

Community Legal Centres
Association (WA) Inc.

ANNUAL REPORT



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CLCA (WA) Inc. acknowledge that we work on Aboriginal Land, traditionally the home of the Whadjuk people of the Noongar nation. We pay respects to their elders past, present and emerging.

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Chairperson's Report

Having overcome the potential funding cliff at the end of last financial year, 2017-18 saw the sector continue to face challenges. The economic downturn has continued to create fallout in Western Australia with less employment, greater debt and circumstances that increase the propensity for other issues such as relationship breakdown, family and domestic violence and elder abuse. Consequently an increased number of disadvantaged people

have required legal assistance, exacerbated by changes in Government, cutbacks to legal aid and an accompanying diminution in non-legal support services. Remote and regional services have faced particular hurdles. It has not been an easy climate.

Whilst centres did not face a potential 30% cut to overall funding in June 2018, centres have only been funded until June 2019. Whilst we hope to see the 'yearly funding contracts' situation improve in July 2020 with the WA Government voicing an intention for 5 year contracts to coincide with a New Federal National Partnership Agreement, other expectations have fallen upon the sector to implement prior to this time in the form of greater efficiency demonstration and sustainability measures.

The sector has continued to rise to these challenges through the determined and dedicated individuals who manage and staff our 28 community legal centres, and I would like to acknowledge all those who continue our important work with such tenacity and enthusiasm and who strive to uphold human rights, access to justice and excellence in client services. It has been a great honour to lead a peak body which such a diverse and remarkable membership.



My special thanks goes to the expert and dedicated staff of the CLCA(WA) who do an incredible job in circumstances with very limited resources, by comparison to other jurisdictions. I echo the words of the previous chair and am confident that I speak for the sector in thanking Helen Creed for her wisdom and leadership until December 2018 and then to Sharryn Jackson for stepping into the role and acting in the position until June. Sharryn's knowledge and expertise has been invaluable to the sector in navigating us through the political miasma, and we are fortunate indeed to have her continued services in the role moving into 2018-19. Special thanks also to Dawn Fenton for her administrative support and tireless production of the Members Update, Dawn Emmanuel and Kylie Hansen for her help and expertise with the sector sustainability projects.

Other thanks go to the Attorney General, the Hon John Quigley for his support of the CLC Sector, to Simone McGurk, Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services, Mark Hainsworth the Director Advisory Services for Department of Justice, to Allison Harris, State Program Manager (WA) CLC Funding Program and to Leanne Pauletto, Coordinator – Reporting, CLC Funding Program for their on-going support and work for the sector. Thanks also to Christina Kadmos of Calico Consulting for assistance with the Collaborative Service Planning and with the sector sustainability project. I also acknowledge National Association Community Legal Centres for their support, and thank the various law firms who have and continue to provide pro bono support to Centres and to the CLCA(WA), so crucial in assisting us to provide legal support and assistance to those who would otherwise not have access to justice.

Finally, thanks to the Executive, staff and membership for supporting me as Chair. It was a new role for me and not an uncomplicated one, made more so by undertaking representation on the National Partnership negotiations. Your guidance and help continues to be much appreciated.

It only remains to wish everybody the very best for the forthcoming year.



I would like to acknowledge all those who continue our important work with such tenacity and enthusiasm and who strive to uphold human rights, access to justice and excellence in client services. It has been a great honour to lead a peak body which such a diverse and remarkable membership.

Carrie Hannington

Executive Director Report

Securing sustainable and certain funding for the Community Legal Centres (CLCs) and the secretariat has continued to be the dominant priority for the Association during 2017-2018.

One of the unexpected benefits of the campaign for sustainable funding over recent years has been a greater awareness of CLCs in the community and our commitment to achieving access to justice for all citizens, especially for those who are disadvantaged and vulnerable.



Last month the Law Council launched the final report of their Justice Project. The Justice Project examined the state of access to justice in Australia for people experiencing significant disadvantage. The report contains many individual and family stories about poor justice outcomes.

Among the Report's recommendations is the call for significant government investment, at a minimum \$390 million per annum, in legal assistance funding (both State and Commonwealth) to address critical gaps and ensure future funding is allocated through an evidence-based, sustainable and stable funding model.

This report adds additional weight to the findings of the 2014 Productivity Commission Report that identified the need for an immediate injection of \$200 million in Government (both State and Commonwealth) funding for the legal assistance sector. Despite this, the Commonwealth was determined to cut CLC funding by 32% until community pressure forced them to back down.

The Commonwealth is currently undertaking a review of the current National Partnership on Legal Assistance Services 2015-2020. We await their Review Report with interest.

As we enter a federal election year, it is incumbent upon us to demand that our political representatives give priority to legal assistance funding. The right to equality before the law (access to justice) is a fundamental tenant of a democracy. In April this year, the State Attorney General promised an investment of \$650,000 to the Association over 2 years to resource and assist the sector transition to longer term funding agreements. He also met the funding shortfall (especially LCT funding) in the current budget and created a single CLC funding program. Project plans have been submitted to the State Government and we await their funding commitment.

Our challenge is to achieve long term sustainable funding for the community legal sector and to do so in an open, transparent and principled manner.

There has also been a range of other key areas of work we have undertaken during the course of the year some of which are highlighted in this report.

Sector sustainability has continued to be an important focus of our work. The Models of Sustainability Project funded by Lotterywest has informed and guided our work throughout the year. There are two key areas of activity for the Association:

- Sustainability strategies and actions – focussing on possible structural shifts across the CLC sector, including shared services and/or possible amalgamations; and ensuring all geographic areas, including regional, remote and rural services have adequate coverage from CLCs.
- Capacity building strategies and actions – focussed on improving the capacity/capability of the community legal sector to respond to client need and run effective and successful CLCs. We will continue to argue that funding needs to build on the expertise of existing CLCs and allocations are based, not only on the evidence of legal needs, but the varying costs in delivering outreach services across the regions.

Collaboration with the legal profession, particularly through our involvement with Law Access and work with firms around their pro bono programmes remains critical. I am pleased that with the support of Corrs Chambers Westgarth, our report (by Kylie Hansen) on pro bono assistance “Creating shared value” will be launched by the Attorney General this week.

This Annual Report details some of our work in supporting our membership and the level of

involvement from member centres in those activities. It is particularly pleasing that the Quarterlies continue to be well supported by the sector with the number of staff from member centres attendance continuing to grow, reaching over 90 in both March and June this year.

The Association has a very small secretariat with approximately 2.5 FTE – all part time, either employee or contractors – but we have a great team. I would like to express my appreciation to Dawn Fenton, Trish Ryans-Taylor, Dawn Emmanuel, Catrina Campbell-Fraser, Fiona Hobbs and Kylie Hansen.

Equally, the support I have received from members of the Executive and in particular Carrie as Chair, together with our colleagues at NACLIC and the counterpart organisations in Queensland, NSW and Victoria has been significant and greatly appreciated.

I want to close this report by acknowledging the work and the contribution to the sector of Helen Creed, the former Executive Director of the Association, who resigned her position to take up the role of Deputy Chair of the Supporting Communities Forum in December 2017.

Helen is a passionate advocate of social justice with vast experience in both the public and community sector. She played a crucial role in the Fund Equal Justice Campaign; she successfully promoted the sector to the broader community and attracted significant project funding to allow the Association and its Members to focus on strategic issues and activities. Helen is also a great “networker” and the Association continues to benefit from the contacts/collaborations she made. The Association was fortunate to have her from 2015 to 2017. She will be missed. I hope I can successfully continue the work she began.

Our challenge is to achieve long term sustainable funding for the community legal sector and to do so in an open, transparent and principled manner.

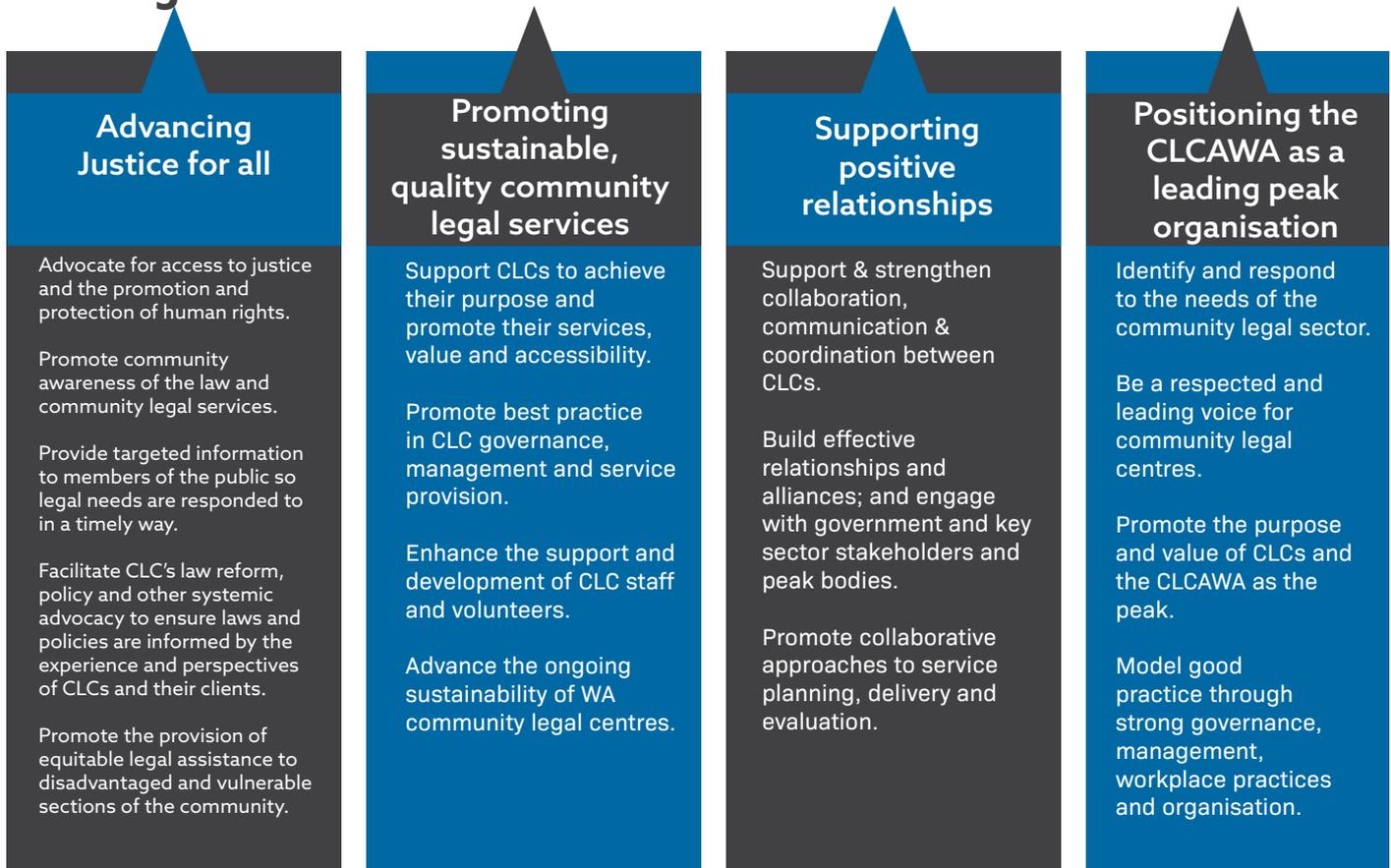
Sharryn Jackson

About CLCA (WA)

As the peak organisation representing and supporting 28 Community Legal Centres (CLCs) in Western Australia, we are committed to providing our members with the support they need, to promote their value as providers of quality community legal services and to advocate for a fair and just legal system. The Association conducts its business via General Meetings of members, an Executive Committee elected by the membership and various sub-committees and working parties. The Association is resourced by a Secretariat office in East Perth. The Association is part of a national network of CLCs and the National Association of Community Legal Centres, whom we work closely with.



Strategic Plan 2016-2018



Our Purpose, Vision & Values

Our Purpose

To lead and support our members to provide high quality services to communities, promote the purpose and value of the community legal sector, advance a fair and just legal system and unite members in their commitment to social justice.

Our Vision

A strong, effective, connected and influential community legal sector seeking to achieve social justice.

Our Values

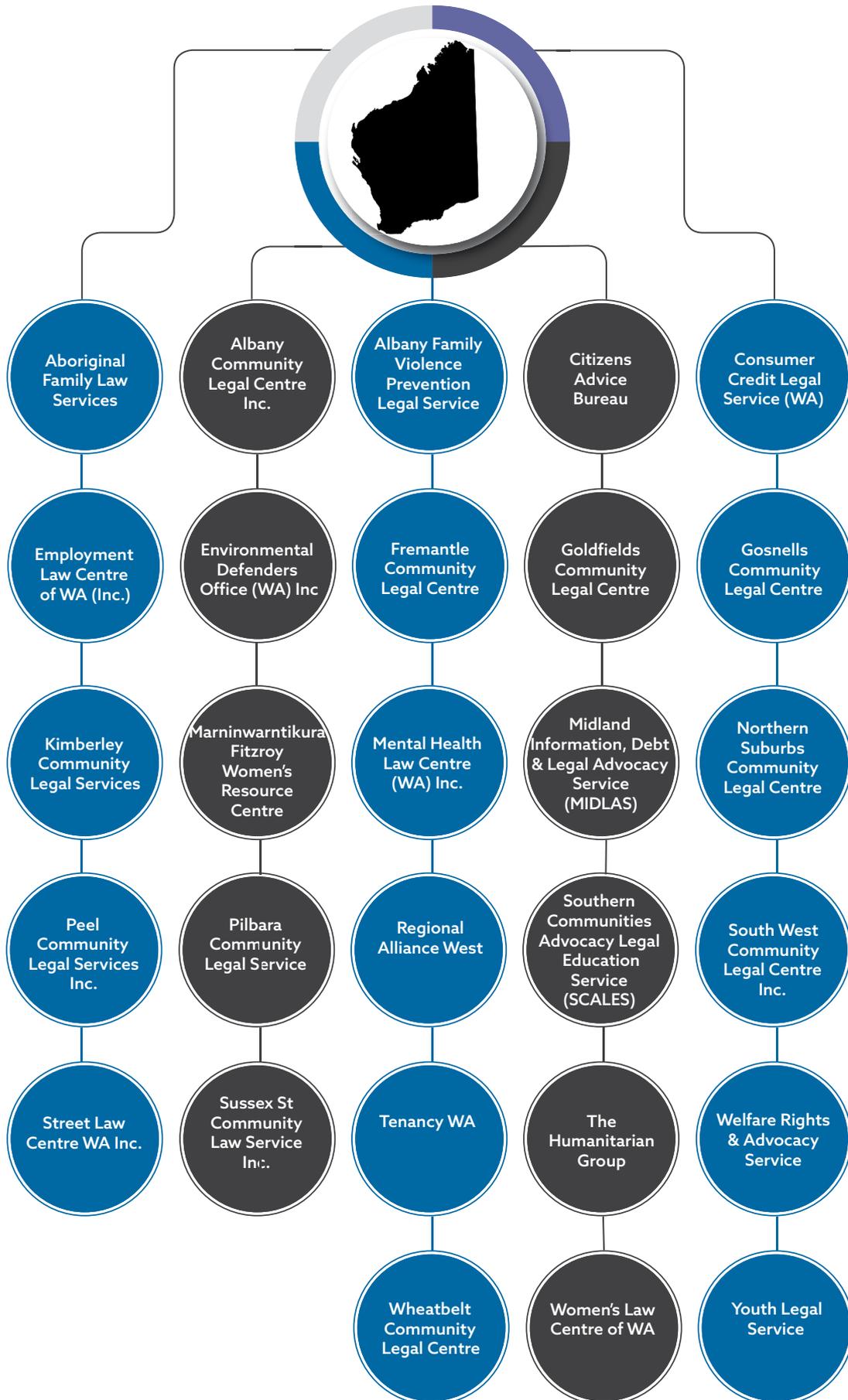
Access to Justice: The Association to be an influential community leader in promoting access to justice for all.

Equality of Access: Member organisations experience different barriers to full participation in the Association. As such, our focus is how we maximise access for all member organisations.

Collaboration between members: Through collaboration we benefit from our specific knowledge and our shared vision for the community.

Autonomy of members: Members are autonomous organisations that provide access to justice. As such they bring specific skills and knowledge to the sector.

Our Members



Meet our Executive

Chairperson



Carrie Hannington

Deputy Chair



Chuck Berger

Treasurer



Kathy Johnson

Committee Member



Chris Gabelish

Committee Member



Julie-ann Lorca

Committee Member



Corina Martin

Committee Member



Judy McLean

Committee Member



Patrick Mungar

The people we help

This year our centres provided legal advice to over **26,000** people experiencing discrimination or facing disadvantage.*

*Note the figures on this page are based on the available data from 25 of our 28 centres.



People experiencing Financial Disadvantage



Families with dependent children



People experiencing Family Violence



People experiencing Disability or Mental Illness



Identifying as Aboriginal and/or Torres Strait Islander



Culturally or Linguistically Diverse

Gender



Female **62.38%**
 Male **36.24%**
 Other **0.42%**
 Unknown **1.28%**

Age



0-17 yrs old **1.21%**
 18-24 yrs old **8.41%**
 25-34 yrs old **29.06%**
 35-49 yrs old **33.67%**
 50-64 yrs old **19.08%**
 65+ yrs old **8.56%**

Income



No income **8.74%**
 Low (\$1-\$31,199) **55.20%**
 Mid (\$31,200 - \$64,999) **28.44%**
 High (>\$65,000) **7.62%**

Highlights 2017/18

July



The **Models for Sustainability Project began**. This project continued through the year as we explored new funding models to ensure the sustainability of community legal centres into the future. In 2018/19 this work moves to the next stage of implementing the identified sustainability projects with our CLCs.

Our **Facebook page went live** and is linked to our revamped Twitter page as part of the Association's communications project. Our new presence online is the first step in promoting the work of our CLCs and highlighting the critical role they play in our justice system.

The Association also co-signed correspondence to the WA Ministers for Housing, Child Protection and Mental Health about the **impact of the evictions policy**. We specifically called for a 6-month moratorium on eviction of tenancies with children or tenancies with people with serious mental illness. In addition we put the case for tenancy termination applications to be withdrawn for tenants with mental health issues or domestic violence issues whilst those matters were addressed.

August



We said **goodbye to Chairperson David Kernohan** and thanked him for his valuable leadership of the sector through often difficult times. David provided valuable support to his colleagues and many others over the years and will be sorely missed.

Our **law reform work continued** with a set of policy briefs and recommendations for the new Attorney-General on topics such as; Justice Reinvestment options, the lifting of limitation periods on child abuse cases, and a review the WA Stolen Wages Reparation Scheme. The briefing papers are part of a continuing conversation between the Attorney-General and the Association regarding the important issues affecting the community legal sector and our clients throughout Western Australia.

September



Carrie Hannington is elected as the new Chairperson for the Association. As current Managing Solicitor of the Women's Law Centre of WA, Carrie brings to the role a comprehensive understanding of the needs of disadvantaged women and a commitment to the delivery of high quality client services.

October



Corina Martin, the CEO of Aboriginal Family Law Services **launched our formal Statement of Commitment to Reconciliation** on behalf of the Association. We decided to demonstrate our commitment to reconciliation through the development of a formal statement which identifies the key actions under each of the following headings: Relationships, Respect and Opportunities. Danika Eades was commissioned to produce a piece of art to complement the words in the Statement. Danika has titled her work Moordidjabiny – "Becoming Stronger."

November



The **Association joined the committee of Social Reinvestment WA (SRWA)** and signed up to their vision for a holistic and evidence based approach to improving community safety, the wellbeing of families and reducing the number of people we send to prison. Our Executive Director now chairs the SRWA sub-committee tasked with advocating for law reform to stop the jailing of fine defaulters in Western Australia.

December

We said goodbye to our Executive Director, **Helen Creed**, whose tireless advocacy for Community Legal Centres in WA will be missed. We wish Helen well in her role as Deputy Chair of the Supporting Communities Forum for the WA Government.



As a committee member of Social Reinvestment WA we supported the “**Who’s going to make the gravy**” campaign during December. This social media campaign was an online petition calling in the WA Parliament to Mandate alternative options to imprisonment for fine defaulters to reduce incarceration rates.

January

The **findings from the Models of Sustainability Project are published** in a four volume publication. The project found potential benefits for WA CLCs in looking at either whole, or part, of the sector models. The project recommended the Association support CLCs to work towards sustainability, whilst acknowledging both internal and external factors (ie adequate funding) are required to fully achieve sustainability. Read the Projects report on page 17 for further details.

February

The National Association of Community Legal Centres met to discuss the review of the **National Partnership Agreement on Legal Assistance Services** with representatives from each state. The unique role of CLCs as legal assistance providers provide for client-centred, efficient, effective and innovative front-line services, with a capacity to inform broader systemic work, including law reform, policy and strategic advocacy. NACLCL will ask the Commonwealth Government to take a leadership role to ensure predictable, long-term and sustainable funding is provided to CLCs. NACLCL will also put forward the view the amount of funding available under the NPA is insufficient to meet the objectives and outcomes of the current NPA (or legal need more broadly).

March



Our community legal centres were well represented as nominees and recipients of the **2018 Consumer Protection Awards**. Congratulations to Nanette Williams, former CEO of the Pilbara CLS, and the Consumer Credit Legal Service (WA) for winning their award categories. Congratulations also to our former Executive Director Helen Creed, and to the Goldfields Community Legal Centre for their nominations.

These awards demonstrate what great advocates CLCs are for the people they represent, their communities and the community legal services sector.



April

Criminals pay to fund vital community legal services across WA

April 12, 2018



Community Legal Centres (CLCs) across WA are celebrating the Attorney General's commitment to secure and sustainable CLC funding into the future.

Attorney General media release published today:
<https://www.mediastatements.wa.gov.au/Pages/McGowan/2018/04/Criminals-pay-to-fund-vital-community-legal-services-across-WA.aspx>

and the Associations reply:
https://docs.wixstatic.com/ugd/3a7d1c_c681af4825eb491a8e80e4737b33e4.pdf

CLCs welcomed the **Attorney General's commitment to a \$2 million funding rescue package** announced in April. The funding provided some certainty to centres that funding for critical legal services was secured until June 30. The impact of previous funding cuts between 2015 - 2017 (at the Commonwealth and State level) resulted in many centres forced to reduce their opening hours, decrease staff and cut successful programs and services. We know access to legal help can prevent or reduce the escalation of legal problems and reduce costs to the justice system and other areas such as health and housing. That's why the Association welcomes this funding commitment and looks forward to working with the Attorney-General and the State Government to develop a sustainable funding model for the future.

May



As a Member of the Safe Systems Coalition, the Association was involved in developing the **"Blueprint for Action"** paper identifying systemic gaps that are failing to achieve Safe Systems for women and children living with family and domestic violence. The Minister for Prevention of Family and Domestic Violence, Simone McGurk and Professor Donna Chung spoke at the **launch of the Blueprint**, a strategic document for all working to keep victims safe and hold perpetrators accountable.

Law Week was held in May with the Association and many of our centres participating in the weeks activities. At the **Law Week Civics Leadership Day luncheon** several young lawyers, including Daniel Pritchard, Solicitor at the Citizens Advice Bureau of WA (Inc) shared lunch and a discussion with a group of year 10 students who had been nominated to attend the event for showing leadership skills.

The young lawyers were then asked to speak to the group and reflect on their experiences during high school and the path they had taken since then which led to their current vocations.

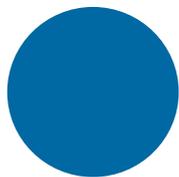
The young lawyers' speeches shared similar themes; general trepidation at the prospect of making potentially career defining choices in Year 10 and then an ongoing uncertainty surrounding both our suitability and desire to practice law. It was refreshing to hear such honest accounts from the young lawyers about their paths into the legal profession according to Daniel Pritchard. He said in talking to the students, it was interesting to hear that most of them were experiencing similar feelings of uncertainty to those that the young lawyers were reflecting on. As part of his speech Daniel was able to discuss with the students how working with a Community Legal Centre has helped me to feel more assured in my choice to work in law, stemming from both the professional satisfaction he gets from his job and the exceptional work environment he practices in.



June

The Manager's Meeting at the June Quarterlies was an opportunity for centres to get together and **discuss project proposals for sustainability and capacity building** across the sector. We thank Dr Graham Hill, new Director of Legal Aid WA for attending the meeting. We appreciate the opportunity to work with the State Government on the ongoing sustainability of community legal assistance services in Western Australia. A number of projects were identified for the Association to engage with, in partnership with the Department of Justice and Lotterywest. Projects were divided into a focus on sustainability, capacity-building or both. Following the prioritisation of these projects with the sector, discussions with the Department of Justice, and with Lotterywest will continue.

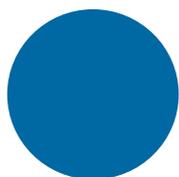
Association at work



CAnDO

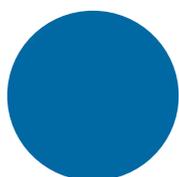
CAnDO is the e-learning site of the Association used by us and our members as a means to provide accessible learning opportunities to staff, board members and volunteers. It provides key training modules used generally across the sector including CLC 101 (updated early 2018) and understanding the Risk Management Guide. Centres requiring frequently used information such as for inductions and CLE online, find CAnDO a cost effective way to provide this information without consuming staff hours. Member centres can also tailor CAnDO to their own needs by producing their own in house induction.

CAnDo enrolments for 2017 /18 : 178



Members Update

The Members Update is a service to members, providing a weekly electronic newsletter with news and information from across the sector. Each edition includes information updates from the Association, member centres and NACLCL. It also provides updates from across the broader community sector and government by alerting members to relevant issues, funding opportunities, training opportunities and upcoming events in one easy to read document.



Quarterlies

The Quarterlies continue to provide our Members and their staff the opportunity to come together and network throughout the year. Our Quarterlies combine the General Meetings of members, meetings of Networks and professional development sessions on a quarterly basis throughout the year.

Our Quarterlies were enriched by those presenters from both inside and outside the sector who contributed their time and expertise to our meetings and training sessions. We thank all presenters for their insightful contributions.

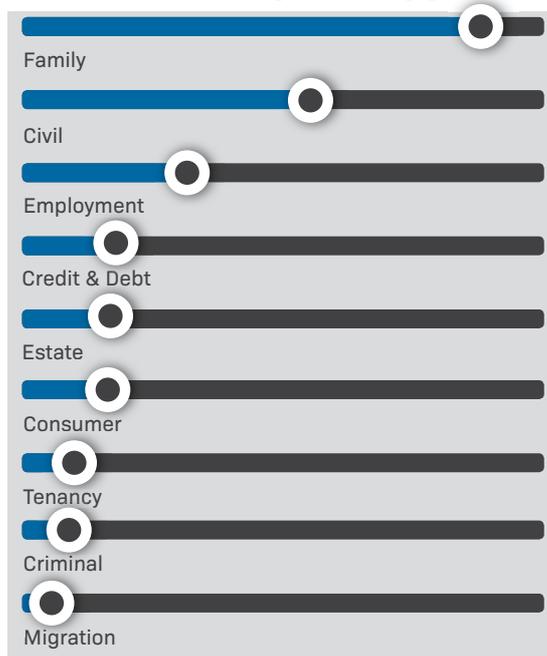
Quarterlies attendance:

September 17: **94** December 17: **79** March 18: **88** June 18: **90**



The Association responded to client contacts this year, with most referred to a member CLC for further assistance. Family Law was the area of law in highest demand, followed by Civil, Employment and Credit & Debt requests. While a majority of these come through our telephone number, people also requested advice via email.

Referrals by law type



Accreditation Report

The National Accreditation Scheme is now in its 7th year of operation and we are nearing the end of Phase 2 for community legal centres nation-wide. In Western Australia we have 28 community legal centres to review. Twenty two have been reviewed since January 2017, 17 accredited, 5 in the process of being finalised with 6 centres to be completed by March 2019.

The original Lotterywest funding will now extend to March 2019 due to a change in staffing, with Sharryn Jackson acting as Executive Officer since December 2017 and Trish Ryans-Taylor being the only Accreditation Coordinator since that time.

In March 2019 we will move to NAS Phase 3. A national working group is looking at all aspects of the Accreditation scheme with the understanding of simplifying the accreditation process for CLCs who have fully engaged with the process and are renewing their accreditation. The working group is also working with funders to ensure that their various needs are met in the most efficient way. The administration process of the Accreditation Coordinators is also under review with coordinators looking to streamline the reporting process, automate the follow up system and allow CLCs to check the progress of their accreditation online. Information about the updates to the system will be forthcoming over the next few

months with the new system scheduled to be tested in November December 2018 and rolled out to all centres between January and March 2019. The first centres to be accredited in Phase 3 are due for renewal in June 2019.

Centres have found the Accreditation process to be a useful tool for guiding them through the Governance and Risk Management processes which are essential for not-for-profit organisations to gain and keep funding, as well as protecting their clients, staff and boards from the consequences of inappropriate management events. A beneficial outcome for organisations that embrace good practice is that they are usually keenly focused on the changing dynamics of their environments, both internal and external, which leads to well-managed, innovative organisations who can manage risk for optimal performance. This has been very evident in the past few years where CLCs have embraced innovative projects and have attracted funding from a variety of sources to assist not only their clients but the sector as a whole.

National Accreditation Scheme This year's Phase Two Accredited CLCs



Consumer Credit Legal Service

Employment Law Centre

Fremantle Community Legal Centre

Goldfields Community Legal Centre

Gosnells Community Legal Centre

Kimberley Community Legal Centre

Marninwarntikura Family Violence Prevention Legal Unit

Mental Health Law Centre

Midland Information Debt and Legal Advocacy Service

Southern Communities Advocacy Legal & Education Service

Street Law Centre WA

Tenancy WA

The Humanitarian Group

Welfare Rights Advocacy Service

Wheatbelt Community Legal Centre

Women's Law Centre

Trish Ryans-Taylor
Accreditation Project Officer
Accreditation Coordinator WA



Projects Report



Models of Sustainability/ Future of the Sector

The CLCA instigated the Models of Sustainability Project, in July 2017 with generous support from Lotterywest, due to the considerable uncertainty and turbulence that exists not only within the CLC sector, but across the community services sector nationally. Many environmental factors mean that organisations need to consider their viability in an increasingly uncertain world.

The Models for Sustainability Project explored sustainability within the community legal sector from a particular perspective. 'Models of Sustainability', in the context of this project, refers to structures involving at least two organisations in ways of working that involve some internal restructuring of resources.

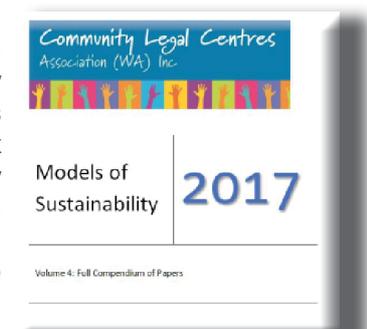
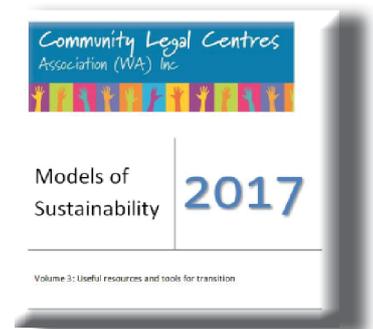
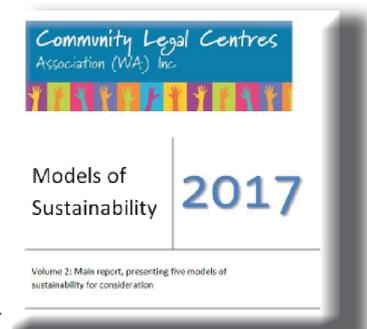
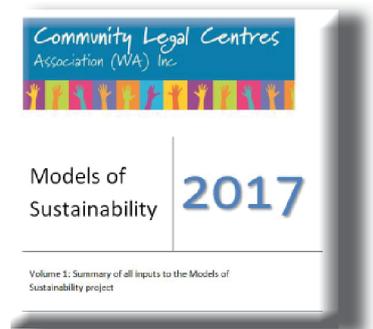
There are five models that were the focus of the analysis of this project.

1. Whole of sector model (including recommendations on 'core work' of different participants in the provision of community legal services).
2. Moving specialist centres along the 'spectrum' from co-locating to amalgamation.
3. Shared services and group purchasing arrangements (including joint investments).
4. Local based mergers/collaborations.
5. Same Association; separate legal practices model.

The Report was finalised in late 2017/early 2018, and there are four reports which summarise all findings

- a) Vol. 1 - Summary of Project Inputs
- b) Vol. 2 - Main Report
- c) Vol. 3 - Useful Resources & Tools for Transition
- d) Vol. 4 - Full Compendium of Papers

The project found that there are benefits to be made for WA CLCs in looking at either whole, or part, of the sector models. These benefits extend not just to potential cost benefits for government and funders, but to efficiency benefits for staff, additional corporate support for community lawyers, and effectiveness benefits from increased collaborative practices. The flow-on effect of this to the communities and the people CLCs are working with has the potential to be significant. It also became clear during the project that the current level and quality of community legal services provided is not sustainable in the sense of this definition. Community legal centres are not currently sufficiently funded for the work that they do. The recommendations resulting from this project are trying to support organisations to work towards sustainability in terms of this definition, whilst simultaneously acknowledging that internal changes will only go so far in a challenging external funding and operating environment. Change in both internal and external operating environments is required to fully achieve sustainability.





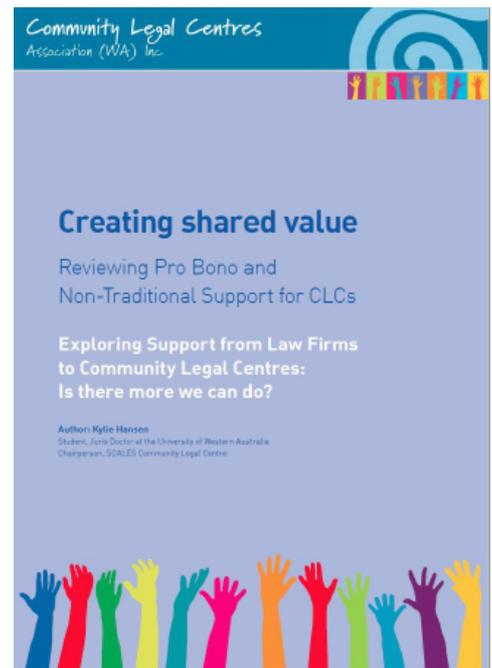
Exploring Support from Law Firms to Community Legal Centres: Is there more we can do?

With the support of the Cooperative Education for Enterprise Development (CEED) program at the University of Western Australia, the CLCA was able to complete a research project into non-traditional forms of support that law firms currently, and could, provide to community legal centres.

The project brief was to research the ways in which law firms can provide support to CLCs that either a) are legal in nature, but are not often provided or b) are non-legal in nature. Anything outside of involvement in direct service delivery and provision of legal advice to the CLC (typically provided pro bono support) was therefore in scope. The aim of the research was to provide CLCs with some ideas and evidence to expand their relationships with firms; and to provide CLCs that do not have relationships with firms some possibilities for exploration. The initial stage of research consisted of desktop research on pro bono support offered by law firms to the community legal sector nationally and in WA. Nineteen interviews were conducted with pro bono coordinators from law firms, CLCs, and representatives from other sectors. Through this process, a high-level overview of the current state of support from firms to CLCs in WA was recorded; considering both pro bono and other support. The interviews were a powerful source of information with respect to relationships between CLCs and law firms. There was little to no literature that covered a) support specifically to CLCs and b) support in a more general sense, encompassing legal and non-legal support. A key contribution of this paper, therefore, was the range of support provided in WA by firms to CLCs.

The research found that the pro bono support received by CLCs across WA is considerable, and this paper captured only a proportion of it. The perspective of the Association leading into this work was that pro bono is an important component of the community legal sector; however, the contribution could be enhanced through a broader understanding of the range of support that could be provided. This research has reinforced that understanding, and deepened it. CLCs have some crucial areas where, from a sustainability perspective, they could really use some support. Though there are many other areas that would add value, key areas of interest are in IT, HR and office space. Overall, firms are receptive and open to providing different forms of support, and there are examples in some jurisdictions. However, there are barriers that need to be acknowledged. The message from firms is that a partnership starts with pro bono given these are their specialist skills, and there is a professional and moral obligation to provide these skills for people experiencing vulnerability and disadvantage to ensure access to justice. 'Wrap-around support', especially financial contributions, should then be considered in the context of a strong relationship with a CLC, but they are certainly open to it.

Corrs Chamber Westgarth is providing pro bono support to design and print the research paper, and a launch will be held 20 September. The CLCA would like to thank Ian Murray and Jeremy Leggoe from UWA for their support.



Kylie Hansen
Projects

PII Report

As the PII representative for WA I have two roles: I am the WA representative on (and chair of) the National PII network and the convenor of the WA Legal Practice and PII committee.

The National PII Network

The network is made up of each of the State/Territory PII representatives and Alice Jones-Rabbitt who is the NACLCLC insurances coordinator. We meet monthly by phone and also had a half day face to face meeting in Sydney immediately before the NACLCLC conference in August.

This year we have worked closely with Rick McDougall our broker to manage notifications, consider likely causes for the increase in notifications this year and to look at ways of supporting centres to reduce risk factors

We also meet regularly with the Accreditation coordinators and talk to them about ways to reduce the overlap between the annual PII crosscheck and the accreditation process.

As a national network we have welcomed new PII representatives in the Northern Territory and Victoria and I have spent time talking to them about the work of the network and how the national committee can support them in their role.

The Notifiable Data breaches scheme came into force this year and we are waiting on legal advice as to what a centre's obligations are when there is a data breach in light of this scheme.

The WA PII Representative

I regularly take calls from centres about potential notifications and a wide variety of issues that arise when running a legal practice within a community legal centre setting – part of my role is to assist centres to make notifications to the insurer via the broker when necessary.

The Legal Practice and PII administration sub-committee meets approximately 6 weekly. I would like to acknowledge and thank the other members of the sub-committee particularly Fiona Hobbs for her invaluable administrative support. The other committee members are Ann-Margaret Walsh, Kathy Bogoyev and Sharryn Jackson.

During the year amongst other things we:

- Presented PII sessions and helped to plan CPD at the quarterly training days organised by CLCA;
- worked out the allocation of CPD points for the quarterlies and the NACLCLC conference; and,
- finalised 2017 crosschecks and organised the 2018 crosschecks.

Earlier in the year we became aware that the Legal Practice Board was no longer prepared to issue pro bono practice certificates to lawyers wishing to volunteer or to continue to volunteer at CLCs. This was due to a view taken by Law Mutual that these volunteers could not claim an exemption under the regulations from taking out insurance with Law Mutual but nor could they be insured through Law Mutual unless they were set up as a legal practice.

There is a long history of CLCs using volunteers to increase their capacity and expand services available to clients. The inability to use admitted practitioners requiring pro bono practice certificates has meant many centres have to reduce the services they offer to clients and in some cases had to stop providing particular services completely. Unfortunately this could not be resolved by the time practice certificates came up for renewal in June 2018 and so many current volunteers had to stop volunteering.

We raised this issue with the Legal Practice Board, the Law Society, the Attorney-General and the State Solicitor's Office. We have been advised that the Legal Practice Regulations will be amended to provide a solution to this issue. Until legislative amendments are finalised, all centres will continue to feel the impact of this issue which in turn directly affects service delivery.

Catherine Eagle

**WA Representative and Chair of the National PII Network
Convenor of the WA Legal Practice and PII Committee**



Our Networks

The Networks provide a great opportunity for CLC staff working in particular areas to come together to not only share information, resources, expertise and experience but are also an important part of the work of the Association. Most of the Networks meet during the Quarterlies.

Thank you to those individuals who have taken on the role of Network Convenors during the year, to their Centres for allowing the Convenors the time to undertake this role and to Dawn Fenton in our Secretariat for providing admin support as required.



Administrators Network

Convenor: Jacquie Carter

The Administrators Network has continued to meet twice yearly in the 2017-2018 year at the September and March CLCA (WA) Quarterlies. This year, we were again fortunate to have Chris Dubrow, the NACLC IT Project Manager for the introduction of CLASS attend our March meeting. This gave us an excellent opportunity to provide feedback on CLASS from an 'admin' perspective and to learn about upcoming improvements. The Administrators Network continues to be a forum for members to receive and give support to each other. New members are always welcome and we look forward to continuing to provide valuable support to CLC admin workers in the future.



Community Legal Education Workers Network

Co-Convenors: Elisha Butt / Jessica Bayley (2017); Rhea Thomas / Jessica Bayley (2018)

The CLEWs Network is made up of representatives from member centres who are involved in delivering community legal education (CLE) in Western Australia. Over the past financial year, we have met during each of the Quarterlies. The meetings have been well attended and have continued to be an opportunity for representatives to share, connect and collaborate with each other. In particular, we have explored incorporating technology to deliver CLE, using social media to reach different audiences and new collaboration partnerships within the Network in order to better connect with people outside of the metropolitan area. We are also working with Legal Aid WA to develop a more formalised professional development program for CLE workers.

Many thanks to Elisha Butt for her leadership as Co-Convenor in 2017 and her ongoing involvement in the Network after stepping down.



Domestic Violence Legal Workers' Network

Co-Convenors: Sarah Bright & Allison Munro

The Domestic Violence Legal Workers' Network facilitates the legal assistance sector to work collectively to improve systems and outcomes for family violence victim-survivors.

In the past year the DV Network has played an essential role in the provision of strategic advocacy for law reform and policy for family violence victim-survivors. We have represented the voice of family violence victim-survivors through submissions to the Australian Law Reform Commission for the Family Law Review and the Senate Committee on Legal and Constitutional Affairs for the Family Law Amendment (Family Violence and Cross-examination of parties) Bill 2018. We have also provided input to the reform of the Residential Tenancies Act and advocated for the provision by Western Australian Police of more thorough information reports for family violence victims making Criminal Injuries Compensation applications.

The Network contributes to other family violence networks and peak bodies, including the Safe Systems Coalition which has led the way on advocating for family violence systemic reform and the Domestic Violence Advisory Network which provides direct input into the WA Family and Domestic Violence Prevention Strategy and the National Plan to Reduce Violence against Women and their Children.

Members collaborate regularly at the quarterly meetings and other forums to identify current issues and trends within policy, law and procedures. The Network also provides regular support, education and information for members and organises professional development sessions to assist with the provision of best practice and consistency of service delivery across the sector. Network members have voiced support for benefits of belonging to the Network through both an externally facilitated Workshop in 2017 and a member survey in 2018, and have urged the Association to support the continuation of a paid coordinator role to maintain the Network. The Association is now actively considering how the Network should best be continued. Given the overlap in membership and themes the merging of the DV Network with the Family Law Network is also being considered.

Managers Network

Convenor: Julie-ann Lorca

With our centres continuing to face funding and other challenges in 2017-18 we are fortunate to have an engaged and active Managers Network convened by Julie-Ann Lorca, focused on finding workable solutions. Funding uncertainty and delivering a sustainable sector remain our top priorities.

As Managers, we are keen to see CLCs get back to delivering legal services rather than spending time on funding and reporting and survival.

Kylie Hansen from the Association provided the network with a presentation on the future models for the sector project. This led to a priority projects session at our June Quarterlies with regional centres, metropolitan centres and specialist centres discussing their priorities for sector sustainability project funding. There was broad consensus that 'gaps in service' be identified as well as some specific co-location and amalgamation options.

The Network also received a presentation on CLASS regarding the difficulties with the CLASS project that have arisen this year. We look forward to seeing further improvements to CLASS in the coming year.

Thank you to all members who have contributed to the meetings this year.

RRR Network

Co-Convenors: Alison Muller & Kis Muzahid

The RRR Network has continued to provide an opportunity for members from rural, regional and remote centres to connect and collaborate with one another.

During meetings this year, members discussed common issues being faced by their services and communities, kept one another informed as to their capacity, fostered referral pathways, and shared their strategies for local partnerships and effective service delivery in a RRR environment.

Some of our members collaborated on a verbal submission to the Justice Project to highlight the particular issues faced by people from RRR areas who experience family and domestic violence.

We appreciate the support of DLA Piper, who have hosted our lunch time meetings, and extend our thanks to co-convenor Kis Muzahid who resigned in late 2017.

Tenancy Network

Convenors: Vachel Spirason

The Tenancy Network brings together tenancy workers (both lawyers and tenant advocates) from 15 different community legal centres across metropolitan and regional WA as well as the central resource unit, Tenancy WA. Network meetings are held quarterly and provide an opportunity for WA tenancy workers to:

- discuss tenancy issues and identify trends in different regions;
 - share learnings and insights with each other on particular tenancy issues and law;
 - engage with guest speakers on various tenancy related topics and receive training to improve skills. CPD is often on offer for practising lawyers;
 - identify service pressures and shortages and work together to alleviate this;
 - provide input on law reform issues for Tenancy WA to progress, and the focus of future training and community legal education;
 - develop stronger working relationships over time between tenancy workers and other organisations; and
 - discuss important matters impacting the community sector, including changes to government policy, new case law and legislation.
-

Partnership with NACLC

The important partnership between our Association and the National Association of Community Legal Centres (NACLC) continued this year. A strong contingent from Western Australia are represented on NACLC's key governance bodies including Sara Kane as Chair of the NACLC Board. David Kernohan and Helen Creed served as members of the Advisory Council and were succeeded by Carrie Hannington and Sharryn Jackson

Funding Certainty

Our joint focus remains on securing funding certainty for the sector. No Commonwealth funding allocation has been made beyond 30 June 2020 under the National Partnership Agreement on Legal Assistance Services 2015-2020 (NPA), our main funding source.

To overcome this funding uncertainty NACLC is calling on the Commonwealth Government to include funding for community legal centres in the 2019-2020 Federal Budget forward estimates.

If funding is not allocated until 2020-2021 Federal Budget, announced in May 2020 (before funding ends one month later in June 2020) this would leave a matter of weeks for:

- the Commonwealth to transfer the funding to the State and Territory Governments,
- State and Territory Governments to make decisions about allocation of funding to individual community legal centres, and
- individual centres to be informed about their funding allocation.

A few weeks' notice of funding would be woefully inadequate for CLCs to make decisions about service delivery, staffing and organisational sustainability. It

would also perpetuate the lack of funding certainty for the sector, with real and negative consequences on the people that need the help of the sector every day.

The short-term solution is for the Commonwealth Government to make provision for community legal centre funding in the 2019-2020 Federal Budget forward estimates for at least the period 1 July 2020-30 June 2021. The amount should use current NPA funding as the baseline. The longer-term solution is to ensure that any future NPA requires the introduction of longer-term funding agreements, ideally for the full period of five years.

NPA Review

With a review of the NPA currently underway, NACLC will advocate for funding certainty as an essential component of long-term funding agreements, ideally for five years. The case will also be made that current funding under the NPA is insufficient with hundreds of thousands of people missing out on the legal help they need. Without increasing funding to the sector, the NPA and mechanisms such as collaborative service planning essentially involve moving service gaps around the system. Other key issues we will highlight

as part of the NPA review include:

- The responsibility of the Commonwealth (with a leadership role), State and Territory Governments all have for funding and supporting the legal assistance sector.
- In principle, Collaborative Service Planning is a useful mechanism, however overall in reality has not been an effective mechanism for the collaborative planning of service delivery or been occurring in a way that contributes to the objective and outcomes of the NPA.
- Co-design, collaboration and consultation in true and genuine partnership must underlie the funding and administration of the sector, as well as engagement across the sector.
- Recognition of the importance of the prevention and early intervention work of CLCs, including community legal education, community development and relationship-building, systemic policy, advocacy and law reform.



Thank you

We would like to thank the many individuals and organisations who have contributed to the Association and our sector in the past year. Though to many to mention we acknowledge your support, which is invaluable to us.

We also acknowledge the consultants and suppliers who generously discounted their services to the Association.

Special thanks to the Executive, the Secretariat and our Network Conveners for all your work.

Finally, thank you to our funding bodies principally Legal Aid for our core funding and to Lotterywest for specific project funding.



State Government

- WA State Attorney General John Quigley and staff
- Dr Graham Hill, Director of Legal Aid WA and staff
- LotteryWest



Legal Community

- WA Law Society
- WA Bar Association
- Law Access, especially Dominique Hansen
- Members of the Pro Bono Coordinators Group
- Law firms including: King & Wood Mallesons; Herbert Smith Freehills; Jackson McDonald; Clayton Utz; Allens; Corrs Chamber Westgarth; Ashurst and DLA Piper for providing venues for our Quarterlies Meetings.



Project Partners

- WACOSS
- McCusker Centre for Citizenship (Interships)
- CEWA (Community Employers WA)
- Peaks Forum
- Social Reinvestment WA
- Jeremy Leggoe, CEED Director, UWA

Financial Statements 2017-2018

Attached separately