



**WOMEN'S LEGAL SERVICE (SA)**  
Achieving justice for women

# Annual Report 2018



## Head Office

Women's Legal Service (SA)  
151 Franklin Street  
ADELAIDE SA 5000

## Patron

The Hon. Dr Robyn Layton AO QC

## Hours of Business

Monday to Friday 9.00 am to 5.00 pm

Phone: (08) 8231 8929  
Free call: 1800 555 850  
Fax: (08) 8221 5737  
Email: [wls@wlssa.org.au](mailto:wls@wlssa.org.au)  
Web: [www.wlssa.org.au](http://www.wlssa.org.au)

## Intake Line

Hours of business, Monday to Friday 10.00 am to 4.00 pm

Phone: (08) 8231 8929  
Free call: 1800 555 850

## Rural Women's Outreach Program (RWOP)

Free call: 1800 555 850

Aboriginal & Torres Strait Islander Women's Program (IWOP)

Phone: (08) 8231 8929  
Free call: 1800 555 850

Family Law & Family Violence Program

Phone: (08) 8231 8929  
Free call: 1800 555 850

## InDIGO

PO Box 41, Christies Beach SA 5165

Email: [indigo@wlssa.org.au](mailto:indigo@wlssa.org.au)  
Phone: (08) 8284 2427

## Women's Legal Service SA receives funding from:

- Commonwealth Department of Prime Minister & Cabinet
- Commonwealth Attorney General's Department
- Commonwealth Department of Social Services
- South Australian Attorney General's Department





## Who We Are

Women's Legal Service SA is a community legal centre focusing on meeting the legal needs of vulnerable women in South Australia in a holistic and empowering manner. We are an independent, not-for-profit, politically unaligned, and secular community organisation based in South Australia.

## Our Vision

Achieving justice for women.

## Our Mission

Providing women and their families in vulnerable situations with state-wide access to justice in a holistic, empowering, culturally competent, and confidential manner.

## Our Values

Respect, Empowerment, Leadership, Excellence, and Teamwork

## Mission = Direction = Action

1. We provide legal services to benefit women in SA.
2. We give legal information to all women in SA.
3. We give legal advice to all women in SA.
4. We case manage women who do not meet the Legal Services Commission eligibility criteria and cannot afford private legal services.
5. We prioritise Aboriginal and Torres Strait Islander women; CALD women; rural, regional, and remote women; women experiencing family violence; women living with disabilities and women with children.
6. We educate the community about legal issues that impact women.
7. We promote women's access to the law.
8. We gather resources to deliver our mission.
9. We do our best to deliver high quality services tailored to the needs of women in SA.

## Incorporation & Charity Status

Women's Legal Service SA is a public company limited by guarantee under the Corporations Act from 04 November 2016.

It is also a registered charity with the Australian Charities & Not for Profits Commission from 03rd of December 2012.

## Tax Concessions

Women's Legal Service SA is a Public Benevolent Institution (PBI) and endorsed by the Australian Taxation Office as:

- A Deductible Gift Recipient (DGR); and
- An income tax exempt charity.

## About the Annual Report

This Annual Report covers activities & performance for the period 01 July 2017 to 30 June 2018, our financial year.

The Annual Report is one of the ways in which we seek to ensure our accountability and transparency obligations to all our stakeholders, including our members, partners and supporters.



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# Chairperson Report

It always seems that every year we start off by acknowledging change. A constant state of change has become the new 'normal' not only for Women's Legal Service SA but for so many agencies and services working within the community service sector. Despite this Women's Legal Service SA as always has sought to meet the challenges and opportunities offered by change head on.

As a Board of Directors and as an organisation we have continued our valuable work in:

- strengthening partnerships;
- diversifying our income sources; and
- using best practice to deliver efficient and targeted services to the most vulnerable women and children in South Australia.

In addition, we have been focused on exploring avenues that will sustain and allow for growth within the organisation. The increase in the number of women seeking assistance is a testament to the high level of need within the community. Women's Legal Service SA works hard to meet this need within its existing resource capabilities. Notwithstanding this challenge Women's Legal Service SA has always risen to the challenge and will continue to do so. I am extremely proud to be a member of an organisation that delivers so much to the community for so little.

The services provided to individuals, families and communities across the state of South Australia, would not be possible without the volunteers, staff, Board of Directors and supporters of the organisation. I especially want to acknowledge this year the work of volunteers in helping Women's Legal Service SA to achieve goals. I would like to thank:

- My fellow Board members who have put in many valuable volunteer hours to steer the organisation; and
- The volunteers who turn up each week to provide assistance to the hundreds of women who contact Women's Legal Service SA each month in state of crisis and requiring assistance.

The dedication and contributions by the Board of Directors and volunteers to the work of Women's Legal Service SA are invaluable.

Once again thank you to our supporters and partners for your support and we look forward to working with all of you during 2019.

**Lisa McClure**

*2016-2018 Chairperson of the Board*

# CEO Report

For each 12 month period we reflect on the changes, challenges and accomplishments for Women's Legal Service SA. This period has been no different. It is incredible to think of how much we have achieved in the time period. Our dedication to capacity building has not only been met but has exceeded every expectation we had for the organisation.

Resilience was a key influencing factor from our previous financial year and has been the backbone for the work achieved for the 2018/19 financial year. Once again resilience and willingness to embrace change has been a key feature of 2018. We have faced continued challenges with limited resources, servicing a vast geographic region and increasing client complexities. Despite this, we have continued to deliver services to more and more women.

Women's Legal Service SA has seen its' staff team expand and be supported by new, robust and exciting partnerships. One of the most significant is the partnership with Southern Community Justice Centre, to deliver the InDIGO program - a domestic violence outreach located in Christies Beach. Additionally, we have developed and delivered the Family Law & Family Violence Project located at the Adelaide Office. Both programs are assisting some of the most vulnerable and at risk women who come to our organisation for help. They have been inundated with demand since their commencement.

Our expansion has also included partnerships outside of our two location sites. Our work has been enriched and diversified by the knowledge and generosity of so many other service providers. With this collective approach we are achieving our mission of providing justice to women in a holistic and empowering manner. We thank everyone who has worked with us over this time period for their support and expertise.

Last but definitely not least our values, mission and action are only as strong as our team. Servicing the whole of South Australia and giving 2912 women legal help would not have been possible without the dedicated and determined staff at Women's Legal Service SA. These numbers speak for themselves and for that I thank you all for your work. A special thank you also goes out to our volunteers whose valuable contributions underpin our work and allow us to help so many women.

We are looking forward to what the next 12 month will bring. We are also excited about the growing collaboration in this sector. We cannot wait to achieve many more milestones, share in the successes with others and continue to strive to achieve justice for women in SA.

**Zita Ngor**

*Chief Executive Officer of the Women's Legal Service (SA)*

# 1

## Women's Legal Service SA Outputs

- a. Legal education workshops & sessions
- b. Advocacy and law reform on issues of importance to women and their families
- c. State-wide delivery of free legal information, legal advice, legal assistance and representation
- d. Partnerships and collaborations with community services, government agencies and educational institutions
- e. Volunteer program

# 3

## Community Impact

- 1. Greater movement towards gender equity
- 2. Women /and their families have:
  - a. Decreased stress and anxiety
  - b. Improved financial wellbeing
- 3. Increased personal safety and decreased social exclusion/isolation
- 4. Community
  - a. Increased collaboration between services and agencies
  - b. Enhanced service responses to vulnerable members of the community
  - c. Increased individual and community wellbeing.
- 5. Justice System & Services
  - a. Improved development of legal policy and practice
  - b. Improved access to justice for vulnerable members of the community
- 6. Volunteers
  - a. Improved professional development within the legal sector
  - b. Greater understanding of the challenges faced by women in accessing justice

# Creating Positive Change

Safe, happy, vibrant and egalitarian communities that ensure access to justice for all members.

## 2

### Shifts in Community Capacity & Conditions

1. Legal education
  - a. Increased understanding of legal system by vulnerable women and their families
  - b. Increased confidence in legal system by vulnerable women and their families
  - c. Women/and their children feel confident in seeking legal help in the future
  - d. Women are better equipped to navigate the legal system
  - e. Increased capacity of service providers to identify legal issues and make appropriate referrals
  - f. Increased understanding of the legal system and implications on the lives and decisions by vulnerable women and their families
2. Advocacy
  - a. Strengthened partnerships with government
  - b. Strengthened partnerships with the not-for-profit sector
  - c. Increase in understanding of and the minimisation of unfair/unequal gendered impacts of legislative drafting and law making
3. Access to free legal services
  - a. Increased access to legal services
  - b. Women and their families participate with and use the legal system to achieve positive outcomes
  - c. Improved legal access and protections for vulnerable members of the community
  - d. Increased gender equity within the family and community
4. Partnerships & collaborations
  - a. Strengthened partnerships with government
  - b. Strengthened partnerships with the not-for-profit sector
  - c. Government, services and agencies are more responsive to the legal needs of women and their families
  - d. Increased transparency & accountability of government

# Snapshot 2017-2018

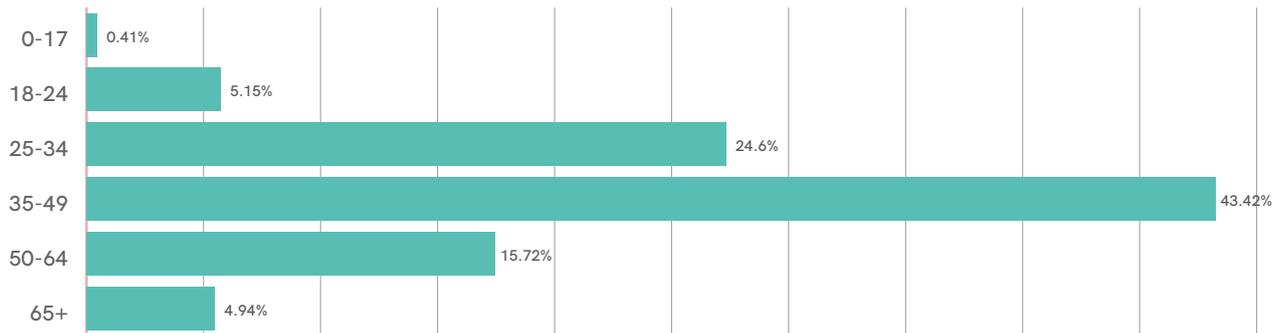
10,408

Number of people helped by community legal centers in South Australia during 2017 - 2018.

2912

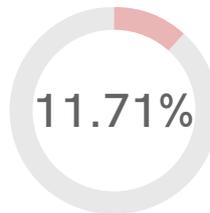
Number of women helped during 2017-2018 by Women's Legal Service SA

## Client Age Groups

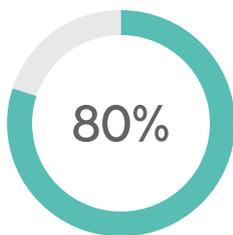


1 in 2

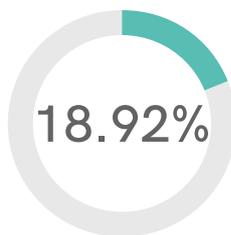
clients has a history of domestic violence



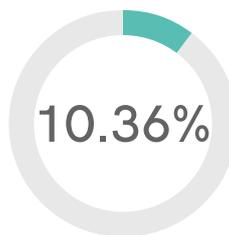
Percentage of clients for whom main language spoken at home is not English (please note not representative of total number of CALD clients)



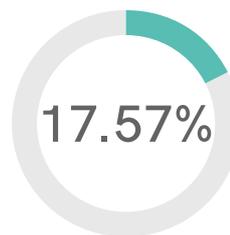
of clients have income below \$26,000



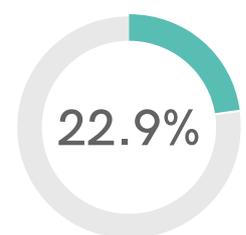
are Aboriginal and/or Torres Strait Islander



residing in rural or remote areas



are children & young people



live with a disability or mental illness

3729

Total number of legal cases advised

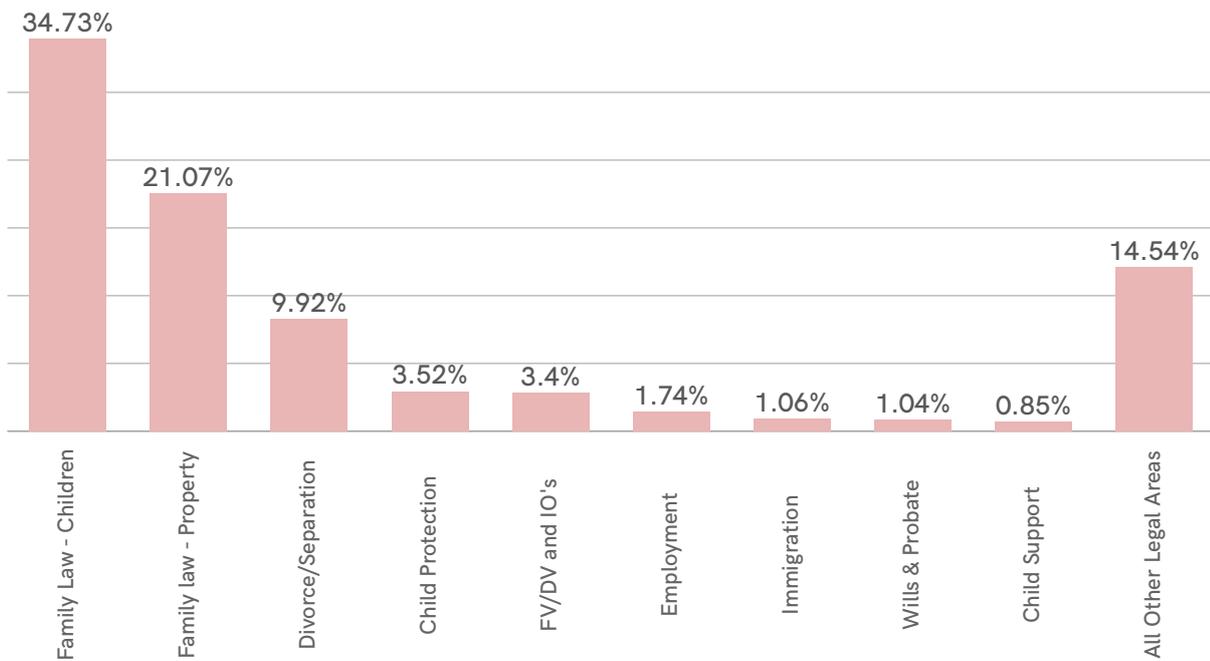
640

Total number of cases open 2017-2018

4581

Referrals (from other community services, government agencies, police etc)

## Top 10 Problem Types



### Main referral sources

- Community Support Services
- Centrelink
- Police
- Child Support Agency
- Court/Tribunal & Support Services
- Community legal centres and the Legal Services Commission of SA

5854

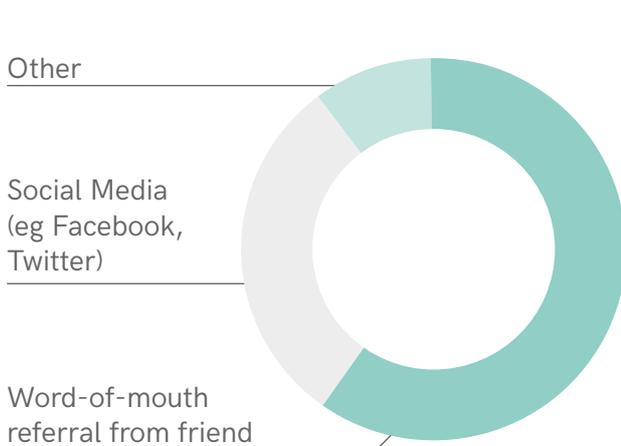
Number of legal problems dealt with by Women's Legal Service SA

100

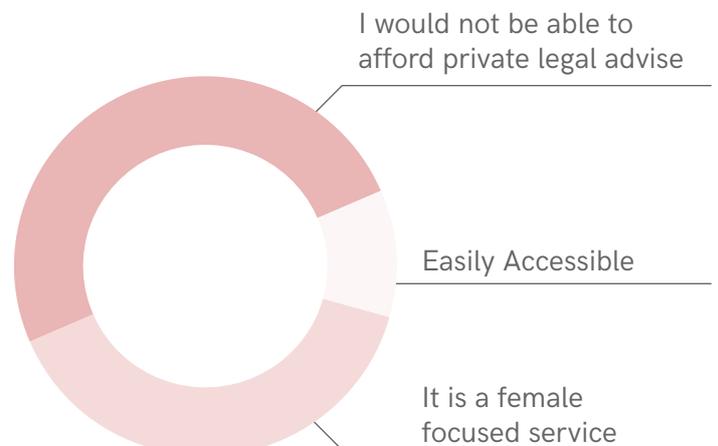
projects and community legal education delivered

## What Clients Say About Us?

### How did they hear about WLSSA?



### Why WLSSA?



60% of women were extremely likely to recommend the WLSSA to family, friends or colleagues, while 30% were likely. The remaining 10% were neither likely nor unlikely.

**"Thank you for giving me a voice and the opportunity to manage [the matter] with strength and dignity - Client feedback**

# Ensuring No Barriers to Legal Access

Each year we spend approximately \$50,000.00 to ensure that all women across South Australia can access legal services. Our extensive outreach calendar ensures that women and the communities have the opportunity to meet face to face with a solicitor regardless of their location.

## Rural, Regional and Remote (RRR) Outreaches

28 outreaches to RRR areas in SA during 2017-2018



# 577

women assisted in RRR areas

## 703

legal advices

## 85

open cases

## 35

cases closed

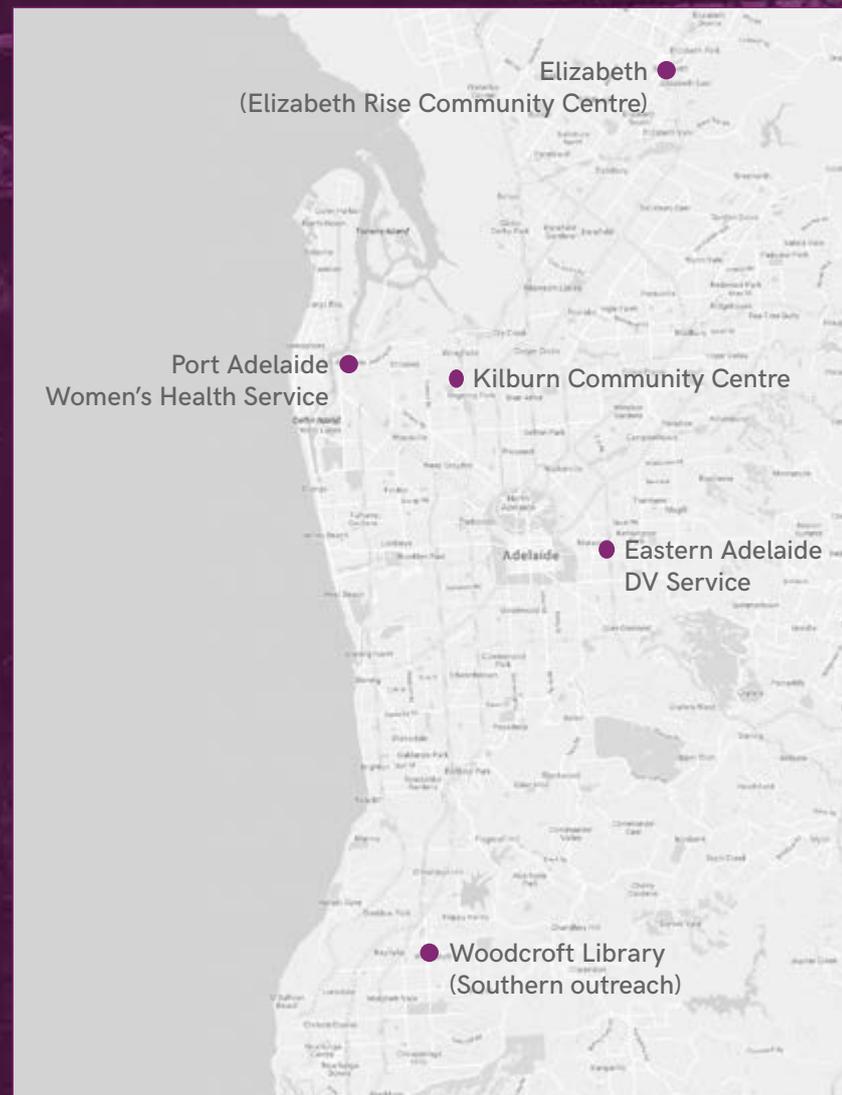
## 66.38%

with no income or  
income under \$26,000

## 18%

have a disability and/or  
mental illness

### Metropolitan Outreaches





**“Excellent service which is  
non-judgemental & empathetic”**

**-Client feedback on Facebook**



# Working To End Violence Against Women & Children

We are dedicated to working to end violence against women and their children by responding to the legal needs of women and children fleeing violence in a holistic manner. Our staff and volunteers work hard to ensure the safety of women and children and to create pathways for navigating the legal system.

## The Cost of Domestic & Family Violence

Annual cost of violence per woman to the community is

**\$21,648**

Lifetime costs for victims in 2014-2015 was estimated to be

**\$307 billion**

**1 in 2**

Women are victims of domestic violence or 60%

**630**

Women assisted with intervention orders

**1225**

Family law matters involving family violence and/or child abuse present

**68%**

Women have dependent children

**\$37,667,520**

Cost savings to the community from work of wlssa

## Commonly used weapons in past 12 months include



Sticks



Cars



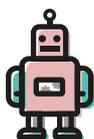
Rocks



Hammers



Tables



Toys



Dishes



Bottles



Knives & Scissors



# Specialist Domestic & Family Violence Programs



The InDIGO program is a collaborative project between Women's Legal Service SA and Southern Community Justice Centre.

InDIGO provides specialised legal and non-legal case support services to victims of domestic and family violence to achieve positive long-term outcomes.

InDIGO targets those women and their families that require an intensive and holistic response.

InDIGO's service catchment is restricted to the southern metropolitan areas of Adelaide.

## Family Law & Family Violence Program

The Family Law & Family Violence Program is based in the Adelaide office of Women's Legal Service SA.

It provides state-wide legal assistance to women who are victims of domestic and/or family violence with complex legal and non-legal needs.

The program seeks to empower women and their families to make positive long lasting change by using the legal system.





## May's Story

May has two daughters aged 16 and 11. The 16 year old is physically and intellectually disabled. She is almost completely non-verbal. May separated from a very violent husband in 2009. There were then proceedings in the Federal Circuit Court. The court proceedings lasted over 12 months. Final order were made.

In early 2015 May was served with new court documents. The father was claiming that he was now well and had addressed all his issues. May was originally privately represented, having recently moved in with her new partner. An Independent Children's Lawyer (ICL) was appointed. Both May and the ICL felt that the father had not done enough to address his mental health. The court agreed and further assessments were undertaken including a Family Assessment Report.

At around this time May was unable to continue with her private lawyer and

sought assistance from Women's Legal Service (SA). This was a stressful time as just prior to Women's Legal Service (SA) becoming involved May's address had been filed on the court record and disclosed to the father's lawyer. We were able to speak to the father's lawyer, to ensure the document containing the address was destroyed. We also had the document uplifted and we were able to assure May that the father was not aware of her address.

We went on to assist May with the remaining court process and negotiate Final Orders. May's daughters were to remain living with her. The daughters were to not spend time with the father and there were protections in place to protect May and her daughters. The orders also prevented the father from filing further applications without first addressing his ongoing mental health concerns. The orders were necessary due to the risk posed by the father to the girls.

# Creating Safe Places For All Women & Children

We work hard to ensure that all women regardless of their cultural background, language, literacy skills socio economic status and/or ability feel comfortable and are supported in accessing our services. The success of our Aboriginal and Torres Strait Islander Women's Program and the Culturally and Linguistically Diverse Women's Program demonstrate our ability to respond in a sensitive and appropriate manner to the needs of a diverse range of women.



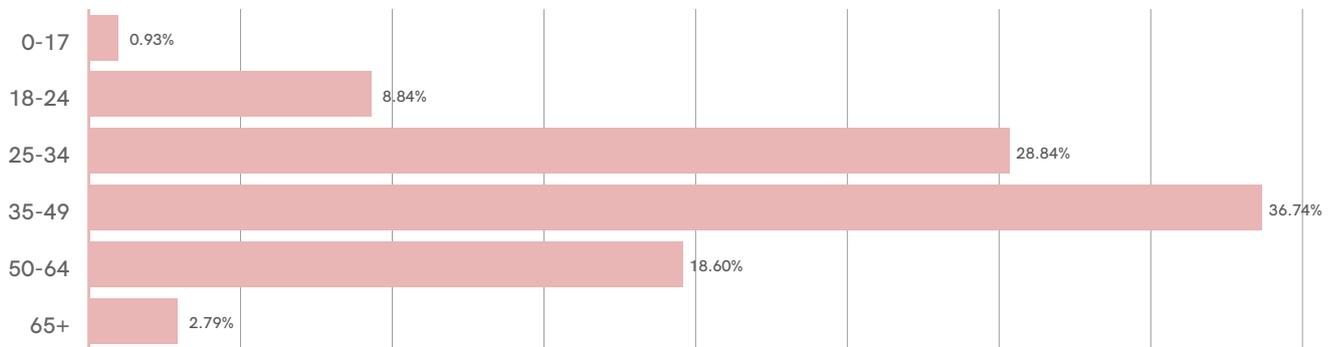
# Aboriginal and Torres Strait Islander Women

84.2%  
experiencing financial disadvantage

216

Aboriginal and/or Torres Strait Islander women legally assisted

Ages



227

Advices

104

Open Files

41

Closed Files



# Culturally & Linguistically Diverse Women

We assisted women who were born overseas to navigate the legal system



## Main languages spoken at home

Arabic

Hindi

Vietnamese

Dari

Mandarin

Tagalog

Farsi

Swahili





## June's Story

June contacted us late on a Friday afternoon in February. It was very hot day. She had handed her one year old to the father earlier that morning and was due to have the baby returned back into her care at lunchtime. She had agreed to the father spending some time with the child as he had not seen the child for some period of time. When lunch time had passed, June contacted the father and he told her that he would not be returning the baby. The baby was still being breastfed.

She had attended the father's home with police. The father had refused to let her in. The police officer however went inside and confirmed that the baby was safe and well.

June remained concerned and tried utilising friends to have the child returned over the weekend. We told June to come in first thing on Monday morning if she was not successful in having the child returned to her care.

Unfortunately June was unsuccessful in having the baby returned to her over the weekend. She came in first thing Monday morning and we prepared court documents with her. Towards the end of this process June indicated that the father had told her he had seen a lawyer. She had made a note of the name. We were able to call that lawyer and facilitate the child being handed back to June on the same day.

June was still worried about the father's mental health and its impact on his ability to parent the child. She was also worried that he may again try to run off with the baby and so we helped her to initiate court proceedings. The father now has some supervised time with the baby who is otherwise happy back in his mother's care. June no longer has to worry that the father will run off with the baby and put the baby in a potentially dangerous situation.

# Creating Connections

We spend a significant amount of time in building and nurturing relationships with a broad range of agencies and services to ensure that together we are best placed to assist and support women and children in a holistic manner.

In addition, we seek to develop connections and start conversations that lead to meaningful outcomes for the broader community. Over the past 12 months, members of Women's Legal Service SA have sat on several local, regional and national bodies, networks and forums that strive to improve outcomes for the broader community. Some of the groups, networks and communities with whom we have a close relationship with are:

- National Association of Community Legal Centres (NACLC)
- South Australian Legal Assistance Forum
- Onkaparinga Collaborative Action Group;
- Family Law Pathways;
- Women's Legal Services Australia;
- South Australian Council of Community Legal Centres;
- ANROWS Practitioner Engagement Group (PEG)
- National Advocacy Group - Women on temporary visas experiencing violence

## Referrals to Women's Legal Service SA were received from many sources including:

- Other community legal centres
- Other community support services
- Counselling services
- Family relationship centres
- Health providers (doctors, nurses, paramedics, alcohol and drug counsellor)
- Internet
- Police
- Legal Services Commission of South Australia
- Friend, relative or neighbour

3,578 referrals received from other agencies

## 4581 referrals made by Women's Legal Service SA to various services including:

- Other community legal centres
- Other community support services (e.g. youth worker, disability worker etc.)
- Family Court
- Magistrates Court
- Family Relationship Centres
- Domestic Violence Services
- Government Departments
- Law Society
- Legal Services Commission of South Australia
- SAPOL
- Private legal practitioners

# Furthering the Conversation: Community Legal Education & Collaborations

Women's Legal Service SA community legal education program is designed with two simple aims in mind:

1. to provide women and their families with the information they need to make informed decisions about their lives in a way that is appropriate, engaging, and informative.
2. to increase the capacity of agencies, organisations and services to better understand the law and to better assist women and their families in navigating the legal system;

## Some of the workshops delivered during 2017-2018 include

- Lecture at Flinders University of South Australia, Criminology class
- TAFE SA Elizabeth & Port Adelaide - Gender & the law
- Child Focused Information Sessions with Relationships Australia SA
- Adelaide University Law Students Society Breakfast
- 1800 Respect training
- Non-consent laws & protection orders throughout Australia

Some of the workshops, symposium and sessions delivered during 2017-2018 include

- How to brief a family law barrister;
- How to do a lawyer/client pre-mediation advice session
- Symposium on Attachment and Self-esteem for Aboriginal Children and Families





## Fatima's Story

Fatima approached our service through the intake line in early 2017. English is not Fatima's first language and we were initially unable to understand what her issue was. With the use of a phone interpreter, Fatima told us that she was in NSW and that her ex-husband had made an application to the Federal Circuit Court for her and the children to return to South Australia.

Fatima had been refused Legal Aid funding in both South Australia and New South Wales. South Australia was unable to help because she did not live in South Australia and New South Wales said because Court was in South Australia she was not eligible for Legal Aid. Fatima was unable to represent herself in Court due to language barriers and not understanding the legal system. Fatima was desperate for legal help.

One of our solicitors took on Fatima's case and it was discovered that she was a victim of severe domestic violence, including serious threats to kill, from the father and his parents. She

had fled to New South Wales after the father had been jailed for a short period of time. The father also has a long history of schizophrenia which he did not keep managed and the children's safety was at risk. One of the children also was suffering behavioural issues as a result of witnessing the domestic violence within the home. This child was being looked after by a team of professionals both inside the school and outside of school.

We put our client's story to the court and sought police and medical material to support her allegations.

After almost 18 months in Court, Fatima and her children were allowed to continue living in New South Wales. She was also granted sole parental responsibility. The children were to spend no time with the father. Fatima expressed to us that without legal help and representation from Women's Legal Service SA, she felt she and her children would have suffered horribly.



## Cara's Story

Cara was in a desperate situation. Her partner, Mick was a retired boxer and he had taken to beating her to take out his frustration and anger. Finally, after receiving another beating and being suffocated, Cara was hurt so badly she ended up in Hospital.

Hospital staff witnessed Mick's behaviour towards Cara whilst in emergency. The nurse called the Police.

Police charged Mick with aggravated assault and filed an Intervention Order for Cara's benefit. However, he was released on bail the next day. Cara was still in Hospital at this time.

When Cara was discharged from Hospital, Mick was at her home waiting. This was against the bail agreement and Intervention Order. He punched her several times in her stomach telling her he would make sure the bruises did not show. Cara had lost all hope and she accepted that Mick would one day kill her.

A few days before Mick's first Court hearing he again began abusing and tormenting Cara. Mick refused to allow Cara to eat or to sleep, He would constantly follow her around and spit in her face. He kept telling Cara that she had to come to court with him to tell the Magistrate that she had 'made up stories'.

He took Cara to Court early, ignoring his bail and the Intervention Order. He told her to make sure she 'fixed everything'. Mick tried taking a weapon into court and was stopped by Sherriff Officers. In Court, Cara was shaking and crying. Mick lost his temper again, yelled at her and in front of the Magistrate tried to grab Cara by her face. The Sherriff Officers stopped Mick and he was taken outside of the Court Room.

The police would not drop the charges or the Intervention Order at Court. Court was adjourned. Mick left Court saying to Cara she

was going to 'get it' when she got home. Cara was terrified to go home. She stood outside of the Court not knowing what to do.

It was at this point that the Indigo Program found Cara, huddled and afraid outside the Court building. Initially she was too afraid to move, saying that Mick would 'kill her' if he saw her speaking to us. Cara said, "He knows where I am and he'll be hiding somewhere". In time, Indigo staff were able to convince Cara to come inside the Court building and into the Indigo Office.

Indigo staff gave Cara a cup of tea, a quiet place to sit and sat with her while she initially broke down weeping. The stress and tension had just become too much for Cara.

Slowly Indigo staff were able to speak to Cara telling her about how they could help her.

Indigo tried to convince Cara to allow them to speak to the Police, or Women's Safety Services.

Cara refused to believe the Police or anyone could help her.

Indigo booked an appointment for Cara to come and see them to talk about her situation.

Indigo staff became worried when Cara did not keep her appointment and they were unable to reach Cara on her telephone.

A 'safety check' of Cara was requested given the seriousness of the matter.

Police advised that Cara's home looked unoccupied and Police could not locate Cara.

After not hearing from Cara for some weeks Indigo staff were contacted by her and an appointment was booked.

Cara came in to see Indigo. She had been with Mick at one of his 'mates' homes and that she had been too afraid to leave. He had forced her there after court.

Cara had managed to flee in her vehicle and all that she owned was now in the back of her car.

Cara had not eaten for a few days.

She was staying in a local hotel but she was afraid Mick would find her and she had run out of money.

We gave Cara a welcome cup of tea and some biscuits to eat while we began the process of calling services for her.

Indigo called DV Crisis Services and we were able to organise emergency accommodation for Cara on the spot.

Indigo also helped begin the process of a Centrelink emergency payment for Cara.

Cara began to cry as she now had a safe bed to sleep, and money to buy food.

In Cara's words, "Indigo cared about me, listened to me and I know I'd be dead without them".

# Finance

Consolidated Finances (from profit and loss statements)

## INCOME

Commonwealth Attorney General & South Australian Attorney General	\$657,943
Commonwealth Attorney General General Family Violence & Family Law	\$187,896
Commonwealth Attorney General - InDIGO	\$175,000
Funding from Department of Prime Minister & Cabinet	\$111,520
DCSI	\$49,675
Safer Pathways - DSS	\$90,313
ERO	\$13,157
Donations & other income	\$11,191
Interest	\$1,248
<b>Total Income</b>	<b>\$1,297,942</b>

## EXPENSES

Total Salaries & On-Costs	\$841,804
Staff Training	\$18,760
Total Rent & Office Overheads	\$115,647
Office Expenses	\$33,272
Insurance	\$3,703
Library, Resources, Subscriptions & Professional Fees	\$11,221
Finance, Audit & Accounting	\$9,921
Communications	\$28,707
Programming & Planning Costs	\$51,765
Travel	\$53,078
Client Disbursements	\$15,603
Legal Fees	\$13,146
Total Depreciation	\$14,447
Other Costs	\$25,246
<b>Total Expenditure</b>	<b>\$1,239,318</b>

**Surplus** \$58,625

**Total Equity** \$228,073

Detailed Annual Financial Statement Y18 available upon request or on our website at [www.wlssa.org.au](http://www.wlssa.org.au)

If you would like to make a donation to Women's Legal Service SA, please email [wls@wlssa.org.au](mailto:wls@wlssa.org.au) or visit our website at [www.wlssa.org.au](http://www.wlssa.org.au).

Commonwealth Attorney General & SA Attorney General

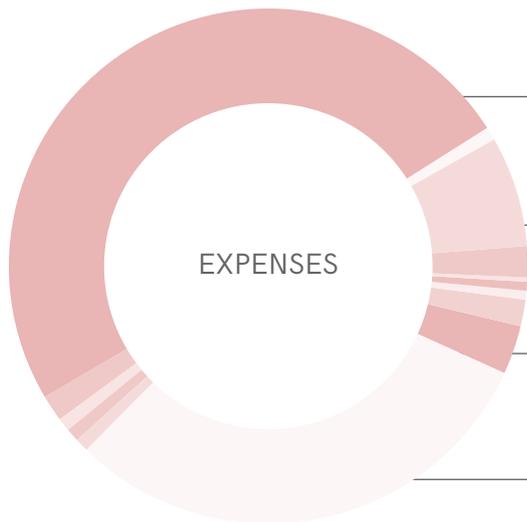
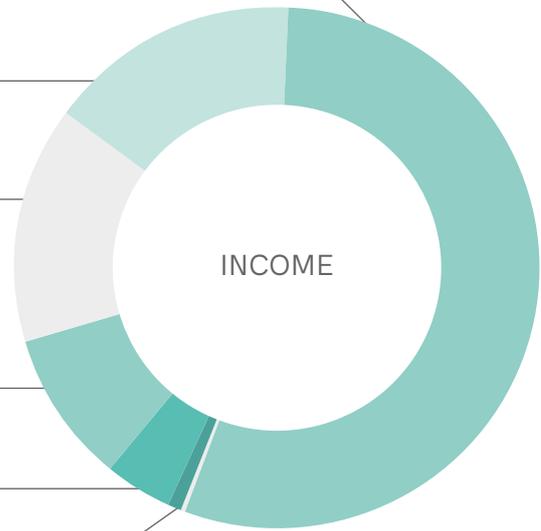
Commonwealth Attorney General & SA Attorney  
General Family Violence & Family Law

Commonwealth Attorney General - InDIGO

Funding from Department of  
Prime Minister & Cabinet

Safer Pathways - DSS

Donations & Other Income



Total Salaries & On-Costs

Total Rent & Office Overheads

Programming & Planning Costs

Travel

# Volunteers

Women's Legal Service SA provides meaningful and flexible opportunities for those interested in volunteering their time. Volunteers are an essential and integral part of our service and enable us to help more women across South Australia.

5,928

volunteer hours contributed for 2017/2018

\$186,732

worth of pro bono hours donated by volunteers

## Volunteers for 2017/2018

38 volunteers consisting of law students, graduates and legal practitioners.

## The following firms, legal practitioners and Barristers provided Pro-bono support to Women's Legal Service SA:

Mark Anderson, Campbell Chambers

Mark Boehm, William Light Chambers

David John Childs, Elizabeth Evatt Chambers

Meredith Dickson, Elizabeth Evatt Chambers

Andrea Horvat, William Light Chambers

Vanessa Lee, William Light Chambers

Jordan Lewis, William Light Chambers

Vanessa Lindsay, Wright Chambers

Brian McQuade, Wright Chambers

Rose-Marie Read, Legoe Chambers

Ruth Beach, Ruth Beach Lawyer & Mediator

Heather Stokes, Legoe Chambers



# Volunteer Statements

*"Women's Legal Service (SA) is an amazing place to volunteer. I highly recommend this organisation to anyone seeking to apply their legal skills assist other members of the community.*

*I remember my first day in the office clearly. I was terrified of messing up as I wasn't very confident with my skills at the time.*

*The team at Women's Legal Service (SA) have been incredibly supportive and helpful during my time volunteering. They have provided me with guidance and have encouraged me to step out of my comfort zone.*

*I have gained in-depth knowledge of the perils facing women in the legal system.*

*I have really enjoyed my time at Women's Legal Service (SA) - I have felt welcomed and supported throughout my time here. Even though the nature of the work can be hard, it is counterbalanced by the passionate team environment and knowing they always have your back.*

**-Diana**

*WLS(SA) Volunteer*

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*"There has been a constant flow of calls from women needing assistance with a wide range of legal problems including domestic violence, parenting, property settlement, minor criminal and civil matters. My role is to provide information and referrals to clients and liaise with senior solicitors regarding advice and ongoing representation. I am enjoying my time at WLSSA and found the solicitors professional, caring and hardworking. The sheer volume of calls coming in indicates what a worthwhile and needed service this is for women all over the state."*

**-Lynley**

*WLS(SA) Volunteer*

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If you would like to volunteer at Women's Legal Service SA in the areas of administration, legal, event planning, fundraising, marketing, and public relations, please email [wls@wlssa.org.au](mailto:wls@wlssa.org.au)

# Staff Team

**Chief Executive Officer**  
Zita Ngor

**Principal Solicitor**  
Jody Knighton

**Finance & Operations Manager**  
Julia Nitschke

## Women's Specialist Service

**Senior Solicitor**  
Kathryn Stavrou

**Solicitor**  
Alexandra Psarras

**Solicitor**  
Daniella Cutufia

**Solicitor**  
Barbara Hancock

**Solicitor/Volunteer Coordinator**  
Lucinda Reu

**Community Worker Para-Legal**  
Celine Graham

**Projects Officer**  
Chloe Fragos

**Intake Officer**  
Danielle O'Loughlin

**Intake Officer**  
Pina Ortuso

## Family Law & Family Violence Program

**Senior Solicitor**  
Antonia Kloss

**Solicitor**  
Jessica Tucker

**Solicitor**  
Paula Raphael

## InDIGO

**Program Coordinator**  
Kalyani Desai

**Senior Solicitor**  
Jodie McRae

**Solicitor**  
Kylee Wastell

**Family Advocate**  
Rebecca Dempsey

# The Board



**Lisa McClure**  
Chairperson



**Cheryl Cook**  
Treasurer



**Jo Scrima**  
Treasurer

(Term finished November 2017)



**Anna-Marie Murphy**  
Board Member



**Peter Wilson**  
Board Member



**Nicole Tam**  
Board Member  
(Resigned May 2018)



**Lauren Garret**  
Secretary  
(Resigned September 2018)

# Looking Forward - Governance

## Company Limited by Guarantee – 04 November 2018

Our Board comprises of 5 highly qualified individuals who each bring unique expertise and experience relevant to their governance role.

The Board of Directors have been faced with several challenges, including managing the often difficult and tumultuous funding procurement process, but at the same time the Board continues to be open to the many opportunities available just on the horizon.

### How do we meet an increasing demand?

Each year despite the challenges faced by a highly competitive funding environment, the number of women and children seeking assistance from our service has grown considerably. The need for a Women's Legal Service SA is however reflected in the number of women who unfortunately are unable to receive assistance from us. At the current moment we are only able to provide ongoing assistance and representation to 16% of women who contact us for help. There are many women who make contact but are unable to have their phone call answered. Too many phone calls go unanswered each month and each year.

Added to this huge demand for specialised free legal assistance, the matters which Women's Legal Service are undertaking are becoming more complex. Our clients often have not only complex legal matters to deal with but also have complex non-legal needs. Therefore, the way in which Women's Legal Service SA seeks to work with clients has shifted dramatically. To obtain the best possible outcomes for women and children, the Women's Legal Service SA has had to work collaboratively with other organisations in a holistic manner to achieve long term positive social outcomes including reduction in homelessness, poverty, and social and emotional wellbeing.

However, as fast as we can extend and transform our service delivery we recognise that the need is outstripping our ability to respond. Recognising this fact means we need to be prepared for the challenges that we face. Part of this preparation involves us strengthening our collaborative partnerships and sharing our expertise with our partners, so they can better respond to the needs of women and children.

### Developing our Resources

An integral part of being able to meet the increasing demand will be:

Exploring innovative ways which will allow us to expand our service delivery whilst utilising existing resources,

Exploring innovative ways that contributes towards creating greater resources; and

Exploring new sources of incomes.

Women's Legal Service SA whilst seeking to develop its resources will adhere to its principles of creating equitable access to the legal system for women and children.

If you would like to be a Women's Legal Service SA board member, please email [secretary@wlssa.org.au](mailto:secretary@wlssa.org.au)

# Thank You

The success Women's Legal Service SA has had and continues to experience tremendous support from members of the legal profession and the community. Without the continued support of such a broad cross section of the community, many women seeking assistance at such a crucial period of their lives would be unable to gain access to justice.

We would like to thank every supporter for each vital dollar donated this year and for the letters of support. Without your valuable contributions Women's Legal Service SA would not have been able to assist the 3,000 women who sought our help in the past 12 months.

We look forward to continuing to work with all of you to help more women across South Australia.







## Women's Legal Service SA

151 Franklin Street  
ADELAIDE SA 5000

Phone: (08) 8231 8929  
Free call: 1800 555 850  
Email: [wls@wlssa.org.au](mailto:wls@wlssa.org.au)  
Web: [www.wlssa.org.au](http://www.wlssa.org.au)

