



2021  
2022





**“I’m lost for words.. I feel like I can finally rest... and be calm. I’m crying now because I can let go of the fear I’ve carried with me for so long. And now I can just enjoy life with my daughter, and watch her grow knowing we will never be separated. I will never forget what you have done for us, and for so many other woman in my situation. Thank you, from the bottom of my heart xxxx”**

## **ACKNOWLEDGEMENT OF COUNTRY**

We acknowledge the Traditional Custodians of the lands of this nation, particularly those of North and Far North Queensland on which our Service operates.

We pay our respects to Elders past and present and their continued connection to the land, waters and community.

Sovereignty was never ceded.

It was and always will be, their land.

We also acknowledge the contribution of Aboriginal and Torres Strait islander women towards truth, justice and healing of our communities.

## **ACKNOWLEDGEMENT OF DOMESTIC VIOLENCE VICTIMS**

We pay our respects to victims of domestic and family violence and violence against women. We acknowledge their resilience and courage. We honour those who have died due to domestic and family violence and their loved ones left behind.

## **DIVERSITY & INCLUSION**

We are committed to cultivating inclusive environments for staff, volunteers and our clients. We celebrate, value and include people of all backgrounds, sexualities, cultures, bodies and abilities.

We are an environmentally conscious organisation.





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*North Queensland Women's Legal Service is grateful for the funding provided by the Federal government and the Queensland State government and sincerely thanks all community and corporate partners and supporters.*



# PURPOSE, VISION, MISSION & VALUES

## NQWLS Purpose:

NQWLS is a not for profit, specialist community legal centre. It works to empower women, to promote safety for women and children and to contribute to societal change that will support a better quality of life for women and their children.

## NQWLS Vision:

Access to justice for the women of rural, regional and remote Queensland.

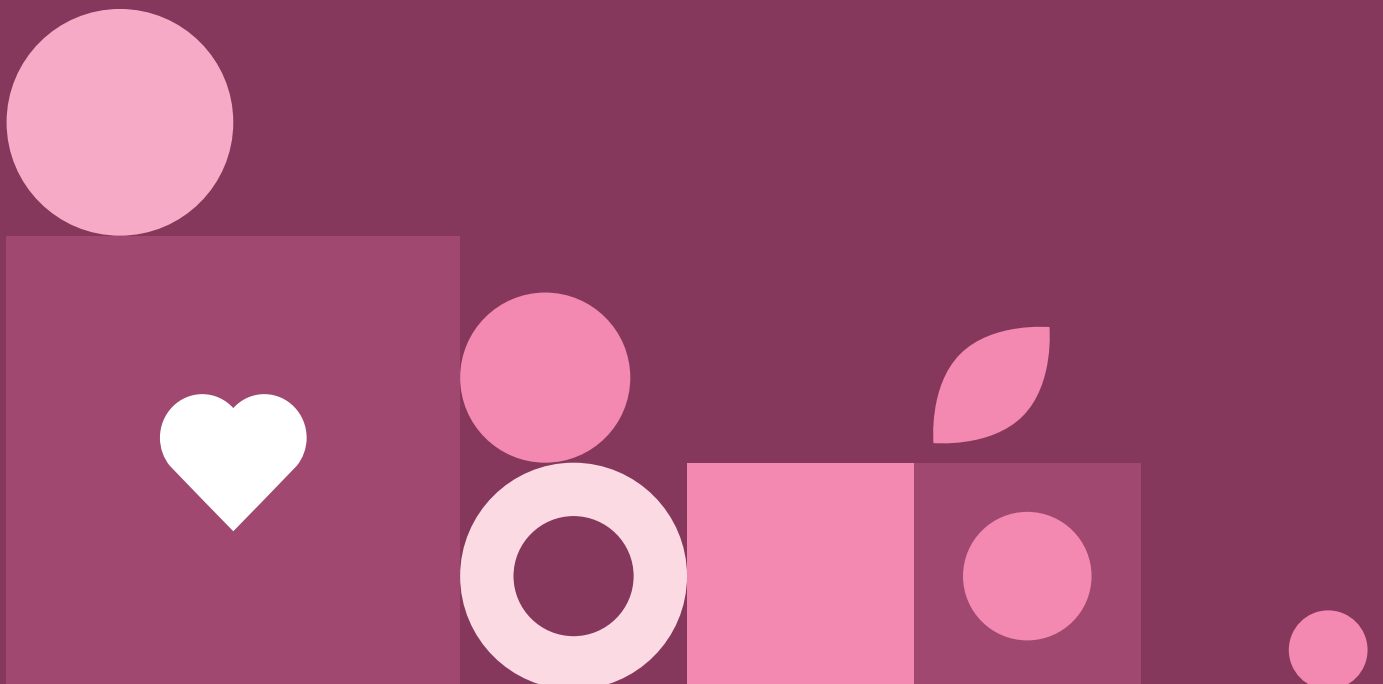
## NQWLS Mission:

NQWLS empowers women, contributes to their safety and the safety of children and promotes societal change by:

- Providing free, accessible, high quality, holistic legal services;
- Providing education about injustice and inequity experienced by women; and
- Engaging in collaborative work to create change in policy and the law.

## NQWLS Values:

- Safety First
- Respect
- Service
- Empowerment
- Leadership / Strength





# DIRECTOR'S REPORT

## 2021-2022 was an exciting year for NQWLS.

We have been working hard planning new and expanded services as a result of the historic injection of the Vulnerable Women's funding provided to NQWLS, Women's Legal Service Qld and the First Nations Women's Legal Service to help meet the tsunami of need for free legal services for women – especially those experiencing domestic and family violence. Clarity Consortium, in partnership with Community Legal Centres Queensland, were engaged by the three women's legal services to facilitate collaborative, evidence-based service design. The project aims to seize a once in a generation opportunity to better meet the legal needs and increase the safety of women in Queensland by identifying the current strengths and gaps of each Service, encouraging collective thinking about how each Service's expansion can complement one another and settle high level outcomes against which the Services can report and can be used to underpin locally based service design and evaluation. We hope that this project can also serve as an example of collaborative evidenced based service planning that may be embraced by the wider community legal sector.

**In another historic first for NQWLS, we were selected to be part of the Federal Government's Temporary Visa holders experiencing violence pilot.**

The pilot provides funding to the Red Cross to provide financial assistance to people on temporary visas, or with uncertain visa status, experiencing family and domestic violence.

NQWLS, along with a number of other Women's Legal Services and Legal Aid Commissions throughout Australia, were funded to accept referrals from the Red Cross to provide legal advice and support on migration matters and any related family, criminal or civil law issues. The NQWLS Migration Legal Service that has been established under the Pilot has been delivering amazing outcomes for some of the most vulnerable women in our community, those on Temporary Visas who are subject to violence. We look forward to continuing to expand the Migration Legal Service and help even more women as the service continues to grow and goes from strength to strength.

While these new services were being developed NQWLS continued to provide its existing services, delivering over 14,000 holistic, trauma informed services to women. Of course, this could not happen without the dedication of the NQWLS staff, committee, volunteers, and service partners; thank you all. I would like to extend my sincerest thanks and gratitude to the amazing NQWLS staff team for another phenomenal effort supporting women the system doesn't always support. In the words of one very grateful client "What you do matters."

**Hayley Grainger**

Acting Director



## OUR IMPACT

**14,011**

services provided  
to women

**5747**

advices, tasks &  
representation

**234**

non-legal support  
services

**32**

CLE & law reform  
activities

**1793**

duty lawyer  
services



**21%**

of women  
identified as  
Aboriginal or  
Torres Strait  
Islander

**16%**

of women  
were over 50  
years of age

**10%**

of women were  
homeless or  
at risk of

**87%**

of women were  
financially  
disadvantaged

**22%**

of women had no  
or low income

**14%**

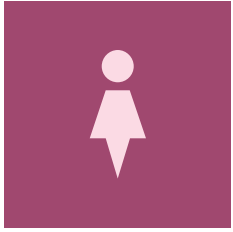
of women had  
a disability

**7%**

of women were  
from a CALD  
background

**100%**

of women were  
impacted by DV



# QUALITY, ACCESSIBLE LEGAL SERVICES FOR WOMEN

**Like most community legal services, NQWLS has three core components to its service delivery model – direct client services, community legal education and law and policy reform.**

NQWLS was proud to provide over 14,000 holistic, trauma informed services to women over the last 12 months. As always, we worked closely with other services, especially specialist women's and domestic violence services to ensure that women are able to have all their legal and non-legal needs addressed. Working closely and collaboratively and sharing information between support workers and lawyers meant that our clients felt supported and did not have to retell their stories repeatedly to each different service. All NQWLS staff have an in depth understanding of domestic violence, as well as an understanding of the impacts and presentation of trauma, meaning that NQWLS is able to work with women in a way that is efficient and effective at resolving their issues and increasing their safety, whilst being as non-triggering and empowering as possible.

## **DOMESTIC VIOLENCE LEGAL SERVICE (DVLS)**

The Domestic Violence Legal Service (DVLS) funded under the Women's Safety Package (WSP) has been operating, as part of NQWLS, since April 2016. The DVLS uses a multidisciplinary approach, consisting of lawyers and client support workers, to provide a holistic, wrap around complex casework service. The DVLS provides intensive legal and non-legal assistance and support to women, coined by NQWLS as the 'Rolls Royce' level of service.

The Rolls Royce level of service sees the lawyers provide ongoing legal assistance, representation and support to the woman regarding any domestic

violence, family law, child protection, Victim Assist, and any other legal matters she may be facing. At the same time, the client support worker provides the woman with ongoing non-legal support, such as; emotional support as she works through her legal issues with the lawyer, assistance with safety planning, accessing housing, financial counselling, applying for Centrelink, obtaining emergency relief payments, dealing with the Child Support Agency, and managing health and mental health issues, through information, support and referrals.

Since its inception, the DVLS has achieved some remarkable outcomes for women in North Queensland, and during this past year, the DVLS has continued to assist more of the most vulnerable and high-risk women within our community. Referrals to the DVLS come from far and wide across the NQWLS service region from women's services and other community organisations.

With an increase in Government funding, the DVLS is continuing to evolve and expand, to increase its accessibility to the women of North Queensland.

## **MIGRATION LEGAL SERVICE**

NQWLS established the Migration Legal Service this year after receiving funding under the Federal Government's Temporary Visa holders experiencing violence pilot. Our migration lawyer is based on the Sunshine Coast and provides most services remotely through conference calls with interpreters. If a woman can get to one of our offices, then our lawyers and support workers on the ground will provide face to face assistance with the migration

lawyer attending by video conference or telephone. The large geographical area that NQWLS services means that many women live a considerable distance from our offices and public transport is almost non-existent in many regional, rural and remote communities. Internet services are also patchy or unavailable in many areas and therefore telephone is often the most suitable method of communication with the women anyway. The migration lawyer also travels to Cairns and Townsville monthly to see women in person.

The unique and invaluable element of the NQWLS migration legal service is that we provide holistic wrap around services and support. Not only do we assist with the women's migration issues but with any domestic violence, family law, child protection, or Victim Assist matters that she may need help with. We also provide non-legal support including help with housing, financial assistance, safety planning, accessing counselling or any other practical support the woman may need. By working closely with the NQWLS specialist domestic violence and family lawyers and the NQWLS client support workers, women are fully supported and have all their legal and non-legal needs met. To date the migration legal service has received referrals from the Red Cross, migration support services, Centacare, Domestic Violence Services, Women's refuges, Women's centres, community support services and other community legal centres. If a woman is not eligible for assistance through the Pilot, we have at the very least been able to give her immediate advice to ensure she is aware of her rights and obligations in migration matters and refer her to another service that can assist.

### **DOMESTIC VIOLENCE DUTY LAWYER SERVICE**

Nearly 2000 women who were involved in domestic violence proceedings in the Townsville and Cairns Magistrates Courts were provided with advice and representation by NQWLS lawyers through the domestic violence duty lawyer service. The value of this service cannot be overstated with feedback from women consistently stating how invaluable the service was and how they could not have done it without the assistance of the duty lawyers. Attending court is always stressful, however for

many of these women, going to court and facing the perpetrator of the violence against them is triggering and overwhelming. Many women engage with our duty lawyers repeatedly as their matter progresses through the court. The domestic violence and trauma informed model practiced by NQWLS lawyers provides a safe and holistic service with systems in place to assist women to feel more comfortable, supported, and achieve safer outcomes, without the need to re-tell their story every time they attend court.

### **FAMILY ADVOCACY AND SUPPORT SERVICE (FASS)**

NQWLS again delivered the Family Advocacy and Support Service (FASS) to women appearing in the Federal Circuit and Family Court of Australia in both Cairns and Townsville. Although the numbers of women assisted are smaller than the domestic violence duty lawyer service, the outcomes for women are huge. Family law is by its very nature is complex and emotionally charged making it difficult for self-represented parties to navigate, however when domestic and family violence is present this becomes almost impossible for the victim with outcomes often being unsafe and/or unjust. Through the FASS NQWLS lawyers help with drafting court documents, undertaking negotiations with other parties, providing advice and representing the woman in court. Often further assistance is then provided to the woman by NQWLS (outside of the FASS) as she continues her journey through the proceedings. All of the women who have obtained assistance through the FASS cannot speak highly enough of the service and the impact upon their circumstances.

### **COMMUNITY LEGAL EDUCATION (CLE)**

Community Legal Education (CLE) is the second component of our service model and 2012-2022 again saw NQWLS deliver a variety of CLE sessions to a wide range of audiences. Our Ask NOLA webinars provide education and knowledge to community workers to help them identify legal issues that their clients may present with and upskill them to provide information, assistance and referrals. Topics this year included: *Separation in a domestic and family violence context, DV prevention and peacebuilding in refugee and culturally diverse communities, Property*



*settlements: the basics, Domestic violence orders and information sharing, Consumer education, advocacy and financial counselling with ICAN, Mediation in family law, Grandparent carers and their legal obligations, Temporary visa holders and domestic violence.* Being web-based means that any worker, anywhere can attend the webinars, which is so important given the huge geographical area NQWLS services.

Alongside Ask NOLA NQWLS delivered in person CLE throughout the year including to the Burdekin Community Centre, Townsville University Hospital, Women's Centre FNQ, Community Support Centre Innisfail, Uniting Care and the Townsville Intercultural Centre. We were again invited to speak to the 4th year and Masters Social Work students at JCU about the intersection between the domestic violence, family law and child protection systems, and the ethical challenges working in such systems can create. We were also invited back to talk to the 'grandparents raising grandchildren' group about some of their legal issues, as well our annual appearance on local community radio during Domestic and Family Violence Prevention month to raise awareness of domestic violence and the help that is available.

## LAW REFORM

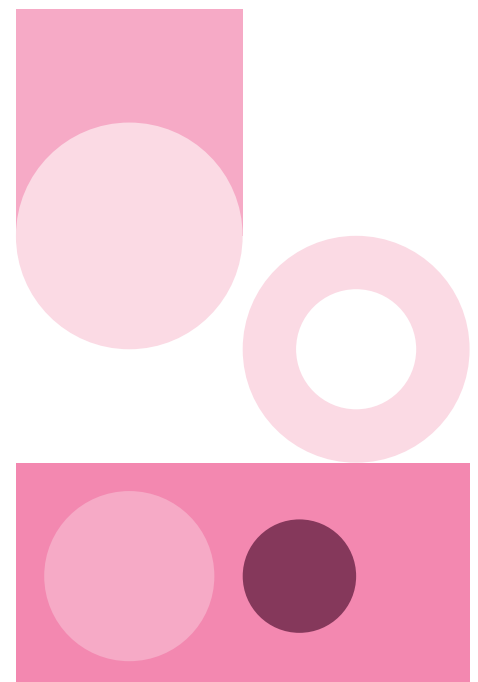
The third component of our service delivery model is law reform and NQWLS was again very busy undertaking law reform work. As regular sitting members of the Women's Legal Services Australia's (WLSA) CEO and working committees, NQWLS had input into many WLSA law reform submissions this year. This included feedback on the direct cross-examination banning legislation in the Family Law Act and feedback directly to the Attorney-General on the new processes and rules underpinning the merged family law courts.

Additionally, NQWLS independently made very significant contributions to multiple state-based law reform inquiries. Mid-2021 saw the QLD government establish the Taskforce on Coercive Control and Women's Experience in the Criminal Justice System, spearheaded by Her Honour, Margret McMurdo. NQWLS made extensive submissions, responding to all three Taskforce discussion papers: Discussion paper 1 – Options for legislating against coercive control and the creation of a standalone domestic

violence offence; Discussion paper 2 – Women and girls' experience of the criminal justice system; and Discussion paper 3 – Women and girls' experience across the criminal justice system as victims-survivors of sexual violence and also as accused persons and offenders. NQWLS also sent a representative to the round table forum when the Taskforce visited Cairns.

Arising from the Taskforce's recommendations was the Independent Commission of Inquiry into Queensland Police Service responses to Domestic and Family Violence. NQWLS also made comprehensive submissions to the Commission and our Principal Solicitor Hayley Grainger gave evidence at the Commission's hearings when it sat in the Cairns Magistrates Court. The Commission's work is ongoing.

Other law reform work included providing feedback on the draft Domestic and Family Violence Protection (Combating Coercive Control) and Other Legislation Amendment Bill 2022, and submissions regarding the Queensland Women's Strategy.





# COMMUNITY PARTNERSHIPS & EVENTS

**2021-2022 SAW NQWLS CONTINUE TO WORK WITH ITS EXISTING PARTNERS, AS WELL AS EMBARKING ON NEW COLLABORATIVE VENTURES.**

## WE THANK:

- Women's Centre FNQ
- Women's Centre Townsville
- Women's Centre Mackay
- Cairns Regional Domestic Violence Service
- NQ Domestic Violence Resource Service
- Domestic Violence Resource Service Mackay & Region
- Dovetail
- Cairns Collective Impact on Domestic & Family Violence
- Sera's Women's Shelter
- Ruth's Women's Shelter
- Red Rose Foundation
- LoveBites Program, Townsville
- March 4 Justice
- Mareeba Community Support Centre
- Community Support Centre Innisfail
- Mossman Support Services
- Port Douglas Community Service Network
- Prospect Community Services
- Burdekin Community Association
- Hinchinbrook Community Support Centre
- Mt Isa Neighbourhood Centre
- Kuranda Neighbourhood Centre
- Cooktown District Community Centre
- Whitsunday Counselling & Support
- Ravenshoe Community Centre
- Townsville Intercultural Centre
- Family & Child Connect Services
- Centacare FNQ
- Mercy Community Services
- Open Arms
- Queensland Human Rights Commission – International Women's Day Program
- JCU Townsville Fire - Youth Engagement Program
- NQ Toyota Cowboys - Tackle Domestic Violence campaign
- KLP Family Law – Annual Golf Day Charity event
- Catholic Education
- Magistrate Court Registry teams – Townsville, Cairns, Mt Isa
- Federal Circuit Court Registry teams – Townsville, Cairns
- Red Cross Queensland
- Cairns Community Legal Centre
- Women's Legal Service Queensland
- First Nations Women's Legal Service
- Community Legal Centres Qld
- Clarity Consortium



## OUR PEOPLE

An increase in funding saw us welcome many new staff to the NQWLS team. Paige Ryan, Rita Telley, Nicole Manning, Sue Merrotsy, Aniko Papp, Kat Tamou, Sharell O'Brien, Onjawli Chakravarty, Christine Mayes, Contessa Jones, Nikki Ball, Sunday Wedel, Lee-Anne Tisdale & Raijieli Rokocibi all joined us during the 2021-2022 year.

Sadly, this year we also said goodbye to staff members Danielle O'Connor, Jean Morton, Elizabeth MacAulay, Nicole Manning, Sunday Wedel & Aniko Papp.

**We would also like to acknowledge the existing staff who continued to deliver holistic, high quality services to women.**

Thank you to Hayley Grainger, Rachael Ozanne-Pike, Liz Brown, Ashleigh Lawrence, Kezia Thomas, Tegan Hicks, Anne Lewis, Samantha Ievers, Ashleigh Metcalfe, Kirstyn Campbell, Alex Whitney, Shandel Jones, Penney Ferguson, Glenda Demopoulos & Jade Connor.

Finally, we acknowledge and thank our management committee members who continued to volunteer their time to guide NQWLS in its vision of access to justice for the women of rural, regional and remote Queensland.

<b>Natasha Busby</b>	<i>President</i>
<b>Jodie Woolcock</b>	<i>Treasurer</i>
<b>Sally Watson</b>	<i>Secretary</i>
<b>Nardine Collier</b>	<i>Ordinary Member</i>
<b>Mandy Ferreira</b>	<i>Ordinary Member</i>





# OUR CLIENTS STORIES

## Tina

**Tina contacted NQWLS shortly after she fled her home due to serious and long-standing domestic violence perpetrated by her partner Tom.**

Unfortunately for Tina to be able to leave safely she had no choice but to flee on foot and leave her 6 month old child Elijah with Tom. After Tina left the home, and despite her making several pleas, Tom refused to return Elijah to her or even let her see him. Tina was very concerned about his safety and wellbeing and sought urgent assistance from NQWLS.

Tina was immediately referred to an NQWLS lawyer within the specialist Domestic Violence Legal Service (DVLS). The DVLS helped Tina apply to the Federal Circuit and Family Court of Australia for urgent parenting orders, including a recovery order. An urgent hearing was requested on the basis that Tom was withholding Elijah who was only 6 months old and whose primary attachment was to Tina, he was at risk due to Tom's history of drug use including cannabis and methamphetamine and the significant domestic violence perpetrated by Tom against Tina, as well as his previous partners.

The court granted an urgent hearing the day after the application was filed and a recovery order was made that authorised the Police to recover Elijah that same day. Since then, NQWLS have continued to assist Tina with her parenting matter and Tina now has interim

orders that provide that Elijah lives with Tina and spends only supervised time with Tom.

NQWLS also helped Tina with her domestic violence matter for although the police had applied for a domestic violence order against Tom, they had not sought sufficient conditions to ensure Tina and Elijah's safety. NQWLS assisted Tina with filing an application to vary the domestic violence order seeking increased conditions. Tom ultimately consented, without admissions, to a five (5) year domestic violence protection order with the additional conditions.

Whilst the lawyer was helping Tina with her legal matters, the NQWLS client support worker helped address Tina's non-legal needs including finding safe accommodation for her and Elijah, accessing fortnightly counselling at the Women's Centre, arranging childcare for Elijah for when she attends appointments, applying for assistance through Victim's Assist Queensland and obtaining financial support through the Escaping Violence Payment program.

Tina and Elijah are now safe and have stable housing. Tina has a strong therapeutic relationship with her counsellor who is helping her address her trauma and be the best mother that she can be to Elijah.



## OUR CLIENTS STORIES CONT.

### Zara

**Zara was on a temporary partner visa. She had experienced severe trauma in her homeland in Africa and had arrived in Australia with a small child.**

Once here with her Australian husband, Stuart, she had another child, Avery. During the relationship Stuart perpetrated significant ongoing family violence against Zara. She could not speak nor understand written English making her more vulnerable. She was completely isolated and felt she had no option but to accept the ongoing abuse.

One night after a particularly violent incident she escaped to the local women's shelter with her 2 small children. Stuart immediately contacted the Department of Home Affairs (DHA) to advise they were no longer in a relationship, and he was withdrawing his sponsorship. He was hoping that as she was unable to read the emails and letters she would be deported. However, the workers at the shelter contacted NQWLS for urgent assistance. Zara was immediately referred to the NQWLS migration lawyer.

The lawyer immediately made contact with DHA and advised them of the family violence experienced by Zara and her children. Meanwhile a NQWLS domestic violence and family lawyer worked with Zara to apply for a domestic violence order against Stuart to keep

Zara and her children safe. NQWLS represented Zara in the domestic violence proceedings and a final protection order was made by the court. The migration lawyer then submitted an application for permanent residency to DHA, supported by the domestic violence order and Zara was granted a permanent partner visa on the basis of the domestic violence she had experienced.

NQWLS also assisted Zara by negotiating with Stuart regarding appropriate parenting arrangements for Avery that allowed her to spend time with her father, but kept her safe.

While the NQWLS lawyers were helping resolve Zara's multiple legal issues, the NQWLS client support worker helped Zara find safe and stable accommodation for her and her children free from violence. The worker also assisted her to access financial support through Centrelink and supported her to enrol in English classes. The holistic wrap around support she received from NQWLS for both her legal and non-legal issues has meant that Zara is now better able to parent her children as she is feeling safe, has financial independence and is able to move forward with her life.



## OUR CLIENTS STORIES CONT.

### Asha

#### **Asha had been trying to do a property settlement with her former husband, Grant, for over 2 years before she contacted NQWLS.**

She had borrowed money from her elderly parents to pay for a lawyer, but her parents had now run out of money. Asha and Grant owned a property together and Asha wanted the property to be sold and the sale proceeds distributed between them.

Asha and Grant had 2 children with disabilities, and they had been in a relationship for more than 20 years. Grant had spent no time with the children since separation and did not provide for them financially even though he was employed full-time and was earning a high income. Asha could not work full-time due to having care of the children but did do some casual cleaning work after Grant and her separated. There was a long history of violence in their relationship and Grant was using the legal system to continue to perpetrate power and control over Asha. Grant had twice failed to comply with family court orders that he was to provide his financial information to Asha and had two costs orders made against him for his failure to do so. Grant failed to pay these orders, failed to provide his financial information, and consistently missed court dates.

With the help of NQWLS Asha and Grant eventually reached an agreement for the property to be transferred into Grant's name and for Grant to pay Asha her share of the property. However, Grant again did not comply. To make matters worse the local council

commenced enforcement proceedings against Grant and Asha as Grant had not paid the rates since separation, despite being ordered to do so by the court early on in the family law proceedings.

NQWLS worked closely with a civil lawyer and financial counsellor to advocate on Asha's behalf and the council agreed to release Asha from the debt. NQWLS then represented Asha in enforcement proceedings in the family court to force the sale of the property. The property was sold, and Asha received some money from the sale however after the rates were paid it did not cover the total amount that Grant was ordered to pay her. NQWLS again helped Asha to commence enforcement proceedings to seek an order that Grant's wages were garnished to pay Asha the money he owed her for the property settlement and the costs orders.

Throughout all the proceedings the NQWLS client support worker provided Asha with extensive ongoing emotional and practical support.

Even though Asha was being paid the money she was owed in fortnightly instalments from Grant's employer, she was extremely grateful. The money meant that she could pay back her elderly parents and have a little left over to support herself and the children.

Finally she was able to move on financially as a result of the extensive help from NQWLS.



## CLIENT FEEDBACK

I admire and appreciate your kindness, patience and expertise for assisting me step by step. You are a special service and a true experts in your field. I thank you from the bottom of my heart and on behalf of my son.

**Thank you again for all  
your help. All your work  
helped me to succeed.  
Thank you, thank you**

I will be picking up my son this afternoon and will have him in my care for two weeks!!! I am EXTREMELY grateful for all your help and support during this incredibly difficult time. You are truly an amazing service!

I would like to thank you all for the support and wonderful efforts in helping me get my babies back to me. I appreciate you all. Thankyou.

Just wanting to let you know yesterday's training was very informative and well presented. The lawyers were a wealth of knowledge and very relatable. Really appreciate NQWLS ongoing commitment to our small community.

**They were  
nothing short  
of brilliant.**

I just want to thank you so very much for helping me! Thank you for the amazing job you do supporting woman who the system doesn't always support! Forever grateful.



Thank you for fighting so hard for me and the children. You've done more for me than anyone ever has in my life. There aren't really enough words to express how much it means to me that you have fought so hard for us, many times, all this way, from the beginning.

I wanted to pass on a big thank you to NQWLS for a compassionate and timely response to a client yesterday. I filled in the form on your excellent website for my client who was highly distressed due to her legal matters and you responded almost immediately. Thank-you NQWLS for responding to this lovely woman in such a meaningful timeframe for her, and in a culturally safe manner. Once she had your support, this client was more aware of her rights, felt safe for her immediate future and her dignity was restored.

Amazing, you totally rock my world right now! Have a good week and thank you for doing this work, I am sure I am one of many that really benefit from your help.

**Thanks to you I can  
move on with my life.**

I really appreciate your support regarding this matter, and the clear direction you have provided. It is the first time I have felt supported without feeling overwhelmed and defeated. I can't thank you enough.

I'm so happy to be able to see my boys, the joy in my heart and the excitement in the kid's voices last night was indescribable. Thank you, NQWLS for all you have done for us.

**Throughout it all she was a voice of reason and a source of comfort to me and I cannot thank her enough.**



Thank you for seeing my client today, she reported a sense of relief after the meeting as she now had a clearer understanding of her legal matters. Thank you for your help, it is much appreciated.

I am writing to say a heartfelt thank you to your organisation for the help you have given me in the last few months. From the minute I first called, I was treated with courtesy and respect, and I was immediately put in contact with a lawyer who could help me.

Yaaay!! I am so happy right now, we did it :) Thank you so very much. I would never have been able to do this without you. I will never forget your kindness. To have someone listen and believe in me, means the world. I am most grateful our paths crossed.

I would like to extend a thank you to NQWLS as a whole for providing the legal support for my client throughout this time. Without your assistance I don't know that she would've managed to navigate her way through the process and your ongoing support is very much appreciated by her.

**Thank you so much  
You have no idea  
how much you have  
helped me Thank you**

A quick note to express my sincere thanks for all your patience and effort throughout the entire time you worked with me. There were times I wanted to give up and walk away with nothing. Your support allowed me to fight for the settlement I deserved. I appreciate that more than I can put into words. What you do matters.

**Simply - THANK YOU**

This process has been overwhelming and to receive the level of support I did made me feel like I wasn't alone. Thankyou

All I came in contact with, were caring, considerate and compassionate and not dismissive of my distress or concerns in anyway. They genuinely made me feel that they wanted to help rather than defining my issues and concerns as 'not their problem' and referring me on.

Your help has been extremely valuable and it empowers me to take things into my own hands. You make me feel proud of myself for doing it and you make me feel smart so it's good :)

**Amazing service which  
I am grateful for**

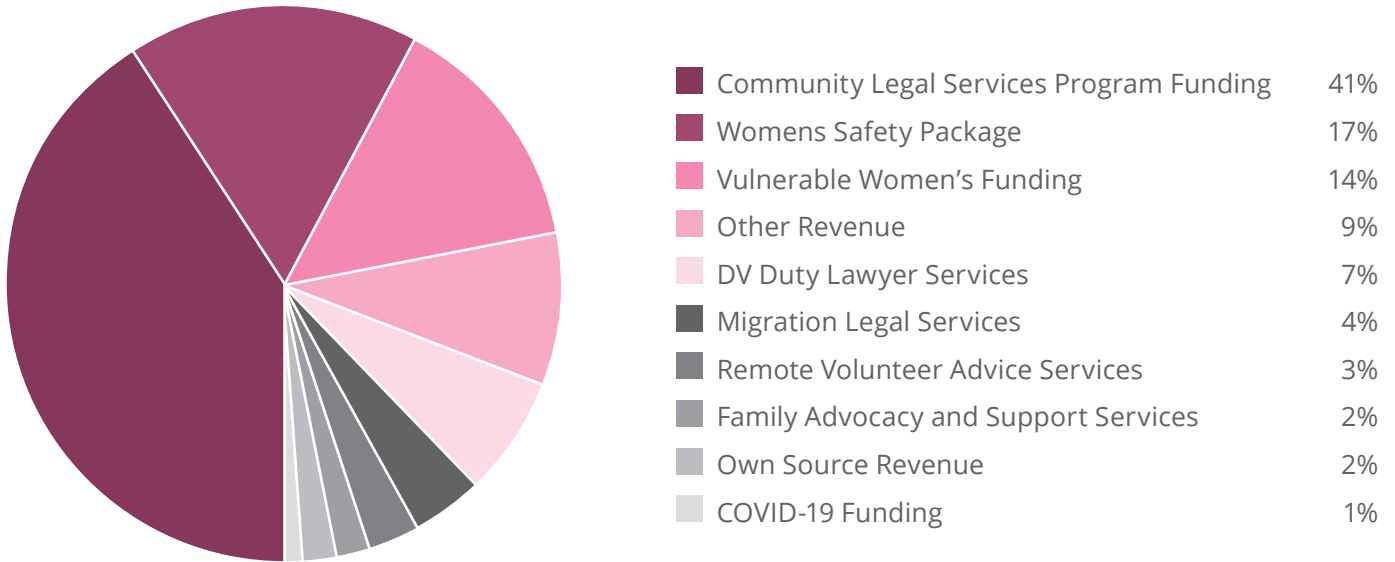




# FINANCIAL SUMMARY

## ANNUAL PERFORMANCE

TOTAL REVENUE FOR THE YEAR ENDED 30 JUNE 2022 IS **\$3,167,389**



TOTAL EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2022 IS **\$2,128,837**



Employee Expenses  
(79%)



Communication & Remote Work Arrangements  
(4%)



Premises Costs  
(6%)



Program Management  
(6%)



Other expenses  
(3%)

## ANNUAL POSITION

AT 30 JUNE 2022 OUR TOTAL MEMBERS FUNDS BALANCE IS **\$2,075,518**



Assets  
\$5,333,159



Liabilities  
\$3,257,641



Equity  
\$2,075,518

## KEY TAKEAWAYS

Our **sustainability** reserve is **\$489K**

**Increased** government funding has allowed for service expansion and new services. Our **current ratio** is strong (1.6:1), meaning we have sufficient cash to meet our liabilities.



## OUR GRATITUDE

Department of Justice & Attorney  
General Queensland

Commonwealth Attorney General's Department  
Legal Aid Queensland

Department of Social Services

Management Committee members & staff

Community Legal Centres Queensland

Community Legal Centres Australia

Cairns Regional Legal Assistance Forum &  
North Queensland Legal Assistance Forum

Family Law Pathways Network

Women's Legal Service Australia Network

Townsville Bookkeeping Service & Cindy O'Shea

Far North Queensland Law Association

Women Lawyers Association of Queensland

Townsville District Law Association

JCU College of Business, Law and Governance

JCU College of Arts, Society and Education

CQU School of Business and Law

Colin Biggers & Paisley Foundation

Queensland Law Society

Community, corporate and private supporters

