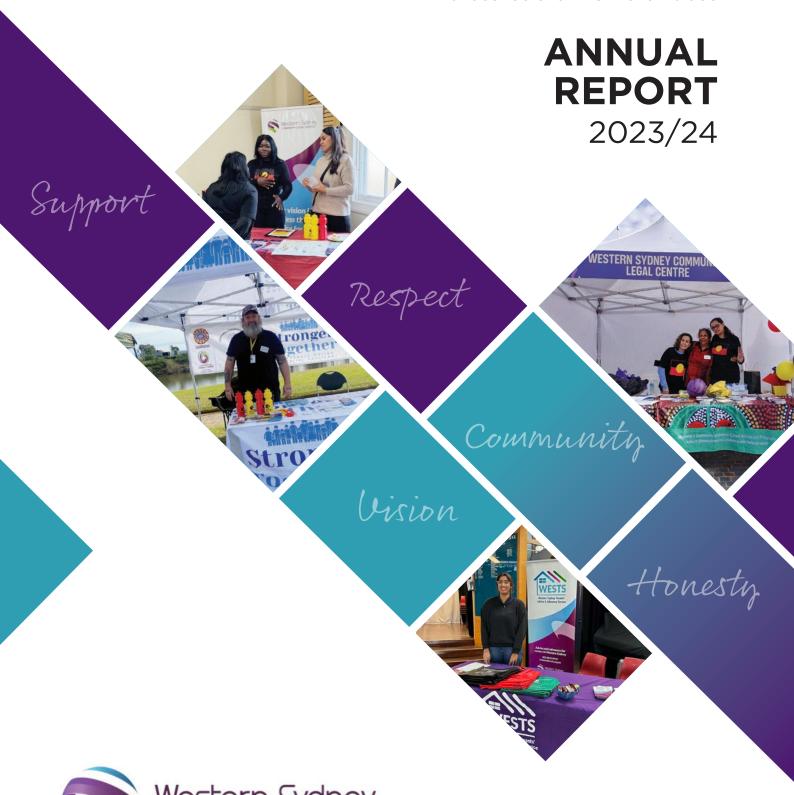
# WESTERN SYDNEY COMMUNITY LEGAL CENTRE LIMITED

ABN: 81 963 193 626 ACN: 629 118 903



# ACKNOWLEDGEMENT OF COUNTRY

Western Sydney Community Legal Centre Limited (WSCLC) would like to acknowledge the Burramattagal people of the Darug Nation, the Gadigal people of the Eora Nation and the Ku-Ring-Gai people who are the traditional custodians of the land on which 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 the 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.



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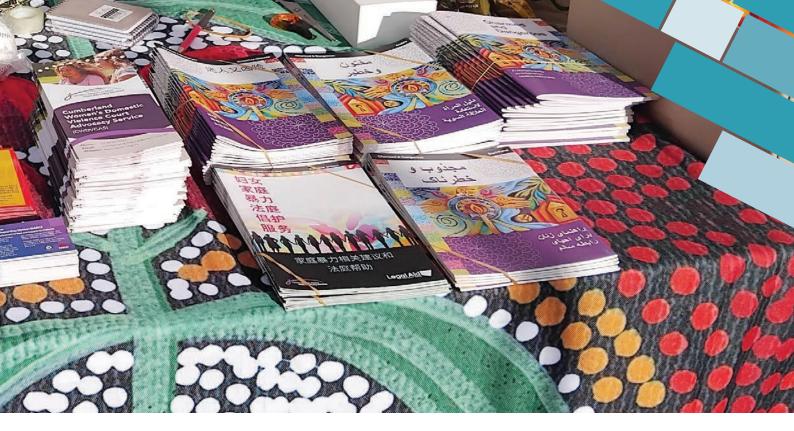
# Chairperson's Report

Welcome to the Western Sydney Community Legal Centre's Annual Report for 2023-2024.

This year saw several changes to the Board, with Anna Harding leaving the organisation to focus on her family and career. Anna made a positive contribution to the Board, especially during the challenging COVID period and the organisation is appreciative of her time with the Board.

This year also saw three new directors join the Board. We now have a Board with an exciting balance of skills and experience of Western Sydney that will complement the evolution of the organisation.

Stephen McIntyre brings to the Board over 25 years' experience in senior executive roles across housing, planning, urban renewal, roads, transport, and major events. He has held Board and senior executive roles in government, development corporations and the not-for-profit social housing sector, particularly in Western Sydney.



Joshua Bird is currently the Director of Policy & Programs at the Western Sydney Community Forum, leading various projects and initiatives impacting social justice and inequity in Western Sydney. He takes a rights-centered approach to community development work, focusing on addressing the systemic causes of inequity and recently has focused on responding to the needs of newly arrived migrants and refugees, as well as those experiencing homelessness, in Western Sydney.

Lauren Osbich brings to the Board more than a decade of experience as a dedicated lawyer with specialisation in governance, risk, and compliance. Lauren provides company secretary and governance support to a variety of not-for-profit organisation and ASX listed organisations.

The organisation continues to evolve and its pleasing to see the organisation challenge itself in exploring ways to evolve and improve its service delivery. Today's environment provides a number of challenges, and as a Board we are confident that the leadership of the organisation will embrace these challenges and lead the evolution of the organisation into one that is more trauma informed and people centred its delivery of services.

We look forward to an exciting future as the organisation continues to evolve and mature.

Helen Bouropoulos | Chairperson



## CEO's Report

This year has seen our organisation continue to evolve and build on the previous year in terms of organisational development, improvement and consolidation.

We have implemented a new HR Platform, and this has made the administration of HR more efficient and easier to use. A complete review of our IT infrastructure and systems has been completed, allowing us to develop a detailed IT Roadmap, enabling the organisation to take the service delivery of its programs to a new level.

The latter part of the year saw the Board lead the organisation through an engaging and structured review of the organisation and its strategic direction. People came with open and curious minds, embraced the complexity and rich diversity of Western Sydney, respected the rich history and heritage of our organisation, and were excited by the changing landscape within the broader NFP sector. I was delighted by the commitment, energy, curiosity, and expertise demonstrated by our board and the organisation in what was a challenging exercise. This work is critical in laying an important foundation for the organisation as we strive to become a leader within the Western Sydney community, delivering people centred services in a trauma informed manner.



Our organisation was also successful in having its funding extended in 3 key programs, WDVCAS, HoBAS and WESTS. This is a testament to the organisation in the execution of its service delivery over many years.

Our relationship with the universities continued to grow and be strengthened. This has resulted in positive engagement with the volunteer program in the Legal Program and saw the organisation host four projects through the PACE Program at Macquarie University. These relationships are important to our organisation, and highly respected and valued.

This year also saw Stephen McIntyre, Joshua Bird and Lauren Osbich join the Board, and each bring to the organisation extensive leadership and specific Western Sydney experience and we look forward to their valuable contribution in the future.

Our organisation could not do what it does without the valuable support of our team members, volunteers, funders, partners and other supporters. A special and sincere thank you to all these people. A special thank you to the Board for its governance, leadership and support while we evolve and implement our new strategic direction in the forth coming year.

As one year closes, and the another year begins, I am enthusiastic and excited for the next phase of our journey, as we evolve into an organisation delivering quality people centred services in Western Sydney, where justice, care and empowerment lead to lasting social impact.

John Hallam

John Hallam | CEO



Western Sydney Community Legal Centre Limited (WSCLC) provides access, support, advocacy, advice, referrals, and representation to people who live in Western Sydney facing hardship and or barriers in dealing with legal or other problems.

Our purpose is to ensure those in need have access to legal services, adjacent social services to help with navigating the justice system to improve their lives, with the ultimate objective to make a positive impact in the wider community.

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 Community Legal Centres Australia.

# Our Guiding Principles



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 and actions



Dynamic in pursuit of excellence



# The Strategic Plan continues to provide the key pillars of its strategic direction through:

- Building a collaborative culture, supported by the right policies and incentives to drive integrated delivery of services.
- Focusing on ensuring the programs have the capability to deliver the targeted needs of individuals and the wider community.
- Building a resilient high-quality organisation, with governance, resilient systems, clear processes and a diversified revenue base.

The strategic plan has been reviewed and updated and will be launched late 2024, with an emphasis on engaging with the community of Western Sydney.



Western Sydney Community Legal Centre (WSCLC) provides legal and social support services across the Western Sydney Community by delivering its services through the following programs in the areas of community legal support and community social support.

### **COMMUNITY LEGAL SUPPORT**

- Community Legal Centre Program (CLCP)
   Operating in Western Sydney and funded by the NSW Government and the Attorney-General's Department (Commonwealth), administered by Legal Aid NSW.
- Aboriginal Legal Access Program (ALAP)
   Operating in Western Sydney and funded by the NSW Government and the Attorney-General's Department (Commonwealth), administered by Legal Aid NSW.
- Home Building Advocacy Service (HoBAS)
   operating state-wide and funded by NSW Fair
   Trading.
- Western Sydney Tenants' Service (WESTS)
   operating within certain sections of Western
   Sydney and funded by NSW Fair Trading.

### **COMMUNITY SOCIAL SUPPORT**

- Cumberland Women's Domestic Violence Court Advocacy Service (CWDVCAS)
   Operating within certain sections of Western Sydney with funding from the NSW Government administered by the Women's Domestic Violence Court Advocacy Program (WDVCAP), Legal Aid NSW.
- Family Advocacy Support Service (FASS1)
   Operating at Parramatta with funding from the Commonwealth administered as a component of the NLAP through Legal Aid NSW.
- Central West Contact Service (CWCS)
   Operating within Western Sydney and funded by the Department of Social Services (Commonwealth).
- Children's Court Assistance Scheme (CCAS)
  Operating at the Children's Court of NSW at
  Parramatta and Surry Hills with funding from the
  NSW Government and the Attorney-General's
  Department (Commonwealth), administered by
  Legal Aid NSW.
- Youth Education Program (YEP)
   Funded by NSW Department of Communities and Justice.

# Our Work IN NUMBERS



over 21,278 people assisted and supported by WSCLC in the past year



staff members



PEOPLE HELPED THROUGH ,125 COMMUNITY LEGAL **PROGRAMS** 



people who experience barriers to justice including culturally diverse, Aboriginal and Torres Strait Islanders and people with disabilities.



people were helped to solve issues with builders (HoBAS)



assisted people with tenancy issues (WESTS)



PEOPLE HELPED THROUGH **COMMUNITY SOCIAL PROGRAMS** 

4.630 women and children experiencing family and domestic violence provided with support and safety planning (CWDVCAS)



women experiencing family and domestic violence supported through the family court (FASS1)



vulnerable youth supported through court and beyond (CCAS)

children spent time with parents in a safe environment (CWCS)

participated in the (YEP)



# COMMUNITY LEGAL SUPPORT

# Community Legal Centre Program (CLCP)

**Program Summary:** CLCP provides free legal assistance and referrals to people in Western Sydney. Assistance is delivered to individuals through legal information and referrals, legal advice and tasks such as drafting court documents or letters of demand, representing people in court and through dispute resolution processes. We also provide service to community organisations and community workers through educational workshops and presentations.

**Funded by:** The NSW Government and the Attorney-General's Department (Commonwealth), administered by Legal Aid NSW.

Who we assist: People experiencing hardships and barriers in accessing the legal system, prioritising people from culturally and linguistically diverse backgrounds, First Nations people, people with a disability, and people on low incomes who live in Western Sydney.

How we assist them: Community legal education sessions on topics like planning ahead for wills, employment law, online safety for young people, understanding the new coercive control legislation, accessing victims support payments, disaster preparedness, and legal problem spotting for community workers.

Duty services at the traffic court list in Mt Druitt, Parramatta, Windsor, Blacktown and Penrith help people keep their licence in circumstances where a loss of licence affects their ability to work or care for family members.

Advice services help people understand their issues and the legal options they have available to them. Often people struggle to understand how the law can help them but have a sense there is an injustice that should be remedied. Our team can assist people to navigate the complexity of the legal system, through court processes or informal negotiations or articulating their rights to government departments. Sometimes this advice is extended to undertaking tasks or even representing people in courts or tribunals where a client does not have the capacity to action the advice.

Our intake and community teams are experts in assisting people with legal information and referrals. When WSCLC is not the right service, we are committed to ensuring we find the right place for people to get help. We do this through establishing networks within our area, staying up to date on new services and initiative, meeting and speaking with community organisations and taking the time to make warm referral.

# Client Feedback

"I am writing to extend my heartfelt thanks for the invaluable assistance you provided regarding my inquiries about criminal and family law. Your thorough explanations and the practical advice you shared have been incredibly helpful during this challenging time.

Your expertise and willingness to guide me through the complexities of these legal matters have made a significant difference, and I truly appreciate the time and effort you invested in addressing my concerns".

# Stakeholder Feedback Testimonials:

Stakeholder feedback

On 22 May 2024, the team attended a training seminar delivered by WSCLC on DV and ADVOs and family law.

As a result of this, one of our workers was able to confidently apply for Victim Services payment for her client. This client was approved for a \$15,000 (\$5,000 Immediate Needs Support Package and \$10,000 Category B Recognition Payment) payment from Victim Services.

This clearly illustrates the value of our partnership with The Women's Cottage for our Core & Cluster (crisis accommodation) for Hawkesbury.

# Case study

Our client was an older woman and primary victim of domestic and family violence. The client had a history of ADVOs as a protected person against her husband. The client was reported to the Police by her husband, who was making constant vexatious reports about her to the Police and she was subsequently charged with Stalk/intimidation and Contravene ADVO. The client was unable to access Legal Aid, unable to work due to an injury and experiencing financial hardship and homelessness since her husband left the home.

We provided the client with legal advice on how to navigate her ADVO and criminal charge matters. We represented her in a defended hearing at the Local Court which resulted in her charges being dismissed and her legal matter being finalised. We then assisted her with a referral to local support services for housing and financial support.

The client's short-term outcomes were her legal matter was resolved quicker than if she had represented herself at court and reduced the stress she was experiencing.

The long-term outcomes for this client experiencing domestic and family violence and potentially facing homelessness were by assisting her in dealing with the court matter she was able to focus on leaving the relationship and connecting with the appropriate support services in relation to her housing situation.



**Funded by:** The NSW Government and the Attorney-General's Department (Commonwealth), administered by Legal Aid NSW.

As part of the Community Legal Services Program, we have a dedicated team specifically focused on helping people who are Aboriginal and Torres Strait Islanders living in Western Sydney. The ALAP assists with legal concerns, navigating the legal system and court assistance. We also assisted with referrals to non-legal services for other issues to provide additional support where needed.

ALAP has strong community ties, so we are easily accessible to Aboriginal and Torres Strait Islander peoples of Western Sydney.



### **About HoBAS**

The HoBAS is a state-wide service for owners or consumers in NSW with a legal problem against their builder, tradie or against an owner-builder. HoBAS prioritises people experiencing barriers to access to justice, although there are no income eligibility criteria.

Funded by:
NSW Fair Trading



### How HoBAS helps

The range of matters for which HoBAS provides legal services included:

- Contractual disputes
- Licensed and unlicensed persons
- Cooling-off periods
- Non-compliance with the Section 7 of the Home Building Act (HBA) contract requirements
- Breaches of statutory warranty under Section 18B HBA
- Transfer of proceedings from courts to the Tribunal
- Uninsured works
- Home Building Compensation Fund Insurance (HBCFI)
- Preparation of evidence for the Tribunal
- Representation in the Tribunal
- Renewal of Tribunal proceedings
- Enforcement of Tribunal orders

HoBAS conducts community legal education sessions and community engagement to raise awareness of how consumers can better be informed and protected when dealing with builders and tradies.

### In 2023-2024 HoBAS -

- Assisted 599 clients with legal advice
- Helped 90 clients with diverse forms of legal representation, including assistance with evidence and representation at the Tribunal
- Gave information and referral services to 910 clients

### In 2023-2024 -

- 50.9% of clients were women
- 40.1% of clients were aged over 50 years
- 33.2% of clients reported low or nil income
- 26.3% of clients were culturally and linguistically diverse
- 9.0% of clients identify as people with disabilities

# Client Feedback

"I spoke with a legal representative at your office seeking legal advice based on work that was carried out on our property. I had a phone conference with the representative on the 14th of February at 12pm.

Firstly, please allow me to say that the representative was incredibly helpful, and we found his expertise and style completely genuine."

Just wanted to say thanks for the info you gave me this morning in my matter. Very helpful and much appreciated."

"Thank you very much and appreciate your advice and prompt service."

Client Feedback

"Thanks, your quick advice is helpful, as always. I have gone back to the expert and asked for defects and costs of rectification, asked for defects and costs of rectification."

still waiting."
Thank you again for your time, your precious advice and practical support in this matter.

advice and processors
I have read the attachment."
"Thank you for talking to me today and
your guidance and advice in this matter.
Most appreciated."



"I just wanted to send my appreciation for the service recently provided during my very stressful building matter. We have just reached a settlement with the builder for a little less financial compensation than we would have liked, but that we may have not received at all if we had not been offered such sound advice. I bought my home with my brother's help as I am a single full-time Mum and without the settlement, I would not have been able to afford to rectify the many defects in my home.

We came very close to signing a Deed of Release before we were advised our safer option was to obtain consent orders through NCAT. I am certain without that advice we would not be in the strong position we are today.

I also want to commend [WSCLC] for going above and beyond. I understand your services are in demand and am sure your team is stretched, so I am extremely grateful you made time to assist me beyond the standard hour offered. I believe your approval was also needed for the extra assistance so my sincere thanks to you too. Your jobs may be intense and often without the reward of knowing the outcome for clients you advise, so that's another reason I wanted to share my result, gratitude and appreciation. Without your assistance and kindness, many people would be far worse off.

Once again, many thanks to your team, particularly the representative who helped me, for the outstanding support you offer clients like me."



WESTS provides tenancy advice, advocacy, referral, community education, face to face appointments, preparation of evidence in some cases representation at the NSW Civil and Administrative Tribunal, Duty Advocacy.

### Funded by:

NSW Fair Trading.

### Who we assist:

WESTS assists tenants in Western Sydney, for example residential tenants, Boarding House residents, people living in Lendlease Communities and other renters in Social Housing or Community Housing as long they are in these local government areas: Auburn, Blacktown, Baulkham Hills, Hawkesbury, Holroyd, Parramatta and Penrith.

### How we assist them:

WESTS assists with repairs, rent Increases, rental areas, evictions and lock outs, return of bonds, negotiations with real estate agents or private landlords, issues with Homes NSW or any other Community Housing, NSW Civil & Administrative Tribunal Paramatta or Penrith and occasionally Sydney registry.



### **External Partnerships:**

Homes NSW, Community Housing providers, Local Council, Local MPs, NSW Civil and Administrative Tribunal, Community Legal Centres, Legal Aid, Department of Customer Services, NSW Fair Trading, Tenants' Union NSW and other Tenancy Assistance and Advocacy Program providers.

# Highlights for the year (1 July 2023 – 30 June 2024):

WESTS has contributed to the Make Renting Fair Campaign with Tenants' Union NSW and lobbying with local MPs and through our combined efforts with other services and community such as Sydney Alliance was able to have the NSW Labor Government announce changes and swift reform to No Grounds Evictions and Portable Bonds.



"Thank you heartfully for your advice. We have received a positive response from our real estate agent..."

"I just wanted to thank you so much for your support throughout this process!"

"Thank you for your support and advice over the phone these guides you have provided are very helpful indeed."

"Your information and advice were invaluable."

"I'd like to also take this opportunity to thank you for all of your help with this matter, and no matter the outcome, please know that we are both very appreciative and grateful for all of your help."

# Stakeholder Feedback Testimonials:

Client Feedback

"I would like to formally say thank you for

"I would like to formally say thank you for

"I would like to formally say thank your assisting us in this case. Your contribution from guiding about orders, to directing for the paperwork, your support letter, to attending the hearing was really a big help for us and we definitely couldn't have won the case without your assistance. I cannot really payback to you for all your help but instead will remember you in my prayers..."

# Case study 1

We had assisted a social housing tenant in obtaining rent abatements for properties that do not meet the optimal criterion for habitability. These clients have reported maintenance issues through the appropriate contact centres over several weeks, but it was not thoroughly addressed until WESTS intervened in advocating on behalf of these tenants in and outside of the NSW Civil and Administrative Tribunal (NCAT). Social housing tenants are often ignored, and their concerns often invalidated as many are on the subsidy and therefore are benefitting from a rent price that suits the property they are in. However, WESTS continue to support these tenants at NCAT to illustrate that all tenants are entitled to a safe home. These clients have expressed their gratitude in WESTS advocating and championing their voices.

# Case study 2

WESTS has assisted clients in reducing their end of tenancy debts where the Landlord has claimed for items within the premises that have already depreciated, and the age of the item itself cannot be proven. It had taken WESTS some time to prepare evidence and engage in research in addition to preparing the clients and easing their anxieties through this daunting process at NCAT. Through careful technical arguments and reference to relevant caselaw and the depreciation table set by the ATO, WESTS was able to convince the Tribunal member that the lack of contrary evidence from the landlord meant that the member ought to err on the side of caution; the reason being is that the landlord bears the onus of proof to demonstrate why they believe they are entitled to a deduction or an excess payment of the bond. These clients were grateful for our assistance given their wariness of the Tribunal.

# Case study 3

WESTS had assisted a tenant who was under immense financial stress who fell into rental arrears over several weeks. Though the tenant had attempted to pay off these debts, it continued to accrue given the weekly rent was not also being paid. The landlord had sought termination at NCAT and based on the history had asked for immediate possession due to the tenant's frequent breaches of contract. WESTS advocated on behalf of the tenant and through careful negotiation was able to obtain a specific performance order for the tenant that would not put them into further financial distress but is also fair toward the landlord and their interests.

# Case study 4

WESTS serves a community that are identified as lower socio-economic and culturally and linguistically diverse backgrounds; these individuals and families are often unaware as to the resources and help at their disposal if they were to reach out. WESTS had championed the voice of one client who had a low proficiency in English both written and spoken, and therefore could not have understood the detrimental consequences of the residential tenancy laws, or the rights they could have enforced under them. By working with the appropriate services and corresponding with the landlord and their agents, WESTS was able to achieve a resolution for the tenant who had sought the return of their items that would have otherwise been discarded by the landlord if WESTS had not made an Application to NCAT on their behalf.



# Domestic Violence Support Programs

Our programs help women and children experiencing family and domestic violence focusing on social work support through the Court system:

- a) Cumberland Women's Domestic Violence Court Advocacy Services (CWDVCAS)
- b) Family Advocacy and Support Services (FASS1)



### **Program Summary:**

CWDVCAS provides support, safety planning, guidance and empowerment to women and children experiencing family and domestic violence. This includes information and referrals to social support and legal services, risk assessments and safety plans, Court advocacy for people who have Apprehended domestic violence orders (ADVO) matters; hearing support for ADVO related charges, case management and case Coordination through the Safer Pathway's local coordination point (LCP) and the Safety Action Meeting (SAM).

### Funded by:

The NSW Government administered by the Women's Domestic Violence Court Advocacy Program (WDVCAP), Legal Aid NSW.

### Who we assist:

Women and children experiencing domestic and family violence (DFV).

### How we assist them:

- Information and referrals to social support and legal services.
- Conduct Risk Assessments and create Safety Plans with clients.
- Court advocacy for clients who have Apprehended Domestic Violence Orders (ADVOs) matters listed at Parramatta and Burwood Local Courts on ADVO list days.
- Hearing Support for ADVO related charges.
- Case Management.
- Case Coordination through the Safer Pathway's local coordination point (LCP) and the Safety Action Meeting (SAM).



### **External Partnerships:**

# NSW Police - Auburn PAC, Cumberland PAC, Parramatta PAC & The Hills PAC

- The main source of referrals to the service.
- Hills Police Area Command (PAC) –
   Safe Reporting Space initiative.
- A safe space provided for women to meet with plain clothes police officers to report DFV incidents accompanied by staff from our service. 10 clients over the last 12 months.

### WestNet Safe Connect

• Provide safe phones which we issue to clients on an as-needed basis.

# Western Sydney Love Bites Committee (WSLBC)

 Collaboration in delivering the Love Bites program in local schools.

# Domestic Violence duty solicitor (DVDS) scheme – Legal Aid NSW.

 Rostering a duty solicitor on ADVO list day in the Safe Room at Parramatta Local Court to provide free legal advice for clients.

### **Seconded Worker Roster**

 The Parramatta Women's Shelter, Cumberland Women's Health Centre and the Court Multicultural Liaison Officer provide a worker, on a rostered basis, to help in the Safe Room each week providing a safe space and the opportunity to learn about court processes and help clients with information about the services their organisation offers.

### **Human Services [Centrelink]**

 The Engagement Officer attends our Safe Room at the Parramatta Local Court on ADVO list day to assist clients with Centrelink matters.

### **Housing NSW**

 The Community Liaison Officer attends the Safe Room fortnightly on ADVO List Day to assist clients with Housing matters.

### Share the Dignity

 Provides dignity bags containing hygiene products which are given to clients on an as-needed basis.

### The Hills DV Prevention Network (HDVPN)

- Regular attendance at the monthly network meeting.
- WSCLC provides Chair, minute-taker and guest speaker for the meeting in November of each year.
- Hills DV Prevention Network Understanding Coercive Control Forum

CWDVCAS was part of organising this forum aimed at Community & Cultural faith leaders, volunteers, local businesses, school representatives and local communities.

# Cumberland Women's Health Centre (CWHC); SAGE Community Services; Lisa Harnum Foundation Inc.

 We often have mutual clients with these services providing support in different aspects of the client's recovery journey.

### Parramatta City Council

• The provision of a Safe Room in its Library building to allow women who are fearful of, or unable to, attend a police station to report DV, to attend a neutral place to discuss their experience. The Council is looking at a 6-month pilot project beginning in the latter half of 2024.

### Highlights for the year (1 July 2023 – 30 June 2024):

### **DFV Connect Database**

The launch of the new database is the biggest change in this reporting period. There were a lot of issues in the early inception, but our team is gaining competency through practice. The support provided by the WDVCAP team in real time is much appreciated.

- The new Hearing Support funding received during this reporting period has seen an increase in our team and a change of roles of some staff within our team.
- CWDVCAS was part of the committee that hosted a Coercive Control Forum in August. This was in partnership with Parramatta Council and other local services.
- CWDVCAS was invited by Hillsong Greater Western Sydney campus to be part of a *DFV* consultation to advise on how to address disclosures of DFV.
- Attended the Religious & Community Leaders Seminar hosted by the NSW Department of Communities and Justice.

### Day at Parramatta Westfield

- On 6th November 2023, CWDVCAS (in collaboration with Parramatta Council) spent a day at Parramatta Westfield having an information stall as one of our community engagement activities.
- We handed out over 150 Safety booklets and 100 service brochures. More importantly, we had deep conversations with 5 women about different forms of DFV that they identified as experiencing in their relationships.

### Services Australia Open Day

CWDVCAS and many local services were invited to the local office of Services Australia for their two-day open day. This provided insight into what the requirements for clients are to access payments and the options available.

- Two outreach programs were held in the community for young people and residents.
   This was a great opportunity to engage with young people and provide information about different forms of domestic and family violence.
- Participation in the Communities and Government Expo,
   27 November 2023 at Westmead hospital. The Expo provided direct access to all young children from high school, refugees, newly arrived and multicultural community members in general, which was a great opportunity to engage with multicultural clients to provide access to services.
- Participated in the Law and Community Services Expo, 8
  December 2023. The main aim of the event was for the local people to gain information on services and where they can access assistance in matters affecting themselves and or their families. The Law and Community Services Expo is also an opportunity for people (especially the culturally and linguistically diverse community) to find out more about the services available for them.

# Aboriginal DV support in the community

- Our team hosted a morning team which brought staff of our organisation together to learn and share their understanding of NAIDOC week.
- Sorry Day, 26 May Parramatta Council organised an event at Governor Macquarie's House. A large section of the community attended, and the First Nations worker was able to engage with many services and community members to talk about CWDVCAS services.
- The First Nations worker attended a Conference on Prevention of Family and Domestic Violence with First Nations People.

# Client Feedback

"Thanks for being there with me in the court! The outcome was good because of your support. Thank you so much."

"Thank you so much for working hard to arrange support services for me and my kids. I am also grateful for your kind words, which have strengthened my hope. I'm sure many women out there need to hear this and feel acknowledged. I will definitely set up counselling sessions for myself and the kids to make things easier for all of us. My kind regards."

"I hope you are doing well, like I'm feeling now and more. I'm speechless to describe my feelings today. You're a blessing. I couldn't have imagined this happening. It feels like life is truly smiling at me.

# Multicultural DV support in the community

 SSI conducted a workshop on 7 November 2023 for women in multicultural communities to become Social Responders in Domestic and Family Violence. Through training and learning circles, women community leaders were supported to respond to DFV affirmatively and refer victim survivors to appropriate services.



"If you could kindly pass on my email to the CEO I would love to acknowledge a staff member. This worker has been looking after me for the past 2 years and I cannot commend her enough. I have gone through Domestic Violence and abuse for years and since she has come into my life, she has offered me so much support, physically, mentally and financially. She has made many aspects of living better for me. I'm so thankful to her and the services she can provide. Whenever I have a question, I email her, and I know she will investigate to ensure I'm receiving the best support possible. I'm very lucky to have her support and I hope many other women going through something similar have access to someone as great as her. I'm grateful to have her support me, especially until the chaos slows down in my life. I thank the organisation immensely for offering this support to women. Without it, we would be helpless."

"Omg thank you, thank you so much to you and to everyone that's helped me through this difficult time. You are all a blessing. You gave me so much clarity after answering all my questions so patiently. - I just want to say a huge thank you. The AVO feels like an added layer of safety and peace of mind. Thank you for doing the challenging job you do so you can help many like me. The world needs more of you." "Thank you so much for your help throughout the process, I really appreciate it. He was convicted and will be sentenced soon."

# Stakeholder Feedback Testimonials:

# Case study 1

A young mother was invited to a Hearing Clinic. She was hesitant and did not attend. She was contacted and encouraged to attend court with a worker to support her. On the day of the Hearing, she gave evidence via an audio-visual link (AVL). She had previously been a drug user and was intensely questioned by the Defence – her credibility was questioned. She was very emotionally drained after giving her evidence. The magistrate requested she come into the court room for the verdict. She was anxious about seeing the perpetrator but agreed to go with her support worker. The magistrate addressed her previous drug use and commended her honesty, emphasising that her drug use did not make her less worthy if justice and being heard. The worker noticed a complete shift in the client's body language after this was said.

After court the client was extremely grateful for the worker's support and felt that the experience helped with her feelings of shame around her past. The client also got a good outcome, with charges being convicted and ADVO finalised, which would not have happened if the client had not attended court for the Hearing.

# Case study 2

A counselling service made a referral for assistance for a woman and her young children to escape a relationship marked by controlling behaviours and consistent monitoring. At the Safety Action Meeting (SAM), members worked collaboratively to develop a safety plan for her to flee. Members were able to procure a property via Homes NSW and it was arranged for her to go straight there after making a report to the Police. On the day the client fled the home, officers took her statement and served her partner with an ADVO immediately. The Safety Action Meeting (SAM) co-ordinator kept in contact with her and made a warm referral to the WDVCAS closest to her new home. The worker from the Counselling Service expressed her gratitude for the work done by the SAM members and Cumberland WDVCAS, saying "Thank you for all your hard work, dedication and assistance over the last couple of months to ensure this woman's safety and peace of mind."



### **Program Summary:**

FASS1 is a walk-in service which combines free legal advice and support at court for people affected by domestic and family violence.

### Funded by:

The Commonwealth Government administered as a component of the NLAP through Legal Aid NSW.

### Who we assist:

Women accessing the Federal Circuit and Family Court of Australia (FCFCOA) who have experienced domestic and family violence (DFV) during their marriage and who need social support or referral to other support services.

### How we assist them:

- Information and referrals to social support services.
- Referral for legal advice from Legal Aid lawyers.
- Conduct risk assessments and create safety plans with clients.
- Court support for court hearings in person and via AVL.



Funded by the Australian Government



### **External Partnerships:**

The DV Unit, FASS Legal and the Early Intervention Unit (EIU) co-exist at the FCFCO with FASS1. They have a matrix of referral pathways for clients to access legal advice, especially in Family Law matters.

FASS2 is a Relationship Australia program supporting men at the FCFCO. FASS1 works well with FASS2 in navigating support for families who want to maintain healthy co-parenting relationships while negotiating parenting plans, mediation etc.

FASS1 has partnered with many services across Western Sydney creating referral pathways for clients to access emergency relief, financial support, counselling, case management and court support at Local Courts for ADVO matters. Some external services we partnered with are:

- Red Cross
- Victims Services
- Family Support Services/emergency relief such as:
- Muslim Women Association
- Chinese Australian Social Services (CASS)
- WDVCASs
- Women Health Centres at Blacktown and Parramatta
- Immigrant Women's Speakout Association
- The WASH House
- Marrin Weejali Aboriginal Corporation
- Parramatta Mission
- Mission Australia
- Relationship Australia
- Sage Community (SHLV)
- Emergency relief services Salvation Army,
   Anglicare, St. Vinnies, etc.
- Indian Sub-Continent Crisis & Support Agency (ICSA)
- Youth Rezolution
- Jims Cleaning (cleanup for hoarding)

Better referral pathways were created with these services as we continued to work collaboratively in supporting mutual clients.

### Highlights for the year:

- FASS Mental Health Worker commenced at Parramatta FCFCOA in April 2024, co-locating with FASS1.
- Attending a 'Meet and Greet' with staff from DCJ, NSW Police, Court Associates, Senior Judicial Registrar, Judicial Registrar and Judges.

# Client Feedback

 Participation in FASS Survey Week in June – clients were delighted to provide feedback on the service they had received.

# Stakeholder Feedback Testimonials:

 Private lawyers have contacted FASS to have a safety plan organised for their clients when attending a Court matter.

# Case study

A woman was referred to FASS1 for support in FCFCOA by Campbelltown Police. FASS1 provided support for an interim Hearing and through to the final hearing, always ensuring a safety plan was in place for all her court dates.

As the FASS Duty Lawyer went through the Final Orders, the client was informed that the Orders provided the Registrar the right to sign documents on her behalf. She was indignant, stating her husband was trying to manipulate the situation in his favour. She shared how her former husband hit her, kicked her out of her home and now wanted her share of the home signed over to him. She was so upset that both FASS1 and the Duty Lawyer were concerned for her.

A week later, the FASS1 worker rang to check how she was going - the woman was in good spirits, and she had decided to put the matrimonial home on the market to allow her the opportunity to make a new beginning for herself. She was warm in her praise of the support provided by the FASS1 worker.



### Funded by:

Department of Social Services.

### Who we assist:

Vulnerable families who are currently experiencing family separation and who are at risk of further violence and/or conflict. CWCS provides a safe family friendly environment where children can continue to have a relationship with both parents without the risk of further conflict.



### How we assist them:

CWCS provides two types of services. Supervised Contact where children get to spend time with their significant other/s in a safe and meaningful environment supervised by a qualified staff member who assists the family in enjoying their time safely.

CWCS provides a changeover service where CWCS is used as the location where children can exchange between their parents without the parents meeting and therefore is free from further conflict or violence.

CWCS staff offer a case management approach to our service where our Senior Supervisors work with families on issues they face and make referrals to courses and other services to assist families in improving their current situation and work towards self-management.

### In 2023-2024 we hosted:

**526** Supervised contact sessions

251 Changeovers

### **Our Impact:**

Allow families to meet and engage in meaningful contact that would otherwise not be able to do so.

### **External Partnerships:**

CWCS works with family services Anglicare, Catholic Care, Relationships Australia, Benevolent Society, Uniting Care, The Arab Council of Australia and other community services to assist clients in accessing support services that complement the work of CWCS to assist our clients.

CWCS has partnership with University of NSW and University of Wollongong to provide clinical placement to Social Work students who complete there clinical hours at CWCS and broaden their skills in working with vulnerable families whilst assisting student to gain insight and understanding in working with vulnerable families who are embroiled in Family Court matters over parenting issues and sometimes criminal charges to provide a safe environment where both parents can continue to have on going contact with both their parents.

### Highlights for the year (1 July 2023 – 30 June 2024):

CWCS helped 13 of our families successfully move on to self-management. This means the child/children are now able to have a safe handover with their parents without the need for external supervision. CWCS has welcomed new families into the program and are currently working closely to assist with them to achieving a positive outcome.





to support their needs. It's important that parents with children with disabilities are made aware of our service so they too can get the support they need to look after their children." - Carers Gateway

# Case study

A family started with CWCS in 2023. CWCS facilitated supervised contact for the family from February 2023 to October 2023. The children engaged well with their father and CWCS worked closely with the father in building his confidence with his parenting. The father's partner was introduced to the children to establish a relationship to assist in the matter moving forward and reintroducing paternal family members to the children during the supervised visits.

The family moved to changeover in November 2023 with changeover occurring weekly at 3 hours for a month before increasing to weekly at 8 hours. Changeover moved outside CWCS in January 2024 and the family has continued to successfully self-manage.



### **Program Summary:**

CCAS provides support to young people and their families on the day of and after their Court date, including:

- information about court processes and outcomes.
- support for young people and their carers on the day at court.
- informal counselling and conflict resolution.
- referral to welfare services such as drug and alcohol programs, counselling and accommodation.

### Funded by:

The NSW Government and the Attorney-General's Department (Commonwealth), administered by Legal Aid NSW.

### Who we assist:

We provide court support and some casework assistance to young people attending The Children's Court of NSW with criminal matters. The courts serviced by WSCLC are Parramatta and Surry Hills.

### How we assist them:

CCAS is the first point of contact for people entering the Children's Court for criminal matters and Apprehended Violence Orders.

Young people and their families are signed in and checked off on a list of people expected to attend the court on that day. Based on this information CCAS will determine who it is in the Children's Court these people need to be referred to. This will generally be Legal Aid, Aboriginal Legal Service and Youth Justice.

After this initial interaction, CCAS has time to be able to spend with young people to find out if there are other needs that the young person may have. Immediate needs may include issues such as information about court processes, accommodation, information about a course or explaining the benefits of mediation for an AVO matter. Other needs include education and employment, relationship issues.

When a young person has an established relationship with CCAS, ongoing needs can be assessed and the young person offered appropriate assistance and/or referrals.

### **External Partnerships:**

Court-based relationships are vital to ongoing CCAS services.
Great relationships exist between CCAS and Court registry, Legal Aid Children's Legal Service, Aboriginal Legal Service, Justice Health, Youth Justice, Department of Education, DCJ, private solicitors and barristers, Police Prosecutors and Magistrates.

# Stakeholder Feedback Testimonials:

# Case study 1

A young person attended Parramatta Children's Court with an ADVO and associated charges. This young person is from a culturally diverse background and was experiencing difficulties with their parents (who were the protected persons). The young person was also protected by an ADVO from their father. After discussions, a referral was made for the young person to an appropriate refuge to allow the family to have some respite while services could be put in place to provide appropriate and culturally sensitive support.

# Case study 2

A young person attended Surry Hills Children's Court for some charge matters. While waiting at Court, the young person's mum asked them to go to a local ATM to withdraw some cardless cash, accessed with a code. When the young person was at the ATM, they entered the code incorrectly. They decided to use a public pay phone to call their mum, who was still with CCAS at Court. The CCAS worker was able to determine that the young person had been approached by Police and accused him of attempting to commit a fraudulent act at the ATM. The CCAS worker stepped in to assist, referred the young person to a lawyer and was able to have the young person released.



### **Program Summary:**

The Youth Education Project (YEP) provides early intervention information, education and skills training to prevent the entry of young people into the juvenile justice and care systems by providing information resources and sessions on topics that impact on young people.

### **Funded by:**

The NSW Department of Communities and Justice.

### Who we assist:

Young people aged between 12-24, young parents and youth workers.

### How we assist them:

Provide support, information and education to young people. We also provide training, information and educational resources to help young people via their community workers.

# Stakeholder Feedback Testimonials:

Young people have expressed the positive impact that healthy relationships education has on their thought processes and ability to identify negative interactions with peers.

Workers have reported that their understanding of issues impacting young people has been strengthened because of attendance at education sessions.



WSCLC works with external partners to provide an all-inclusive approach enabling us to ensure the people we help have access to the supports they need. Our team works closely and collaborative with these partners to ensure the best possible outcomes for the people we assist.

### **CWCS Partners**

- Family services Anglicare, Catholic Care, Relationships Australia, Benevolent Society, Uniting Care, The Arab Council of Australia, and other community services.
- UNSW provided clinical placement to Social Work students.

### **CCAS Partners**

Court based relationships including the Court registry, Legal Aid Children's Legal Service, Aboriginal Legal Service, Justice Health, Youth Justice, Dept of Education, DCJ, Private Solicitors and Barristers, Police Prosecutors and Magistrates.

### **CLCP Partners**

- Aboriginal Health Unit
- ADSI
- AMS-GWAHS- Penrith
- AMS-GWAHS-Mt Druitt
- Auburn Library
- BAABAYN shared with Landers and Rogers
- Barnardo's Auburn
- Barnardo's Cranebrook
- Blacktown Court
- Blacktown Womens' and Girls' Health Centre
- Bligh Park Community Centre
- Butucarbin Aboriginal Corporation
- Catholic Cares
- CMRC Top Ryde
- Cumberland Womens DV HUB
- Cumberland Womens' Health Centre
- Dillwynia Prison
- Family Solicitor-Service Providers
- Flourish-Blacktown
- Great Lakes Agency for Peace and Development
- Guildford Community Centre
- Harris Park Community Centre
- HCOS
- Hills Community Centre
- Kimberwalli
- Koolyangarra-Nepean Community Centre

- Link-UP
- Marrin Weejali
- Merana Aboriginal Community Association
- Mount Druitt Local Court
- Multicultural Disability Advocacy Association
- Narang Bir-Rong Aboriginal Community
- NCNS-Nepean Community Neighbourhood Centre
- North Richmond Community Centre
- Parramatta Local Court
- Penrith Court
- Richmond Community Services
- Riverstone Neighbourhood Centre
- SAGE Community Services
- Services Our Way
- SRAC-Sydney Reginal Aboriginal Cooperation
- TAFE-Granville
- TAFE-Meadowbank
- The Women's Cottage Richmond
- WASH House Mt Druitt
- Westmead Hospital
- Westpoint the Hub
- Windsor Court
- Windsor Library
- WSCCI-Western Sydney Community Centre Incorporated

### **CWDVCAS Partners**

- NSW Police Auburn PAC, Cumberland PAC, Parramatta PAC & The Hills PAC (Safe Reporting Space initiative)
- The Hills DV Prevention Network (HDVPN)
- Cumberland Women's Health Centre (CWHC); SAGE Community Services; Lisa Harnum Foundation Inc.
- Services providing referral pathways for individuals to access emergency relief, financial support, counselling, case management and court support at Local Courts for ADVO matters.

### **FASS1 Partners**

- The DV Unit FASS Legal & Early Intervention Unit (EIU) which co-exist at the Family Court.
- Relationship Australia program supporting men at Family Court.

### **CWDVCAS and FASS1 Partners**

- WestNet Safe Connect
- Domestic Violence duty solicitor (DVDS) scheme - Legal Aid
- Human Services [Centrelink]
- Share the Dignity

### **HoBAS Partners**

- Marrickville Legal Centre Strata Law Service
- NSW Fair Trading
- Building Commission NSW
- Fellow community legal centres
- Legal Aid NSW

### **WESTS Partners**

- Western Sydney Homeless
- Tenants' Union



A sincere thank you to our partners who provide pro-bono support for the people we help; we thank you for your tireless work and dedication.



LANDER & ROGERS













The work we do would not be possible without the tremendous support from our volunteers.

We would like to extend a thank you to:

### **CLCP Volunteers**

Alem Paric

Alexandra Swerydow

Amelia Wilson-Williams

Anastasia Radeka

Anna Le

Armaandeep Sooch

Avi Rao

Cara Bruce

Ida Ghalandari

Iman Iqbal

Jericha De Vera

Jesicca Pitts

Jessica Trinh

Linda Wang

Malake El Merhabi

Nikita Sharma

Peter Brycee

Preston Wilson

Priya Moodley

Rajana Chennampully

Sophia Yarak

Sukhamrit Sandhu

Zali Furness

### **WESTS**

Jennifer Nguyen

Rayan Obeid

Ginger Morandin

Emily Roberts

Khan Salicioglu -Achi

Rithik Kadire

Demi Birch

Alexa Hafner Keelan

Anjali Valabjee

Brian Morgan

Olivia Burns

Rujuta Banhatti

Alvin Liu

Phil Marchionni

Hana Imamura

Michelle Huynh

Jonathan Jebbo

### **HoBAS**

Yasmeen Langoo



Western Sydney Community Legal Centre (WSCLC) plays a key role in ensuring disadvantaged people in Western Sydney have access to justice. In pursuing its objectives, WSCLC is committed to achieving and maintaining high standards of corporate governance in ways which are accountable, transparent and effective.

The Board's conduct is governed by WSCLC's Constitution.

### The Board is responsible for:

- setting and monitoring the strategic direction of the organisation
- approving and monitoring financial reporting including financial budgeting and forecasting, and ensuring financial sustainability
- establishing policies and guidelines to ensure accurate and timely financial and operational reporting
- ensuring policies and systems are in place for risk oversight and management
- approving delegation of authority
- promoting ethical and responsible decision-making

- appointing and evaluating the performance of the CEO
- monitoring the performance of the organisation
- evaluating the performance of the Board and ensuring it remains appropriately skilled to discharge its responsibilities and duties, to meet the changing needs of the organisation, sector and community
- ensuring that the organisation complies with Corporations Law, Australian Charities and Not-for-profits Commission and all other relevant legislation
- establishing and monitoring committees to assist with the Board's functions.



### **Committees**

The Board has established two standing committees to assist with its governance functions:

- Audit and Finance
- Risk, Governance and Strategy

Each committee has terms of reference that set out its role, responsibilities, composition and authority. The terms of reference are reviewed periodically. The committees report regularly to the Board and minutes are available to all Directors.

During 2023-24 the Board also established a Nominations Committee specifically to oversee the recruitment and selection of new directors.

### **Ethical Standards**

The Board is strongly committed to the values of the organisation and promotes practices that are transparent. All Directors and staff sign a code of conduct, which sets out the expected standard of behaviour for personal and professional conduct and guides compliance with legal and policy obligations.

Directors are required to disclose any actual or potential conflict of interest at the start of all Board and committee meetings. The Board then determines an appropriate response which may require a director to remove themselves from discussions, decisions or votes.

In the case of staff, any actual or perceived conflict of interest must be disclosed to management and dealt with in accordance with policy.

### **Board performance review**

The performance of the Board and its committees is reviewed regularly. This ensures Directors and the Board work effectively and efficiently to achieve and maintain high standards of governance and fulfil their responsibilities and functions set out in the Constitution and Board Charter.

### **Special Responsibilities**

During 2023-24 the following Directors held particular governance roles on the Board:

- Chairperson Helen Bouropoulos
- Vice Chairperson Nicola Shaw
- Company Secretary Lauren Osbich (from 12 December 2023)
- Chair of Audit & Finance Committee Hena Yearley
- Chair of Risk, Governance & Strategy Committee Nicola Shaw

	D I M		Board Committee Meetings			ngs
Director	Board Meetings		Audit and Finance		· ·	vernance ategy
	E	Α	E	Α	E	Α
Helen Bouropoulos	5	3	N/A	N/A	3	0
Nicola Shaw	5	3	4	2	3	2
Raymond Brazil	5	3	N/A	N/A	3	2
lan Morgan	5	4	4	4	3	1
Simon Elder	5	4	N/A	N/A	N/A	N/A
Hena Yearley	5	5	4	4	N/A	N/A
Stephen McIntyre	2	2	N/A	N/A	N/A	N/A
Joshua Bird	2	2	N/A	N/A	N/A	N/A
Lauren Osbich	3	3	N/A	N/A	N/A	N/A

**E =** number of meetings Director eligible to attend

A = number of meetings Director attended

N/A = not a member of relevant committee

Notes: Anna Harding resigned on 9 August 2023

Lauren Osbich commenced on 12 December 2023

Joshua Bird commenced on 26 March 2024

Stephen McIntyre commenced on 26 March 2024





# Western Sydney Community Legal Centre Limited ABN 81 963 193 626

Financial Report For the year ended 30 June 2024

# Western Sydney Community Legal Centre Limited Financial Statements

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## Directors' report 30 June 2024

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2024.

#### **Directors**

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Name	Name
Helen Bouropoulos (Chairperson)	Simon Elder
Nicola Shaw (Deputy Chairperson)	Joshua Bird – appointed 26 Mar 2024
Hena Yearley	Stephen McIntyre – appointed 26 Mar 2024
Raymond Brazil	Lauren Osbich (Company Secretary) – appointed 12 Dec 2023
lan Morgan	Anna Harding – Resigned 9 August 2023

#### Principal activities

The principal activity of the company during the year was to provide free legal advice and social support services for disadvantaged members of the community. These are currently provided through various programmes including; Aboriginal Legal Access Program (ALAP); Central West Contact Service (CWCS); Children's Court Assistance Scheme (CCAS); Community Legal Centre Program (CLCP); Cumberland Women's Domestic Violence Court Advocacy Service (CWDVCAS); Home Building Advocacy Service (HoBAS); Western Sydney Tenants' Service (WESTS) and Youth Education Program (YEP).

### **Meetings of directors**

The number of meetings of the company's Board of Directors ('the Board') held during the year ended 30 June 2024, and the number of meetings attended by each director were:

	Full board	
	Held	Attended
Helen Bouropoulos (Chairperson)	5	4
Nicola Shaw (Deputy Chairperson)	5	4
Raymond Brazil	5	4
lan Morgan	5	4
Simon Elder	5	3
Hena Yearley	5	5
Joshua Bird	2	2
Stephen McIntyre	2	2
Lauren Osbich	3	3
Anna Harding	-	-

### Members' guarantee

The entity is incorporated under *Corporations Act 2001* and is a company limited by guarantee. If the entity is wound up, the constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstanding obligations of the entity. At 30 June 2024, there were 10 members and the total amount that members of the entity are liable to contribute if the entity is wound up is \$10 (2023: \$10).

### Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 307C of the *Corporations Act 2001* is set out immediately after this directors' report.

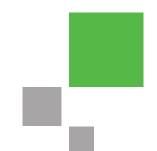
This report is made in accordance with a resolution of directors.

On behalf of the directors

Helen Bouropoulos Chairperson 18 October 2024

Hena Yea
Director





# Western Sydney Community Legal Centre Limited Auditor's independence declaration

In accordance with subdivision 60-C of the *Australian Charities and Not-for-profits Commission Act 2012*, I am pleased to provide the following declaration of independence to the directors of Western Sydney Community Legal Centre Limited.

As the lead audit partner for the audit of the financial statements of Western Sydney Community Legal Centre Limited for the year ended 30 June 2024, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2024 there have been no contraventions of:

- i. the auditor independence requirements of the *Australian Charities and Not for Profits Commission Act* 2012 in relation to the audit; and
- ii. any applicable code of professional conduct in relation to the audit.

Yours sincerely

CIB ACCOUNTANTS & ADVISERS Chartered Accountants

Radlee Moller Partner

PARRAMATTA NSW 2150

18 October 2024

E admin@cibaccountants.com.au

W www.cibaccountants.com.au





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- T +612 4721 6000

### SYDNEY

A Level 11, 56 Pitt St Sydney NSW Australia 2000 T +61 2 9249 7400



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# Statement of profit or loss and other comprehensive income For the year ended 30 June 2024

	Note	2024 \$	(Restated) 2023 \$
Revenue	4	7,044,320	6,791,426
Interest income		57,322	31,395
Expenses Employee benefits expense Administration expenses Depreciation expenses Interest expense on lease liabilities Other expenses	5 5 13	(6,116,662) (925,687) (68,066) (12,078)	(5,575,067) (693,146) (61,947) (6,241) (22,000)
(Deficit)/surplus for the year Income tax expense Net current year (deficit)/surplus Other comprehensive income for the year	2d	(20,851) (20,851)	464,420 
Total comprehensive (deficit)/surplus for the year		(20,851)	464,420

# Statement of financial position As at 30 June 2024

	Note	2024 \$	(Restated) 2023 \$	(Restated) 2022 \$
Assets		·	·	·
Current assets				
Cash and cash equivalents	6	2,440,200	2,608,028	2,229,761
Trade and other receivables	7	7,192	2,100	4,943
Investments	8	483,310	481,113	466,282
Other assets	9	69,576	31,057	62,945
Total current assets		3,000,278	3,122,298	2,763,931
Non-current assets				
Property, plant and equipment	10	33,448	32,526	30,766
Right-of-use assets	11	112,368	169,379	-
Total non-current assets		145,816	201,905	30,766
		<del></del> _		
Total assets		3,146,094	3,324,203	2,794,697
12-1300				
Liabilities Current liabilities				
Trade and other payables	12	383,605	442,598	432,715
Lease liabilities	13	56,991	51,688	432,713
Provisions	14	907,247	931,537	896,534
Deferred grant revenue	15	352,940	396,582	540,507
Total current liabilities		1,700,783	1,822,405	1,869,756
Non-current liabilities				
Lease liabilities	13	64,000	120,991	<u>-</u>
Provisions	14	29,726	8,371	15,977
Total non-current liabilities		93,726	129,362	15,977
Total liabilities		1,794,509	1,951,767	1,885,733
Net assets		1,351,585	1,372,436	908,016
Equity				
Retained surplus		536,278	1,372,436	908,016
Other reserves	16	815,307	-	-
Total equity		1,351,585	1,372,436	908,016

# Statement of changes in equity For the year ended 30 June 2024

Tor the year chaca oo dane 2024	Retained surplus \$	Other reserves \$	Total equity
Balance at 1 July 2022 As previously stated Prior period error (Note 24) As restated	761,304 146,712 908,016	- - -	761,304 146,712 908,016
Surplus for the year Other comprehensive income for the year	464,420	<u>-</u>	464,420
Total comprehensive income for the year	464,420		464,420
Balance at 30 June 2023	1,372,436		1,372,436
Balance at 1 July 2023 As previously stated Prior period error (Note 24) As restated	1,225,724 146,712 1,372,436		1,225,724 146,712 1,372,436
Deficit for the year Other comprehensive income for the year	(20,851)	<u>-</u>	(20,851)
Total comprehensive deficit for the year	(20,851)		(20,851)
Transfer to other reserves (Note 16)	(815,307)	815,307	
Balance at 30 June 2024	536,278	815,307	1,351,585

# Notes to the financial statements For the year ended 30 June 2024

	Note	2024 \$	(Restated) 2023 \$
Cash flows from operating activities Receipts from grants and clients Payments to suppliers and employees (inclusive of GST)		7,039,220 (7,186,438) (147,218)	6,860,515 (6,432,164) 428,351
Interest received Finance charge		57,322 (12,078)	31,395 (6,241)
Net cash from operating activities	17	(101,974)	453,505
Cash flows from investing activities Payments for property, plant and equipment Net increase in term deposits	10	(12,804) (2,197)	(34,793) (14,831)
Net cash used in investing activities		(15,001)	(49,624)
Cash flows from financing activities Repayment of lease liabilities		(50,853)	(25,614)
Net cash used in financing activities		(50,853)	(25,614)
Net increase in cash and cash equivalents Cash and cash equivalents at the beginning of the financial year		(167,828) 2,608,028	378,267 2,229,761
Cash and cash equivalents at the end of the financial year	6	2,440,200	2,608,028

# Notes to the financial statements For the year ended 30 June 2024

### Note 1. General information

The financial statements cover Western Sydney Community Legal Centre Limited as an individual entity. The financial statements are presented in Australian dollars, which is Western Sydney Community Legal Centre Limited's functional and presentation currency.

Western Sydney Community Legal Centre Limited is a company limited by guarantee.

Suite 302, Level 3 107 Phillip Street Parramatta NSW 2150

A description of the nature of the company's operations and its principal activities are included in the directors' report, which is not part of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 15 October 2024. The directors have the power to amend and reissue the financial statements.

#### Note 2. Material accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

### a. New or amended Accounting Standards and Interpretations adopted

The company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period. The adoption of these standards did not have a material impact on the results and financial position of the company.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

### b. Basis of preparation

These general purpose financial statements have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and New South Wales legislation the Charitable Fundraising Act 1991 and associated regulations and the *Corporations Act 2001*, as appropriate for not-for-profit oriented entities.

### Historical cost convention

The financial statements have been prepared under the historical cost convention.

### Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 3.

### c. Revenue and Other Income

The Entity is first required to determine whether amounts received are accounted for as Revenue per AASB 15: Revenue from Contracts with Customers or Income per AASB 1058: Income of Not-for-Profit Entities.

Funding arrangements which are enforceable and contain sufficiently specific performance obligations are recognised as revenue under AASB 15. Otherwise, such arrangements are accounted for under AASB 1058, where upon initial recognition of an asset, the Entity is required to consider whether any other financial statement elements should be recognised (for example, financial liabilities representing repayable amounts), with any difference being recognised immediately in profit or loss as income.

# Notes to the financial statements For the year ended 30 June 2024

### Note 2. Material accounting policies (continued)

Operating grants and donations

When the entity received operating grant revenue or donations, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15.

When both these conditions are satisfied, the Entity:

- identifies each performance obligation relating to the grant
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Entity:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards;
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions); and
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

#### Interest

Interest income is recognised using the effective interest method.

#### d. Income tax

No provision for income tax has been raised as the company is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

### e. Property, plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation of each item of property, plant and equipment is calculated on a straight-line basis over their expected useful lives as follows:

Plant and equipment 0.5-5 years

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss. Any revaluation surplus reserve relating to the item disposed of is transferred directly to retained surpluses.

### Note 3. Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

# Notes to the financial statements For the year ended 30 June 2024

### Performance obligations under AASB 15

To identify a performance obligation under AASB 15, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the promise is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services. In making this assessment, management includes the nature/type, cost/value, quantity and the period of transfer related to the goods or services promised.

Note 4. Revenue	2024	2023
	\$	\$
Government grants*	6,927,384	6,695,255
Central West Contact Service	100,559	85,616
Other income	16,377	10,555
	7,044,320	6,791,426
*Source of funds (contracted Entity)		
Department of Social Service (Cth)	630,237	612,209
Legal Aid NSW	2,689,393	2,556,803
Legal Aid DVCAS (NSW)	2,263,631	2,002,483
Department of Fair Trading (NSW)	1,298,425	1,383,152
Department of Communities and Justice (NSW)	45,698 <b>6,927,384</b>	140,608 <b>6,695,255</b>
		<u> </u>
Note 5. Expenses		
(Deficit)/surplus includes the following specific expenses:		
Employee benefits expense		
Salaries and wages	5,527,740	5,058,966
Contributions to defined contributions superannuation funds	588,922	516,101
	6,116,662	5,575,067
	047.554	054.000
Leases - Short-term and low-value assets lease payments	217,554	254,333
Depreciation expense		
Property, plant and equipment (Note 10)	11,882	33,033
Right of use assets (Note 11)	56,184	28,914
	68,066	61,947
Note 6. Cash and cash equivalents		
Cash at bank	2,440,200	2,608,028
Note 7. Trade and other receivables		
Trade receivables	7,192	2,100
Note 8. Investments		
Term deposits	483,310	481,113
·		

## Notes to the financial statements For the year ended 30 June 2024

Note 9. Other assets	2024 \$	2023 \$
Prepayments Security deposits	66,276 3,300	27,757 3,300
	69,576	31,057
Note 10. Property, plant and equipment		
Plant and equipment - at cost Less: Accumulated depreciation	370,151 (336,703)	520,956 (488,430)
	33,448	32,526
Movements in carrying amounts Balance at 1 July Additions Depreciation expense	32,526 12,804 (11,882)	30,766 34,793 (33,033)
Balance at 30 June	33,448	32,526
Note 11. Right-of-use assets		
At 1 July Additions	169,379	- 198,293
Disposal/remeasurement Depreciation	(827) (56,184)	(28,914)
	112,368	169,379
Note 12. Trade and other payables		
Trade payables Sundry and accrued payables	72,646 310,959	32,111 410,487
	383,605	442,598
Note 13. Lease liabilities		
At 1 July Additions	172,679	- 198,293
Disposal/remeasurement Interest expense	(835) 12,078	6,241
Payment	(62,931)	(31,855)
At 30 June	120,991	172,679
Classified as: Current	56,991	51,688
Non-current	64,000	120,991
	120,991	172,679
Future lease payments are due as follows:		
Within one year One to five years	56,991 64,000	51,688 120,991
2 , 500.0	120,991	172,679
		10

### Notes to the financial statements For the year ended 30 June 2024

Note 14. Provisions	2024 \$	2023 \$
Annual leave	372,280	431,106
Long service leave	440,140 68,239	393,145 68,239
Make good Other employee benefits	56,314	47,418
	936,973	939,908
Classified as:	007.047	024 527
Current Non-current	907,247 29,726	931,537 8,371
Non-ouncil	25,720	0,071
	936,973	939,908
Note 15. Deferred grant revenue		
Deferred revenue	352,940	396,582
Note 16. Other reserves		
Balance at 30 June	815,307	
The reserve relates to expected spend on projects in the payt financial ver	ar which could not be	delivered

The reserve relates to expected spend on projects in the next financial year which could not be delivered during the year, even though the criteria for revenue recognition from funding received was met. Additionally, this also includes certain future employee entitlements which may be payable in line with underlying funding agreements.

### Note 17. Cash flow reconciliation

	2024 \$	2023 \$
(Deficit)/surplus for the year	(20,851)	464,420
Adjustment for:		
Depreciation expense	68,066	61,947
Right of use asset disposal income	(8)	-
Changes in assets/liabilities		
- Trade and other receivables	(5,092)	2,843
- Other assets	(38,519)	31,888
- Trade and other payables	(58,993)	9,883
- Provisions	(2,935)	26,449
- Deferred grant revenue	(43,642)	(143,925)
Net cash from operations	(101,974)	453,505

### Note 18. Remuneration of auditors

During the financial year the following fees were paid or payable for services provided by, the auditor of the company:

Audit services

Audit of the financial statements	12,000	12,000
Audit of the grant acquittals	5,000	2,000
	17,000	14,000

CIB Accountants & Advisers were auditors for 2024 and 2023.

# Notes to the financial statements For the year ended 30 June 2024

### Note 19. Contingent liabilities and commitments

The company has given bank guarantees of \$58,118 to the landlords for premises leased by the company. The company has no commitments as at 30 June 2024 (2023: Nil).

### Note 20. Related party transactions

### Key management personnel

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the company, directly or indirectly, including any director (whether executive or otherwise) of the company, is considered key management personnel.

	2024 \$	2023 \$
Total key management personnel compensation	500,072	514,015

#### Transactions with related parties

There were no transactions with related parties during the current and previous financial year.

### Receivable from and payable to related parties

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

### Loans to/from related parties

There were no loans to or from related parties at the current and previous reporting date.

### Note 21. Financial Risk Management

The company's financial instruments consist mainly of deposits with banks, term deposits, accounts receivable and payable, and lease liabilities.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 9: Financial Instruments as detailed in the accounting policies to these financial statements, are as follows:

Current assets	Note	2024 \$	2023 \$
Cash and cash equivalents	6	2,440,200	2,608,028
Trade and other receivables	7	7,192	2,100
Investments	8	483,310	481,113
		2,930,702	3,091,241
Current liabilities Trade and other payables	12	383,605	442,598

### Note 22. Members' guarantee

The entity is incorporated under *Corporations Act 2001* and is a company limited by guarantee. If the entity is wound up, the constitution states that each member is required to contribute a maximum of \$1 each towards meeting any outstanding obligations of the entity. At 30 June 2024, there were 10 members and the total amount that members of the entity are liable to contribute if the entity is wound up is \$10 (2023: \$10).

### Note 23. Events after the reporting period

No matter or circumstance has arisen since 30 June 2024 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

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# Notes to the financial statements For the year ended 30 June 2024

### Note 24. Prior period error

During the year, management identified that personal leave was incorrectly accrued for. Under AASB 119 Employee Benefits, personal leave is generally not accrued because it is classified as a non-accumulating compensated absence. As any unused accrued leave is not paid out subsequently, it does not meet the criteria for accruing as a liability.

Additionally, management also identified that long service leave balance was incorrectly classified based on the statutory requirement instead of the contractual requirement which was more favourable. In accordance with the company employee manual, by agreement, after five years of employment, staff are eligible to take 1 month of long service leave for every five years of employment.

The impact of the errors on the statement of financial position have been summarised below. The impact on profit and loss was immaterial.

Impact - increase/(decrease)	As at 30 June 2022 \$	As at 30 June 2023 \$
Current liabilities Personal leave Long service leave	(146,712) 177,901	(146,712) 215,650
	31,189	68,938
Non-current liabilities Long service leave	(177,901)	(215,650)
Total liabilities	(146,712)	(146,712)
Retained surplus Net impact on equity	146,712 <b>146,712</b>	146,712 <b>146,712</b>

# Western Sydney Community Legal Centre Limited Directors' declaration For the year ended 30 June 2024

In accordance with a resolution of the Directors of Western Sydney Community Legal Centre Limited, the directors of the company declare that, in the directors' opinion:

- 1. The financial statements and notes, as set out on pages 3 to 13, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and:
  - a. comply with Australian Accounting Standards Simplified Disclosures applicable to the entity;
     and
  - b. give a true and fair view of the financial position of the company as at 30 June 2024 and of its performance for the year ended on that date.
- 2. There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.
- This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.

On behalf of the directors

Helen Bouropoulos Chairperson

Parramatta 18 October 2024 Hena Yearle

Director





# Independent Auditor's Report to the members of Western Sydney Community Legal Centre Limited

### Opinion

We have audited the financial report of Western Sydney Community Legal Centre Limited (the Company), 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 material accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Western Sydney Community Legal Centre Limited is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (the ACNC Act), including:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards and Division 60 of the Australian Charities and Notfor-profits Commission Regulations 2022.

### **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 Company in accordance with 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.

### Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the registered entity's annual report for the year ended 30 June 2024, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

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In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Responsibilities of 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 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.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company 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 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.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or
  error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is
  sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material
  misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve
  collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that
  are appropriate in the circumstances, but not for the purpose of expressing an opinion on the
  effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

CIB ACCOUNTANTS & ADVISERS Chartered Accountants

RADLEE MOLLER Partner

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