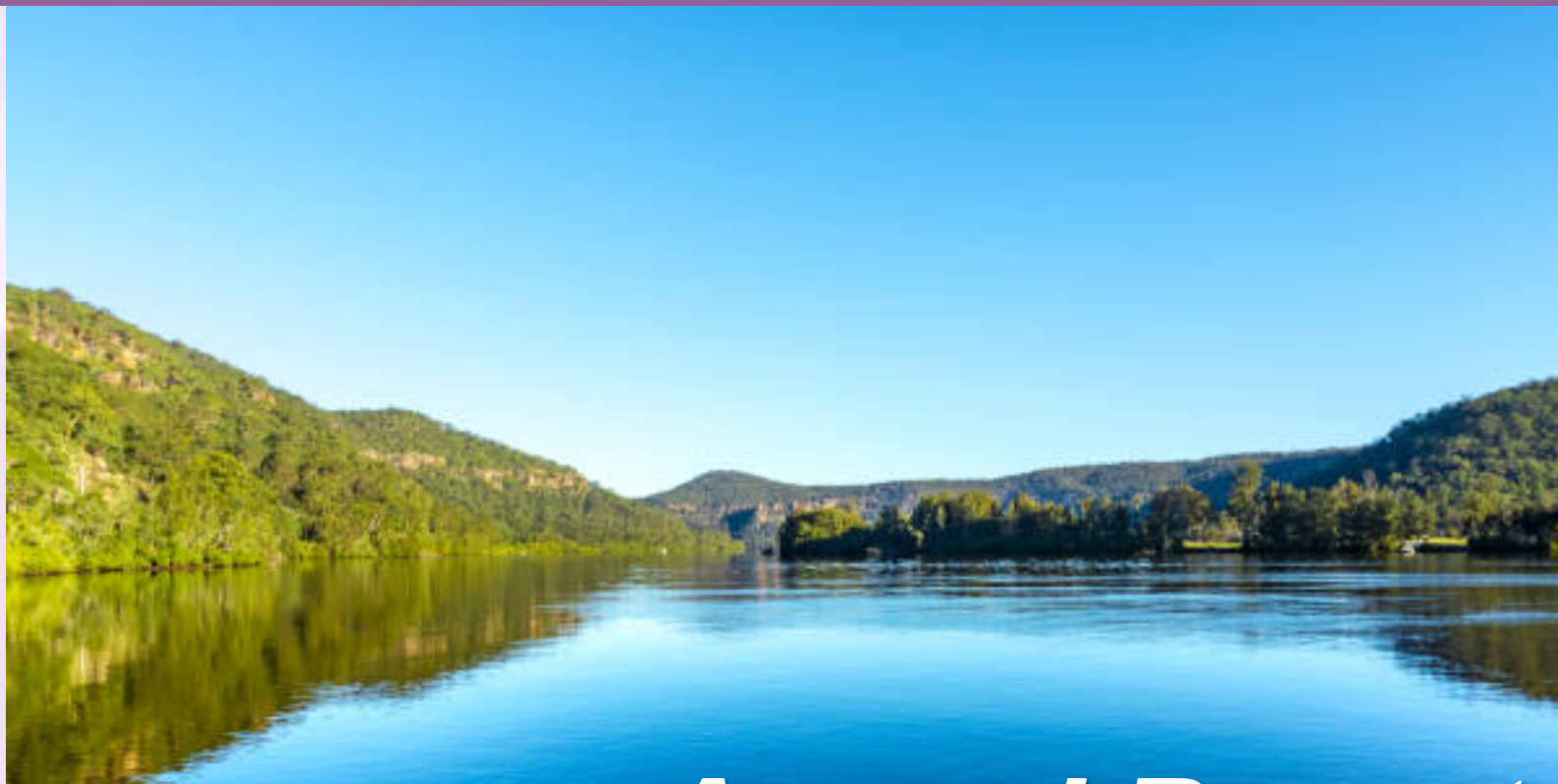




**Western Sydney**  
COMMUNITY LEGAL CENTRE LIMITED  
ABN 81 963 193 626 | ACN 629 118 903



# ***Annual Report***

*1 July 2018 – 30 June 2019*

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# Acknowledgement of Country

*Western Sydney Community Legal Centre Limited (WSCLC) would like to acknowledge the Darug people who are the traditional custodians of the land on which all our offices are located and where we conduct our work. We acknowledge and pay respects to Elders, past and present, who have given us time, knowledge and guidance. We appreciate the rich contribution and resilience that Aboriginal and Torres Strait Islander people and youth provide to WSCLC and the community.*

*WSCLC continues to work together with our Aboriginal and Torres Strait Islander staff, and our non-Indigenous staff, to better our understanding of Aboriginal and Torres Strait Islander cultures and ongoing connection to the land, waters and seas. We are committed to creating a genuine appreciation for the diversity of Aboriginal and Torres Strait Islander peoples, their contribution to the workplace and community, and in turn, we are working towards reconciliation.*

*Always was, always will be Aboriginal land.*

- Shannon Pendreigh, ALAP Worker (2016 – August 2019)



# Chairperson's Report

It is with pleasure that I am able to present the first annual report of Western Sydney Legal Centre (WSCLC) as a company limited by guarantee, following the amalgamation of three individual community legal centres in 2016.

With the establishment of this new entity, we have continued to consolidate our operational goals and plans building on the sound foundational work of the previous years. In December 2018 a new skills-based Board of Directors was appointed with Catherine Murphy as Chair.

Our Board of Directors comes to us from diverse professional backgrounds including experience in law, finance, governance, employment relations, marketing and business development. As a Board our primary focus to date has been to establish a robust governance framework and a continuing commitment to best practices, accountability and sustainability across the company.

## Highlights

The WSCLC management team has worked hard to further implement the amalgamation and continue to expand the services we provide. This was predominantly achieved through a restructure and expansion of the legal practice, ensuring key areas of focus and community need were met. In January 2019 a new innovative outreach program replaced the existing services, targeting priority client groups.

Our CLSP Legal 'Services For Community' team attended over 100 Community Legal Education, Community Engagements and Stakeholder Engagements the last financial year. With a focus on accessibility they were able to educate, engage and promote our service to members of different communities within the CLSP catchment.

The Children's Court Assistance Scheme is a discrete service WSCLC auspices which provides discrete non legal assistance to young people involved in the Children's Court system in NSW. Operating at both the Parramatta and Surry Hills Children's Courts, over 4500 young people were assisted this last financial year.

My sincere and heartfelt thanks go to WSCLC's operational management and frontline staff who are the heartbeat of all that we do and our eyes and ears on the ground. We were saddened to farewell Nick Sabel as CEO and would like to thank him for his hard work in establishing a strong operational plan and policy framework for the company following its registration. I am also thankful to Louise Coady, Principal Solicitor, for agreeing to step in as Acting CEO following Nick's departure.

I assumed the position of Chair in July 2019, with Christina Bova appointed as Deputy Chair. My sincere thanks go to Catherine Murphy who stood down from the Board in

July for her service to WSCLC over many years and for her dedication and perseverance as WSCLC navigated the amalgamation.

Importantly, I wish to recognise the contributions of our Board members. As a mostly new Board, I would like to thank my fellow directors for their hard work and commitment in helping management further embed current best practices and establishing a new, sustainable direction for the company. I am sure I speak on behalf of the Board in saying that we very much look forward to working with management to continue to enhance its innovative practices and value to the community.

Our achievements would not be possible without the support of our funders and partners. A special thanks goes to Legal Aid NSW, the Department of Social Services, the Scully Fund, NSW Fair Trading, Western Sydney University, NSW Department of Communities and Justice, Macquarie University, Attorney General's Department, and NSW Family and Community Services.

WSCLC's vision is ***no less than justice for all***. At the heart of everything we do lies our belief and steadfast commitment to the value and impact our services have on the lives of people living in Western Sydney. Our staff continue to fight for the rights of those most disadvantaged in our community and the Board supports them all the way.

**Helen Bouropoulos**

**Chair**



# About Us

Western Sydney Community Legal Centre Limited (WSCLC) is a public company limited by guarantee, governed by a Board of volunteer skills-based Directors who are generally local residents and professionals with an interest in social justice. WSCLC is accredited by the National Association of Community Legal Centres (NACLC).

WSCLC's work operates under two separate arms: a legal arm and a social justice arm. The legal arm incorporates:

- 1) The Community Legal Services Program (CLSP) team including an Aboriginal Legal Access Program (ALAP) team – operating broadly across Western Sydney and funded by Legal Aid NSW, the Commonwealth government and The Scully Fund.*
- 2) The Home Building Advocacy Service (HoBAS) team – operating state-wide and funded by NSW Fair Trading.*
- 3) The Student Legal Services (SLS) team – operating within and funded by Western Sydney University.*

The social justice arm incorporates;

- 1) The Western Sydney Tenants' Service (WESTS) team – operating within certain sections of Western Sydney and funded by NSW Fair Trading.*
- 2) The Women's Domestic Violence Court Advocacy Service (WDVCAS) team – operating within certain sections of Western Sydney and funded by Legal Aid NSW.*
- 3) The Children's Court Assistance Scheme (CCAS) team – operating within the Children's Court at Parramatta and Surry Hills and funded by Legal Aid NSW.*
- 4) The Central West Child Contact Service (CWCS) team – operating within certain sections of Western Sydney and funded by the Department of Social Services.*
- 5) The Youth Education Program (YEP) team – operating in conjunction with CCAS and funded by NSW Department of Communities and Justice(DCJ).*

WSCLC is pleased to acknowledge the support of our funders and partners, including the Attorney General's Department, Department of Social Services, Legal Aid NSW, NSW Fair Trading, NSW Family & Community Services (FaCS), Macquarie University, The Scully Fund and Western Sydney University.

# Mission & Values

## Our Mission

Delivering legal services and support to disadvantaged people in the community who may otherwise not have equitable access to the legal system.

## Our Values

- Respectful of each other, our communities and stakeholders.
- Supporting and empowering each other to achieve our vision and purpose.
- People, communities and clients come first.
- Accountable in our thinking attitudes and actions.
- Dynamic in pursuit of excellence.

# Principal Solicitor's Report

2018-19 has been a unique year for WSCLC legal teams with a focus on the development, implementation and refinement of brand-new processes and systems across all legal service types.

In terms of the Community Legal Service Program (CLSP) legal team there has been the development of a practice group approach with a senior solicitor appointed as the designated Practice Manager of the Civil Practice Group, a designated Practice Manager of the Family Law Practice Group and a designated Practice Manager for Community Services and Intake.

From July - December 2018, the focus of the CLSP legal team had been improvement in quality of services delivered as opposed to quantity and regular supervision, support and monitoring by the respective Practice Managers.

From January – May 2019, the focus of the CLSP legal team had been on consolidation of uniform processes, accessibility and meeting service deliverables.

In January 2019, an innovative WSCLC Outreach program was implemented. Existing Outreaches were phased out however offered an alternative “Pathways Partnership” (fast tracked referral service). A designated Outreach team was established comprising of 1 FTE Civil Solicitor and 1 FTE Family Solicitor providing legal services for targeted priority client groups across the CLSP Catchment. The Outreach team has focused on 3 streams including Outreach services to 8 Aboriginal organisations, 2 prisons in the CLSP catchment and 2 safe rooms in Local Courts.

During this period, there has also been a significant change in the CLSP legal teams' approach to Services for Communities (SFC) (defined by CLSP funders as comprising Community Engagement (CE), Community Legal Education (CLE) and Stakeholder Engagement (SE)). SFC has a designated Solicitor Manager and there have been focused efforts on building and promoting our presence in our CLSP catchment through engagement and education. We have also raised our visibility with service providers in our interagency/stakeholder engagements.

The Care Partners solicitor(s) continued to explore and assist clients in alternate early intervention options. Amendments to the Children's & Young Persons (Care & Protection Act) NSW 1998 allowed for a more innovative approach particularly in the areas of Alternative Dispute Resolution (ADR), Guardianship and Adoption.



A series of FACT Sheets highlighting pre-Court options and alternatives for parents and carers were developed and to be used in CLE and CE in the 2019-20 period.

The Home Building Advocacy Service (HoBAS) legal team offers a State-wide legal service and have achieved results exceeding benchmarks notwithstanding they are a small team. The team comprises of 3 solicitors and most recently intake officers. Given the size of their catchment the work they achieve is extraordinary.

In January - May 2019 the HoBAS team collaborated with Marrickville Legal Centre's Strata team and delivered CLE to stakeholders at targeted areas across NSW with a vision to roll out more comprehensively across the State in the 2019-20 period.

HoBAS CE was also promoted with the development of a series of information postcards targeting 10 areas of contract law.

The Parramatta Community Justice Clinic/Student Legal Service (PCJC/ SLS) employs 1 solicitor, in partnership programs with Western Sydney University (WSU), for both part-time programs and along with legal assistance has been visible at University events including:

- The Kirby Cup, a high school mooting competition hosted by WSU; and,
- In August 2018 and January 2019, international students and lecturers from China visited WSU and the PCJC. Our solicitor spoke with the delegation about WSCLC, its projects and its impact on the wider community, sharing case studies and talking more broadly about the Australian legal system.

Whilst legal teams have KPI obligations to their respective funders, we are committed to incorporating a quality-based/impact approach to our service delivery reporting and will explore this actively as the legal service continues to evolve.

The WSCLC legal team continue to be supported by volunteers, both solicitors and students. We acknowledge and appreciated the invaluable assistance they provide.

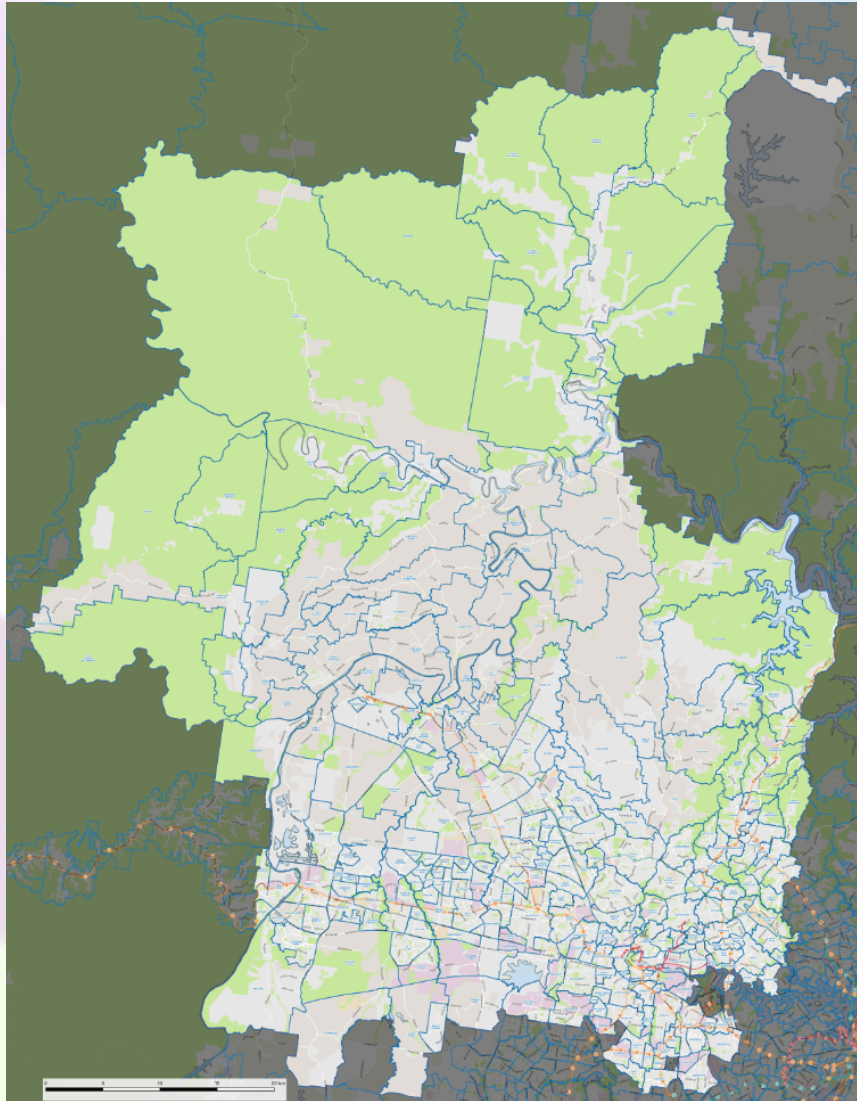
The WSCLC legal team have made strong professional gains over the 2018-19 period and as a team have become more cohesive. In a changing service-scape we are striving to redefine and reset our relationships with professional colleagues to create collaborative opportunities and explore innovative approaches to service delivery.

**Louise Coady**

**Principal Solicitor**

# Legal Arm

## CLSP / ALAP



### **WSCLC CLSP/ALAP Catchment Area**

The WSCLC CLSP/ALAP catchment extends from Bucketty NSW 2250 in the north, to Greenacre NSW 2190 in the south, to Mulgoa NSW 2745 in the west, and to North Ryde NSW 2113 in the east. As at 2018, the catchment held a population of 1.5 million.

### **CLSP – Community Legal Service Program**

The CLSP legal team offers a range of legal services to the community of Western Sydney with a focus on priority client groups who have particular barriers in accessing legal services. The legal services we provide include information, referrals, advice and representation services. We also engage in services for the community including

community engagement, community legal education and stakeholder engagement/interagency meetings.

This program is defined by our comprehensive eligibility intake, accessibility focus, designated Outreach team and collaborative approach to service delivery.

The Aboriginal Legal Access Program (ALAP) assists the CLSP legal team in bridging Aboriginal and Torres Strait Islander clients out of the legal system with external supports, discrete assistance and non-legal casework where required.

### ***Program Activities and Statistics***

SERVICES FOR THE INDIVIDUAL	2018-2019
Legal Advice Services	Community Justice – 2198 *Annual Targets 2000 Family Relations – 1183 *Annual Targets 2000
Legal Task Services	Community Justice – 387 *Annual Targets 500 Family Relations – 193 *Annual Targets 500
Legal Representation Services	Community Justice – 38 *Annual Targets 25 Family Relations – 69 *Annual Targets 25

### ***SFC – Services For The Community***

WSCLC's CLSP incorporates "Services For The Community" (SFC) which encompasses community legal education (CLE), community engagement/education (CE), stakeholder engagement and interagencies (SE) and law reform (LR). These services aim to provide a broad presence within our expansive catchment so that our identity is well known to our local communities and local service providers, and to actively encourage our local communities to engage with the law and the legal system via and with the support of our service.

In the 2017/18 Annual Report, the CLSP team reported a "gradual but significant increase in the emphasis placed on services for the community" and projected "a further significant leap forward" for the 2018-19 year, and we are very pleased





to report that the projection was outstandingly achieved with over 100 SFC services performed/attended. Within our CLE services, we performed a variety of presentations including: "The Australian Legal System", "Planning Ahead For Future Decision Making", "Better Man" workshops on domestic violence and "The Stolen Generations Reparation Scheme".

SERVICES FOR THE COMMUNITY	2018-2019
Community Engagement/ Community Legal Education/ Stakeholder Engagement	<p>Over 100 combined engagements met within the catchment over the last financial year, including:</p> <ul style="list-style-type: none"> <li>• <i>Harmony Day</i></li> <li>• <i>Homelessness Week</i></li> <li>• <i>International Day Against Homophobia, Transphobia and Biphobia</i></li> <li>• <i>NAIDOC Events</i></li> <li>• <i>Reconciliation Week</i></li> <li>• <i>Refugee Week</i></li> <li>• <i>Seniors Week</i></li> <li>• <i>Sorry Day</i></li> <li>• <i>Youth Week</i></li> </ul>

### ***ALAP – Aboriginal Legal Access Program***

The role of ALAP has evolved over the past 12 months. While traditionally a “bridge” to the legal system, WSCLC has redefined the ALAP role and trialled a new approach.

ALAP has opened up organisation wide and all Aboriginal clients seeking to speak with ALAP prior to speaking with a solicitor are offered this service. As one of the targeted Outreach streams is Aboriginal services/clients. ALAP also works closely with our legal Outreach team.





WSCLC CLSP has introduced an ALAP Internship and currently employ an Aboriginal High School student in this capacity. This internship supports his Year 12 Business Studies Course.

The role of ALAP continues to be reviewed so that this service becomes one of the defining services of WSCLC.

### **Review of CLSP Results**

The overall targets met were satisfactory to both our organisation and our funders. Notwithstanding staffing & other issues specific to practice areas, given that the focus of 2018-19 has been on processes and uniformity, and in the second half of this financial year bedding down processes - the result is pleasing.

Legal Aid NSW have been supportive of the progress the newly amalgamated organisation and CLSP legal team have made over the last 12 months.

### **Case Studies – Community Justice**

#### Case 1

*“A 62-year-old client, who suffered severe pain following an accident about 18 years ago, was pulled over and subjected to an oral swab test to detect drugs after police saw him leaving a known drug dealer’s house. The swab test tested positive for cannabis and the client was charged with driving under the influence of a drug (section 112). The maximum disqualification is 3 years with a 12-month minimum. The client smoked cannabis to help ease his physical pain and help him sleep. The police facts did not establish that the drug actually influenced the client’s driving. We convinced the police informant to withdraw the section 112 charge and substitute it with a section 111 charge of drive with illicit drug in their system, which only carries a maximum disqualification of 6 months with a 3 months’ minimum. The client pleaded guilty to the section 111 charge at Court, and the Magistrate imposed a 12 month Conditional Release Order, meaning the client did not receive a licence disqualification.”*



## Case 2

*“A client purchased a Toyota Kluger from an individual through the Gumtree website for \$12,000. The price seemed low but fair, within range for a private sale. The client had obtained a REVS check and registration of the vehicle, and believed that he had ensured security over the car. There were some red flags, but he took photos of the seller and the seller's purported drivers licence which appeared to match. The registration expired after a month (a 1 month dealer rego had been put on the car) and he re-registered it without problems. Approximately 6 weeks after purchase, police told the client that the car had been reported 'stolen' from car dealership the day before he'd purchased it. The car dealership had sold the car for around \$18,000 to a purchaser they hadn't met by obtaining ID and credit card information by phone and email. All IDs used in all transactions turned out to be false. The bank reversed the credit card transactions so that the car dealership was now out of pocket. The case came to court as a police application to determine who was the rightful owner of the vehicle. We negotiated with the solicitors for the car dealership, filed evidence, and briefed a barrister on a reduced fee basis to draft final submissions based on our research and to appear at the hearing. The matter was supposed to have been listed for hearing, however, after receiving our evidence and submissions, solicitors for the car dealership agreed to withdraw their opposition to our client retaining ownership of the vehicle.”*

## Case 3

*“A client lodged a complaint of racial discrimination to the Anti-Discrimination Board of New South Wales against a potential employer ('the other party'). The client had submitted numerous applications for employment with the other party over a period of nearly 2 years. The client was never offered an interview for any position he had applied for. He argued that he had the necessary qualifications and experience to be considered and offered an interview. The client telephoned and emailed the recruitment division of the other party to make enquiries regarding his applications. Often, he would not get a response to his queries. He claimed that he was being discriminated against by the other party on the basis of his race and not offered interviews for positions he was qualified and had experience in and for the way he was treated when he made enquiries regarding his applications. We attended and represented the client at the Conciliation Conference at the Anti-Discrimination Board of NSW. The matter was resolved through conciliation.*

*The parties reached an Agreement. The other party agreed to provide a signed Statement of Regret to the client (which it did) and it also agreed to provide staff in the recruitment area with communication/instruction on best practice regarding engaging and responding to job applicants (improve internal practices). The other party also provided feedback in relation to two positions the client applied for, which he requested.”*

## **Case Studies – Family Relations**

### Case 1

*“The client was a separated parent with two children, aged 7 and 4, who experienced family violence during her relationship with her ex-partner and the ADVO had expired. Negotiations for parenting arrangements commenced in 2017 with an agreement made in 2019 for the client to have sole parenting rights, the ex-partner to spend time with the children on a supervised basis (unless agreed otherwise) and the ex-partner to undergo drug testing for a 1 year period.”*

### Case 2

*“International Social Service (ISS) referred a client to us as his ex-partner took his son to New Zealand claiming she was fleeing the domestic violence perpetrated by him and her then partner. The evidence suggested that the family violence claims against the client may have been fabricated. The client filed a return application under the Hague Convention via the Australian Central Authority with the assistance of ISS. The ex-partner filed a response and in that she made various claims resisting the return application claiming that the child would be at grave risk or placed in an intolerable situation.*

*We assisted the client to put together his evidence to respond to the various allegations. The client's response was 36 pages in length. This was all completed in a short time frame as we needed to comply with orders of the Court. The child was then interviewed by a Family Consultant and a report was produced and sent to us via the Central Authority. We assisted the Central Authority and the client by going through this sensitive document with him as it was not able to be sent to him directly. The child indicated in the report that he wished to remain with his mother in New Zealand. The child was however not interviewed in a neutral environment, it was conducted in his home and it was believed that this placed a significant influence on swaying the child's opinion despite his mother not being in the room with him. This turn of events suggested that the best pathway for our client was for him to get some spend time orders. The client did not wish to give up on his son and he continued to pursue his original application despite this new evidence.*

*While we are not aware of the outcome of the family law litigation in New Zealand, the client was extremely happy and appreciative of the service we provided to him.”*

### Case 3

*“A client came to us, who had spent 3 years seeing his son at a contact centre for supervised time. We assisted the client by representing him at a legally assisted mediation at Macquarie Park Family Relationship Centre. The parties were able to reach an agreement to gradually increase the time the father spent with his son. The father was able to spend unsupervised time with the child for 2 hours every Sunday for the first six weeks. After 6 weeks the time would increase to 4 hours every Sunday. This was a great*



*outcome for the client, and for his son who would now be able to access a meaningful relationship with his father.”*

### **Case Study – Community Justice Outreach**

*“This client fell into a number of our target areas of vulnerability, being Aboriginal, experiencing financial hardship, a person with a disability, at risk of homelessness, experiencing social isolation and in need of assistance with reading, writing and numbers. The client was stopped by police whilst driving and charged with high range blood alcohol PCA. The client was very worried and anxious as this offence carries a maximum penalty of 18 months prison term, along with fines of up to \$3300, unlimited driving disqualification and 24 months alcohol interlock order. With our assistance in drafting submissions for the client, the client received a very positive sentence of 6 months drivers licence disqualification which is less than the prescribed minimum penalty, a fine of \$1500 and 24 months alcohol interlock order. With the preparation of submissions by us, the client received a very positive sentence, with one of the penalties being far less than the prescribed penalty under the Road Transport Act. The client was extremely happy and relieved. The client will be coming back to us for a further legal task to take control of his fines so he does not receive a driving suspension due to the unpaid fines.”*

### **Case Study – Family Relations Outreach**

*“A client came to us for advice through our prison outreach. This client had been unexpectedly taken in for an audio-visual link hearing before a Local Court magistrate about her family. She had not been served with documents or told about the matter. The client spoke about this with us at the next prison outreach we ran and we were able to immediately come on-board to represent her. We drafted a full set of family law response documents in 2 days to make sure the client complied with the court orders in place. We continue to represent the client in the Federal Circuit Court where the matter has now been transferred to. The client has been incredibly appreciative of our ability to come on board to represent her in this matter.”*



# Care Partner Program

The WSCLC Care Partner Program catchment area is incorporated in the CLSP catchment.

## Program Overview

The Care Partner Program is a program funded by Legal Aid NSW to selected Community Legal Centre's across NSW.

The care partner solicitor is funded on a part-time basis to provide early intervention assistance to parents or carers who are at risk of Department of Communities and Justice Intervention.

It is focused on the early intervention options including negotiation, mediation and pre-litigation assistance.

## Program Statistics

SERVICES FOR THE INDIVIDUAL		2018-2019
Legal Advice Services		78 *Nil Targets set by Funders
Legal Task Services		2 *Nil Targets set by Funders
Legal Representation Services		6 *Nil Targets set by Funders
SERVICES FOR THE COMMUNITY		2018-2019
Law Reform	Active participation in Law Reform with NACLC in response to amendments to <u>Children &amp; Young Persons (Care &amp; Protection) Act NSW</u>	

# HoBAS – Home Building Advocacy Service

The WSCLC HoBAS catchment encompasses the State of NSW.



## Program Overview

HoBAS provides a state-wide service to assist homeowners' in resolving any disputes or issues they may have with their builder. HoBAS provides advice in the following matters:

- Contractual disputes;
- Licensed and unlicensed persons;
- Cooling off periods;
- Non-compliance with the s 7 HBA contract requirements;
- Breaches of Statutory warranty under s 18B HBA;
- Transfer of proceedings from courts to the Tribunal;
- Uninsured works;
- Preparation of evidence in the Tribunal;
- Representation in the Tribunal;
- Renewal of Tribunal Proceedings; and
- Enforcement of Tribunal orders.



## Program Activities and Statistics

### SERVICES FOR THE INDIVIDUAL

2018-2019

Information and Referral Services	163 *Ongoing
Legal Advice Services	874 *Annual Targets 350
Legal Tasks and Representation Services	9 *Annual Targets 25

### SERVICES FOR THE COMMUNITY

2018-2019

Community Engagement/ Community Legal Education/ Stakeholder Engagements	<ul style="list-style-type: none"> <li>• <i>Development of a suite of targeted resources in English, Arabic, Vietnamese, simplified Chinese and Hindi, targeting 10 areas of law around building disputes.</i></li> <li>• <i>Attendance at NCAT forums and NSW Fair Trading forums.</i></li> <li>• <i>CLE with students from Macquarie University in Building Law.</i></li> <li>• <i>Attendance at NAIDOC, Yabun and other community events.</i></li> </ul>
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## Review of Results

The advice services provided exceeded the annual targets as identified in the HoBAS work plan for the grant period. Task and representation services provided the offset by advice service delivery. An overall pleasing result.

## Case Studies – Community Justice

### Case 1:

*“A client engaged a builder to perform residential building work consisting of the construction of a dwelling in Northern NSW. The contracted price for the build was \$194,708 with later variations at a cost of \$40,000. The builder provided a certificate evidencing a policy of Home Building Compensation Fund Insurance (HBCFI) for the works. Plans and approvals for the works were the responsibility of the builder. The works were completed around December 2015, and the client received an Interim Occupancy*

*Certificate. The client alleged defective building works and made a complaint to NSW Fair Trading. Rectification Orders, issued by NSW Fair Trading, were not complied with by the builder.*

*As a result, on 7 February 2017, the client commenced proceedings in NSW Civil and Administrative Tribunal (NCAT) seeking the cost of rectification of alleged defective works. The client stated that he had quotes for rectification amounting to about \$70,000.*

*The Tribunal referred the client to HoBAS for legal services. The client is a person with disability and lives in regional NSW. HoBAS agreed to provide legal services on several occasions as the client had been attempting to manage the matter himself through NCAT.*

At one point, NCAT agreed for the client to be represented by an advocate and HoBAS advised the client and his advocate on several occasions to assist in:

- *Understanding the NCAT process – conciliation, document exchange, preparation for a hearing, hearing procedure.*
- *Make submissions on the Home Building Act 1989 (NSW) (HBA) to the effect that s 48MA HBA 'preferred outcome' should not be followed and that a monetary order should be made in all the circumstances.*
- *Make submissions to NCAT about the conduct of the matter by the builder when the builder did not comply with orders or directions of the Tribunal, which caused disadvantage to our client.*
- *Prepare for a hearing in which expert evidence would be contested.*

*Ultimately, the builder then paid the client the sum of over \$49,000 and the matter was concluded.*

*HoBAS had given agile and flexible legal services to a client with disability, living in regional NSW, as needed by him, over an extensive period of time, enabling this result to be achieved. The client was very complimentary of the legal services provided by HoBAS.*

## Case 2

*"A client engaged a builder to perform residential building work consisting of extensive renovations to his existing dwelling. Over a period of time defective waterproofing causing efflorescence, grout degradation and damage to the soffit underneath – contributed to the structure being unsafe to use.*

*HoBAS drafted Points of Claim and a Chronology and assisted the client with their affidavit, attaching the expert report. HoBAS conducted negotiations without success. At the Tribunal the builder approached the HoBAS Solicitor and offered to pay the client \$38,000. The tribunal made consent orders to that effect and the builder paid the client within several days.*

# PCJC / SLS – Parramatta Community Justice Clinic / Student Legal Services

## Program Overview

The Parramatta Community Justice Clinic (PCJC) and Student Legal Services (SLS) are partnership programs with Western Sydney University, providing free legal advice, casework and representation to people living in the Parramatta area, experiencing barriers to access to justice and currently enrolled students of Western Sydney University.

Law students from Western Sydney University also attend the PCJC for a clinical legal placement. This is a 5 day placement, in which they assist with client appointments and attend court for observations.



## Program Activities & Statistics

SERVICES FOR THE INDIVIDUAL	2018-2019
Legal Advice Services	PCJC - 137 *Nil Targets set by Funders SLS – 112 *Nil Targets set by Funders
Legal Task Services	PCJC – 22 *Nil Targets set by Funders SLS – 11 *Nil Targets set by Funders
Legal Representation Services	PCJC - 6 *Nil Targets set by Funders SLS – 12 *Nil Targets set by Funders

Community Education/ Community  
Legal Education/ Stakeholder  
Engagement

- *Community legal education session in partnership with WSU International Student Association. The topics covered were police powers and employment law.*
- *Redevelopment of legal services publications including: employment law for the W'SUP Summer edition 2018/2019, article about tenancy, consumer matters and police powers.*
- *SLS - Attendance at Student Services Fairs for Western Sydney University at Penrith, Parramatta South and Parramatta.*
- *City and Bankstown campuses, promoting the Student Legal Services.*
- *PCJC - Attendance at Community Services Expo.*
- *142 Western Sydney University law students completed the Clinical Legal Placement with the Parramatta Community Justice Clinic in 2018/2019.*

## Case Studies

### Case 1

*"A client contacted the Student Legal Services after being charged with drug possession. It was their first offence and the client was particularly concerned as to the effect a criminal conviction would have on their future employment prospects. The client was a young, multicultural male and was anxious in dealing with the legal system for the first time. The SLS solicitor represented the client on the first instance at the Local Court and pled guilty and made submissions as to sentencing. Submissions were made that the matter should be dealt with by way of a non-conviction conditional release order due to the client's young age and prior record. However, the court determined that the client should be convicted and fined. The Magistrate giving considerable weight to the purpose of general deterrence as the offence was committed at a music festival. The SLS solicitor then assisted the client in appealing the severity of the sentence to the District Court and represented the client at the hearing of the appeal. The solicitor made*



*submissions that a non-conviction would more appropriately reflect the client's mitigating circumstances and the nature of the offence. The Judge agreed with the solicitor that the conviction should be set aside and the client was given a non-conviction conditional release order".*

### Case 2

*"A client approached the Parramatta Community Justice Clinic after being involved in a motor vehicle accident. He was uninsured and being pursued by the other driver's insurance company for approximately \$15,000. The aged pension was his sole source of income. He also did not speak English and so faced difficulty in negotiating with the insurance company. We assisted the client by negotiating on his behalf with the insurance company. We submitted on his behalf that there was some contributory negligence on the part of the other driver, that the amount claimed by the insurer was excessive in the circumstances and that our client had limited financial circumstances. The insurance company agreed to write off the debt entirely".*





# Macquarie University Access to Justice Clinical Placement Program

17 Macquarie University students participated in the Clinical Placement Program in 2018-2019. The students get an experience of community law by seeing all aspects of WSCLC work, while considering access to justice issues faced by our clients.

The program was coordinated and managed for many years by Clare Mangiokas, who developed the program in consultation with Macquarie University. Clare's program outline, modified only slightly, has served the program very well over a long period.

The email I send to students to welcome them to the Program begins as follows –

“I hope that you will find the program stimulating and enjoyable.

But mostly, I hope you will find it thought-provoking and challenging, given that I assume you all wish to practice as lawyers. It will be good for you to talk to a range of experienced lawyers both about substantive law, but also about what motivates them in the practice of law. This just might get you thinking about where you would like to contribute as lawyers of the future.

Importantly there are some sessions facilitated by non-lawyers like Shannon, Anne and Stan. I find these sessions super-interesting because law and legal reasoning do not happen in a vacuum. Considering legal and life issues facing aboriginal clients and young people will be good for you to explore.

You will observe how the legal system operates in practice - and I hope you will reflect and critique what you observe.

Finally, you may harbour aspirations to work in certain fields of law and in certain situations. My fervent hope is that what you bring to this program might get you thinking that there are many places where you can see yourself delivering professional legal services.

The first morning orients you to community legal practice, gives you some history and background of the WSCLC, its programs and lawyers. The way to prepare for your first morning is to consider the following, and be prepared to discuss these issues -

- What is law?
- What is the purpose of law and legal reasoning?
- How does law meet those purposes?
- What barriers might affect meeting those purposes?
- What is the role of a lawyer in those circumstances?
- What motivates you to be a lawyer, or at least to study law?

Most students I've worked with through the years know that I take a somewhat expansive and (hopefully pleasantly) idiosyncratic approach to teaching that seeks to broaden horizons as you think about the discipline of law, which, whilst it has a formal existence, is very much in my view connected to other disciplines and lacks coherency when it is isolated, exalted and mystified. I will ask you to think like people, and not just like the lawyers you may become.

The object is for you to approach your study and the world that allows critical thinking and contemplation of more than just law. I want you to think about disciplines including philosophy, art, mathematics, organisational theory, communication, ethics, science and human relationships that help us to understand the world around us, and through which we as humans may attain wisdom and meaning. “

The students spend some time engaging with the experiences of the diverse workers of WSCLC, and are introduced into real-world practice by exploration of the following topics:

- *Aboriginal clients and the law*
- *Care and protection*
- *Community law and practice*
- *Consumer protection*
- *Criminal law and road transport offences*
- *Disability discrimination*
- *Family law*
- *Home building law*
- *Managed clients*
- *Planning ahead – wills, enduring guardianship and powers of attorney*
- *Young people and crime*

In addition, the students spend time observing access to justice in practice by seeing how, for example, self-represented people fare in the courts and Tribunals as opposed to those who may be represented, or who otherwise may not experience the same barriers to access to justice.

I would like to acknowledge all of our colleagues who assisted with presenting sessions this year –

- *Anne Gillian*
- *Caitlin Comensoli*
- *Fern Hoang*

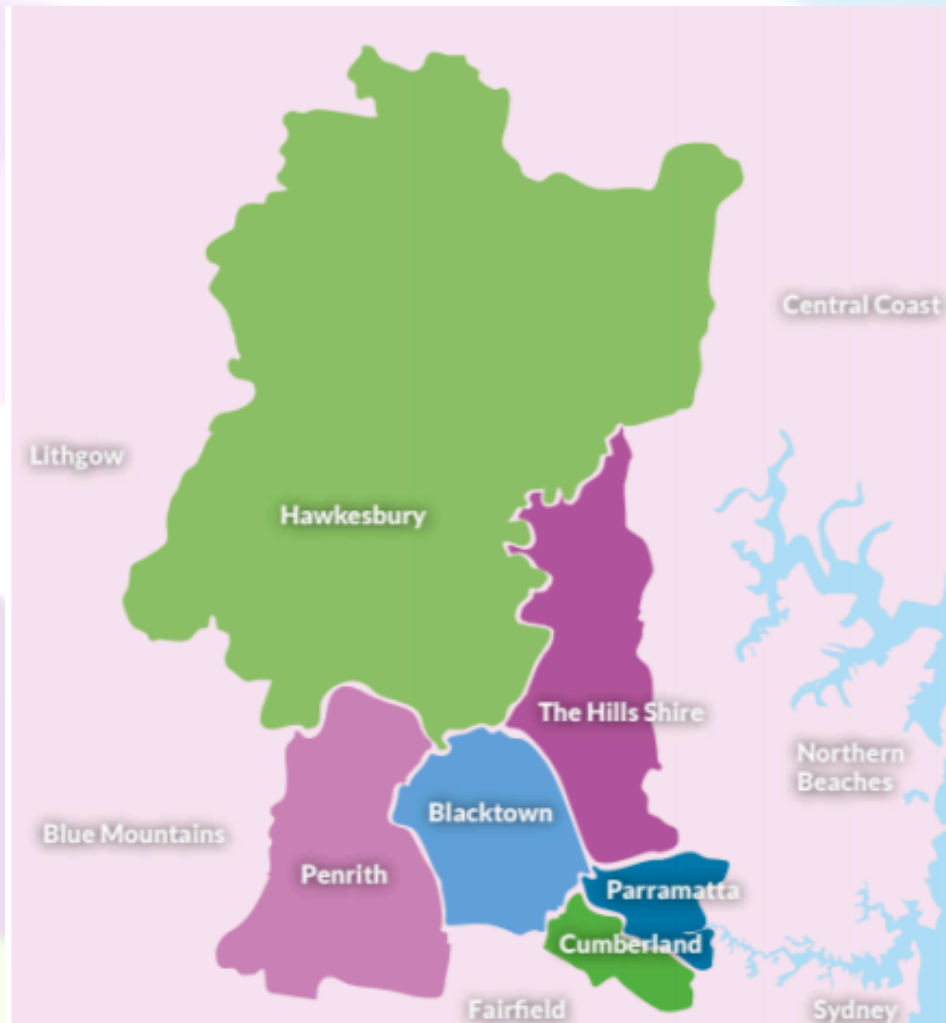
- *James Minshall*
- *Louise Coady*
- *Samiha Alameddine*
- *Shannon Pendreigh*
- *Susannah Coles*
- *Tamara Bailey*
- *Stan Small*
- *Teresa Rubio*
- *Veselko Cuic*

The feedback from students is always very positive, and, giving students a positive experience of community law may lead to renewed interest in our sector and energy from possible new workers and volunteers.

Whilst the program and the relationship between our centre and the universities in its catchment is changing, it would be important to continue to cultivate, maintain and value mature organisational relationships as many other community legal centres do.

# Social Justice Arm

## WESTS – Western Sydney Tenants' Service



### Program Overview

Western Sydney Tenant's Service (WESTS) provides free, confidential tenancy advice and advocacy to residential tenants, boarding house residents, people living in land lease communities and other renters in these local government areas.

Furthermore, WESTS provide referrals, community education, face-to-face appointments, preparation for and in some cases representation at the NSW Civil and Administrative Tribunal.

Our service is focused but not limited to tenants from culturally and linguistically diverse backgrounds, low-income earners, social housing tenants, and/or those with a disability.

## Program Activities

GOALS	PROGRAM ACTIVITIES AND ACHIEVEMENTS
Provides services to those experiencing disadvantage in our communities.	WESTS have been able to assist 447 clients with a known disability, 136 clients who identify as Aboriginal or Torres Strait Islander and 1256 clients who either receive a government allowance or have no income.
Develop community education programs and materials.	<p>WESTS work alongside the Tenants' Union in developing and/or updating resources for tenants which are used on the tenants.org.au website.</p> <p>Due to the recent changes in legislation regarding domestic violence, WESTS created a PowerPoint presentation that focused on these changes.</p> <p>WESTS have two PowerPoint presentations that accommodate both tenants and service providers.</p>
Undertake research to identify community needs, enhance service delivery and improve staff expertise.	<p>Staff attend regular training sessions throughout the year which are conducted by the Tenants' Union. These sessions include core modules which all advocates are expected to complete and specialised modules which focus on particular topics.</p> <p>WESTS attend network meetings in which other Tenancy Assistance Advocacy Program (TAAP) services gather to discuss various topics and issues.</p>
Enter into/maintain partnerships that enhance WSCLC and our capacity to assist clients.	<p>WESTS have an outreach office in Penrith at Muru Mittigar Aboriginal Office and have maintained this partnership.</p> <p>WESTS has also maintained an ongoing relationship with local councils by attending regular interagency meetings with other services.</p> <p>WESTS also maintain ongoing relations with the Tribunal by providing duty advocacy on a consistent basis.</p> <p>WESTS also regularly sends out brochures and posters to various service providers within our catchment area so as to keep them up to date with our service.</p>



<p>Bring our services to people through digital media, outreach, legal or community education sessions, telephone and appointments.</p>	<p>WESTS has conducted a total of 38 community education sessions for this period. These are also advertised on the WSCLC website, the Tenants' Union website and have brochures and posters placed in numerous outlets.</p> <p>We continue to network within our community in order to better serve our clients.</p> <p>Our outreach service in Penrith is aimed at clients who are unable to travel to our base office in Parramatta and also allows for walk-ins.</p>
<p>Promote our services by attending fairs and community events.</p>	<p>Some of our major events we attend regularly every year include NAIDOC in Penrith and Parramatta, Western Sydney Homeless Connect and the Doonside Public School Community Expo. Approx. 500 showbags are distributed at each of these large events, which contain promotional material and information about tenancy.</p> <p>WESTS have always taken a proactive approach in attending various community events and fairs in order to connect with diverse groups of people.</p>
<p>Ensure services are safe and appropriate for different client's needs.</p>	<p>WESTS accommodate their clients by providing them options of attending either Penrith or Parramatta for face-to-face appointments.</p> <p>Where a client feels unsafe during a tribunal hearing, appropriate steps are taken such as shuttle mediation.</p>
<p>Provide volunteer, clinical and professional development opportunities.</p>	<p>WESTS have employed approximately 10 volunteers over this period and are encouraged to get involved in other areas of the service. They are also encouraged to apply for any vacancies that become available.</p> <p>Volunteers are also being encouraged to attend tribunal in order to get a better understanding of the service.</p> <p>Volunteers are encouraged to get involved by taking down all the details of the client, as the matter and then enter into the system at a later date. This allows a volunteer to see the process from start to finish.</p>

## Program Statistics

SERVICES FOR THE INDIVIDUAL	2018-2019
Advice	3036
Assisting in Self-Representation	191
Case Management	118
Duty Advocacy	556
Information	3726
Non-Tribunal Advocacy	229
Referral	7
Tribunal Referral	209

## Case Studies

### Case 1

*“A tenant signed a lease for a new property with Housing NSW (HNSW) and had an agreement that due to mould in the floorboards, HNSW would replace the carpet and the property be cleaned before the client moved in. The tenant continued to request these repairs multiple times, as HNSW failed to carry them out. Two months after signing the lease, the tenant had still not moved in. Contractors finally came out and informed the tenant that they would only be replacing the carpet and that floorboards would not be cleaned.*

*The tenant became frustrated, grabbed a knife close by and stated that he wanted to kill someone. Police came to the property, but no further action was taken. HNSW then applied to NCAT seeking termination under s 92 (threaten, abuse, intimidate or harass).*

*We assisted the client in submitting a cross claim for repairs and rent reduction/compensation. At Tribunal, we were able to negotiate a specific performance order with admission by the client that he breached the Residential Tenancy agreement. In relation to client's claim, we negotiated that HNSW will carry out repairs which include replacing the carpet and cleaning the floorboards prior to laying down the new carpet. Client was also awarded compensation for the rent he paid since signing the lease, as he was unable to move in.”*

### Case 2

*HNSW terminated the tenant's lease for damage caused to the premises by the tenant during a schizophrenic episode. The tenant had extensive mental health issues and the damage caused approximately \$12,000 worth of damage. As a result, HNSW also placed*

*the tenant on the 'less than satisfactory former tenant' list. Former tenants placed on this list are not eligible for public and social housing. The tenant was unemployed and was on the verge of becoming homeless and simultaneously dealing with crippling health problems.*

*When WESTS first got involved in this matter, the tenant was in a long-term stay at a hospital ward and needed someone to act on his behalf. WESTS collaborated with multiple parties including a NSW health worker and several client service officers from HNSW. WESTS also discovered that the amount claimed by HNSW was excessive. WESTS proceeded to lodge an NCAT application on behalf of the tenant and also proceed with negotiations with HNSW. After about 3 months spent in negotiations and casework, HNSW agreed to allow the tenant to settle for just over \$3000 and allow the tenant to pay in small fortnightly instalments. HNSW also agreed to remove the tenant's name off the 'less than satisfactory former tenant' list. This was a huge win for the tenant and WESTS provided an invaluable service.*



# PWDVCAS – Parramatta Women’s Domestic Violence Court Advocacy Service.

## Program Overview

Parramatta Women’s Domestic Violence Court Advocacy Service (PWDVCAS) provides women and their children who experience domestic and family violence (DFV) with information, advocacy and safety planning where appropriate. We provide referrals to services including housing, counselling, financial assistance or health services. PWDVCAS is also able to refer clients for legal support with their local CLC or the solicitors from the Domestic Violence Duty Scheme at Parramatta Local Court Apprehended Domestic Violence Orders (ADVO) list day and the Domestic Violence Unit at Burwood and Fairfield Local Courts on their ADVO list days. This allows women to get free legal advice on matters including ADVOs, financial advice, family law, immigration and other issues.

PWDVCAS is now operating with 2 Local Coordination Points that includes a Safety Action Meeting (SAM). SAMs are a mechanism to deliver a coordinated response to women who have been identified as at serious threat of further harm. The main purpose of the SAM is to immediately reduce the threat of further harm to the victim and her or his children.

PWDVCAS advocates for victims of DFV within the boundaries of Police Area Commands (PAC) for Parramatta, Cumberland, The Hills and Auburn. They provide:

- *Court support at Parramatta, Burwood and Fairfield Local Courts for ADVO matters.*
- *Family Advocacy Support Service 1 (FASS1) providing social support on the form of referrals, advocacy and safety plans at the Parramatta Family and the Federal Circuit Court of Australia.*

## Program Activities

GOALS	PROGRAM ACTIVITIES AND ACHIEVEMENTS
Provides services to those experiencing disadvantage in our communities.	PWDVCAS supports women and their children who experience DFV by providing referral information over the phone, advocacy face-to-face at Local Courts with ADVO matters and creating Safety Plans for their homes and around the community.



Enter into/maintain partnerships that enhance WSCLC and our capacity to assist clients.

PWDVCAS continues to maintain partnerships with the following services:

- *Telstra via the WesNet program providing mobile phones to clients with \$30 credit free of charge and also received 4GX Wifi hotspots as a one-off donation*
- *Centrelink – a worker attends the Safe Room to provide information for clients*
- *Dress for Success – provides appropriate attire if needed, for women attending court*
- *Local Women Services via the Seconded Worker Scheme assisting clients at court*
- *Parramatta/Holroyd Family Support Services*
- *Staying Home Leaving Violence (SHLV)*
- *Lisa Harnum Foundation*
- *Cumberland Women's Health*
- *Centre of Parramatta Police Multicultural Worker*
- *Police (DVLOs) and Police Prosecutors at court advocating for clients*

PWDVCAS also entered into partnership with Anglicare to provide information about DFV at their Beyond Abuse 8 week program.

PWDVCAS promotes our services through attending the following Network meetings and event this year:

#### Network Meetings

- *Hills DV Prevention Network*
- *Cumberland DV Prevention Network*
- *DV Community of Practice Meeting at Auburn*
- *LGBTI Network Meeting*
- *Parramatta Koori Interagency (PKI)*

Promote our services by attending fairs and community events.

#### Events

- *Anti-Slavery/Human Trafficking – States of*
- *Freedom Dinner hosted by the Freedom Hub*
- *Cumberland Multicultural Resource Centre*
- *(CMRC) Conference*
- *Refugee Week Event at Auburn*
- *Remembrance Service for Victims of DFV hosted by Parramatta Mission*
- *Afghan Association Meeting*
- *Meeting with David Elliot MP, Member for Baulkham Hills*

	<ul style="list-style-type: none"> <li>• <i>Meeting with the Solomon Islands Chief</i></li> <li>• <i>Magistrate Emma Garo facilitated by Hayley Foster the CEO of the WDVCS Peak body</i></li> <li>• <i>Women of Diversity Dinner hosted by Jewish Board of Deputies</i></li> </ul> <p><i>Presented at the African Church Leader Healthy Relationship Workshop hosted by the African Women's Group.</i></p>
Ensure services are safe and appropriate for different client's needs.	PWDVCAS has multicultural and Aboriginal and Torres Strait Islander specialist workers who provide appropriate options for identified clients to speak with someone of their cultural preferences.

## Program Statistics

CLIENTS	2018-2019
Clients Served	1996
Aboriginal and Torres Strait Islander Clients	75
Culturally Diverse Clients	1233
Interpreters Used	209
Service Events	8022

## Case Study

*"Our client met her current partner while living in the Philippines. She became pregnant and gave birth to a daughter.*

*Our client arrived in Australia on a tourist visa with her infant daughter. She lived with her partner and daughter in Cowra. Our client and her partner had an argument in which the partner made verbal threats to deport our client to the Philippine's without her daughter.*

*Our client attended Cowra police station and completed a statement about the incident. The issues between our client and her partner escalated.*

*Two days later, the partner drove our client to Sydney, left her at the airport with no cash or phone and drove back to Cowra with the 10 month-old infant.*

*Our client was taken to the local police station. Parramatta Legal Aid and the FASS team represented her in an urgent child recovery order.*

*For our client's claim to be successful she was required to have stable accommodation by the evening the matter was being heard in Court. Link2Home approved her for crisis accommodation for 3 days and she was required to present herself to Housing NSW to seek further accommodation.*

*Our client was awarded the recovery order and the child was picked up on the Saturday in Cowra. Our client was not able to attend Housing NSW as she was making her way back from Cowra.*

*With advocacy from the FASS team and Salvation Army, our client was offered 5 additional days with a women's shelter.*

*Our client required ongoing assistance with visa issues, accommodation, finances and emergency relief. Our client consented to be referred to WAGEC (Women and Girls Emergency Centre), the service offered refuges and case management support. WAGEC accepted the referral and had capacity to offer our client accommodation long-term with casework support despite our client's visa status.*

*This case exemplifies the positive outcomes possible and the benefit to the client of having a number of services work co-operatively towards meeting her urgent needs and follow through to support her getting settled to a new lifestyle with her daughter”.*



Oloa Savaiinaea – PWDVCAS Coordinator  
Sally Irwin – CEO/Founder of Freedom Hub  
Jennifer Burn – Anti-Slavery Commissioner (Interim)  
Rebecca Mills – Leading Solicitor in Anti-Slavery Legal Team  
Barbara Gosche – Auburn/Rosehill SAM Coordinator



Emma Garo – Solomon Islands Chief  
Magistrate  
Oloa Savaiinaea – PWDVCAS Coordinator  
Hayley Foster – CEO of WDVCS NSW Inc.

# CCAS – Children’s Court Assistance Scheme

## Program Overview

The WSCLC Children’s Court Assistance Scheme (CCAS) provides procedural and welfare assistance to young people attending Children’s Courts of NSW in both Parramatta and Surry Hills, for criminal matters and apprehended violence orders. Many of these young people have difficulty navigating the legal processes of the court and most have extensive welfare related issues that are often the cause of the offending behavior. CCAS seeks to connect young people to supports in the courthouse as well as in the community. CCAS has been operating for 24 years.

## Program Activities

GOALS	PROGRAM ACTIVITIES AND ACHIEVEMENTS
Provides services (e.g. legal advice, casework, information and/or representation) to those experiencing disadvantage in our communities.	Most young people who use the Children’s Court are experiencing disadvantage. It is the most common reason for criminal offences to occur. Our service provision includes access to legal support, referrals and community case work.
Develop community education programs and materials.	CCAS provides education for students and volunteers through SLS and PCJC programs as well as other student programs attending court.
Undertake research to identify community needs, enhance service delivery and improve staff expertise.	Assessments of community needs are continuously made to evolve CCAS responses to issues regarding disadvantaged youth.
Enter into/maintain partnerships that enhance WSCLC and our capacity to assist clients.	CCAS has many partnerships with relevant stakeholders, which are both formal and informal. Government Organisations such as Legal Aid NSW and Youth Justice as well as community organisations such as Marist Youth Services are examples.
Bring our services to people through digital media, outreach, legal or community education sessions, telephone and appointments.	Communication systems to engage the community such as phone and internet and networking are regularly used.
Promote our services by attending fairs and community events.	CCAS attends community events such as NAIDOC.



Ensure services are safe and appropriate for different client's needs.	CCAS has a safe, respectful and equitable working environment for both workers and young people.
Provide volunteer, clinical and professional development opportunities.	Professional development is always encouraged and any training opportunities are taken advantage of. Training is allowed for in the CCAS budget.

## Program Statistics

TOTAL CLIENTS	2018-19
Young People	4679
Aboriginal and Torres Strait Islander	1123
Other (family, carers, friends)	1161

PARRAMATTA CHILDREN'S COURT	
Young People:	2992
Male	2203
Female	719
Aboriginal and Torres Strait Islander	751

SURRY HILLS CHILDREN'S COURT	
Young People:	1757
Male	1263
Female	494
Aboriginal and Torres Strait Islander	372

## Case Study

*"I was approached by Aboriginal Legal Services Lawyer to work with a 15-year-old young man in August 2018, in conjunction with the Youth Koori Court. At this time the young man was living in the Blacktown area and becoming more frequent in his offending. I had difficulty with initial contact with the young man but attempted to assist him with his goals of returning to education. Police arrested the young man in September and rapport continued to be built by myself. I am assisting him as a support person and also assisting*

*with his partners' accommodation upon the young man being refused bail. Upon release the young man was informed his partner was pregnant. The young person changed current goals around family and requested assistance to find work. Over 8 months, the young man was on the Youth Koori Court Program, he accomplished the following goals:*

- Completed the Multiplex Pre-Employment program.*
- Obtained his NSW WH&S Card.*
- Completed Community Service Order of 80 hrs.*
- Obtained Employment.*
- Reduced his fines via a Work and Development Order from \$6844 to \$2844 (completed with Marist Youth Services).*

*Many achievements resulted from the case management with CCAS. The young man still had many struggles in his life to overcome. Over this period, he did reoffend and was returned to custody, however he consistently showed that he wanted to step up to his responsibilities. At the end of his support period he was very grateful for the assistance CCAS was able to offer.*

## CWCS – Central West Contact Service

### Program Overview

Central West Contact Service (CWCS) provides Supervised Contact and Supervised Changeover services to family experiencing high family conflict. The centre's aim is to assist in maintaining the fundamental right of children to have a safe and meaningful relationship with both parents where possible. The centre is partially funded by Department of Social Services and is government regulated. This service is a fee-paying service.

The centre provides two entrances allowing children to be brought to the centre safely and without the risk of parents coming in contact with each other therefore minimising the risk of conflict or potential exposure to violence.

The service works with families and makes referrals for assistance and additional support such as counselling and parenting programs to assist families in working towards self-management.

### Program Activities

GOALS	PROGRAM ACTIVITIES AND ACHIEVEMENTS
Provide services (e.g. legal advice, casework, information and/or representation) to those experiencing disadvantage in our communities.	<p>CWCS provides Supervised Contacts and Supervised Changeovers to vulnerable families experiencing high level conflict and family violence.</p> <p>CWCS prioritises families who are currently before the Family Court of Australia or Federal Circuit Court of Australia and have court orders for supervised time services.</p> <p>CWCS whilst based in Western Sydney predominately works with families in this area but also takes matters from outside this catchment.</p> <p>CWCS whilst working with the whole family remains impartial and has no involvement in disputes between parents or families.</p>
Enter into/maintain partnerships that enhance WSCLC and our capacity to assist clients.	<p>CWCS works closely to maintain relationships with Family Law practitioners to ensure clients are given a high-quality service.</p> <p>CWCS maintains close working relationships with services such as Anglicare, Relationships Australia,</p>

	Uniting Care and other community organisations to ensure that appropriate referrals are made in a timely fashion.
Ensure services are safe and appropriate for different client's needs.	<p>CWCS currently has an Aboriginal staff member and two Arabic speaking supervisors to assist in meeting client needs and to ensure that our service is culturally appropriate.</p> <p>The centre has disability access and separate entry points to ensure parents do not come in contact each other minimising the risk of conflict or potential physical violence.</p> <p>CWCS places security and safety as a high priority. The Centre security camera is situated inside and staff carry duress alarms.</p>

## Program Statistics

TOTAL FOR 2018-2019	
Intake Assessments	132
Supervised Contacts	544
Supervised Changeovers	893
Support Referrals	65

## Case Study

*CWCS received a referral for a matter requiring supervised contact. The matter had previously been before another service. The Independent Children Lawyer referred the family to CWCS following supervised contact being unsuccessful at another service and the possibility of no contact orders being made resulting in the child having no contact with one of the parents until the child was 18.*

*Intake Assessments highlighted high anxiety in the mother due to alleged family violence. This was impacting on the child's view of the father. The father lacked insight into the mother's anxiety caused by the alleged family violence.*

*Staff worked very intensely with the family to overcome these issues. The parents attended a number of courses including Parenting after Separation, Kids in Focus and Taking Responsibility as well as psychological intervention. These courses were attended over an 18-month period.*



*During the 18 months, CWCS provided 2 hours supervised contact fortnightly. At this time, staff worked closely with the family. One of the child's big fears transferred from the mother was that the father's food would poison her. The mother had stipulated in intake she is scared the father would poison the child in an attempt to get back at her.*

*The Coordinator spoke to the mother and explained that since the child loves cooking, we could get the father to bring ingredients in sealed packets and fresh fruit and they could make lunch together. At first the mother was highly anxious but agreed seeing the child's excitement at the prospect and knowing staff were present the whole time.*

*Using activities such as the one above, Centre staff were able to reduce the child's anxiety and also the mothers. Towards the end, the mother would look forward to what the child had made as staff always made sure the child and father kept a small sample to show the mother. This also ensured the mother felt included.*

*The father gained a better insight into the mother's anxiety and the impact of his past behaviour's through the courses and counselling. The Coordinator and Senior Supervisor assisted the father in understanding the impact of anxiety as well.*

*This year CWCS said goodbye to the family who received final court orders and are now in a position to self-manage and no longer require the assistance of a supervised service.*

# YEP – Youth Education Program


## Program Overview

The Youth Education Project (YEP) provides legal education, training and resources to young people and those who work with young people, with a specific emphasis on pregnant and parenting young people aged under 20, within the Cumberland and Parramatta Local Government Areas.

YEP aims to educate young people about the law and legal issues that affect them through interactive training sessions and workshops.

## Program Activities

GOALS	PROGRAM ACTIVITIES AND ACHIEVEMENTS
Provide services (e.g. legal advice, casework, information and/or representation) to those experiencing disadvantage in our communities	Most young people who use the Children's Court are experiencing disadvantage. It is the most common reason for criminal offences to occur. Our service provision includes access to legal support, referrals and community case work.
Develop community education program and materials	CCAS provides education for students and volunteers through SLS and PCJC programs as well as other student programs attending court.
Undertake research to identify community needs, enhance service delivery and improve staff expertise	Assessments of community needs are continuously made to evolve CCAS responses to issues regarding disadvantaged youth.
Enter into/maintain partnerships that enhance WSCLC and our capacity to assist clients	CCAS has many partnerships with relevant stakeholders, which are both formal and informal. Government Organisations such as Legal Aid NSW and Youth Justice as well as community organisations such as Marist Youth Services are examples.
Bring our services to people through digital media, outreach, legal or community education sessions, telephone and appointment	Communication systems to engage the community such as phone and internet and networking are regularly used.
Promote our services through attending fairs and community events	CCAS attends community events such as NAIDOC.



Ensure services are safe and appropriate for different clients needs	CCAS has a safe, respectful and equitable working environment for both workers and young people.
Provide volunteer, clinical and professional development opportunities.	Professional development is always encouraged and any training opportunities are taken advantage of. Training is allowed for in the CCAS budget.

# List of Staff

Alexandra Payne	Megan Daniels
Alice Wheatley	Megan Kim Tran
Alicia Sohail	Michael Kovac
Andrea Rodrigues	Michelle Ericoli
Andrea van der kuilen	Miri Tehei Rakoia-Marsters
Anne Gillian	Nawal Wehbe
Arjun Lamba	Nicholas Comino
Barbara Gosche	Nick Sabel
Bernard Muchemwa	Oloa Savaiinaea
Blake Hamilton	Peter Longfield
Caitlin Comensoli	Pia Gonzalez
Corinne Kew	Rachael Dawud
Elfet Eid	Rachel Kite
Emma Stillitano	Rebecca Anava
Erin Keogh	Rebecca Gyles
Feras Suwan	Reece Nuttall
Fern Hoang	Rita Barrett
Francesco Terranova	Rosemary Davies
Franya Repolusk	Roya Aran
Gabriella Ponzio	Sabna Balakrishnan
Gladys Amal	Samantha Marsh
Gladys Andrea Regaldo	Samiha Alameddine
Hemal Perera	Samir Pokharel
Ivana Haseb	Shannon Pendreigh
James Minshall	Stanley Small
Jamie-Lee Phillips	Stephanie Van
Janette Icao	Susannah Coles
Julia Horton	Swati Ghai
Kate Barbagallo	Tamara Bailey
Kim Berry	Teresa Rubio
Leah Cruickshank	Theresa Haines
Lizzie Wong	Vekaria Vanita
Louise Coady	Veselko Cuic
Lynelle Newman	Vivian Michael
Mariam Rifai	Wendy Chandran
Mariecar Capili	Zac Zielinski



# Financial Statements

Independently audited financial statements and reports from the WSCLC Board and William Buck, Chartered Accountants.