new subcommittee for QAILS, the Human Rights and Social Justice Subcommittee.

Matilda has been a passionate advocate for human rights throughout her career.



Jo-Anne Bragg – ordinary member and PII Representative

Jo-Anne Bragg graduated from Sydney University in 1988

with a Bachelor of Arts and a Bachelor of Laws. After working with law firm Minter Ellison in Sydney in company and commercial law, Jo moved to Brisbane in 1992 to take up the position of Solicitor at the EDO QLD, and is now the longest serving EDO solicitor in Australia. Jo-Anne resigned from the management committee in February 2012 but continued in the role as PII representative.

Throughout her approximately 18 years as Principal Solicitor at the EDO QLD, Jo has provided invaluable legal advice to members of the public and community and environment groups, and has made critical contributions to reforming Queensland's environmental laws, particularly in successful advocacy for expanded third party enforcement rights in the *Environmental Protection Act 1994*, the *Nature Conservation Act 1992* and the *Water Act 2000*. In recent

years, Jo has worked on a number of successful test cases concerning the *Commonwealth Environment Protection and Biodiversity Conservation Act 1999*, including the Nathan Dam case and enforcement cases with Dr Chris McGrath for Dr Carol Booth concerning protection of flying foxes under the *Queensland Nature Conservation Act 1992*. Recently Jo has provided assistance to groups opposing the Traveston Dam. During 2008–2010 Jo worked as Principal Solicitor for client the Wide Bay Burnett Conservation Council in an enforcement action against dam operator Burnett Water.



Ann Florence – ordinary member

Ann is a solicitor of the Supreme Court of Queensland and the High Court of Australia and in addition to many years

in private practice also has eleven years' experience in the community legal sector. She was a volunteer with Caxton Legal Centre while in private practice. Prior to joining The Advocacy and Support Centre (TASC) in late 2008 she worked with the North Queensland Women's Legal Service Inc in Townsville and was instrumental in the establishment of the Aboriginal and Torres Strait Islander Women's Legal Service NQ Inc in Townsville.

Ann was the manager and principal lawyer at The Advocacy and Support Centre (TASC) in Toowoomba until 30 June 2012. She has a strong commitment to social justice and to the philosophy of TASC. Ann resigned from the management committee on 30 May 2012.

Her interests are walking, travel, reading, gardening, leadlight, renovating and her family.



**Amy Gomersall
– ordinary
member**

Amy graduated from the University of Canberra with a Bachelor of Laws Honours and

completed a Graduate Diploma in Legal Practice at ANU in 2004.

She commenced work in private practice in her hometown Rockhampton in 2005 as a generalist solicitor but developed a keen interest in family law.

Inspired by the values and ideologies of the community sector, Amy transitioned to Central Queensland CLC in mid-2006 in the role of community solicitor and was appointed Principal Solicitor in 2010.

Amy has just completed her masters in Applied Family Law through the College of Law.

Hobbies include renovating, boating, the outdoors, spending time with friends and her golden retriever Sunny.



**Donald Gunn –
ordinary member**

Donald works as a generalist solicitor at the South West Brisbane CLC and has been at the centre for almost 5 years.

He worked in private law firms before coming to CLC-land.

Donald works in CLC-land as he likes helping people. We can't fix everything but we can fix a few things and help a lot of the community. CLCs are born in different areas and exist because of a need in the community that the system has failed to provide. He likes working in CLC-land – it's a very positive place and the information exchange and camaraderie is exceptional.

He has had a long involvement as a volunteer at community radio station 4ZZZ and his hobbies are playing guitar, bass, piano accordion, hiking, camping, reading and travelling.



**Rosslyn Monro –
ordinary member
and State
Representative to
NACLC**

Rosslyn Monro has been involved

with Community Legal Centres since 1997. She started as a law student volunteer at Nundah Community Legal Service, and has worked at Pine Rivers Community Legal Service as a generalist solicitor, Caxton Legal Centre as a solicitor for older people, as Director of the Youth Advocacy Centre and she is currently the Coordinator of Women's Legal Service.

Rosslyn has been a member of the QAILS Management Committee since 2003. She has previously held the role of Treasurer, Co-Convenor and is currently the NACLC State Representative.



**Giselle Negri –
ordinary member**

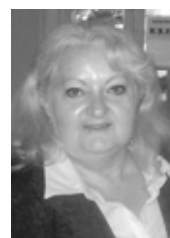
Giselle is the Director of the Cairns Community Legal Centre Inc. Giselle

completed her Bachelor of Arts-Law at James Cook University in 1994.

Prior to commencing work at the Centre in 2002, Giselle worked in the areas of native title, discrimination, employment and insurance.

Giselle has a strong belief in fairness and justice. Giselle also has a long standing interest in the behavioural sciences and arts.

Giselle is committed and has an invaluable connection to her local community, having been raised in the



Far North and lived in Cairns for over 10 years.

**Madonna Price –
ordinary member**

Madonna is the Director of the Roma Community Legal

Service Incorporated and has been in the role for some 23 years. During that time the service has grown from occupying a little room of some 8 feet by 10 feet and expanded to service an area some 479,000 square kilometres across western Queensland. Over the years Madonna has obtained a Bachelor's degree and has managed a few other achievements along the way.

Madonna has been involved with QAILS since the early 90s, and has been on the management committee a few times over the years, which she views as a privilege, and has allowed her to grow and be inspired by the good work that is done through QAILS. Time builds memories, change and friendships.

Locally, Madonna has been involved in politics (having run for local government), youth activities, networking groups and most recently concentrating on strengthening those previously formed ties which will ultimately assist clients. Madonna is passionate about the wonderful and unique life opportunities in regional, rural and remote western regions and strives to continue to find ways to protect, respect, empower and enhance this way of life and the environment for those who follow. Madonna is grateful to the funders for allowing her to do all of this while working in a really wonderful sector.



Finance and Employment Sub-Committee Report

The new, formalised sub-committee structure which was put in place at the last Annual General Meeting in November 2011 has been working well, with the sub-committee able to look at finance and employment issues in detail and then feed recommendations into the management committee. Thank you to the other members of the sub-committee for their input throughout the year: Scott McDougall and Ann Florence. This process has streamlined management committee meetings and means that these issues can be addressed with adequate time and thought.

The sub-committee has had a busy year in terms of employment issues, with recruitment of the Director and Regional Accreditation Coordinator taking place in December and February respectively. Thank you to those QAILS members who participated in interview panels and thanks also to Lis Maier and Michael Smith from the National Association of Community Legal Centres for the same reason.

The sub-committee finalised the new standard employment conditions for QAILS staff. Ensuring we are compliant with Award obligations and that we are getting the most out of staffing arrangements while still maintaining good working conditions that will attract high quality staff is a difficult balance and we are pleased with the final result.

QAILS finances are steady at the end of the 2011–12 financial year. Many thanks to Jude Clarkin, Rosslyn Monro and Bill Kyle, who together orchestrated the transition from finances being managed by Women's Legal Service, to QAILS operating autonomously. This was a big task, and was

managed smoothly. Thanks also to Legal Aid Queensland for being understanding and flexible with reporting requirements during the transition phase.

The management committee has made the difficult decision to at least temporarily reduce some honorariums paid to CLCs who allow their staff to fill executive and representative positions on the committee. For 2012–13, in order to give QAILS a little more budgetary breathing space, some of the honorariums will be halved. This is a sacrifice by centres, because the time that management committee members and representatives give to QAILS business is obviously time that would ordinarily be spent on their normal internal centre work. QAILS acknowledges this sacrifice and we hope that reasonable honorariums can be paid again from 2013–14.

Finally, the audited financial report will be tabled at the AGM along with this report.

The sub-committee looks forward to a year of consolidation ahead. With the anniversary of autonomy in October 2012, we will have a clearer idea of the costs associated with the new structure and will be able to plan for the future.

Colleen Wall
Convenor



Sector Development and Funding Sub-Committee Report

The Sector Development and Funding sub-committee, consisting of the QAILS Director and President, member representatives Camielle Donaghey, Annie Lewis, and Janet Wight, and convened by Andrea de Smidt, is tasked with:

- Assisting to develop funding submissions on behalf of QAILS;
- Monitoring unmet legal need;
- Identifying and implementing opportunities for sector development;
- Assisting to plan and coordinate annual state conferences; and
- Other issues as and when required.

The sub-committee first met on 23 March 2012 in the leafy surrounds of a café in South Brisbane. Here, the sub-committee considered its role and what it hoped to achieve in its initial year of operation. Since that time the sub-committee has identified and commenced work on a number of sector development projects which will keep it busy in the immediate and longer-term future.

Projects include:

- Conducting a survey and/or evaluation of centres so we can better understand what we do and how we do it. Results may be used to inform the QAILS strategic plan, capacity building initiatives, and other related projects;

- Development and implementation of a CLC graduate program;
- Liaising with the Queensland Law Society's Access to Justice section to facilitate placement of retired practitioner volunteers in CLCs;
- Liaising with NACLC and Allens Consulting Group, in relation to the National Partnership Agreement Review, which is being piloted in Queensland, and will encompass a review of work performed by CLCs.

The sub-committee has also been working hard to advocate for adequate, sustainable and transparent funding of CLCs. The sub-committee will work to have input into the Attorney's planned review of funding of CLCs and other entities through the Legal Practitioners Interest on Trust Accounts Fund Review, scheduled for the latter half of 2012.

The sub-committee looks forward to realising the sector development initiatives it has started to work on and welcomes new ideas in relation to both funding and development of the sector from members.

Andrea de Smidt
Convenor



Human Rights and Social Justice Sub-Committee Report

CLCs in Queensland are required by our service agreements to undertake law reform and advocacy. Coming together through our peak body increases our voice, and influence on these law reform issues. It allows our clients concerns to be seen in a state-wide context rather than being isolated to a region or topic. It provides us all with solidarity that allows us to keep speaking out and saying what must be said to advocate for the rights of disadvantaged people in Queensland.

The Human Rights and Social Justice sub-committee was started after the AGM last year and Matilda Alexander became the first convenor. The motivation for starting this group was to assist QAILS to be a strong and vibrant advocate for human rights and social justice in Queensland.

This year's main project has been to create a Human Rights and Social Justice policy in collaboration with QAILS members that articulates our shared vision for Queensland and forms a basis for future policy decisions and public comment. It is important that this platform is developed and endorsed by QAILS membership. An afternoon at the QAILS conference in March was devoted to brainstorming and developing a policy platform. This session was fruitful in not only producing a policy draft, but also got us talking about the substantive

motivations for our work and the core issues facing disadvantaged Queenslanders from our diverse perspectives.

In between developing this core policy platform, the HRSJ sub-committee has been involved in assisting QAILS to contribute to law reform campaigns.

Call to action!

Are you responding to a parliamentary inquiry? Are you holding a forum on an issue of concern? Are you producing a campaign resource? We are stronger together. Contact us.

Matilda Alexander
Convenor



NACLC State Representative Report

The agenda of the National Association of Community Legal Centres (NACLC) is always a very full one and even more so in the last year, with the added workload of responding to the National Partnership Agreement Review process. It is clear that Queensland is extremely fortunate to have a funded peak body from the perspective of better participating in the work of NACLC.

The work of the NACLC supports CLCs to develop best practice (through accreditation processes and management of risk), work strategically with other legal service providers, and resource CLCs to better respond to the community's legal needs. By QAILS working with NACLC we can better achieve those goals in Queensland.

Queensland CLCs will be aware that the new Risk Management Guide has been finalised by NACLC this year and it provides a comprehensive guide to the management of risk in the sector. There were many consultations undertaken in the finalising of the guide.

A successful National Conference was held in Hobart with the theme "Rights, Representation and Reform". National conferences provide an invaluable opportunity for CLCs across the country to network, share ideas and be challenged. The attendance rate at annual conference continues to grow which is testament to the work that goes into its organising and the program content.

There have been major developments in the accreditation process with state accreditation coordinators being employed in Queensland and New South Wales. NACLC continues to resource the sector very well for this process through the Standards Performance Platform (SPP) and Management Support Online (MSO). Unlike other accreditation systems there are no additional fees for CLCs to be accredited.

A major new initiative of NACLC this year is the starting of a National Access to Justice Campaign, "Community Law Australia". Communications company EMC (Essential Media Communications) has been engaged in developing the campaign. To date this has involved conducting focus groups, developing a campaign strategy and launch. Some of this work will also be supported by the new communications position in NACLC that commenced in March and through the campaign sub-committee.

CLCs are one of the legal assistance services being reviewed by the Commonwealth National Partnership Agreement Review. Consultants have been employed by the Commonwealth to conduct the review and Queensland has been chosen as the pilot state to test the evaluation framework. NACLC has been involved in the stakeholder groups providing feedback to the Commonwealth and the consultants. During the review period it is critical for NACLC and QAILS to support centres to participate in the review and to coordinate the key messages about CLCs.

Michael Smith (Convenor), Julia Hall (Executive Director) and the very small staff team at NACLC do a huge amount of work on limited resources and it is easy to mistake NACLC for a much larger organisation considering the initiatives and work that is undertaken. It is a very rewarding experience to be Queensland's representative on the NACLC board.

Rosslyn Monro



Professional Indemnity Insurance (PII) Representative Profile and Report

Profile

Jo-Anne Bragg graduated from Sydney University in 1988 with a Bachelor of Arts and a Bachelor of Laws. After working with law firm Minter Ellison in Sydney in company and commercial law, Jo moved to Brisbane in 1992 to take up the position of solicitor at the Environmental Defenders Office, and is now the longest-serving EDO solicitor in Australia.

Throughout her approximately 19 years as principal solicitor at the EDO, Jo has provided invaluable legal advice to members of the public and community and environment groups, and has made critical contributions to reforming Queensland's environmental laws, particularly in successful advocacy for expanded third party enforcement rights in the *Environmental Protection Action 1994*, the *Nature Conservation Act 1992* and the *Water Act 2000*. In recent years Jo has worked on a number of successful test cases concerning the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999*, including the Nathan Dam case and enforcement cases with Dr Chris McGrath for Dr Carol Booth concerning protection of flying foxes under the Queensland *Nature Conservation Act 1992*. Recently Jo has provided assistance to groups opposing Traveston Dam. During 2008–10 Jo worked for client the Wide Bay Burnett Conservation Council in an enforcement action against dam operator Burnett Water.

Report

This year has been a busy one for the national PII committee, with a new Risk Management Guide, including a new Cross-check Questionnaire, being produced and distributed. This was the culmination of several years of work by many people across the CLC sector and a huge thank you must go to all involved.

Queensland CLCs have again participated in the cross-check system, which is annual process through which the practices and procedures of each centre are investigated by at least one (and usually) two workers from other CLCs. Through this process, we ensure that best practice continues to be spread throughout the sector, which ultimately means that CLC services to clients will remain at a very high standard.

Each year the Queensland PII representative gives two presentations on relevant PII topics to QAILS members. These sessions are compulsory for at least one person from every CLC covered by the PII scheme, which is all 32 centres in Queensland. The topics covered in these sessions in 2011–12 were supervision and conflict of interest and its associated risks. Thanks to John Stannard of Caxton, Penny Carr of Tenants Union of Queensland, Michael Stubbins of Bayside Community Legal Centre and Cristy Dieckmann for contributing to those presentations. These sessions provide a useful opportunity for CLCs to be reminded of important professional obligations, and often result in lively and animated discussion amongst workers.

The PII representative role has given me the opportunity to connect with my colleagues all over the state, and to turn my mind to many and varied ethical and professional issues, a challenge that I have enjoyed despite the time it has taken from my everyday practice.

Jo-Anne Bragg



Accreditation Report

The National Accreditation Scheme was launched 2 years ago by NACLC to provide a sector-led accreditation and certification process which would recognise and support the achievement of good practice in the delivery of community legal services throughout Australia.

In January 2011 Lis Maier, the National Accreditation Coordinator, was appointed to oversee the implementation and roll-out of the accreditation process nationwide. In February 2012 Jude Clarkin, the Regional Accreditation Coordinator for Queensland, was appointed by QAILS to support and review Queensland centres.

From the start, QAILS members have actively engaged in the process and centres have invested substantial time and energy into reviewing and updating many of their older policies and procedures. A number of centres have indicated that they find the Management Support Online templates a helpful starting point, particularly in the newer areas of policy development.

Currently 26 Queensland centres (80%) have set dates for their on-site accreditation visits and most are well-progressed in their preparation.

Centres in Townsville, Rockhampton, the Sunshine Coast and Brisbane have generously hosted early on-site RAC visits, with many more site-visits scheduled in the coming months. The centres visited have demonstrated the strength and resilience of services and communities when facing the tyranny of distance, inadequate funding and growing unmet need.

Queensland community legal centres are to be congratulated for progressing with the accreditation process in the face of pressing client need and funding uncertainty.

Jude Clarkin

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Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service

www.atsiwlas.com.au

The Aboriginal and Torres Strait Islander Women's Legal and Advocacy Service (ATSIWLAS) aims to build a resilient community of Aboriginal and Torres Strait Islander Women—strong in spirit and with knowledge of their rights. The Service has membership with the Indigenous People's Organisation (IPO) which allows their client's rights to be represented on an international level through the United Nations Indigenous Permanent Forum.

ATSIWLAS was founded in 1995 by leading Aboriginal and Torres Strait Islander women, including Ms Monica O'Callaghan (deceased), Ms E. Watson (deceased), Ms I. Tarrago, Prof. Boni Robertson, Ms S. Finn and Ms C. Buchanan. Non-Indigenous women, Ms P. Godsell, Ms Z. Rathus and Ms J. Clarkin, were also involved in the founding of the service.

In 1996, ATSIWLAS was registered as a specialist community legal centre, and has since continued to provide legal advice in areas of family law, domestic and family violence, victims of crime, advocacy and child welfare issues. They also provide general legal information and offer assistance by way of information and referrals.

ATSIWLAS delivers services through our three units being administration and support; legal; and domestic and family violence support services.

A total of eleven staff work within these units and include an Executive Director, 2 part time administration assistant/office support workers, bookkeeper, principal solicitor, part-time solicitor, two short term contract solicitors and three support officers. ATSIWLAS moved in September 2011 to a much larger space in Milton which has allowed us to take on a group of volunteer law students and solicitors. The new space allows for a children's space next to the family interview room. There is also the added advantage of a quiet location with more parking spaces.

Aboriginal and Torres Strait Islander Women's Legal Services North Queensland

www.atsiwlansq.org.au

The Aboriginal and Torres Strait Islander Women's Legal Services North Queensland Inc (ATSIWLS NQ) began in 1998 as an Indigenous Women's Unit within the North Queensland Women's Legal Service Inc. (NQWLS). In February 2006, ATSIWLSNQ became incorporated and has been operating independently ever since.

Core funding supports staff at ATSIWLSNQ, including a solicitor/coordinator, and a community development worker, who maintains networks throughout North Queensland, facilitating Aboriginal and Torres Strait Islander women's access to legal services.

The ATSIWLSNQ clientele come from a region that extends from Mackay to the Torres Strait, east to Palm Island and west to the Northern Territory border. The main practice areas for the service are family law, child protection, family violence, victim assistance and anti-discrimination law, although the service is increasingly addressing issues of credit/debt and financial literacy. Legal advice, assistance and representation in these practice areas are offered through face-to-face appointments, telephone advice, mail advice, email advice and information and legal representation for court and non-court processes.

Queensland Community Legal Centre Profiles continued

Other projects invested in by the ATSIWLSNQ include law reform projects (e.g. the proposed changes to the Australian Constitution to include Aboriginal people and Torres Strait Islanders; other issues affecting Aboriginal and Torres Strait Islander women), community development work, booklets about family dispute resolution and child support. CLE projects target the assessed needs of individual communities, but the organisation's capacity to undertake CLE varies depending on available funding.

All services offered by the ATSIWLSNQ are provided in a culturally-friendly environment. The service aims to promote Aboriginal and Torres Strait Islander women's knowledge of their rights, ownership of legal issues and a familiarity with legal processes to assist women to confidently access and participate in the legal court and non-court processes.

Demand for ATSIWLSNQ's assistance has grown significantly over the years and a major challenge for the service is to continue to identify and implement innovative and culturally appropriate ways to meet this demand.

Bayside Community Legal Service

The Bayside Community Legal Service has been operating since 1992 and provides generalist advice to residents living in the suburbs of Wynnum, Manly to Redland Bay and across to the islands located in Moreton Bay.

Services are provided from the Redlands Community Centre at Capalaba.

Bayside Community Legal Service employs a part-time manager and a part-time solicitor who work two days per week.

A team of ten legal and five non-legal volunteers form a roster to assist with advices, referrals and legal education seminars and also provide legal advice sessions at Capalaba each Monday night.

Mediation services are also provided by Volunteer Accredited Mediators.

Cairns Community Legal Centre

www.cclc.org.au

The Cairns Community Legal Centre (CCLC) commenced operations in 1991 and currently offers the following services:

- General Service
- Disability Discrimination Legal Service (DDLS)
- Seniors Legal and Support Service (SLASS)
- Family Law Service
- Consumer Law Service (CLS) – pilot

The majority of the Centre's funding comes from State and Federal grants, allowing it to engage eleven staff members—seven full-time and four part-time. In 2011–12 the CCLC also received \$34,500 from the Legal Practitioners Interest on Trust Account Fund (LPITAF) to assist the sustainability of its DDLS. In addition, \$135,172 was received from LPITAF to fund the CLS into its third year as a pilot program. The CCLC will endeavour to obtain continued funding to ensure it is instated as an ongoing service.

The CCLC extends its thanks to all who have contributed to another successful year and looks forward to the year ahead.

Care Goondiwindi Community Legal Service

www.caregoondiwindi.org.au

Care Goondiwindi Community Legal Service (CGCLS) offers a broad range of information, advice and referrals to a wide geographical area. The centre operates between 8:30am and 4:30pm Monday to Friday and offers clients face-to-face appointments, video conferencing, and email and telephone advice. Clients are provided with options for their legal needs and are able to access the following services:

- Legal Aid Queensland,
- Rural Women's Outreach Legal Services,
- Aboriginal and Torres Strait Islander Legal Service (ATSILS)
- Maruma-liu Mari Outreach Service.

In the past financial year, Care Goondiwindi CLS assisted 230 clients, 197 of which were new to the service. CGCLS also provided 283 advices and is continuing to deliver outreach services to Stanthorpe, with an aim to offering quality free legal services to eligible residents in South West Queensland.

Caxton Legal Centre

www.caxton.org.au

Caxton Legal Centre is a generalist community legal service with a number of specialist programs.

The centre has expertise in a range of areas including credit and debt, neighbourhood law, incorporated associations, employment law, discrimination, insurance, family law, domestic violence and guardianship law.

As well as its general advice sessions, Caxton Legal Centre facilitates a range of specialist programs including the Seniors' Legal and Support Service (SLASS), an unfunded employment law advice program, and a Consumer Law Program which during 2011–12 has continued to deliver beneficial outcomes to individuals impacted by the Queensland floods. Family law makes up a large part of Caxton's practice as the Centre operates a family law duty lawyer service from the Family Court as well as child support and general family law advice both day and night. The University of Queensland's Consumer Legal Advice Clinic and a general and family law student program with Griffith University provide opportunities for student engagement in addition to student volunteer roles supporting administration and service delivery. Caxton prepares and coordinates law reform submissions, most recently successfully advocating for the inclusion of relationships common to elder abuse in the Domestic and Family Violence Act review, as well as a submission on insurance agency conduct to the Queensland Floods Commission of Inquiry in 2011.

Caxton is dedicated to using its resources widely to support the community legal sector through strong involvement with QAILS, mentoring the LGBTI Legal Service and information sharing with related professions such as financial counsellors and SLASS outreach services to the Gold and Sunshine Coasts. The SLASS service hosts an annual conference for Queensland seniors' services and this year held a photographic exhibition to raise awareness of elder abuse in conjunction with World Elder Abuse Awareness Day.

The Centre acknowledges the help of their volunteers and pro-bono solicitors and firms. Without their support, the Caxton Legal Centre wouldn't exist.

Queensland Community Legal Centre Profiles continued

Central Queensland Community Legal Centre

www.cqclc.org.au

Central Queensland Community Legal Centre (CQCLC) commenced operation in Rockhampton in 1995 and since then has offered a generalist service providing assistance in a variety of family law and civil law matters. The CQCLC team consists of two full-time solicitors and an administrator as well as a part-time project Solicitor to provide family law assistance in collaboration with the Family Relationships Centre. Further, CQCLC has experienced a rise in employment related matters as a result of the growing mining industry and local meat production. Legal advice is available to clients through face-to-face contact for local residents and email advice and correspondence when necessary. CQCLC also operates a free call, 1800 number. This is the most common form of client contact.

CQCLC appreciates the benefits of belonging to a small community. The centre often has the opportunity to work in conjunction with other community groups and schools, offering education sessions and services. CQCLC provides weekly outreach advice to Capricorn Coast residents at Yeppoon and attends regular inter-agency meetings throughout the region including Emerald, Blackwater, Mt Morgan and Longreach. CQCLC is also actively involved in the Central Queensland Family Law Pathways Network. These meetings, together with Legal Aid Rural, Regional, Remote Legal Assistance meetings, help CQCLC assess how to ensure that outreach services are efficient and that they are working with the various communities effectively.

In 2011, the towns of Rockhampton, Emerald and Theodore suffered major flooding. CQCLC received emergency funding to assist clients in the region with legal matters as a result of the floods, the aftermath of which is still being felt by many.

Environmental Defenders Office (Qld)

www.edo.org.au/edoqld

The Environmental Defenders Office (Qld) Inc (EDO Qld) provides legal advice and information to individuals and community groups who seek to protect the environment in the public interest. Their main service area is public interest environmental law, which is addressed by a team of two solicitors (one principal solicitor) and a part-time office manager. A team of student volunteers also assist the EDO with legal research. Generous donations have enabled EDO Qld to employ two additional solicitors for a temporary project of climate change work, particularly on coal mining and coal seam gas issues.

During the 2011/2012 financial year, solicitors conducted workshops and gave talks to community groups, students and conferences on a range of environmental law issues; from pesticides to planning law. In response to strong community demand for assistance and information on coal seam gas and coal mining, free Community Legal Education Workshops were held in Oakey and Rosewood. Work has begun on a Community Law Handbook on Coal Mining and Coal Seam Gas for use throughout Queensland. Start-up funding was provided by several regional councils and catchment groups, and public donations are being sought to finalise the publication.

Unfortunately, on July 4 2012, EDO Qld received notice that all state funding (\$97,000 pa) would be cut from June 30 2012. This halving of recurrent funding will severely limit EDO Qld's ability to deliver public interest environmental law advice to rural and urban clients. They are actively seeking donations to make up the shortfall.

Environmental Defenders Office of Northern Queensland

www.edo.org.au/edonq

The Environmental Defenders Office of Northern Queensland (EDO-NQ) specialises in public interest environmental law. A volunteer Management Committee works alongside two legal staff and an office coordinator assisting in the delivery of services over a large area (from Sarina, south of Mackay, to the Torres Strait and across the breadth of Queensland). EDO-NQ's service area also includes three World Heritage Areas—the Great Barrier Reef, Wet Tropics of Queensland, and the Australian Fossil Mammal Sites (Riversleigh/Naracoorte). Parts of the Cape York Peninsula, which also falls within the geographical scope of EDO-NQ, are also being considered for nomination for World Heritage listing.

Modest resources and a large service area do not allow EDO-NQ to directly represent everyone seeking assistance; they do however provide regular support to individuals and groups working to protect North Queensland's unique environment.

The biggest challenge for the EDO-NQ is to identify and channel resources into the areas that provide the best outcomes for the protection of the environment. Over the last year, EDO-NQ has increased the number of legal student-volunteers, with four participating in an established programme and several others giving their time outside the formal programme. The EDO-NQ will continue to visit regional areas to deliver workshops and provide advice.

Unfortunately, State Attorney-General notified EDO-NQ on 4 July 2012 that, retroactive to 30 June 2012, all State funding to EDO-NQ (roughly \$100,000) had been terminated. This action eliminated roughly 50% of EDO-NQ's recurrent funding. EDO-NQ's ability to service the Far North Queensland community will be severely curtailed unless the organisation is able to find alternate funding sources to make up the lost funds.

Gold Coast Legal Service

www.advicebureau.org.au

The Gold Coast Legal Service (GCLS) has a service area that extends from Yatala in the north, Beaudesert in the west and Coolangatta/Tweed Heads in the south. GCLS is part of the Citizens Advice Bureau and GCLS is the only funded community legal centre operating on the Gold Coast, providing a generalist service to its target community.

Approximately 5000 clients annually seek assistance from the GCLS—a broad spectrum of legal issues are covered, including family, employment and consumer law, neighbourhood disputes and other civil matters. The service also has trained and qualified financial counsellors who assist clients with personal debt-related matters and who offer assistance with bankruptcy where appropriate.

The GCLS staff is made up of two full-time and two part-time solicitors, two part-time financial counsellors and several other employed staff. A dedicated team of volunteer workers provides administrative support to solicitors in addition to assisting client screening and the scheduling of appointments. Volunteers also provide community information as part of the Citizens Advice Bureau function. For further information, please visit our website.

Queensland Community Legal Centre Profiles continued

Lesbian Gay Bisexual Trans Intersex Legal Service

www.advicebureau.org.au

Established in July 2010, the Lesbian Gay Bisexual Trans Intersex Legal Service Inc (LGBTI) offers a generalist service to a specialist client base—members of the LGBTIQ communities, their families and LGBTIQ organisations. The Service is unfunded and staffed entirely by volunteers. The large team, thirty-eight members in total, is comprised of fifteen lawyers, the service coordinator, nine evening coordinators, one law reform coordinator and twelve law reform volunteers.

Delivering services now for two years, the Service is here to stay. At its Wednesday evening advice sessions, the most common types of legal advice the Service provides are about discrimination and vilification, employment law and family law.

Over the last twelve months the LGBTI Legal Service achieved the following:

- a successful outcome in the Family Law Courts for our first represented family law client
- being invited as an expert guest speaker at various LGBTIQ community conferences and functions to speak about domestic and family violence in the LGBTIQ communities
- the establishment of our Law Reform Committee in August 2011.

The quality of our law reform work is highly regarded and in November 2011 the LGBTI Legal Service was invited by the then Attorney-General Paul Lucas, to sit on a panel of experts to consider the discriminatory provisions of the homosexual advance defence contained in the Criminal Code.

The Service is extremely thankful to all its volunteers and acknowledges that, without all their time, effort and expertise, the LGBTI Legal Service would not exist. The Service would like to extend thanks to Caxton Legal Centre for ongoing support and special thanks to the Queensland Association for Healthy Communities (QAHC) for the generous donation of office space to accommodate evening advice sessions and resources.

Mackay Regional Community Legal Centre

www.mrclc.com.au

The MRCLC has been funded by the Department of Justice and Attorney General (Queensland) through LPITAF since 2005 and funded by the Commonwealth government to conduct the Family Relationship Centre partnership from 2009. The centre provides advice in most areas of law, particularly family law, employment law, consumer complaints, debt and contract disputes. The centre is operated by a full time solicitor and administration officer. The MRCLC is involved in a wide range of outreach projects, including delivering information sessions on family law and domestic violence to schools, community organisations and at the Family Relationship Centre. In order to better serve the needs of residents located within the Mackay, Whitsunday and Isaac Regional Council areas telephone advice is offered and monthly face-to-face advice appointments are provided in Proserpine and Cannonvale.

A team of fourteen solicitors, two barristers, six social workers, one migration agent and three co-ordinators volunteer to provide legal advice, migration advice and counselling at our Legal Advice Evenings in Mackay. These volunteers greatly extend the accessibility of the centre. Thank you to all our volunteers. The expenses of the volunteer migration service were funded by the Queensland government through LPITAF for the 2011–2012 financial year.

MRCLC is involved in extensive community outreach projects. In the 2011–12 financial year, the centre continued a partnership with the Family Relationship Centre (FRC) in Mackay and ran family law information sessions at the FRC, Women's Centre in Mackay and surrounding regional areas (Cannonvale in the Whitsundays, and Moranbah). The success and demand for this project indicates a need for sessions to operate more frequently, ideally on a fortnightly basis. MRCLC is currently seeking funding to support this demand and hopes to employ a second solicitor in the near future. An increase in funding would assist the FRC program and generalist advice services outreach to extend to the Bowen and Isaac regional council areas.

A major challenge for MRCLC lies in the certainty of the Centre's staffing. The surplus funds that had accumulated from the times there have been no solicitors employed by the centre have now run out and the second generalist solicitor position was no longer financially tenable. Since March 2012 the service has been operating with one full time solicitor. MRCLC is seeking funding to again employ a second generalist solicitor, which greatly increases the amount of work the centre is able to perform while also enabling continued, more frequent outreach services. MRCLC values the varied opportunities it has to engage with the community—partaking in presentations to a Mackay High School on family law and wills, and the Mackay Women's Centre on property settlements.

Moreton Bay Regional Community Legal Service Inc

The Moreton Bay Regional CLS (MBRCLS) operates from its base in Redcliffe and has outreach services to Deception Bay, Caboolture and Bribie Island. The Bribie Island outreach operates in partnership with the Legal Aid Queensland Caboolture Office and the Pine Rivers Community Legal Service. The Service responds to requests for assistance in the greater Moreton Bay Regional Council Area.

Moreton Bay Regional CLS has a small staff composed of one solicitor/CEO, a part-time administration assistant and a part-time financial officer. With the help of their volunteer management committee and a team of volunteer administrative workers and volunteer solicitors, MBRCLS is able to service a large and diverse clientele.

MBRCLS works in partnership with community organisations. At Redcliffe, MBRCLS partners with Youth Space to provide appointments and a walk-in service. At Deception Bay, Caboolture and Bribie Island, it partners with the neighbourhood centre in each area to provide appointments.

The main focus areas of the service are general legal advice, document assistance and youth legal issues. Some limited casework is undertaken at the discretion of the CEO. The service hosts a *Youth and the Law* network meeting for youth providers and those involved in youth justice (including police, courts and lawyers).

North Queensland Women's Legal Service

www.nqwls.com.au

North Queensland Women's Legal Service (NQWLS) is a community legal service provided by women, for women. The service covers a region that extends from Sarina in the south, Cape York in the north and west to the Northern Territory border.

NQWLS has one full time solicitor, three part-time solicitors, one part-time coordinator and two part-time administration assistants.

Queensland Community Legal Centre Profiles continued

NQWLS provides advice to women in most areas of law although the focus is mainly on family law, family violence and child protection. Assistance is offered through a telephone advice line and by face-to-face appointments. NQWLS has continued to conduct regular outreach clinics to Ayr, Charters Towers, Ingham, Atherton, Mareeba, Innisfail, Mossman and Port Douglas. The Centre has also commenced clinics located in both the Townsville and Cairns Regional Domestic Violence Resource Services.

NQWLS has also continued to conduct community legal education workshops targeting women and organisations in rural and regional areas outside both Townsville and Cairns.

Through the 1800 line, outreach clinics and community legal education workshops the Centre is able to provide services to women residing in the more remote areas of the service region.

Nundah Community Legal Service

The small but busy generalist Nundah Community Legal Service (Nundah CLS) is operated through the Nundah Community Support Group Inc. Integrated with the Nundah Neighbourhood Centre, NCLS provides a holistic service focused on a clientele around Brisbane's north side.

Nundah Community Legal Service provides a weekly Wednesday drop-in advice service, staffed by dedicated volunteers and an employed solicitor. Clients are able to see the solicitor by appointment, which allows for sufficient time to provide more extensive assistance. Despite limited resources, Nundah CLS also maintains an active interest and involvement in community legal education.

Pine Rivers Community Legal Centre

www.prnc.org.au

The Pine Rivers Community Legal Centre (PRCLC) has been operating under the auspices of the Pine Rivers Neighbourhood Centre for eleven years. As part of a number of community services offered through the Neighbourhood Centre, PRCLC provides a general legal advice service (with a focus on family law matters), drafts wills and assists clients to make an enduring power of attorney. The centre also contributes to community education by providing information sessions on family law and domestic violence.

PRCLC moved to new premises in January 2012 (3/481 Gympie Road Strathpine) and with the extra room, now has two work placement law students. One law student has already completed their placement while two more students are currently undertaking their respective work placements. Volunteers and law students also assist with daily administrative tasks.

Three part-time solicitors, a part-time legal support worker and a small but enthusiastic team of administrative volunteers staff the PRCLC. Legal advice is provided Monday to Thursday by appointment, and on Thursday evenings during a walk-in service. Thursday nights are busier with up to twenty-six clients attending. The PRCLC has up to four volunteer solicitors on each Thursday night. The centre has had to reduce its opening hours due to the implications of the pay equity decision and is now no longer open on Fridays.

There are thirty-three volunteer solicitors and ten law students who staff the Thursday evening advice service with the rotating roster forming an invaluable component of the Pine Rivers Community Legal Centre.

PRCLC is funded by both State and Commonwealth grants. The centre is currently in a successful partnership with the Family Relationship Centres (FRCs) at Strathpine and Chermside where they provide family law advice to FRC clients one and a half days per week (including one evening each week).

PRCLC offers an outreach advice service at Bribie Island every second month.

Prisoners' Legal Service

www.plsqld.com

The Prisoners' Legal Service (PLS) offers free legal advice, information, assistance and referrals to Queensland prisoners and their families on matters relating to their imprisonment. The service also maintains a watching brief over prison administration and law reform in Queensland in so far as these affect prisoners and the public interest.

PLS responds to prisoner enquiries by phone three times a week on the prisoner advice lines that run directly out of all prisons across Queensland. They also respond by mail as required. In partnership with DLA Piper, the service's Safe Way Home solicitors assist prisoners with their parole applications. This process involves liaising with prisoners, drafting applications, negotiating with parole boards and assisting prisoners to obtain judicial reviews of parole orders. Additional assistance is provided to prisoners with high needs.

Prisoners' Legal Service continues to offer assistance to prisoners and families experiencing financial difficulties through the Financial Counselling Program (FCP). A financial counsellor and community resource officer work to ensure that prisoners are making informed decisions to resolve their financial difficulties and are helping them improve their ability to manage their financial affairs. The FCP engages in casework, advocacy, referrals and community education activities.

PLS relies on volunteers to assist in the provision of legal advice. The service is committed to providing opportunities for students to acquire knowledge and practical experience in social justice issues, human rights law and prison law. PLS is an active participant in the administrative law clinics and student placement programs from Queensland University of Technology (QUT), the University of Queensland (UQ), Bond University, and the Griffith University Law School.

Queensland Advocacy Incorporated

www.qai.org.au

Queensland Advocacy Incorporated (QAI) is an independent, community-based systems advocacy and legal advocacy organisation for people with disability in Queensland.

QAI's mission is to promote, protect and defend the fundamental needs, rights and lives of the most vulnerable people with disability. This is achieved through campaigns directed at attitudinal, law and policy change, and by supporting the development of a range of advocacy initiatives.

QAI also provides individual legal and non-legal advocacy in support of persons whose disability is at the centre of their legal issue. This is done by way of advice or casework within the limitations of QAI's resources.

Queensland Community Legal Centre Profiles continued

Systems Advocacy

Systems advocacy focuses on influencing and changing the whole of society and the various systems operating within society in ways that will benefit people with disability as a group rather than as individuals. Some of QAI's systems advocacy work includes:

- Submission to Dyson Consulting on Disability Assessment Tools
- CAGQ (Combined Advocacy Groups Queensland) Consultation – On Advocacy and the Adult Guardian (Jan–May 2012)
- MHLS Briefing Note (Feb 2012)
- Comments and recommendations on the NHRAP Exposure Draft (March 2012)
- Submission outlining Queensland Advocacy Incorporated's views on the proposed new Mental Health Commission.
- Submission to Restrictive Practices Cross-Jurisdictional Reference Group consultation (April 2012)
- Submission on Consolidation of Anti-Discrimination Laws
- Submission on restrictive practices ready for exposure draft of new *Disability Services Act*, update of *Disabled Justice 2007*.

Mental Health Legal Service (MHLS)

MHLS is a specialist legal service dedicated to providing free legal assistance in relation to mental health law in Queensland. The focus of the service is to provide advice and representation to people who have matters before the Mental Health Review Tribunal.

Human Rights Legal Service (HRLS)

HRLS provides a specialist legal advice service to people with a disability on a wide range of matters state-wide. Particular specialisations include the provision of legal advice to people with intellectual and cognitive impairments. QAI is the only source of specialist legal advice for this sector of the Queensland community.

Justice Support Program (JSP)

The main role of the JSP is to respond to the needs of individual people with mental illness, cognitive impairment, acquired brain injury and intellectual disability in the justice and related systems. The advocate provides individual advocacy and representation to marshal legal and community services to support the person at risk.

The focus of QAI's advocacy is to provide the best possible opportunities for their clients to remain in the community. QAI strives to prevent clients from involvement or further entrenchment in the criminal justice system.

Queensland Public Interest Law Clearing House

www.qpilch.org.au

Queensland Public Interest Law Clearing House (QPILCH) brings private law firms, barristers, law schools, legal professional associations, corporate legal units and government legal units together to provide free and low cost legal services to people who cannot obtain legal aid or afford private assistance.

QPILCH refers individual matters to law firms and barristers, coordinates direct legal services for particular disadvantaged client groups and undertakes law reform, policy work and legal education. QPILCH is committed to working in a flexible and innovative manner to respond to unmet legal need.

Refugee and Immigration Legal Service

www.rails.org.au

The QPILCH Referral Service incorporates the Public Interest Referral Service and the QLS and Bar Pro Bono Services.

Direct legal advice and assistance is provided by the following specialist services and clinics:

- Homeless Persons' Legal Clinic
- Refugee Civil Law Clinic
- Administrative Law Clinic
- Self Representation Service
- Mental Health Law Clinic

The Refugee and Immigration Legal Service (RAILS) continues to provide migration advice and representation to migrant and refugee clients with low income and/or who are disadvantaged due to their language skills, regional location, or lack of understanding of the legal system.

The RAILS staff complement includes a part time director, a principal solicitor, four caseworkers/legal practitioners, a community legal education coordinator and two administration/finance positions.

RAILS continues to face challenges of high demand for services from disadvantaged people in many visa areas including women escaping domestic violence perpetrated by Australian citizen or permanent resident partners who live in Queensland; assisting Queenslanders to reunite with their families under the refugee family reunion process. Many RAILS clients live in regional and /or remote parts of Queensland and have difficulty accessing immigration law advice and assistance.

RAILS staff continue to represent many clients with onshore protection visas and family violence provisions applications and Ministerial Intervention cases. Many of these clients have relatives who are Queensland residents. Many other RAILS clients are employees of Queensland companies facing staffing and skills shortages.

An extensive community legal education program has continued, particularly targeting state schools and TAFE institutions. RAILS also provide invaluable support to many Universities and their law students through the provision of student placements and legal practice advice clinics.

Roma Community Legal Service

The Roma Community Legal Service has been operating since 1987 servicing an area of Western Queensland that is estimated to be 475,000 sq km (three times the size of Victoria). For many years the Roma service was the only regional, rural and remote service in Queensland and one of only a few in Australia. The service is gratefully funded by the State and Commonwealth Governments and from LPITAF grants. Without such funding to the centre many people living in regional Queensland would be left unassisted and disempowered while others would seek legal aid services thus over-extending an already funding-stressed agency.

The centre has a small staff of workers, volunteers and committee members who work hard to maintain the centre. Staff assist clients in areas of criminal,

Queensland Community Legal Centre Profiles continued

civil and family law while also offering court assistance and representation, advocacy, community legal education and a child contact changeover and supervision service. An evening session is held once a month for those who are unable to attend during normal business hours – an appointment is necessary. Staff do make attendances upon the aged homes by appointment. A family law specialist is in the office for one week every month – appointments are recommended. Telephone consultations are taken by appointment.

The centre remains supportive of, and involved in, the services of other organisations and groups in the region who work with those who are unable to afford the costs of private solicitors, suffer adversity, are isolated or are otherwise requiring support and assistance, especially youth and the elder members of the community.

Roma Community Legal Service is centrally located in Roma and offers an accessible, comfortable and confidential environment for clients.

The centre is open from 9:00am – 5:00pm Monday to Friday.

South West Brisbane Community Legal Centre

www.communitylegal.org.au

The South West Brisbane Community Legal Centre (SWBCLC), based in Inala, is a generalist legal advice service, offering face-to-face contact five days a week, phone consultations by appointment and home visits to elderly and disabled clients. There are five lawyers working a variety of full-time and part-time hours, three support staff, and one casual lawyer. These staff members also facilitate an outreach service to Goodna and Booval, which operates once a week by appointment. A team of ten volunteer solicitors and around ten volunteer law students provide a weekly Thursday night advice program at the centre in Inala.

South West Brisbane CLC is funded by State, Commonwealth and LPITAF grants. This funding has allowed them to establish and maintain two specialist service areas—the Child Protection Duty Lawyer service at the Beenleigh Courts and the Youth and Criminal Advocacy Service. The addition of twenty-two solicitor hours for the Youth and Criminal Advocacy Service has led to the service being able to represent a greater number of young people in matters such as criminal law, school exclusion appeals and direct representation in child protection matters. Additional funding in 2011–12 also assisted in sustaining the provision of specialist advice in the area of child protection.

The South West Brisbane Community Legal Centre has recently re-published its *Information Kit on Child Protection for Parents* and *Information Kit on Child Protection for Workers*. The kits are available on the SWBCLC website.

Stanthorpe Community Legal Service

Stanthorpe Community Legal Service is based at the Granite Belt Neighbourhood Centre and is managed by Community Development Services (CDS) Inc. Currently, it is reliant on Care Goondiwindi Legal Service providing a solicitor for outreach once a fortnight. During these sessions, advice is provided in the following main practice areas: civil, family and criminal law. The majority of clients seek advice on child custody and consumer law issues.

Despite their lack of funding, SCLS offers an extensive service to a range of regional clients who can't afford to travel to Toowoomba for legal advice. They provide office space for the Toowoomba Advocacy Support Centre (TASC) when

Suncoast Community Legal Service

www.suncoastcommunitylegal.org

necessary; arrange phone consultations and referrals to Toowoomba Legal Aid; and provide office space for QPILCH when civil matters arise.

The coming financial year (2012–13) is an uncertain time for the service. They are not sure how long the Care Goondiwindi Legal Service will be able to provide outreach to Stanthorpe and a further project grant has not been sourced. Stanthorpe Community Legal Service hopes to be able to continue operating in their community.

Suncoast Community Legal Service Inc (Suncoast CLS) has been providing legal advice and referral services on the Sunshine Coast since 1984 when a group of lawyers set up a service at their local neighbourhood centre.

Since 2007, the Service has operated out of its own office premises in Maroochydore and employs a coordinator, principal solicitor and a small administrative team.

For the past four years, Suncoast CLS has focused on increasing access to justice in other areas of the region through the establishment of regular outreach in local community and neighbourhood centres. Appointments are scheduled for general and family law matters at the central office in Maroochydore, as well as at the outreach venues in Noosaville, Caloundra, Pomona, Nambour, Landsborough and Maleny.

The expansion of services across the Sunshine Coast and Hinterland areas has doubled volunteer numbers and, subsequently, the number of appointments available to clients. Clients can now book an appointment at a location closer to home and lawyers are able to volunteer in their local communities.

In addition to advice appointments, Suncoast CLS provides community legal education seminars on a range of topics. These are held regularly in libraries across the region and also by request from schools and community groups. In-house limited assistance services are provided by the principal solicitor.

Taylor Street Community Legal Service

www.hbnc.com.au

Taylor Street Community Legal Service (TSCLS) operates as a generalist legal service providing advice and assistance to twelve outreach venues across the North Burnett, Bundaberg, Fraser Coast and Gympie regions. TSCLS has funding to sustain one part time solicitor and one coordinator. An administration assistant is also employed part-time and is currently paid from tight budgeting and one off funds.

TSCLS is dependent on, and grateful to, their many volunteers. Thirty-five solicitors are rostered to work from eight venues to service TSCLS' regional, rural and remote venues with thirty volunteer receptionists to support them. In their outreach, TSCLS offers weekly face-to-face contact through the Hervey Bay, Urangan, Maryborough, Bundaberg and Gympie community centres and monthly face-to-face contact to Tiaro, Tin Can Bay and Gin Gin. They also offer weekly Skype contact to Gayndah, Mundubbera, Monto and Biggenden.

For the past four years, TSCLS has run divorce clinics twice a month in Hervey Bay, Gympie and Bundaberg and has provided other community education across the regions, often as co-hosts with other community legal centres or

Queensland Community Legal Centre Profiles continued

legally-oriented organisations. They are affiliated with the Family Relationship Centres (FRC) in Bundaberg, Maryborough and Hervey Bay and assist FRC clients who wish to seek legal advice before continuing with the FRC's mediation process. In recent months TSCLS has also co-hosted community legal education presentations in Bundaberg, Hervey Bay and Gympie in relation to the recent changes to the *Family Law Act* as well as pending changes to the Domestic and Family Violence legislation.

The Seniors Legal and Support Service also operates from the Taylor Street Community Legal Service.

Tenants Union of Queensland

www.tuq.org.au

The Tenants Union of Queensland (TUQ) provides services for, and represents the interests of, residential tenants in Queensland. TUQ works to improve the rights of all people who rent their home, including tenants in private rental, public rental, community housing, caravan parks and boarding houses.

The TUQ advises approximately 7,000 tenants annually through their three locations in Brisbane, Hervey Bay and Cairns. They provide telephone advice as well as limited face-to-face assistance.

Approximately forty legal cases are opened annually. The TUQ resources the network of local and regional tenancy advice services (TAAS) and trains these advocates in tenancy and related law. They also provide community education resources to services for distribution to tenants.

This year, the TUQ has been working to produce a DVD to assist tenants who are proceeding to the Queensland Civil and Administrative Tribunal for a tenancy dispute. The DVD will be available early in the 2012–13 year.

The Advocacy and Support Centre

<https://www.tascinc.org.au>

<https://qcjc.com.au>

The Advocacy and Support Centre (TASC) was established in 1982 as the Toowoomba Community Legal Service. Since its inception, the service has grown from a small community legal centre to a large centre that provides legal services to Toowoomba, Ipswich, the Darling Downs and South West Queensland.

TASC provides a generalist legal and support service in both Ipswich and Toowoomba. A Disability Law Project (for people in the criminal justice system with mental health issues) and a Seniors Legal and Support Service operate from both of these centres. TASC's disability advocacy services extend beyond these areas throughout south-west Queensland. TASC also provide outreach services to women in rural and remote regions throughout south-west Qld.

An exciting initiative emanating from the work of the Disability Law Project (DLP), the Queensland Criminal Justice Centre (QCJC) is a web based resource and practical guide for lawyers and other professionals working with people with a mental illness, an intellectual disability and/or an acquired brain injury facing charges in the criminal justice system.

TASC also has an active volunteer student placement program with students from the University of Southern Queensland (USQ) volunteering regularly. Recurrent funding assists this partnership with the Toowoomba and Springfield USQ

campuses; the funds also allow TASC to provide services in partnership with Family Relationship Centres in their region. Volunteer solicitors provide advice at TASC's Legal Advice Clinic and law graduates from the Australian National University (ANU) complete their Practical Legal Training placement with the centre.

This year TASC, in conjunction with QUT, will launch "*Disability and The Queensland Criminal Justice System*". This practical handbook navigates the legal complexities in representing people with a mental illness, intellectual disability or acquired brain injury who have been charged with a criminal offence in Queensland. Drawing on the author's experience, including through the establishment of Australia's first criminal law service for disabled people, it provides both analysis and practical guidance in a critical area of legal practice.

TASC staff, under the management of the Chief Executive Officer, include a total of five full-time solicitors and five part-time solicitors; three full-time advocates and three part-time advocates; one full-time and one casual community development officer; one social worker; and six full-time administration staff, as well as four part-time and one casual administrative staff. In addition, there are seven volunteer solicitors from both Toowoomba and Ipswich who support TASC's services.

Townsville Community Legal Service

www.tcls.org.au

The Townsville Community Legal Service (TCLS) has been in existence for twenty-two years. The service was first funded in 1992 and has since continued to operate as both a generalist and a specialist community legal centre. In addition to its generalist practice, TCLS currently offers the following specialist services:

- Financial counselling
- Welfare rights
- Seniors Legal and Support Service
- Immigration law
- Family law service

TCLS employs seven staff—three solicitors, two social workers, one administrative worker and the centre coordinator. An evening advice service is provided each Thursday by a roster of approximately thirty volunteers from local private law firms. Other volunteers support TCLS as administrative assistants and management committee members.

TCLS also provides a clinical legal studies program for sixteen final year law students in the second semester of each year.

Welfare Rights Centre

www.wrcqld.org.au

Welfare Rights Centre (WRC) Inc has a long-standing reputation as an independent voice for fairness empowering the most vulnerable people living in Queensland. They offer specialist information, advocacy and legal services for people having problems with social security, employment services and disability discrimination matters. Their services are primarily provided over the phone.

In 2011–12 there were eleven staff positions at the Welfare Rights Centre; four full-time and seven part-time. All positions were supported by a large

Queensland Community Legal Centre Profiles continued

volunteer program consisting of first contact officers, telephone advice workers, communications officers, project officers and people undertaking legal casework. The first step in service delivery for the WRC is to diagnose whether matters raised require legal or broader advocacy/support services. Some clients require quite intense support as a result of their social or vulnerability issues while others clearly have a legal problem. Every client that contacts the centre will at least be given information and/or advice.

The Welfare Rights Centre undertakes around 1200 matters a year but as a result of ongoing funding problems, WRC has continued to narrow which clients are eligible for the more intense casework services. Nearly 17% of people presenting to the WRC have no income and are experiencing difficulties obtaining social security payments; accordingly, casework services have to be targeted to the most vulnerable clients, or those that have matters that will test new legislation in terms of its fairness and social justice principles.

WRC is concerned that a number of people employed to work with the vulnerable do not recognise their clients' rights when it comes to seeking appeals for unfair decisions. WRC engages in community legal education activities to address this and can offer other community legal centres and general community services training sessions to build their capacity to respond to their clients.

Women's Legal Service

www.wlsq.org.au

Women's Legal Service (WLS) Inc commenced services in 1984 and continues to provide legal and social work assistance to women who experience issues related to family law, domestic violence and child protection matters. WLS also provides outreach at the Logan, Mt Gravatt Family Relationship Centres (FRC) and the Brisbane Women's Correctional Centre.

WLS volunteers provide an invaluable evening advice service to women on Monday and Wednesday nights. Without the loyal volunteers, WLS would not be able to provide the current number of client services.

This year WLS commenced a trial Duty Lawyer service at the Holland Park Magistrates Court, providing legal and social work assistance to women who are making private applications to the court.

WLS remains engaged in the legal and policy debates that impact upon the lives of women and is currently coordinating the law reform work for Women's Legal Services Australia.

Youth Advocacy Centre

www.yac.net.au

The Youth Advocacy Centre (YAC) has been offering confidential legal, family and youth work services to young people aged ten to sixteen in south-east Queensland for more than thirty years. It takes a child/youth centred approach where the young person is the client.

YAC can also provide support on a more limited basis to young people aged seventeen or eighteen in relation to child protection, education or youth detention centre issues and information and referral to young people outside the south-east corner on a limited basis by phone.

YAC employs two solicitors who provide young people with legal information and advice on a range of legal issues as well as legal representation for youth justice and child protection matters. They attend courts from Caboolture to Beenleigh and Ipswich across to Cleveland.

The solicitors are part of a multidisciplinary casework team which includes a Youth Support Advocate and a Family Support Advocate in recognition that legal issues are often only one challenge that young people are facing in their lives. As well as supporting young people through court processes – as alleged offenders, victims or as the subject of a child protection intervention – these workers provide information, advice and support in relation to such matters as accommodation, social security and school and TAFE. They also provide individual and family based counselling and link young people to other specialist services where necessary.

Community Legal Education (CLE) is an important part of YAC's work. The CLE solicitor talks to young people in a range of youth services, learning programs and schools about legal issues, how they impact on them, their rights in relation to those issues and how to assert those rights in a way which will best help them. YAC's website has some of this information in a set of Legal Info Sheets.

With the YSA, the CLE solicitor provides youth work training to youth workers around the state (subject to successful grant funding for travel) about young people and the law, how the law impacts on youth workers and what workers need to be aware of when working with young people. YAC developed a decision-making framework in relation to this some 20 years ago and has built (and continues to develop) the training program around this.

YAC is involved in systemic advocacy and lobbying for law reform. For the last two decades YAC has been lobbying to have section 6 of the *Youth Justice Act 1992* (Qld) implemented. This would mean seventeen-year-olds would be dealt with in the youth justice system, rather than the adult justice system, in line with all other Australian States and Territories and in compliance with Australia's commitments under the United Nations Convention on the Rights of the Child. Titled the "Castaway Campaign", YAC will continue to raise this issue in 2012–13.

Another significant concern to YAC is the current trend of criminalising young people in the care and protection of the state by having them charged with offences for behaviour which families would generally deal with themselves. YAC believes this is further victimisation of young people who are already traumatised.

YAC also auspices the Youth Bail Accommodation and Support Service (YBASS), now over ten years old, which negotiates suitable placements and provides or brokers support for young people who are remanded in custody, or are at risk of being remanded in custody, because of a lack of stable accommodation.

Youth & Family Services Legal Services – Logan Legal Advice Centre & Logan Youth Legal Service

www.yfs.org.au

Youth & Family Services (YFS) Legal Services has two limbs; Logan Legal Advice Centre (LLAC) and the Logan Youth Legal Service (LYLS). LLAC provided advice and information to over 3000 people this year. LYLS provided information, advice and representation to over 250 young people. Key presenting issues included family law—children, divorce and separation; civil law—debt, neighbourhood disputes and consumer issues; and criminal law matters.

YFS offers a multidisciplinary service incorporating other areas and programs for the client including counselling, youth support, mental health support, disability services, financial counselling and tenant's advice and advocacy service. Clients accessing the legal service can also be linked up with these services through appropriate referrals.

Statistics and Case Studies

In 2011–12, Queensland CLCs provided service to 43,136 clients. This service consisted of 33,954 information activities, 59,803 advice activities and 7551 cases. In addition to direct client work, Queensland CLCs provided 603 community legal education activities and 157 law reform projects.

Louise – My experience with LGBTI Legal Service (QLD)

As a transgender MTF (Male to Female) it was paramount that I found non-judgemental, impartial legal advice on my family custody case. I have two children, a son turning 14 and a daughter turning 11 that have always been major part of my life. I have always had a great relationship with both of my children and have been a considerable positive influence in their development. Both of my children are great school students and would be considered well adjusted, love is unconditional.

After I came out 7 years ago in 2005 and started to transition from living as a male to a female my ex-partner became very aggressive and angry forcing me out of the home and family unit. At this time she also became very possessive over the children showing a very strong sense of ownership causing me to have only limited access to the children in the form of every second weekend for 2 nights.

Over the years, I have used the family dispute resolution service on three occasions with limited success so it was inevitable that our case would need legal help. The initial legal advice I received regarding my prospects for more time with my children was not positive. The LGBTI Legal Service has given me great advice, guidance, support and legal representation in our family court case to work towards what my children want which is week about shared care. I have found the service to be very efficient and effective and above all else very understanding of the diverse make-up of our social structure leading to an easing of the financial and emotional pressures the legal system can bring to bear on people and families especially those in minority groups considered outside the “normal” social structure.

With the help of the LGBTI Legal Service I have had three court appearances resulting in extra time with my children including weekly school nights, equally split school holidays and soon a full family report to hear what the children really want. When you are in a minority group it is easy to feel persecuted and discriminated against so services like LGBTI Legal Service are essential to assist us to access the legal system.

Prisoners' Legal Service case study

A client with an intellectual disability and no literacy was required to make a parole application. Safe Way Home (a program of Prisoners' Legal Service) held many meetings with the client to talk about release planning. We sought and consolidated support from post release community organisations like Standing Up For You and Catholic Prison Ministry. We liaised with these services to develop viable plans for release. Parole was granted and client successfully completed his parole order without reoffending.

An individual client story from the Queensland Public Interest Law Clearing House Incorporated (QPILCH)

A 46-year-old man responding to disciplinary proceedings instituted by the Nursing and Midwifery Board of Australia (the Board) was referred to QPILCH by the member presiding over the proceedings at the Queensland Civil and Administrative Tribunal (QCAT). The member explained that they had adjourned the proceedings and referred the man to QPILCH as the man was about to agree to a severe sanction proposed by the Board and it was apparent that the man had not received legal advice.

When the man presented to QPILCH he explained his story, which began with the man's father committing suicide, the man turning to alcohol and then attempting suicide himself three times during his teenage years. At 20, the man stopped drinking, married and had two daughters. He completed a nursing degree and worked as a nurse for over a decade. After this time, his marriage broke down and his wife left, taking both daughters. He started drinking again. He became chronically depressed and attempted suicide. He saw prison as a means of escape and 'drying out'. He committed armed robbery. Around the time of the robbery, the man had been in and out of psychiatric wards and had overdosed on anti-depressants on multiple occasions. After serving time in prison, the man started to receive counselling which helped him to understand and manage his alcoholism and to appreciate the seriousness of his offence, for which he was deeply remorseful and ashamed. The Board had commenced disciplinary proceedings against the man as a result of the armed robbery charges.

The man was initially assisted by QPILCH's Self Representation Service which operates at QCAT. The Service provided the man with a number of appointments to prepare submissions in response to the disciplinary proceedings. These submissions addressed the man's alcoholism, depression, marriage breakdown, and his improved management of the issues that caused him to commit the armed robbery. QPILCH then went on the record to instruct a barrister who had agreed to represent the man on a pro bono basis. At the final hearing of the matter, the Board agreed to an exclusion period of approximately four and half years. This sanction was applied retrospectively so the period that the man had to wait before re-registering was approximately fifteen months from the time of the hearing. This outcome was significantly more favourable to the man than the initial sanction proposed by the Board – to exclude the man from re-registering for a period of 10 years which would require significant vocational re-training as a result of such a lengthy exclusion period.

QUEENSLAND ASSOCIATION OF INDEPENDENT
LEGAL SERVICES INC

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2012



LIABILITY LIMITED BY A SCHEME APPROVED UNDER PROFESSIONAL STANDARDS LEGISLATION

1.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2012

	<u>2012</u>	<u>2011</u>
<u>INCOME</u>		
Legal Aid Funding		
- Unexpended Grant 30 June 2011	52,413	-
- State Funding	238,781	-
- Governance Workshop	4,000	-
	<hr/> 295,194	<hr/> 0
Conference Income	10,914	9,623
Membership Fees	17,045	9,858
Interest Received	3,829	943
Donations Received	35,109	-
Gambling Community Benefit Fund	2,256	-
NACLC	25,323	-
Other Income	5,000	-
	<hr/> 99,476	<hr/> 20,424
	<hr/> 394,670	<hr/> 20,424
 <u>LESS EXPENDITURE</u>		
Total Expenditure (Schedule attached)	<hr/> 309,107	<hr/> 13,597
<u>NET SURPLUS/(DEFICIT) FOR YEAR</u>	<hr/> \$85,563	<hr/> \$6,827

The accompanying notes form part of these financial statements.

2.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2012

	<u>2012</u>	<u>2011</u>
<u>EXPENDITURE</u>		
Audit Fees	4,560	-
Auspice Fee	4,969	-
Bank Charges	465	99
Catering	2,136	-
Cleaning	1,620	-
Computer Supplies	1,901	-
Conference/Seminar Costs	20,807	13,355
Consultant Fees	3,000	-
Depreciation	2,642	-
Fees	60	-
Honorariums	9,636	-
Insurance	1,724	-
Meeting Expenses	1,219	-
Minor Equipment	6,825	-
Postage, Printing & Stationery	5,218	4
Professional Development	6,616	-
Recruitment	1,868	-
Relocation Expenses	1,778	-
Rent & Rates	24,487	-
Repairs & Maintenance	1,636	-
Resources	940	-
Security	214	-
Staff Amenities	1,472	14
Sundry Expenses	487	32
Superannuation	16,320	-
Telephone	5,591	-
Travel Expenses	7,464	93
Wages & Salaries	173,039	-
Workers Compensation	413	-
<u>TOTAL EXPENDITURE</u>	<u>\$309,107</u>	<u>\$13,597</u>

The accompanying notes form part of these financial statements.

3.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
ASSETS AND LIABILITIES STATEMENT
AS AT 30 JUNE 2012

	<u>2012</u>	<u>2011</u>
<u>CURRENT ASSETS</u>		
Cash at Bank	236,004	47,200
Cash on Hand	45	45
Trade Debtors & Prepayments	5,807	-
Deposits	8,000	-
<u>TOTAL CURRENT ASSETS</u>	<u>249,856</u>	<u>47,245</u>
<u>FIXED ASSETS (NOTE 2)</u>	<u>17,804</u>	<u>40</u>
	<u>17,804</u>	<u>40</u>
<u>TOTAL ASSETS</u>	<u>\$267,660</u>	<u>\$47,285</u>
<u>CURRENT LIABILITIES</u>		
Provision for Employee Entitlements	31,019	-
Creditors & Accruals (Note 3)	25,562	401
Grants Received and Unexpended (Note 4)	78,632	-
<u>TOTAL LIABILITIES</u>	<u>\$135,213</u>	<u>\$401</u>
<u>NET ASSETS</u>	<u>\$132,447</u>	<u>\$46,884</u>
<u>MEMBERS FUNDS</u>		
Balance 1 July 2011	46,884	40,057
Net Surplus/(Deficit) for Year	85,563	6,827
<u>TOTAL MEMBERS' FUNDS</u>	<u>\$132,447</u>	<u>\$46,884</u>

The accompanying notes form part of these financial statements.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2012

2012

CASH FLOWS FROM OPERATING ACTIVITIES

Receipts

Legal Aid Queensland	295,194
Other Grants	106,211
Interest	3,829
Other Income	66,262

Payments

Wages & Salaries	150,132
Other	112,154

Net cash provided by (used in) operating activities	\$209,210
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CASH FLOWS FROM INVESTING ACTIVITIES

Payment for purchase of plant & equipment	(20406)
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Net cash provided by (used in) investing activities	\$(20406)
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CASH FLOWS FROM FINANCIAL ACTIVITIES

Net increase/(decrease) in cash held	188,804
Cash at beginning of the reporting period	47,245

Cash at end of the reporting period	\$236,049
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Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities

Operating Result	85,563
- Depreciation	2,642
- Increase/(Decrease) in Payables	25,161
- Increase/(Decrease) in Provisions	31,019
- (Increase)/Decrease in Deposits & Debtors	(13807)
- Increase/(Decrease) in Grants Unexpended	78,632

Net cash provided by (used in) operating activities	\$209,210
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The accompanying notes form part of these financial statements.

5.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2012

1. SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirement of the Associations Incorporated Act (Qld). The committee has determined that the association is not a reporting entity.

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

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

(a) Income Tax

The Association is exempted from tax under section 50-10 of the Income Tax Assessment Act 1997.

(b) Fixed Assets - Depreciation

Depreciation is charged on all Fixed Assets except Property Improvements and is brought to account over the estimated economic lives of all Assets.

(c) Employee Entitlements

Liabilities for Wages & Salaries and Annual Leave are recognised and are measured as the amount unpaid at the reporting date at current pay rates in respect of employees' services up to that date. Other employee entitlements payable later than one year, have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

(d) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(e) Cash and Cash Equivalents

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

6.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2012

(f) Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

(g) Goods and Services Tax

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

(h) Comparative Figures

Comparative figures, where necessary, have been reclassified in order to comply with the presentation adopted in the figures reported.

(i) Economic Dependence

The Queensland Association of Independent Legal Services Inc is dependant on Government Funding to operate. As at the date of this report the committee has no reason to believe the government will not continue to support the organisation.

7.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2012

	<u>2012</u>	<u>2011</u>
2. FIXED ASSETS		
Office Equipment - at Cost	28,105	7,699
Less Accumulated Depreciation	10,301	7,659
	<hr/> \$17,804	<hr/> \$40
3. CREDITORS & ACCRUALS		
Creditors & Accruals	4,301	-
GST	12,641	401
PAYG	6,526	-
Superannuation	2,094	-
	<hr/> \$25,562	<hr/> \$401
4. GRANTS RECEIVED AND UNEXPENDED		
NACLC	50,893	-
Gambling Community Benefit Fund	27,739	-
	<hr/> \$78,632	<hr/> \$0
5. AUDITORS REMUNERATION		

Apart from the remuneration disclosed the auditors received no other benefits.

8.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC

STATEMENT BY MEMBERS OF THE COMMITTEE

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

In the opinion of the committee the financial report as set out on pages 1 to 7:

1. Presents fairly the financial position of Queensland Association of Independent Legal Services Inc as at 30 June 2012 and its performance for the year ended of that date.
2. At the date of this statement, there are reasonable grounds to believe that Queensland Association of Independent Legal Services Inc will be able to pay its debts as and when they fall due.

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

President



Secretary
Treasurer



Dated this 16 November 2012

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Queensland Association of Independent Legal Services Inc. which comprises the assets and liabilities statement as at 30 June 2012, and the income and expenditure statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act (Qld) and are appropriate to meet the needs of the members. The committee's responsibilities also include designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

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

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

10.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

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

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Qualification


As we were first appointed Auditor's of the Organisation during the current financial year we disclaim any opinion on the opening balances.

Qualified Auditor's Opinion

In our opinion, except for the matters referred to in the qualification paragraph, the financial report of Queensland Association of Independent Legal Services Inc presents fairly, in all material respects the financial position of Queensland Association of Independent Legal Services Inc. as of 30 June 2012 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.


HAYWARDS CHARTERED ACCOUNTANTS

16 NOVEMBER 2012
BRISBANE


PETER GESCH
HAYWARDS CHARTERED ACCOUNTANTS

11.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
SUPPLEMENTARY INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2012

CLSP

	<u>2012</u>
<u>INCOME</u>	
Unexpended Grant 30 June 2011	52,413
Legal Aid Queensland - Grant Received	238,781
Interest Received	1,000
	<hr/> 292,194
<u>LESS EXPENDITURE</u>	
Total Expenditure (Schedule attached)	<hr/> 294,432
<u>NET DEFICIT FOR YEAR</u>	<hr/> (2,238)

12.

QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC
SUPPLEMENTARY INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2012

CLSP

	<u>2012</u>
<u>EXPENDITURE</u>	
Salaries	157,151
Superannuation	14,974
Total Salary & Related Expenses	<hr/> 172,125
 Rent	 24,767
Repairs & Maintenance	2,496
Other Premises Costs	3,033
Staff Training	6,616
Staff Recruitment	1,869
Communications	6,059
Office Overheads	11,883
Insurance	1,724
Finance, Audit & Accounting Fees	4,560
Library, Resources & Subscriptions	940
Travel	3,781
Minor Equipment Other	6,465
Other	29,605
Capital Expenditure	18,509
	<hr/> 122,307
 <u>TOTAL EXPENDITURE</u>	 <hr/> 294,432



**Queensland Association of
Independent Legal Services Inc**

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