

A photograph of three women of diverse backgrounds smiling and standing together in front of a wall with a geometric pattern. The image is overlaid with a semi-transparent pink filter. A white rounded rectangle is centered over the image, containing the text '2018/2019 Annual Report'.

2018/2019

Annual  
Report

# NQWLS VISION, MISSION & VALUES

## Vision

Access to justice for all women living in North and Far North Queensland.

## Mission

NQWLS seeks to advocate for and empower women by providing free, accessible, high quality legal advice and assistance. NQWLS also works holistically within the broader community by providing education to address injustice and inequity experienced by women.

## Values

Integrity, Service, Respect, Empowerment, Innovation.



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# A MESSAGE FROM THE DIRECTOR

The 2018/19 year was another year of hard work, 'firsts' and achievements for NQWLS. We have grown significantly in recent years, with nearly 90 women working together to provide high quality free legal services for the women of North and Far North Queensland.

Across the team, there were many who came and went throughout the year – for a myriad of wonderful reasons. They are acknowledged in this Report and will always be considered part of the 'NQWLS clan'.

We created a new role – that of Assistant Director – to help with the management and support of such a big team across our Cairns and Townsville offices. I am delighted to be working with Hayley Grainger in this role. On top of this appointment, our staff in Cairns grew further to include a

third solicitor for the first time and we moved into a fantastic new office on Level 2, 88 Abbott Street, Cairns.

The dedication, energy and skills of our wonderful management committee members, our staff team, our volunteer lawyers, law students, placement students and other volunteers, continues to make it a great privilege indeed, to be a part of NQWLS and its work in the community.

We are also deeply grateful to our numerous community partners, the members of NQWLS and the public who support us through our fundraising and in other ways. We thank the State and Commonwealth governments, also Legal Aid Queensland, for the funding provided to NQWLS. We give sincere thanks to every person and organisation, who has worked with us again this year, to continue the tradition of excellence at NQWLS.

**Anne Lewis**





# CELEBRATING A DECADE OF DEDICATION

We congratulate and thank Hayley Grainger, Glenda Demopoulos and Natasha Busby for giving a decade (and more) of dedication to NQWLS and its work.

Glenda is the rock of the Townsville office. She has provided quality administrative support and shared her delicious home-cooking and 'nurturing' with the team over the past decade.

Hayley has had many evolutions of her role with NQWLS over the past decade, including working as a part-time lawyer, a full-time lawyer, the Principal Solicitor and now our Assistant Director.

Natasha was the 'captain of the ship' for 10 years – as our hard-working and amazing President of the NQWLS Management Committee. We are fortunate to have Natasha now working with us as an experienced Family Lawyer and part of the specialist, complex casework service that is our Domestic Violence Legal Service.

Thank you, wonderful women. Here's to many more years!



# QUALITY, ACCESSIBLE LEGAL SERVICES

NQWLS' vision is access to justice for all women living in North and Far North Queensland. To this end, during 2018/2019, NQWLS provided over 2,200 women with nearly 12,000 services including legal advice, assistance with preparing documents, drafting correspondence, representation in court, support and guidance through the legal process, information and referrals. To deliver services throughout such a large service area, basically the top half of Queensland, and to often highly vulnerable women, NQWLS employed a variety of strategies to ensure that as many women as possible could access the legal help they needed when they needed it.

Face to face appointments were provided to women who resided within the Cairns and Townsville areas. Monthly face to face appointments were also available at 8 Outreach Advice Clinics, at Atherton, Mareeba, Innisfail, Mossman, Port Douglas, Ayr, Ingham and Charters Towers. Additional Outreach Advice appointments were also delivered through our Skype hotspots at Cooktown, Kuranda, Ravenshoe, Mt Isa, Mackay and the Whitsundays. Women who lived in more regional, rural or remote areas were able to access free legal help through phone appointments or by calling the 1800 advice line which operated Monday to Thursday from 9.00am to 1.00pm and allowed them to speak directly to a solicitor wherever they resided within the NQWLS service area. Evening telephone appointments delivered by our wonderful volunteer solicitors allowed women, for whom daytime appointments were problematic, to receive the advice that they needed.

Every week NQWLS solicitors attended the Cairns and Townsville Magistrates Court to provide a Duty Lawyer service to women who had domestic violence matters

before the Court. The value of the Service cannot be understated as attending court can be a traumatic and overwhelming experience.

For many women this trauma is compounded by the fear of having to face their abuser in Court and the knowledge that the lawyer will speak on their behalf and that someone "has their back" provides some level of comfort and support.

NQWLS also assisted through the Family Advocacy and Support Service (FASS) providing legal help and representation to women who were attending the Cairns and Townsville Federal Circuit Courts for family law proceedings where domestic and family violence is an issue. The family law system is even more overwhelming and complicated than the domestic violence system and many women unfortunately are in the position of having to represent themselves. FASS allows these women to receive support, legal advice at court and representation in court if necessary. Again, the benefit of such a service cannot be overestimated.

**Although the combined efforts of staff, students and volunteers provided so many women with so much assistance, unfortunately there were still far too many women who NQWLS could not assist. Nearly 9,000 calls to the 1800 Advice Line were unable to be answered due to lack of resources. At times, women were waiting up to 3 weeks for a face to face appointment.**

## Domestic Violence Legal Service

The Domestic Violence Legal Service (DVLS) is funded under the Commonwealth Government Women's Safety Package (WSP) initiatives. It is a holistic, wrap around service model which provides intensive legal and non-legal support and casework assistance to women with very high risk or vulnerability due to family or domestic violence.

The DVLS consists of 2 lawyers and a client support worker, who offer a 'Rolls Royce' level of service, addressing all of the legal and support needs that are impacting upon the woman in connection to the domestic violence.

Referrals to the DVLS come from far and wide across the NQWLS service region from women's services and other community organisations. Other referrals are made internally, arising from the range of core services provided by NQWLS including the duty lawyer services and outreach services.

We are grateful that the Commonwealth Attorney General's Department has extended the WSP funding beyond 30 June 2019, at the same time increasing the level of funding to also now prioritise the financial support needs of women escaping violence and striving to re-establish their lives.

The Final Report of the independent evaluation of the WSP funded services has confirmed that this holistic service model is making a big difference for those women fortunate enough to have access to it.

We can only hope that this level of service can increasingly be provided to all women in need, through further increases in funding.

## Community Legal Education

The NQWLS mission to advocate for and empower women by providing free, accessible, high quality legal advice and assistance was achieved through the services delivered as outlined previously. The other, equally important part of the NQWLS mission, is to work holistically with the broader community by providing education to address injustice and inequity experienced by women. Knowledge is power, and a central component of all community legal centre work is providing information and education to the community about their rights, the law and the legal system.

The year 2018/2019 again saw NQWLS deliver Community Legal Education (CLE) sessions to different audiences through a variety of mediums. Webinars were delivered through Ask Nola, the NQWLS' free membership based online legal resource, on topics including child birth maintenance expenses, tenancy and domestic violence, out of time property applications and an over view of local legal and non-legal support services. The Ask Nola website also contains a wealth of legal information, fact sheets, resources and a referral database for community workers to help them assist their clients to identify and take steps to deal with their legal issues.







Other CLE sessions provided this year, included:

- DV Capacity Building webinar (part of CLCQ series)
- Working with clients affected by Domestic Violence (for Clinical Legal Studies Intensive Program for final year law students)
- Family Law, Domestic Violence and Grandparents workshops
- Homelessness in the Community workshop (for students at St Patrick's College)
- Healthy Relationship Workshops, based on the Love Bites program (at various high schools)
- Capacity building outreach workshops for RRR community workers dealing with Family Law & Domestic Violence matters (in conjunction with WLSQ and supported by Arrow Energy)
- DV, Child Protection and Family Law talk (for JCU law students, Cairns)
- School Law – one day conference covering various legal issues for schools (attended by principals and teachers from schools across the Catholic Education Schools network)
- Domestic violence affidavit drafting workshop for domestic violence support workers
- Multiple talks to groups in the community about NQWLS services and how to access them
- Guest talks on FM radio – Townsville & Cairns staff – for DV Month Awareness campaign

## Law Reform

NQWLS provided oral and written submissions in a number of areas of important policy and law reform, including the:

- Australian Law Reform Commission's review of the family law system
- Queensland Productivity Commission's inquiry into imprisonment and recidivism
- Legal and Constitutional Affairs Legislative Committee inquiry into the Federal Circuit and Family Court of Australia (Consequential Amendments and Transitional Provisions) Bill 2018 and the Federal Circuit and Family Court of Australia Bill 2018
- Review of the National Partnership Agreement
- Australian College of Midwives domestic and family violence position statement
- Department of Justice and Attorney General's project to develop culturally appropriate responses for Aboriginal and Torres Strait Islander people involved in domestic and family violence proceedings
- QLD Health domestic violence law reform project
- Systemic barriers facing women seeking help with domestic and family violence, in partnership with University of Queensland Pro bono Centre



COMMUNITY  
PARTNERSHIPS  
& EVENTS

Each year, NQWLS is actively involved in community events both as a host and as a participant, working together with community and government organisations across its large service region. Events and activities during 2018/19 included:

- Hosting an annual International Women's Day Morning Tea event, in collaboration with ADCQ Townsville
- Hosting JCU social work students on agency visits
- Participation in the Domestic and Family Violence Operational Working Group for the Townsville Specialist Court
- Participation in the Townsville NQLAF and Cairns RLAF meetings
- Participation in Dovetail, Townsville and the Cairns Collective Impact on Domestic & Family Violence
- Participation in Family Law Pathways Network Steering Committee & Network events
- Participation in Red Rose Rallies & the annual Candlelight Vigils to honour those killed because of domestic and family violence
- Participation in the Townsville District Law Association committee and events and Far North Qld Law Association events
- Participation in Hinchinbrook Community Safer Families Fun Day, the Deadly Family Fun Day at Riverway and other Domestic Violence Awareness activities
- Participation in the annual 'Tackle Domestic Violence' Campaign in conjunction with the North Queensland Toyota Cowboys and the Aboriginal & Torres Strait Islander Women's Legal Service
- Participation in NAIDOC day events
- Participation in Women's Legal Services Australia committee meetings
- Attendance at the 'Send Hope Not Flowers' fundraising lunch to provide resources and medical help for pregnant women in Papua New Guinea
- Participation in the Aboriginal and Torres Strait Islander Family Law Pathways Network meetings
- Attendance at Townsville Intercultural Centre community meetings
- Participation in the LawRight Legal Walk

- Attending the Police Health Expo
- Attending the Welcome to Townsville Defence Community Organisation event
- Attending the Townsville Community Organisations networking event
- Attending the NQ Domestic Violence Resource Service Morning Tea networking event
- Attending the Cairns High Risk Team Morning Tea networking event
- Attending the Domestic & Family Violence Prevention Month Breakfast hosted by the Cairns Regional Domestic Violence Service
- Attending various meetings with State and Federal local members



# NQWLS PEOPLE

2018/19 saw many changes to the staff team, including more history making 'firsts' for NQWLS.

- Principal Solicitor Hayley Grainger was appointed to the newly created Assistant Director role to help overcome some of the challenges that are inherent in overseeing two offices, nearly 500km apart. DVLS Solicitor Samantha Kelley moved into the Principal Solicitor position and Natasha Busby, the long serving President of the NQWLS Management Committee, joined the specialist DVLS team to fill the position that was vacated as a result of Samantha's appointment. Vice President, Kate Pateman then stepped up as Acting President until the next AGM.
- Further changes to the DVLS team included Social worker Leonie Crowe returning home to Sydney and we were fortunate to have Sally Urquhart fill this role on a temporary basis for 6 months whilst the position was being advertised. Eventually, we welcomed Fiona Glenister as the new Client Support Worker for the DVLS team.
- Supervising Solicitor Sharell O'Brien resigned to take up the Coordinator role of the Mackay Domestic and Family Violence High Risk Team. Solicitor Jodie Woodward took 18 months unpaid leave to step into the Court Coordinator position at the Specialist Domestic Violence Court in Townsville with solicitor Ashleigh Metcalfe joining the Townsville team as a result. Rebecca Grouios also left to return home to Melbourne and Nicky Mitchell joined the Cairns team in December 2018.
- Just recently, in another first, Liz Brown became the third solicitor based in the Cairns office. In Townsville, our DV Court Intake Worker, Toni Millar, accepted full time work in Canberra and Penney Ferguson has capably stepped into that role now.
- NQWLS is exceptionally fortunate to have such dedicated management committee members, staff, volunteers and others who have worked incredibly hard during 2018/2019 to provide free legal help for vulnerable women, to the greatest extent possible with our human resources.

## NQWLS Management Committee

Natasha Busby (President)	Kate Pateman (Vice President)	Renae Stocks (Secretary)
Jodie Woolcock (Treasurer)	Ann Carrington	Nardine Collier
Melissa Nielsen	Sally Watson	

## NQWLS Staff

Liz Brown	Hayley Grainger	Abi Juniper
Nicky Mitchell	Leah Muller	Rachael Ozanne-Pike
Nadia Whebell	Glenda Demopoulos	Sylvia Aia Opu
Toni Millar	Penney Ferguson	Leonie Crowe
Sally Urquhart	Fiona Glenister	Grace O'Donnell
Sarah Haack	Samantha Kelley	Natasha Busby
Jade Connor	Anne Lewis	Ashleigh Metcalfe
Danielle O'Connor	Sharell O'Brien	Rebecca Grouios
Jodie Woodward		

## Volunteer Lawyers

Bianka Bosnjak	Mairi Kerfoot	Tamlyn Leahy
Julie Mason	Michelle Mason	Janice Mayes
Nikki Dawson	Jodi Dingwall	Emma Donald
Diana Falcomer	Irina Krynina	Hanna McGovern
Ashleigh Metcalfe	Kate Pateman	Jessica Shuttleworth
Claire Sullivan	Rayarna Richey	

## PLT, Clinical Legal Studies, Law & Business Placements

Keuna McInerney	Abi Juniper	Fern Newcombe
Katherine Weston	Nadia Whebell	Lauren Ansell

## Social Work Placements

Noelle Torki	Lauren Esposito
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## Volunteer Law Students, High School Work Experience & Other Volunteers

Jade Dibben	Vatiseva Kacikilagi	Vanessa Kavanamur
Jade O'Dowd-Barrett	Elizabeth Sawdon	Zara Spencer-Brown
Kylie Walmsley	Rakatani Gabi	Boboleia Kom
Susan Willie	Helaina Cavanaugh	Kaitlin Lewis
Grace O'Donnell	Elaine Maree	Alison McCook
Tenielle Smith	Sophie Boyce	Corinne Penny
Luci McPherson	Sylvia Aia Opu	Jordyn Whittington
Rachel Wrench	Penney Ferguson	Hannah McNeale
Tessa Webster	Sarah Alsarrage	Sally Urquhart
Holly White	Katja Griesbach	Justine Kelliher
Sophie Grieve		

## Pro Bono Support

Suzanne Smales	Colin Biggers & Paisley	Andrea Lawrence
Rohan Pack	Michael Fellows	Madonna Hayes
Shaune Williams	Alex Raeburn	Melia Benn
Justin Gregory		



# THE BIG PICTURE

Total clients	2,289
Total Problem Types	59



## Vulnerability Indicators

Financially disadvantaged	100%
Family / Domestic Violence	85%
Culturally or Linguistically Diverse	9%
Outer regional or remote	98%
Aboriginal or Torres Strait Islander women	12%
Women with a disability	9%



## Services Delivered

**Total services delivered show an increase up 50% from the previous year.**

Information / Referrals	5,913
Advices, Tasks, Rep'n, other casework	4,057
Duty Lawyer Services	1,943
CLE or Law Reform Activities	27
<b>TOTAL</b>	<b>11,940</b>

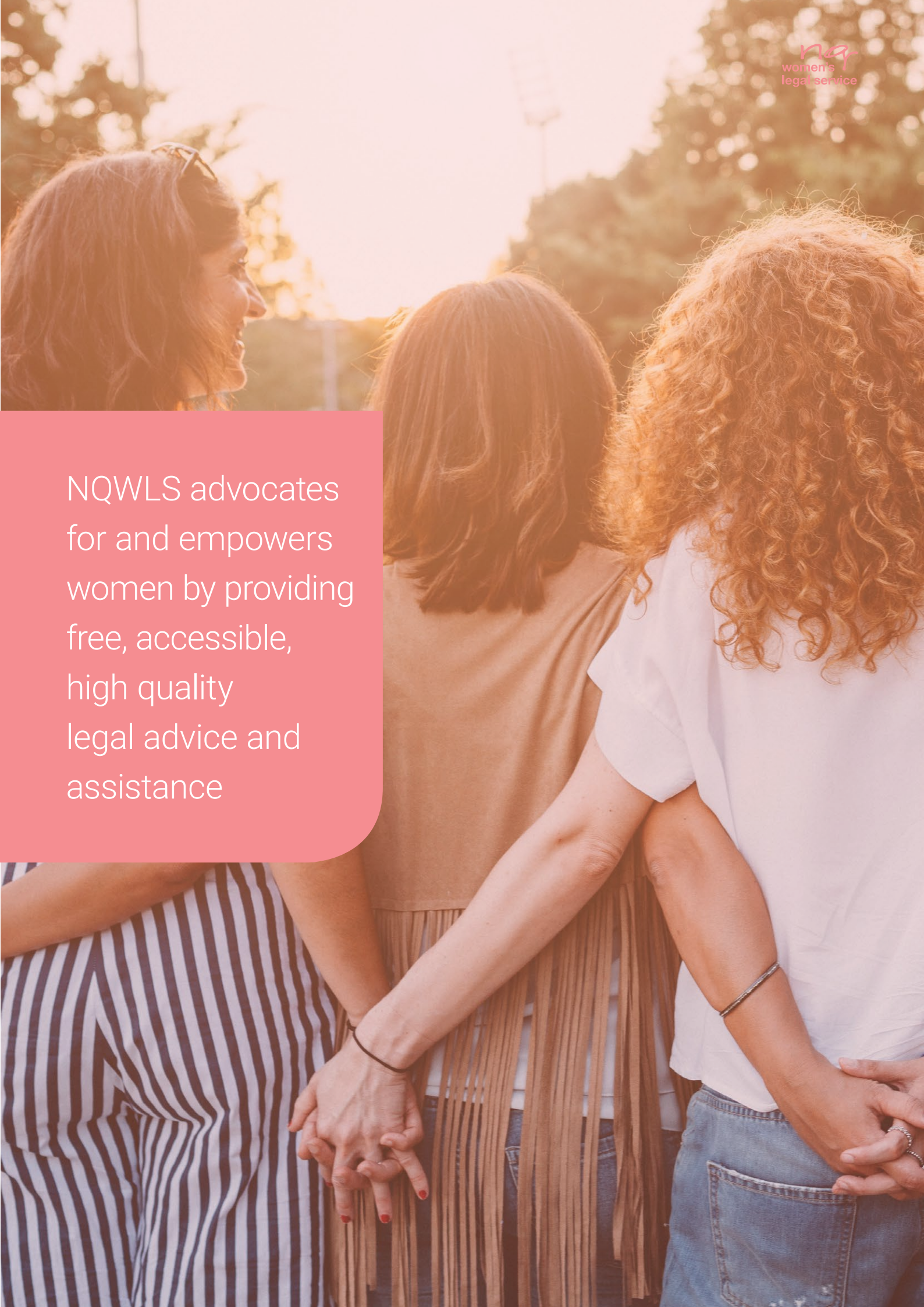


## 1800 Legal Advice Line

Demand for access to the 1800 Legal Advice Line also **increased by a further 28%**.

During 2018-19, NQWLS was only able to answer 1 call in 9 due to limited resources.

**This means 8,904 calls went unanswered.**



NQWLS advocates  
for and empowers  
women by providing  
free, accessible,  
high quality  
legal advice and  
assistance

A photograph of two women in an office. An older woman with short grey hair and glasses is smiling broadly and hugging a younger woman with long brown hair from behind. They are both wearing sweaters. The background is a blurred office environment with a desk and a laptop visible in the foreground.

# NQWLS IN ACTION

The names and facts in these stories have been changed to preserve confidentiality and ensure safety. They are examples of NQWLS' work only.



## Natalia's Story

Natalia's first contact with the NQWLS was with our duty lawyer at the first Court date for her domestic violence matter. She wanted protection for herself and her 4 children, aged from 2 years to 12 years. She wanted an Order that her former partner, the father of the children, be prohibited from contacting her, which meant that he could not have any contact with the children.

Natalia no longer lived in town. She had fled the week before due to her former partner kicking one of the children in the head with a steel capped boot. Natalia had tried to leave at least twice before, but this time, she was determined to not go back. Natalia and the children had endured physical, emotional and verbal abuse from her former partner for at least 15 years. Natalia and the children were called disgusting names daily and were physically intimidated or harmed at least weekly. Natalia's former partner was also sexually violent. She said that she was living in a nightmare, but it was also something that she had strangely become accustomed to.

NQWLS assisted Natalia for 2 years, with both the Domestic Violence matter and her Parenting matter in the Federal Circuit Court.

The former partner sought parenting orders that Natalia had to return to town, that they have equal shared parental responsibility, that the children live with him and spend time with her on weekends. Natalia would never agree to these Orders as she feared for the safety of her children in her former partner's care.

Natalia sought Orders which permitted her to permanently relocate, have sole parental responsibility for the children and that the children live with her and that the father spend no time with the children.

NQWLS successfully helped Natalia obtain the Final Orders that she wanted in both the Domestic Violence Court and the Federal Circuit Court. Her Final Parenting Orders included that her former partner would spend no time with the children. Natalia would hopefully never have

to worry about the safety of her children with her former partner again.

During the proceedings, Natalia said that there were still

Natalia said that with the help of NQWLS, her life and the lives of her children has now changed for the better, forever. She thanked her lawyer from the bottom of her heart and said that she could never have left her former partner permanently without the free legal help and support she had received.

times that she still felt like returning to her former partner, even though she knew that would be the worst thing for her and her children. She was riddled with guilt and totally disempowered from years of abuse. She was assisted by NQWLS to ensure that she was emotionally supported by counsellors, and she was linked in with specialised support programs that provided in-home support for survivors of domestic violence. She and the children were protected and supported each time they had to attend Court.

Natalia is now a strong advocate for women who have survived domestic violence. She speaks to local groups and helps other women where she can. She is in a new healthy and respectful relationship and has just given birth to a new child. All her children are achieving above average results at school and have a new lease on life.

NQWLS is now helping Natalia to apply for support through Victim Assist.

## Louise's Story

Louise has unfortunately been involved with the child protection system for many years and her children, aged 4 and 6 have been in foster care since birth. She grew up in a remote aboriginal community, before moving to Cairns after her children had been removed from her care. She has a low level of literacy, an intellectual impairment and English is not her first language (though she understands and speaks it quite well).

For many years, Louise has felt as though she has been unable to explain to Child Safety how she is feeling, and to be assertive enough to ask for more contact with her children. Everything has been dictated by Child Safety and because of the clear power imbalance between the parties, she has often gone without proper contact.

Prior to her most recent engagement with NQWLS, Louise had to be relocated out of the Cairns region due to ongoing domestic violence towards her by the father of the children. She had not had any contact with her children for a few months. She worried that now she had moved to another region where the children did not live, she would not be able to have any contact with them at all.

NQWLS assisted Louise by supporting her at a meeting with Child Safety. In the meeting, a case plan was developed for the children. NQWLS advocated for Louise and ensured that Child Safety committed to facilitating contact for her with her children. Louise will now have contact with her children each fortnight in Cairns and on school holidays in the region where Louise is now living. Child Safety will pay for her bus fare and will also transport the children for the school holiday contact.

It also became apparent that Louise had no access to any money as her bank did not have a branch in her new town and she had relocated without her photo identification, so she was unable to open a new account with a local bank.

Despite being aware of the vulnerability of Louise, Child Safety had not assisted her with appropriate referrals to culturally appropriate wellbeing services for counselling and general support. NQWLS ensured that Child Safety added an action into the case plan that a departmental cultural practice advisor assist Louise with her banking needs and obtaining new photo identification.

By NQWLS ensuring that Child Safety fulfill their legislative obligations to facilitate contact between a child in foster care and their parent, as well as provide ongoing support to parents with a child in foster care, Louise has been able to make positive changes in her life.

Louise would never have been able to achieve these outcomes on her own. NQWLS will continue to work with Louise with the goal of empowering her to gain confidence to ask for assistance if she needs this in the future, and to advocate for herself and her children.

## High School Work Experience - Sophie Says

"Hi, my name is Sophie, and I am a student at St Anthony's Catholic College, currently in year 10, studying business (law included). Over the last couple of days, I have been doing work experience at North Queensland Women's Legal Service (NQWLS), it has been such an eye opener and has really made me more aware and informed about the role of a solicitor/lawyer. I have had so much fun and got the opportunity to work with some incredible people.

The team here at NQWLS is lovely and kind, before coming here I was feeling a little nervous and unsure of what to expect, but they have made me feel so welcomed. They are all incredibly smart, compassionate and driven in their roles at the Legal Service, these ladies have truly made an impact on my future. Seeing all the incredible work, they all do is inspiring. I am very lucky to be a student doing work experience with them. I have got the opportunity to visit the court rooms, collect and send out their mail, write up client feedback reports, make filing folders, various admin jobs, create game templates for an event, and got to talk to some of the other staff about their careers, and learnt so much from them. I cannot begin to explain how much I've learned, I think that coming into any type of work experience it is very important to be open minded, and ready to accept a challenge.

I would like to say thank you all again for giving me this opportunity, I look forward to the future and will hopefully have the opportunity to work with NQWLS again.

You are all amazing, and I appreciate the time you have taken out to teach me, it's something I will never forget. Thankyou for all the dedication and effort you have put in to help me out, it has been a fun experience and I've met some lovely people who have given me advice for my future career as a solicitor. I would especially like to thank Anne for allowing me to work with your staff, and being supportive, it has been the best placement."

# OUR CLIENT FEEDBACK



"NQWLS, you are empowering women by helping us when we are lost and don't know where to go. It is hard for me also to just get out of the house for help as I have 2 young children both under 2yrs, so being able to talk on the phone was perfect."

NQWLS provided me with a high quality, professional service that was essential to my ability to handle the matter I was presented with. Despite being clearly limited in their time and resources, NQWLS staff are highly competent, intelligent and efficient, allowing them to get through a larger number of matters with greater vigor than many private lawyers are able to achieve."

"I started having contact time with my boys at last."

"My day in court was very stressful, as in my 72 years, I have never been in such a situation. NQWLS was exceptionally helpful to me."

"NQWLS staff made me feel relaxed and very supported. They gave me confidence in myself to be able to proceed and not back out."

"The advice I received from NQWLS is always excellent and has been extremely helpful during a difficult time. It helps to have lawyers who understand Domestic Violence."

"Not being familiar with DV processes I was very confused as to what to do – I did feel I had support though a difficult time and it was a blessing that I was defended and reassured and now I can move past this horrible experience."

"NQWLS gave me more confidence and clarity about what was happening."

"A very unpleasant situation has been resolved because of the legal assistance I received. I never realised how adversely this situation affected my mental-health and well-being until it was resolved. Just knowing that NQWLS is available for women like myself is very re-assuring. Day by day I am coming back to life. Thank you all."





“There is nothing I would improve about NQWLS. The duty lawyer’s assistance with my legal matter was very helpful and supportive.”

“Service was excellent.”

“I felt very reassured and felt confident managing my predicament.”

“The assistance I received allowed me to achieve an overall positive outcome to cross applications in a DVO matter. I was able to write effective affidavits as both aggrieved applicant and the respondent, negotiate with a private lawyer with NQWLS assistance and achieve an outcome I was happy with. Despite being time poor, the staff were patient with my questions and persistent with my requests. It should be noted that the matter was not straight forward, required great amount of time and effort to interpret and in some cases was difficult to argue for.”

“I believe the service provided was extremely helpful and professional.”

“By fighting for my desired outcome, the lawyer has made my situation easier going forward.”

“They were very professional and understanding and it was a lot more comfortable with having a female representing me in court.”

“The duty lawyer explained what would happen with my DVO and also helped make appropriate changes.”

“I think I would have felt a bit lost without the assistance and support of NQWLS.”

“I felt I wasn’t alone. NQWLS was a huge emotional support to deal with my situation. Thank you so very much. I appreciate so much.”

“Everyone was helpful and attentive. I felt very comfortable speaking with everyone. I felt they went above and beyond to help me.”

“As I have never been to court with this type of situation before I was quite nervous but having an NQWLS duty lawyer speak on my behalf made the experience a little bearable.”

“I was greatly assisted with my court matter.”

“The help I received at NQWLS has made a big impact in my life and in my children’s life. I am very thankful and appreciate every help I received from this Service through my family and domestic violence matters. My children are the happiest ever now and I have seen a whole new life.”

“Absolutely great service.”





“On the day that I first had attended court, I was more anxious and nervous than I have ever been in my life. The solicitor listened to me, she worked quickly and efficiently to achieve the outcome I needed, and she provided me with extremely valuable advice that I really needed. I thank her greatly from the bottom of my heart.”

“NQWLS is very professional, caring and supportive.”

“They took the pressure off me by representing me in what was a very daunting and unpleasant experience.”

“I felt very confident going into the courtroom knowing the solicitor understood my problem and would put up a strong argument.”

“The solicitor was kind and understanding.”

“The legal assistance made me feel very comfortable in the court situation and process.”

“The solicitor was able to reach the desired outcome on the day through negotiations. I was extremely happy with the service she provided and follow up issues were dealt with promptly and professionally.”

“I have full confidence in my solicitor who is very well tuned-to-my-needs. I honestly feel very lucky to have the opportunity of having such an experienced lawyer that understood ME to her best ability. I was overwhelmed with her understanding and supporting nature. Also, her translation to the Magistrate was extremely diplomatic and understanding within her jurisdictional boundaries, I do believe that the solicitor has all the right qualifications. I fully feel that she supports and understands me better than anyone I could have hoped for.”

“100% satisfaction with my service.”

“The solicitor enabled me to ‘open my eyes’ and be wise about the choices I was making with the variation to my DV order.”

“The service made a huge difference to what I had to face/deal with in the courtroom.”

“The advice received certainly made me more aware of my rights in the situation I was in.”

“I feel safer now.”

“I had a better understanding of it all after talking with my solicitor.”





“The solicitor was very supportive and understanding of my situation and got a good outcome for me – this will make a huge difference in the next 12 months.”

“I almost didn't go ahead with my DVO - it was my solicitor's clear support and direction in the court that gave me the courage to continue. I wished I had done this sooner, and the ability of my solicitor to explain the law and my options was very helpful.”

“I feel lucky that I received the information I did.”

“The assistance and immediate understanding of my situation helped me to gain a sense of safety and alleviated the shame I once felt.”

“The service was great and I now know what needs to be done in my situation.”

“Thank you for helping me to change my life and make me feel safe again. I now have protection in place to stop domestic violence continuing in my life.”

“NQWLS helped me when I was lost, and this helped my life change”.

“They helped and saved me from speaking alone in an unknown environment.”

“The solicitor helped make the court appearance a little less intimidating.”

“I felt like I had the best support possible for my matter.”

“The solicitor was very clear in the discussions of the matter at hand to meet my needs. I appreciated how she supported me with compassion and kindness.”

“I appreciate the help that was given by the solicitor. The work NQWLS is doing for the community is truly exceptional. I now feel I have clarity and confidence to move ahead.”

“The referrals that were provided, gave much relief.”

“The advice clinics by NQWLS are a fantastic job done.”

“Amazing group of people. I am hoping I can get more legal advice in the future”.



# THANKS & ACKNOWLEDGEMENTS

Department of Justice & Attorney General Queensland

Commonwealth Attorney General's Department

Legal Aid Queensland

Community Legal Centres Queensland

National Association of Community Legal Centres

Cairns RLAF & North Queensland Legal Assistance Forum

Family Law Pathways Network

Women's Legal Service Australia Network

Colin Biggers & Paisley Foundation

McCullough Robertson

Miller Harris

Townsville Bookkeeping Service & Cindy O'Shea

Rod Parker Accountants

Far North Queensland Law Association

Women Lawyers Association of Queensland

Townsville District Law Association

James Cook University Schools of Law and Social Work

University of Queensland Pro bono Centre

Management Committee members & Staff

Volunteer solicitors, students, placements  
and other volunteers

KLP Family Law

BT Lawyers

Women's Legal Service Queensland

Arrow Energy

Uniting Care Queensland annual Grandparents Retreat  
on Magnetic Island.

Brothers Rugby Club Townsville

Ardette's Cleaning Service

NQ Domestic Violence Resource Service

Townsville Women's Centre

Townsville Women's Shelter

Cairns Regional DV Service

Cairns Women's Centre

Cairns Women's Shelter

St Patrick's College

North Queensland Toyota Cowboys

JCU Townsville Fire

Catholic Education

Dovetail

Cairns Collective Impact on DV

Tony and Sharyn Denyer



## Community outreach partners, including:

- Women's Centre FNQ
- Mareeba Community Centre
- Community Support Centre Innisfail
- Mossman Community Centre
- Port Douglas Neighbourhood Centre
- Prospect Community Services
- Burdekin Community Association
- Hinchinbrook Community Support Centre
- Townsville Drop-in Centre
- Mackay Women's Centre
- Mt Isa Neighbourhood Centre
- Kuranda Neighbourhood Centre
- Whitsunday Crisis & Counselling Service
- Cooktown Community Centre
- Ravenshoe Community Centre

## NQWLS family and friends, members, community supporters and local businesses including:

- Dan Murphy's
- Event Cinemas
- Sandwich Express
- Get Stuffed Crocheting & Tori Demopoulos
- Bluebell Trading
- Coles North Ward
- Woolworths City
- Paul Davis HQ Fitness
- Her Top Shop
- Castletown Flower Hut
- Miss Sushi

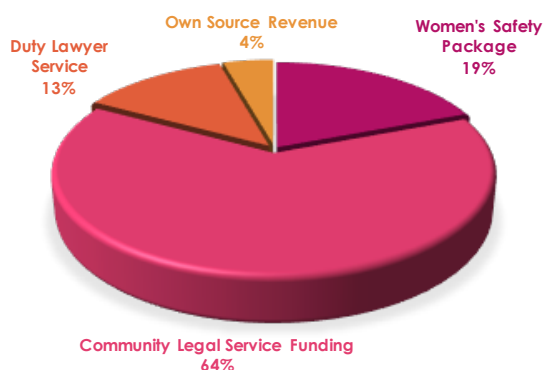
# 2019 FINANCIAL SUMMARY

## Annual Performance

\$1,636,045

Total revenue for the year ended 30 June 2019 is

### Our revenue sources:



### Our Expenditure:



## Annual Position

\$1,022,941

At 30 June 2019 our total members funds balance is

### Our Assets:

Cash & cash equivalents	\$1,698K
Other assets	\$ 6K
Plant & equipment	\$ <u>51K</u>
<b>TOTAL</b>	<b>\$1,755K</b>

### Our Liabilities:

Unexpended grants	\$ 92K
Employee entitlements	\$ 232K
Other payables	\$ 76K
Unspent project funds	\$ <u>333K</u>
<b>TOTAL</b>	<b>\$ 733K</b>

## Key Takeaways

FY19 Revenue **↑** \$130K (8%) from FY18

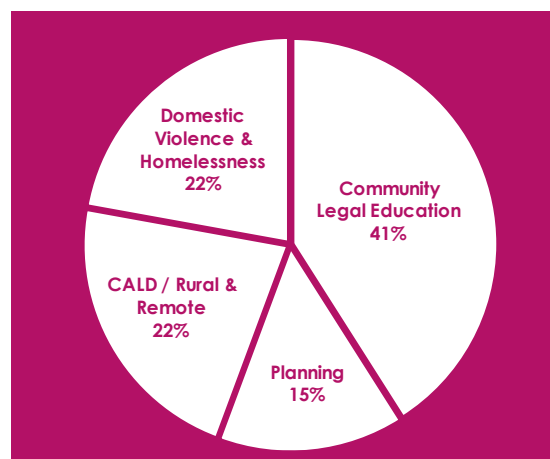
FY19 Expenditure **↓** \$163K (9%) against budget

**👍** Our sustainability reserve is \$270K

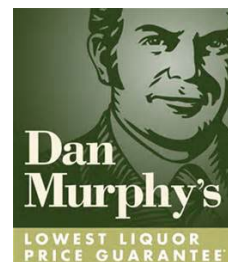
We funded a new premises in Cairns

Our position is strong with a current ratio of 3.7:1

## Unspent Project Funds



**Access to Justice** for all Women



## Acknowledgement of Traditional Owners

NQWLS acknowledges Aboriginal and Torres Strait Islander people and communities as the Traditional Custodians of the land we live and work on and we pay our respects to Elders past, present and emerging. We recognise that sovereignty was never ceded.

## Inclusive Communities - Embracing Diversity

NQWLS is 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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