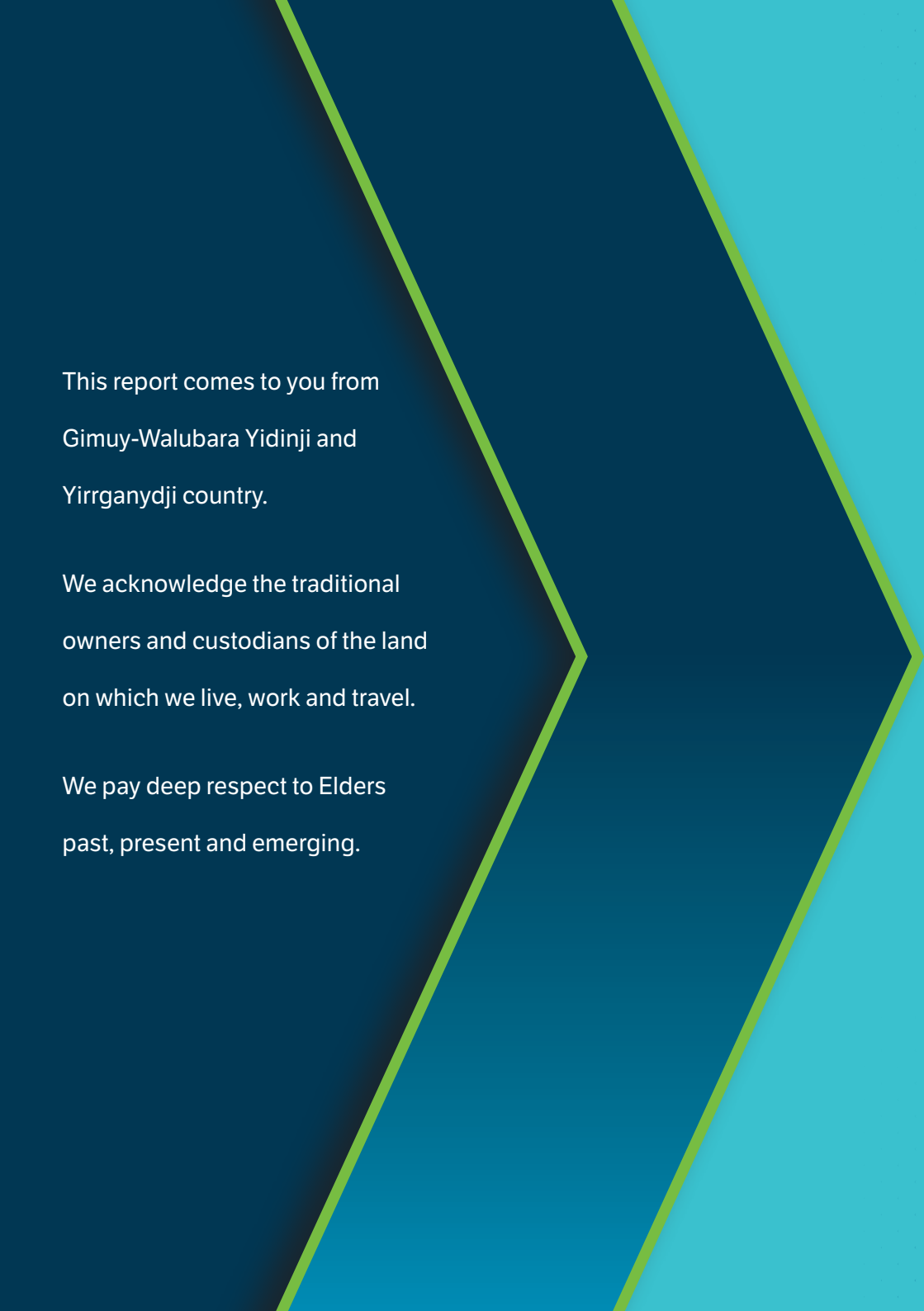




CAIRNS COMMUNITY  
**LEGAL CENTRE** INC

2023 - 2024

# **ANNUAL REPORT**



This report comes to you from  
Gimuy-Walubara Yidinji and  
Yirrganydji country.

We acknowledge the traditional  
owners and custodians of the land  
on which we live, work and travel.

We pay deep respect to Elders  
past, present and emerging.

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# ABOUT US

## BACKGROUND OF THE CENTRE

The Cairns Community Legal Centre Inc (the Centre) was established in 1991 and incorporated in January 1993. The Centre is a not-for-profit community organisation that provides legal and support services for the benefit of people in the community experiencing disadvantage.

The Centre is one of more than 200 community legal centres nationwide and is accessible to the community from 9:00am to 4:00pm Monday to Friday.



Solicitor Renee and Paralegal Stephanie

## PURPOSE

People in the community experiencing disadvantage are provided accessible legal and social justice services.

## VALUES



Integrity



Commitment



Fairness



Compassion



Adaptability



Diversity



Working Together



Respect



# President's Report

Amanda Lee-Ross

On behalf of the board, I am proud to present the Annual Report for 2023-2024, highlighting the achievements and dedication of our team in providing essential legal services to the communities of Cairns, Cape and Torres Strait. Our aim is to empower our community in navigating the legal system to achieve better legal outcomes. We promote positive interactions with the law, and we look forward to building on the success of 2023-2024 as we move forward to deliver on our strategy and write the next chapter of the Centre.

Interestingly, many of the things that were important to us in the last strategic planning cycle, remain so now. This year has seen economic volatility, rising inflation and high costs of living impact on our vulnerable clients. We have had to continue to innovate and test new ideas of service provision as we seek to offer assistance to the community. We feel strongly that maintaining our spirit of service, an important part of our strategic plan, is fundamental to ensuring our ability to provide clients with high quality, innovative and responsive service provision. The Centre, like many others, has faced the difficulties associated with recruitment to specialist positions within a regional area, further exacerbated by the seemingly national workforce shortages.

On behalf of the Board, I would like to thank our CEO Liz Behrend for the excellent job she has done in managing and developing the Centre. Furthermore, I would like to thank our Finance and Administration Manager, Pauline Vella and our Principal Solicitor Melanie Wilson and Acting Principal Solicitor Kelsey Leahy. I would also like to thank all the staff for their hard work and dedication to the provision of quality services to our clients during this challenging time.

Finally, I would like to thank my colleagues on the Board. Along with myself, Belinda remains a stalwart of the Board and we have enjoyed continuing to work with Julie, Arabella and Aidan this year. All of the Board members have worked hard and made valuable contributions to our strategic plan. Their commitment to the Centre has made my role as President easy.

There will be plenty to do over the next year as we seek to consolidate the Centre after another year of changes, and I look forward to doing so with you all.



# CEO's Report

## Elizabeth Behrend

It is my pleasure to write the CEO Report for the 2023-2024 year. It has been business as usual at the Centre, delivering legal and social support to our communities.

Our purpose and values have continued to guide us. This together with our 2021-2025 Strategic Plan, we have continued to provide outstanding work on a day-to-day basis for clients, maintain focus on our longer-term strategies, and retain a good sense of well-being within the team.

A strong spirit of service has been identified as a key cornerstone of our success. Maintaining a healthy organisational culture and strong relationships, are important aspects of this, with a review of our values and behaviours to be undertaken to ensure that these continue to be relevant and drive the business of the organisation forward in the current environment.

This year has not been without its challenges. Recruitment in the CLC sector remains difficult. This has been a trend that we have not shared alone. It is a statewide challenge for a lot of services. The rising costs of living has seen our client numbers increase. We have continually sought to maximise client and community impact. We have continued to provide outreach to Mareeba, Atherton and Innisfail.

And while I may have been CEO during this time, it does not mean that these achievements are necessarily mine. They are ours – mine and our team of Senior Management and staff. I have taken the time this year to understand my team and acknowledge that they are the key to success. So, to that end, I would like to thank our staff – this amazing group of individuals who come together every day to enrich, improve and expand the wellbeing of our clients and communities. I would like to acknowledge the Centre's Finance & Administration Manager Pauline Vella, Principal Solicitor Melanie Wilson and Supervising Solicitor/Acting Principal Solicitor Kelsey Leahy who form the Senior Management Team. They have helped steer Cairns Community Legal Centre towards the successes of the past year and will continue to push on for the betterment of the Centre. This has provided the Centre with a leadership that has been invaluable. I also extend my gratitude to the Centre's pro bono partners, who were able to assist with client appointments.

Our achievements throughout this year would not have been possible without the leadership of our Board. I want to acknowledge all Board members for the significant contribution they continue to make and especially our longstanding president Amanda Lee-Ross for her wisdom and insight for guiding the Centre through another year which brought its own unique challenges.

Once again, I look forward to working with everyone into the future to continue providing services to our local community.



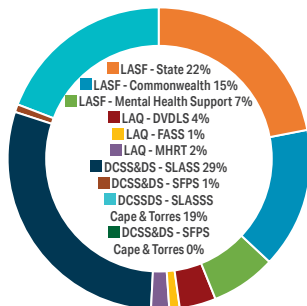
# Treasurer's Report

Aidan Lang

## INCOME

For the 2023-2024 financial year, the Cairns Community Legal Centre Inc (the Centre)'s grant income was \$2,413,770.

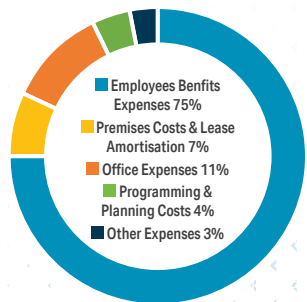
The Centre's main source of income was from the following Government funded programs:



## EXPENSES

For the 2023-2024 financial year, the total expenses for the Centre was

**\$2,356,156**



## Legal Assistance Strategy and Funding (LASF)

**\$1,053,474**

Of the LASF funding received for the year, the Commonwealth Attorney-General's Department contributed \$518,170 (including \$160,000 for LASF Mental Health Support Services) and the State Attorney-General's Department contributed \$535,304.

## Legal Aid Queensland funding of:

**\$98,871**

Domestic and Family Violence Duty Lawyer Service

**\$18,500**

Family Advocacy Support Service

**\$39,660**

Mental Health Review Tribunal

## Queensland Department of Child Safety, Seniors and Disability Services:

**\$703,696**

Seniors Legal and Support Service

**\$34,722**

Seniors Financial Protection Service

**\$455,519**

Seniors Legal and Social Support Service in the Cape & Torres regions

**\$9,328**

Seniors Financial Protection Service in the Cape & Torres regions

## AUDITED FINANCIAL STATEMENTS AND REPORTS

The Annual Financial Statements and Reports were audited by Jessups Accountants & Business Advisors and are included in the Annual Report.

My thanks to all staff, volunteers and Board members for their assistance during this financial year.



# Principal Solicitor's Report

Melanie Wilson

I think it's fair to sum up 2023-2024 as a year of change.

From staffing to client management systems to the nature of services offered, the picture painted by the Cairns Community Legal Centre Inc (the Centre) at 30 June 2023 to that of 30 June 2024 is quite different.

First and foremost, however, I extend my deepest gratitude to Kelsey Leahy, who in the role of Acting Principal Solicitor, skilfully steered the Centre's Professional Practice ship through a turbulent period of ongoing recruitment, program development and professional practice management, ensuring that my return from maternity leave in February 2024 was both smooth and supported.

The Centre's busy generalist practice was again dominated by a large incidence of clients seeking assistance after purchasing "lemon cars." The Centre's hard work in these matters was rewarded with several successful outcomes in the Queensland Civil and Administrative Tribunal. Our generalist law service was also boosted in early 2024 by the commencement of our Pro Bono Clinic. The clinic is serviced remotely by solicitors from

Minter Ellison in Brisbane, who attend fortnightly appointments focusing on civil law matters. The Pro Bono clinic is currently operating on a trial basis, and we are hopeful that it will become a more permanent fixture as demand grows.

In July 2023, the Centre commenced providing Duty Lawyer services as part of the new Specialist Domestic and Family Violence Court in Cairns. This increased our Duty Lawyer commitments from one to three days per week at the Cairns Magistrates Court. The Centre's Professional Staff have adapted admirably to the change, showing impressive flexibility in taking on the extra workload without complaint.

Early 2024 also saw the reinstatement of the Cairns Mental Health Legal Service's legal advice clinic, a Health Justice Partnership with the Cairns Hospital operated out of the Mental Health Unit. Surmounting the challenges of hospital renovations and COVID-19 health and safety requirements, the Centre is able to provide an in-person legal advice clinic once again, which have been well received.

It was a big year for the Centre's Cairns Seniors Legal and Support (SLASS) Programs, and Cape and Torres Strait Seniors Legal and Social Support (SLASSS) Programs, with funding secured for another five years. In particular, the Cape and Torres Strait SLASSS program saw huge expansion, with our team undertaking 11 in-person outreach trips, developing networks in areas such as Cooktown/ Wujal Wujal, Hope Vale, Weipa/Napranum, Normanton and Thursday Island, showing the impact our service can have when fully staffed. Now that funding is certain for a further five years, we are excited to build on the growing momentum in these services.

In early 2024, the Centre started the transition to a new Client Management System (Actionstep) which has meant a huge amount of planning and implementation work behind the scenes. Through it all, Centre's staff have patiently adapted to shifting file management and operational processes, all while continuing to focus on quality client service.

Most importantly, in a period of almost constant flux, the Centre has again exceeded its service targets to meet the needs of vulnerable members of the community. This was only possible with the unflinching dedication, patience and commitment of the Centre's staff who, not only have kept the Centre running through all the change, but have continued to achieve life-changing outcomes for our clients.



# OUR PEOPLE

## BOARD

### President

Amanda Lee-Ross  
Business and Finance Manager,  
Cairns Regional Domestic Violence Service

### Vice President

Julie Theakston  
Manager, Mareeba Community Centre Inc

### Treasurer

Aidan Lang  
Chief Executive Officer,  
Access Community Housing

### Secretary

Belinda Down  
Senior Region Adviser – Northern Region, Local  
Government Division, Department of Housing,  
Local Government, Planning and Public Works

### Ordinary Members

Arabella Kullack  
Special Counsel, The Will & All

## RECOGNITION OF SERVICE – 15 YEARS

The Centre would like to recognise the valuable contributions of Linda Cheng, (Client Information & Administration Support). Linda commenced with the Centre in November 2008, and has been an integral member of staff at the Centre.

Thank you for your dedication  
Linda.

## STAFF

### Chief Executive Officer

Elizabeth Behrend

### Finance & Administration Manager

Pauline Vella

### Principal Solicitor

Melanie Wilson

### Supervising Solicitor/Acting Principal Solicitor (until February 2024)

Kelsey Leahy

### Solicitors

Denise Hilder, Renee Lees, Andrew McDonnell,  
Esmeralda Reasbeck (until May 2024),  
Zyanna Davidson, Tara Sherwood (until May 2024)

### Social Workers

Tracey Ashton, Melissa Smith (until August 2023),  
Julie Green (from November 2023)

### Paralegal

Stephanie Carroll

### Client Information & Administration Support

Linda Cheng, Jennifer Christensen,  
Alena Pannell, Leah McBride  
(until June 2024)

### Client Support Officer

Baitha Warusam-Tabuai (from April 2024)

### Executive Assistant

Lucy Raymer



# Strategic Priorities

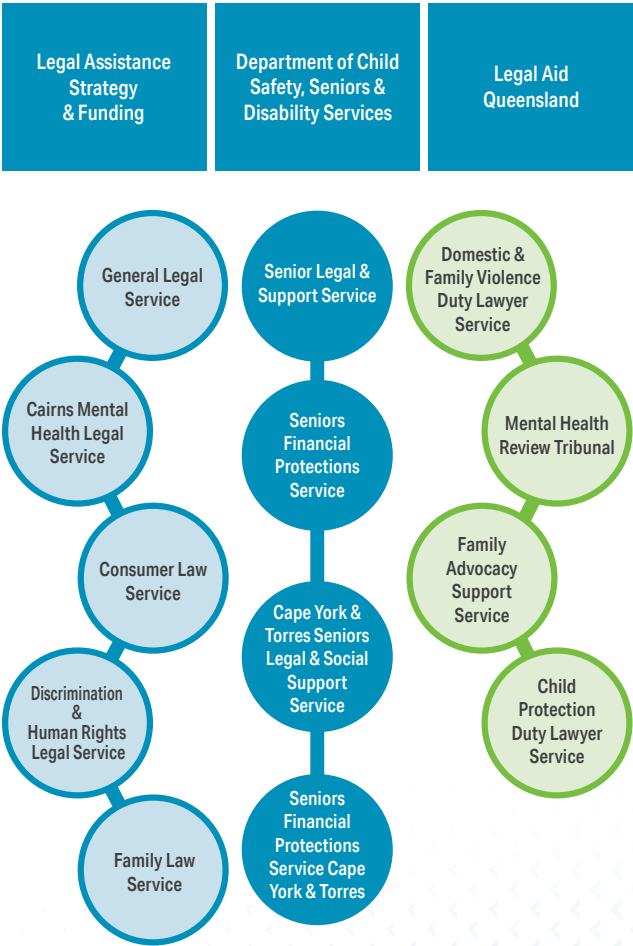
The Centre's Strategic Plan can be simply and effectively stated as follows:



This has guided us throughout the year, with achievements across these areas outlined in this report.

# Our Services to the Community

In 2023-2024 the Centre provided **information, referrals, discrete service assistance and ongoing casework services** across its various programs and funding streams:



The Centre offered these services over a **geographical area** stretching across Far North Queensland with services delivered **face-to-face**, as well as via **telephone and skype** and through regular outreach locations at Innisfail, Atherton, Mareeba and the Cairns Hospital.

## TELEPHONE ADVICE AND WALK-IN SERVICE

Established in response to client demand, this Service enables clients to access urgent face to face or telephone advice across all of the Centre's practice areas.

The necessity of this service is demonstrated by the 135 emergency appointments provided to clients during the 2023-2024 financial year, and as such, is now embedded as a critical part of the Centre's services.



Seniors Community Education Session

# Legal Assistance Strategy & Funding (LASF) Program

## GENERAL LEGAL SERVICE

The General Legal Service (GLS) is the Centre's core service, providing legal assistance across a broad range of areas including family law, domestic violence, peace and good behaviour matters, discrimination, guardianship administration and other mental health legal work, debt, motor vehicle, criminal law, traffic and other miscellaneous matters.

Work undertaken by the GLS includes:

- Information and referrals; and
- Legal advice and legal task services; and
- Casework services.

The GLS also provides community education talks on a broad range of legal matters to community groups, organisations and others.

The GLS is funded by the Commonwealth and State Governments through the Queensland Department of Justice and Attorney General, Legal Assistance Strategy & Funding (LASF).



CIAS Leah, Supervising Solicitor Kelsey, Paralegal Stephanie and Social Worker Julie

## STORY OF IMPACT

*Culturally and linguistically diverse people and migrants are some of the most vulnerable members of our community. For vulnerable members of our community, receiving correspondence from a government agency about an alleged debt can be an overwhelming experience. If action is not taken, it can lead to an array of costly legal processes.*

*Ms Yusuf is from a culturally and linguistically diverse background and has no income. Ms Yusuf received correspondence from the State Penalty Enforcement Registry ("SPER") advising she had outstanding fines in excess of \$1,500.00.*

*Ms Yusuf did not receive an infringement notice and she was unaware she had received fines for speeding, not wearing a seatbelt correctly and driving an unregistered vehicle. As a result of Ms Yusuf's non-payment, her outstanding fines were transferred to SPER, where they began to accrue interest and fees. Ms Yusuf contacted our Centre for advice, noting that she was not in a position to pay the fines by the due date and was concerned about the significant financial strain and an array of future legal problems this may cause.*

*A solicitor from our Centre drafted a letter to SPER on Ms Yusuf's behalf, requesting a payment plan. As a result of our intervention, the matter was addressed in a timely manner and alleviated Ms Yusuf's concerns of further financial strain and any future legal implications.*



Social Worker Tracey

## CONSUMER LAW SERVICE

The Consumer Law Service (CLS) provides services across a range of consumer law matters including consumer credit, debt, bankruptcy, telecommunications and financial services complaints, consumer product and services complaints and other consumer related enquiries.

The CLS assists the consumers by providing:

- Information and referrals; and
- Legal advice and legal task services; and
- Casework services.

The CLS also provides community education talks addressing consumer rights and common consumer issues.

The CLS is part of those services funded through the LASF.

## STORY OF IMPACT

*Goods sold by a business must be of acceptable quality under Australian Consumer Law. If the good has a major defect, a consumer is entitled to request a refund, replacement or repair. If the good has a minor defect, a consumer is entitled to repairs free of charge.*

*Taylor is a single mother of two children who requires a vehicle to render an income. Taylor purchased a brand new four wheel drive from a car dealership to use as a family and work vehicle.*

*Within 2 days of Taylor owning the vehicle, the vehicle failed to start. Over the next 5 months, the vehicle failed to start on a number of occasions and broke down on two occasions while she was driving. The defect in the vehicle caused significant stress for Taylor, particularly when the vehicle broke down on a busy road while her children were in the vehicle.*

*When the car yard refused to provide a refund or exchange, Taylor contacted the Cairns Community Legal Centre for assistance. A Centre solicitor provided advice about Taylor's rights under Australian Consumer Law and drafted a letter of demand for Taylor to send to the car yard requesting a refund due to the vehicles major defect.*

*As a result of our intervention, the car yard offered Taylor a cash sum to settle the matter. Taylor was relieved to settle the matter so she could obtain a new, reliable vehicle for her family and work.*

## DISCRIMINATION & HUMAN RIGHTS LEGAL SERVICE

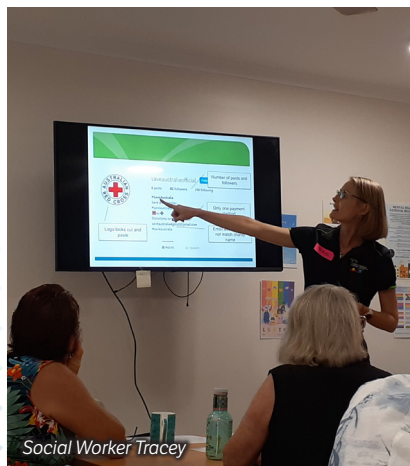
The Centre's Discrimination & Human Rights Legal Service (D&HRLS), continues to specialise in providing services to people experiencing discrimination; as well as providing services to those whose matters fall within the ambit of the Human Rights Act (Qld).

The D&HRLS work is also provided through:

- Information and referrals; and
- Legal advice and legal task services; and
- Casework services, including representation of clients before the Queensland Human Rights Commission, Australian Human Rights Commission and Fair Work Commission.

The D&HRLS is also available to provide community education through the local community.

The D&HRLS is also funded through the LASF.



## STORY OF IMPACT

*A person cannot be discriminated against on the basis of a mental health condition, or due to the use of an assistance animal under the Anti-Discrimination Act. Discrimination compounds the existing challenges faced by a person who experiences a mental health condition and uses an assistance animal.*

*Molly was diagnosed with post-traumatic stress disorder and anxiety after experiencing significant trauma in her workplace. Following this diagnosis, Molly began using an assistance animal who provided significant support with day to day tasks. When Molly rented a unit in a complex, the complex caretaker discriminated against Molly due to her use of assistance animal. The caretaker prevented her from entering the complex, put rubbish on her vehicle and verbally abused her and her assistance animal.*

*Molly filed a complaint with the Queensland Human Rights Commission, but no outcome was reached. Molly then elected for the matter to be referred to Queensland Civil and Administrative Tribunal ('QCAT').*

*Molly sought assistance from our Centre to prepare submissions for QCAT. With Molly's consent, we contacted one of the Centre's pro bono partners who specialises in discrimination. The pro bono partner provided our solicitor with advice about the legal basis for Molly's claim under the Anti-Discrimination Act and directed the solicitor on what to include in the submissions.*

*Our solicitor was then able to provide this legal advice to Molly and further assist her by drafting her submissions for QCAT. Molly was grateful for the assistance provided which enabled her to progress her QCAT matter.*





Paralegal Stephanie

## FAMILY LAW SERVICE

The Family Law Service (FLS) focusses on family law matters involving children.

The FLS has a primary focus on facilitating client's ability to participate effectively in family law mediations and to advance the prospect of successful mediation without the need to resort to litigious processes.

The FLS assists clients through:

- Information and referrals; and
- Legal advice and legal task services; and
- Casework services.

The FLS is also available to provide community education and is funded through the LASF.

## STORY OF IMPACT

*Threatening to commit suicide or self-harm is a behaviour of domestic violence. This behaviour can lead to families separating, pushing children into single parent families. This sudden lifestyle change can impact the mental health of all parties involved and can impact the primary caregivers earning capacity, leaving a group within our society living in low social economic circumstance due to domestic and family violence.*

*Michael is a Sri Lankan man, who speaks Tamil at home. Michael had separated from his wife Rebecca 3 days ago, after Rebecca had a mental health episode where she threatened to commit suicide in front of Michael and their 2 young children. Rebecca left the house and Michael is looking after the children. Michael was anxious about the children's welfare if they were to be in Rebecca's care.*

*Michael lives remote and travelled 1 hour to our Centre, seeking an urgent appointment with a solicitor. A solicitor from our Centre was able to advise Michael of the many legal avenues available to him. With Michael's primary focus on the children, our solicitor drafted a parenting plan, outlining that the children are to reside with Michael and can spend telephone time with Rebecca, as agreed.*

*As a result of our intervention, Michael left our Centre with a parenting plan to be signed by him and Rebecca, referrals to organisations who can facilitate mediation, and empowered with legal advice around his options under the Family Law Act and the Domestic and Family Violence Protection Act.*

## CAIRNS MENTAL HEALTH LEGAL SERVICE

The CMHLS provides legal services to clients needing help with Treatment Authorities, Electroconvulsive Therapy Applications and other mental health legal work. **This includes representation at hearings before the Mental Health Review Tribunal;** with advice and assistance also provided across the Centre's other usual areas of practice where that's needed.

The CMHLS provides tailored community education talks to members of the community who may be suffering from a mental illness and to service providers working in mental health.

We are currently working with the Cairns Hospital to establish regular face-to-face legal advice appointments for patients of the Mental Health Unit.

“  
I have already referred  
someone else to your  
service.”



Social Worker Julie

## STORY OF IMPACT

*Mental health can impact people of all ages. It is important that when adolescents experience ill mental health, they have the appropriate support network who can assist and advocate on their behalf.*

*Matthew's minor son was enrolled in a local high school. Mathew's son enjoyed school and was eager to attend each day. Unfortunately, some teachers began to treat Matthew's son unfavourably and as a result of this treatment, Matthew's son's mental health significantly deteriorated. He started becoming anxious to attend school, concerned with how the teachers would treat him until ultimately, he started refusing to attend school.*

*Matthew had attended multiple meetings with the school Principal, however, the behaviour of the teachers towards his son was not improving. Due to the decline in Matthew's son's mental health and the school not correcting the behaviour of their teachers, Matthew had made the difficult decision to withdraw his son from the school. Matthew then attended our Centre seeking advice.*

*A Solicitor from our Centre wrote to the school outlining the negative impact the treatment of the teachers had on Matthew's son's mental health, outlined his son's human rights, and sought his school fees be reimbursed. As a result of our Centre's intervention, Matthew was reimbursed his son's school fees.*

*Matthew was able to put this money towards enrollment fees at a new school for his son, where he is again enjoying attending school.*



# Legal Aid Queensland Funded Services

## DOMESTIC VIOLENCE DUTY LAWYER SERVICE

The Cairns Community Legal Centre Inc (CCLC) is now providing the Domestic & Family Violence Duty Lawyer Service in partnership with Legal Aid Queensland (LAQ) and North Queensland Women's Legal Service Inc (NQWLS).

CCLC, LAQ and NQWLS are available at the Magistrates Court in Cairns each Tuesday, Wednesday and Friday, to provide legal advice and representation on the day to parties in DV matters. NQWLS is available to women, with LAQ and CCLC available to all men, both aggrieved and respondents. CCLC is also in some cases available to women, for example where both parties to a DV matter are women.

The Centre's GLS also compliments the DVDLS by enabling follow up work to be provided in relation to domestic violence and other work that is required beyond the duty lawyer service provided, including in relation to family law matters.

**We provided services to 369 clients**

## MENTAL HEALTH REVIEW TRIBUNAL SERVICE

The Centre's Mental Health Review Tribunal Service is also funded by Legal Aid Queensland.

This service is delivered by a hybrid model of in person and online representation.

**We provided services to 30 clients**



*Social Worker Julie*

## FAMILY ADVOCACY AND SUPPORT SERVICE

The Centre also continued to provide the Family Advocacy and Support Service together with the North Queensland Women's Legal Service and Legal Aid Queensland.

The FASS saw the Centre providing duty lawyer services before the Federal Circuit Court (as it was then) in Cairns; in relation to family law matters involving domestic and family violence. As part of this service, other urgent family law assistance may also be provided by the Centre outside of duty days.

**We provided services to 8 clients**

## CHILD PROTECTION DUTY LAWYER SERVICE

In 2023-2024 the Centre also made itself available to assist with the Child Protection Duty Lawyer Service, when required.

This service is also funded by Legal Aid Queensland.

# Department Of Child Safety, Seniors and Disability Services

## SENIORS LEGAL & SUPPORT SERVICE

The Seniors Legal and Support Service (SLASS) undertakes legal and support services for the benefit of seniors affected by elder abuse or financial exploitation.

The SLASS provides a multi-disciplinary practice, consisting of a solicitor and social worker who provide a range of assistance to clients including via home visits and other safe locations.

The SLASS assists clients through:

- Legal advice, legal task assistance;
- Information and referrals;
- Counselling and support; and
- Casework services

The SLASS and SLASSS also provides community education talks to client groups and other service providers including residents in nursing homes, neighbourhood centres and other community organisations, retirement groups, aged care service providers and others.

The SLASS and SLASSS are funded by the Queensland Department of Child Safety, Seniors and Disability Services, and is one of many such services state wide.



Scam Bingo Session held in Weipa

## STORY OF IMPACT

*While someone may be successful in their debt dispute matter by receiving a decision that the debtor is to repay them, unfortunately, there is no guarantee that the debtor will actually pay the creditor. It is then the responsibility of the creditor, who is often in financial hardship, to incur further costs and spend further time starting new Court proceedings to enforce the Tribunal or Court's decision.*

*Sally is a 65-year-old woman in receipt of a government pension. Sally had received a favourable decision from the Queensland Civil and Administrative Tribunal, where two other parties were ordered to pay Sally a large sum of money. As the other parties had not repaid Sally, Sally attended our Centre and received advice from a Solicitor under the Seniors Legal and Support Service (SLASS) on what her options were.*

*The Solicitor assisted Sally to draft all necessary Court documents and file enforcement proceedings, seeking a Court order that forced the other parties to repay her. Sally's application was successful, and the Magistrate Court ordered the other parties to pay Sally in instalments. Although the instalment payments started, not long after the other parties stopped making instalment payments, putting further financial pressure on Sally.*

*Our Solicitor was then able to assist Sally through an often lengthy and complicated court process to file new proceedings in a timely manner, something Sally would not have been able to navigate without our assistance. Sally's application is now before the Court. Sally is looking forward to obtaining another favourable decision in this matter.*



Solicitor Andrew

## SENIORS FINANCIAL PROTECTION SERVICE

The Seniors Financial Protection Service (SFPS) aims to enable seniors experiencing or at risk of experiencing financial abuse to make informed decisions, look after their personal finances, protect their financial futures and reduce the risk of being financially abused.

The SFPS is also funded by the Queensland Department of Child Safety, Seniors and Disability Services.

## STORY OF IMPACT

*Many seniors in our community are financially disadvantaged due to an act of another and cannot themselves follow the civil court processes to recover monies. Our Centre will assist those persons in our community.*

*Luke is a 76-year-old man who lives alone and receives the Disability Support Pension from Centrelink. Luke was in a car accident where the other driver, who was at fault, struck Luke's car causing damage. Whilst the other driver initially agreed to pay for the repairs, he soon started ignoring Luke's correspondence. Luke then successfully took his matter through the Queensland Civil and Administrative Tribunal.*

*After 6 months had passed with no payment from the debtor, Luke, unsure on how to recover the debt, contacted our Centre for assistance. Our Centre's Solicitor wrote to the debtor, demanding payment of the judgement amount plus interest, within 14 days.*

*As a result of our Centre's assistance, the debtor paid Luke the judgement amount plus interest within the demanded time frame. Without this assistance, which commenced the enforcement creditor process, it is unlikely Luke would have recovered the judgement amount from the debtor.*

“This is a great service and you've been very helpful to me.”

# STORY OF IMPACT

## SENIORS LEGAL & SOCIAL SUPPORT SERVICE CAPE YORK AND TORRES

The Seniors Legal and Social Support Service (SLASSS) provides accessible legal and social support services for the benefit of seniors affected by, or at risk of elder abuse or financial exploitation in the Cape York and Torres Strait regions.

The SLASSS provides a multi-disciplinary practice. A client support officer and/or social worker provides the first point of contact with the older person, and maintains contact until the conclusion of the service. If legal issues are identified, and if the client wishes to obtain legal advice, the social worker will introduce them to a lawyer.

Clients can be provided a range of assistance, including via home visits and other safe locations.

The SLASSS assists clients through:

- Legal advice, legal task assistance;
- Information and referrals;
- Counselling and support; and
- Casework services

The SLASSS also provides community education talks to client groups and other service providers including residents in nursing homes, neighbourhood centres and other community organisations, retirement groups, aged care service providers and others.

The SLASSS is funded by the Queensland Department of Child Safety, Seniors and Disability Services, and is one of many such services state wide.

*The Queensland Civil and Administrative Tribunal (QCAT) can appoint a guardian and/or an administrator for an adult if they have impaired capacity and if not appointed, the adult's needs would not be adequately met, or their interests adequately protected. At times, QCAT makes appointments which are not always clear or understood by the person. The Seniors Legal and Social Support Service (SLASSS) can support people to seek clarity about when, why, and how the application was made. Since capacity can be fluid, the SLASSS can also advocate for and support the process of re-assessing capacity.*

*Stuart was referred to the SLASSS by a friend who was concerned that Stuart had little comprehension of why he was under both the Public Trustee and the Public Guardian. As a result of the QCAT order, Stuart was placed in an aged care facility 500 kilometres from his wife and daughters. During the first appointment, Stuart expressed his frustration and disempowerment and requested support in understanding what had happened and assistance to set up his own bank account. The Public Trustee had agreed to deposit \$100 every few months to facilitate Stuart to have some access to funds.*

*Supported by the SLASSS social worker, approval was sought from the Office of the Public Guardian (OPG) and the Public Trustee to provide social support to Stuart. Working alongside Stuart's Public Guardian, we obtained the QCAT order and have applied for a copy of the original QCAT application. Allegedly, Stuart is a victim-survivor of elder abuse, and we hope to provide Stuart far greater clarity once we receive this documentation.*

*Working alongside the Public Trustee, the SLASSS social worker has facilitated the setup of an ANZ bank account with a Statement of Referee through their Indigenous Helpline so that Stuart has a sense of some financial independence. In addition, the SLASSS is supporting Stuart to have his capacity re-assessed to understand if he does now have decision-making capacity across some or all domains and can regain greater independence over his life decisions. An outcome Stuart would not have been able to achieve without the SLASSS.*

## SENIORS FINANCIAL PROTECTION SERVICE CAPE YORK AND TORRES

The Seniors Financial Protection Service - Cape and Torres Strait (SFPS C&T) aims to enable seniors experiencing or at risk of experiencing financial abuse to make informed decisions, look after their personal finances, protect their financial futures and reduce the risk of being financially abused.

The SFPS C&T is also funded by the Queensland Department of Child Safety, Seniors and Disability Services.

“

The staff were very helpful. They gave me appointment when I did not have one for the day I came.

I am very impressed with the service. I cannot find any fault and would recommend it to everyone.

Once again, thank you. ”

## STORY OF IMPACT

*Dealing with the aftermath of cybercrime is stressful and uncertain, especially for older Indigenous Australians living in remote communities.*

*Jason is an Aboriginal man living in a remote community in Far North Queensland, who is wholly reliant on the disability support pension. Jason attended our Seniors Legal and Social Support Service (SLASSS) social worker's community education presentation on elder abuse. As a result, Jason contacted our Centre help him as a victim of cybercrime resulting in Jason incurring a taxation liability.*

*Our Centre's SLASSS solicitor for the Cape and Torres is working with Jason, to prepare documents needed by our Centre to communicate with the Indigenous Helpline at the Australian Taxation Office.*

*Our Centre's SLASSS social worker will help Jason gather documents he has to show the ATO he is a victim of cybercrime. Our Centre's goal for Jason is to prepare the information necessary to refer Jason to specialist debt legal service to help Jason be released from his taxation liability.*





# THE STATISTICS

## OUR CLIENTS

Records show that in 2023-2024 the Centre provided 1895 clients; with legal advice, legal task assistance, duty lawyer, court/tribunal and other representation, as well as social work support services.

“  
Absolutely brilliant and efficient information with an appointment made available so quick I was stoked.

Thank you!”



**95%** of our clients reside in outer regional and remote areas - with approximately one third of our clients residing outside of the immediate Cairns City area



**32%** of our clients identified as having a disability – with approximately 64% of our clients with a disability having an income of less than \$599 pw (\$31 999 pa)



**19%** of our clients identified as First Australians



**15%** of our clients identified as experiencing or at risk of experiencing homelessness



**15%** of our clients identified as experiencing or at risk or at risk of experiencing Domestic & Family Violence



**36%** of our clients were born overseas

## OUR WORK ACTIVITIES

Records show that in 2023-2024 the Centre's work encompassed approximately:

**59%** civil law work;

**29%** family law; and

**12%** criminal law - across a range of problem types.

**Discrete legal and social work support services totalled 2581 for all funding categories, including 1563 legal advices and 85 legal task assistance services provided through the LASF.**

**A total of 69 new court/tribunal and other legal representation matters were also opened; with 75 such matters closed during the year, including 14 through the LASF.**

**In addition, the Centre provided 528 duty lawyer services through the Domestic Violence Duty Lawyer Service; and 40 client services through the Mental Health Review Tribunal Service.**

**Over 5876 information and referral activities were also provided, including 2974 referrals through the LASF. This included referrals to other organisations in instances where the Centre was unable to assist (for example due to resourcing constraints) as well as referrals provided to other organisations in order to provide clients with a holistic approach to their situation or avoid duplication of services.**

**Further work complimenting the Centre's information, referral, advice and casework services included the provision of 87 community education and CLE activities, including 6 community legal education (CLE) activities through the LASF.**

**Increased stakeholder engagement in 2023-2024 (528 activities).**

“

I have a lot of confidence in the ability of the lawyers.

And they're always really friendly and approachable.”

## WHAT OUR CLIENTS TOLD US

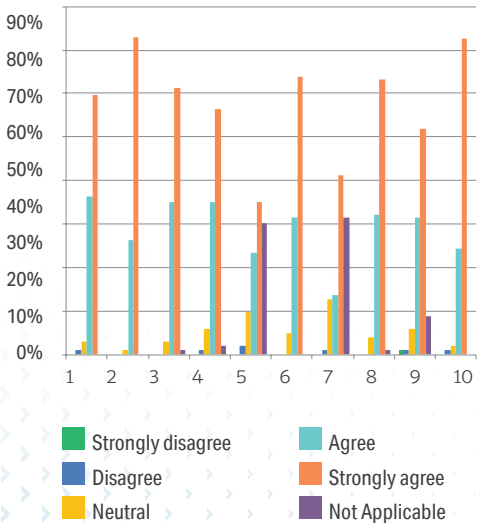
In May 2024, the Centre undertook a client survey pursuant to the requirements of the National Legal Assistance Partnership Agreement 2020-2025 (NLAP), and the Queensland Department of Justice and the Attorney-General.

The Centre sought to survey all clients who received a legal advice, legal task, court/tribunal or other representation service in May 2024, with some of these services including the provision of information and/or referral services.

“  
Solicitor was very helpful. They gave us realistic expectations about our issues and helped to resolve them in a friendly manner.”

Client satisfaction results are summarised as follows:

- 1. It was easy to access the legal centre when I first needed help
- 2. The legal centre staff listened to my legal problems in a friendly and respectful manner
- 3. The legal centre staff helped me understand how to deal with my legal problem and provided me with options
- 4. The information and resources I received from the legal centre staff were very useful
- 5. I am very likely to access the other service(s) that I was referred to by the legal centre
- 6. I feel confident in the ability of the legal centre to assist me
- 7. I am satisfied with the resolution of the matter I received assistance for
- 8. I know where to get help if I have another legal problem in the future
- 9. The legal centre was able to meet me specific cultural or personal needs
- 10. I would recommend this legal centre to other people





# Community Engagement, Profile and Influence

The Centre participated in a range of community engagement activities throughout 2023-2024.

This included:

## **ATTENDANCE AT COMMUNITY EVENTS:**

The Centre was involved in a number of community events throughout the year including:

- James Cook University Market Day – Stall
- NAIDOC Week - Stall
- Domestic and Family Violence Month – Breakfast & Vigil
- FNQ Family Law Pathways – Breakfast
- International Women's Day – Breakfast
- Law Week – Law Walk
- Red Rose Rallies
- All of Us Festival – Stall
- Mental Health Week – FNQLA Lunch
- Seniors Month – Cairns Regional Council & Tablelands Council's Positive Ageing Fair – Stall
- Mareeba Seniors Expo – Department of Child Safety, Seniors and Disability Services

## **REGIONAL & REMOTE OUTREACH:**

The Centre undertook a number of outreach trips in to regional and remote communities throughout the financial year, including:

- Cooktown • Hope Vale • Laura • Napranum
- Normanton • Weipa • Wujal Wujal

## **MEDIA:**

The Centre also stayed connected with its communities through its web and social media presence.

“

Very thankful for the service provided which helped a lot with resolving the issue.”

## COMMUNITY LEGAL & OTHER EDUCATION:

The Centre's Community Education work continued to be delivered, with work in this space being provided to Community Organisations, Groups and Networks including:

- ARC Disability Services
- Atherton Mental Health
- Alcohol Tobacco and Other Drugs Services
- Aurukun Shire Council
- Aveo Retirement Living
- Better Together
- Cairns and Community Dementia Carers Support Group
- Cairns Parkinsons Support Group
- Cairns Regional Council
- Cairns Libraries
- CentaCare FNQ
- Community Support Centre Innisfail
- Cooktown District Community Centre
- Department of Child Safety, Seniors and Disability Services
- Edmonton Neighbourhood Watch
- Eureka Villages Earlville
- Financial Counsellors of Queensland
- FNQ Dementia Alliance
- FNQ Legacy
- Freshwater Church
- Hambledon House Community Centre
- Heritage Gardens
- Innisfail Probus Club
- Integrated Living
- Lives Lived Well
- Manoora Neighbourhood Centre
- Mareeba Community Housing
- Marlin Coast Neighbourhood Centre
- Mission Australia
- Napranum Shire Council
- National Seniors
- Neami National
- Normanton Hospital
- Normanton Justice Group
- North West Remote Health
- QLD Health
- Relationships Australia
- Right at Home Cairns & Innisfail
- Selectability
- St Peters Anglican Church
- Tableland Community Housing
- Tablelands Regional Council
- TAFE Cairns & Atherton
- Transition Care Program
- Weipa Residential Care Unit – Weipa Hospital
- Wellways
- West Cairns Ladies Probus Club
- Wujal Justice Group
- Wujal Primary Health Care
- Wujal Shire Council
- YETI

With Talks canvassing a range of legal issues serviced by the Centre.

## STORY OF IMPACT

*Elder abuse and financial exploitation, known locally as humbugging, is increasingly occurring in communities in the Cape York and Torres Strait Regions. The boundary between cultural obligation and elder abuse and humbugging is blurred and thus becomes a difficult issue for people to report, even more so in small, tight-knit communities. Supporting these communities requires innovative thinking around partnerships with attention paid to maintaining confidentiality and a person's dignity and cultural ways.*

*Working alongside the Queensland Health nurse navigation team in the regions, the Seniors Legal and Social Support Service (SLASSS) can provide culturally rich and appropriate services to reduce or eliminate the risk of elder abuse and financial exploitation.*

*In a session in the Cairns office, our SLASSS social worker and client support officer met with twelve of the nurse navigation team, five of whom joined from remote locations in the region. We shared details of the service offerings with examples and case studies and our models of working with different communities. We informed and empowered nurse navigators to be aware of the signs of elder abuse and financial exploitation and we discussed best practice and collaboration moving forward.*

*Since this session, we have received several referrals from areas in the Cape York and Torres Strait Regions such as Murray Island and Aurukun with plans for joint outreach in the coming months.*

## REGULAR NETWORKS:

This work continued remotely, with our ongoing involvement in the:

- National Older Persons Legal Service Network
- Queensland SLASS Network
- Cairns Collective Impact on Domestic and Family Violence Network
- Operational Working Group for the Specialist Domestic and Family Violence Court
- Tablelands Domestic Family Violence and Sexual Assault Network
- Regional Legal Assistance Forum
- CLE Legal Assistance Forum
- Cairns Alliance of Social Services
- Tablelands Interagency Network
- Australian Disability Rights Network
- Human Rights Advocates Network
- FNQ Consumer Task Force
- Family Support Network
- Aged Care Assessment Team (ACAT) – Cairns
- Elder Abuse Regional & Remote Community Engagement Reference Group
- Mental Health and Disability Legal Assistance Forum
- Mental Health Legal Service Network

With Networks aimed at developing client service delivery and organisational objectives

## STORY OF IMPACT

*The Cairns Community Legal Centre regularly advises clients on their human rights and advocates for client's human rights under the Human Rights Act 2019 (QLD) through the complaint process of the Queensland Human Rights Commission ("QHRC").*

*The Cairns Community Legal Centre is, therefore, a member of the Human Rights Advocates Group facilitated by the QHRC. The group meets quarterly and discusses topics such as recent case law, deidentified case studies provided by group members, recent reports, reviews and enquiries and current human right issues in Queensland such as children in police watchhouses. The structure of the group creates meaningful engagement with stakeholders and promotes information sharing.*

*Attending the Human Rights Advocate Group ensures our Centre is staying up to date with current community concerns and further develops our knowledge in this area of law, allowing us to enhance the services we deliver to clients.*

“

The service I received was above and beyond what I expected. I'm very satisfied with the outcome.

”

# PARTNERS & RELATIONSHIPS

In order to optimise the services that the Centre can provide to clients, the Centre also works closely with a range of legal and non-legal service providers.

This includes regular participation in the **Regional Legal Assistance Forum (RLAF)**, **CLEAF (Community Legal Education Assistance Forum)** and **MHDLAF (Mental Health and Disability Legal Assistance Forum)**. In addition, the Centre also maintains its connections with the **Cairns Alliance of Social Services (CASS)**.

**The Centre is a regular and active participant in the RLAF, CLEAF; and also facilitates a conduit between the RLAF and the non-legal service providers who form part of the CASS.**

This year the Centre had the pleasure of hosting Emma Minimbi and Nadika Popena from Papua New Guinea as part of their study tour of Community Legal Centres in Australia, an initiative jointly facilitated by Community Legal Centres Australia and Ashurst.

Emma and Nadika are in the process of establishing Hope Pro Bono in Papua New Guinea, a pro bono legal organisation which will provide free legal services to people located in the Highlands Region of Papua New Guinea. We were honoured to demonstrate how CCLC delivers its services and, hopefully, play a small part in contributing to such an important initiative

Additionally, the Centre's pro bono partners and relationships remain important. In 2023-2024 the Centre continued to maintain its links with its pro bono supporters including local and national firms; and local Counsel. Through their generosity and goodwill the Centre and its clients have been able to achieve a level of assistance that would have not otherwise been possible.

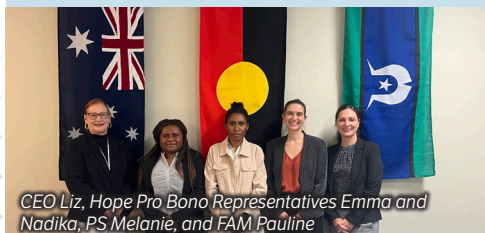
## STORY OF IMPACT

*Many older Australians lend money to family members without formalising the agreement in writing, relying on trust and the family bond to ensure repayment of the loan. When these informal agreements are not honoured, it is a lengthy and complex legal process to recover the money owed. This becomes particularly difficult for community legal centres when the respondent moves interstate.*

*Cathy is in her late 70's, lives alone and relies on the age pension for income. Cathy's adult son was struggling financially and needed money to cover the costs of moving into new rental accommodation. Cathy verbally agreed to loan him \$3000. When he stopped making repayments on the loan, Cathy struggled to afford her own daily expenses and consulted the Cairns Community Legal Centre for assistance to recover the debt.*

*Our Centre guided Cathy through the debt recovery process, successfully obtaining a decision in the civil and administrative tribunal. However, Cathy's son still refused to repay the debt and now lived interstate, meaning that our Centre was unable to help Cathy enforce the judgment. The Centre consulted its list of pro bono partners and facilitated a warm referral for Cathy to one of our partners located in the state where Cathy's son lived. Our pro bono partner took over the enforcement of the decision and, ultimately, used its resources to secure a settlement for Cathy, ensuring that she received payment of the debt.*

*Through our Centre's intervention and productive pro bono network, Cathy received the money owed to her and is better placed to assure her financial security in future.*



CEO Liz, Hope Pro Bono Representatives Emma and Nadika, PS Melanie, and FAM Pauline

## OUTREACH SERVICES HAVE REMAINED A PART OF THE CENTRE'S SERVICES AS FOLLOWS:

### **Innisfail**

Provided at the Community Support Centre Innisfail Inc (via telephone and face to face)

### **Mareeba**

Provided at the Mareeba Community Centre Inc  
(via telephone and face to face)

### **Atherton**

Provided in conjunction with Better Together

## NACLC ACCREDITATION

*The Centre also retains its certification as part of the NACLC accreditation process.*

*Through this the Centre seeks to maintain continuous quality improvement and best practice.*



***We also extend a special thanks to government and funders who continued to demonstrate their support during this highly irregular year:***



\* *Stories of Impact*

*All stories have been provided with the consent of the client; with all names changed.*



# FINANCIAL STATEMENTS

FOR THE YEAR ENDED  
30 JUNE 2024



**JESSUPS**

## **INDEPENDENCE DECLARATION**

**TO THE MEMBERS OF CAIRNS COMMUNITY LEGAL CENTRE INC  
FOR THE YEAR ENDED 30 JUNE 2024**

We declare that, to the best of our knowledge and belief, in relation to the audit of Cairns Community Legal Centre Inc. for the year ended 30 June 2024, there have been:

- no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*; and
- no contraventions of any applicable code of professional conduct.

Yours faithfully  
**Jessups**

**Darren Thamm**  
Partner

Dated this 2nd day of October 2024

## Cairns Community Legal Centre Inc

ABN: 87 237 848 993

### Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

		2024	2023
	Note	\$	\$
Revenue	4	2,246,515	1,762,147
Interest income		7,761	6,165
Other income	4	183	14,624
Employee benefits expense		(1,771,104)	(1,295,310)
Depreciation and amortisation expense		(103,645)	(67,741)
Travel and accommodation expenses		(38,603)	(23,281)
Insurances		(17,754)	(17,090)
Minor equipment purchases		(54,869)	(36,277)
Training and development costs		(13,911)	(8,775)
Communication costs		(13,223)	(13,642)
Office expenses		(119,402)	(123,677)
Library, resources and subscriptions		(15,985)	(14,156)
Programming and Planning costs		(96,557)	(62,962)
Premises costs		(65,800)	(35,534)
Recalled funds unspent		(76)	(82)
Other expenses		(31,333)	(28,037)
Finance expenses		(13,894)	(7,119)
<b>Surplus before income tax</b>		<b>(101,697)</b>	<b>49,253</b>
Income tax expense		-	-
<b>Surplus for the year</b>		<b>(101,697)</b>	<b>49,253</b>
<b>Other comprehensive income for the year, net of tax</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive income for the year</b>		<b>(101,697)</b>	<b>49,253</b>



## Cairns Community Legal Centre Inc

ABN: 87 237 848 993

### Statement of Financial Position

30 June 2024

	Note	2024 \$	2023 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	5	876,418	948,035
Trade and other receivables	6	21,668	9,165
Other assets	8	-	14,688
TOTAL CURRENT ASSETS		<u>898,086</u>	<u>971,888</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	332,506	122,783
TOTAL NON-CURRENT ASSETS		<u>332,506</u>	<u>122,783</u>
TOTAL ASSETS		<u>1,230,592</u>	<u>1,094,671</u>
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	10	552,396	495,374
Lease liabilities	9	113,201	60,534
Employee benefits	11	100,160	80,991
TOTAL CURRENT LIABILITIES		<u>765,757</u>	<u>636,899</u>
NON-CURRENT LIABILITIES			
Lease liabilities	9	146,705	39,743
Employee benefits	11	7,972	6,174
TOTAL NON-CURRENT LIABILITIES		<u>154,677</u>	<u>45,917</u>
TOTAL LIABILITIES		<u>920,434</u>	<u>682,816</u>
NET ASSETS		<u>310,158</u>	<u>411,855</u>
<b>EQUITY</b>			
Reserves		67,418	55,300
Retained earnings		242,740	356,555
TOTAL EQUITY		<u>310,158</u>	<u>411,855</u>

## Cairns Community Legal Centre Inc

ABN: 87 237 848 993

### Statement of Changes in Equity For the Year Ended 30 June 2024

#### 2024

	Retained Earnings	General Reserve	Total
	\$	\$	\$
Balance at 1 July 2023	356,555	55,300	411,855
Surplus/(deficit) for the year	(101,697)	-	(101,697)
Transfers from retained earnings to general reserve	(12,118)	12,118	-
Total other comprehensive income for the period	-	-	-
Balance at 30 June 2024	242,740	67,418	310,158

#### 2023

	Retained Earnings	General Reserve	Total
	\$	\$	\$
Balance at 1 July 2022	317,086	45,516	362,602
Surplus/(deficit) for the year	49,253	-	49,253
Transfers from retained earnings to general reserve	(9,784)	9,784	-
Total other comprehensive income for the period	-	-	-
Balance at 30 June 2023	356,555	55,300	411,855

Statement of Cash Flows  
For the Year Ended 30 June 2024

	2024	2023
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from customers	2,464,516	1,932,914
Payments to suppliers and employees	(2,376,262)	(1,505,544)
Interest received	7,761	6,165
Net cash provided by/(used in) operating activities	15 96,015	433,535
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Purchase of property, plant and equipment	(48,620)	-
Net cash provided by/(used in) investing activities	(48,620)	-
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>		
Payment of finance lease liabilities	(119,012)	(66,669)
Net cash provided by/(used in) financing activities	(119,012)	(66,669)
Net increase/(decrease) in cash and cash equivalents held	(71,617)	366,866
Cash and cash equivalents at beginning of year	948,035	581,169
Cash and cash equivalents at end of financial year	5 876,418	948,035

## Cairns Community Legal Centre Inc

ABN: 87 237 848 993

### Notes to the Financial Statements For the Year Ended 30 June 2024

The financial report covers Cairns Community Legal Centre Inc as an individual entity. Cairns Community Legal Centre Inc is a not-for-profit Association, registered and domiciled in Australia. Cairns Community Legal Centre Inc is incorporated in Queensland under the *Association Incorporation Act (QLD) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2007)* ('the Act').

The principal activities of the Association for the year ended 30 June 2024 were to provide people within the community experiencing disadvantage with accessible legal and social justice services.

The functional and presentation currency of Cairns Community Legal Centre Inc is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

#### 1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012*.

#### 2 Material Accounting Policy Information

##### (a) Revenue and other income

###### Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services.

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Association have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

The revenue recognition policies for the principal revenue streams of the Association are:

###### Grant Income

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations then the revenue is recognised when control of each performance obligation is satisfied.

The performance obligations are varied based on the agreement but many include provision of specific programs with agreed outcomes.

Each performance obligation is considered to ensure that the revenue recognition reflects the transfer of control and within grant agreements there may be some performance obligations where control transfers at a point in time and others which have continuous transfer of control over the life of the contract.

Where control is transferred over time, generally the input methods being either control of time incurred are deemed to be the most appropriate methods to reflect the transfer of benefit.

Revenue in the scope of AASB 1058 is recognised on receipt unless it relates to a capital grant which satisfies certain criteria, in this case the grant is recognised as the asset is acquired or constructed.

Where the control is transferred over time, generally the input method being either costs or time incurred are deemed to be the most appropriate methods to reflect the transfer of benefits.

Notes to the Financial Statements  
For the Year Ended 30 June 2024

2 Material Accounting Policy Information

(a) Revenue and other income

Contract assets and liabilities

Where the amounts billed to customers are based on the achievement of various milestones established in the contract, the amounts recognised as revenue in a given period do not necessarily coincide with the amounts billed to or certified by the customer.

When a performance obligation is satisfied by transferring a promised good or service to the customer before the customer pays consideration or the before payment is due, the Association presents the contract as a contract asset, unless the Association's rights to that amount of consideration are unconditional, in which case the Association recognises a receivable.

When an amount of consideration is received from a customer prior to the entity transferring a good or service to the customer, the Association presents the contract as a contract liability.

(b) Income tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

(d) Volunteer services

No amounts are included in the financial statements for services donated by volunteers.

(e) Property, plant and equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Association, commencing when the asset is ready for use.

The estimated useful lives used for each class of depreciable asset are shown below:

Fixed asset class	Useful life
Furniture, Fixtures and Fittings	5 - 10 years
Motor Vehicles	8 years
Leasehold improvements	4 years

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

## Notes to the Financial Statements

### For the Year Ended 30 June 2024

#### 2 Material Accounting Policy Information

##### (f) Financial instruments

###### Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

###### *Classification*

On initial recognition, the Association classifies its financial assets into the following categories, those measured at amortised cost. The Association does not hold any financial assets at fair value.

###### *Amortised cost*

The Association's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

###### *Impairment of trade receivables*

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Association has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

##### (g) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and subject to an insignificant risk of change in value.

##### (h) Leases

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Association's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Association's assessment of lease term.

###### *Exceptions to lease accounting*

The Association has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. The Association recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

## Notes to the Financial Statements

### For the Year Ended 30 June 2024

#### 2 Material Accounting Policy Information

##### (i) Employee benefits

Provision is made for the Association's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Changes in the measurement of the liability are recognised in profit or loss.

#### 3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

##### Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

#### 4 Other Revenue and Income

##### Revenue from continuing operations

	2024 \$	2023 \$
Revenue from contracts with customers (AASB 15)		
- Legal Aid Qld Revenue	157,031	125,273
- Government revenue (including grants)	2,256,739	1,915,172
- Unexpended Grants B/F	257,774	104,055
- Unexpended Grants	(425,633)	(382,786)
	<u>2,245,910</u>	<u>1,761,714</u>
Revenue recognised on receipt (AASB 1058)		
- Donations	500	365
- Membership fees	105	68
	<u>605</u>	<u>433</u>
	<u>2,246,515</u>	<u>1,762,147</u>
Other Income		
- Parental leave subsidies	183	14,624
	<u>183</u>	<u>14,624</u>

Notes to the Financial Statements  
For the Year Ended 30 June 2024

4 Other Revenue and Income

Government grants and other assistance

	2024	2023
	\$	\$
<b>Commonwealth government</b>		
LASF Commonwealth Grant	358,170	352,077
LASF - Mental Health Support	160,000	160,000
	<u>518,170</u>	<u>512,077</u>
<b>State government</b>		
LASF State Grant	535,304	509,044
DCSS&DS - SLASS Grant	703,696	666,192
DCSS&DS - Seniors FPS Grant	34,722	32,026
DCSS&DS - SLASSS Cape & Torres	455,519	195,833
DCSS&DS - SFPS Cape & Torres	9,328	-
	<u>1,738,569</u>	<u>1,403,095</u>
<b>Total government grants and other assistance</b>	<u>2,256,739</u>	<u>1,915,172</u>

5 Cash and Cash Equivalents

	2024	2023
	\$	\$
Cash at bank and in hand	876,418	948,035
	<u>876,418</u>	<u>948,035</u>

6 Trade and Other Receivables

	2024	2023
	\$	\$
<b>CURRENT</b>		
Other receivables	21,668	9,165
<b>Total current trade and other receivables</b>	<u>21,668</u>	<u>9,165</u>

7 Property, Plant and Equipment

	2024	2023
	\$	\$
<b>Plant and equipment</b>		
At cost	4,826	4,826
Accumulated depreciation	(4,776)	(4,752)
<b>Total plant and equipment</b>	<u>50</u>	<u>74</u>
<b>Furniture, fixtures and fittings</b>		
At cost	60,393	60,393
Accumulated depreciation	(54,657)	(53,091)
<b>Total furniture, fixtures and fittings</b>	<u>5,736</u>	<u>7,302</u>



Notes to the Financial Statements  
For the Year Ended 30 June 2024

7 Property, Plant and Equipment

	2024	2023
	\$	\$
Motor vehicles		
At cost	16,487	16,487
Accumulated depreciation	(15,836)	(15,647)
Total motor vehicles	651	840
Office equipment		
At cost	102,808	57,860
Accumulated depreciation	(51,318)	(44,650)
Total office equipment	51,490	13,210
Right-of-Use - Buildings		
At cost	366,105	101,357
Accumulated depreciation	(91,526)	-
Total Right-of-Use - Buildings	274,579	101,357
Total property, plant and equipment	332,506	122,783

Movements in carrying amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Plant and Equipment	Furniture, Fixtures and Fittings	Motor Vehicles	Office Equipment	Right-of-Use - Buildings	Total
	\$	\$	\$	\$	\$	\$
Year ended 30 June 2024						
Balance at the beginning of year	74	7,302	840	13,210	101,357	122,783
Additions	-	-	-	48,620	366,105	414,725
Depreciation expense	(24)	(1,566)	(189)	(10,340)	(91,526)	(103,645)
Derecognition of Lease	-	-	-	-	(101,357)	(101,357)
Balance at the end of the year	50	5,736	651	51,490	274,579	332,506

## Cairns Community Legal Centre Inc

ABN: 87 237 848 993

### Notes to the Financial Statements For the Year Ended 30 June 2024

#### 8 Other Non-Financial Assets

	2024	2023
	\$	\$
CURRENT		
Prepayments - Work-in-progress Office Fitout	-	14,688
	-	14,688

#### 9 Leases

The Association leases buildings for their offices, the lease duration is 18 months, which is set to expire 31 March 2025, with the option to extend a further 18 months.

The building lease contains an annual pricing mechanism based on CPI movements at each anniversary of the lease inception.

##### Lease liabilities

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

	< 1 year	1 - 5 years	> 5 years	Total undiscounted lease liabilities	Lease liabilities included in this Statement Of Financial Position
	\$	\$	\$	\$	\$
<b>2024</b>					
Lease liabilities	122,299	152,873	-	275,172	259,906
<b>2023</b>					
Lease liabilities	101,357	-	-	101,357	100,277

##### Extension options

The current building lease contains an extension option which allows the Association to extend the lease term by up a further 18 months.

The Association includes options in the leases to provide flexibility and certainty to the Association operations and reduce costs of moving premises and the extension options are at the Association's discretion.

At commencement date and each subsequent reporting date, the Association assesses where it is reasonably certain that the extension options will be exercised.

##### Statement of Profit or Loss and Other Comprehensive Income

The amounts recognised in the statement of profit or loss and other comprehensive income relating to interest expense on lease liabilities and short-term leases or leases of low value assets are shown below:

	2024	2023
	\$	\$
Interest expense on lease liabilities	13,894	7,119
	13,894	7,119

Notes to the Financial Statements  
For the Year Ended 30 June 2024

10 Trade and Other Payables

	2024	2023
	\$	\$
CURRENT		
Trade payables	44,095	34,602
GST payable	44,527	46,647
Payroll Liabilities	38,140	31,339
Unexpended grants	425,633	382,786
	<u>552,395</u>	<u>495,374</u>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

11 Employee Benefits

	2024	2023
	\$	\$
CURRENT		
Provision for annual leave - LASF & Ors	54,728	43,950
Provision for annual leave - DCSS&DS	14,984	13,329
Provison for long service leave - LASF & Ors	15,224	13,279
Provision for long service leave - DCSS&DS	15,224	10,433
	<u>100,160</u>	<u>80,991</u>
NON-CURRENT		
Provision for long service leave - LASF & Ors	5,328	4,032
Provision for long service leave - DCSS&DS	2,644	2,142
	<u>7,972</u>	<u>6,174</u>

12 Key Management Personnel Disclosures

The remuneration paid to key management personnel of the Association is \$ 488,919 (2023: \$ 404,571).

13 Auditors' Remuneration

	2024	2023
	\$	\$
Remuneration of the auditor Jessups NQ, for:		
- auditing the financial statements	5,700	3,700
Total	<u>5,700</u>	<u>3,700</u>

14 Contingencies

In the opinion of those charged with governance, the Association did not have any contingencies at 30 June 2024 (30 June 2023:None).

Notes to the Financial Statements  
For the Year Ended 30 June 2024

15 Cash Flow Information

Reconciliation of net income to net cash provided by operating activities:

	2024	2023
	\$	\$
Surplus for the year	(101,697)	49,255
Cash flows excluded from profit attributable to operating activities		
- Finance costs	13,894	7,119
Non-cash flows in profit:		
- amortisation	91,526	57,918
- depreciation	12,119	9,823
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	2,185	(14,388)
- increase/(decrease) in trade and other payables	57,020	307,284
- increase/(decrease) in employee benefits	20,968	16,524
Cashflows from operations	96,015	433,535

16 Events After the End of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

17 Statutory Information

The registered office and principal place of business of the company is:

Cairns Community Legal Centre Inc  
2nd Floor, Main Street Arcade  
82 Grafton Street  
Cairns QLD 4870

Cairns Community Legal Centre Inc

ABN: 87 237 848 993

Statement by Members of the Board

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person ..... Responsible person .....

Dated 02/10/2024



JESSUPS

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## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF CAIRNS COMMUNITY LEGAL CENTRE INC FOR THE YEAR ENDED 30 JUNE 2024

#### Report on the Audit of the Financial Report

##### *Opinion*

We have audited the financial report of Cairns Community Legal Centre Inc (the registered entity), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the registered entity is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

- giving a true and fair view of the registered entity's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

##### *Basis for Opinion*

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the ACNC Act and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

##### *Responsibilities of the Directors for the Financial Report*

The directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.



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In preparing the financial report, the directors are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

***Auditor's Responsibilities for the Audit of the Financial Report***

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards website at: [http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.

**Jessups**

**Darren Thamm**  
Partner

Dated this 2nd day of October 2024



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