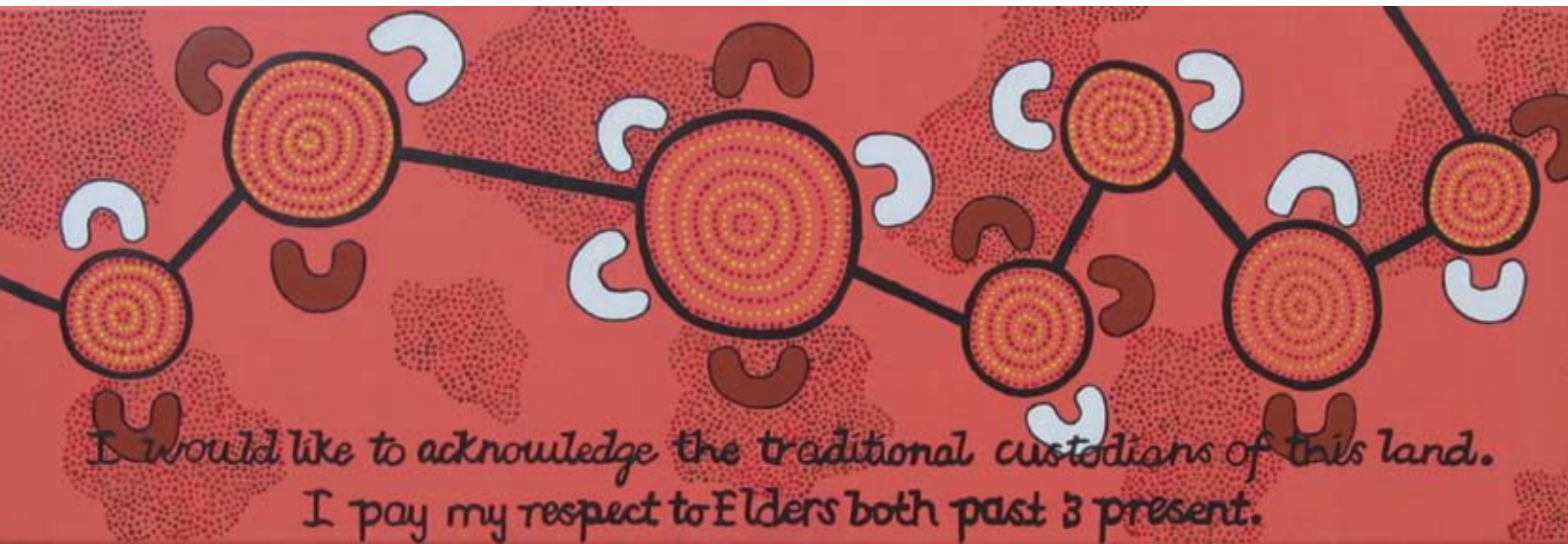
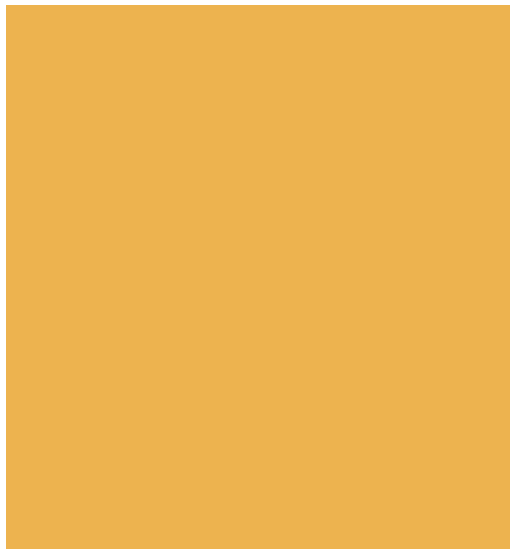




# ILLAWARRA LEGAL CENTRE INC ANNUAL REPORT 2010 - 2011



## Contents

---

Coordinator's Report .....	3
Centre Workers, Management Committee and Volunteers .....	4
ILC Snapshot .....	6
The Year in Review .....	7
ILC 25th Anniversary .....	9
Administration .....	10
General Law Project .....	11
Child Support Project .....	13
Aboriginal Legal Access Program .....	15
Financial Counselling, Credit and Debt Legal Services .....	16
Tenants Service .....	17
Welfare Rights Service .....	20
Children's Court Assistance Scheme .....	22
Community Legal Education .....	24
Law Reform .....	26
Client Satisfaction Survey .....	29
Financial Reports .....	30



Truda Gray

## The Personal is Political

Illawarra Legal Centre is part of a network of Community Legal Centres (CLC's) around Australia. There are approximately 200 general and specialist legal centres nationally, with 39 in NSW.

The Illawarra Legal Centre works to provide access to justice for individuals who struggle to assert their rights. We work on behalf of those who face the greatest social and economic disadvantage.

Community Legal Centres work on a number of different fronts. While assisting individuals with their unique legal issues, CLC's also consider the systemic problems that affect whole communities. In doing so, CLC's advocate for change to specific policies, laws or practices that undermine a person's rights and opportunities.

The relationships between the personal and the political is integral to the work of the Illawarra Legal Centre as our work with individual clients enables us to identify the needs that shape our law reform work.

CLC's work within a community development model and combine:

1. Individual advice and casework
2. Community legal education
3. Law reform and lobbying

We provide assistance to individuals in the form of legal advice over the phone, representation and individual casework. Our casework is assessed on a case-by-case basis and undertaken according to our capacity. Our work with individual clients enables us to identify the needs that shape our law reform work. The Fines Project outlined later in this report demonstrates our approach of integrating individual issues, community legal education and law reform.

The Illawarra Legal Centre strives to bring our specialist skills and knowledge to our shared work. This makes the centre a particularly dynamic and stimulating place to work and reflects the way the centre works in the community. We opened our doors in 1985 and continue into the year ahead.

Truda Gray  
**(Acting) Coordinator**

# Centre Workers, Management Committee and Volunteers

## Staff

Phillip Dicalfas	Principal Solicitor
Linda Meyns	Generalist Solicitor
Meagan Donnelly	Generalist Solicitor
Trevor Collier	Credit and Debt Solicitor
Maroun Germanos	Financial Counsellor
Simon Howard	Generalist Solicitor (resigned January 2011)
Carolyne Turner	Child Support Solicitor
Lucy Houweling	Generalist Solicitor (parental leave)
Amanda Smithers	Centre Coordinator (resigned June 2011)
Vesna Horley	Receptionist/Administrative Assistant
Eleonora Raseni	Administrative Assistant
Vikki Garber	Financial Manager/Administrator (resigned March 2011)
Catherine O'Neill	Financial Administrator
Lexie Porritt	Bookkeeper
Wendy Brown	Mentor (retired)
Sharon Callaghan	Children's Court Assistance Scheme Coordinator
Linda Brazier	Community Legal Education Worker
Angelia Ralph	Aboriginal Legal Access Worker (resigned November 2010)
Stacy Timms	Aboriginal Legal Access Worker
Ian Turton	Welfare Rights Solicitor
Liz Turnbull	Welfare Rights Solicitor (parental leave)
Julie Lee	Tenancy Team Leader/Coordinator/IT Administrator (resigned June 2011)
Warren Wheeler	Tenants Advocate
Jody Clark	Tenants Advocate
Leah Janetzki	Tenants Advocate
Amie Grierson	Tenants Advocate (resigned July 2010)
Leslie Farrell	Tenants Advocate (resigned March 2011)

## Relief and Contract Staff

Truda Gray	Generalist Caseworker/Project Worker
Judi Teesdale	Child Support/Generalist Solicitor
Eunice Harding	Administrative Assistant
Eleisha Constable	Family Law Project Worker
Glenda Stares	Family Law Solicitor
Julia Leonard	Tenants Advocate
Nicholas Anderson	Tenants Advocate
Josephine Murphy	Project Worker
Norma Symons	Administrative Assistant
Lisa Martin	Phone Survey Contractor
Angela Dever	Phone Survey Contractor

## Management Committee

Judy Stubbs	Chair
John Littrich	Deputy Chair
Ray Clack	Secretary
Debbie Langton	Treasurer
Lachlan Bryant	Committee Member
Hayley Kelloway	Committee Member
Nick Guggisberg	Committee Member
Iriaka Ross	Committee Member

### **Children's Court Assistance Scheme Seconded Staff**

Matt Ball	Wollongong Youth Services
Belinda Caruana	Shellharbour City Council
Jasminka Cicic	Illawarra Multicultural Services
David Dwyer	Wollongong Youth Services
Kim Fletcher	Illawarra Youth Housing
Lauren Gallina	Southern Youth and Family Services
Eileen Gibson	Southern Youth and Family Services
Michelle Godwin	Illawarra Youth Housing
Maxyne Graham	Warrawong Community Development Project
Amy Hans	Southern Youth and Family Services
Danna Nelse	The Rail Neighbourhood Association
Glenda Pearce	Interchange Illawarra
David St Quintin	Drug and Alcohol Community Youth Team
Tamara Smedley	Central Illawarra Youth Services
Scott Wood	Southern Youth and Family Services
Nathan Hynd	Southern Youth and Family Services
Tara Turnbull	Barnardos
Slavia Dedovic	Illawarra Multicultural Services
Beatrice Murekatete	Illawarra Multicultural Services
Diana Proksch	Illawarra Multicultural Services

### **Volunteer Solicitors**

Lachlan Bryant	Dawson Lawyers
Mark Bye	BIC Legal
Eleisha Constable	RMB Lawyers
Kim Cooper	DGB Lawyers
Martin Culleton	Russell McLelland Brown
Robert Davidson	Williamson & Isabella
Michael Davies	Maguire & McInerney
Catherine Geenty	Carroll & O'Dea
Danaë Harvey	Danaë Harvey
James Isabella	Williamson Isabella
Leila Kraushaar	Creswick McCarthy
Kerry Kyriakoudes	Hansons Lawyers
Bill Lawson	William Lawson
Michael McGrath	Russell McLelland Brown
Anne Mowbray	Verekers Lawyers
Melea Mullard	Kelly Mullard White Solicitors
David Potts	Kells the Lawyers
Peter Robinson	Williamson & Isabella
Michael Sergent	Legal Aid NSW
Helen Volk	Williamson Isabella
Michelle Walsh	Turner Freeman
Tony Williamson	Williamson & Isabella
Ann Woods	Hansons Lawyers
Greg Woods	Hilton King Solicitors

### **University and TAFE Volunteers**

Corrine Baird  
Aaron Boom  
Courtney Bowie  
Donna Brotherson  
Emily Cukalevski  
Ebonie Fusarelli  
Amanda Gilkes  
Eve Gray  
Abigail Haseltine  
Phillip Jones  
Skye Rae  
Mary-Kate Rankin  
Rachel Walls  
Anna Zervos  
Brendan Cook  
Jo Murphy

# ILC Snapshot



The Illawarra Legal Centre is located in Warrawong, within the Illawarra region, south of Sydney. We provide free legal advice and assistance across the local government areas of Wollongong, Shellharbour and Kiama. In addition to these areas, the Tenants Service reaches as far as the Wingecaribee, Shoalhaven, Eurobodalla and Bega Valley areas.

**The Illawarra Legal Centre acknowledges that we work on Aboriginal land, traditionally the home of the Dwaral Nation.**

## Our Mission Statement

The Illawarra Legal Centre assists people to realise their legal rights. We promote social justice for all, with a particular focus on reaching those who experience social and economic disadvantage in the Illawarra and surrounding areas.

## Our aims are to:

- maintain services relevant to the diverse community of the Illawarra and surrounding areas
- provide advice, advocacy and/or referral on a full range of legal matters to the Illawarra and surrounding areas
- undertake policy analysis, review existing laws and to lobby in relation to law reform and legal processes which affect the rights of those in our community
- develop and implement community legal education programs which are both proactive, as well as responsive to community needs.

## Hours of operation

The Centre is open to the public on Monday, Tuesday, Wednesday and Friday from 9am - 5pm, and on Thursday from 2 - 5pm. It is closed every day between 1 - 2pm.

## Advice Services

General Law phone advice is provided for a total of six hours over three days per week; Financial Counselling is available seven hours over three days and Welfare Rights for four hours. The Tenants Service provides phone advice for twenty hours per week.

Child Support, Welfare Rights and Financial Counselling are available outside the scheduled hours where possible.



## TELEPHONE ADVICE TIMES

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>General Law</b> 4276 1939		2.30 – 4.30pm	10 – 12 noon	2.30 – 4.30pm	
<b>Financial Counsellor</b> 4276 1939	2 – 4.30pm		9.30am – 1pm and 2 – 3.30pm		
<b>Tenants Service</b> 4274 3475 or 1800 807 225	9am – 1pm	9am – 1pm	9am – 5pm		9am – 1pm
<b>Welfare Rights</b> 4276 1939		10am – 12 noon	2.30 – 4.30pm		

# The Year in Review

As always there has been a high demand for our services over 2010-2011. Individual projects have reported on advice sessions and casework within the body of their reports. Following is an overview of ILC statistics.

## Clients

The number of clients who had contact with the centre for advice or casework:

New clients	1,747
Repeat clients	579
Existing clients	222
<b>Total</b>	<b>2,548</b>

Figure i  
Client contacts  
3 year comparison



Figure ii  
Client groups  
3 year comparison

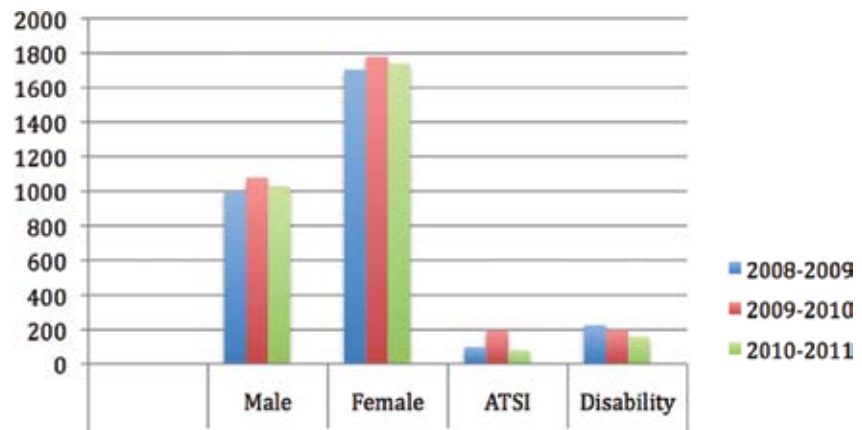
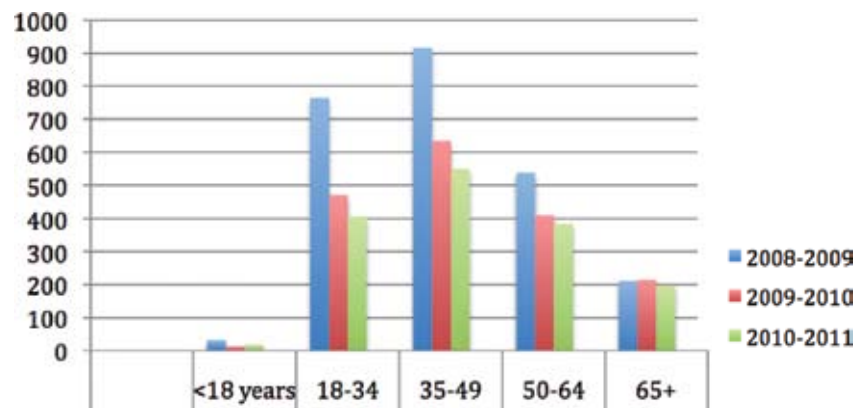


Figure iii  
Age of clients  
3 year comparison



### Phone Advice

Phone advice is one of the core functions of the service and accounts for the majority of interactions with clients for the delivery of both legal and specialist advice.

It can range from a brief, one-off advice session to lengthy interviews which require follow up.

Total number of phone advice sessions including referrals	3,495
---	-------

### Cases Opened

A file is opened for a client whenever a matter is to be represented by a worker in the court or tribunal, or where more lengthy and continuous work is conducted on the case.

Total cases open during period	529
--------------------------------	-----

### Community Legal Education

Community legal education activities are diverse and varied in the way they are delivered, the time that is required for planning, and, whether they are a one-off presentation or part of an ongoing project or campaign.

A total of 93 activities of CLE were conducted during 2010-2011, including

- advocacy workshops for TAFE students
- information on wills, power of attorney and guardianship to Italian, Vietnamese, Mandarin and other seniors' groups
- mini expo participation at Unanderra
- credit and debt workshop to neighbourhood centres' coordinators forum
- participation in Seniors' week seminar
- youth group workshops on fines and Centrelink
- Southern Youth and Family Services workshop on cyberbullying

### Law Reform

Major law reform activities have included:

- ongoing campaigning in the area of work and development orders and the impact of fines on all people in relation to changes to the relevant State legislation
- young people and the juvenile justice system, particularly in relation to young people and mental health impairment
- contributing to submissions on police accountability and the NSW Police database

### Outreach Activities

Outreach advice sessions were provided at the following locations throughout 2010-2011:

- Illawarra Women's Health Centre, Warilla
- Kedesh Rehabilitation Service, Berkeley
- Aunt Mary Davis Outreach Centre
- Wesley Community Care, Wollongong
- South Coast Tenancy Outreach: Bega, Batemans Bay

# Celebration of a Milestone - our 25th Anniversary



In November 2010 the Illawarra Legal Centre celebrated its 25th anniversary. To coincide with this milestone, a painting by local Aboriginal artist Kevin Butler was unveiled at the front of our building in Warrawong.

The Illawarra Legal Centre first opened its doors at the Warrawong Neighbourhood Centre in 1985. One part-time solicitor, together with a local solicitor who also served on the Management Committee, developed an advice roster to provide free legal services.

So it was fitting that around eighty people gathered at the Warrawong Community Centre, next door to the ILC, to enjoy lunch and performances by the Wadi Wadi dancers to commemorate the anniversary.

The celebration gave us an opportunity to reflect on past achievements and acknowledge staff and volunteers who have contributed to the ILC over 25 years.

From the original working party two names have remained prominent: Sharon Callaghan and Michael McGrath. Michael has served on the Management Committee and continues his involvement with the ILC as a volunteer solicitor.

Sharon Callaghan has worked in tenancy and juvenile justice at different times and is currently the Coordinator of the Children's Court Assistance Scheme.

Financial Counsellor, Maroun Germanos and Eleonora Raseni (administration) remain on staff and have been with the Centre since those very early days.

On the ILC Management Committee, Linda Wright served for nearly twenty years and remains as one of our volunteer solicitors. Current Chairperson Judy Stubbs has been with the ILC since 1993.

We have a number of volunteer solicitors who have supported us from the very early days and have continued to give generously of their time to be part of our volunteer team: Bill Lawson, Kerry Kyriakoudes, Jim Isabella, Anne Mowbray, Peter Woods, Michael Davies and David Potts.

As we strive to ensure that the vision and dedication shown at the very beginning is maintained and developed, our service could not have been successful without the continued effort of all of those friends, colleagues and supporters. We look forward to another 25 years of challenges, commitment and service to the community.

## Legal milestone

**PHIL MCCARROLL**  
pmccarroll@laketimes.com

THE Illawarra Legal Centre Inc has celebrated 25 years of providing free legal services to disadvantaged people throughout the Illawarra with a gathering of clients, committee members and staff.

The centre deals with about 1000 clients each year, specialising in areas such as tenancy advice, welfare rights, credit and debt management and children's court services.

"We focus on the disadvantaged people in the area and the areas of the law that they need assistance in," Illawarra Legal Centre principal solicitor Phillip Dicalfas said.

Aside from offering free legal advice and representation, the centre also focuses on law reform and legal education.

"With law reform we look at laws that affect the people we work with and how they can be improved and then lobby the government to have the law changed," Mr Dicalfas said at the celebrations.

"One area that springs to mind are changes to the fines act that allow people who have parking fines or transit fines to work them off through volunteer work or training.

"We also provide law education to people," he said. "So we go into community centres and high schools to inform people about the laws that affect them.

"For example in high schools we focus on credit and debt law, so teenagers who are getting mobile phone contracts or buying their first car aren't caught out."

Though the centre is based in Warrawong, it services a wide geographical area throughout the region.

"We service all people in the three Local Government Areas that make up the Illawarra, Wollongong, Shellharbour and Kiama, and we also provide tenancy services from the Illawarra down to the Victorian border," Mr Dicalfas said. "We've recently opened a new centre in Batemans Bay."

• Artist Kevin Butler with his painting *One Race Per Planet*, unveiled as part of the Illawarra Legal Centre's 25th Anniversary celebrations.

Lake Times, 9 Dec 2010

# Administration

<b>Vesna Horley</b>	Reception/Intake/Information/ Referral and Administrative Worker
<b>Catherine O'Neill</b>	Administrator/ Financial Manager
<b>Alexis Porritt</b>	Bookkeeper
<b>Eleonora Raseni</b>	File/Record-keeper/Archivist/ Administrative Worker
<b>Eunice Harding</b>	Administrative Worker (locum)
<b>Vikki Garber</b>	Financial Manager (resigned)



Vesna Horley



Eleonora Raseni



Alexis Porritt



Catherine O'Neill



Eunice Harding

The administration team is responsible for the Centre's financial accountability and record management and the administrative support that is the foundation of our operation.

The administration/financial management of the Centre has been under review and restructure this year. While this has been happening, Wendy Brown, although retired from the workforce, generously continued to provide a mentoring role during the past twelve months and earlier. Wendy worked with Vikki during her time at the Centre and bridged the period while our new team was settling into their roles

Our new financial team, Catherine and Alexis, commenced the management of the Centre's finances and multiple grants in 2011, and are settling into the work with dedication.

The reception/ front desk position is central to the work of the ILC. The reception is the first point of contact for people seeking assistance. In this position, Vesna has the important

role of identifying the nature of the person's problem, making an appropriate referral to internal services, or referring to services outside the Centre. High phone contact and drop-ins can make for a hectic work environment.

Record-keeping, information storage, filing and reporting are key aspects of our work. Eleonora is our specialist in these areas and has been working with us since 1992. Eleonora handles the many challenges and complications of this work with much appreciated good humour.

We note here how much we value the welcoming reception our colleagues Eleonora, Vesna and Eunice provide to those visiting our Centre.

# General Law Project

<b>Phillip Dicalfas</b>	Principal Solicitor
<b>Trevor Collier</b>	Credit and Debt Solicitor
<b>Linda Meyns</b>	Generalist Solicitor
<b>Lucy Houweling</b>	Generalist Solicitor
<b>Carolyn Turner</b>	Child Support Solicitor
<b>Meagan Donnelly</b>	Locum
<b>Judi Teesdale</b>	Locum
<b>Truda Gray</b>	Locum



Phillip Dicalfas

## Client Services

The General Law Project offers the following advice services:

- phone advice sessions on general legal matters
- phone advice covering child support available as required
- appointment sessions with a volunteer solicitor one afternoon each fortnight for clients who require an interpreter, have a disability or some other need for a face to face interview
- appointment sessions with volunteer solicitors every Thursday evening
- appointment sessions at the Illawarra Women's Health Centre every 2nd and 4th Tuesday of each month
- drop-in sessions at Kedesh Rehabilitation Services every two months

We have continued our partnership with Ann Woods, a volunteer solicitor and registered migration agent, who gives free migration advice at the centre on a monthly basis.

Volunteer law students have continued to assist staff and volunteer lawyers during the Thursday evening advice roster.

The generalist team provides advice and representation to clients in the following areas of law:

- discrimination
- victims' compensation
- some AVO applications
- debt matters where the creditor is a financial institution
- child support
- employment matters
- and other matters of public interest

## Community development activities during the year have included:

- participating in the International Day for the Elimination of Violence against Women
- attending Community Legal Centres NSW (CLCNSW) Law Reform meetings
- providing input into a public interest law subject for fourth and fifth year students at the University of Wollongong.
- staffing information stalls in Wollongong Mall
- attending Joint Guarantee of Service (JGOS) meetings in relation to assisting people with mental health problems
- attending the child support network meeting
- contributing policy to meetings of all legal centre principal solicitors in NSW (Professional Issues Committee of CLCNSW)
- presenting orientation to new volunteer solicitors including time limits in key areas of law
- giving out information to public housing tenants at the Get Connected event.

## Casework trends

In 2010-2011 the general law project advised over 1,000 clients.

We have continued to adopt a strategic approach to our casework so that we can focus our limited resources on matters that have a strong social justice element. Much of our work is in civil matters not traditionally taken up by private solicitors.

We have provided advice and representation in discrimination matters. We have also acted in complex victims' compensation matters that typically involve childhood sexual assault and domestic violence that were never reported to police.

### Employment

During the year we continued to receive calls from people who had been unfairly dismissed. We advised them and acted for some under the Fair Work laws.

The general focus of our casework is to target those whose access to justice is significantly challenged.

### Credit and Debt

We have negotiated successfully on behalf of a client for a debt recovery agency to stop pursuing a Motor Vehicle damages claim. The agency produced very questionable documents as evidence of their claim.

### Discrimination

We had a very good settlement of a discrimination claim lodged against a doctor who had written a referral letter to a medical specialist. The client subsequently saw the letter and found it to be discriminatory on the basis of her race, sex and age.

### Victims' Compensation

We won an appeal from a decision of an assessor of the Victims' Compensation Tribunal. The assessor had found that the acts of violence were not proven but we had a number of pieces of evidence of the violence perpetrated on our client by his father.

We won three victims' compensation awards for a client from a culturally and linguistically diverse background in relation to violence by her husband and sister-in-law.

Another maximum award has been received from the Victim's Compensation Tribunal for another of our clients.

### Funding

Generalist law project workers are funded by the NSW Community Legal Centre Funding Program, Fair Trading NSW, the Commonwealth Family Law and Legal Aid Department (Community Legal Service Program and Child Support Scheme Legal Services Program).

### Case study 1

We had a positive outcome in relation to a young Aboriginal woman who we assisted by providing submissions in response to a *Children's Commission for Young People and Children's Act* risk assessment process. The client, Angela\*, was assessed to be high risk as a result of a screening that had been undertaken on her when she applied for a job.

When Angela and her friend were teenagers they had an argument over a boy. This resulted in Angela being made subject to an apprehended violence order (AVO) for the protection of her friend. Angela consented to the AVO, without being advised about the future risk assessment that it would impose on her, given that the protected person was under the age of 15.

Several years later Angela, who had done much work in the community, applied for a position. She came to us quite distressed with a letter from a Department risk assessor asking her to show cause why they shouldn't, on the basis of her AVO record, assess her as a 'serious risk' to children. We gathered information including a reference from a counsellor and her employer and wrote submissions to the Department. The assessment came back as NO PARTICULAR RISK. This is a great outcome for this client and she can use these submissions for any future risk assessment.

### Case study 2

A number of years earlier, a young girl had been the victim of a sexual assault. Her father, Peter\* (who has severe mental health problems) made the original victims' compensation claim. However, it was dismissed for lack of evidence and an appeal had not been lodged within the three month time limit. Peter came to us with little understanding of what had occurred and the processes involved. By obtaining evidence from Peter's treating psychiatrist an appeal was lodged to the Victims' Compensation Tribunal. This resulted in his daughter being awarded several thousand dollars to be held in trust until she turned 18.

*\*names have been changed*



Judi Teesdale



Linda Meyns and Violet



Trevor Collier

# Child Support Program

<b>Carolyne Turner</b>	Generalist Solicitor
<b>Judi Teasdale</b>	Locum Solicitor
<b>Ian Turton</b>	Solicitor



Carolyne Turner

The Child Support Project has continued to provide casework, community legal education and law reform.

Although Carolyne Turner was on extended leave during 2010-2011 we were fortunate to have the assistance of two locum solicitors and thus the Child Support Project continued to provide a service beyond our strategic plan requirements.

Child support is based on the principle that parents are responsible for supporting their children. This means that whether parents are together, separated or never lived together, the obligation to support their children continues.

The Child Support Project aims to provide continuity of the maximum of correctly assessed financial support for children in order to promote the highest potential lifestyle and well-being of those children.

Casework is provided through telephone advice sessions, advocacy and through our representation at agencies, tribunals and courts.

Determining the appropriate caseload is essential to establishing the optimal use and mix of resources available to help support and empower our clients to sort through their child support issues.

Child support enquiries continue to cover a wide variety of areas. The most predominant enquiries in dealing with the Child Support Agency (CSA) continue to be how the client applies to change administrative assessments under the ten reasons provided in the legislation; objecting to decisions made by the CSA; or, enforcing arrears that the CSA has failed to collect.

## Case study 1

Lee\* came to us for assistance in setting aside an unworkable child support agreement that had been drafted by a solicitor. It had resulted in a debt being raised against Lee and 15 months of child support being taken away. This was the result of the reconciliation of the other parent's taxable income from 2006 and the assessment that had been made using the agreement.

Our client needed an application in the Federal Magistrates Court in Sydney to have the agreement set aside and an Order that would allow the Child Support Registrar to make a determination going back further than 18 months.

In the response filed by the other parent, issues about the respondent's dissatisfaction with the Child Support Agency were raised and other parenting applications were made. What this did was to expand the case before the court.

Louise Goodchild, Barrister at Frederick Jordan Chambers, agreed to act with us on a pro bono basis.

The respondent delivered a box of unsorted papers under our Notice to Produce. While the child support solicitor was on bereavement leave, several other staff members devoted time and effort to help sort the papers into eight orderly folders. The case was listed for hearing in June 2011 and our preparedness seemed to shock the respondent who submitted to have the dispute decided by the Child Support Registrar as was our initial application. To date we are waiting for the Registrar's decision.

Enquiries about limited and binding child support agreements have increased noticeably. Because of the need for legal advice, local agencies seem to be referring more people to us for advice in this area. The child support solicitor drafted and sent out several limited agreements for people to use as a starting point. However, the child support national network of Community Legal Centres has decided to provide advice only

on binding agreements because of the difficulties in getting out of a binding agreement. A party must show exceptional change in circumstance at the Federal Magistrates' Court to have the agreement set aside. Thus the child support network decided not to provide the solicitor's signed certification.

Assistance in paternity matters is consistently sought because of the connection between child support and Centrelink. Many of the paternity cases have been referred by Centrelink social workers because of the unique circumstances and difficult nature of the matter. We assist where there is a need and assistance elsewhere is unavailable or difficult. Legal Aid has also asked us to assist clients when necessary.

### Case study 2

Geoff\* asked for our help because he became severely agitated and suffered depression when dealing with the Child Support Agency. Geoff has two children – a son who lives with him and a daughter who lives with her mother. Geoff had accessed a hardship payment from his superannuation. Geoff had been living in a refuge and needed the payment to set up a household for himself and his son.

However, these funds were reconciled with his taxable income for the year and he was found to have been overpaid child support. Submissions were made to the federal government's Finance Department for a waiver of the debt and this waiver was not granted. However, another debt raised as the result of a redundancy payment several years before, including the penalties and late payment fees, was cancelled as a result of our submissions and application.

This year we again assisted clients to appeal against CSA decisions internally to the CSA or to the Social Security Appeals Tribunal or to the Federal Magistrates' Court. We initiate most paternity and related matters in the Local Court as this is much quicker than other courts. All child support applications must be taken to the Federal Magistrates' Court in Sydney and this process is very slow and takes up a lot of time and resources.

During 2010-2011 we finalised a number of ongoing, complex matters. It is pleasing to report that almost all cases pursued at the Child Support Agency or through the court system were successful.

## Community Legal Education

The community legal education component for the project has comprised the distribution of booklets and posters and information provided at stalls and information days. There has been a noticeable increase in the Aboriginal community accessing the service, which seems to be a positive flow-on from the Aboriginal Legal Access Program becoming secure. One day each week has been specifically set aside to increase time spent on community education and law reform.

### Case study 3

During 2009-2010 we had assisted Darren\* who had a debt for an amount in excess of \$130,000. At the conclusion of our assistance his debt was reduced to less than \$10,000. The other parent refused to agree to wipe the debt, as was her right, and so our client was to repay this amount. At this point we closed his file.

However, Darren returned recently because his son had left his home and the other parent had contacted the Child Support Agency and had agreed to wipe the debt. However, Darren still has late payment penalties of just under \$3000. We have lodged a section 68 application for the remittance of late penalty fees and soon expect these to be remitted by the CSA.

### Case study 4

Jasmin\* had been in Australia for five years on a student visa that was soon to expire. She had a six-month-old baby whose father was a permanent resident but he denied paternity. Jasmin had no income and had applied for child support and Family Tax Benefit. However, she needed to prove paternity to receive either payment.

Jasmin eventually had six separate files in areas of paternity, childbearing expenses, issue of a passport, change of name (all at the Local Court) and a change of assessment at the Child Support Agency. We also assisted her to get citizenship documents and an Australian passport for her baby. Meanwhile Jasmin acquired a temporary visa to allow her to remain while the matters proceeded through court. The application for child bearing expenses had to be discontinued because of the risk that the other parent would gain the power to make our client's choices difficult in the future. Jasmin has now returned to her home country where she will need to apply to migrate to Australia.

*\*names have been changed*

# Aboriginal Legal Access Program (ALAP)

**Stacy Timms** Aboriginal Legal Access Program Worker



Stacy Timms

The ALAP worker's primary focus has been to improve access to justice among the Aboriginal community by:

- raising the profile of the ILC and promoting its services within the Aboriginal community
- increasing the number of Aboriginal people accessing our services
- enhancing the capacity of the ILC to provide effective, culturally appropriate services to Aboriginal people
- increasing the awareness among Aboriginal people of their legal rights.

Part of the role of the ALAP worker is to act as a liaison and support person for Aboriginal clients who are seeking legal assistance. The worker is also able to listen to the concerns and needs of the local Aboriginal Community and identify strategies to encourage local people to seek legal advice.

Throughout the year the worker has regularly attended the Illawarra Aboriginal Community Based Working Group (IACBWG). This monthly meeting of Aboriginal workers, government and local community representatives is well attended and discusses a wide range of issues that affect our local community. A subcommittee of this group, the Law and Justice subcommittee has been responsible for taking action on legal issues raised by the community as well as trying to break down barriers between police and the community.

We have set up a telephone outreach service at Wesley community soup kitchen in Wollongong every Wednesday for 4 hours. The aim of the outreach is to enable better access for the community to seek advice on legal issues. The program

has only been running for three months and has already had a great response. The Wesley centre director and the volunteer workers have been a great help in maintaining this program and the centre is a great resource for the community.

During NAIDOC celebrations we were involved in the Illawarra Regional Family Fun Day held at Warrigal Employment, near Lake Illawarra, south of Wollongong. An information stall was set up to provide written material and giveaways. The day was a great way of meeting the local Aboriginal community and promoting our centre. People had a chance to ask questions about the centre, what we have to offer and how we could better access their community. Throughout the day we made contact with about eighty people who wanted to talk or ask questions. It was a great success!



NAIDOC Family Fun Day near Lake Illawarra

# Financial Counselling and Credit & Debt Legal Services

**Maroun Germanos** Financial Counsellor



Maroun Germanos

Another year has passed and the high demand for the service has continued to grow. The main problems have been similar to previous years but more complex. Responding to clients' needs has not been as quick as we would have wished; however, urgent needs are always given priority.

Our service is provided by both telephone and face-to-face advice sessions. Most telephone contacts require an appointment.

## Case study 1

Jess\* had a marriage breakdown and was left with 3 school-aged children and a car loan.

She was working full time and rented a house with her children. Jess came to us for assistance when her car loan repayments fell behind and she was worried about losing the car. She stated that she needed the car for the children and to travel to and from work.

Jess paid 40 per cent of her weekly income on rent and \$590 a month for the car loan. The Financial Counsellor assisted Jess to prepare a budget that showed that she could only afford to pay \$350 a month for the car loan. We wrote to the lender and requested a variation of the loan contract on the grounds of hardship under section 72 of the National Credit Code. We provided a number of documents to demonstrate the client's case. The lender was hesitant at first but after a number of telephone calls and letters, including the threat of lodging a complaint with the Financial Ombudsman Service, the lender agreed to the request. The client was able to demonstrate that she could afford to pay the \$350 a month by maintaining regular payments for around six months, which was the time it took to get the lender to agree to change the contract.

The changes that have taken place in relation to the Commonwealth assuming responsibilities from the States for regulating and policing consumer credit laws have presented a challenge to financial counsellors requiring different approaches to problem solving and advocacy. For example, the Consumer Trader and Tenancy Tribunal (CTTT) in NSW ceased having jurisdiction over consumer credit matters. Responsibility was placed on Alternative Dispute Resolution Schemes such as the Financial Ombudsman Service (FOS). Our experience has shown that it has been very effective so far in reaching resolutions with creditors once a complaint is lodged with the FOS. Sometimes just the threat of lodging a complaint has prompted creditors to change their tune and agree to settle the dispute. The increased protection to consumers afforded by the new laws is very welcome and we saw our first potential breach of the new responsible lending provisions.

The service is funded by Fair Trading NSW under the Credit Counselling Program, and the Dept of Families, Housing, Community Services and Indigenous Affairs under the Commonwealth Financial Counselling Program.

## Case study 2

Francis\* had left her professional position a few years earlier to care for her partner who was in the early stages of a terminal degenerative disease.

She spent all her superannuation on supplementing living expenses and paying the mortgage. When her superannuation ran out she had to sell her house, with the equity also being spent on living expenses.

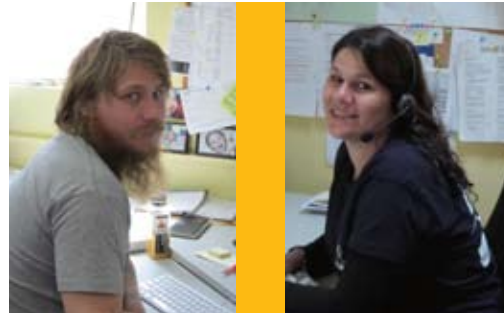
Francis also had three credit cards that she had held for more than ten years. The balance owing on each of the cards was up to the credit limit. Francis was starting to default on the payments. Francis and her partner were in receipt of Centrelink benefits which just covered living expenses. There was little prospect of making credit card repayments and certainly no prospect for any improvement to their financial situation due to health problems. Francis' options were very limited and bankruptcy was a real possibility.

The Financial Counsellor wrote to each of Francis' creditors and requested that the balances owing on each of the credit cards be waived and the accounts be closed. We provided medical reports and income and expenses statements to support the application. To the great relief of Francis and her partner, all creditors agreed to waive the debts and closed the accounts. Francis did not have to file for bankruptcy, nor was she sued.

*\*names have been changed*

# Tenants Service

<b>Julie Lee</b>	Tenancy Team Leader
<b>Warren Wheeler</b>	Tenants Advocate
<b>Jody Clark</b>	Tenants Advocate
<b>Leah Janetzki</b>	Tenants Advocate
<b>Julia Leonard</b>	Locum
<b>Nicholas Anderson</b>	Locum



Warren Wheeler

Jody Clark

The past twelve months have proven to be a particularly challenging period for the Tenants Service with a number of changes both internally and externally.

Towards the end of 2010 the State Government introduced a completely re-written Act governing tenancies in NSW. Given that the rental landscape had changed significantly since the previous 1987 Act, this was an exciting opportunity for the service to feed into the consultation process and raise ongoing concerns regarding the rights of tenants. The most significant changes were the “pay to stay” provisions - whereby termination orders can be rendered ineffective if a tenant pays their rent arrears - and the ability to terminate co-tenancies, particularly in cases where domestic violence has been a feature of the relationship.

The Residential Tenancies Act 2010 came into effect at the end of January 2011 and the service has since been adapting to the changes. To assist us to that end Fair Trading provided some implementation funding. This enabled us to employ locum Meagan Donnelly for phone advice while the remainder of the staff focused on preparing fact sheets, attending duty advocacy and drafting standard advices.

Early in 2011 tenants advocate Les Farrell took up a position as solicitor at another community legal centre. Les gave us four years of service while he completed his law degree. Having someone with a legal background on the Tenancy team was of great benefit, allowing us to think beyond usual tenancy legislation when advocating on our clients’ behalf.

Les was also pivotal in setting up the south coast service, where he utilised his strong connections on the coast to put the project in the best possible position from day one.

In June this year tenancy team leader Julie Lee announced her resignation. After nearly ten years of service Julie’s absence will be felt. Under Julie’s leadership the service solidified its reputation as a highly professional organisation,

achieving great results in conciliation and the Tribunal, and engaging in crucial networks across our sector.

Despite all these changes the service has continued to grow, assisting 2,124 clients in the year 2010 – 2011. This includes phone advice, face to face and duty advocacy but may not take into account several contact with the same client. This is up from 1,765 clients in the previous period.

This growth can be attributed to the first full year of the south coast service, as well as the additional funds to assist in implementing new legislation. The south coast service has now been operating for approximately fifteen months and has seen an increase in clients accessing the service in the last year.

A Law and Justice Foundation paper on outreach services highlighted the trust, familiarity and continuity of a service as factors in the success of outreach models. Some studies have found it takes twelve months to establish outreach services; this is consistent with our findings on the south coast. Local service providers are becoming more familiar with the service as a result of significant networking to promote the service. Referrals from community health, government agencies and legal services have increased whilst referrals from homelessness services and job network providers have remained stable.

Initial take up of the service was slow. However, the statistics show there are a far greater number of clients on the south coast assisted by the service than there were previously. Prior to the service becoming localised, around 22 per cent of tenants and park residents accessing our service were from the south coast despite the provision of the free call number. Since the introduction of the south coast service the figure has increased to around 35 per cent of callers.

The number of clients on the south coast who have been assisted at the Consumer, Trader and Tenancy Tribunal (CTTT) has also increased. In 2010-2011 south coast clients made up

around 50 per cent of clients assisted whereas in 2008 the figure was 18 per cent and in 2009 it was only 3 per cent. Prior to the opening of the south coast service, tenants and park residents on the far south coast were not offered the same opportunities as those close to the Warramong office in terms of representation at the CTTT. There are two primary reasons for this: there were fewer requests for assistance because fewer people accessed the service from those areas, and the resources cost of travelling to Batemans Bay or Bega for a hearing were considered to be too high. In mid 2010 duty advocacy commenced again at Nowra as an add-on to the south coast service and was well utilised.

The south coast rental market remains tight and there are a large number of tenants who fear their tenancy will be terminated if they assert their rights. Some of the factors include ongoing development on the far south coast and the large number of properties used as holiday rentals. Security of tenure has also been impacted by the change in legislation allowing for landlords to issue ninety day no grounds notice, which generally cannot be defended by the tenant at the CTTT.

With the introduction of new legislation at the start of the year the demand for community legal education has increased. During 2010-2011 ninety people attended seven community education programs in the Eurobodalla and Bega Valley areas.

The south coast service has changed numerous times to meet the needs of clients accessing the service. How the service will look and operate in the future is currently being considered by Management.

### Case study 1

Marlene\* had been renting through a private landlord for approximately ten months. Marlene had repeatedly requested repairs which the landlord had failed to carry out.

The landlord notified Marlene in writing of a rent increase from \$200 per week to \$300 per week. A new fixed term lease was also offered, stating that if the tenant did not sign the lease then she was to vacate. This letter also acted as a notice of termination.

Marlene immediately made an application to the CTTT for repairs to be completed, along with an order that the rent increase be declared excessive. Two days later she received, from the landlord, an end of fixed term notice of termination. The accompanying letter stated, "I have received a copy of your tribunal application and withdrawn my offer of a new lease".

A worker from our tenants' service met Marlene at the CTTT whilst doing duty advocacy.

Marlene came to the tenants service the following week and the application was amended to include orders that the notice of termination have no effect because it was a retaliatory notice.

The landlord then lodged her own application to the Tribunal for termination and vacant possession based on the notice of termination issued.

We gathered evidence to support the excessive rent claim. A submission was completed by our service on Marlene's behalf, arguing for the notice of termination not to be effected. At the hearing the landlord argued that the notice was not in retaliation for the tenant's application, and that she simply changed her mind and needed to move back into the premises. The landlord argued that she lived with her parents temporarily and needed the premises for herself.

The Tribunal declared that the notice of termination had no effect and that the rent increase was excessive and was to remain at \$200 per week. The landlord completed the repairs sought by Marlene before the CTTT decision.

## Case study 2

Helen\* was living with her three children in a three-bedroom home which she rented through a real estate agent. The rent was unaffordable and Helen had applied for public housing. However her application had not been approved due to a former debt which had arisen in the following circumstances.

Helen had been a victim of domestic violence when she lived in a Housing NSW (HNSW) property. As a result of a violent incident, she had been hospitalised, and during that time HNSW took possession of her home. HNSW then took the matter to the CTTT and orders were made for Helen to pay \$6,000. Helen maintained that she had paid this debt in full. However, HNSW stated that Helen was an unsatisfactory former tenant and needed to show that she could maintain housing in the private rental market for six months before they would consider providing her with housing.

Helen had provided evidence of this to HNSW, however her application was still declined.

Helen's current housing was unsuitable and caused significant stress to the family. The main bedroom was upstairs and the other two bedrooms were downstairs. The children had witnessed severe domestic violence and suffered psychological harm. They were seeing psychologists who confirmed the children did not feel safe sleeping away from their mother.

Our tenants service contacted HNSW to request a copy of the former debt and provided them with evidence to support the tenant's eligibility for housing (that is, maintaining a tenancy in the private rental market). Information was provided about the urgent need for housing.

HNSW provided the information about the former debt. It was found that the tenant had paid more than what was owed and was subsequently refunded approximately \$1100. Helen and her family were given priority housing.

## Case study 3

Erica\* contacted the tenants service as she had been experiencing difficulties with her landlord. Numerous times he had attended the premises uninvited, without giving prior notice. This was in breach of the tenant's right to quiet enjoyment, peace, comfort and privacy.

The landlord had made many failed applications to the CTTT seeking termination of the tenancy on frivolous grounds.

Although a decision had been handed down in the Court of Appeal in recent years resulting in increased difficulty in obtaining compensation for non-economic loss (inconvenience, distress, etc) in the CTTT, we pursued the argument that compensation for non-economic loss was still within the Tribunal's jurisdiction. The Tribunal agreed with our arguments and awarded Erica the appropriate compensation.

*\*names have been changed*

# Welfare Rights Service

**Ian Turton** Welfare Rights Solicitor  
**Liz Turnbull** Welfare Rights Solicitor



Liz Turnbull and Ian Turton

The Community Legal Service Program of the Commonwealth Attorney General's Department funds the Welfare Rights Service. The Service provides free advice in relation to Social Security law and its administration through Centrelink to assist people to maximise their entitlements, exercise their rights and fulfil their obligations.

Ian Turton fulfilled the role of Welfare Rights caseworker for 9 days a fortnight while Liz Turnbull was on maternity leave during 2010 - 2011. Since June 2011 the position has been a permanent job share with Ian undertaking 21 hours per week and Liz 10.

## Casework

The Service undertook 135 advice activities in the 2010-2011 financial year. Twenty-five files were opened at the beginning of this period with a further 49 files opened throughout the year, whilst 60 files were closed.

As always the level of assistance provided in individual matters is determined by our casework guidelines and includes reference to the person's ability to self represent, the target groups identified in our planning day and current casework levels.

This year we have provided representation more frequently at the Social Security Appeals Tribunal (SSAT) and have achieved many excellent outcomes for clients. In particular, *member-of-couple* matters have formed a large component of SSAT work. These matters can be very complex because often the status of the relationship is not clear, even to the people involved, and of course changes over time.

## Community Legal Education and Community Development

A number of community legal education workshops have been conducted for clients and the community sector over the past year including:

- Salvation Army
- Illawarra Youth Services
- TAFE students on welfare rights advocacy
- parenting support groups.

We participated in community events including NAIDOC Week and White Ribbon Day. We also enjoyed the opportunity to answer questions, and discuss common welfare rights problems on community radio.

The Service has focused on providing services to people living on the South Coast. We have worked collaboratively with the Illawarra Tenants Service on the South Coast project. We have also been actively working with the south coast Cooperative Legal Service Delivery (CLSD) program through attending meetings and participating in Legal Services showcases in Nowra and Narooma.

## Case study 1

Tom and Mary\* had separated many years earlier. They were an older couple and neither of them was interested in forming a new relationship. However, their friends and most of their family were aware of the separation and they never socialised together. Thus began a period of years in which Mary tried to woo Tom back without success. However, with the exception of a brief period, they never resumed cohabitation. Mary used Tom's home as her mailing address for various periods, mainly as a device for keeping in contact with him. She also helped him find rental accommodation through friends of hers who were real estate agents.

Centrelink found that Tom and Mary had held themselves out as a couple on some occasions and were not satisfied with Mary's explanation regarding her use of Tom's mailing address. As a result they raised a debt in excess of \$100,000 and cancelled payments. We were able to establish that Tom was living separate from Mary during the debt period and that they had not resumed cohabitation. Furthermore, we were able to demonstrate that they did not mix finances. In these circumstances over \$100,000 in Centrelink debts were waived.

Clients have continued to seek advice in relation to a range of issues including compensation preclusion periods and eligibility for Disability Support Pension and Act of Grace payments.

Centrelink debts make up a significant component of our casework. We have succeeded in having debts waived at all levels of appeal. The service prioritises matters where there is a risk of related criminal proceedings or where prosecution has commenced.

## Case study 2

Legal Aid Nowra referred Jose\* to our service who was being prosecuted for social security fraud. We represented Jose before the SSAT and succeeded in having the imposition of a service recovery fee waived (the 10% penalty imposed in addition to a debt) on the grounds that our client did not knowingly mislead Centrelink. The criminal charges against Jose were dropped following this decision.

*\*names have been changed*

# Children's Court Assistance Scheme

**Sharon Callaghan** Children's Court Assistance Scheme  
Coordinator



Sharon Callaghan

The Children's Court Assistance Scheme (CCAS) comprises a part time coordinator (21 hours per week) who facilitates a team of between 17 and 21 seconded youth and community workers to assist young people who attend Children's Court.

The CCAS workers provide information and emotional support to young defendants and their families.

These workers facilitate links between young people at Children's Court and their solicitors or other relevant court support workers. CCAS workers make referrals to community organisations and identify ongoing problems for education or law reform work.

## Community Education and the CCAS

Our education work has three aspects to it. There is training for seconded workers who are rostered to assist at Children's Court. This training focuses on the role of the CCAS worker and the processes at Children's Court.

There is continuing education for the CCAS team as well as for the broader youth sector on topics identified by those working with young people within and outside the juvenile justice system. These education sessions may cover topics from communication strategies, domestic violence to police interviews.

Education sessions may also feature a key issue such as fines debt, police interview, public space or cyber bullying. These sessions are regularly conducted with TAFE students, community service industry workers and public sector employees such as social workers and health sector workers.

A new education session on police interviews with Barrister Bernadette O'Reilly and her colleague in criminal law, Aaron Kernaghan, was a noteworthy success with ongoing requests for further similar sessions on the role of an independent advocate for children in police interviews.

We have maintained a series of sessions on the work of CCAS and key law reform issues with local TAFE students, studying in the areas of mental health, youth work, community services and advocacy.

## Twilight hockey and fines debt \$

Twilight Hockey 🏒 like midnight basketball 🏀 (not really midnight) is all about getting sweaty. However, before the young participants can shoot that hoop or whack the ball with their hockey stick they attend a workshop. I wanted to talk about fines debt and the options for Work and Development Orders (WDO) with the group. I relied on snippets of key information, the quick hands up to check if the facts were clear and an even quicker shout out loud 🗣️ True ☐ or False quiz ☐ to try and keep the pace moving. They didn't get a trophy 🏆 for getting all the questions right but hopefully those with fines debt will eventually come out winners.

## CCAS Seconded Worker Training

There have been three *roundtables* with new workers from housing and multicultural services. These sessions cover the practicalities of CCAS work and an orientation to the Children's Court. There is a great benefit when a mix of established and new workers attend the "roundtables".

## Children's Court Assistance Scheme Statistics

The project made contact with 699 young people during 2010-2011. Approximately 317 of these contacts was a longer contact involving assistance with transport, information and referrals and attendance in court or a solicitor interview if requested.

Approximately 179 young women attended Children's Court and approximately 126 young people identified as Aboriginal or Torres Strait Islander.

## Young people, Fines Debt and Work and Development Orders

This law reform and community legal education project has continued to feature in our CCAS work over the last twelve months.

Much work went into producing an additional resource on fines for workers who are in contact with people seeking a Work and Development Order (WDO). Along with the original materials (wallet card and FAQ brochure) we have distributed

approximately seven thousand resources. These materials have received very favourable comments from government and non-government organisations.

Collaborations with TAFE and university students have been valuable over the last two years and continues well into 2011. Our aim is to document and analyse the work to date and to promote the new fines system and WDO now the scheme is permanent.

Submissions, letters, delegations, phone “callouts”, postal mail-outs, education sessions, public forums, producing and distributing educational materials and workshops have made up our efforts to help people, particularly young people, reduce or eliminate their fines debt.

In 2011 the Fines Project has concentrated on Work and Development Orders and the evaluation of the pilot scheme. The Attorney General recently announced the WDO scheme was now a permanent scheme from 1 July 2011.



Barrister Bernadette O'Reilly and Aaron Kernaghan



CCAS workshop

The following summary outlines why we maintained our support for the WDO scheme:

*‘Many members of the community live with financial and social hardship without support networks and struggle to pay fines. Fines debt can become insurmountable and through various related sanctions, limit a person’s prospects to participate in community life. The burden of fines debts can not only rob people of opportunities but entrench continued disadvantage for many years. All members of the community are entitled to have full access to opportunities for social inclusion.*

*Many with fines debt have little incentive to improve their situation and can become burdened by a sense of hopelessness.*

*Work and Development Orders give people an opportunity to contribute and participate while working off their fines debt. This is empowering and increases a sense of self worth that flows to education, work opportunities and positive social connections.*

*Many community workers reported that their clients undertaking a Work and Development Order have increased their level of social engagement with noteworthy benefits for that individual and the broader community.’*

## Early intervention programs first in queue of needs

### COMMUNITY

By MICHELLE HOCTOR

IN a region marked by disadvantage, community service advocates have a long list of pressing needs for the O’Farrell government.

Early intervention programs, diversions for young offenders and

assistance for the disadvantaged in obtaining a driver’s licence are top priorities.

The Illawarra Legal Centre’s Sharon Callaghan said early intervention programs were essential to helping people before they reached crisis point.

“We’d like funding for education programs to help people work out solutions to their problems before

they reached crisis point,” she said.

“Things like credit and debt issues, and health and mental health issues.

“Early intervention can really work well to help people and families stay on track.”

Recurring funding for community programs was another concern.

“Many family support workers and community support programs are often on a temporary basis or part of a pilot program. We want those sorts of things to be in place for the long term,” she said.

Ms Callaghan said diversion programs to help young offenders stay out of the juvenile justice system were essential.

Southern Youth and Family Ser-

vices CEO Narelle Clay listed similar requests, while adding a few of her own, especially financial commitment to programs where funding was due to expire.

These included the Dual Diagnosis Project which provided housing for young people with complex needs, and the Breakfast Program which catered for low income earners at Warrawong.

Illawarra Mercury, 8 April 2011

# Community Legal Education

**Linda Brazier** Community Legal Education Worker



Linda Brazier

Community legal education (CLE) has continued to play an important part in the centre's overall commitment to inform and empower the community. While one of the key roles of the CLE worker is to initiate, plan and coordinate activities, all workers have incorporated community legal education into their work and contributed to the success of a variety of projects and activities.

CLE has focussed on important events throughout the year, developed a number of new resources and continued to respond to requests for a range of workshops and presentations tailored to the needs of specific groups.

## Highlights



### Law Week

A new banner for Law Week was unfurled in May 2011. We held a community information stall in front of the Wesley Church, in the midst of Wollongong Mall's Friday markets. As always, these events are successful in attracting attention and raising our profile. A steady stream of visitors asked for information predominantly about the services we offer, as well as for specific information on wills and child support.



**ANTI-POVERTY WEEK 2010 LUNCH**  
*You are invited to a very special FREE event to mark Anti-Poverty Week. This will be a lunch to remember!*

**Poverty and hardship affect more than a million Australians. Around the world more than a billion people are desperately poor.**

**WHEN ..**  
Friday 22 October 2010, 12.30 pm

**WHERE ..**  
Building G, Room GG30  
Illawarra Institute of TAFE  
Wollongong Campus.

Building G is at the northern end of campus, enter via Lysaght Street gate. (see map)

**RSVP:**  
Linda Brazier  
Illawarra Legal Centre  
Ph: 4276 1939  
by 18 October 2010

**WHAT ..**  
An interesting, thought provoking event with some food and entertainment thrown in.

Not to be missed!

*ilc*  
Illawarra Legal Centre

This event is a joint initiative of the Illawarra Legal Centre and Community Services students from the Illawarra Institute of TAFE.

### Anti poverty Week

In October we co-hosted a lunch at Wollongong TAFE for groups of community service students. It was a lunch with a difference, however, as only a chosen few sat down to a banquet. Most participants received only a small bowl of rice! Special guest speaker, Jay Jay described his personal experiences living in poverty in his homeland. It was a poignant and memorable message for all who attended.

### Legal Issues and Volunteering Workshop

This was an innovative workshop targeting managers and workers from organisations who rely heavily on their volunteer workforce. Many of these organisations expressed concern about some of the legal implications of volunteer staff in a workplace. Presenters of the half day workshop were generalist solicitors Linda Meyns and Simon Howard, and Linda Brazier (CLE worker) who covered topics such as the role of the ILC, recruitment of volunteers, occupational health and safety, anti discrimination law and volunteer insurance.

## Community Radio

We have been active on the airwaves with a series of interviews on Illawarra community radio 2 VOX FM's regular "Grapevine" program. Ian Turton, Truda Gray, Les Farrell and Linda Brazier have presented programs on wills, power of attorney and planning ahead, credit and debt, Centrelink pensions, Law Week and general information about our centre. During the programs, listeners have been invited to phone in with questions related to the topic. Radio 2 VOX FM has an audience that includes other language and cultural groups and this has been a good way to target those communities.

## Website

We conducted an extensive review of our website during 2010. This included a makeover of the design layout and a rewriting of much of the content. This has resulted in a more streamlined user-friendly site with more downloadable information. See for yourself at [www.illawarralegalcentre.org.au](http://www.illawarralegalcentre.org.au)

## Family Relationships Centre Legal Assistance Partnership

The Illawarra Legal Centre, in a collaboration with the Family Relationships Centre (FRC), has developed and presented a series of information sessions for parents and families who access the services of the FRC. Evaluations from the participants has shown that the sessions are well received.

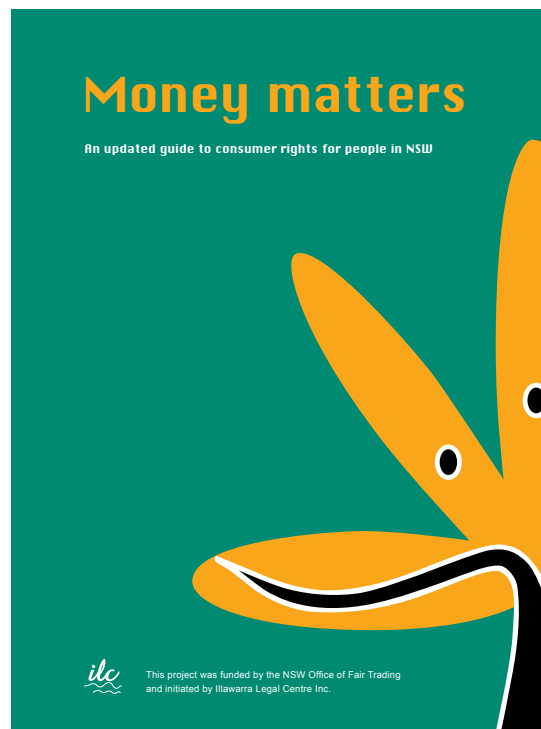
A number of Family Law Factsheets have been produced as part of this project, including:

- Shared Parental Responsibility
- Recovery Orders
- Relocation
- The Best Interests of the Child
- Grandparents and Family Law
- Changing Your Child's Surname
- Agreements and Orders
- Passport applications

In total there are eleven titles which are available in hard copy by contacting the Illawarra Legal Centre.

## Media

As always, we have maintained a strong presence in local media throughout the year. Articles have appeared in print on issues such as anti-poverty week, responses to the NSW state budget, Money Matters, human rights, young people and fines, and Law Week .



## Publications

During 2010-2011 a number of new publications and resources were produced.

A plain English *Money Matters* booklet was reviewed and rewritten by Truda Gray and Maroun Germanos and launched during Law Week 2011. The booklet targets community workers and anyone who may be in a position to give information or general advice about credit and debt matters, including bank loans, credit cards, phone contracts, buying a car. The booklet contains a comprehensive resource list of agencies and authorities with their contact details. *Money Matters* was distributed to 62 community groups and 36 high schools and has been widely praised as a valuable resource for community workers in a range of services and settings.

Two employment handbooks were written by Generalist Solicitor Simon Howard on Redundancy Entitlements (a guide for solicitors) and Guides to Termination and Unfair Dismissal for Employees.

Law reform is an important role of community legal centres and the links between casework and law reform have continued to underpin the work of the Illawarra Legal Centre.

Some of our effort is concentrated on identifying areas for law reform, while also actively responding to government enquiries and calls for submissions.

The Centre's law reform activities have included:

- contributing to the CLCNSW submission on police accountability
- contributing to a law reform project in relation to errors on the NSW Police database
- providing input into the law reform work of CLCNSW in relation to access to documents in victims' compensation matters
- contributing to the CLCNSW submission on interpreters. We sought improvements to the automated Telephone Interpreter Service.
- attending meetings to discuss law reform issues at Wollongong Local Court with credit and debt workers
- writing to local members regarding the Residential Tenancies Bill

Proposed changes to the *working with children check* were raised with the Commissioner for Children and Young People at a meeting of the Australia and New Zealand Education Law Association (ANZELA).

### Work and Development Orders – a Sustained Campaign

Submissions were made to state members of parliament regarding Work and Development Orders. We arranged for

TAFE students to do further law reform work and also spoke to local press, the Illawarra Mercury and Lake Times. We attended a meeting at which the NSW Attorney-General John Hatzistergos and NSW MP Noreen Hay were present, taking the opportunity to promote the Work and Development Orders pilot project. Prior to the NSW state election we met with the Shadow Attorney General for NSW and the opposition candidate for Wollongong to brief them on the project and its success. This campaign continued up until the state government announcement, in recent months, that the WDO scheme would be permanent.

### Children's Court Assistance Scheme

#### *Young people and the juvenile justice system*

The need for diversion programs for young offenders and strategies to address problems associated with Bail, curfews and penalties for young people in the juvenile justice system continued as part of CCAS work in the last twelve months.

#### *Young people with cognitive and mental health impairments in the criminal justice system*

A submission to the Law Reform Commission consultation on young people with cognitive and mental health impairments in the criminal justice system was an important law reform activity as this vulnerable group are over represented in the juvenile justice system.

### Welfare Rights

In the area of welfare rights, our involvement with the National Welfare Rights Network continues to direct our law reform and policy work and the project maintains a strong working relationship with network members.

## Lawyers upset at intrusive bail compliance checks

# Hounded out of home

By VERONICA APAP

BAIL compliance checks by police are disrupting Illawarra households up to three times a night and in extreme cases are leaving defendants homeless.

Members of Wollongong's legal community have described the checks as a legal grey area with the potential to be onerous and oppressive.

Those on bail are often required to live at a certain address or be home between set hours and police conduct random compliance checks. However sometimes, these checks can become too much.

In a recent Wollongong Local Court bail hearing, Magistrate Michael Stoddart heard how a man had been thrown out of his home after police checked him three times a night and the owner could no longer tolerate the disruption to his sleep.

Sharon Callaghan from the Illawarra Legal Centre said: "We're finding people saying the police are coming many times a night," she said.

"If there are young children or older family members in the house it can be really distressing. "It can be difficult for people to hold down jobs and kids are too

tired for school." However Ms Callaghan said police can be flexible. In one case the person being checked would sleep in the front room of the house and police agreed to knock on the window of that room so they did not wake anyone else.

Lake Illawarra Acting crime manager, Detective Acting Inspector Darren Kelly said police used bail compliance checks as one of their strategies to drive down crime in the area.

"In the scheme of things, it's a great crime reduction tool for us," he said.

"A lot of crime is committed by

repeat offenders. We're able to use bail compliance to significantly reduce crime in the area."

However Insp Kelly said police were aware of people's rights and freedoms as those being checked had not been convicted.

"Sometimes parents and guardians prefer bail compliance checks as it gives them a bit more control and assistance."

He encouraged people to speak to police if they were struggling with the checks.

Wollongong barrister Cate Doohey said people on bail were entitled to live in the community but were having their home life

jeopardised by compliance checks which had the potential to be oppressive and unreasonable.

"The police don't have a universal right to go into people's homes," she said.

"Conditions of bail do not empower police to go into those homes and demand people present themselves. My experience is if that if someone challenges what the police are doing, and they go and speak to them, they stop doing it or they come up with something more appropriate, but they only do that when they're challenged or someone complains."

## Identify a Problem

Our Children's Court Assistance Scheme (CCAS) work was one of several places where workers identified the crippling effect of fines debt. Travelling on trains without a valid ticket or smoking on the train platform could lead to significant fines debt over time.

This debt burden has an unnecessarily harsh impact on many people's lives, most particularly children who have little or no capacity to pay off debts.

## NSW Legislative and Policy Changes

Beneficial legislative and policy changes came after key community and legal groups had identified the problem and lobbied for reforms.

These recent changes to *The Fines Act* included a pilot program to reduce or eliminate fines debt. The Work and Development Orders (WDO) are available for people who are either homeless, in severe economic hardship, or have a mental, cognitive or intellectual disability.

Those who were approved for a WDO could undertake study, training or counselling, enrol in an approved course, or do voluntary work etc.

We set out to promote the take up of this option for handling fines debt.

## University of Wollongong Collaboration

The CCAS project received a Community Engagement Grant from the University of Wollongong to undertake work on the impact of fines on young people. We undertook research and a literature search. The survey conducted with young people at Court and with youth workers in the region documented case studies on fines debt.

## Resources Developed

The legislative and policy changes were complex and we produced two Frequently Asked Questions (FAQ) brochures and wallet flip card to summarise the information in an accessible form. The brochures primarily targeted workers while the wallet cards were useful for young people. Demand has seen these resources distributed to community and Government agencies across the State.

## Community Education

Our education work not only focused on the new changes to The Fines Act and the WDO scheme; it also looked at how community and government workers could participate to help reduce or eliminate fines debt for their clients.

We presented information on the WDO scheme to TAFE students, Green Corp participants, youth networks, housing groups, Aboriginal services and various youth groups.

We co-facilitated workshops with the Attorney General's Department, State Debt Recovery Office, Law Reform Commission (LRC) among other organisations, providing opportunities to contribute to the development of guidelines for the operation of the new changes.

## Community Collaborations

Our volunteer students from TAFE and university assisted along the way to document and promote the WDO scheme through the following activities:

- *Phone Out* days to let people know about the WDO scheme; this resulted in several face-to-face information sessions, mail outs and eventually increased approval rates for organisations to supervise clients on a WDO
- local newsletters
- TAFE interactive workshops and an 'action research' project with students lobbying for the pilot WDO scheme to be made permanent and documenting our work for future advocacy projects
- through mainstream media, print and radio
- working closely with the Youth Justice Coalition and the Shopfront Youth Legal Centre.

## Law Reform

We forwarded submissions to the Law Reform Commission on Penalty Notices following an earlier one to the LRC Consultation Paper.

## **What made this law reform project so valuable?**

### ***High interest and strong motivation for people with fines to seek solutions***

The issue of fines debt affects a significant proportion of the community with particularly detrimental consequences for young people. The link to licence sanctions and in turn, access to work, study or training makes fines debt an important issue for many. Community interest in finding solutions to fines debt is very high and prevalent.

### ***The value of 'plain English' information***

The plain English information in our materials has been noted as useful in passing on information to others. The Fines Wallet Card has been extremely popular for those who have limited literacy skills as the information and contact numbers are clearly set out.

### ***Collaborations***

Collaborations have provided useful funds for worker hours and allowed valuable promotion and documentation of the project. TAFE and university students extended the capacity of the CCAS project to promote developments around fines debt.

### ***Media***

We have publicised the human rights issues that underpin the fines law and policy changes while promoting the WDO scheme.

### ***Commitment by community workers to make the scheme succeed***

Various community organisations devoted worker hours and additional resources to ensuring the then WDO pilot scheme was taken up to assist their client groups. Moreover, many mentored others on how to use the new scheme.

## **Youth Law Project – Cyberbullying and Sexting**

We have had a growing interest from schools and youth groups requesting community education in relation to cyberbullying and sexting amongst children and young people.

As a result, from February to July 2011, generalist solicitor Linda Meyns was employed for a few hours per week to research available resources and to put together a relevant education program to be used with school and youth groups. The first step was to review material already available. We found many helpful online resources from government and community agencies including the Australian Communications and Media Authority with their *Wise up to It* videos using scenarios about cyberbullying and online safety. In addition the Stay Smart Online teaching and education resources are also valuable.

Legal Aid NSW and a number of other legal centres including Macarthur and Shoalcoast were also interested in this issue. In consultation with Legal Aid, we adapted and developed a powerpoint presentation, which had been kindly provided by Macarthur Legal Centre. Linda Meyns and Matt Turner (Legal Aid NSW) presented sessions to several local schools including Smiths Hill High School, Holy Spirit High School and Corrimal High School. The presentations were well-received by teachers and students and we are now looking to develop the resource into a more interactive student-centred program.

With the growing use of online networking and socialising among younger children, cyberbullying is an issue that will become increasingly important for schools, parents and the legal community. At present legal responses are not always appropriate or available for many minor (but damaging) online social interactions. We hope to be able to develop our knowledge of this topic to work with agencies such as Headspace to give young people the skills they need to safely negotiate the cyber world.

We have also had preliminary discussions with Shoalcoast Legal Centre to work collaboratively to develop this resource to enable law students from the University of Wollongong to be able to mentor and run this education program for young people.

# Client Satisfaction Survey

In May and June 2011 the Illawarra Legal Centre conducted a phone survey to assess our clients' level of satisfaction with our service. The questionnaire that had been used in previous years was reviewed and a new one was developed. This gave us more relevant data and provided clients with a greater opportunity to give subjective feedback.

The survey focused on clients who had accessed our service between January 2011 and May 2011. A total of 241 surveys were completed. Of those, 66 per cent had received phone advice and 34 per cent had received face-to-face advice.

## Results

Overwhelmingly, the survey results were positive, indicating a high level of satisfaction with our service. All of our staff, management committee and volunteers should be congratulated on such encouraging results!

A majority of respondents gave a high satisfaction rating (ie. on a scale of 1 to 5, they rated 4 or 5) to the following questions:

*How well do you think the person advising you understood your problem?*

*Was the information and advice you received clear and easy to understand?*

*Was enough information or advice given during the session?*

*Was the advice useful in helping you to deal with your legal problem?*

## Client Feedback

The following open questions were asked, which encouraged clients to give feedback:

### ***On the whole did our service meet your expectations?***

Of the 78 per cent who answered yes, comments included:

- *perfect – clear advice was given*
- *the adviser researched my case and followed up with a phone call*
- *a terrific starting point; I appreciated the service*

- *most definitely – the worker emailed me with further information*
- *it was more than I expected*
- *yes – although there was no easy answer to my problem*
- *the worker was helpful, understanding, compassionate*
- *I walked out of the meeting feeling a lot better*
- *it exceeded my expectations*

Of those who felt the service had *failed* to meet their expectations, a common suggestion was that more information could have been given, or that the information should have been more detailed, or that the client felt they were referred to another agency which in some cases failed to meet their expectations.

### ***Was there anything that we could have done differently?***

Approximately 67 per cent said “no”; however, some made suggestions on how we could improve our service. Again, a common theme was the need for more detailed information. Some clients also expressed the need for help with writing a letter or completing a document. Some clients felt that the worker advising them was rushed or impatient. These comments have been taken on board.

While the survey was conducted primarily to satisfy our funding agreement, it proved valuable in giving us meaningful, qualitative information that can be acted upon to improve our service provision.

A full report of the survey can be found on our website: [www.illawarralegalcentre.org.au](http://www.illawarralegalcentre.org.au)

# Financial Report

## Centre Funding

The Illawarra Legal Centre's core operation sources of funding are the State and Commonwealth Governments through the Community Legal Service Funding Program. These grants are administered by Legal Aid NSW.

Due to the various specialist services offered by the Centre, funding comes from numerous sources.

They are as follows:

Child Support Project: Commonwealth Attorney General's Department

Financial Counselling/Advocacy Service is operated by contributions from:

- Fair Trading NSW – Financial Counselling Program
- Department of Families, Housing, Community Services and Indigenous Affairs – Commonwealth Financial Counselling Program

Welfare Rights Service: Commonwealth Attorney General's Department

Tenancy Advice and Advocacy Program: Fair Trading NSW

Children's Court Assistance Scheme: Public Purpose Fund

Aboriginal Legal Access Project: Community Legal Centres NSW Funding

## Provision of Locums

Locums were provided to cover staff on annual and long service leave. This provides a continuity of service for the public.

## Accountability

Quarterly, six monthly and yearly financial reports are provided by the Illawarra Legal Centre under the various funding body's agreement guidelines.

The Financial Statements for the year ended 30 June 2011 were audited in accordance with Australian Auditing Standards by:

Akele Kinnas & Co  
Chartered Accountants  
104 Railway Street  
Corrimal

Consolidated Income and Expenditure Statement and Statement of Financial Position for 2010/2011 appear on the following pages. The full audit is available on request.



Partners:

J. F. AKELE B. COMM. C.A.  
E. A. KINNAS B. COMM. C.A.

OUR REF:

**ILLAWARRA LEGAL CENTRE INCORPORATED  
(INCORPORATED UNDER THE ASSOCIATIONS  
INCORPORATIONS ACT 1984)**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS  
OF ILLAWARRA LEGAL CENTRE INCORPORATED**

### Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Illawarra Legal Centre Incorporated which comprises the assets and liabilities statement as at 30 June 2011 for the year then ended, 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 New South Wales 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

ABN 19 985 169 409

WOLLONGONG Suite 6, Corrimal Mews, 104 Railway Street Corrimal N.S.W. 2518  
Phone: (02) 4283 6088 Fax: (02) 4284 0252

Email: [accountant@akelekinnas.com.au](mailto:accountant@akelekinnas.com.au) Web: [www.akelekinnas.com.au](http://www.akelekinnas.com.au)  
All Correspondence to: P.O. BOX 225, CORRIMAL N.S.W. 2518

Liability limited by a scheme approved under Professional Standards Legislation



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.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting obligations under the Associations Incorporation Act New South Wales. 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.

### **Auditor's Opinion**

In our opinion, the financial report of Illawarra Legal Centre Incorporated presents fairly, in all material respects the financial position of Illawarra Legal Centre Incorporated as at 30 June 2011 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Act New South Wales.

**AKELE KINNAS & CO**  
Chartered Accountants

by  .....

ELIAS KINNAS

CORRIMAL – 4 October 2011

Suite 6/104 Railway Street

CORRIMAL NSW 2518

**ILLAWARRA LEGAL CENTRE INCORPORATED  
(INCORPORATED UNDER THE ASSOCIATIONS  
INCORPORATIONS ACT 1984)**

**CONSOLIDATED INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2011**

	Note	2011 \$	2010 \$
<b>INCOME</b>			
Grants Received		1,201,965	1,263,898
Unexpended Grants Carried Forward		250,778	284,919
Interest Received		57,324	36,207
Membership Fees		75	85
Miscellaneous Income		5,661	2,885
Workshop Fees		-	1,500
Workers Compensation Recovery		5,616	-
Centre Contribution		11,220	2,088
Victims Compensation		12,395	16,982
<b>TOTAL INCOME</b>		<b>1,545,034</b>	<b>1,608,564</b>
<b>EXPENDITURE</b>			
Admin Relief Costs		13,800	20,223
Advertising		18,042	18,321
Auditor's Remuneration		4,958	4,776
Bank Charges		625	523
Centre Contribution		-	2,088
Cleaning		9,133	9,011
Computer Stationery and Supplies		3,907	1,488
Conference Expenses		12,696	13,778
Consultants Fees		39,739	6,882
Depreciation – Furniture and Fittings		904	796
Depreciation – Leasehold Improvements		206	256
Depreciation – Library		1,527	1,797
Depreciation – Plant and Equipment		17,019	18,374
Electricity		3,325	3,399
Employee Assistance Program		-	200
General Expenses		1,816	1,534
Grant Levy		4,800	4,700
Hire of Equipment		-	443
Holiday Pay		4,377	(19,470)
Insurance		12,694	9,747
Legal Disbursements		(1,788)	5,835
Library Updates		11,712	10,149
Licences, Registrations and Permits		-	23,260
Locum Provision		-	2,925
Long Service Leave		4,166	(14,731)
Management Fees		11,220	11,220

**ILLAWARRA LEGAL CENTRE INCORPORATED  
(INCORPORATED UNDER THE ASSOCIATIONS  
INCORPORATIONS ACT 1984)**

**CONSOLIDATED INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2011 (Continued)**

	Note	2011 \$	2010 \$
Maternity Leave		-	5,639
Minor Equipment Purchased		318	7,964
Postage, Printing and Stationery		34,257	18,301
Professional Fees		3,700	4,852
Rates and Taxes		276	668
Refurbishment		-	19,668
Relocation Costs		-	909
Rent		10,888	4,653
Repairs and Maintenance		7,593	6,674
Security		2,068	913
Staff Amenities		9,400	10,795
Staff Training		6,446	7,831
Subscriptions		5,579	5,281
Superannuation Contributions		84,508	86,072
Technical Support		14,859	11,937
Telephone		30,163	27,002
Translations		2,805	329
Travelling Expenses		35,452	21,485
Wages		941,533	957,279
Workshop Expenses		4,648	10,198
<b>TOTAL EXPENDITURE</b>		1,369,371	1,345,974
<b>EXCESS OF INCOME OVER EXPENDITURE</b>		175,663	262,590
<b>Less AMOUNTS TRANSFERRED TO UNEXPENDED GRANTS</b>		110,846	250,778
<b>EXCESS OF INCOME OVER EXPENDITURE</b>		\$ 64,817	\$ 11,812

**ILLAWARRA LEGAL CENTRE INCORPORATED  
(INCORPORATED UNDER THE ASSOCIATIONS  
INCORPORATIONS ACT 1984)**

**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2011**

	Note	2011 \$	2010 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	2	1,140,951	1,181,908
<b>TOTAL CURRENT ASSETS</b>		1,140,951	1,181,908
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	3	88,942	89,692
<b>TOTAL NON-CURRENT ASSETS</b>		88,942	89,692
<b>TOTAL ASSETS</b>		1,229,893	1,271,600
<b>CURRENT LIABILITIES</b>			
Creditors and borrowings	4	102,738	104,192
Provisions	5	445,653	414,957
Other – Grants unexpended	6	110,846	250,778
<b>TOTAL CURRENT LIABILITIES</b>		659,237	769,927
<b>NON-CURRENT LIABILITIES</b>			
Provisions	5	61,626	57,460
<b>TOTAL NON-CURRENT LIABILITIES</b>		61,626	57,460
<b>TOTAL LIABILITIES</b>		720,863	827,387
<b>NET ASSETS (LIABILITIES)</b>		\$ 509,030	\$ 444,213
<b>EQUITY</b>			
Retained Earnings		509,030	444,213
<b>TOTAL EQUITY</b>		\$ 509,030	\$ 444,213

**ILLAWARRA LEGAL CENTRE INCORPORATED  
(INCORPORATED UNDER THE ASSOCIATIONS  
INCORPORATIONS ACT 1984)**

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2011**

	<b>Note</b>	<b>2011</b> <b>\$</b>	<b>2010</b> <b>\$</b>
Balance at 1 July 2010		444,213	432,401
Profit attributable to members		64,817	11,812
Balance at 30 June, 2011		\$ 509,030	\$ 444,213



Illawarra Legal Centre Inc Annual Report 2010-2011

© Illawarra Legal Centre Inc 2011

7 Greene Street (PO Box 139)

Warrawong NSW 2502

Telephone 02 4276 1939

Facsimilie 02 4276 1978

[www.illawarralegalcentre.org.au](http://www.illawarralegalcentre.org.au)

Cover images: (from top) Illawarra Legal Centre staff gathered on the front steps; Law Week in Wollongong Mall; the Wadi Wadi dancers at ILC 25th Anniversary; painting by Stacy Timms, '*Acknowledgement of Traditional Owners*'. All photography by staff.