



Annual Report
Bunbury Community Legal Centre Inc
Financial Year 1 July 2015 – 30 June 2016



*Cover image locations (left to right, top to bottom):
 Pemberton, Bunbury, Donnybrook, Augusta, Busselton, Bridgetown, Dunsborough*

**The Board of Management and Staff of
Bunbury Community Legal Centre Inc. gratefully acknowledge the
support of our funders:**



Australian Government
Attorney-General's Department



Government of Western Australia
Department of the Attorney General



BCLC is a proud member of:



*Community Legal Centres
Association (WA)*

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Introduction

Bunbury Community Legal Centre Inc. (BCLC) commenced operation in June 1989, initially providing a volunteer legal advice bureau one evening per week. Twenty seven years later, our services are offered five days a week. We have a dedicated and professional staff of ten, comprising a CEO, Principal Solicitor and lawyers, a senior mediator and administration team. Our service spans over 24,000 square kilometres.

This report highlights our work across the 2015 – 2016 financial year. As well as reports, statistics and financial performance, there are four case studies designed to convey the range of clients reached and the variety of issues dealt with by our services. To protect the identities of all parties, all personal information has been de-identified.

Thank you for your interest in our organisation. If you'd like to know more about us or obtain further detail on the programs described in this report, please don't hesitate to contact us via the details on the back page of this report.

*We acknowledge that our services today are delivered on Aboriginal land,
the traditional home of the peoples of the Noongar Nation.
We pay deep respect to elders past and present.*



Overview of Services

Bunbury Community Legal Centre Inc. (BCLC) is an independent not-for-profit community based organisation providing quality legal advice, information and mediation targeted towards disadvantaged and vulnerable people across the South West region of Western Australia.

BCLC is the only Community Legal Centre (CLC) in the South West Region with the nearest other centres located at Mandurah and Albany.

In targeting disadvantaged, low income and marginalised clients, our services are designed to recognise there are tens of thousands of people who are in the 'gap' - they cannot afford or access private legal or mediation practitioners and do not qualify for Legal Aid and similar services. Our service aims to support equal access to justice.

Legal

Bunbury Community Legal Centre Inc. (BCLC) is focused on empowering clients to resolve their own disputes whenever appropriate and to avoid court proceedings if possible.

Our legal advice service provides clients with preliminary advice, minor assistance and some casework on a wide range of legal issues including family law (parenting, divorce and property matters), child support, restraining orders, debt issues and other civil matters.

BCLC also looks to redress access to justice issues facing socially and financially disadvantaged people living in geographically isolated communities throughout the South West of Western Australia.

With the support of funding from the Public Purposes Trust, BCLC offers face-to-face advice appointments, telephone appointments minor

assistance and casework in seven regional locations across the South West.

Additional funding allows us to provide more specialised support in a range of areas, including:

- specific assistance in relation to paternity testing, child support and related family law matters;
- legal advice around family law issues for clients of Bunbury Family Relationship Centre (FRC) participating in mediation; and
- assisting victims of domestic violence with a range of legal issues.

BCLC solicitors inform the South West community through community legal education sessions delivered on a range of topics of law to a variety of community groups and agencies throughout our region.

Mediation

The Community Mediation Service exists to promote social justice and support conflict resolution by providing a broad based family and community mediation service to the community of South West Western Australia. It is the only broad based mediation service in the region, providing appointment options in Bunbury at our outreach centre at Busselton and, by appointment, in Manjimup.

Our focus is to provide our clients with an environment that will enable them to find peaceful resolution to their conflict issue and up-skill them in readiness for future negotiations.

We have a commitment to continuous professional development and service delivery improvement to ensure we provide our clients with a best practice dispute resolution process. We also work in partnership with various not for profit and government agencies to support a smooth transition to other services where appropriate.



Bunbury Community Legal Centre Inc. Strategic Plan 2014 - 2017



Goal 1:

Client Centred Approach

Result:

Providing a range of legal and mediation services that are responsive and flexible to address the variety of unmet needs for disadvantaged people in the South West region.

Our Strategies:

1. Provide high quality professional legal and mediation services that empower clients to achieve the best possible outcomes.
2. Work across sectors to ensure our services are targeting and reaching client groups with the greatest unmet legal needs.
3. Promote equal access to legal services.
4. Take a flexible approach to the location, timing and delivery method of services to ensure they are appropriate.
5. Consult with and refer to agencies that support our client base.
6. Consider changes to our practice, approach and branding that strengthens our commitment to the wider South West region.

Goal 2:

Engaged People, Networks & Partnerships

Result:

Our people are active collaborators with service users, community members, complementary organisations and each other.

Our Strategies:

1. Build an organisational culture that values communication and continuous learning and fosters opportunities for knowledge sharing and teamwork in all relationships.
2. Identify, build and strengthen relationships with legal and mediation service providers (including the private sector), community agencies and peer organisations.
3. Seek out opportunities for service collaboration within those relationships.
4. Ensure the work of all our people (Staff and Management Committee) is underpinned by a shared understanding of how every individual contributes to the organisation's goals.
5. Actively participate in community and policy discussions relevant to our clients and services.
6. Incorporate feedback from service users and other stakeholders as a formal part of service innovation and development.

Goal 3:

'Best In Class' Organisation & Practice

Result:

Our organisational performance – governance, management, professional services and administration – benchmarks favourably against comparable services nationally and internationally.

Our Strategies:

1. Recruit and retain highly skilled, motivated and committed staff.
2. Maintain and build on high standards of organisation performance in all areas informed by regular internal and external assessment.
3. Develop an organisational culture that encourages, identifies and acknowledges excellence and innovation from all our people.
4. Develop staff potential through challenging work, proactive professional development and accommodating work-life balance.
5. Develop annual planning and review processes across the organisation to track progress with strategic and service priorities.
6. Continue to work towards accommodation that is fit-for-purpose.

Our Vision

The difference we seek to make:

"We see an empowered South West community - where disadvantage is not a barrier to access to justice and a legal system which is humane, fair and equitable.

BCLC is acknowledged as a leader in providing quality community legal services."

Our Mission

The way we intend to make that difference:

- *Our range of legal and mediation services are responsive and flexible to address the variety of unmet needs for disadvantaged people in the South West region.*
- *Our people are active collaborators with service users, community members, complementary organisations and each other.*
- *Our organisational performance – governance, management, professional services and administration – benchmarks favourably against comparable services nationally and internationally.*

Our Values

How we conduct ourselves:

*Respect
Empowerment
Integrity
Effectiveness
Equity and Social Justice*

www.bunburyclc.com.au

Chairman's Report

2015 /16 has been another successful year for the Bunbury Community Legal Centre (BCLC) including the Community Mediation Service (CMS).

This Annual Report brings together the range of work undertaken over the past financial year by all our services, so I will use this space to acknowledge briefly and then let the work speak for itself over the following pages.

Our Board

The board welcomed three new members at the AGM start of the year; Ntuthuko Mcingolwane, Trudie Ruane and Steve Reynolds. I am grateful for the hard work of all of the Committee members who served through the year. As President, I have been fortunate to have such a stable and dedicated board.

Our Staff

As a board we are very fortunate to have a group of committed and caring staff that work hard to give our community the very best programming possible.

In particular, we thank those staff who left the organization this year and warmly welcome the many new staff who have brought their energy, experience and ideas.

Under the leadership team of CEO Julie-ann Lorca and the newly appointed Principal Solicitor, Samantha Bettenay and Acting Mediation Coordinator Kerri Pietens, the team has had some changes as part of the development and growth of the center. As a result, teams have adapted to new programs, and have continued to service changing levels and needs of vulnerable people and communities across the South West. A job well done!

Our Supporters

Finally we sincerely thank our major funding bodies – the Federal Attorney General, State Government Attorney General and The Law Society of Western Australia – whose ongoing support continues to make our services possible. We look forward to an ongoing successful relationship in years to come.

As we change hands at the end of this year I personally wish the Board, the Management Team, and the staff all the luck for the future and trust that BCLC will go from strength to strength.

Sharlene Grobler
Board Chair

Board of Management 2015 – 2016 Financial Year

Sharlene Grobler
Board Chairman

Michelle Howes
Vice Chair

Stephen Reynolds
Treasurer

Carmen Gregg
Secretary

Trudi Ruane
Board Member

NT Mcllgolwane
Board Member



CEO Report

Introduction

I am honoured to present the CEO Report for the year 2015/16 after nearly one year in the role and would like to take this opportunity to thank Board members and staff, past and present, for their support and contribution to the work of Bunbury Community Legal Centre Inc in the last year. It has been a year of challenge for the sector however we have worked together to continue to provide a quality client focused service, something we have done for nearly 27 years now, and of which we are justifiably proud.

Reset Year

It is important to acknowledge that the Centre has come through a period of rapid change in the last year as we adapt and develop our services to meet client need, while working within funding constraints. This financial year was a reset year as we took the necessary steps to reposition BCLC for sustainability. Given the current funding climate, with funding cuts to centres across the nation poised to continue over the next three years, our service will continue to evolve to ensure it continues to support equal access to justice for the vulnerable and disadvantaged in our South West region.

In 2015/16 our dedicated team continued to provide a quality service through the provision of legal information, advice and minor case work, and via our mediation service assisting people in conflict to find a peaceful resolution to their issues outside of the Court system. Across all programs our service delivered significant assistance to our South West Community with a remarkable 870 enquirers provided with information and 1670 clients given 2510 advices and/or assistance.

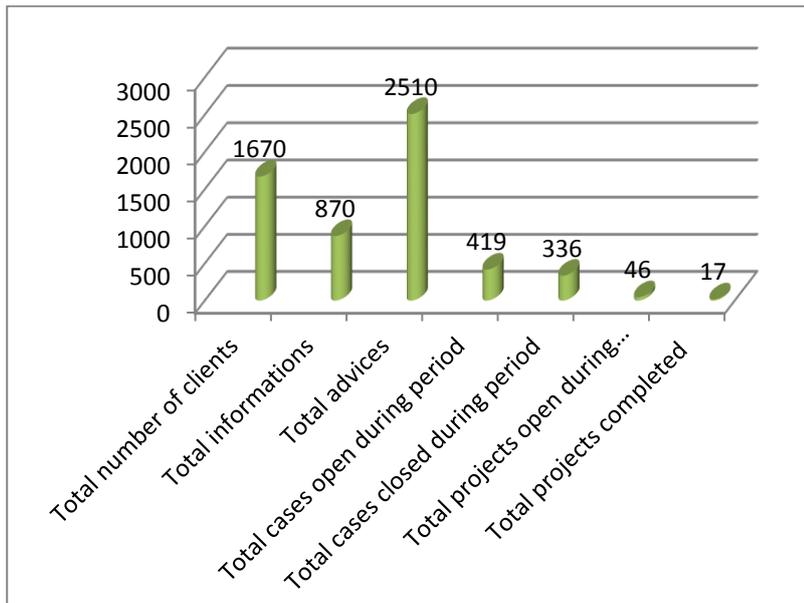


Table 1: Whole of service delivery in 2015/16

Management/Administration

Supporting our service in governance, finance, compliance and administrative good practice. As at 30 June 2016 our team comprises:



Julie-ann Lorca
CEO



Jessica Cartwright
Administration Officer



Inge Slottje
Administration Officer



Angela Wolfenden
Administration Officer



Louise Tarrier
Administration Officer

We also acknowledge the contribution of those team members who concluded their service with BCLC during the period and other casual staff who worked with us during 2015/16 .

During the financial year we said farewell to several existing staff and Board members. I would like to acknowledge the contributions of those Board members and staff who left our organisation in the last year and wish them all the very best for their future endeavours.

Sector Engagement

I was elected to the Management Committee of the Community Legal Centres Association (WA), working together with other committed representatives from the sector to support our community legal sector.

NACLC Annual Conference – Melbourne

In September 2015 four of our team attended the National Association of Community Legal Centres Conference held in Melbourne. Titled “Unless – Storytelling in CLCs Work – Reasons, Roles and Risk”. The Conference brought together community legal centre workers from across Australia to participate in a variety of informative and educational sessions directly relating to our work in this space.

Outlook and Conclusion

A number of community legal centres have, in the last year felt the sting of reduced funding and our centre is no exception. Unfortunately, while we were able to secure a three year funding agreement, our PPT Mediation (RORP) funding has been reduced by 30% for the 2016-2019 periods. Although at this stage we are not aware of how the continuing cuts to community legal centres funding will affect us, we continue to plan and to reassess our service to ensure we provide a quality service to those in need.

However, in spite of these challenges we are also looking forward to a review of our strategic and operational plans to continue to ensure that we deliver this vital service. Our team is keen to continue to develop and strengthen partnerships and collaborations with other agencies and organisations to provide a holistic approach to addressing client need. While there are challenges ahead there are also opportunities and together with a committed Board and team I look forward to an exciting future for Bunbury Community Legal Centre Inc.

Julie-ann Lorca
CEO

Funding

1 July 2015– 30 June 2016

| Funding Name | Funding Source | Amount \$ |
|--|---|-----------|
| Child Support Legal Service | Federal Department of Attorney General, Canberra | 133,173 |
| Generalist Legal Service | Federal Department of Attorney General, Canberra | 92,416 |
| Family Relationship Centre Partnership Program | Federal Department of Attorney General, Canberra | 28,883 |
| Community Mediation Service (CMS) | State, Department of Attorney General, Western Australia | 59,933 |
| Legal Outreach Program | Law Society of Western Australia Public Purposes Trust | 180,000 |
| Mediation Restraining Order Referral Program | Law Society of Western Australia Public Purposes Trust | 150,000 |
| Domestic Violence | Federal Department of Attorney General, Canberra | 90,000 |
| South West Family & Domestic Violence Wraparound Service | State Department of Attorney General, Western Australia | 55,370 |

We sincerely thank our major funding bodies – the Federal Attorney General, State Government Attorney General and the Law Society of Western Australia – whose ongoing support makes our services possible.

Legal Services Report

Legal Team

Our legal team has evolved over the last 12 months. We have welcomed Emily Scarlett and Amy Coole who form the legal team along with myself and Eleanor Yates. Both Emily and Amy started their journey with BCLC as a volunteer legal placement student and we welcome their continued enthusiasm to providing quality legal services to people from disadvantaged backgrounds. While we welcomed Emily and Amy we also said goodbye to several of our team, including Georgia Pickering, Sam Salmon and Shaban Azad. We wish them well in their future endeavours.

In the first half of the year we offered volunteer legal placements. These placements were filled by law students and law graduates seeking work experience. Our volunteers have provided valuable research and other assistance to our solicitors and our Centre and we look forward to welcoming new student and graduates in the coming year.

Legal Services & Outreach

During this financial year we completed a review of all our services to determine where we could improve and strengthen our delivery model to ensure clients were receiving quality legal advice services in a way that was accessible and practical.

Due to the high demand for our service, we had significant waiting lists for legal advice and assistance. After the completion of our review and in discussion with other agencies and community legal centres, we created a new intake process so that clients who needed urgent legal advice and clients who face significant disadvantage can be prioritised to be able to access advice quickly and efficiently. We have identified that our new processes mean we can assist more clients with more problems and have streamlined our service ensuring we are more efficient and responsive to our clients' needs. We had an exceptional 140% increase in the number of advice services provided to clients this year.

Bunbury

The legal service is primarily based in our Bunbury office and we provide advice and assistance services to a large number of clients from this location. We provide in person legal advice both in person and via telephone.

Outreach

One of the barriers faced by clients living in regional and remote areas is access to legal information and services. To help address this barrier, our solicitors regularly provided legal advice and

Our Legal Team

Providing quality legal services to the South West community. As at 30 June 2016 our team comprises:



Samantha Bettenay
Principal Solicitor



Eleanor Yates
Solicitor



Emily Scarlett
Solicitor



Amy Coole
Solicitor

We also acknowledge the contribution of those legal team members who concluded their service with BCLC during the period along with that of our valuable volunteers and student placements.

assistance services in seven regional locations throughout our catchment area during the year.

Family and Domestic Violence Wraparound Service

During the year Bunbury Community Legal Centre commenced a family and domestic violence wrap-around service for victims of domestic violence, which allows victims to work with a solicitor to address all their legal needs. Our centre has a solicitor available for victims of family violence and is working with other agencies to ensure these clients receive services in a timely manner.

We look forward to continuing to collaborate and partner with other agencies that assist victims of domestic violence and to continue to ensure our service reflects clients' needs.

Professional Development

All of our solicitors have broadened their knowledge in areas of law, client-related issues and professional practice through a variety of professional development opportunities throughout the financial year. We have been able to jointly coordinate training opportunities with other community agencies, and also attend relevant sessions run locally and by services in our community.

Engagement and Collaboration

We engage with other community legal centres at both a State and National level. Our solicitors have attended training and meetings specific to our services and clients and engaged in networks with staff who provide services to similar clients.

We also engage and collaborate with other local legal agencies. Bunbury Community Legal Centre, Legal Aid WA (South West Office) and Aboriginal Legal Service (Bunbury Office) met regularly throughout the year to discuss issues in common and opportunities to collaborate. Some of our achievements this year include:

- Presenting an information session for Law Week at the Bunbury Library; and
- Organising and presenting a joint training week during which a number of professional development sessions were presented for community legal service staff from Bunbury and Albany over a couple of days.

Our solicitors are also members of the South West & Great Southern Law Society and participate in training and discussion about issues impacting the South-West.



Community Legal Education

Community Legal Education (CLE) is designed to educate people about their legal rights and responsibilities. Providing information sessions presents a valuable opportunity to inform the public directly about the law, their rights and responsibilities, and the assistance available to them if they face a legal issue. It can also be a valuable tool to train problem-noticers at community agencies to identify when and where to refer their clients for legal assistance.

This year we have continued to provide community legal education sessions both directly to community members and also to staff at community agencies. We have presented on a range of topics including future planning (eg making a will, enduring power of attorney and other legal directives), family law and restraining orders, and the rights of young people.

Feedback from some of our education sessions included:

“Excellent presentation. Made things easy to understand.”

“Found the information clear & easy to understand. Lecturer was very knowledgeable & clear.”

“I now have a clear idea of what I need to do. I know I need to act.”

“We found this presentation most helpful. The presenter was pleasant and explained the project really well.”

Our team can provide CLE and training to both professional and community groups on almost any area of law. We welcome enquiries from the public or community groups.

LEGAL SERVICE CASE STUDY 1

'Angel'

Angel was born in the Philippines and came to Australia in 2010 on a partner visa. Angel and her partner William separated shortly before Angel found out she was pregnant. Her partner cut off her access to funds and Angel was left to rely on the assistance of community agencies.

Angel sought advice from BCLC who assisted Angel with her application for child support. Angel's child support application was declined because she didn't have proof that William was the father of her son.

BCLC attempted to negotiate with William on Angel's behalf to obtain agreement to DNA testing however William did not respond to any communications. BCLC then assisted Angel apply to the Family Court of WA for a declaration that William was the father of her son. The Family Court of WA ordered William undergo DNA testing procedure however William refused.

Due to William's continued refusal to comply with a court order, our solicitor then assisted Angel to ask the Family Court of WA to infer that William's refusal was due to the fact that he knew he was the Father. The Family Court of WA eventually declared that William was the father of Angel's son, and Angel is now receiving child support payments.



LEGAL SERVICE CASE STUDY 2

'Michaela'

Michaela sought assistance from BCLC regarding a property settlement following the breakdown of her marriage.



Michaela and Robert had known each other 3 months when they got married and purchased a house together. As soon as they were married, Robert became abusive and started yelling at Michaela and shoving her against the walls. The abuse escalated when Michaela attempted to leave the relationship, when Robert damaged their house and killed Michaela's dog. BCLC

helped Michaela to apply for a violence restraining order preventing Robert from contacting Michaela or coming near her.

The abuse continued after Michaela left the relationship and Robert used the house they owned together as a way to continue to control her. BCLC solicitors helped Michaela apply to the Family Court of WA seeking property orders that her name be removed from the mortgage and that she be free from any liability associated with the damage Robert caused to the house. Michaela is receiving the assistance she needs to deal with her property settlement issues.

Legal Services Contd....

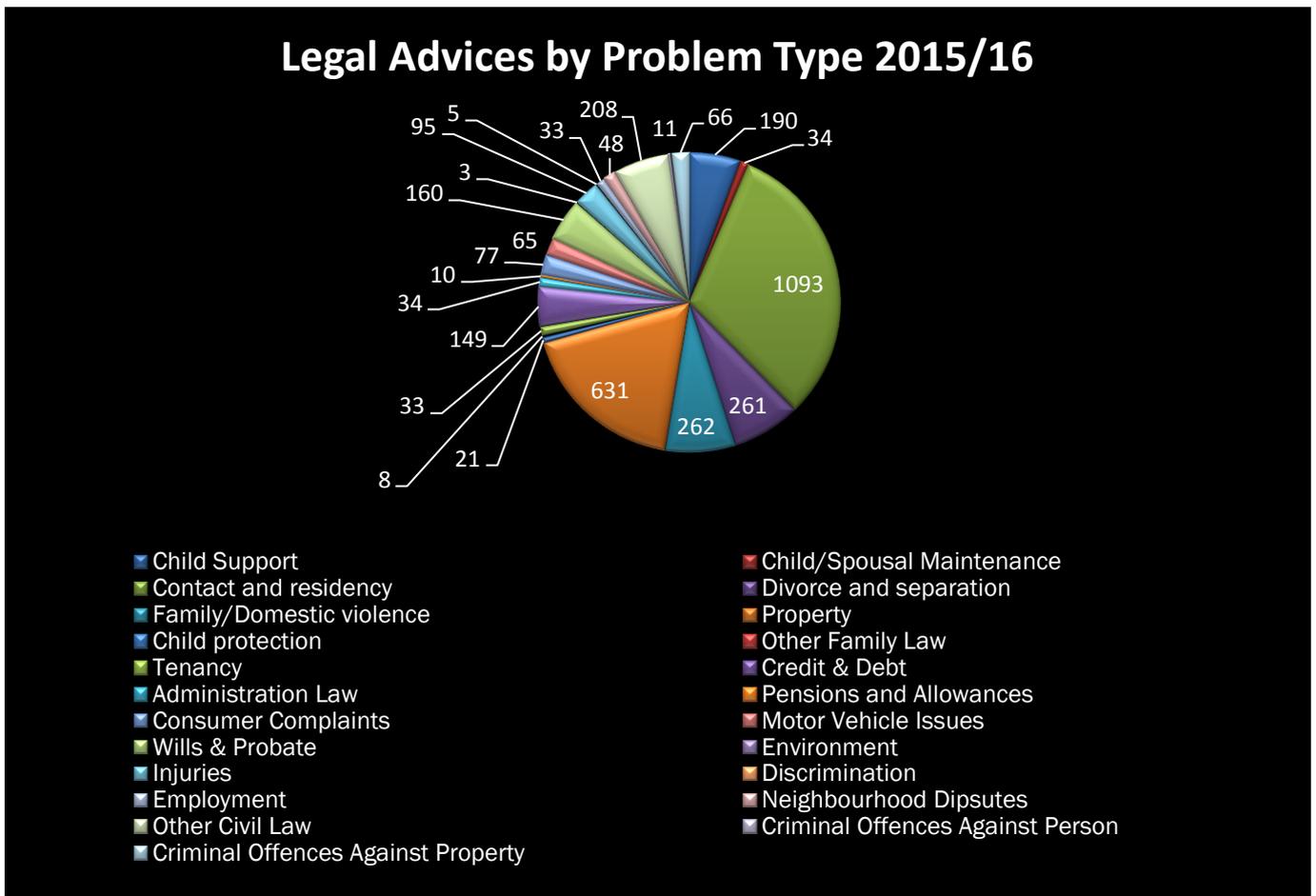


Table 2 Legal Advices by Problem Type

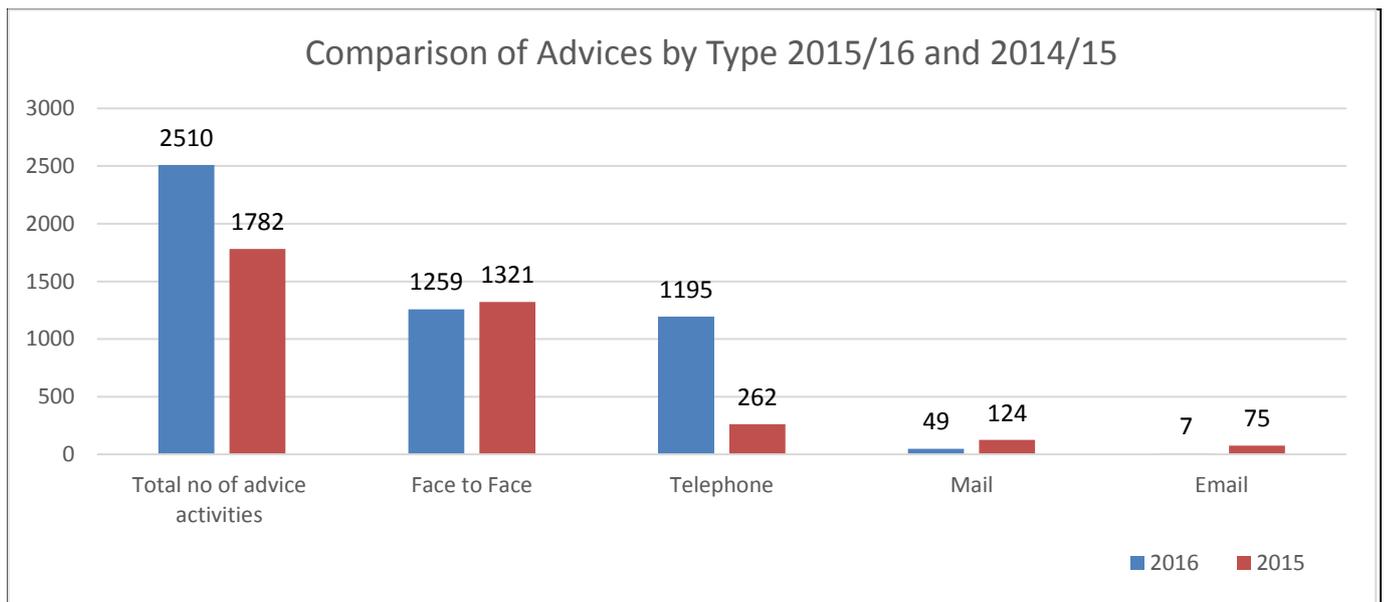


Table 3: Comparison 2015/16 and 2014/15 by Legal Advice Activities Number and Contact Type

Advices by Law Type 2015/2016

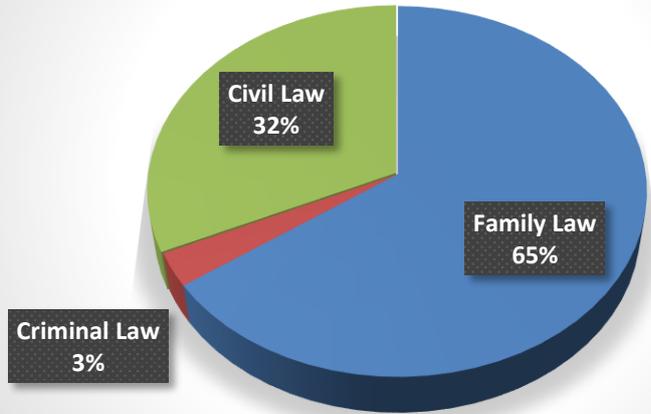


Table 4: Law Issues by Type by Percentage

Advices by Region

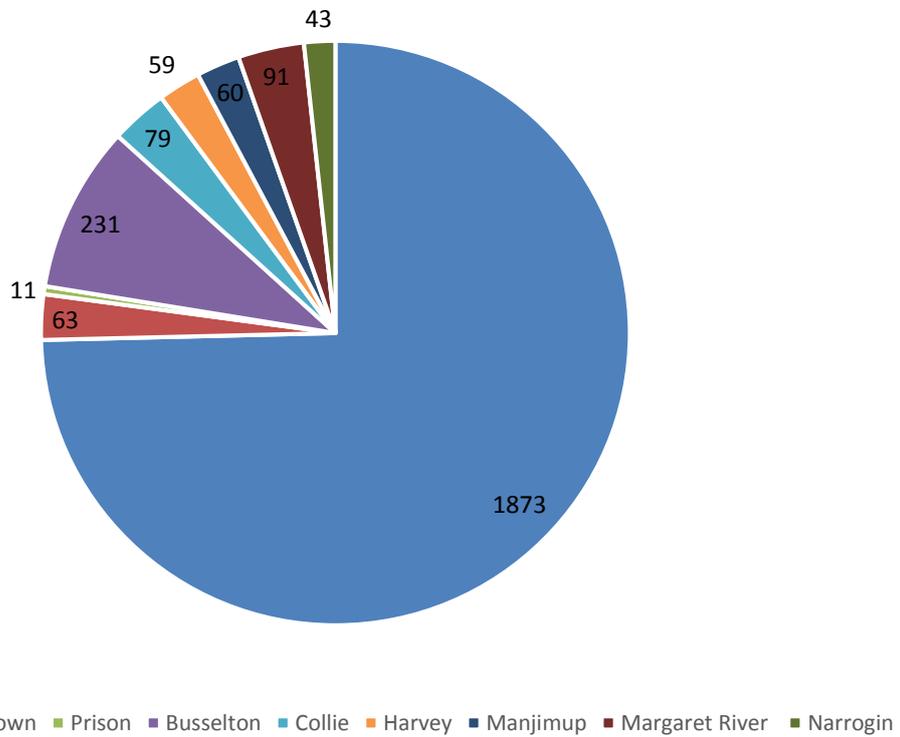


Table 5: Advices provided by Region

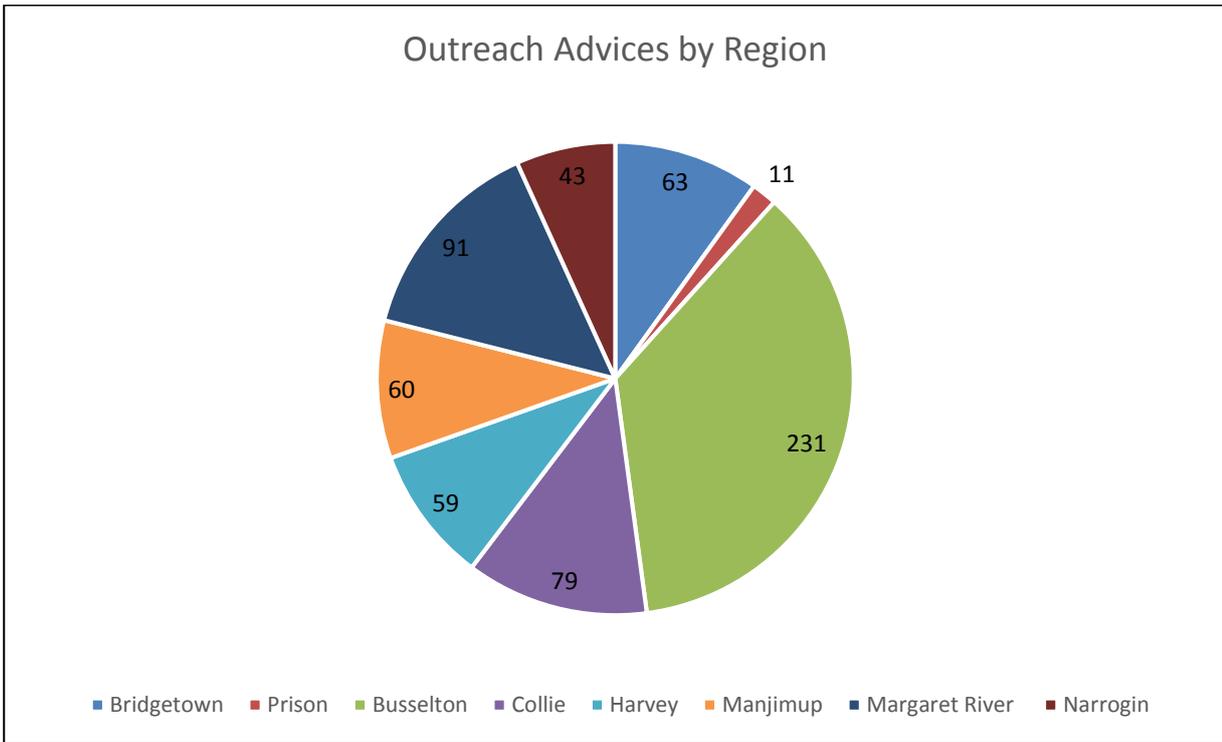


Table 6: Legal Outreach Advices by Region

Legal Service Feedback

The Legal Team welcomes feedback, comments and concerns from clients, community agencies and other stakeholders throughout the year. We were thrilled to receive a lot of positive feedback from clients. Some of the feedback our legal services have received include:

“Without Bunbury Community Legal Centre, I wouldn’t have been able to do this”

“The advice really helped me feel like I had options and to know what I should be doing.”

“The help I have received today has helped me understand my legal situation and options. Thankyou”

“Thank you. You made me realise what I needed to do, so I did it.”

“So lovely and helpful.”

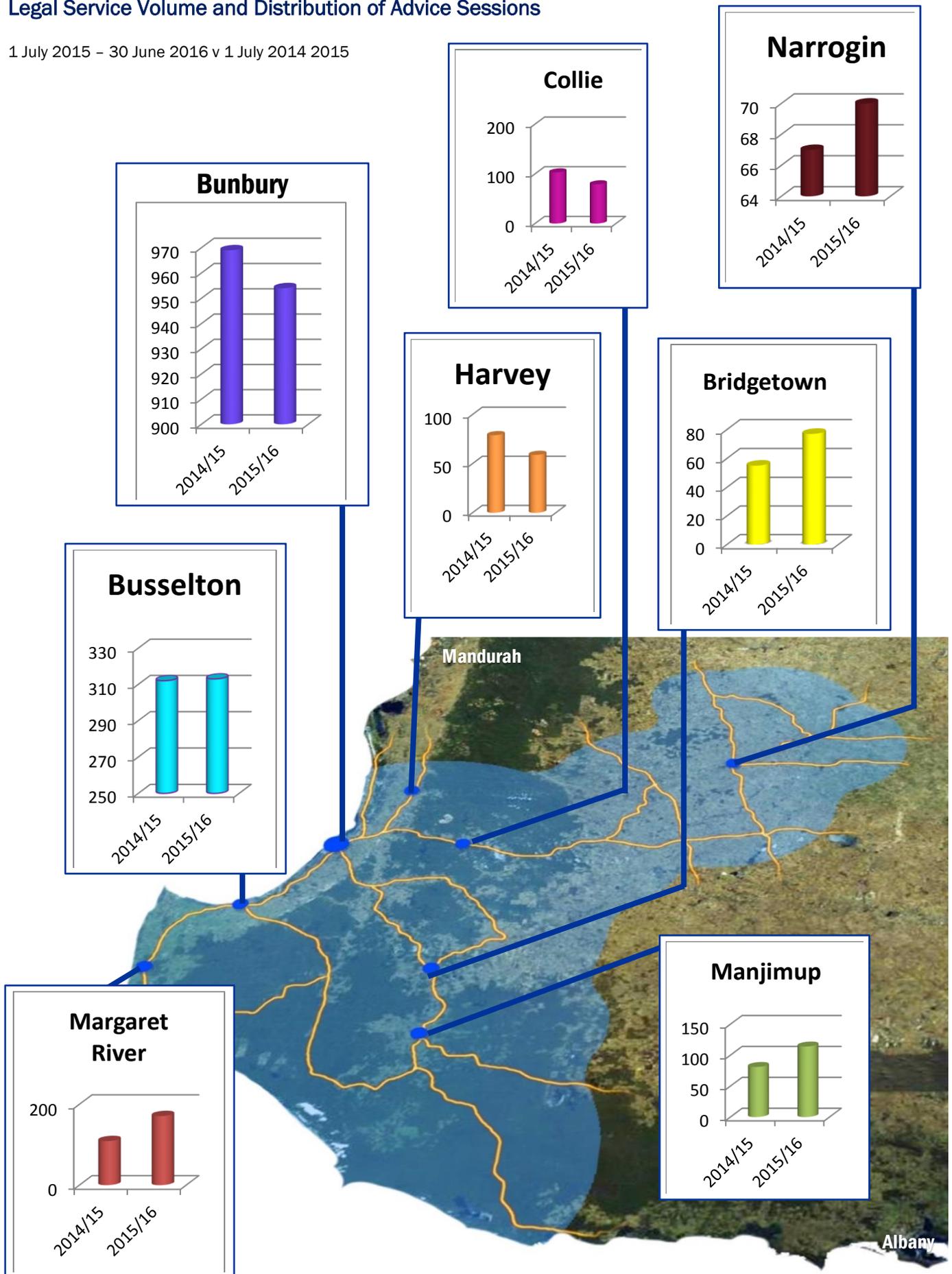
“Overall I understand the laws a lot better now.”

“Thanks. Has enlightened me.”



Legal Service Volume and Distribution of Advice Sessions

1 July 2015 – 30 June 2016 v 1 July 2014 – 30 June 2015



Community Mediation Services

The Community Mediation Service service continued to assist a significant number of clients in this financial year as we also dealt with change within the team. Several staff across the organisation moved on and new staff were welcomed. As always, the administration team worked alongside mediators to ensure a quality service was provided.

We continued to experience high demand and longer than desired waiting times. This trend is poised to continue with more people seeking to access mediation, where appropriate, as an alternative to the Court process.

The service will experience a reduction in funding for our Restraining Orders Referral Program (RORP) in 2016/17, which although it has secured funding for a further three years, will be funded at a significantly reduced rate. It is unknown at this stage whether our mediation service will be affected by funding cuts to community legal centres. We continue to investigate other opportunities to support this valuable community service.

Our mediation and RORP programs are services of which we can be proud. We have received very positive feedback from clients, agencies, and Courts.

Mediation Service

The mediation service is funded by the WA Government Department of the Attorney General. During this financial year our mediation service received 100 referrals and we assisted 195 clients with mediation support.

Prison Outreach

The Community Mediation Service continued its outreach to Bunbury Prison on an as required basis.

Restraining Order Referral Program (“RORP”)

The RORP is funded by the the Law Society of WA’s Public Purposes Trust. Mediators attended Court at Bunbury (weekly), Busselton (fortnightly) and Manjimup (per demand) during the financial year. There were 212 referrals to this program, a significant increase from 2014 – 15. The service was able to mediate 81 undertakings at Court and there were 160 cases in the period.

Investing in the Sector

As part of mediation accreditation requirements, new mediators must undertake workplacement as part of their training. In spite of staffing constraints, during the year we were able to invest in the sector by providing a placement opportunity at our Centre. We hope to continue this in the coming year.

Our Mediation Team

Providing quality mediation services to the South West community. As at 30 June 2016 our team comprises:



Kerri Pietens

Senior Mediator

(Acting Mediation Coordinator part year)



Natalie Beaujot

Mediator

We also acknowledge the contribution of those mediation team members who concluded their service with BCLC during the period.

Client Satisfaction Survey

After mediation is finalised, clients are asked to complete a Client Satisfaction Survey. This valuable information assists us to adopt a continuous improvement approach to service delivery.

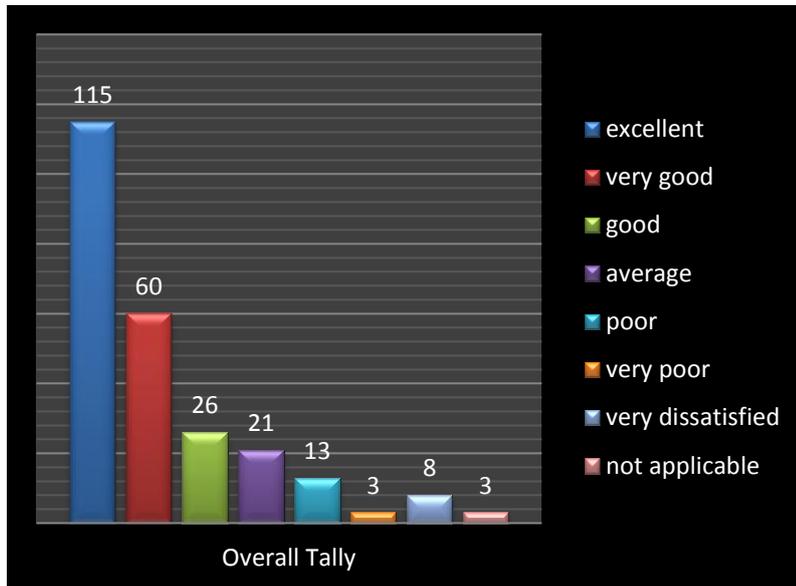


Table 7: Overall Client Satisfaction

Of the total number of clients surveyed, 80% rated their experience as excellent, very good or good. While 20% of surveyed clients indicated a lower satisfaction rating, issues impacting their perception of the outcome may not relate to the quality of the service, but rather to issues like whether the mediation is voluntary or court ordered, and the expectation of a client in relation to the outcomes mediation can achieve.

However, where negative feedback has been received we have investigated to determine whether we can improve our service delivery. This important feedback helps us to shape our future service. This year improvements have been made to our intake processes and staff have been provided with increased training on our new policies and procedures. This is part of our commitment to continuous improvement as we continue to focus on quality service delivery across the organization.

Client Feedback

"Kerry is an angel....I cannot express my gratitude to Kerry and all the staff at the Bunbury CMS. I would recommend you to any other person in need."

"Fantastic service. Disappointing that it could not continue due to....other party but thank you anyway."

"Very good service, but in reality it should never have gone to Court."

"Found the experience a whole new learning process and very interesting. Natalie was very good.....I am disappointed though it seems like an eternity to sort out."

"Susan was excellent, fair minded sensible and practical. A great help."

As well as our clients, our stakeholders have provided positive feedback on our mediation support. Excerpt from letter regarding our RORP program:

"it seems to me that the high resolution rate offered by your service to date is an indicator of the skill and expertise of those engaged in your organization as well as testament to the successful application of those skills within a mediation setting here in the South West. I thank you and your organization for your significant efforts and achievements in resolving difficult matters in our Court centres."

Magistrate Brian Mahon
June 2016

Derek attended a court mention hearing where the Magistrate hears from both the applicant and the respondent. Derek was applying for a Misconduct Restraining Order to protect his 16 yr old daughter Molly from another girl Taren who was 18 years old. Taren and Molly who were friends, had a falling out when Molly had allegedly called Taren names to others in the group and displayed aggressive and bullying behavior towards her.

Molly's father was seeking to put a stop to this but felt he could not approach the girls directly. He sought court intervention by way of a restraining order. Molly and her father Derek, along with Taren and her father John, were referred to the mediator by the Magistrate.

The mediator met with each party individually. Molly indicated she wanted to be left alone and to move forward. Taryn was open about the conflict and claimed that it was Molly who had "bad mouthed" her to others. The parents and girls then came together for mediation. Both Taren and Molly were able to raise the issues as they saw them. Through the session both parents were able to hear more detail about the involvement of their child, which in turn assisted them to work with their children on strategies to address the impact of their behaviour on the other party.

The session finished with specific discussions about how the girls would behave in the future. Extra time was spent to develop a strategy where Taren returned to the other girls in the group and strongly suggested they leave Molly alone. John wholly supported this action, and undertook himself to contact the other girls' parents, inform them of the girls behaviour and request they stop.

The court based mediation and subsequent undertaking agreed to was an excellent resolution to the matter. The alternative would have been an adversarial trial process, further fueling the animosity between the parties. The mediation process afforded the girls an opportunity to hear and understand not only the impact of ones behaviour towards another, but also hear from the other party's perspective which can help inform resolution.



MEDIATION SERVICE CASE STUDY 2

Mary and John attended the service as a result of parenting issues regarding their 4 and 6 year old daughters and dispute over property settlement. They both struggled to find parenting styles that they could agree on and parenting was a major cause of frustration and conflict in their relationship.

They came to the mediation with John feeling under attack and Mary feeling that John didn't listen to her concerns. Discussion during mediation focused on the parenting styles that each parent adopted. During the process the parents were able to explore the idea that together they provided different experiences that were perhaps equally important.

They were then able to respectfully articulate what they expect from each other as parents. As a result Mary got to express that she valued and believed that John was a very good, loving and attentive father, and John was able to acknowledge Mary's only intention was ensuring the girls best interests. By acknowledging the issues and addressing each item in a respectful way, the parents were able to build trust about how they engage each other in relation to the children from a base of mutual respect as parents, as well as identify boundaries with each other's expectations.

As a result of the transformation in the regards to the children's matters, the parties quickly agreed the property settlement, keeping in focus the needs of the girls. It also resulted in John agreeing to share costs for the girls private schooling, a previously acrimonious issue.



Mediation Service Statistics

1 July 2015 – 30 June 2016

Key Indicators

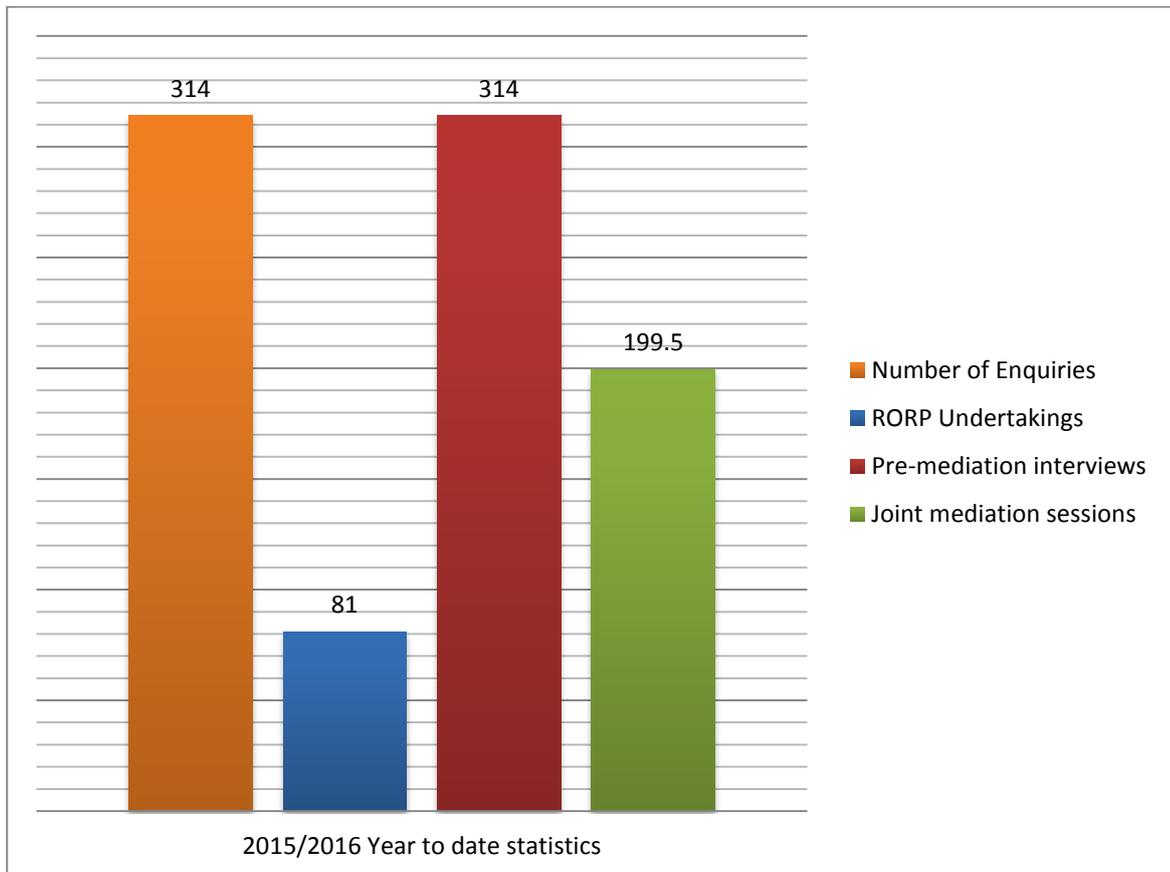


Table 8: Total Statistics 2015/2106 Mediation Service

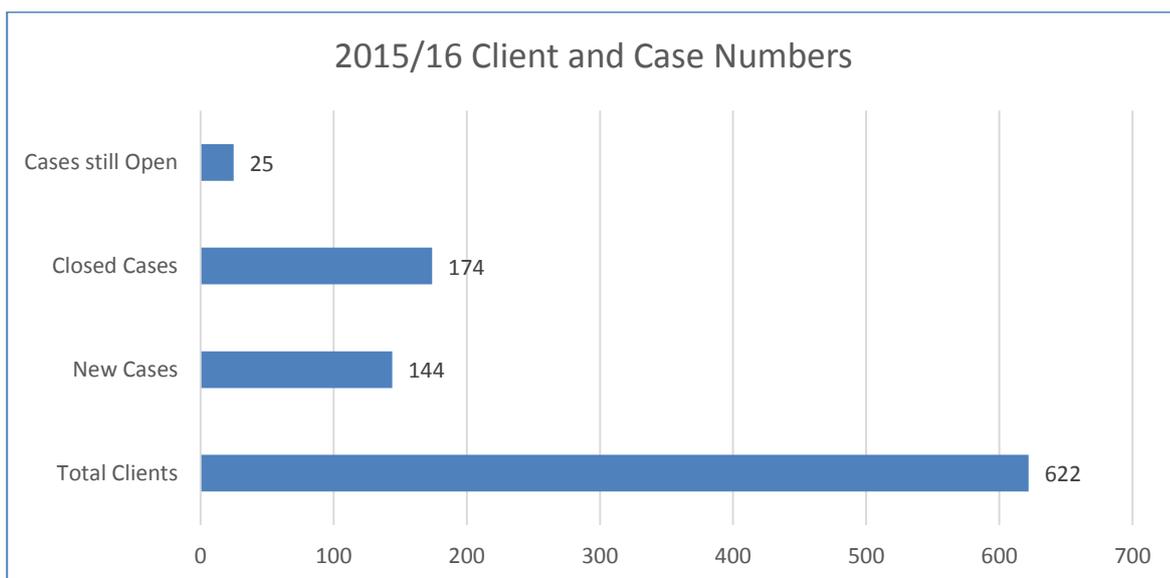
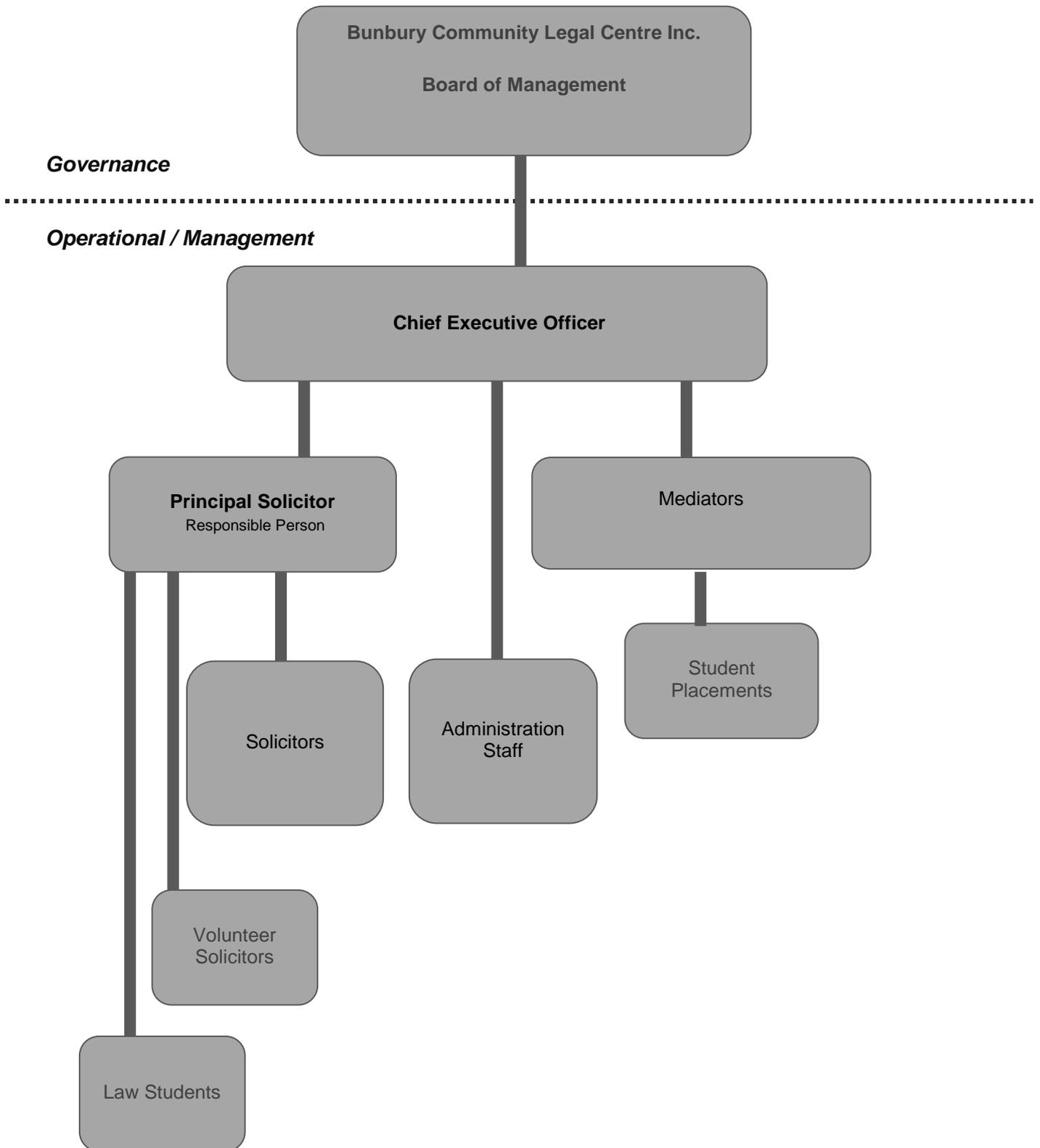


Table 9: Total Client and Case numbers 2015/2106 Mediation Service (note each mediation is generally considered to comprise two clients).

Organisational Structure

Bunbury Community Legal Centre Inc. Organisational Structure June 2016



Financial Statements

Treasurer's Report

Steve Reynolds – Treasurer

Members will note a small deficit of \$540 in the financial balance sheet and consolidated statement of profit and loss for 2015/2016. This is an outstanding result in comparison with the net deficit of \$88,732 in 2014/2015.

Back pays, redundancy and resignation payouts early in the financial year significantly impacted the budget prompting a re-forecast of expenditure and cost reduction exercise. Most areas of expenditure were reduced including travel & accommodation, staff training, efficiencies in program planning and promotions and a reduction in overall full time equivalent (FTE) hours.

Our CEO Julie-ann Lorca was given a tough goal to bring the finances back to a surplus position and if not for a small audit correction she would have achieved this task. The board understands the energy that this has required and is very appreciative of Julie-ann's efforts.

I draw attention to the positive comments in the Auditor's letter to the Management Committee:

"We would like to take this opportunity to congratulate Julie-ann on the procedures introduced throughout the year to strengthen internal controls, in particular respect to purchasing and payment procedures.

We believe this reflects the due diligence and pro-active approach taken by Julie-ann in respect to financial processes, procedures and maintenance of documentation."

Auditors Report

The following is the independent Auditors Report and Financial Statements report provided by AMD Chartered Accountants.

Steve Reynolds

Treasurer

Hours of Operation

Monday to Friday - 9.00 am to 4.00 pm

Bunbury Office: 1st Floor Lotteries House, 101 Victoria Street, Bunbury, WA 6230



Legal Service

Bunbury – Monday to Friday

Bunbury Regional Prison – every second Monday afternoon

Bridgetown – every Thursday afternoon

Busselton – every Wednesday, all day

Collie – every Tuesday afternoon

Harvey – every Tuesday morning

Manjimup – every Thursday morning

Margaret River – every Friday morning

Narrogin – twice a month on Wednesdays

Mediation Service

Bunbury – Monday to Friday

Bunbury Magistrates Court – every Tuesday

Busselton Magistrates Court – fortnightly Wednesdays

Busselton Outreach – fortnightly Wednesdays

Manjimup – by appointment

Please check our website for current days

Contact

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