



COMMUNITY LEGAL
WESTERN AUSTRALIA

2019

2020

ANNUAL REPORT



About Us

At Community Legal WA we are committed to ensuring no one is denied legal help because they are disadvantaged or cannot afford to pay.

We know **legal help matters**. We understand early legal help is essential to stop a person's legal problem from spiraling out of control.

Our job is to support the many community legal centres across Western Australia who provide **free or low-cost legal help** to their communities.

We work with our centres, the legal community and other community organisations to **advocate for law reform and a fair and just legal system**.

We are committed to providing our members with the support they need, to promote their value as providers of quality community legal services.

Our Secretariat in East Perth receives funding from Legal Aid WA, the WA Department of Justice and Lotterywest.

We are part of a national network and member of Community Legal Centres Australia, whom we work closely with.



Government of Western Australia
Department of Justice



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Our sector Snapshot 2019-20

Services Delivered



* Services closed within the financial year 2019-20

Top Legal Issues (by services delivered)



People Helped



* Excludes data from one centre who did not record this information.

** Excludes data from two centres who did not record this information.

Our Members

Community legal centres in WA play a vital role providing legal help to people who are disadvantaged or cannot afford to pay. Our Members provide free or low-cost legal help in their communities.

Aboriginal Family Law Services
 Albany Community Legal Centre
 Citizens Advice Bureau
 Consumer Credit Legal Service (WA)
 Employment Law Centre (WA)
 Environmental Defender's Office (WA)
 Fremantle Community Legal Centre
 Goldfields Community Legal Centre
 Gosnells Community Legal Centre
 Marninwarntikura Women's Resource Centre
 Kimberley Community Legal Services
 Mental Health Law Centre WA
 Midland Information, Debt and Legal Advocacy Service (MIDLAS)
 Northern Suburbs Community Legal Centre

Peel Community Legal Services
 Pilbara Community Legal Service
 Regional Alliance West
 SCALES (Southern Communities Advocacy Legal & Education Service)
 South West Community Legal Centre
 Southern Aboriginal Corporation
 Street Law Centre (WA)
 Sussex Street Community Law Service
 Tenancy WA
 The Humanitarian Group
 Welfare Rights and Advocacy Service
 Wheatbelt Community Legal Centre
 Women's Legal Service WA
 Youth Legal Service

Our Executive Committee



Chair
Chuck Berger
 Manager, Kimberley Community Legal Services Inc



Member
Corina Martin
 CEO, Aboriginal Family Law Services



Deputy Chair
Sarah Patterson
 CEO, MIDLAS



Member
Lovellyn Gane
 Principal Solicitor, Northern Suburbs Community Legal Centre



Treasurer
Carol Child
 Executive Manager, The Humanitarian Group



Member
David Kernohan
 Director, Youth Legal Service WA



Member
Gemma Mitchell
 Managing Solicitor, Consumer Credit Legal Service



Member
Chris Gabelish
 Operations Manager, Regional Alliance West

Executive Director's Report

2019-2020 has been another challenging and busy year for Community Legal WA.

We have continued our focus on promoting sustainable, quality community legal services and our advocacy for greater access to justice for all Western Australians. This has been especially so as the impacts of the global pandemic become more apparent on the community.

This report highlights some of our activities and celebrates our wins.

CLWA has been seeking a sustainable funding model for the sector from the WA Government for several years. This year we have witnessed a greater level of engagement by the Department of Justice (DOJ) to codesign a new funding program. Many community legal centres staff are contributing to this work and participating in working groups towards a new funding program and I am grateful for their willingness to contribute.

CLWA has completed a number of projects and initiatives to support and inform this work- client journey mapping, the development of a Bank of Outcomes relevant to community legal centres, training on all aspects of the Delivering Community Services Partnership Policy (DCSP), exploration of shared services (EAP, IT), the development of a sector digital strategy and support for the merger project.

In December 2019, we delivered our Budget Submission to the Attorney General noting that community legal centres nominal and real funding levels had fallen since 2015-16. The Submission called for:

- **an immediate injection of state government funding to prevent the closure of centres and the further reductions in community legal centre service delivery including new recurrent funding to replace LCT/CPC shortfall of \$1.5 million**
- **further increases in recurrent state funding over the forward years with particular attention to inequities associated with salaries and funding to deal with the implementation of the ERO in the sector**

- **a new transparent funding program for community legal centres**
- **increased funding for the CLCs peak body, Community Legal WA (current level of funding is \$190,789 per year).**
- **an effective outcome/impact evaluation framework that informs the expenditure of taxpayers' money to justice-related agencies that derive the greatest benefit for the community.**

CLWA briefed all Government MPs on the budget bid and the need for an increase in state government funding for the legal assistance sector. Unfortunately, our bid was not successful this year. We are acutely aware of the need to get funding commitments for the future sustainability of the sector from all political parties in the lead up to next year's state election.

We did have some success on ERO supplementation this year. CLWA worked with WACOSS and CEWA to secure additional funding to cover some of the cost of the community sector's Equal Remuneration Order (ERO) obligations. Centres who receive state government funding all received ERO supplementation in April 2020.



Over \$500,000 was shared among 19 centres who had not received ERO supplementation since 2013. This supplementation will be continued in the 2020-21 financial year.

We were fortunate to have advanced our digital strategy over the last two years. CLWA was well placed to support community legal centres pivot to remote work when the Covid19 lockdown commenced. Our own office was able to work remotely immediately. CLWA staff involved in the digital strategy have done a wonderful job creating invaluable resources for centres to assist and support them in this transformation.

CLWA also led the call for a consultative mechanism with the State Government to deal with the legal assistance issues that arose with Covid19. This included having input into the distribution of Commonwealth Covid19 response funding in the legal assistance sector.

We continue to work closely with WACOSS and other community service peak bodies during the year specially to coordinate activities and advocacy surrounding Covid19.

As 2020 draws toward a close we will soon be celebrating the successful merger of the Employment Law Centre, Tenancy WA, and the Humanitarian Group. This merger has involved an enormous amount of work over the last 2 years. I am confident that the new Circle Green Community Legal will grow from strength to strength and wish the Board and the staff all the best for future.

I would like to thank the Executive, our Network Convenors and the secretariat staff for their hard work and their ongoing commitment to the sector. The job of CLWA would not be possible without their passion and their commitment.

Receiving the Rona Okely Award at the WA Consumer Protection Awards, recognising the work of the sector to contribute long term positive outcomes for clients.



▶ Advancing justice for all

Ending imprisonment for unpaid fines

Following months of advocacy work, Community Legal WA celebrated with Social Reinvestment WA the passage of a fines reform Bill through the WA Parliament.

This important piece of law reform will help to end the imprisonment of fine defaulters in WA who are unable to pay their fines.

Our Executive Director chaired the Social Reinvestment WA Fines Committee, which consulted with Members of Parliament regarding the Bill.

This new legislation provides common sense alternatives to prison for people who cannot pay their fine. It also introduces a Statutory Principle of Hardship.

Social Reinvestment WA Co-Chair Glenda Kickett commented:

“Many people jailed for being unable to pay their fines were living in poverty, with women also adversely impacted.”

“Aboriginal people were significantly overrepresented in this group, leading to tragic outcomes.”

Social Reinvestment WA Fines Committee Chair & Executive Director of Community Legal WA,

Sharryn Jackson commented:

“The Attorney-General is to be congratulated for his changes to the legislation to protect people in our community who can demonstrate genuine hardship, with the introduction of a Statutory Principle of Hardship”

Read the full media statement [here](#).



Campaigns we supported



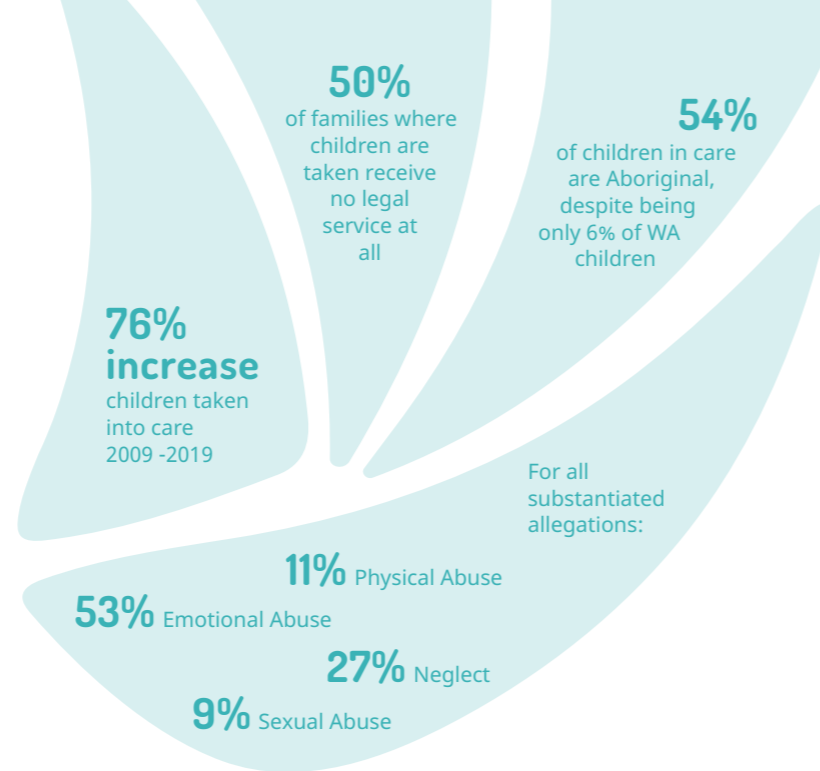
SOCIAL REINVESTMENT WA
Healthy Families | Smart Justice | Safe Communities

Legal services for care & protection matters

We have continued to work with the wider legal assistance and community services sectors in addressing the lack of access to legal services for parents and families when their children are taken into care.

This is of significant concern with the increasing number of children being taken into care and the increasing over-representation of Aboriginal children in care. There is evidence that early support services to families to address the underlying issues, which include family violence and/or substance abuse, would decrease the number of children having to go into care.

The State Government provides no specific funding to our sector to assist families in these circumstances, though most community legal centres provide some level of service in this area. More recently, our sector has responded to this crisis by redirecting scarce legal resources to specific projects such as the RUAH Legal Centre establishing a new Care and Protection Legal Service and the Women's Legal Service WA offering a Duty Lawyer Service at Perth Children's Court.



We supported a Protection and Care Symposium held in February 2019 and have been actively involved in preparing for a second Symposium to advocate for funding to provide legal representation to families. The second Symposium was planned for May 2020 however Covid19 has forced the rescheduling of this to 1 December 2020.

We know placing a child in care increases his or her risk of being involved in the juvenile justice system, which then increases their risk to later imprisonment. This issue has intergenerational consequences for the Aboriginal community, as Aboriginal children are more likely to be affected by this phenomenon due to their gross over-representation in the Out of Home Care system.

Improving family and domestic violence support

We have assisted the Family Violence Legal Network (which remains unfunded and which also incorporates the previous Family Law Network) to continue operating by convening regular meetings. This has enabled law reform discussion and coordinated sector submissions related to family and domestic violence (see Our Submissions below). The network also continues as an important means for members to discuss cases and client issues in all relevant areas of law. This includes Family Violence Restraining Orders (for which online applications were introduced in 2020), Family Law and applications by the Department of Communities for the care and protection of children.

Family and domestic violence matters are highly complex and sensitive, involving multiple legal and non-legal issues, and a client focused, multi agency approach from both legal and support services. During the Covid19 restrictions, we participated in the Department of Communities' Family and Domestic Violence Taskforce, representing community legal centres and ensuring that early legal advice remained firmly in the minds of those designing collaborative service



delivery responses. Aware of the considerable impact of Covid19 on family violence (which continues to escalate) we have endeavoured to support members in providing valuable services to clients.

Nearly all our community legal centres are involved in family and domestic violence services in some capacity. We continue to advocate for the importance of early legal help and service support, both in a prevention and response capacity. We have also worked widely with stakeholders to promote the use of Legal Health Checks by non-legal service providers. This important work will continue into the forthcoming year as part of our progression of holistic service delivery to clients.

Spotlight on the sector Consumer Credit Legal Service WA

CCLSWA has been campaigning for a change in laws relating to payday lending and rent-to-buy products for over 5 years! There have been numerous committee inquiries, draft bills introduced, and lots of meetings with members of parliament. In the latest installment, in December 2019, the Senate referred the current Bill 2019 for inquiry. This was the Senate Standing Committee on Economics inquiry into the National Consumer Credit Protection Amendment (Small Amount Credit Contract and Consumer Lease Reforms) Bill 2019 (No. 2). In February 2020 CCLSWA, provided written submissions to this Senate Inquiry.

The key points of our submissions were:

- **Payday lenders target the most vulnerable in our society**
- **Debt Spirals arise from payday loans**
- **Irresponsible lending surrounding payday loans**
- **Lenders continuously breach their obligations without an effective penalty as a deterrent**

In March 2020 we attended the Committee's public hearing via teleconference to answer further

questions about our submission. We were able to talk about issues unique to WA, particularly regional issues we had encountered on our outreach trips.

We are very proud to represent WA at the national level, and give a voice to WA consumers.



Gemma Mitchell, Managing Solicitor, Consumer Credit Legal Service

Board Member Community Legal WA

Our submissions



Written Submission - Proposed amendments to the Fines, Penalties and Infringement Notices Enforcement Regulations 1994 (WA), August 2020

Correspondence - Specialist Child Protection Unit - Consultation paper, Minister for Child Protection (WA), June 2020

Written Submission - Participation of People Living with Disabilities in Jury Service Discussion Paper, May 2020

Written Submission - A Therapeutic Approach (Pilot Court) for Protection & Care in the Children's Court of WA, March 2020

Hearing - Inquiry into the Magistrates Court of Western Australia's management of matters involving family and domestic violence, March 2020

Pre-Budget Submission to the WA Government, December 2019

Submission - Joint Select Committee on Australia's Family Law System: Inquiry into Australia's Family Law System - December 2019

Public Hearing - Inquiry into Centrelink's compliance program, Senate Community Affairs Reference, Committee, October 2019

Written Submission - Inquiry into the Magistrates Court of Western Australia's management of matters involving family and domestic violence, October 2019

Correspondence - Consultation Draft - Fine, Penalties and Infringement Notices Enforcement Amendment Bill (WA), Department of Justice, July 2019

Strengthen sustainable, quality community legal services



Working remotely with our ICT Digital Strategy

In 2019 we were successful in receiving Lotterywest funding for a sector wide ICT Digital Strategy. This funding will allow community legal centres to access the ICT systems fit for the digital age.

Community Legal WA piloted the Strategy in late 2019. As the pilot site, we trialed and tested all the components of the strategy before commencing the roll out with our community legal centres.

The scope of the work includes transferring to cloud-based servers, upgrading to the Office 365 suite, online collaboration using Sharepoint, online conferencing via Teams and all associated training and support. Minimum standards for the required hardware and software to operate the strategy have also been developed. A group purchasing arrangement is available to centres to upgrade their hardware.

After completing the pilot at Community Legal WA in early 2020, we were prepared to transition quickly and easily to remote working during Covid19.

In addition, this process gave our office the capacity and knowledge to assist community legal centres to transition to remote working too. We were able to provide ongoing support from our newly created **Community IT Helpdesk**, and provide training and support on applications such as Zoom and Teams to upskill front line staff to deliver their services online.

Community IT Helpdesk
established

5
centres fully migrated to Microsoft 365

2
more centres in transition to Microsoft 365

130
Helpdesk tickets resolved

545,000
files migrated to SharePoint

90
users trained

63
Knowledge Base articles published



Centres merge for a sustainable future

We continued work this year to achieve Community Legal WA's strategic goal of securing the sustainability of community legal services in Western Australia.

The specialists centre merger was a key sustainability project. T.H.E Community Legal Centre Incorporated Board was established in August 2019, with project management support provided by Community Legal WA.

The three centres involved were The Employment Law Centre of WA, Tenancy WA and The Humanitarian Group who originally planned to create the new entity on 1 July 2020, but due to Covid19 had to delay the merger till October 2020.

In coming together, **Circle Green Community Legal** is committed to continuing the important work of each group in, whilst providing holistic, wrap-around models of their state-wide services

Circle Green Community Legal offers specialist state-wide legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach and support in employment, migration, tenancy, and family and domestic violence related to visa problems.

In November 2019 we also saw the merger between the Mental Health Law Centre and RUAH Community Services. People in need of legal help are often dealing with associated issues such as, mental health issues, family and domestic violence, tenancy issues, homelessness, debt and credit problems or separation and family law matters.

In addition to improving efficiencies for both organisations, this merger also provides opportunities for vulnerable and disadvantaged clients in need of legal help to get the holistic support they need.



the Humanitarian
group



Outcomes Measurement Framework

We endorse the WACOSS Outcomes Measurement Framework, developed in partnership with Department of Premier and Cabinet, with oversight and guidance from the Supporting Communities Forum. The **Framework** is a hierarchy of outcomes and associated indicators, providing the architecture for a whole-of-government and a whole-of-sector approach to service delivery across agencies and organisations.

We will be using the Framework to inform the development of a Community Legal Centres Framework with the objective of providing a tool to the sector to measure their impact, improve outcomes for clients and provide evidence for advocacy and law reform.

Our first step was the development of a bank of outcomes. This was launched at the Quarterlies in September 2019 with a workshop attended by Managers of centres from across the Western Australia. The bank of outcomes will provide the sector with a handy resource to help them define their goals and intended impact.



Our members quickly adapted to meeting online during Covid19. Community Legal WA provided training and resources for online services, with members sharing advice and support to ensure legal help was accessible to clients during lockdown.

Spotlight on the sector Street Law Centre of WA

Congratulations Street Law Centre of WA on a decade of great work providing much needed legal services to people experiencing homelessness.

Street Law do amazing work, including the negotiation of a withdrawal of a huge infringement debt for one of their clients. The client had an acquired brain injury, and would regularly use public transport, but forget to pay. Over a number of years they accrued over \$30,000 worth of debt to the Public Transport Authority, with over \$25,000 due to this specific issue.

Over the course of a year, the team gathered together information to help their client get an unrestricted travel pass due to the injury and to prevent further infringements. Once this was successful, they focused on negotiating the withdrawal of the infringements from the time of the injury. Later, the Public Transport Authority agreed to withdraw all outstanding infringements.

While this is just one legal issue their client is faced with due to their challenging circumstances, it has made a huge change in their financial situation, and has solved this problem moving forward!

Congratulations Anna (l) and Ann-Margaret (r) and the rest of the team for all the indispensable work you do!



Collaborate to enhance justice

Staying connected

Community legal centres collaborated with each other and shared ideas in order to maintain their services to vulnerable and disadvantaged West Australians during the Covid19 lockdown months. We worked with centres to facilitate meetings and provide training and support during this transition. Centres returned to their workplaces in June, following Covid19 Safe regulations, to deliver a mix of face-to-face meetings, online appointments, and telephone advice.

During this period, we kept government and service providers updated with the latest service delivery options for each centre via an External Stakeholders Bulletin. We also worked with our community legal centres to develop a bank of frequently asked questions for Covid19 related legal problems and provided this resource on our website.

Spotlight on the sector Covid19 Impact #LegalHelpMatters

45%
increase in demand
for law services at
Employment Law
Centre**

An increase
**incidents of
family and
domestic
violence***

200%
increase in calls
to Tenancy WA
Hotline**

Demand for
**financial
support**
expected to rise***



Initially we saw the demand for legal help increase in the areas of tenancy law, employment law, domestic and family violence, parenting arrangements and child protection matters.

Phone calls from tenants impacted by Covid19 saw a 200% increase in calls to Tenancy WA. This resulted in **an additional staff member**, additional **Covid-19 information for tenants**, and **advocacy from Tenancy WA for an extension** of the moratorium on evictions.



The Employment Law Centre of WA also experienced an increase in calls. Two thirds of all clients in April reported a workplace legal issue directly attributable to COVID-19. One particular area of concern was abuse of the JobKeeper scheme by some employers. The Employment Law Centre of WA produced **Covid-19 Information for employees**, and shared their case stories with **ABC Radio** to raise awareness of the legal issues facing employees.

The Principal Solicitor from Street Law Centre of WA, along with representatives from other community legal centres around Australia spoke on the ABC Radio morning show to discuss how Covid19 was impacting people who are homeless or at risk of homelessness during the crisis.

As government supports such as JobSeeker and JobKeeper are wound back, and the moratorium on tenant evictions ends in March 2021, we expect increased demand in areas such as social security, **credit & debt matters**, tenancy, and family and domestic violence arising from the economic and social impact of Covid19.

The May 2020 Commonwealth announcement for additional funding for community legal services was welcomed by the sector. It was distributed by the WA Department of Justice, with an additional contribution, in September 2020. However due to the high need for legal help, it is unclear if this additional funding will be enough to meet ongoing demand.

* See **WA Impact Statement**, WA Government.

** During April 2020

*** See **WA Recovery Plan**, WA Government, pg 51

Legal Health Check



Community Legal WA have promoted the use of the **Legal Health Check** as a useful referral tool for social support services to identify the legal needs of their clients and refer them to a community legal centre for support.

We have collaborated with the Centre for Women's Safety and Wellbeing (formerly the Women's Council for Domestic and Family

Violence) and Legal Aid WA to provide training and explore ways that lawyers, support staff and refuge workers can best use the Legal Health Check as a collaborative service delivery tool in family and domestic violence.

We will expand our training to a number of social support services to assist with warm referrals to community legal centres.



... by asking the right questions



Our Partnerships

Our commitment to ensure access to justice is shared by many of the organisations we have worked with this year, including:



We also thank our project partners who have given their time and expertise to assist Community Legal WA throughout the year with our work.

Allens

Ashurst

CEWA (Community Employers WA)

Clayton Utz

Claisebrook Lotteries House

Corrs Chambers Westgarth

DLA Piper

Herbert Smith Freehills

King & Wood Mallesons

McCusker Centre for Citizenship

Pro Bono Coordinators Group Members

UWA Law School - especially Kate Offer and Coders for Causes

WA Bar Association

WA Law Society

WA Peaks

Finally, we acknowledge our funding bodies principally **Legal Aid WA for our core funding, the WA Department of Justice and Lotterywest for specific project funding.**



Our Networks

Our Networks are an opportunity for community legal centre staff working in particular areas to come together to share information, resources, expertise and experience. The networks are also an important part of the work of Community Legal WA. Each Network sets its own agenda, elects its Convenor, and has the opportunity to raise matters with the Executive Committee or report to a General Meeting.

Accreditation Network

Administrators Network

Community Legal Education Workers Network

Family Violence Legal Network

Managers' Network

PII Network

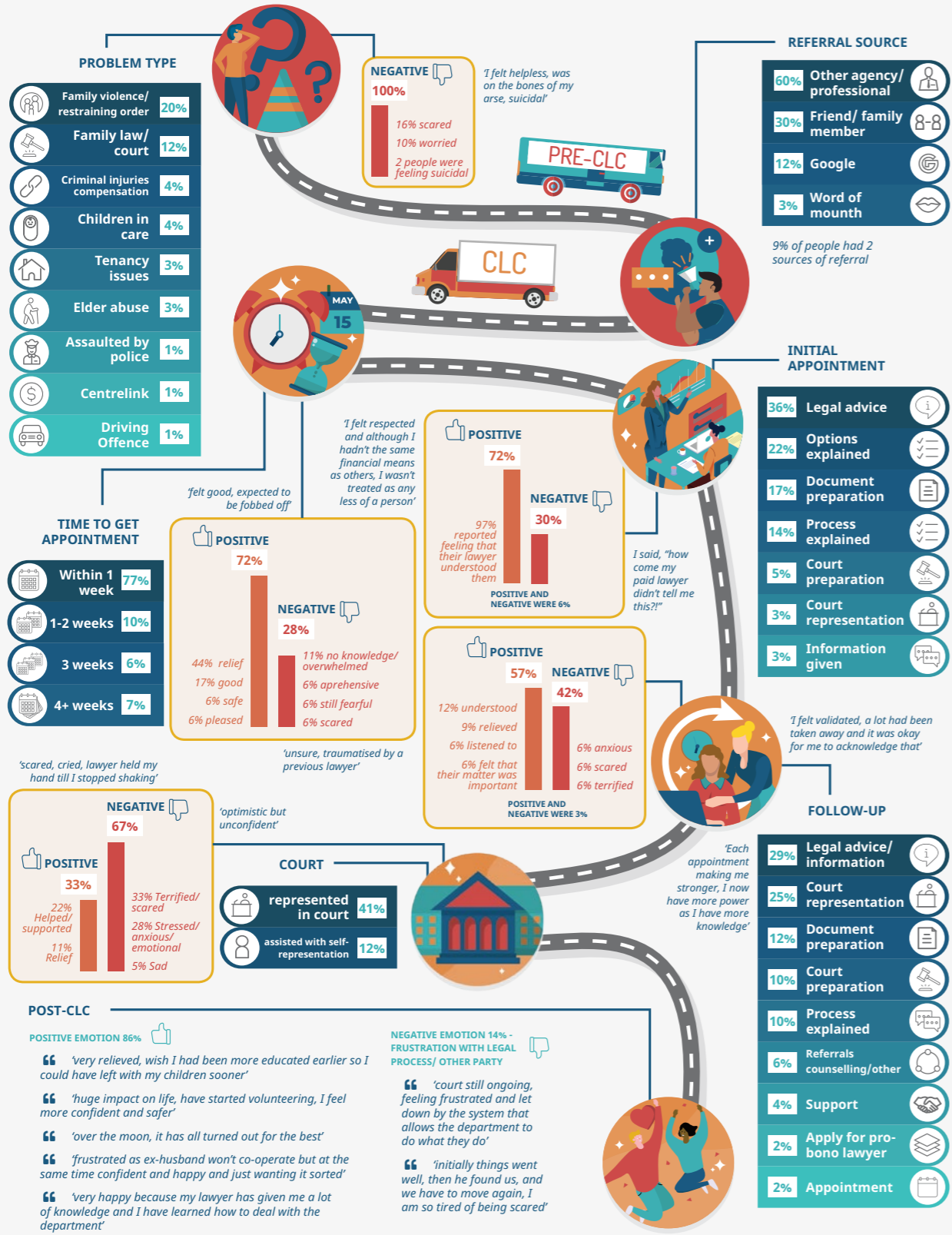
RRR Network

Tenancy Network

The impact of Community Legal Centres

JOURNEY MAP

Follow the journey of 32 people that received help



Community Legal WA at work

Accreditation Report

This year has been a year of consolidation of the National Accreditation Scheme (NAS) in Western Australia. By June 2019 all WA community legal centres had been assessed for Phase 2 Accreditation and the 2019-2020 financial year commenced with legal centres working in the quality improvement stage of the accreditation process. Many centres completed their Improvement Plans ahead of the three year requirement and these centres are to be commended for their diligence and swift compliance to the process.

Phase 3 of the National Accreditation Scheme was launched in September 2019. It recognises the hard work and achievements of Centres accredited under Phase 2. Assessment and reporting processes have been streamlined to reduce the administrative burden on Centres. Overall the NAS is more nuanced, responsive to Centre need and State/Territory variations and there is greater flexibility to respond when Centres experience organisational change.

A new online portal has been introduced to replace the Standards and Performance Pathway used for Phases 1 and 2. The new portal supports the NAS and cross-check process, enables sharing of best practice and strengthens continuous quality improvement. It centrally houses information about the NAS, the self-assessment, template policies, tools and resources. It provides an evidence upload function and accreditation status record for each Centre.

The first centres to be assessed under the new, 'lighter touch' guidelines commenced work in June 2020 for certification around September 2020.



Training and support

The electronic Members Bulletin continued to be circulated weekly to our members. Each edition includes information updates from Community Legal WA, member centres, Community Legal Centres Australia and training and funding opportunities. During the height of the Covid19 pandemic, it became the main source of information for us to share resources. We provided information from governments and the community sector on the latest news affecting community legal centres, their clients and the community.

During this time we provided the following training to centres:

- **How to use Zoom, including accompanying resources on the Members Area of our website, and a Best Practice Video Conference Guide (courtesy of the Albany Community Legal Centre).**
- **Workshop Briefing from Community Legal Centres Australia providing guidance on business continuity planning during the pandemic**
- **National Accreditation Scheme Training including the new NAS Portal webinar training**
- **Ongoing Community Legal WA / Community Legal Centres Queensland co-badge Continuing Professional Development (CPD) opportunities.**

We also arrange for external training opportunities including:

- **CPD Training – provided updates on training from the Law Society, Legal Aid and other training bodies and published these on our website.**
- **Sector Strategic Planning Workshop (September 2019) The Program included:**
 - » **Developing a bank of CLC program outcome statements**
 - » **Client focus and co-design**
- **Quarterlies Training (November 2019)**
 - » **Fine Default Bill Amendments and Proposed Infringement Reforms – includes a briefing and panel discussion. Presenters from Attorney General's Office and Dept of Justice WA**
 - » **Protection and Care 101 – Tameka Brown, Djinda Services**
 - » **Practical Overview of implementing a Case Management System – Sarah Jones, Mental Health Law Centre**
 - » **CLASS Update by Chris Dubrow, Community Legal Centres Australia**

Referrals

As the peak body for Community Legal Centres in WA, our office is often the first point of contact for people in need of legal help.

We will refer eligible people to the Community Legal Centre best able to assist them with their legal problem. We also make referrals to Law Access, community service providers and government departments where appropriate.

This year the people who contacted our office were seeking assistance with Family Law in most cases. This was followed by Civil Law, Employment Law, Consumer law and Credit & Debt law requests.



Community IT

Marina Greaney (Help Desk), Trish Ryans-Taylor (ICT and Accreditation Coordinator), Eva Bett (Help Desk) Our Help Desk was established in 2019 to support centres who transition to our ICT Digital Strategy. In addition to phone and email support, the Help Desk runs online support through **Community IT**. In response to Covid19, we allowed all centres access Community IT website and search the Knowledge Base for frequently asked IT help questions including:

- **Cyber security**
- **Data Storage and Management**
- **Working from Home**
- **Teams Training**
- **Office 365**



Marina Greaney (Help Desk), Trish Ryans-Taylor (ICT and Accreditation Coordinator), Eva Bett (Help Desk)

The National PII Network

The National PII network (made up of a PII representative from each State/Territory) met monthly during 2019-2020.

We met with Gallagher the new insurance brokers engaged by Community Legal Centres Australia and presented a well-attended webinar for lawyers in CLCs discussing legal practice issues and risk management during COVID-19.



Catherine Eagle

State PII Representative and the Convenor of the CLCA WA Legal Practice and PII Committee.

Legal Practice and PII

The Legal Practice and PII administration sub-committee has met regularly during the past year to support centres to offer Continuing Professional Development (CPD) training under the banner of Community Legal WA's QA provider status, organise the 2020 crosschecks and respond to legal practice issues as and when they arise. When Centres

closed and staff were largely working from home, we organised extra meetings of community legal centre lawyers to share ideas about how to continue providing services to clients and managing remote supervision of the centres. Pleasingly the rapid adjustment to new work arrangements did not result in any increase in notifications under the PII policy.



COMMUNITY LEGAL

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A U S T R A L I A

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