

# **BAYSIDE COMMUNITY LEGAL SERVICE**

**ANNUAL REPORT 2021-2022**



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## Acknowledgement of Country

Bayside Community Legal Service acknowledges the Quandamooka peoples the traditional owners of the land on which we work. We recognise the Traditional Custodians' ongoing connection to the lands and waters of this beautiful coastline, and pay respect to Elders past and present. We recognise and celebrate the stories, traditions and living cultures of First Nations peoples, and the positive contributions First Nations peoples have made to Bayside, Queensland and the wider Australian community. Bayside Community Legal Service strives to achieve justice and inclusion for First Nations peoples.



## Contact Us

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Facebook: <https://www.facebook.com/BCLS.WYNNUM>



# About Us

## Our Purpose

Our purpose is to maximise access to professional legal advice and assistance for persons who would otherwise be unable to access such advice or assistance. We aim to reduce the unmet legal needs of the Bayside and surrounding areas by providing legal advice, information, education and mediation services.

## Our Vision

Our vision at BCLS is to help build a culturally safe, just and inclusive society that values difference and diversity, by providing free legal services, information and education to people in the Bayside community, who are disadvantaged or otherwise vulnerable.

## We Are

We are an accredited not-for-profit legal centre. Our core activities are the provision of legal advice, task assistance, information, referrals and community legal education. We have a free independent mediation service. As a small community legal centre we are heavily reliant upon a dedicated team of volunteer solicitors, mediators and law students.

# About our Service

## About BCLS

Bayside Community Legal Service (BCLS) was formed in 1992 and is a generalist community legal service that provides free frontline legal help to the Bayside community.

BCLS has a permanent office located in the Wynnum Community Centre and is open four days per week (Monday to Thursday) between 8.30am to 4.30pm.

BCLS's key core activities are to provide legal services to socio-economically disadvantaged and vulnerable residents of the Bayside community. BCLS provides legal advice, referrals and information, community legal education resources and activities and casework and legal tasks (capacity permitting). Our focus remains on providing legal advice, assistance and mediation services to those clients without the means or financial resources to access paid legal advice or mediation services.

BCLS legal services are applied across a broad spectrum of legal issues and problems, under the banners of family law, criminal and civil matters.

## BCLS Mediation Service

BCLS Mediation Service is independent from the legal service. BCLS Mediation Service sources and refers people wishing to mediate to accredited mediators from our volunteer panel.

The mediation service adopts a co-mediation model, where possible, to enhance the opportunity to resolve disputes between parties. The most common issues dealt with through our mediation service are property settlement, parenting matters, debt issues and neighbourhood disputes. We have a dedicated panel of approximately 25 mediators, comprising of Family Dispute Resolution Practitioners (FDRPs) and nationally accredited mediators.

BCLS Mediation Service is a training ground for newly accredited mediators, helping them to gain their required hours to maintain their qualification. It also assists in supervising mediators becoming FRDP accredited so that they can preside over family law mediations involving children.

## About our Service continued

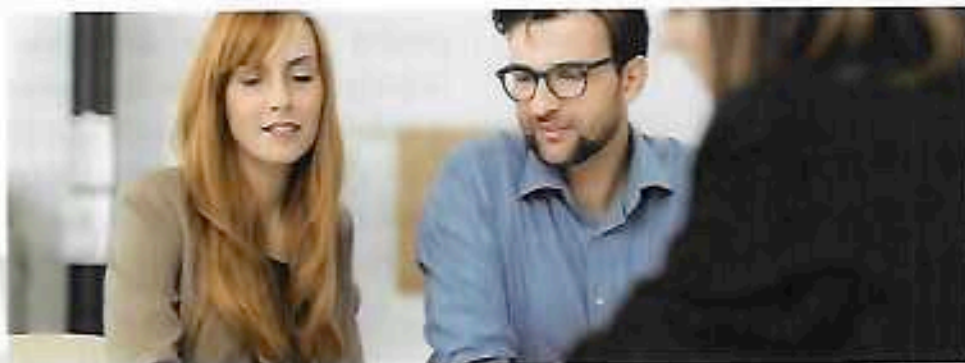
### Monday Night Clinics

This year our centre continued to operate a Monday night clinic service. The centre offered telephone appointments to clients after hours on a Monday evening. This ensured that the community still had access to after-hours help. The Monday night clinic assistance was provided by our dedicated team of volunteer solicitors. We assist between 10-12 clients on average each clinic session.

A special thanks goes out to Peter Goodwin and Renelyn Green who volunteer at BCLS weekly. We are extremely appreciative for the extra time and effort gifted to BCLS over the past year.

### Duty Lawyer

BCLS provides free advice and representation in domestic violence matters once a month at the Cleveland Magistrates Court. We advise and appear on behalf of Respondents to domestic violence applications appearing at Court on the day we attend.



# Our People



## Management Committee

Leeha James (President)  
Kate Fuller (Vice-President)  
Paul Coves (Treasurer)  
Karen Hewitt (Secretary from April 2022)  
Mandy Reardon (Secretary until March 2022)  
Marshall Bostock (General Member)  
David Boca (General Member)  
Peter Goodwin (General Member)  
Natasha Shorter (General Member)  
Vanessa Hernandez (General Member)  
Polly Davison (General Member until April 2022)  
Farley Tolpen (General Member until April 2022)

## Our Team

Caitlin Downs (Principal Solicitor – November 2021 to present)  
Laney McQueen (Principal Solicitor until November 2021)  
Meggan Hameiri (Solicitor from March 2022)  
Heidi Moc (Legal Assistant until June 2022)  
Bec Smith (Legal Assistant until June 2022)  
Kerryn Mitchell (Coordinator from June 2022)



# President's Report



BCLS opened its doors to the Bayside Community in 1992. Now, thirty years on, BCLS continues to provide legal help and assistance to the Bayside community with great skill, professionalism and care. We are an essential and invaluable service provider for the Bayside community.

In thousands of small ways over the past thirty years BCLS has changed people's lives by empowering them to self-advocate, when possible, and assisting them to resolve and solve legal problems, when required. Our legal and management team over the years have offered up their valuable time and their skill to provide our community with invaluable legal help and assistance.

Our thirtieth birthday this year is a time to celebrate but it is also a time to reflect. The past few years have seen BCLS undergo a transformation in service delivery and organisational structure. Our ongoing successes and continuing viability are achieved through a careful watch of our community's needs and an enduring capacity and capability to self-improve and embrace change in response to those ever-shifting needs.

The resilience of BCLS, an attribute that filters into every aspect of what and who we are, is seen in our services, systems and technologies. Importantly, resilience thrives in our people.

These past 12 months has seen the BCLS team keep on keeping on, and in so doing, we have exceeded in delivering to meet our community's growing and diverse needs with very limited funding.

This year has been a stable year compared to recent times and with this stability, we have, as a team, been able to reflect on what makes BCLS thrive, irrespective of its size and limited resources. BCLS certainly punches above its weight in everything we do. We add value to our community through the provision of free legal services and our worth is demonstrated in the lives we change as our legal advice and assistance is put to use in the real world against real world problems.

The BCLS Management Committee have focused these past 12 months on building a sustainable community legal centre; ensuring our systems and services are fit for purpose, our resources and community educational activities are relevant, and bringing focus and purpose to other revenue-raising activities, including fundraising. This focus will ensure our resilience and survival in the community legal sector.

## President's Report continued



A sustainable community legal centre is not possible without the generosity of its volunteers. So, to our volunteer committee members, lawyers, mediators and students, and on behalf of our staff and our management committee; I extend our thanks and gratitude for your expertise and skill, your professionalism, your compassion and your time.

To our employed staff; you overachieve every single day. You turn up and just don't stop until the job is done. You take ownership in our centre and your passion for helping our Bayside community is contagious and endearing. So, thank you.

To our Principal Lawyer; Caitlin Downs, from the minute you stepped up and into this role you have risen to every challenge and excelled. On a personal note; it is a privilege to mentor and guide and watch your successes with pride. Thankyou also to former Principal Lawyer Laney McQueen for your hard work and dedication.

To our management committee; I would firstly like to thank our former committee members, Mandy Reardon, Polly Davison and Farley Tolpen for your wise words and guidance. I also welcome Karen Hewitt into the role of Secretary.

To our current management committee; thank you for trusting my leadership once again, and particularly for your contributions in our subcommittee meetings where we explored our sustainability and set the tone for the next few years.

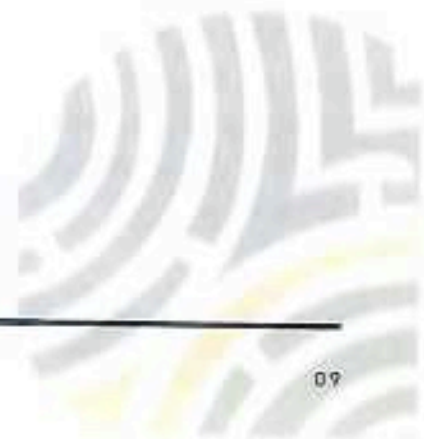
I would like to extend a personal thank you to our Vice President, Kate Fuller and Treasurer, Paul Coves for their contributions over the past three years in these roles and for the support you give, not just to myself, but the whole team.

Finally, the support we have received particularly from Joan Pease MP, Member for Lytton and Peter Cummings, Councillor for Wynnum Manly Ward BCC never waivers and we are grateful beyond measure.

A special thanks is also extended to Port of Brisbane this year for their generous donation to assist BLCS deliver further services in relation to domestic and family violence, and thanks also to our other community donations received from community members; every cent counts.

As we move into the new year we will welcome new committee members, new volunteers and will continue to strive for continual improvement across our service delivery. Next year will bring new challenges, but this year has taught us that we are resilient, and we can and will rise to each new challenge. Next year will see a particular focus on fundraising with many functions and activities already in the pipeline. So, my final words for the President Report for 2022 are: You're Invited!

Leeha James  
President



# Principal Solicitor's Report

I started as Principal Solicitor at BCLS in November 2021. Having worked at BCLS since March 2020, it has been a pleasure to see the centre grow and to now be instrumental in continuing the important work that we do.

There is much to be proud of as I reflect on another year of BCLS providing help and support to the residents of the Bayside, in particular focusing on helping those who are vulnerable and disadvantaged.

This year COVID-19 has continued to influence the way in which we operate at the centre.

Many of our usual face to face appointments were done instead by telephone. We also reduced our capacity to see clients face to face at outreach clinics for most of the year. In addition, we experienced significant flood and weather events in February 2022 and as a result, an increase in clients seeking legal assistance.

This year BCLS relied even more heavily upon volunteer support due to staffing changes. I am pleased to report that, despite some of the challenges faced and the increased need in our community, we were able maintain high quality service delivery.

This is largely due to our dedicated team of volunteer students, solicitors and mediators.

This year we have continued to strive towards improving our service, including continuously improving and amending policies and procedures to ensure the centre provides a high level of service to clients.

This year also saw a restructure of our volunteer student program. We moved to a permanent fixed roster for our volunteer students in early 2022 and undertook a volunteer student recruitment drive. As a result of COVID-19 work from home directions earlier this year, we had to modify our volunteer student program to work from home. During this time, we were able to call on our students to assist with a number of legal factsheets and referral lists.

## Legal Services

Throughout the year we continued to provide domestic violence duty lawyer services at Cleveland Courthouse.

# Principal Solicitor's Report continued

As always, BCLS's employed solicitors continued to provide advice daily. Collectively, the combination of volunteer and staff solicitors, assisted by volunteer students, allowed BCLS to deliver an outstanding level of legal advice assistance. Legal task and casework assistance was limited as always but we were able to achieve many favourable outcomes as the case studies show.

BCLS undertook a client survey pursuant to the National Partnership Agreement on Legal Assistance Services. An analysis of this result indicated a very high level of client satisfaction, well above the state average. Across all clients and questions BCLS's average satisfaction score was 3.51 compared to the state average of 3.45 out of 4. This demonstrates our commitment to providing high quality service to all clients.

## **BCLS Mediation Service**

This year we facilitated 47 mediations consisting of 9 civil law, 5 family law property settlement and 36 family law parenting mediations.

We have continued to work towards improving and modifying our processes and procedures for the Mediation Service. We now have two staff members who assist with the intake of

mediation requests as well as the allocating of mediators to each matter. We have also made further changes to our intake process and procedures.

Our panel of mediators has greatly increased this year due to a volunteer mediator recruitment drive in early 2022. This year we welcomed ten new mediators to our panel.

In 2017 BCLS Mediation Service had a panel of 12 volunteer mediators. We now have a panel of 25 mediators which shows how far we have come in terms of our capacity to deliver mediation services as a service which relies solely on volunteer support.

We have reduced our wait times for clients and on average, are able to allocate mediators to a matter within 48 hours. This means we are providing those who need mediation with a much faster option than other free mediation services.

This year we have continued to concentrate on extending the reach of our mediation service, offering to accept referrals from other community legal centres and organisations such as Women's Legal Service and LGBTI Legal Services.

# Principal Solicitor's Report continued

## Outreach Legal Services

In June 2022 we recommenced our legal advice outreach sessions at the Redland Community Centre in Capalaba in collaboration with the DFV Assist program. This has allowed delivery of legal services in a central and convenient location which expands access for clients seeking legal assistance.

## Stakeholder Engagement

Throughout the year we have placed a strong focus on enhancing our relationships with the community and key stakeholders. We are regularly attending community meetings and events.

This year our service has observed an increased need for assistance from clients experiencing domestic violence and family law issues. These issues combined accounted for 57% of our total legal advice services. To address the increased demand, we have focused on building relationships with key stakeholders in this area including the Centre for Women and Co, DFV Assist program at the Redland Community Centre and other related stakeholders. We now have a strong referral pathway in place and regularly receive referrals from these services.

We commenced attending the Redlands Integrated Service Response network meetings to ensure we are aware of and make appropriate referrals with existing and new services in the Redlands area.

We remain connected with the local Safe By the Bay Collaborative Network in Wynnum which holds monthly stakeholder meetings.

We continue to receive referrals from the Queensland Police Service through an online referral portal. We have observed an increase in these referrals, particularly with respect to domestic violence matters.

We have further focused our community engagement over the past year on educating the community about the availability of mediation and what BCLS Mediation Service can assist with. We have provided information about the mediation service at stakeholder meetings including to local police stations which has resulted in increased mediation referrals.

We have continued to maintain a referral pathway with the Magistrates Courts at Cleveland and Wynnum for peace and good behaviour matters whereby matters are referred to our mediation service before hearing where appropriate.

## Principal Solicitor's Report continued



### **Our Team**

I would like to thank our former Principal, Laney McQueen, for her outstanding work and support. A special thanks also to Rebecca Smith, Heidi Moc, Kerryn Mitchell and Meggan Hameiri for all your support and dedication to BCLS throughout the year.

I would also like to thank our President, Leeha James, and the Management Committee for your continued support and leadership. I am very thankful to work with a group of people who share the same vision for BCLS.

BCLS has come so far, largely because of all our volunteers' time and commitment. I am honoured to work with such an amazing team and thank our staff and all volunteers for all their hard work - we could not do all that we do without you. Thank you!

Caitlin Downs  
Principal Solicitor



# Community Legal Education

BCLS is committed to providing useful community legal resources and arranging events for professionals, students and the wider community. Community legal education activities are delivered to raise awareness, improve education and understanding of the law and help members of the community to recognise, prevent and deal with legal problems. This year BCLS provided the following community legal education activities.

## Community Education Activities

### Webinar: Conflicts of Interests in Community Legal Centres

On 21 October 2021 BCLS ran a 'Conflicts of Interests in Community Legal Centres' webinar, presented by Stafford Shepherd. Stafford is the Principal Ethics and Practice Counsel of the Queensland Law Society Ethics and Practice Centre and the Legal Practitioner Director of QLS Solicitor Support. The webinar explored conflicts of interests and confidentiality with a focus on these issues in community legal centres. The feedback from attendees was very positive with many attendees requesting a copy of the powerpoint slides.

### Online Mediator Training

On 21 February 2022 an online training session was conducted for our volunteer mediators. The training included a refresher about BCLS policies and procedures, as well as a session by Farley Tolpen, an experienced Family Dispute Resolution Practitioner and Solicitor. Farley provided our mediation team with information about family law parenting and property settlement processes including changes to the current court filing processes and steps parties must take to mediate prior to filing court proceedings.

## Community Legal Education continued



### **Presentation: The Role of Community Legal Centres**

On 19 March 2022, our Vice President Kate Fuller presented at the inaugural North Key conference to members of the Queensland Law Society, Bar Association and law students. The presentation provided an overview of how community legal centres in Queensland function and how practitioners and students can become involved with community legal centres generally, as well as Bayside Community Legal Service.

The audience left with an improved understanding of the role of community legal centres both in the legal system and the broader community. BCLS relies on volunteer lawyers and students to deliver assistance to the community and it was beneficial to be able to directly speak to a variety of practitioners about issues specific to community legal centres including BCLS.

### **Presentation: Redlands Integrated Service Response Meeting**

On 3 June 2022 our Principal Solicitor, Caitlin Downs, spoke to a group of Redlands stakeholders about BCLS including the areas of law we assist on and our mediation service.

She spoke about how BCLS can provide help and how people can reach out for help, as well as how agencies can refer clients to us. A question and answer session was then held with the various stakeholders, with the majority of questions asked relating to laws and processes around family law and domestic violence matters.

### **Information Session: Parenting Coordination**

On 29 June 2022 one of our volunteer Family Dispute Resolution Practitioners, Angela Cowan, presented an information session to our solicitors and volunteer solicitors about Parenting Coordination. Parenting Coordination provides a valuable child-focused dispute resolution method for co-parents who have a history of high conflict and who require assistance to implement their Orders or Parenting Plans. The information session was very helpful as it provided our team with a greater understanding of when Parenting Coordination may be a suitable option for our clients.



# Community Legal Education continued

## Legal Education Resources

This year we released a number of legal education resources including:

- Obtaining a QP9 in Criminal Matters
- How to apply for a Special Hardship Order
- Duty of Disclosure in Property Settlement Matters
- Mediation in Parenting Matters
- Grandparents and Family Law Matters

These resources were prepared in response to an increase in enquiries about these legal issues. These resources can be downloaded from our website.



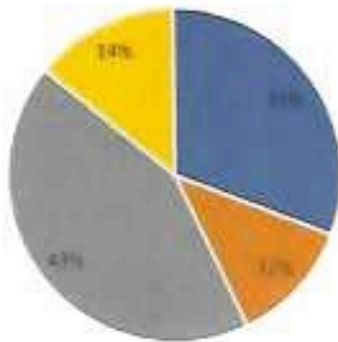
# Our Deliverables

The types of problems  
we advised on

<b>CIVIL LAW</b>	Child Protection	4
	Consumer	56
	Credit and debt	37
	Domestic violence protection orders	112
	Employment	1
	Housing	9
	Neighbourhood disputes	22
	Other civil law problem type	52
<b>TOTAL CIVIL LAW (not including domestic violence matters)</b>		<b>241</b>
<b>CRIMINAL LAW</b>	Acts intended to cause injury	6
	Illicit drug offences	3
	Miscellaneous offences	1
	Motor vehicle property damage	9
	Other criminal law problem type	21
	Property damage	1
	Public order offences	6
	Sexual assaults and related offences	4
	Theft and related offences	5
	Traffic and vehicle regulatory offences	35
<b>TOTAL CRIMINAL LAW</b>		<b>91</b>
<b>FAMILY LAW</b>	Parenting arrangements	137
	Other family law problem type	56
	Family Law property	80
	Domestic/family violence	3
	Divorce de facto separations and/or annulment	61
	Child Support	3
<b>TOTAL FAMILY LAW</b>		<b>340</b>
<b>DOMESTIC VIOLENCE PROTECTION ORDERS</b>		<b>112</b>

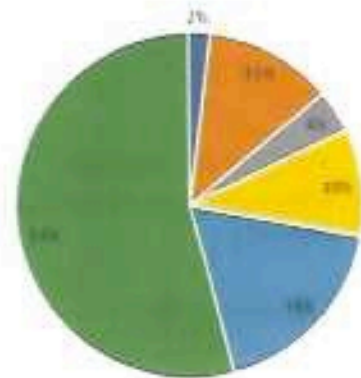
# Our Services in 2021/2022

Areas of law advised on



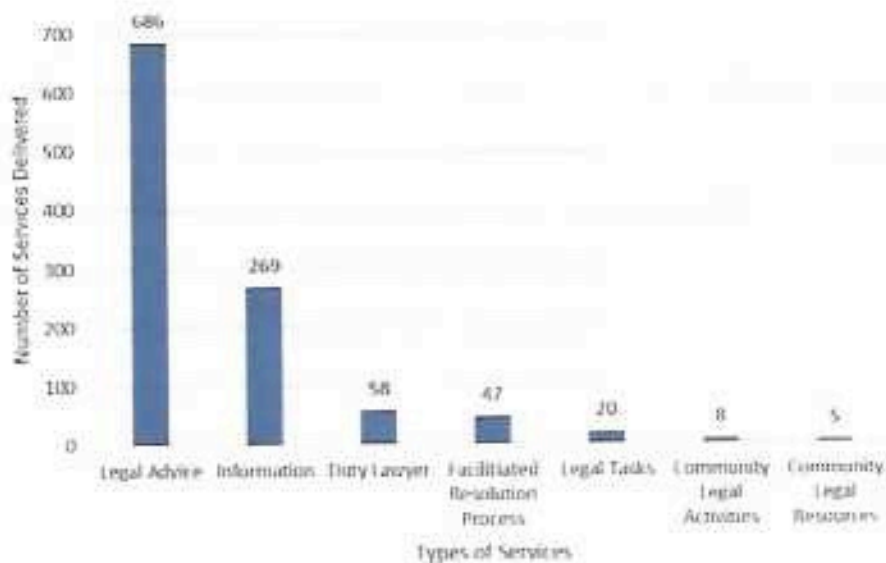
■ Civil Law ■ Criminal Law ■ Family Law ■ Domestic Violence Protection Orders

BCLS Mediation Service:  
Areas of law mediated



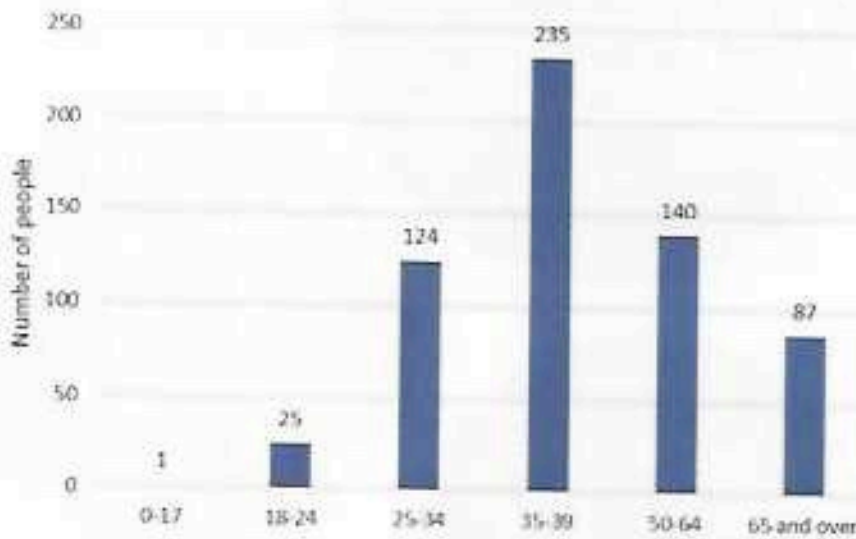
■ Credit and Debt ■ Neighbourhood Disputes ■ Other civil law problem type  
■ Family law property ■ Other family law problem type ■ Parenting arrangements

The types of services we delivered

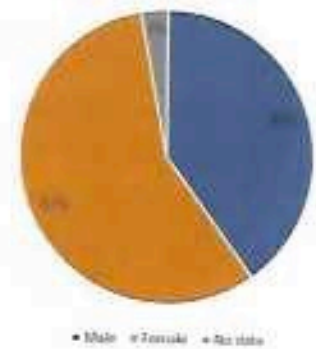


# Our Services in 2021/2022 continued

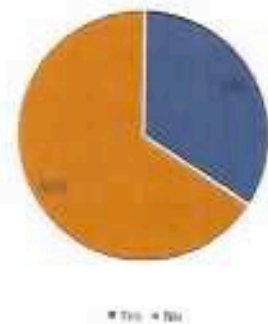
## Who we helped in 2021-22: Age of service recipients



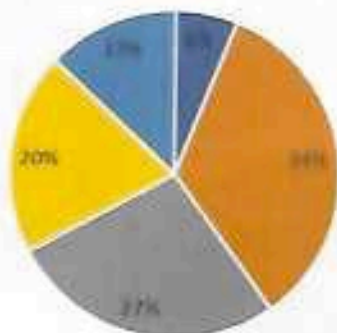
## Gender



## Domestic violence indicator

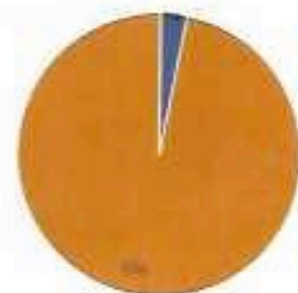


## Annual income of service recipients



■ Nil      ■ \$1-\$31,199 yearly      ■ \$31,200-\$64,999 yearly  
 ■ \$65,000 and above yearly      ■ No data

## First Nations peoples



■ Aboriginal or Torres Strait Islander      ■ Non-Indigenous

# Snapshot of Our Services

32% of clients had a domestic violence indicator

Our most requested legal advice service was for parenting arrangements, comprising 17% of all services, followed by domestic violence matters comprising 14% of all services

We delivered 686 legal advice services, 67 mediation services and 58 duty lawyer services

10% of clients were culturally or linguistically diverse

1650 total services delivered

17% of clients had a disability

5% of clients were homeless or at risk of homelessness

65% of clients were experiencing financial disadvantage

# Case Studies

## Case Study 1

### Facts of the Problem

In April 2022 we received an urgent referral from a local domestic violence support worker. The client had an upcoming court date in relation to a criminal law matter. The client's blue card had been suspended pending the outcome of the criminal matter.

The facts of the charge involved our client going to her ex-partner's property to get one of the children's belongings. An argument occurred and this resulted in police involvement.

The solicitor was able to ascertain that there were ongoing family law issues which had not yet been resolved. There was also a history of domestic violence and our client had recently obtained a protection order naming the other party as the Respondent.

As a result of the high conflict between the parties since their separation, our client was experiencing very poor mental health and was feeling very isolated.

The client had no prior experience appearing in court. She had no funds available and relied solely on centrelink benefits. This was because her blue card was suspended pending the outcome of the criminal matter, and this prevented her from working. The client had six children in her care and was struggling to make ends meet. The criminal and family law matters, as well as the history of domestic violence between the parties, was contributing to her increasing levels of stress. She could not afford to engage a private solicitor. Due to this being her first offence, she was ineligible for a grant of aid from Legal Aid Queensland in relation to the criminal law matters.

### The Solution

In relation to the criminal law matters, the client instructed that she had already made a submission to the police to have the charge downgraded and they had accepted the submission.

## Case Studies continued

The solicitor was able to provide the client with advice regarding likely penalties and the consequences with respect to the blue card. Further, the solicitor was able to provide the client with advice regarding her mitigating factors and suggested the client obtain character references.

We were able to book the client in for further legal advice appointments to discuss the parenting matters. The client was unsure about what steps she should take to advance her parenting matters, and had not received any legal advice about it prior to coming to us. After taking the client's instructions, the solicitor identified that the client was involved in a complex family law dispute that would require ongoing representation. The client had not seen or spoken to one of her children for over six months as the other party was refusing to facilitate any time. The client was aware that the child had not attended school for a number of months.

The solicitor gave advice about mediation and filing urgent court proceedings. The client was provided with free mediation referrals and it was recommended that she organise a mediation as soon as possible.

Further, given her financial situation and the urgency of the matter, it was recommended she apply for legal aid funding. The solicitor assisted the client with completing the legal aid application form and provided a detailed outline of the problem in the application, in order to ensure the client's situation was properly communicated so that the grant of aid was approved.

### The Result

If we had not been involved, the client would have remained in a state of distress and at a loss as to how to proceed in relation to her legal issues. Importantly, the client was able to access assistance from our community legal centre in relation to all her legal issues. The client has now started the mediation process and is taking steps to advance her parenting matter.

## Case Study 2

### Facts of the Problem

In October 2021 we provided legal advice to an elderly client who was trying to file an application for divorce. The parties had been separated for a number of years and the other party was not willing to file a joint application. The client was feeling very worried and stressed as a result of being unable to finalise the divorce.

# Case Studies continued

## The Solution

The client had never used a computer before and did not have anyone who was able to assist her with filing the divorce application. Because of the changes to the filing process, the client was only able to file the divorce application online.

The client had already tried contacting legal aid for assistance but was told they are unable to assist with divorce applications. The client was receiving the aged pension and could not afford to engage a private solicitor to assist.

The solicitor provided the client with advice about the filing process, service of documents and what the divorce hearing process involved.

The client's main concern was the filing of the application online. We were concerned that if we did not help, then nobody else would. Our solicitor assisted the client with creating a portal account, taking her instructions for the application and completing it online. The solicitor assisted the client with applying for a fee reduction as she had a pensioner concession card.

The client contacted us shortly after the material was filed and asked for further assistance with filing the service documents. She was struggling to log into the portal online and did not have anyone to help her. Our solicitor assisted the client again as we were concerned that if we did not, the client's divorce hearing would be adjourned.

The client's divorce application was granted a few months later.

## The Result

Now the problem is solved because the client has finally been granted a divorce order and she can move on with her life. The client was very thankful and appreciative for the help provided.





# What Our Clients Said

*"You are providing a great service particularly during these stressful times."*

*"The solicitor explained in detail what our position was and what to do next. Very good service and assistance."*

*"The solicitor provided me with very useful advice on property settlement information."*

*"The service and advice I received were incredibly helpful. The people there were professional and extremely understanding. Can't thank them enough for their time today. I'd recommend them to anyone needing assistance in legal matters."*

*"6 gold stars out of 5 for the lovely and concise way the representative handed my situation. Many thanks."*

*"The staff were professional and consistent, provided excellent advice and a top notch service."*

*"The gentleman we saw was excellent. A great service. Thank you."*

# Our Volunteers



This financial year we have had in excess of 80 volunteers made up of students, solicitors, mediators and our management committee. We couldn't do what we do without our dedicated and hardworking team of volunteers. Thank you for your expertise and passion about making a difference to the lives of people in the Bayside Community.

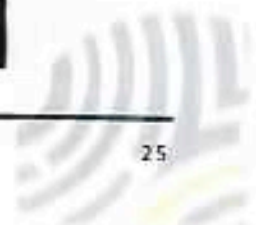
## Volunteer Solicitors

Our volunteer solicitors provide advice during our Monday night clinic as well as during the day. Most of our volunteer solicitors work during the day at their own place of employment and volunteer their time at the centre as a way of giving back to the community. We are extremely grateful for their knowledge and expertise and their commitment to providing services to members of the community who are unable to afford legal assistance.

Anthony Angeli  
Jennifer Claridge  
Nicholas Ware  
Shelley Answeth  
Tracy-Lynne Geysen  
Blake Sonda  
Aimee South  
Renelyn Green

Marshall Bostock  
Natasha Shorter  
Patrick Stanhope  
Patrick Stewart  
Kate Fuller  
Peter Goodwin  
Stephanie Ewart  
Tanya Dower

Hannah Robinson  
Courtney Ryals  
Chris Wright  
Luke Steel  
Ashma Arora  
Danielle Dick  
Farley Tolpen



# Our Volunteers continued

## Volunteer Students

Throughout the year, our centre facilitated law students to gain experience in the practical side of the law whilst they are still completing their university degree. Our students are coordinated by our Principal Solicitor and Coordinator who recruit, train and supervise students. Students who volunteer at the centre assist and participate in a range of activities including conducting client intakes, preparing factsheets and self-help kits, answering and triaging calls, sitting in on legal appointments and taking notes and all other reception duties and administrative tasks.

Jeffrey Chen  
Grace Cameron  
Wade Butterworth  
Eve Rowell  
Elisabeth Fritz-  
Joughin  
Dorothy Luo  
Angus Robertson  
Georgia Green  
Bobby Nair  
Leandra Augustin  
Tamira Harrington  
Michael Arkadieff

Christopher Leroy  
Bianca Orticio  
Sian Wright  
Braydon Clow  
Diarmuid Deans  
Tharindra Yapa  
Jake Davies  
Bharat Dahal  
Divya De Silva  
Ellena Welke  
Emma Kendall  
Sean NG  
Bea Simbag

Jack Stevenson  
Gabriella Jacobsen  
Zara Hassard  
Monique Evans  
Catlin McKenzie  
Siena Stacy  
Tian Behenna  
Edward De Graaf  
Alisha Sabrina  
Josephine Chan  
Sarah Kennish  
Ned Abound  
Sophia O'Brien



# Our Volunteers continued



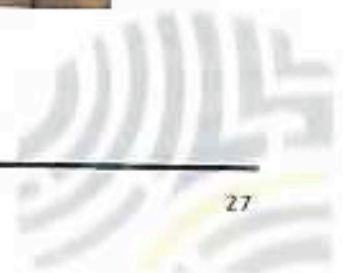
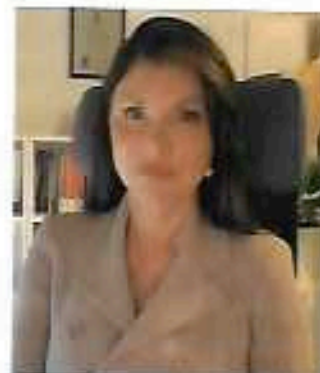
## Volunteer Mediators

We are very thankful for our dedicated team of mediators, comprising of Family Dispute Resolution Practitioners (FDRPs) and nationally accredited mediators. Our mediation service relies solely on the help of our volunteers and we are very appreciative for all their help and expertise.

Alison McGrath  
Hugh Thompson  
Joseph Cheung  
Farley Tolpen  
Leigh Avuri  
Janelle Osborne  
Pravinita Singh-Pillay  
Margo Orbell  
Marie Kelly

Angela Little  
Leila Aria  
Jacki Leech  
Shallice Cockram  
Maria Ganmin  
Hayley Tarr  
Vern Di Salvo  
Annemie Hamilton  
Jeannie Tan

Alison Kennedy  
Alan Carter  
Polly Davison  
Richard Hurl  
Angela Dennis  
Emma Robinson  
Tobias Little  
Sam Atkinson



# Volunteer Contributions



## **Volunteer Family Dispute Resolution Practitioner – Margo Orbell, Olive Branch Mediation**

I have been with BCLS for 3 years now. I started at BCLS as a volunteer FDRP to complete my hours for accreditation. BCLS were so welcoming and their structure and guidance around mediation with their co-mediation model enhanced my learning greatly. I run a private family law mediation practice, Olive Branch Mediation, and I am the Family Law Pathways Network Coordinator for Greater Brisbane. One of the reasons I keep volunteering is the peer learning and exposure that the co-mediator model allows – I get to see and learn from other mediators as well as coach and support new mediators in their training. The diversity of backgrounds, experience and styles of the volunteer mediators creates a brilliant atmosphere to discover difference and new approaches to mediation, so you are constantly evolving as a mediator. I am very grateful for BCLS for enabling this, but also the imperative need and what this service means for the community.



## **Volunteer Solicitor – Renelyn Green, Senior Associate at Hall & Wilcox**

I am delighted to be a volunteer with Bayside Community Legal Service and provide pro bono legal assistance to those in need. I volunteer for Bayside through my workplace, Hall & Wilcox, and help BCLS clients with civil matters, including providing advices on debt, contracts, residential and tenancy, consumer affairs, property damage, peace and good behaviour orders and neighbourhood disputes.

Volunteering for BCLS is important to me as the people we assist would not otherwise have access to legal advice to help them navigate through difficult situations.

# Treasurer's Report



As required under the Association's Incorporations Act 1981 (Qld), I present the report for the financial year ending 30 June 2022.

The Bayside Community Legal Service Inc (BCLS) has had a steady year in 2021-2022.

With the previous uncertainty as to its continued service funding past the 2021 financial year end, now resolved, the BCLS has been able to continue its work within its financial boundaries. The restructured grants of service funding, which matched the annual amount of funding provided to the BCLS in the previous five-year period, while welcomed, necessarily limited any growth of the BCLS. This coupled with the loss of COVID-19 related funding saw the BCLS "doing more with less". Notably, however, the BCLS has once again continued to achieve and, in many cases surpass, its many service obligations throughout this financial year.

The financial reports show that at the end of the 2021-22 financial year, the BCLS had an operating deficit of \$2,246. Its current net asset position was reduced by this deficit to \$99,159. This position was expected on the basis that the additional COVID-19 stimulus and COVID-19 grant funding ceased in the previous financial year and any carryover funding has now been utilised.

The reintroduction of "face to face" service delivery after the lessening of COVID-19 restrictions saw the BCLS return to more traditional roles in provision of its services. Notably, however, because of the reduction in overall funding the prior investment in technology and online resources to support the BCLS service delivery produced beneficial results. It drove and supported financial viability, as a reduction in casual staff numbers was necessary to achieve the continued success of the centre.

# Treasurer's Report continued



Reduced year-on-year funding saw the BCLS look to other means of funding support. The BCLS, thanks to its fundraising subcommittee, became a registered fundraising entity. A welcome boost to the BCLS financial "bottom line" was the generous donation by the Port of Brisbane Pty Ltd to assist the service provide mediation services especially in respect of domestic violence. Thank you, Port of Brisbane Pty Ltd. and to all donors whose generosity we gratefully acknowledge.

The success, financial or otherwise, of the BCLS is not only dependent upon funding but is primarily based upon that of the BCLS staff, members and volunteers without whose hard work and dedication the service would be unable to meet its service obligations.

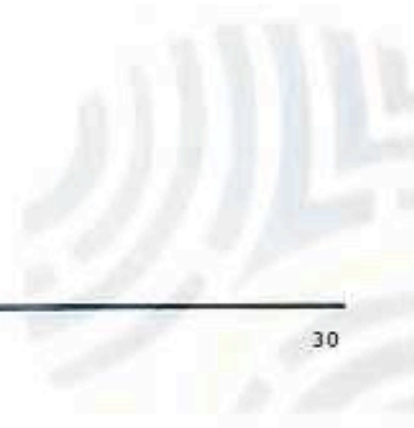
Each year I reiterate that the audited financial reports which accompany this report reinforce the vital work undertaken by the committed staff and volunteers of the service in providing legal assistance to those who are needy or vulnerable within the Bayside community.

The 2021-2022 financial year was a steady year. The BCLS managed to provide and exceed its service obligations in a reduced funding environment. New funding opportunities were created, and new funding streams accomplished. The next financial year will see further challenge to the provision of legal services to those who are becoming increasingly marginalised in our Bayside community.

I take this opportunity to thank each of the staff, volunteers, members and committee for their hard work and determined efforts during the past year. As always, a special thank you to David Boca and Judy Carse, who bring the financial position of the BCLS to life.

I look forward to working with you all in the year ahead.

Paul Coves  
Treasurer



# Income and Expenditure Statement

Bayside Community Legal Service Inc

For the year ended 30 June 2022

	2022	2021
<b>Income</b>		
<b>Service Delivery Funding</b>		
Commonwealth	60,855	59,767
State	85,405	83,996
<b>Total Service Delivery Funding</b>	<b>146,260</b>	<b>143,763</b>
<b>Other Income</b>		
COVID-19 Funding	-	180,636
ATO PAYGW Boost Stimulus - COVID-19	-	24,606
Service Generated	5,082	5,423
<b>Total Other Income</b>	<b>5,082</b>	<b>210,755</b>
<b>Donations</b>		
Donations	17,182	500
<b>Total Donations</b>	<b>17,182</b>	<b>500</b>
<b>Total Income</b>	<b>168,524</b>	<b>355,018</b>
<b>Gross Surplus</b>	<b>168,524</b>	<b>355,018</b>
<b>Other Income</b>		
Interest Income	151	216
<b>Total Other Income</b>	<b>151</b>	<b>216</b>
<b>Expenditure</b>		
Communications	3,707	4,354
Depreciation	2,206	2,312
Electricity	-	227
Finance Audit Bookkeeping	4,651	6,130
General Expenses	11	595
Insurance	2,738	3,027
Legal Association Costs	2,575	-
Library Resources and Subscriptions	4,924	12,112
Office Equipment	1,215	2,807
Office Overheads	4,643	8,900
On Costs - Employees	2,082	2,917
Programming and Planning	-	140
Rent/Building Maintenance	2,378	1,065
Repairs and Maintenance	900	2,608
Staff Development	109	1,357
Staff Training	591	159
Superannuation	11,961	18,662
Wages & Salaries	124,881	205,797
Consultants - Contractors	(864)	14,304
Grant Refund	500	-
Meetings - Meals	-	167
Entertainment	1,717	1,680
Bad Debts	116	-
<b>Total Expenditure</b>	<b>170,920</b>	<b>290,220</b>
<b>Current Year Surplus/ (Deficit) Before Income Tax Adjustments</b>	<b>(2,246)</b>	<b>65,013</b>
<b>Current Year Surplus/(Deficit) Before Income Tax</b>	<b>(2,246)</b>	<b>65,013</b>
<b>Net Current Year Surplus After Income Tax</b>	<b>(2,246)</b>	<b>65,013</b>

# Assets and Liabilities Statement

Bayside Community Legal Service Inc  
As at 30 June 2022

	NOTES	30 JUN 2022	30 JUN 2021
<b>Assets</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents		108,806	114,511
Trade and Other Receivables		-	116
<b>Total Current Assets</b>		<b>108,806</b>	<b>114,627</b>
<b>Non-Current Assets</b>			
<b>Plant and Equipment and Vehicles</b>			
Office & Computer Equipment		8,379	6,887
Less Accum Depreciation Office & Computer Equipment		(4,754)	(2,468)
<b>Total Plant and Equipment and Vehicles</b>		<b>3,625</b>	<b>4,419</b>
<b>Total Non-Current Assets</b>		<b>3,625</b>	<b>4,419</b>
<b>Total Assets</b>		<b>112,431</b>	<b>119,046</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	2	694	-
GST Payable		4,324	2,471
Employee Entitlements	3	8,253	15,170
<b>Total Current Liabilities</b>		<b>13,271</b>	<b>17,641</b>
Other Current Liabilities		-	-
<b>Total Liabilities</b>		<b>13,271</b>	<b>17,641</b>
<b>Net Assets</b>		<b>99,159</b>	<b>101,405</b>
<b>Member's Funds</b>			
<b>Capital Reserve</b>			
Current Year Earnings		(2,246)	65,013
Retained Earnings		101,405	36,392
<b>Total Capital Reserve</b>		<b>99,159</b>	<b>101,405</b>
<b>Total Member's Funds</b>		<b>99,159</b>	<b>101,405</b>

# Statement of Cash Flows

Bayside Community Legal Service Inc  
For the year ended 30 June 2022

	2022	2021
<b>Operating Activities</b>		
Receipts from Membership and Services Rendered	5,590	5,955
Receipts From Grants	160,386	381,535
Receipts From Donations	18,682	500
Payments to Suppliers and Employees	(189,022)	(319,616)
Interest Received	151	216
<b>Net Cash Flows from Operating Activities</b>	<b>(4,213)</b>	<b>68,600</b>
<b>Investing Activities</b>		
Payment for Property, Plant and Equipment	(1,492)	(1,314)
<b>Net Cash Flows from Investing Activities</b>	<b>(1,492)</b>	<b>(1,314)</b>
<b>Net Cash Flows</b>	<b>(5,705)</b>	<b>67,286</b>
<b>Cash and Cash Equivalents</b>		
Cash and cash equivalents at beginning of period	114,511	47,225
Cash and cash equivalents at end of period	108,806	114,511
<b>Net change in cash for period</b>	<b>(5,705)</b>	<b>67,286</b>

# Notes to the Financial Statements

## Bayside Community Legal Service Inc

For the year ended 30 June 2022

### 1. Summary of Significant Accounting Policies

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act QLD. The committee has determined that the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements.

#### Property, Plant and Equipment (PPE)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

#### Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

#### Employee Provisions

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

#### Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

#### Cash on Hand

Cash on hand includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

### Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

### Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

All revenue is stated net of the amount of goods and services tax.

### Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

### Financial Assets

Investments in financial assets are initially recognised at cost, which includes transaction costs, and are subsequently measured at fair value, which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

### Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

	2021	2021
<b>2. Trade and Other Payables</b>		
Trade Payables		

	2022	2021
Accounts Payable	694	-
<b>Total Trade Payables</b>	<b>694</b>	<b>-</b>
<b>Other Payables</b>		
PAYG Withholdings Payable	5,030	10,872
<b>Total Other Payables</b>	<b>5,030</b>	<b>10,872</b>
<b>Total Trade and Other Payables</b>	<b>5,724</b>	<b>10,872</b>

	2022	2021
<b>3. Employee Entitlements</b>		
Superannuation Payable	3,223	4,298
<b>Total Employee Entitlements</b>	<b>3,223</b>	<b>4,298</b>