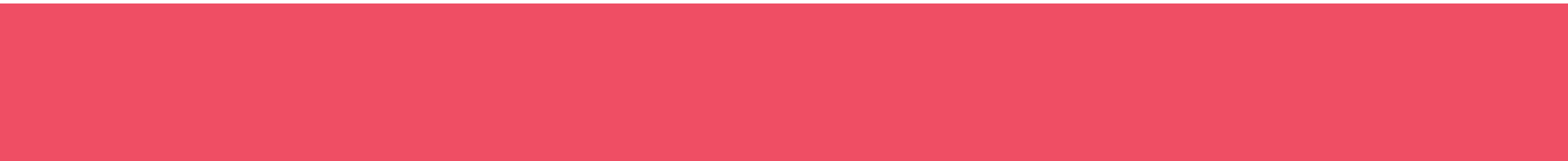


2018-2019
**Annual
Report**



**Community
Legal Centres
Queensland**



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Community Legal Centres Queensland Overview

Community Legal Centres Queensland is the peak body representing the 34 independent, community-led community legal centres operating across Queensland, including rural and remote areas. Queensland's community legal centres provide free information, legal assistance and referral, representation and casework, community education and advocacy for vulnerable clients who are facing legal and social problems.

Established in 1993, our mission is to work with our centres towards a fair and just Queensland. We help community legal centres to provide effective, high-quality services to their communities. We help the network of community legal centres keep informed, united and relevant. We help disadvantaged and vulnerable people in the community to understand their legal and human rights, access legal help, and feel heard and respected.

We operate through a small and effective staff team of six people, with the help of 15 dedicated volunteers to support and develop the organisational capacity of community legal centres.

Acknowledgement of traditional owners

Community Legal Centres Queensland 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.

Our Members

- Aboriginal and Torres Strait Islander Women's Legal Services North Queensland
- Aboriginal Family Legal Service Southern Queensland
- Basic Rights Queensland
- Bayside Community Legal Service
- Brisbane North Community Legal Service
- Cairns Community Legal Centre
- Caxton Legal Centre
- Central Queensland Community Legal Centre
- Environmental Defenders Office Queensland
- Environmental Defenders Office of Northern Queensland
- Gold Coast Community Legal Centre and Advice Bureau
- Goondiwindi Community Legal Service
- Hub Community Projects
- Institute for Urban Indigenous Health (from October 2018)
- Junkuri Laka Community Legal Centre Aboriginal Corporation
- LawRight
- Lesbian Gay Bisexual Trans Intersex Legal Service
- Mackay Regional Community Legal Centre
- Moreton Bay Regional Community Legal Service
- My Community Legal
- North Queensland Women's Legal Service
- Pine Rivers Community Legal Service
- Prisoners Legal Service
- Queensland Advocacy Incorporated
- Queensland Indigenous Family Violence Legal Service
- Refugee and Immigration Legal Service
- Suncoast Community Legal Service
- TASC National
- Taylor Street Community Legal Service
- Tenants Queensland
- Townsville Community Legal Service
- Women's Legal Service
- YFS Legal
- Youth Advocacy Centre

Priority Client Groups 2018-2019

In 2018-19, Community Legal Centres Queensland's members helped approximately 51,000 individuals with over 180,000 different legal issues and close to 200,000 services in total, including:

- giving almost **79,000 legal advices**
- assisting with over **13,000 legal tasks**
- providing almost **14,000 duty lawyer services**
- appearing in courts or tribunals in more than **2,500 matters**
- providing ongoing assistance for over **3,000 other representation services**
- assisting with **267 dispute resolution and facilitated resolution services**
- helping with over **7,000 other support services**, such as social work and financial counselling
- providing legal information and referrals on more than **78,000 occasions**.



51,135

clients helped by Community Legal Centres Queensland's members in 2018-2019



10%
of clients were
**children and young
people (under 25)**



6.8%
of clients identify as
**Aboriginal and Torres
Strait Islander**



21.1%
of clients had some
form of **disability or
mental illness**



41%
of clients were at risk of,
or were experiencing
family violence



10.6%
of clients were aged
over 65 years



12.2%
of clients were culturally and
linguistically diverse



6.4%
of clients were at risk
of **homelessness**

President's and Director's Report

Welcome to the 2018-2019 Annual Report for Community Legal Centres Queensland.

This report speaks to some of our work this year, acknowledging that the work of a peak body for community legal centres is ultimately supporting the depth and breadth of the work and services of our 34 Queensland members who provide access to justice for thousands of Queenslanders every day.

Early in the year, we celebrated the passing of the Human Rights Act by the Queensland Parliament. This set the scene for our annual conference theme, *Making Rights Real*. The discussions at the conference showed the critical role community legal centres already play in making rights real for everyday Queenslanders and how the Human Rights Act will be an important advocacy tool to ensure government and others make better decisions about housing, health education, transport, and a whole range of other services. We are looking forward to working with our members in the coming year to create a culture of human rights in Queensland.

We are particularly proud of some key projects:

- We worked with the sector to develop stage one of a sector-wide Digital Strategy which will guide how the community legal sector in Queensland approaches technology change, adoption and use. We are looking forward to completing stage two of the project and finalising the strategy in 2020.
- We developed a series of 13 webinars and seven fact sheets to support community legal centres working in the area of domestic violence through our Domestic Violence Capacity Building for Community Legal Centres Project.
- We developed the *Evidence and Analysis of Legal Need Guide* which will assist community legal centres to plan their services. This comprehensive summary of demographic data in regions and priority groups will be a key resource for community legal centres applying for funding from the Department of Justice and Attorney-General in the coming year.
- The Community Legal Centres Queensland cultural safety plan was developed this year and its implementation will be a key feature of our work over the next 12 months.
- We celebrated all community legal centres in Queensland achieving accreditation under phase two of National Accreditation Scheme. At the commencement of phase three, we transitioned to a team-based approach which will enhance our ability to support the sector.

The success of Community Legal Centres Queensland ultimately relies on the committed and talented team of staff and management committee.

It was with a heavy heart that we said farewell to long-time Director, James Farrell in January. Much of the work and successes of Community Legal Centres Queensland has a foundation in James' vision, commitment and damn hard work over the last six years. James has left an amazing legacy of productive relationships, sound financial foundations and a clear pathway for leading the sector in years to come. Thanks, Big Cheese!

We said farewell to Georgina Warrington in the role of President. Georgina was a long-time management committee member of Community Legal Centre Queensland and in the transition of the Director role from James to Rosslyn was a supportive and steady pair of hands. Thanks, Georgina!

We also welcomed back Cathy Baker to the Communications Manager role after her secondment to government. Thanks to Caroline Page for filling those formidable shoes while Cathy was away. Janelle Rees joined our staff team in a Sector Sustainability Coordinator role – welcome Janelle!

Thanks to the staff team and the management committee for all your hard work over the year. It was truly a team effort.



Rosslyn Monro
Director



Hayley Grainger
President

01 Goal One

Help community legal centres provide effective high-quality services to their communities

We helped community legal centres provide effective high-quality services to their communities.

Community Legal Centres Queensland **hosted a number of events in the 2018-2019 financial year**. This included the Leadership Forum which saw leaders from community legal centres come together to discuss funding, management of staff and spend an afternoon at Parliament House talking to State MPs about access to justice.

Community Legal Centres Queensland **coordinated a number of fringe events** which ran alongside the Leadership Forum including a training day on working with the media.

Community Legal Centres Queensland **hosted the State Conference**. This year's conference theme was *Making Rights Real* and the conference program focused on the introduction of the new Human Rights Act in Queensland.

This year we undertook **Regional Service Planning** in five regions across Queensland: Caboolture, Ipswich, Mackay, Cairns and South West Queensland. The regional plans informed the Queensland Legal Assistance Forum of the legal needs of the region and where ongoing collaboration,

training and services are required to meet the ongoing and unmet legal needs of people living in these areas.

Community Legal Centres Queensland worked with the community legal centre sector to **ensure all Queensland community legal centres were accredited** under phase two of the National Accreditation Scheme. As a result of this work, Queensland community legal centres are meeting standards across a range of areas including client services, governance, access and inclusion and planning and evaluation. Centres are working to enhance their governance and improve their services to clients.

We collaborated with the National Association of Community Legal Centres and other State Associations to undertake a **review the National Accreditation Scheme** to streamline phase three. After undertaking this review, we began to work with a number of centres to start to implement phase three of the scheme.



We worked with the sector to understand their digital capabilities and needs and published a report - [Digital Strategies for the Community Legal Centre Sector](#). This report was used by the Department of Justice and Attorney-General to fund increased digital capacity for many of our centres.

With the support of Victims Assist Queensland, Community Legal Centres Queensland developed and delivered the [Domestic Violence Capacity Building for Community Legal Centres Project](#). The aim of this project was to equip staff to work with clients affected by domestic violence. To steer the program, we coordinated the [Domestic Violence Peer Mentoring Network](#) and collectively the group delivered thirteen webinars and produced six factsheets. The program was nominated for a Third Sector Campaign of the Year Award and Lawyer's Weekly, Women in Law Award.

[Community Legal Centres Queensland's Community Legal Centre Impact and Evaluation Toolkit](#) was used throughout the year to evaluate specific programs including the Brisbane North Community Legal Centre's Domestic Violence Clinic.

[Community Legal Centres Queensland's Strategic Planning Toolkit](#) was used to initiate change, better lead people and deliver quality services. Our staff used the Toolkit to provide assistance to the Hub Community Legal Service to develop operational plans and to assist the LGBTI Legal Service to create a new vision, mission statement and determine the values and strategic priorities for the future.

We worked with our centres to utilize the [Community Legal Centres Queensland's Self-Evaluation Toolkit](#). This allowed community legal centres to run their own survey processes and produce informative data and case studies to improve their services.

Over the coming year:

- we will continue to support and develop the organisational capacity of community legal centres
- we will advocate for funding in emerging areas
- we will support community legal centre staff to maintain high professional standards through accreditation and professional indemnity insurance management
- we will encourage and support community legal centre staff to deliver innovative and collaborative services
- we will support and develop community legal centre staff, including volunteers
- we will deliver and coordinate training
- we will connect community legal centre staff so they can support each other's work
- we will continue to support regional service planning in order to better meet the legal needs of Queenslanders.



02 Goal Two

Help the network of community legal centres keep informed, united and relevant

We helped the network of community legal centres keep informed, united and relevant.

Community Legal Centres Queensland **delivered 24 webinars**. The webinars delivered training on a range of issues including: working with culturally diverse clients; working with clients affected by substance abuse; the impact of problem gambling; sex workers' rights and access to justice and domestic violence matters for LGBTIQ clients. The webinar series continues to receive excellent reviews from within and outside the sector.

Community Legal Centres Queensland **produced factsheets on a range of subject areas** and provided centres with information on the Notifiable Data Breaches scheme administered by the Office of the Australian Information Commissioner.

We worked with the sector to **understand and advocate on potential improvements to the National Legal Assistance Data Standards Manual**. We also worked with the Community Legal Assistance Services System team to enhance functionality and organised reimbursement for Auslan interpreting for deaf clients.

Community Legal Centres Queensland worked with the sector to **undertake law reform work including:**

- Amendments to the *Child Protection Act 1999 (Queensland)*
- *Queensland Civil and Administrative Tribunal and Other Legislation Amendment Bill 2018*
- *Offences Arising from the Death of a Child Bill*
- *Australian Human Rights Commission's Human Rights and Technology Issues Paper*
- *OurWatch Workplace Equality Survey*
- Australian Law Reform Commission's *Review of the Family Law System*
- National Association of Community Legal Centres *Federal Budget Submission*
- Supreme Court Library's *Review of the Queensland Sentencing Information Service*
- Queensland parliamentary committee report in *Support of a redress scheme for survivors of institutional child sexual abuse*.



Community Legal Centres Queensland were **signatories to the Make Renting Fair in Queensland** campaign which called for rental reforms. We encouraged community legal centres to contribute case studies, share resources and provide submissions to the Queensland Parliament's Residential Tenancy Reforms Bill.

Community Legal Centres Queensland **supported the campaign for a Human Rights Act** for Queensland and encouraged our centres to write to their MPs and make submission on the Human Rights Bill. The Bill was introduced and will come into effect in January 2020.

Community Legal Centres Queensland **submitted a preliminary submission to the review of the National Partnership Agreement**, assessing the effectiveness, efficiency and appropriateness of the National Partnership Agreement as a mechanism for providing legal assistance. We **provided case studies** from community legal centres as part of the submission. We informed the Federal government that a competitive tendering process for funding could undermine collaboration between community legal centres. We also **advocated for an additional \$50 million funding** over five years for community legal centres.

Community Legal Centres Queensland staff **presented at a number of public events** including speaking at a sentencing seminar to critically examine the penalties given to people for personal or social drug use. We also presented at the National Association of Community Legal Centres Conference on the Data Standards Manual Improvements and Data Definitions Consistency Project and Evaluating Community Legal Centre Impact. We worked with the Children and Families Legal Assistance Forum to host a workshop on domestic and family violence protection order matters.

Community Legal Centres Queensland **updated the Evidence and Analysis of Legal Need Guide**. This will be used throughout the coming year to guide and inform legal need across Queensland and as part of the Statewide procurement process for funding community legal centres in Queensland.

Community Legal Centres Queensland **undertook a number of reviews** including a review of the learning and development needs of workers. This informed our webinar series and other training and development activities.

Staff from Community Legal Centres Queensland **participated in the portable long service leave taskforce** and encouraged our members to play an active part in this campaign.

Over the coming year:

- we will let people know about community legal centres
- we will talk publicly about issues faced by community legal centre clients and their communities
- we will support evaluation and sharing of good practice to demonstrate community legal centres' value to stakeholders
- we will facilitate collaboration between community legal centres
- we will model good practice in our governance and operations
- we will support Queensland community legal centres' participation in the Statewide procurement process.



03

Goal Three

Help disadvantaged and vulnerable people in the community understand their legal and human rights, access legal help and be heard and respected

We helped disadvantaged and vulnerable people in the community understand their legal and human rights, access legal help and be heard and respected.

Community Legal Centres Queensland worked together with the National Association of Community Legal Centres to provide legal services to older people experiencing elder abuse.

We partnered with the Queensland Law Society to advocate for funding to overcome stumbling blocks identified in the Queensland Law Society Access to Justice Scorecard.

Over the past twelve months, we worked with centres to make them culturally safe for Aboriginal and Torres Strait Islander people. We reviewed and updated the Community Legal Centres Queensland's Cultural Safety Plan and will implement this over the next 12 months.

We worked with the LGBTI Legal Service to advocate to the State government the need to set up an expungement service for people in Queensland who have convictions for historic consensual same-sex activity.

Over the coming year:

- we will link people to legal information and services, so they get the legal help they need
- we will use the work done by community legal centres and their clients' stories to advocate for fairer laws and better systems
- we will influence governments to provide funding and beneficial programs and policies.



Our People

Community Legal Centres Queensland Staff

Rosslyn Monro – Director

Penny Sullivan – Sector Sustainability Coordinator

Angela Hale – Operations Coordinator

Carly Hanson – Sector Sustainability Coordinator

Cathy Baker – Communications Manager

Janelle Rees – Sector Sustainability Coordinator
(from February 2019)

Hannah Krieger – Membership Officer
(until September 2018)

Caroline Page – Communications Officer
(July 2018 to April 2019)

Stephanie Ewart – Project Officer
(March 2019 to July 2019)

James Farrell – Director
(until January 2019)

Amanda Wisenthal – Project Officer
(until April 2019 to June 2019)

Daniel Kovacs – Project Officer
(April 2019 to May 2019)

Thanks

Volunteers

Amanda Wisenthal

Angus Robertson

Bethanie Patch

Daniel Kovacs

Elliot Perkins

Hannah Whitton

Harry Bowers

Jane Beilby

Rachna Nagesh

Sarah Hamid

Sarah Hibbert

Sarah Ridgeway-Cross

Stuart Moss

Tabatha Venning

Tania McIntosh

Tricia Low

Vivian Zhang

Wilma O'Connell

Zachary Arnold

Management Committee

Hayley Grainger – President, North Queensland Women's
Legal Service

Klaire Coles – Treasurer, Caxton Legal Centre

Sue Garlick, LawRight

Candice Hughes, YFS Legal

Bill Mitchell, Townsville Community Legal Service

George Pharmacis, Robina Community Legal Centre

Justine Silverthorne, Pine Rivers Community Legal Service

Georgina Warrington, Basic Rights Queensland
(until July 2019)

Sponsors and Funders

Community Legal Centres Queensland acknowledges funding from the following sources in 2018-2019:

- Department of Justice and Attorney-General
- Victims Assist Queensland
- Foundation for Rural and Regional Renewal
- Gambling Community Benefit Fund

Event Sponsors

- Australian Financial Complaints Authority
- Colin Biggers & Paisley Foundation
- Corrs Chambers Westgarth Lawyers
- EthicalJobs
- Herbert Smith Freehills
- Legal Super
- Queensland Law Society
- The Services Union
- Transurban
- University of Queensland



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Queensland**

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