





FAR WEST COMMUNITY LEGAL CENTRE LTD.

ANNUAL REPORT

1ST July 2019 to 30th June 2020

















ACKNOWLEDGMENTS

We would like to acknowledge our funding, pro bono and our collaborative sector partners:

- Aboriginal Police Liaison officers Dareton
- Ashurst Lawyers
- Clayton Utz Lawyers
- Commonwealth Legal Services Program, Commonwealth Attorney General Department
- Community Legal Centre New South Wales
- Community Legal Centre Australia
- Community Legal Centre Program, Legal Aid NSW
- Cooperative Legal Service Delivery Program, Legal Aid NSW
- Broken Hill Musicians Club, Board Members and Staff
- Laurie White, fundraiser
- Justice and Community Sector Partners in the Far West NSW & NSW
- LawAccess NSW
- Legal Aid NSW, Civil, Family & Employment Law
- Menindee Rural Transaction Centre
- Silver City Cinema, John Wren
- Legal Aid NSW Cooperative Legal Service Delivery Program
- Staying Home Leaving Violence, Department of Communities and Justice
- Warra Warra Legal Service, Department Prime Minister and Cabinet
- Wilcannia Radio Station and Red-e
- Wilcannia Safe House
- Women's Domestic Violence Advocacy Program, Legal Aid NSW

We acknowledge all of the local businesses and community sector partners in the Far West NSW and in greater NSW that have provided financial and in-kind support to FWCLC Ltd.

Annual Report Coordinator Stacy Treloar & Stacey Jackson-Moroney
Annual Report Editors Stacy Treloar & Stacey Jackson-Moroney

Annual Report Photos Simon Hunter

Design & Production Stacy Treloar, Stacey Jackson-Moroney & Simon Hunter

We respectfully acknowledge the Elders and the Aboriginal people who are the traditional owners of the Land in the Far West NSW region.



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OUR VISION, VALUES & WORK

OUR VISION, VALUES & WORK

FAR WEST COMMUNITYLEGAL CENTRE ('FWCLC')

Far West Community Legal Centre Ltd. was officially opened on 18 July 2000.

FWCLC is committed to providing a holistic service to the people in the Far West who have the least access to justice. The Far West Community Legal Centre is funded to provide services to the residents and communities of the Far West region including Broken Hill, Ivanhoe, Menindee, Tibooburra, Wanaaring, White Cliffs and Wilcannia.

FWCLC is managed by a volunteer Board of Directors. Residents of the Far West region are invited to become members of the Association.

FWCLC is committed to the provision of free and accessible legal services including:

- Legal Information & Advice
- Advocacy
- Representation
- Education
- Community Development
- Referral
- Law Reform
- Cooperative Legal Service Delivery Program

WARRA WARRA LEGAL SERVICE ('WWLS')

Warra-Warra Legal Service (formerly the Broken Hill Aboriginal Family Violence Prevention Legal Service) was funded in 2007 by the Commonwealth Indigenous Justice and Community Safety Unit. The funding for this service is governed by the Far West Community Legal Centre Ltd.

WWLS aims to provide a holistic, culturally responsive and independent legal and family support program for victims of family violence and sexual assault.

WWLS provides legal advice and assistance in Family Law, Family Violence, Care & Protection and Victims' Compensation matters.

WWLS initiates and facilitates preventative programs for long-term solutions to family violence and sexual assault. By conducting community education programs, WWLS informs people of their rights and conveys to the community that family violence and sexual assault are crimes and not a part of our culture.

Services include:

- Legal Information & Advice
- Advocacy
- Representation
- Education
- Referral
- Family Support
- Community Development
- Law Reform

WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE ('WDVCAS')

Women's Domestic Violence Court Advocacy Service was funded by the Women's Domestic Violence Court Assistance Program in 2008. The funding for this program is governed by Far West Community Legal Centre Ltd.

WDVCAS is one of 27 Women's Domestic Violence Court Advocacy Services, servicing 108 local courts in NSW.

WDVCAS is a locally based and independent service for women and children seeking assistance and information about protection from family/domestic violence.

WDVCAS provides women and children with support, advocacy, referral and information.

WDVCAS facilitates women and children's access to legal representation ensuring that women can access the justice system to overcome the violence they have experienced.

OUR VISION, VALUES & WORK

COOPERATIVE LEGAL SERVICE DELIVERY PROGRAM ('CLSD')

Cooperative Legal Service Delivery Program was funded in 2009 by the Cooperative Legal Service Delivery Program. The funding for this program is governed by the Far West Community Legal Centre Ltd.

The CLSD Program is a regionally based approach to legal service delivery in NSW. It aims to improve outcomes for economically and socially disadvantaged people by building cooperative and strategic networks of key legal services and community organisations.

The CLSD Program is based on the theory that better coordination and cooperation in the planning and delivery of legal services will enhance the efficient and effective use of scarce resources, and thereby improves access to justice for disadvantaged people.

The CLSD Program meets quarterly and identifies unmet legal needs in the region. As a result of a collaborative planning process, the CLSD Regional Coordinator facilitates consultation and discussion and encourages local projects, partnerships and community legal outreach in the Far West region.

STAYING HOME LEAVING VIOLENCE ('SHLV')

Staying home leaving violence was first funded by the department of Family and Community Services in October 2014 and is one of 33 Staying Home Leaving Violence Centre around the state. The funding for the program is governed by the Far West Community Legal Centre Ltd.

The SHLV program aims to prevent homelessness by working with the NSW Police to remove the perpetrator from the family home so that women and children can remain safely where they are.

Partners from Far West NSW Include:

- Aboriginal Affairs
- Aboriginal Legal Service
- Broken Hill Court
- CatholicCare
- Community Development Employment Program
- Compass Housing
- Centrelink
- Far West Community Legal Centre
- Women's Domestic Violence Court Advocacy Service
- Far West Local Health District
- Legal Aid NSW
- Lifeline Broken Hill Country to Coast
- Maari Ma
- Merit Program
- Mission Australia
- NSW Police
- Salvation Army
- Warra Warra Legal Service
- Other Broken Hill, Wilcannia, Menindee, Ivanhoe, Tibooburra and White Cliffs community service providers and businesses.

2019 – 2020 BOARD OF DIRECTORS

2019 – 2020 BOARD OF MANAGEMENT

EXECUTIVE MEMBERS

Chair	Mark Braes
Director	Ellen Day
Director	Bronte Schuster
Director	Cory Paulson
Director	Mary Jinks
Director	Colleen Riley
Director	Julie-Ann Philp
Secretary	Michelle Johnson

THE FAR WEST COMMUNITY LEGAL CENTRE LTD. CURRENT STAFF

CURRENT STAFF

FAR WEST COMMUNITY LEGAL CENTRE

Stacy Treloar

Chief Executive Officer

(Commenced November 2018)

Paul Walton

Principal Solicitor

(Commenced October 2019)

Bianca Cattonar

Finance Officer

(Commenced Admin February 2011 and Finance April 2015)

Thanushar Sridaran

Solicitor

(Commenced September 2018 - March 2020)

Cameron Hunter

Solicitor

(Commenced June 2018 - July 2020)

Julua Hamel

Solicitor

(Commenced May 2020)

Kim Avers

Solicitor

(Commenced July 2018)

Nina Betts

Solicitor

(Commenced part time March 2016)

Stacey Jackson-Moroney

Senior Administration, Intake, Information, Referral & Project Officer

(Commenced 2007-2009, ret. September 2011)

Simon Hunter

Legal Admin/Community Development Worker (Commenced April 2016)

CLSD Regional Coordinator

(Commenced January 2017)

WARRA WARRA LEGAL **SERVICE**

Stacy Treloar

Chief Executive Officer

(Commenced November 2018)

Shannon Oates

Manager

(Commenced September 2015)

Leah Billeam

Principal Solicitor

(Commenced May 2017)

Bianca Cattonar

Finance Officer

(Commenced March 2018)

Emma Stewart

Solicitor

(Commenced March 2017 - February 2020)

Bonnie Clark

Solicitor

(Commenced April 2020 - July 2020)

Ann-Maree Payne

Administration, Information, Referral Officer

(Commenced June 2009)

Kayelene Crossing

Counsellor

(Commenced November 2019)

Priscilla Liyanage

Community Development Worker

(Commenced casual March 2018)

Neville Squire

Office Support

(Commenced March 2020 - June 2020)

WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE

Stacy Treloar

Chief Executive Officer

(Commenced November 2018)

Loretta Stuart

Coordinator/Aboriginal Specialist Worker

(Commenced April 2008)

Narelle Blows

Coordinator

(Commenced September 2009)

Bianca Cattonar

Finance Officer

(Commenced April 2015)

Sandy Uhl

LCP Court Advocate

(Commenced July 2016 - January 2020)

Melissa Hickey

SAM Coordinator

(Commenced April 2018)

Billie-Jo Green

Intake Officer/Court Support

(Commenced April 2020)

STAYING HOME LEAVING **VIOLENCE**

Stacy Treloar

Chief Executive Officer (Commenced November 2018)

Fiona Camilleri

Coordinator

(Commenced September 2014)

Bianca Cattonar

Finance Officer

(Commenced April 2015)

Heidi Ogden

Case Worker

(Commenced April 2017)

Annette Brennan

Admin/Case Worker

(Commenced January 2020)



FAREWELL & THANK YOU

FAREWELL TO

Emma Stewart, Thanushar Sridaran,

Sandy Uhl, Nevlle Squire and Bonnie Clark

The FWCLC Ltd. would like to acknowledge the huge contributions that all of our previous staff members have provided











THANK YOU TO

Aruthie Kumanan

We greatly appreciated the hard work these students provided whilst doing placement at the FWCLC Ltd.



Marguerite Bourke

We greatly appreciate that Marguerite was able to be our Locum Principal Solicitor for WWLS



THANK YOU TO

ANNE-MARIE WILSON

We acknowledge our wonderful, hardworking cleaner for all of the work she does at our offices





Mark Braes Chair

DIRECTORS REPORT

DIRECTORS REPORT

With pride and satisfaction, the Board looks back at the past year as one marked by productivity and professionalism.

With the leadership and guidance of our CEO Stacy Treloar, our staff have diligently ensured the continued delivery of our services at the levels required by our funders, and within our budget constraints.

Like all organisations the COVID-19 pandemic has placed stress and strain on all our staff.

Despite that, staff have ensured clients have had continued access to all our services, whilst ensuring safety for our clients and themselves and ensuring compliance with all Government health directives.

This challenge has been met by all staff with grace and patience. Thank you all.

The Board has continued to focus on expanding its membership and skills base. We believe it is important to continue to pursue these objectives to ensure that our

membership reflects the diversity of our community and has the requisite skills to guide the service in meeting its legislative and governance objectives.

We look forward to a new year of continuing to provide important legal and community services to the Far West.

Mark Braes, Chair FWCLC Ltd.



Stacy Treloar CEO

CEO'S REPORT

CEO'S REPORT

The Far West Community Legal Centre Ltd. is an exciting and inspiring organisation that works fastidiously to cooperate and celebrate constructive change within the Far West Regional Communities, and we are committed to building strong and sustainable partnerships.

I would like to acknowledge the commitment of the Board of the Directors, Staff and Volunteers/Students for their hard work and dedication towards improving our organisation.

I would also like to give a huge thank you to the Board of Directors past and present for the outstanding contributions you have all made and continue to make; you have encouraged us to model integrity and professionalism. The Board of Directors continually offer their support and commitment to Far West Community Legal Centre Ltd.

Every day I faced the dilemma of how best to meet the needs of our work force and maintain the Organisation's individuality and operational framework requirements. The challenges are a direct result of insufficient support staff to cover personal or annual leave and necessary support for the legal teams and to add to those

concerns COVID-19 pandemic occurred and our organisation has had to undergo considerable changes due to the COVID-19 pandemic. As of 30th March, all staff were requested to work from home to ensure their safety and that of our Clients. During the transition to working from home there were a lot of IT and administrative issues that we had to circumnavigate which resulted in a lot of stress and sick leave. With the COVID-19 funding allocated to the individual agencies we were able to commence the procurement process to upgrade all of our systems and equipment; phones, servers and computers.

I created and initiated a FWCLC Ltd. return to Workplace Safety Action Plan and this allowed us to transition a portion of staff to return to the Office during June and the remaining staff resuming working from the office as of July 1^{st,} 2020. Safety Inductions were completed, and PPE was provided to all staff members prior to commencing work in their respective services.

The Far West is a rural and very remote area and we have diverse communities within this region. We provide advice, education and advocate for the vulnerable people within these communities as local communities have complex legal, financial

and social needs. Our organisation strives to make a positive difference in the lives of disadvantaged people in our region.

FWCLC Ltd. operates from a strategic service delivery model informed by the following principles:

- Culturally respectful practice
- Evidence based programs
- Priority to clients with complex needs or multiple legal problems
- A flexible and responsive approach to service delivery
- A willingness to lead new initiatives
- Early intervention, community development and community education prioritized
- All programs are evaluated for their effectiveness and responsiveness for the Far West Region of NSW

A special thanks to all of the staff employed within the Limited group, you have endured hardship with communications, accessibility and learning safety measures to protect yourselves and others. You worked hard to overcome obstacles and work stress and continued to support each other throughout this unprecedented time. Great job!!!

CEO'S REPORT

This financial year, we have functioned with 1 Solicitor down at the Far West Community Legal Centre (FWCLC) and as a result it has made it difficult for us to provide services and it had placed a great strain on the existing staff during this period. Luckily, we attracted exceptional applicants that are able to bring new vision, skills and talents to the FWCLC team.

Warra Warra managed to continue providing vital services to our clients in the Far West Region although the Principal Solicitor was a solicitor down for significant periods of time due to not having suitably qualified candidates, so their solicitor vacancy remained open past this financial year.

Warra Warra successfully employed a Counsellor for their Third Action Plan funded position. Since the counsellor has commenced work the service has developed great results.

WDVCAS successfully employed a Court Support/Intake Officer during this period and she has quickly become an integral team member.

SHLV successfully employed a Admin/Case Worker during this period which has helped the team immensely with assisting clients but the normal day to day operations.

Each service will state – we have been busy – and we have! Our activities, programs and projects profiled this year give a snapshot of what we do, and what we stand for. We are proud of the individual client advice, casework, court representation, Court Support and referral work that we do. We are really satisfied that we have initiated and actively supported:

- Road Show to White Cliffs
- NAIDOC Week
- NAIDOC Family Fin Day
- Community Legal Educations workshops covering a wide range of topics
- Careers Expo
- Homelessness
- Wear It Purple
- Child Protection
- TSEP Menindee and TSEP Dareton
- White Ribbon
- Ochre Ribbon Day
- Year 7 Day

- Anti-Poverty
- International Women's Day
- National Reconciliation Week
- Disability & Aged Care Expo
- Outreach in Wilcannia, Menindee, Ivanhoe, White Cliffs, Tibooburra and Wentworth

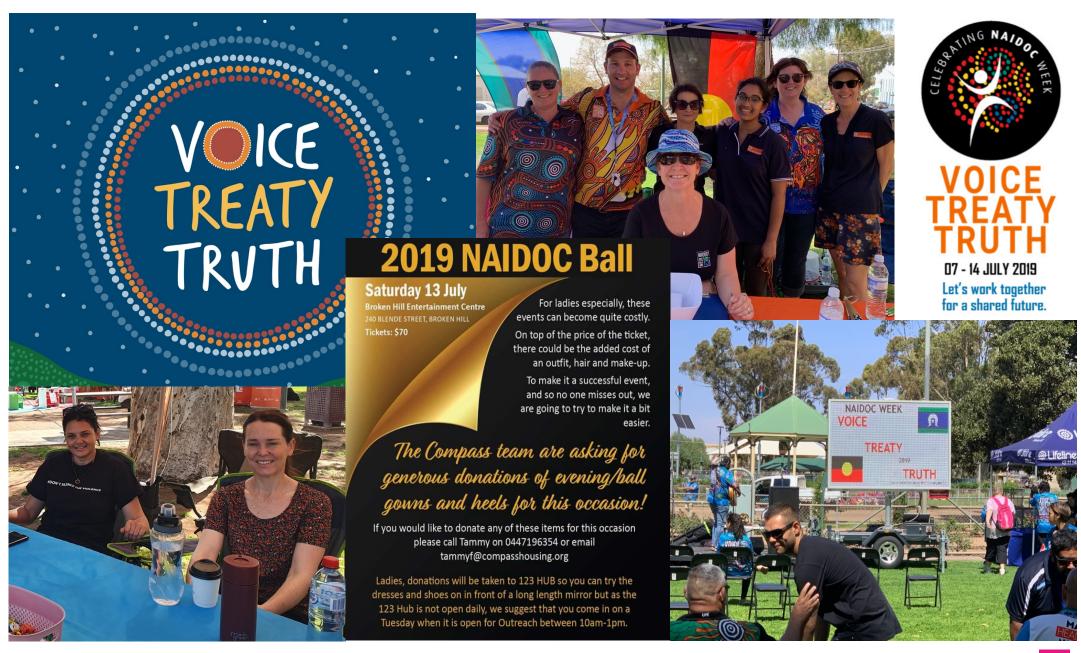
There are many stories that have emerged this year, that remind us, we are on the right track. Our photos will speak for us and will allow us to tell our story.

There are many opportunities and challenges waiting for us in 2020 – 2021 period and we welcome it. We will face these opportunities and challenges creatively and courageously, and we will continue to work with the same optimistic and innovative spirit that we achieved in 2019 - 2020.

Wishing all staff and clients remain safe and continued good health.

Stacy Treloar CEO, FWCLC Ltd.

THE YEAR IN PICTURES



THE YEAR IN PICTURES



THE YEAR IN PICTURES



FAR WEST COMMUNITY LEGAL CENTRE (FWCLC) REPORT

FAR WEST COMMUNITY LEGAL CENTRE REPORT

LEGAL PRACTICE REPORT

I commenced my role as Principal Solicitor in October 2019.

This has been a year of change in the legal team. Thanushar Sridaran commenced with the CLC as a solicitor, then stepped up to become the principal solicitor of which she brought about positive change. In October 2019 Thanushar decided she would prefer to step back into her solicitor role so she could recommence her advocacy for vulnerable people. Thanushar resigned from our organisation in March 2020 to begin a new chapter in Melbourne. I wish her well with her new endeavour.

Julua Hamel joined our team in May 2020 bringing with her a wealth of experience in many diverse areas, including family law, employment and discrimination law. Julua has been a genuine all-rounder and is a very welcome asset to the centre.

I am grateful for the support of our passionate administrative team through the

changes in our solicitors; Stacey Jackson-Moroney and Simon Hunter. Thank you also to our CEO, Stacy Treloar, for her leadership and guidance.



Ashurst, our pro bono partner, continues to support us in delivering services to disadvantaged people in this region. We thank them for their invaluable contribution.

In March the COVID-19 pandemic situation affected us very quickly as it did throughout the entire country and world. Thanks to the efforts of our CEO Stacy Treloar our service quickly made plans to continue to operate and provide our services in a way that was as safe as possible to both staff and our clients. Our office was physically closed to the public, but we continued providing a service in all of our usual areas by telephone and electronic means. However, we were able to provide face to face services when it was absolutely essential.

Our staff commenced operating from home as of 30th March. There were some initial difficulties, but these were generally overcome when the centre continued to provide most of our core services by telephone as face to face client appointments were suspended.

Paul Walton, Principal Solicitor

LEGAL SERVICES

Legal assistance

There was an increase of about 37.47% in the number of legal advices provided during the year ending 30 June 2020, in comparison to the previous financial year. We saw a 151% increase in the number of referrals provided to clients.

We also showed an increase of 11.79% in legal tasks that we assisted clients with. These legal tasks included assisting clients who are self-represented to draft letters and court documents, and to communicate with the other parties in their dispute. The ability to provide discrete services like legal tasks ensures we can meet the significant demand for our services in the region, while also providing substantive assistance to those who need it most.

Significant areas of advice and casework this year include:

- family law
- minor traffic
- victims support
- employment law
- tenancy
- wills and estates
- credit and debt
- consumer complaints

Approximately 19.95% of our clients receiving legal service were provided to people experiencing or at risk of family violence. 243 of our 686 advices were relating to clients at risk or experiencing domestic violence.

There are 98.78% of people experiencing financial disadvantage.

These statistics demonstrate the essential role the CLC plays in ensuring access to justice for survivors of family violence.

Our Thursday clinic services have been wellattended, with a total of 116 clients attending 49 clinics. These clinics ensure that our service remains accessible and responsive to the demand for legal services in the community.

Our services and clients are more than just statistics. The following client stories (not their real names) illustrate the vital assistance we have provided to vulnerable people in the Far West region.

CLIENT STORIES

Mark - Cancellation of Drivers Licence

Mark had received notification from Roads and Maritime Services that his driver licence had been cancelled on medical grounds. It was complicated by the fact that Mark had received two different medical opinions as to his fitness to drive.

We helped him obtain further medical evidence and represented him in his appeal in the Local Court. As a result of our advocacy and assistance his appeal was successful. He was very grateful to obtain his independence back.

Marley - Installation of Solar Panels

Marley contracted with a door-to-door salesman to have solar panels installed. Having dealt with the company before, Marley, who has a cognitive disability, trusted the salesman. About two months later Marley came to see us because the company had not installed the solar panels even though he had paid the deposit money. Marley also said he had paid the salesperson more money but wasn't sure as to the exact amount.

Checking the contract, we clarified the total cost to instal the solar panels was approximately \$7,000. When we reviewed Marley's bank statements, we found that Marley had given the salesman more than \$20,000. We rang and spoke to the Director of the Company. Negotiating with the Director, the Director repaid all monies Marley handed to the salesperson. The Director also agreed to terminate the contract with no penalty to Marley.

COMMUNITY LEGAL EDUCATION AND COMMUNITY DEVELOPMENT

Each year, we deliver community legal education (CLE) to a variety of people in the communities we service.

Our CLE program allows our solicitors to present legal education to our community services and they include but are not limited to; family law, care and protection, minor traffic, Centrelink, employment law, tenancy law and support for victims of crime. The aim of this program is to improve community knowledge around legal issues and build capacity among community workers to identify legal problems for referral to a solicitor.

The program was also designed to improve our relationships with service providers and community organisations in the Far West. We received overwhelmingly positive feedback from participants on the usefulness of the sessions.

The CLE events delivered over the past 12 months included;

- issues @ work
- minor traffic
- tenancy
- family law & care and protection
- tenancy and domestic violence
- issues with Centrelink
- AVO's
- Employment
- Year 7 day
- Love bites

We also delivered other CLE sessions to service providers at interagency meetings, including concerning changes to 'sexting' laws.

In addition to Love Bites, the Youth Careers Expos, Children's Week, NAIDOC Week, White Ribbon Day, Wear It Purple Day, we have done so much more. As always, collaboration with partner agencies, and a strong focus on interagency activities are at the forefront of our work.

We are also proud to have been invited to Community Working Party meetings for Aboriginal communities in our region during the year. We look forward to continuing to build our relationships with communities in the Far West.

OUTREACH

We are proud of our outreach efforts, which ensure access to justice for some of the most disadvantaged people in the Far West region.

We continued our regular outreach programs to Menindee twice monthly and Wilcannia once a month. Along with discrete outreach services to Broken Hill Correctional Centre during the year, until COVID-19 prevented us from continuing face to face services however telephone advice was initiated.

We also conducted outreach to other remote communities in the region. We set up information stalls at the White Cliffs Gem Fest and Car Boot Sale with WWLS.

We also conducted outreach to Ivanhoe, with assistance from the Royal Flying Doctors' Service. We continued to provide services to clients in Tibooburra during the year remotely.

We thank local communities organisations in Wilcannia, Menindee, Ivanhoe, Tibooburra and White Cliffs for their continued willingness to engage and work with us.

Activities	Total Services 2018/2019	Total Services 2019/2020
Number of Clients	398	411
Total Advices	499	686
Total Files Opened	84	91
Total Files Closed	209	82
Total referral activities	795	1996
Total Legal Tasks	195	218

WARRA-WARRA LEGAL SERVICE (WWLS) REPORT

WARRA-WARRA LEGAL SERVICE REPORT

2019-2020 has been a busy and interesting year for Warra Warra Legal Service. As the Manager of WWLS, I begin my report by proudly acknowledging our team.

I would like to welcome to WWLS: our new Counsellor Kayelene Crossing who is a familiar face around Broken Hill having worked at our local Aboriginal Health Service, Maari Ma and a safehouse at Catherine Haven. Kayelene will provide a very important holistic approach to our service and its clients. Our service is hoping to have another Social Worker or Counsellor to the team very soon.

We also welcomed Neville Squire to our team. Neville worked for WWLS as our Office Support Person. Neville is a young Aboriginal man who fitted in very well with our service and our amazing community.

We farewelled our solicitor Emma Stewart. Emma's last day at WWLS was the 4th February 2020. Emma moved to Mildura with her son Victor to fulfill a position with Legal Aid. We wish Emma all the very best.

When our Principal Solicitor Leah went on leave, we luckily attracted Marguerite Bourke as our locum Principal Solicitor who worked diligently to ensure our service provided sustained legal services within our communities.

Our team continued to achieve success with clients whilst dealing with the COVID-19 Pandemic. We still continue to walk side by side with our clients to provide support, advice and

representation to meet both their legal and nonlegal needs.

WWLS staff continued outreach services to Wilcannia on a fortnightly basis, Menindee and Wentworth monthly. From March 30th was conducted by phone due to COVID-19.

National Family Violence Prevention Legal Services (NFVPLS)

Due to COVID-19 the NFVPLS conference was cancelled. Therefore, we held regular Zoom and teleconferences meetings with our Forum members.

Stacy Treloar (CEO) and Shannon Oates (Manager) attended Parliament House to meet with Minister Wyatt and cabinet members to discuss the continuation of funding for the National Family Violence Prevention Legal Services Secretariat.

Community Development

Community development is a service strategy, and all staff are committed to building relationships with their communities and with service providers to promote WWLS and its programs.

NAIDOC Week and Family Fun Day

NAIDOC day in the park. WWLS was actively visible in the Day in the Park, holding a stall with 'Fairy Floss'. WWLS were also active members of the NAIDOC Committee.

Menindee Family Fun Day

WWLS held a stall in Menindee with other services. It was organised by Murdi Paaki Tenant and Housing and was a great day networking and mingling with the community of Menindee.

123 Hub Afterschool Activities

Kayelene Crossing (Counsellor) organises activities for kids after school every fortnight which is well represented at the 123 Hub Creedon Street.

Year 7 Day

In February, WWLS attended the Year 7 Day with other agencies where Year 7 students from the two High Schools were provided information about Broken Hill services that are available to them. We delivered a Legal quiz which entailed the need for students to pick a question and place it with the correct answer.

Silence Never Ends Event- Dareton

WWLS attended one of our outreach areas to take part in a DV community event in Dareton.

We held a stall with resources and promotional material and were able to make successful networks with local services, especially the ALO. We then attended the Dareton Interagency Meeting afterwards.

Warra Warra BBQ Trailer

WWLS donated their BBQ trailer to the Black Lives Matter event that was held at the Sturt Park.

Community Working Party Meetings

Shannon continues to attend the CWP meetings and reports back to WWLS team as to what is happening in the community.

FACEBOOK PAGE

WWLS's social media has increased in the last year as the WWLS Facebook page has over 438"likes" and 457 followers and 22 people who checked in.

Far West Domestic Violence Interagency Meetings

WWLS staff attend the interagency meetings in Broken Hill at the Community Health Centre on a monthly basis where we give an update on our service and hear what other services are also doing.

Wentworth Dareton Family Violence Interagency Meeting

WWLS staff attended this meeting, which is hoped to become a monthly meeting to coincide with our monthly outreach trips to Wentworth/Dareton.

Staff Meetings

WWLS continue to have staff meetings on a weekly basis.

Court Support

Shannon has continued her role as a Seconded Worker at the local court with WDVCAS each Friday.

CLSD Meetings

WWLS staff attended the quarterly meetings these meetings which are held quarterly and generally at the FWCLC.

Yarn Up Meetings and CLCNSW Quarterlies

Our Aboriginal and Torres Strait Islander staff members are now attending the Yarn Up sessions which are run through CLCNSW and attending any relevant sessions during the quarterlies via zoom.

Training

Barrier Police District NSW Police Domestic Violence Services Forum – held at the Sturt Club. Attended by WWLS staff

Traditional Media and Social Media Training – held at Lifeline

WHS Training – held at FWCLC. Attended by Leah and Shannon.

DV-Alert Indigenous Workshop – held at the Broken Hill Community Health Centre. Attended by Shannon.

Ochre Ribbon Day

This event was organized on the 25th February 2020 at WWLS.

Warra Warra Legal Service held an "Ochre Ribbon Morning Tea". We invited different services to make awareness of what the Ochre Ribbon represents and acknowledged this day by watching a few short films which started conversations between attendees. This year we also had a special 'Ochre Ribbon' Cake designed.

"The Ochre Ribbon symbolises our vision of eliminating family violence in Aboriginal and Torres Strait Islander communities and sends a strong message that violence will not be tolerated against Aboriginal and Torres Strait Islander women, children or men."

I would like to thank WWLS staff for their continued commitment and hard work.

Shannon Oates, Manager



LEGAL PRACTICE REPORT

Our funding guidelines enable us to provide legal advice, advocacy and support of the Aboriginal and Torres Strait Islander victims of domestic violence and/or sexual abuse.

Our organisation provides assistance with;

- restraining orders, victims of crime claims, family law and child protection matters;
- Stolen Generation claims (for those children removed from their families by the Aboriginal Welfare Board);
- Redress claims (for those child victims of institutional sexual abuse).

Our clients for Stolen Generation and Redress claims in particular have reported how their childhood experiences have caused a lifetime of emotional and psychological damage. It has been a privilege to work with them.

Two of our clients received Redress offers during this financial period and we expect there to be an increase in claims once the outcomes become known within the communities. Claims for Victims Services claims where made on clients behalf in New South Wales, South Australia and Western Australia. For the interstate claims we co-ordinated with sister services in those states. Sadly, these clients relocated interstate to avoid domestic violence, but it followed them.

The fallout from managing COVID-19 was that our last face to face outreach visit was Friday 13th March and visits were still suspended through to the 30 June and our office was also closed during this period. During the office closure that resulted from the pandemic, we worked from home. Communication with clients

was either by phone or email. However, in very limited situations we assisted clients face to face. A big thank you to the Safe House in Wilcannia and the Aboriginal Police Liaison officers in Dareton for providing follow up for us with "hard to find" clients for essential paperwork needed to progress their matters.

The Local Court attendances were face to face, but attendances of the Broken Hill Circuit of the Federal Magistrates' Court Family Law Division were by phone to the Adelaide Registry. There had been talk of removing the Broken Hill circuit because of low numbers but this would suggest that it could still be maintained, even if not face to face.

Our case load was down by approximately 27% on the previous year (possibly because there was a drop in stolen generation claims) but otherwise the workload statistics held up well, given the constraints we were working under:

At the Civic Centre we attended a State inquiry into Ice usage in Broken Hill, WWLS and FWCLC took part in the Broken Hill Community Strategic Plan Consultation. The need for a drug and alcohol rehabilitation centre was flagged (the Ivanhoe Prison which was scheduled to shut down the end of June was suggested as being ideal in terms of facilities and location). Every one of our Victims Services claims involved perpetrators who were affected by either alcohol or drugs at the time of the violent incidents, so it is critical for this need to be addressed if we are to see a reduction in incidents of domestic violence.

We commenced preliminary negotiations for a Health and Justice partnership with Maari Ma.

Quarterly meetings for the CLSD meetings were attended (by telephone or zoom) as were the quarterly meetings (by telephone) of the state Child Protection Legal Advisory Group.

The outcome of the Charles Darwin University assessment of the FVPLS services put the national FVPLS Forum under stress as there was the threat of defunding it and the Principal Solicitors did not meet at a national level (by telephone link or face to face) during this year, (although some of the New South Wales principal solicitors managed some telephone link ups)

I was able to gain the balance of my compulsory CPD points at an all-day seminar through the Law Society of Victoria at the end of March which adapted from face to face to webinar due the COVID-19 threat. Finally, I recorded heartfelt thank you to management for the assistance provided to me and the arrangements made to keep the practice running smoothly whilst I dealt with the final illness and loss of my husband.

On the staffing front, a big thank you to Emma Stewart for the work she did in particular with child protection and victims services claims. We said farewell to Emma in February to a position with Victoria Legal Aid in Mildura in their child protection division – well done Emma.

We had assistance from a highly experienced locum lawyer Marguerite Bourke from mid -August - end October 2019 and in February 2020 and Bonnie Clark capably carried out court work and community legal education from after Easter through to the end of June.

Leah Billeam, Principal Solicitor

Activities	Total Services 2018/2019	Total Services 2019/2020
Number of Clients	137	150
Total Advices by face to face	81	52
Total Advice by telephone	19	45
Total Files Opened	65	47
Total Files Closed	59	86
Total information and referral activities	60	35
Total Discrete Non-Legal Support	15	4

THIRD ACTION PLAN

Our Third Action Plan aim is to work with vulnerable indigenous families/victims in the Far West Region who are dealing with family violence and have multiple and complex needs and deliver intensive case management; and victim support services with the aim of reducing experiences of violence and improving family functioning.

I commenced work mid November for Third Action Plan counsellor with over 3 year's experience in the counselling field and I live locally in Broken Hill. We were still in the process of finding a Social Worker at this stage.

Counselling brings a holistic approach to family violence and allows us to work with our most vulnerable community members. As a counsellor within the organisation I hope to provide clients with the relevant social, emotional, therapeutic and practical support through care coordination and counselling.

I have worked with the community to help prevent domestic and family violence with one on one counselling, community events and small group work and also attends inter-agency meetings and other regional meetings.

In the period of our counsellor starting in November 2019 and June 2020 we have received

- 25 Referrals for counselling/Social work
 - 1 Declined help
 - 10 Closed due to not engaging with service
 - 1 referred onto other agency as did not fit into our service guidelines
 - 13 still ongoing case management/counselling
 - 4 from Wilcannia
 - 6 from Wentworth/Dareton
- Most are females
- 1 male
- Range of different age groups
- All are aboriginal
- All come from a current or past domestic or family violence situation

Meetings our counsellor has attended are:

- Partnership meetings
- NAIDOC Meetings
- Far West DV Inter-agency Meeting
- Wentworth & Dareton Family DV Interagency Meeting
- Suicide Prevention Meetings
- Youth Week planning meeting
- CLSD quarterly meetings

Community Events we have either held ourselves or attended on behalf of Warra Warra Legal Service.

- Menindee family fun day December 2019
- 123 Hub Afterschool activities each fortnight prior to COVID-19

- Ochre Ribbon Event for community services held at Warra Warra Legal Service
- Year 7 Day
- Silence Never Ends Event- Dareton

Training Kayelene has completed over the period include:

- NSW Police Force Domestic Violence Service's Forum
- CLE-Legal help re child support
- CLE: AVOS
- Living well: Mental Health Forum (50 people)
- NADA: Engaging with clients causing F&DV harm during COVID-19 – ZOOM training (Approx. 50)
- Project air: Clinical skills AOD and Personality disorders training – ZOOM training (Approx. 100)
- Mental health academy: Suicide summit. –
 ZOOM Training (over 1000 people)
- Certificate in Trauma and Attachment in young people

When the COVID-19 pandemic hit Australia, we were forced to work from home and continue phone consults, this made things a little more difficult than any other normal year. While working from home. Kayelene still remained in contact over the phone to her clients.

We are looking forward to 2020-2021 year with the news of another counsellor starting and training opportunities.

Kayelene Crossing - Counsellor

WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE (WDVCAS) REPORT

WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE REPORT

This has been quite a challenging year for WDVCAS, however, with the dedication and hard work of our staff we were able to maintain our high standards of work, ensuring that our client needs are being met and they are receiving the support they require throughout the COVID-19 pandemic.

The Far West Women's Domestic Violence Court Advocacy Service (FWWDVCAS) and the Local Coordination Point (LCP) have experienced another busy and productive year.

 received referrals through the Central Referral Point. With these referrals we attempted first contact within 24 hours with three attempts needing to be made within a 5 working day period. Clients are then referred to the appropriate services as requested.

When we are unable to contact clients, we follow the process of:

- Provide a service letter and brochure pack
- Refer to Police for a welfare check to be conducted

This depends on the severity of the incident and whether they are deemed to be at "threat" or at "serious threat".

All clients who are at "serious threat" are then taken to the Safety Action Meeting (SAM).

Statistics for the reporting period are as follows:

Serious Threat referrals: 127

At Threat referrals: 1221

Total CRP referrals: 1348

Far West WDVCAS have exceeded our benchmarks and show the continued commitment and dedication of the WDVCAS team. Many of the clients we have supported through the court processes, given phone advice or at times just offered a much needed "ear" to listen.

WDVCAS clients serviced for the reporting period: 770

Pre-COVID-19 WDVCAS were present at each of the Courts that are covered by our Police district, however, during the pandemic we were only offering phone advice and contacting clients re court outcomes.

As with all the services within the organisation COVID-19 has changed the way we work and put extra pressures and stress on staff and clients. We

would like to acknowledge the hard work of our team and colleagues within the organisation throughout this pandemic!

The FWWDVCAS have continued to work hard to fulfil their obligations to Legal Aid NSW. The Managers also fulfil any reporting and other obligations such as ensuring we have 2 seconded workers on our Court roster. Thank you for making yourselves available as seconded workers, Shannon Oates and Ann-Maree Payne from Warra Warra Legal Service.

By being involved in community events the FWWDVCAS believe that we raise the profile of our service in the community, but we are also sending the message that Domestic Violence is not acceptable, so when possible, we will always participate.

As always, we would like to thank the Board of Management for their ongoing support and dedication to not only our service but the organisation.

Far West WDVCAS wishes the Board of Management, the staff of the FWCLC, WWLS, CLSD and SHLV a very Merry Christmas and Happy and Prosperous New Year.

Narelle Blows/Loretta Stuart, Managers.

STAYING HOME LEAVING VIOLENCE (SHLV) REPORT

STAYING HOME LEAVING VIOLENCE SERVICE REPORT

Sometimes it is easy to focus on the negative impacts of Domestic and Family Violence, but it is reassuring to receive positive feedback that Staying Home Leaving Violence is working in the right direction and making a positive difference in their lives.

SHLV additionally receives feedback from past and present clients, partnering agencies and the community members, which is largely positive and productive. Our focus remains on the vital work and the continuity of support and self-empowerment tools we provide our clients.

SHLV has worked closely with government and non-government organisations to advocate for the diverse needs of women and children impacted by domestic and family violence and for appropriate, well-resourced support options that will guarantee gender and cultural safety for the most vulnerable people in our community.

This year our country has been saddened by bushfires, COVID-19 and an increase in Domestic and Family Violence. These disasters can have continuing emotional consequences for individuals and communities. As a result of the lockdown, survivors may be forced to spend more time with their abusers, creating an opportunity for increased abuse through surveillance, controlling behaviours and coercion. Social distancing measures also prevent survivors from seeking assistance and reduces and they are further exacerbated by increased household stress through

unemployment, financial difficulty and home schooling.

I observed an increase in Domestic and Family Violence situations since the COVID-19 restrictions were introduced. Specifically, an increase in substance abuse by perpetrators, predominately alcohol and crystal methamphetamine (ice). This also resulted in a notable increase in property damage and repair work to homes.

The consequences for women living with domestic violence during the social isolation and the stay at home period, is that it has placed women at risk of further serious harm mentally and physically and limited their options and ability to seek help, which in turn lead to an under-reporting in police figures.

SHLV continues to use the LIVES approach to help women survivors of violence:

LISTEN closely, with empathy and no judgement

INQUIRE about women's needs and concerns

VALIDATE women's experiences. Show you believe and understand

ENHANCE their safety

SUPPORT women to connect with additional services

1st July 2019 – 30th June 2020 Financial Year Statistics

Information Only / Referrals

70

Case Managed / Coordinated Clients

67

Social Media

SHLV social media has increased in the last year thanks to the Country Women's Association, Stitch for Lives, Knitter's Group, Barrier Daily Truth and the Musicians Social Club. SHLV Facebook page has over 730 likes and 740 followers.

Attendance at Meetings

- Far West Domestic Violence Interagency Meeting
- Staff Meeting
- Senior Management Meeting
- CLSD Meeting
- DIACC / DHIG- District Homeless

Implementation Group, District Implementation and Coordination Committee

Staying Home Leaving Violence would like to thank Stacy Treloar (CEO) for the encouragement, support and motivation she has shown in the last year and thanks to the Board for their ongoing support and dedication to not only our service but the organisation as a whole.

Fiona Camilleri, SHLV Manager

COOPERATIVE LEGAL SERVICE DELIVERY (CLSD) REPORT

COOPERATIVE LEGAL SERVICE DELIVERY REPORT

The Legal Aid NSW Cooperative Legal Service

Delivery (CLSD) Program is a regionally based approach to legal service delivery in NSW. It aims to improve outcomes for economically and socially disadvantaged people by building cooperative and strategic networks of key legal services and community organisations.

During the 2019/2020 financial year the role of CLSD Far West Regional Coordinator was filled by Simon Hunter.

The third CLSD meeting for 2019 was held in August 2019 at the Far West Community Legal Centre boardroom with Natasha Bearman from the Justice Advocacy Service (JAS) (A service of intellectual Disability Rights Service) being a guest speaker. The fourth CLSD meeting for 2019 was held in November 2019 at the Far West Community Legal Centre boardroom with Linda Greene from Service NSW speaking about the new Cost of Living Program that clients of CLSD partners could utilise

The first CLSD meeting of 2020 was postponed to March from February due to conflicting events such as the Year 7 Day and NCAT Tribunal. This move proved successful as 19 people were able to attend on the new date in March. The meeting was held at the Far West Community Legal Centre boardroom with Liz Kefford from Melbourne Lawyers & Mediators travelling all the way from Melbourne, Victoria to be a guest speaker covering the topic Institutionalised Sexual Abuse.

The week following the meeting the Regional Coordinator attended the annual two-day CLSD Regional Coordinator meeting that was held in Sydney from 16-17 March 2020 with a training session on 'facilitation essentials' provided by Ian Colley who is a lecturer at the University of Sydney – Technology.

The second CLSD meeting of 2020 was held in June and this became the first ever CLSD meeting for the Far West Region was conducted using the new video conferencing software Zoom. Guest speakers for the meeting were Sheree Ferrall –

Manager, Violence Abuse and Neglect Service (VANS) to discuss the VANS Redesign and Cameron Hunter – Solicitor, Far West Community Legal Centre (FWCLC) to give an update on the Proposed changes to Victims Services.

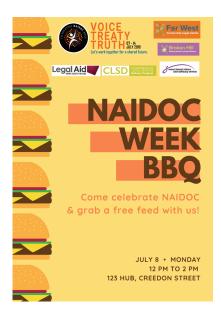
CLSD Projects

CLSD helped organise community legal education sessions in Broken Hill and Wilcannia in mid-February on the topic of Child Support.

CLSD provided assistance to Wilcannia Safe House in collaboration with Maari Ma and Legal Aid to putting on an event in Wilcannia on 11th March 2020 to celebrate International Women's Day (IWD). Note: This was postponed due to Sorry business and then cancelled due to current COVID-19 pandemic.

NAIDOC Week BBQ

CLSD collaborated with FWCLC, Legal Aid, SHLV and WDVCAS to provide a free community BBQ at 123 Hub in Creedon Street. The BBQ was timed to begin not long after the Flag Raising Ceremony which kick starts the week's events.



Traditional Media & Social Media Training

In November of 2019 we were fortunate enough that William Verity who is the Senior Communications Adviser at Legal Aid NSW was willing and able to travel to Broken Hill to provide CLSD partners with training sessions relating to Traditional Media and Social Media. Due to the popularity of the sessions we were able to run a session in the morning and then another one in the afternoon. The feedback received

from the attendees was very positive and appreciative of the trainer's extensive knowledge in the area and that they were able to showcase this during the sessions.

Tenant Support & Education Project (TSEP) Event 2019

In December of 2019 the Far West CLSD Regional Coordinator travelled with WDVCAS to Dareton to attend the Tenant Support & Education Project (TSEP) Event. By joining with WDVCAS we were able to provide an information stall to the community and this also provided the chance to network with the local service providers.



Community Involvement

- Wear It Purple 2019
- Free Legal Advice Clinic White Cliffs 2019
- Gem Fest & Car Boot Sale White Cliffs 2019
- NAIDOC Committee Meetings 2019/2020
- Child Protection Event 2019
- NAIDOC Family Fun Day 2019
- Anti-Poverty Week 2019
- Wilcannia Careers Day 2019
- White Ribbon Day 2019
- Love Bites 2019 Year 8 and 10
- Ochre Ribbon Day 2020
- Wilcannia International Women's Day (IWD) Event 2020
- Rural Services Network Meetings 2019/2020
- Youth Week Planning Meeting 2020
- DV Interagency Meetings 2019/2020
- Youth Services Schools Interagency (YSSI)
 Meetings 2019/2020
- Year 7 Day 2020

Firstly, I would like to take this opportunity to extend my utmost thanks and appreciation to everyone that has given up their time to be a guest speaker at the quarterly meetings who provided insight to a number of new programs happening. A special thank you to the people that provided their time in being able to run the projects if it were not for all your help and assistance the year would not have been as nearly as successful as it was.

It has been an exciting year that bought new challenges for CLSD thanks largely to the pandemic COVID-19 with a number of important projects happening, along with planning the quarterly meetings with a special thank you to all the invaluable guest speakers who attended and Whilst there have been challenges to overcome during the year, this made it all that much more rewarding when these challenges were met head on and passed. With the amount of ideas and the

upcoming Planning Session the next year for the CLSD program is looking to be another blockbuster and we can't wait.

Simon Hunter - Far West CLSD Regional Coordinator



FINANCIAL STATEMENTS

FINANCIAL STATEMENTS

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

FAR WEST COMMUNITY LEGAL CENTRE LIMITED ABN: 49 951 130 115

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
INCOME	\$	\$
REVENUE		
Commonwealth Legal Program	1,451,795	1,091,523
WDVCAS Legal Aid	528,531	482,975
CLSD	28,000	21,229
Public Purpose Funding	177,252	68,848
Staying Home Leaving Violence	253,343	214,509
Once Off Funding – AG	44,886	-
Bank Interest	2,534	4,085
Other Income	219,773	175,260
	2,706,114	2,058,429
OTHER INCOME		
Profit on Sale of Non-current Assets	10,160	
Front on Sale of Non-Current Assets	2,716,274	2,058,429
		2,030,425
ATTER MIN. ADMINISTRATION		
EXPENSES		
Advertising & Promotion	8,995	5,285
Cleaning, repairs and maintenance	6,328	3,818
Contract Wages – FWCLC	15,000	-
Depreciation	45,473	32,196
Electricity	13,855	16,389
Employee benefit expenses	1,780,839	1,773,145
Insurance	22,968	8,870
IT Support and expenses	8,916	8,115
Motor Vehicle, travel and related costs	56,495	63,847
Professional Fees	26,032	20,159
Rent	118,167	115,291
Staff recruitment and relocation costs	19,787	7,847
Telephone and Internet	25,713	25,001
Other expenses	<u>198,617</u>	192,829
	2,347,185	2,272,792
Profit (loss) before income tax	369,089	(214,363)

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

FAR WEST COMMUNITY LEGAL CENTRE LIMITED ABN: 49 951 130 115

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

ASSETS CURRENT ASSETS Cash and cash equivalents Trade and other receivables Other current assets TOTAL CURRENT ASSETS	Note 2 3 4	2020 \$ 854,882 34,409 1,318 890,609	2019 \$ 541,909 16,461
NOT-CURRENT ASSETS Property, Plant and Equipment TOTAL NON-CURRENT ASSETS TOTAL ASSETS	6	289,361 289,361 1,179,970	166,824 166,824 726,778
LIABILITIES CURRENT LIABILITIES Trade and other payables TOTAL CURRENT LIABLITIES	5 7	179,488 	125,833 33,583 159,416
NON-CURRENT LIABILITIES Provisions TOTAL NON-CURRENT LIABILITIES TOTAL LIABILITIES NET ASSETS	7	48,716 48,716 298,430 881,540	64,783 64,783 224,199 502,579
EQUITY Retained earnings TOTAL EQUITY	8	<u>881,540</u> 881,540	<u>502,579</u> 502,579

THANK YOU TO THE FRIENDS OF THE FWCLC

