

queensland association of
independent legal services inc
annual report 2013-14



The Queensland Association of Independent Legal Services Inc (**QAILS**) is the peak organisation for Queensland's community legal centres, working towards a fair and just Queensland. To achieve this, QAILS supports and develops community legal centres to provide effective, high quality services to their communities, and leads to unite its members and be a leading voice for social justice

Acknowledgements

This Annual Report covers the period 1 July 2013 – 30 June 2014 and was presented at the QAILS Annual General Meeting on 24 October 2014.

QAILS acknowledges funding from the following sources in 2013-2014:

- 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
- Freehills Foundation
- Department of Environment
- City of Brisbane

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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What is a community legal centre?

Community legal centres are independent, community organisations providing equitable and accessible legal services.

They are of their communities and responsive to their communities. 'Communities' may be geographic communities, as for generalist community legal centres, or communities of interest, as for specialist community legal centres that may target a group (eg. children) or a particular area of law (eg. tenancy).

Community legal centres are able to offer appropriate, effective and creative solutions based on their experience within their community. It is this community relationship that distinguishes community legal centres from other legal services. It is this community relationship that makes community legal centres essential and vital organisations.

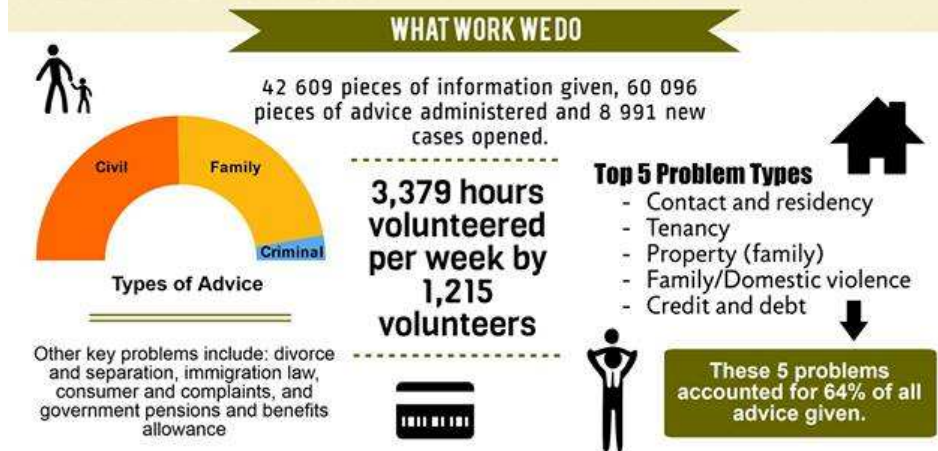
While providing legal services to individuals, community legal centres also work beyond the individual.

Community legal centres initiate community development, community legal education and systemic advocacy that are preventative in outcome and that strengthen the community.

The clients of community legal centres are those who are facing injustice, who can't afford a private lawyer, and whose life circumstances are affected by their legal problem.

Community legal centres harness the energy and expertise of thousands of volunteers across the country. Centres are committed to collaboration with government, legal aid, the private legal profession and community partners to ensure the best outcomes for their clients and the system of justice in Australia.

Find your community legal centre at
www.qails.org.au



Report from President and Director



Queensland's community legal centres continued to provide invaluable support to vulnerable people with legal problems this year. From supporting women applying for intervention orders from violent partners in courts, to assisting people to resolve complaints about their neighbours, to supporting people served with eviction notices, the community is well-served by community legal centres' staff, volunteers and *pro bono* partners.

Community legal centres deliver clear benefits for the community. They do this by helping individuals to resolve their legal problems; advocating before courts and tribunals; providing education sessions and information to ensure people understand, and can realise, their rights; and seeking to create positive change in their communities. Independent research shows that our work delivers \$18 of benefits for each dollar invested by government, but governments continues to under-invest in this work, including announcing new cuts this year. For the first time, core funding has been guaranteed to community legal centres for the next three years, providing some certainty to the vulnerable Queenslanders who need, and get, our help.



As this annual report shows, it's been a busy year for QAILS, the peak body for Queensland's community legal centres. We continue to support and develop community legal centres to provide effective, high quality services to their communities. We also lead to unite our members, and be a driving force for social justice, and our partnerships, collaborations and networks are a vital piece of that work. Our 'Queensland Community Legal Services Plan' was a key piece of work, setting a framework for collaborative legal service delivery across the state.

With a new strategic plan for 2014-2017 and confirmed funding for the next three years, QAILS can continue to mature, from a secretariat for its member community legal centres, to a peak body that reflects and supports the important work of community legal centres, for a fair and just Queensland.

Janet Wight

QAILS President

James Farrell

QAILS Director

Community legal information

Since December 2013, the QAILS website has had

48,883

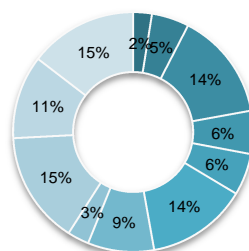
visitors and

90,013

pageviews.

In 2013-14, QAILS provided legal information to over **600 people** by telephone, and provided them with links to services that could provide further help.

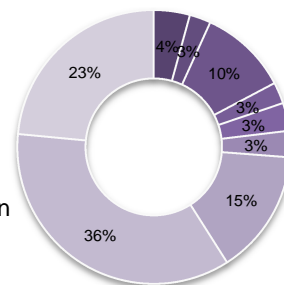
QAILS plays an important role in providing information about community legal centres' work. In 2013-14, over 600 people contacted QAILS seeking legal advice and information, and we referred these people to appropriate services.



- Building
- Civil Dispute
- Consumer
- Court Procedure
- Disputes with Gov.
- Employment
- Family Law
- Motor Vehicle
- Neighbourhood
- Other
- Property

These people were directed to QAILS from a number of sources:

- Community legal centre
- Local Government
- State Government
- Legal Aid
- Other Statutory Authority
- Professional association
- Internet
- Court/tribunal/ombudsman
- Other



Our factsheet 'How new police powers could affect ordinary Queenslanders' was downloaded over 30,000 times

This year, QAILS members developed a 'Queensland Community Services Legal Plan' to:



QUEENSLAND ASSOCIATION OF INDEPENDENT LEGAL SERVICES INC.

Community Legal Services Plan

Enhance coordination and collaboration

Community legal centres are part of a system of legal and social services that support people experiencing disadvantage or vulnerability. We will continue to coordinate and collaborate to ensure our services meet the needs of the communities we serve, and the individuals who seek legal assistance services. A key part of this work is the development of new QAILS networks.

Commit to shared priorities and working together, in clients' best interests

With 92 specific actions, the Queensland Community Services Legal Plan identifies shared priorities, and delegates responsibility and coordination across our member network, so we have a shared understanding of what we need to do.

This project was supported by a grant from the Australian Attorney-General's Department



Australian Government
Attorney-General's Department

Increase access to legal services in specialist areas of law

Community legal centres have to be experts in a number of areas of law, and it's vital that we maintain our skills and knowledge of these areas. Services with specialist expertise will continue to support local generalist community legal centres with training, resources and client-focussed referral links to ensure appropriate services are available.

Identify regions in Queensland that need additional legal services

While there are no areas of Queensland that have adequate access to a legal safety net, there are some areas where people are more likely to have legal problems, and we need to work together to address these gaps.

Develop strategies to assist priority client groups

Different groups of people have different legal problems, and need different types and levels of legal help; we can't take a 'one size fits all' approach. We need to learn from our colleagues with experience working with particular client groups, to ensure that our services are accessible and appropriate.

Community legal centres working together

Queensland's community legal centres are a network of independent, community-governed organisations that work together to provide legal help to people with legal problems who can't afford a lawyer and are not eligible to receive legal aid

The importance of working together has been highlighted in a number of recent research and policy reports, including the Queensland Department of Justice and Attorney-General's *Review of the allocation of funds from the Legal Practitioner Interest on Trust Accounts Fund*, the draft report of the Productivity Commission's inquiry into access to justice, and the NSW Law and Justice Foundation's 2012 report, *Legal Australia-Wide Survey: Legal need in Queensland*.

None of this is news for Queensland's community legal centres, which have a strong history of working together to ensure that our services are effective and client-centred.

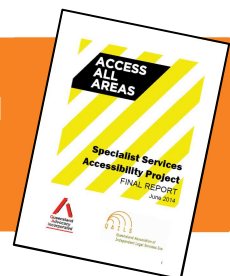
QAILS plays a role in supporting this collaboration, providing a forum for our members to come together to discuss collaborative approaches to service provision, and supporting this work within our member network and more broadly.

**In 2013-14,
Queensland's
community legal
centres provided
information,
advice and
continuing
casework to
46,337 people.**

In 2013-14, the Commonwealth Attorney-General's Department funded a project to develop a three-year plan to support strategic, collaborative practices across community legal centres.

Formal and informal collaboration occurs daily in community legal centres across Queensland, and this work will continue.

In partnership with Queensland Advocacy Inc and with LPITAF funding, our 'Access all areas' report identified opportunities to increase access to specialist legal services.



Working with others

Pro bono law firms

QAILS has valuable partnerships with pro bono law firms, who support our work in a number of ways. In 2013-14, this has included:

- drafting submissions and research reports;
- presenting face-to-face training and webinars;
- preparing materials for community legal education;
- making links to other service providers that can support our work;
- donating resources to host and present events; and
- providing legal advice

Thanks for your support!



Networks and partnerships

QAILS is a member of many networks and partnerships, including:



www.qldneighbourhoods.com



QAILS provides information and referrals to Queenslanders with legal problems. In 2012-13, 24% of the inquiries to QAILS were from people with disputes with their neighbours, including disputes over fences, overhanging trees, and anti-social behaviour. With financial support from the City of Brisbane and *pro bono* legal help from Holding Redlich, QAILS's neighbourhood dispute resolution project is developing a website to provide people with information about their rights and responsibilities.

Increasing residents' access to timely, appropriate and accessible information will assist them to resolve neighbourhood disputes before they escalate. It will also deliver clear benefits to local government authorities, law enforcement agencies and community organisations that support community members. The benefits of reducing disputes and conflicts in neighbourhoods will increase community safety and social inclusion.

Image: The New York Times on the New Art of Flickr by Thomas Hawk
Available at <https://www.flickr.com/photos/thomashawk/2442371176/>

 **HOLDING REDLICH**



Sector funding

State funding

In 2013, the Queensland Government adopted all of the recommendations of the *Review of the allocation of funds from the Legal Practitioner Interest on Trust Accounts Fund* undertaken by the Department of Justice and Attorney-General. This included some welcome reforms, such as:

- three-year funding agreements;
- more transparent decision-making, including consultation with the Queensland Legal Assistance Forum and advice from a cross-department committee to the Attorney-General;
- objectives including 'frontline service delivery' and 'accountability';
- increased focus on cross-agency collaboration; and
- identification of areas of need, and strategies to respond to these needs.

In May 2014, Attorney-General Jarrod Bleijie announced the first three-year funding commitment, with all QAILS members to receive similar levels of funding to continue to provide their vital services to their client community.

Commonwealth funding

In 2013, the Commonwealth Government announced a significant increase in funding for community legal centres. However, in December 2013's Mid-Year Economic and Fiscal Outlook, it was announced that cuts would be made to 'law reform and advocacy' work undertaken by community legal centres. Instead, in May 2014 the Commonwealth Government announced that 2013 funding agreements would be cancelled from June 2015. This will result in cuts to the funding of 11 services in Queensland, predominately in regional areas.

Community legal centres' funding agreements with the Commonwealth will expire in June 2015, and QAILS and our members will continue to work with the Commonwealth to ensure services can continue; QAILS will play an important role in working with governments and parliamentarians to agitate for appropriate funding commitments.

Training and development

QAILS works to support the staff, volunteers and management committees of community legal centres across Queensland.

In 2013-14, we delivered 19 webinars to staff, volunteers and friends of community legal centres, with some participants joining us from other parts of Australia. The webinars covered substantive legal topics, business practices and client support strategies, and professional obligations.

Funding changes prevented us hosting a state conference in 2013. QAILS made alternative funding arrangements so that this important development event returned in March 2014.

Speakers at the 2014 conference included representatives from ACOSS, QCOSS, Legal Aid Queensland, Reconciliation Australia, QCAT, BlackCard, DV Connect, Court Network, the Legal Services Commission, the Australian Evaluation Society, Queensland Law Society, and community legal centres.

Increasing community legal centres' capacity in mental health law

QAILS joined with Queensland Advocacy Inc to examine the accessibility of specialist legal services, using mental health law services as a case study.

The project included delivering training to services in Mackay, Townsville, Rockhampton and Cairns, and visiting community legal centres, advocacy services and mental health facilities in those regional cities. The project also developed and distributed legal information resources and delivering services directly in person, by telephone and via video. The project was funded by the LPITAF.



QAILS is a signatory to the Tristan Jepson Memorial Foundation Psychological Wellbeing: Best Practice Guidelines for the Legal Profession

The guidelines support lawyers, law firms and others working within the profession to raise awareness of mental health issues, and to understand the initiatives and methods of management that assist in the creation and maintenance of psychologically healthy and supportive workplaces.

Thanks to our 2013-14 webinar presenters:

- Rachel Ball
Director - Advocacy and Campaigns, Human Rights Law Centre
- Paul Burton
Senior Associate, Clayton Utz
- Sophie Devitt
Senior Associate, DLA Piper
- Eleanor Dickens and Michael Lucey
Clayton Utz
- Helen Donovan
Senior Associate, Herbert Smith Freehills
- James Farrell
Queensland Association of Independent Legal Services
- Sue Garlick
HPLC Senior Lawyer, QPILCH
- Dr Janet Hammill & Prof Heather Douglas
University of Queensland
- Michael Giles & Ellie Ryan
Hunter Community Legal Centre
- Phoebe Kahlo
RRR & CLE Solicitor, Women's Legal Service
- Ben Keenan
Lawyer, Holding Redlich
- Scott Lang
Lawyer, Allens
- Rebekah Leong
Principal Solicitor, Queensland Advocacy Inc.
- Peter Mott
Training and Advice Worker, Tenants Union of Queensland
- Peter Noble & Nickie King
Loddon Campaspe Community Legal Centre
- Mark Thomas
Barrister; Senior Lecturer, QUT Law School; Co-author: *Professional Responsibility and Legal Ethics in Queensland*
- Bryony Walters
Solicitor, Welfare Rights Centre
- Ros Williams
Caxton Legal Centre

Quality services

QAILS plays a vital role in supporting community legal centres to provide quality services.

Delivered in partnership with our national peak body, the National Association of Community Legal Centres, the national accreditation scheme and the risk management framework support centres to offer professional and effective services. It also helps organisations to be sustainable, well-managed and comply with service standards and regulatory requirements.

These services are a vital component of our support for our member community legal centres.



Regional accreditation coordinator Jude Clarkin

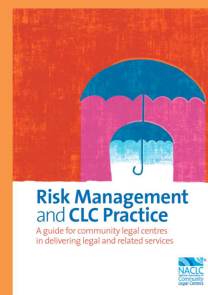
National Accreditation Scheme

QAILS coordinates a national accreditation scheme that provides an industry based certification process for community legal centres. It supports and recognises good practice in the delivery of community legal services. Regional accreditation coordinator Jude Clarkin works with the National Association of Community Legal Centres to implement, monitor and evaluate the scheme, with the goal of supporting community legal centres to meet standards and improve organisational development.

As at 30 June 2014, 30 Queensland community legal centres were

Professional indemnity insurance

Once a centre becomes a member of QAILS, they have the option of joining one or more of NACLC's nationally negotiated and highly discounted insurance schemes. This includes Professional Indemnity Insurance (PII), Associations Liability Insurance, and NACLC's free Public Liability insurance.



QAILS PII representatives for 2013-14, Rebekah Bassano (QIFVLS) and Stephanie Ewart (Caxton) provide valuable support and leadership under the PII scheme, responding to queries from centres and supervising the implementation of the risk management guide.

Telling our story

When asked to name any services that provides free legal advice, only 6.9% of respondents were aware of community legal centres when asked to name any legal services that provide free legal information, advice or assistance. When specifically asked 'Have you heard of community legal centres?' less than one-third of respondents answered that they had heard of community legal centres.

(Source: Law and Justice Foundation's 2012 report, *Legal Australia-Wide Survey: Legal need in Queensland*)

QAILS has an important role in increasing the community's awareness of the role of community legal centres, and other ways that people can access legal help when they need it.

QAILS does this by attending events, producing posters and booklets, research reports, and telling our story through mainstream and new media.



Justice for all: the history of community legal centres

With financial support from the Commonwealth Department of Environment's 'Your Community Heritage' program, QAILS is preparing a history of the Queensland community legal centre movement. Dr Kate Warner has interviewed over 40 pioneers and leaders, and with support from student volunteers Jo Sampford and Victoria Allen, reviewed hundreds of documents. The final publication will be launched later in 2014.

Media mentions

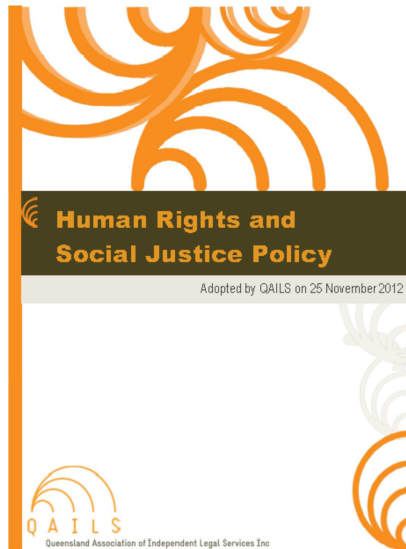
This year, QAILS has been mentioned in reports by the following media channels:

- ABC News
- Brisbane Times
- ABC Statewide Drive
- Courier Mail
- QUT news
- 4ZZZ's Brisbane Line
- 612 ABC Brisbane



QAILS is a supporter of Community Law Australia (CLA), a campaign that believes that all Australians should be able to access the law, regardless of their financial or social circumstances, or their geographic location. CLA advocates for investment in programs that provide people with the information and advice they need at an early stage, preventing legal problems from arising or from getting worse, fixing problems with our laws, and keeping people out of court where possible.

Human rights and social justice



Queensland's community legal centres have been working for more than 30 years to advance human rights and social justice. The QAILS Human Rights and Social Justice Policy provides a snapshot of the diversity of community legal centres' policy work and an insight into the relevance of social justice and human rights for our communities. It also guides the work that QAILS does in advocating for increased human rights protections and laws and practices that are socially just.

**Download a copy of our
Human Rights and Social Justice Policy from www.qails.org.au.**

Our Human Rights and Social Justice Policy identifies priorities across a number of policy areas, including:

- Aboriginal and Torres Strait Islander justice
- Access to Justice and the Courts
- Child Protection
- Children and Young People
- Civil Liberties
- Consumer credit, debt and insurance
- Coronial inquiries
- Discrimination
- Domestic and family violence
- Employment law
- Environment
- Family law and child support
- Housing and tenancy
- Lesbian Gay Bisexual Trans Intersex
- Mental health
- People with disability
- Policing
- Prisons
- Public space
- Refugee, citizenship and immigration law
- Seniors
- Social security and welfare rights
- Victims of crime
- Women
- Youth Justice

This year, QAILS advocated for human rights and social justice through:

Improving access to justice

When the Commonwealth Government asked the Productivity Commission to inquire into Access to Justice, QAILS was quick to suggest that the commission focus on the needs of disadvantaged groups. Working closely with other community legal centre peaks, QAILS provided several submissions, gave evidence and participated in round tables. These highlighted the vital role of legal assistance services in ensuring access to justice in Australia. The Commission's report will be tabled in Parliament in the coming months.

Balancing rights with community safety

When laws targeting 'out of control' parties were introduced, QAILS noted the lack of evidence of any need for the changes. The laws were discriminatory, unnecessary and punitive. Our submission to the parliamentary inquiry into the laws recommended new community awareness campaigns focusing on the risks and responsibilities of hosting parties. When the laws were passed, we partnered with other community groups to produce a flyer for people who may be criminalised.

Supporting sensible NFP governance

QAILS and the Federation of Community Legal Centres (Vic) worked together on a submission to recommend all levels of government commit to supporting the 'one stop shop' regulator for community organisations, the Australian Charities and Not-for-profits Commission. This allows community organisations to 'report once and use often', strengthening funders', regulators' and community's confidence in the work of charities and not-for-profits.

Promoting democracy

QAILS advocated against the introduction of voter identification requirements for Queensland elections, as there is no evidence of the need for this law which will exclude vulnerable people from this important democratic process.

QAILS partnered with the Aboriginal and Torres Strait Islander Legal Service to provide written evidence and appear before a Queensland parliamentary inquiry into the new laws.

Fighting racism

QAILS is a proud member of the Australian Human Rights Commission's campaign



'Racism. It stops with me'

QAILS advocated for stronger protections against race hate speech in the public consultation on changes to the Race Discrimination Act. It did this through its own submission and in partnership with leading community organisations.

Supporting transparency

QAILS's submission to the review of Queensland's Right to Information (RTI) laws called for easier access to documents about a person's affairs and government decision-making. We called for a simpler 'public interest test', more accessible forms and reduced fees.

QAILS led a number of non-government agencies in a short submission outlining some of the practical challenges of extending RTI laws to small community groups.

... and worked on the following focus areas ...

Domestic and family violence

Responding appropriately to domestic and family violence is a key issue for Queensland's community legal centres.

In 2013-14, QAILS members provided almost 5,500 pieces of legal advice to clients in the area of family violence. This represented almost one in six of every family law advice provided. We also provided ongoing casework/representation in over 1,100 matters, representing one in eight of **all** casework activities undertaken by Queensland community legal centres.

In addition, a large (but immeasurable) number of clients accessing Queensland community legal centres with other legal problems have experienced domestic or family violence.

In the Australian component of the **International Violence Against Women Survey**, more than a third of women had experienced violence from a current or former partner since the age of 16.



Image: 'The Cost of Domestic Violence' by The Advocacy Project. Available [here](#)

Parliamentary inquiry to review family violence

When the Queensland government announced a new parliamentary inquiry into crime, QAILS suggested that family and domestic violence should be specifically included in the inquiry's terms of reference. We worked with the Queensland Government on appropriate wording, and the committee's report (due later this year) will identify strategies to reduce domestic and family violence.

New domestic violence court rules

In a submission to the parliamentary inquiry into legislation providing for new Domestic and Family Violence Protection Rules, QAILS supported the development of specific rules of court in domestic and family violence proceedings. This will make the process safer and clearer for a jurisdiction which is overwhelmingly full of unrepresented litigants.' When the rules were being drafted, the Magistrates Court sought QAILS's views, and invited us to attend meetings to finalise the rules, which were introduced in 2014

White Ribbon Day Ambassador

Our director, James Farrell, is a White Ribbon Ambassador – one of the men leading and supporting the White Ribbon campaign, who use their influence to affect change within their social and professional circles and beyond.



Justice for people with disability

People with disability are over-represented in the civil, criminal justice and prison systems as complainants, litigants, defendants and victims. It is common for people with disability to encounter disadvantages and barriers when interacting with the justice system. This can be a result of inherent prejudice, discrimination and inadequate support and recognition of the complex and multiple support needs often associated with disability.

In the experience of community legal centres, people with disability may experience barriers to justice due to a number of factors, including an inability to properly comprehend complex legal and technical language and inflexible legal processes which fail to recognise and effectively address the needs of people with disability.

One in six of Queensland community legal centres' clients this year identified that they had a disability



Image: "Mean Street Bikes" by Neil Morrice. Available [online](#)

People with disability in criminal justice systems

QAILS joined with NACLC to provide information to the Australian Human Rights Commission's inquiry into access to justice in the criminal justice system for people with disability. Our submission highlighted the rights of people with disability who are victims of crime, laws that unfairly bring people with disability into the criminal justice system, and experiences of people with disability who are charged with crimes.

Law Reform Commission inquiry into capacity and disability

QAILS responded to the Australian Law Reform Commission's inquiry into Equality, Capacity and Disability in Commonwealth Laws. The submission provides real examples of laws and legal frameworks that deny or diminish the equal recognition of people with disability and their ability to exercise legal capacity

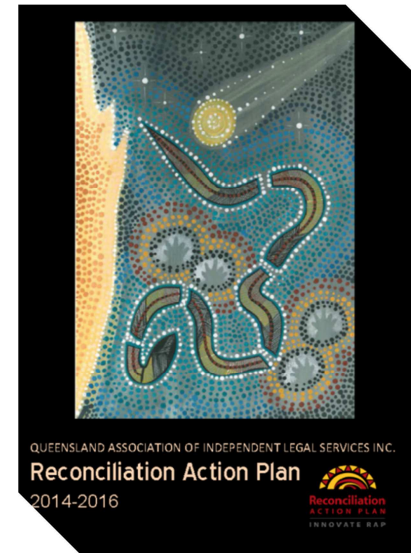
Need for Queensland disability justice strategy

The Australian Human Rights Commission's inquiry into people with disability in the criminal justice system highlighted the need for a disability justice strategy in each Australian jurisdiction. QAILS wrote to the Attorney-General and the Minister for Community Services, advocating for a disability justice strategy to be developed and implemented. This advocacy work will continue in the future.

Aboriginal and Torres Strait Islander Justice

As part of our commitment to improving outcomes for Aboriginal and Torres Strait Islander peoples, QAILS developed a Reconciliation Action Plan in 2013-14. Working collaboratively with communities will help provide services which help to overcome social disadvantage and promote social justice. This will include:

- ensuring better access by Aboriginal and Torres Strait Islander peoples to community legal centres' services;
- increasing the numbers of communities receiving community legal centres' services;
- improving and enhancing the capacity of community legal centres to provide effective and culturally competent services; and
- increasing awareness of legal rights and the availability of legal services.



In April 2014 QAILS members presented a workshop for Community Justice Group members and staff from around South East Queensland. The session focussed on a number of civil law issues experienced by people engaged with Community Justice Groups, and ways we can work together to address those legal problems.

Consumer protection

Queensland is the only state in Australia where the State Government does not fund a dedicated program for generalist financial counselling. As a result, many Queenslanders in financial difficulty are unable to access service which may help them. Access to early financial counselling may result in people avoiding bankruptcy. For example, a financial counsellor is able to assist a client negotiating repayment arrangements before debts spiral out of control.

Community lawyers are often asked to provide advice and assistance to Queenslanders with money problems. Generally by the time a client accesses a community lawyer, the situation is very serious. 'Credit and debt owed by client' is the fourth largest civil law problem type where community lawyers provide support.

Community legal centres provided advice and information 6,513 times in 2013 and opened 751 new cases in the 'credit and debt' area in 2013.

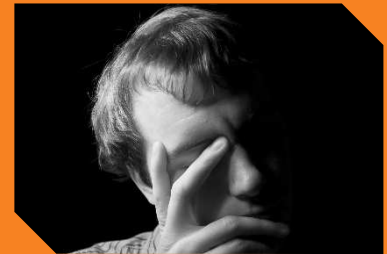


Image: 'Stress 39/365' by Mike Hoff. Available [here](#)

Unfair bankruptcy fees

In our submission to the Australian Financial Security Authority, QAILS objected to the imposition of the proposed fee of \$120 for the lodgement of a debtor's petition under the Bankruptcy Act. We also discussed the impact on the poor and vulnerable individuals who seek to enter bankruptcy. The fee was disallowed by the Senate in June 2014.

Fixed prices for short-term power contracts

QAILS encouraged changes to the National Energy Retail Rules to ensure that under fixed term contracts, energy retailers cannot unilaterally vary retail tariffs, providing consumers with certainty and transparency and reducing risks of financial hardship.

Review of financial ombudsman

QAILS was one of 12 organisations that contributed to a consumer submission to the independent review of the Financial Ombudsman Service, coordinated and written by Consumer Action and Consumer Credit Legal Centre (NSW) and supported by funding from the Financial Ombudsman Service.

Balanced justice

Balanced Justice

QAILS is part of the **Balanced Justice** project, which seeks to enhance the safety of all Queenslanders by promoting understanding of criminal justice policies that are effective, evidence-based and human rights compliant. In short, **Balanced Justice** is about smart action for a safer community.

The **Balanced Justice** project is built on a joint commitment to:

- healthy, diverse and inclusive communities
- respect for human rights and enforceable human rights protections
- enhanced support for victims of crime
- stopping violence
- greater focus on crime prevention and cost-effective crime prevention strategies
- greater resources to address the causes of crime and repeat offending
- sentencing options that address the causes of offending
- a health-focused response to reduce alcohol abuse and related violence
- reducing the use of knives and other weapons
- policing that avoids unnecessary use of force and that builds community confidence

You can access **Balanced Justice** factsheets at www.balancedjustice.org

Factsheets include:

- Crime statistics – the real picture
- Preventing crime
- Is justice reinvestment a good idea for Australia?
- Busting the myths – the facts about youth offending – Part 1
- Busting the myths – the facts about youth offending – Part 2
- Mandatory sentencing
- Tougher sentences – what the community wants?
- Detention and bail for children
- 'Naming and shaming' young offenders
- Indigenous overrepresentation in prisons
- Admissibility of findings of guilt



Volunteering in community legal centres

Community legal centres offer opportunities for law and social work students, lawyers, social workers and others with skills that can help the community legal centre perform its functions, such as language and cross-cultural skills, social welfare work experience or training. They may also seek people from their community who have experience, knowledge or skills that will be useful to their board of management.

Volunteer students are often required to assist with administrative and reception work as well as initial client contact. Depending on areas of interest and experience, students might also be involved in:

- conducting initial client interviews, and discussing factual scenarios with staff lawyers and volunteer lawyers;
- responding to general inquiries about the community legal centre and its services;
- referring clients to appropriate community and government agencies;
- case management, maintaining client files and documentation assisting in advocacy work of staff lawyers (including attending courts and tribunals);
- drafting letters and other legal documents; and
- researching legal issues, administrative procedures and relevant policy areas.

Students who are not admitted to practice must defer to qualified volunteer and staff lawyers for the provision of actual legal advice and must inform clients that they are not qualified to give legal advice but will refer them to a lawyer or arrange for a lawyer to contact them.

Volunteer lawyers may be on a weekly, fortnightly or monthly roster to attend evening shifts in order to advise clients. Experienced volunteer lawyers may be involved in mentoring and guiding volunteer students and volunteer lawyers with less experience.

Non-legal volunteer staff, including volunteer students, may also be rostered and work with employed community legal centre staff to provide telephone referrals to the public, arrange bookings for legal advice nights, prepare interview, briefing or file notes, conduct follow-up tasks on client matters such as preparing draft letters and conduct administrative tasks.

Visit www.clcvolunteers.net.au to find volunteering opportunities, or contact your local community legal centre

Our people

Management committee

July–November
2013

Scott McDougall
(President)
Caxton Legal Centre

Andrea de Smidt
(Secretary, Convenor
Sector Development and Funding
Committee)
QPILCH

Raquel Aldunate
(Treasurer, Convenor
Employment & Finance Committee)
Refugee and Immigration Legal Service

Matilda Alexander
(National Association of Community
Legal Centres representative,
Convenor Human Rights
and Social Justice Committee)
Prisoners Legal Service

Marja Elizabeth
Queensland Indigenous Family Violence Legal
Service

Donald Gunn
South West Brisbane Community Legal Centre

Giselle Negri
Cairns Community Legal Centre

Cathy Pereira
Aboriginal and Torres Strait Islander
Women's Legal Service NQ

Georgina Warrington
Welfare Rights Centre

Janet Wight
Youth Advocacy Centre

November 2013–June
2014

Following
Annual General Meeting

Janet Wight
(President)
Youth Advocacy Centre

Giselle Negri
(Secretary)
Cairns Community Legal Centre

Raquel Aldunate
(Treasurer, Convenor
Employment & Finance Committee)
Refugee and Immigration Legal Service

Matilda Alexander
(Convenor Human Rights
and Social Justice Committee)
Prisoners Legal Service

Aaron Finn
(Convenor Sector Development
and Funding Committee)
Townsville Community Legal Centre

Marja Elizabeth
(National Association of
Community Legal Centres representative)
Queensland Indigenous Family Violence Legal Service

Andrea de Smidt
QPILCH

Cathy Pereira
Aboriginal and Torres Strait Islander
Women's Legal Service NQ

Madonna Price
Roma Community Legal Service

Victoria Shiel
Gold Coast Community Legal Service

Staff

James Farrell
Director

Lyn Giles
Administration and
Information Officer
retired April 2014

Jude Clarkin
Regional Accreditation Coordinator

Bill Kyle
Finance Officer

Camielle Donaghey
Sector Development
Project Officer
from September 2013

Dr Kate Warner
History Project Consultant

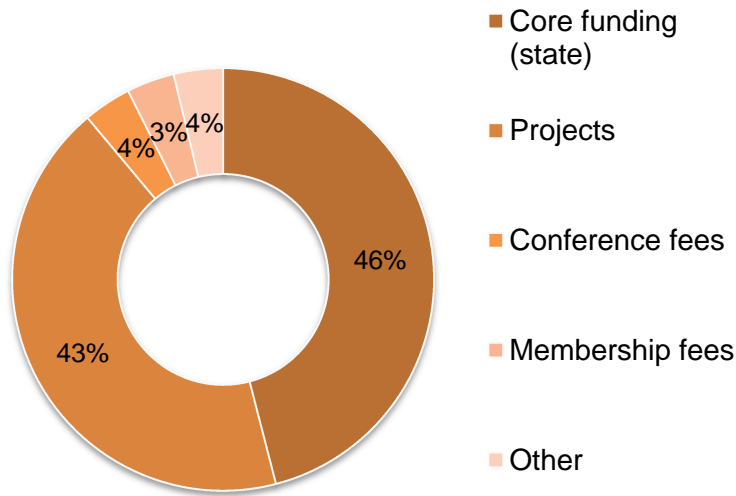
Dr Emma Phillips
Research Project Officer
from February 2014

Cristy Dieckmann
Director (on maternity leave)

Student Volunteers
Victoria Allen
Victoria Bauer
Karrie Hartwig
Rahael Eapen
Madeleine McMaster
Gabrielle Minards
Ethel Ndombi
Jo Sampford

QAILS farewelled our long-serving administrator this year. Thanks to **Lyn Giles** for the tremendous support that she provided to QAILS members, the management committee, and the thousands of people who contacted QAILS with a legal problem over her many years at QAILS...

Financial summary



2013-14 funded projects

National Accreditation Scheme

Funded by National Association of Community Legal Centres and Legal Practitioners Interest on Trust Account Fund.

Specialist Services Accessibility Project

Funded by Legal Practitioners Interest on Trust Account Fund via Queensland Advocacy Inc

QAILS History

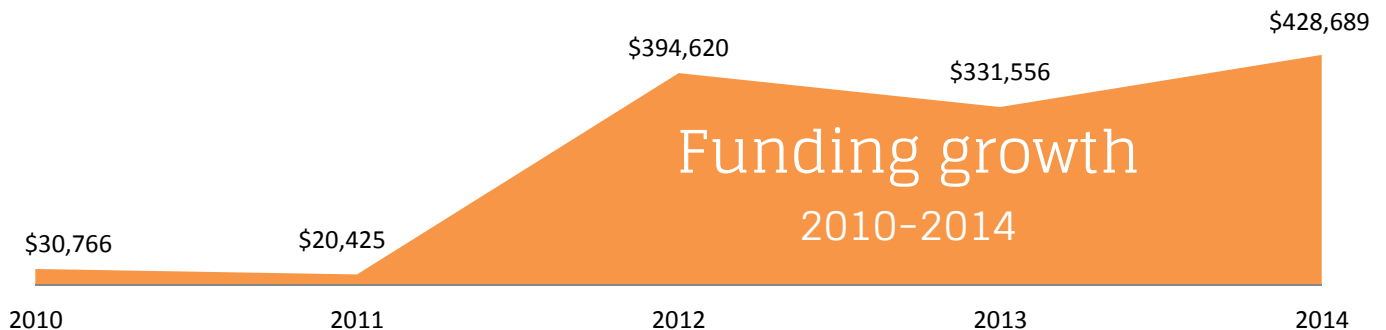
Funded by Department of Environment (Cth)

Queensland Community Legal Services

Funded by Attorney-General's Department (Cth)

Neighbourhood disputes

Funded by Brisbane City Council



Income and Expenditure Statement (summary)

Income

State funding	197,052
Conference fees	15,763
Membership fees	15,713
Interest	5,283
Donations	6,000
NACLC	71,439
Other Income	4,908
LPITAF	12,767
Attorney-General's Department	55,776
Department of Environment	19,097
Brisbane City Council	3,000
Queensland Advocacy Inc.	21,891
	428,689

Expenses

Advertising and promotion	711
Audit Fees	3,000
Bank Charges	1,105
Catering	6,542
Cleaning	1,500
Computer Supplies	1,277
Conference/seminar costs	10,948
Consultant Fees	13,428
Depreciation	5,611
Electricity	1,690
Fees	1,469
Honorariums	8,667
Insurance	1,415
Meeting Expenses	791
Minor Equipment	3,538
Postage, Printing and stationary	2,097
Professional Development	2,520
Rent and rates	32,498
Repairs and maintenance	359
Resources	1,449
Security	360
Staff amenities	847
Superannuation	23,982
Telephone	8,872
Travel Expense	21,592
Venue expenses	3,974
Wages and salaries	252,891
Workers compensation	1,026
	414,159
	14,530

Net surplus

You can find our full audited financial reports at www.qails.org.au

Asset and liabilities statement (summary)

Cash at bank	227,795
Trade debtors and prepayments	6,817
Deposits	8,000
Fixed assets	16,772
	259,384
Liabilities	
Provision for employee entitlements	36,265
Creditors and accruals	36,725
Grants received and unexpended	26,983
	99,973
Net assets	159,411
Members funds	
Retained funds	144,881
Current surplus	14,530
Total members funds	159,411

The QAILS committee has determined that the Association is not a reporting entity and that a special purpose financial report should be prepared in accordance with the accounting policies.

In the opinion of the committee the financial report:

- Presents fairly the financial position of Queensland Association of Independent Legal Services Inc as at 30 June 2014 and its performance for the year ended of that date.
- At the date of this statement, there are reasonable grounds to believe that Queensland Association of Independent Legal Service 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:

Janet Wight
President

Raquel Aldunate
Treasurer

QAILS members





*Queensland Association of
Independent Legal Services Inc.*

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www.qails.org.au



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