

Community Law **Waikato**

TE TARI TURE-Ā-HAPORI O WAIKATO

Part of the National Community Law Movement



Annual Report

2017/2018

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Te Tari Ture Ā Hapori O Waikato

Our Vision

Access to Justice - A Fair and Inclusive Community

Our Mission

- ♦ To provide free legal services to the Waikato communities through a qualified and experienced team of staff and volunteers
 - ♦ To empower individuals through the delivery of education and information on a range of law related topics
 - ♦ To contribute to immediate and long term positive social change through the provision of our holistic service approach
 - ♦ To advocate for individuals and law reform through a team of legal professionals

Our Values

Ira Tangata | Humanity

Ōritetanga | Equality

Whaikoha/Whakamana | Respecting and accommodating individual and cultural diversity

Ngākau pono | Integrity

Kounga me mātanga | Quality and Professionalism

Auaha | Innovation

Mahi Tahi | Collaboration

Tautoko/Āwhina/Taupuhipuhi | Supportive and cohesive team environment

Chair's Report

This year for my Annual Report I was very tempted to write just one word – that word being

HALLELUJAH!!

At long last, we have received an increase in funding. Largely this is in the grant from the Ministry of Justice, which for Community Law Waikato is an increase of 20%. There has also been a positive move by several of the banks, who have agreed to increase their support of Law Centres out of the interest they receive on Trust funds associated with conveyancing transactions. Overall, our funding has increased by 32%, a small proportion of which comes from grants for which we applied to specific benefactors. Details of grants and funding allocations are reported elsewhere in this report, I simply wish to acknowledge their existence, and celebrate what it means for our Centre.

We are now able to look at several specific improvements such as upgrading a very old IT system, improve training opportunities and consider increasing staff numbers to relieve the very real work overload in all areas. Special cause for celebration is the ability now to pay salaries which are at market rates, and recognise the depth and breadth of work that all our staff members carry out – as they have done for many years in very straightened circumstances.

As always, I want to record the Board's deep appreciation of the work of our fantastic team of volunteers - senior Law Faculty students, new graduates yet to find placements in the legal profession and Hamilton lawyers. These good people donate time and expertise to help our clients and are invaluable in the effort to meet the ever-increasing "unmet demand" among those who would otherwise struggle (or fail) to access justice. Our volunteers, along with the dedicated staff members, make up a team which delivers service of which we are justifiably proud. With the improved financial environment it is very gratifying to contemplate that service flourishing and expanding into the future.

This report is my last as Chairperson as I am in no doubt that the time has come for fresh energy and a new perspective in this role. In my time as a Trustee the Centre has grown from having two part-time employees (one legal, one administration) to the current position of seven solicitors (including management and legal supervision), one legal advocate, 2.75 FTE administration staff and .75 FTE community liaison person. All of them highly professional and busy as the proverbial bees! The range of legal matters dealt with at the Centre has increased as needs have changed and law in general has become more far-reaching and complex. Our community has also changed – we deal with many more immigration matters than was the case in the early days, benefit/ACC issues, employment and debt. The Centre has spread its availability across the Waikato region, with clinics in Tokoroa, Putaruru, Huntly, Ngaruawahia, Te Aroha, Thames Otorohanga, Te Kuiti and Raglan and into specific need areas such as The Settlement Centre and the University of Waikato. Many seminars have been presented to secondary schools in the region which, along with our booklet "The Law and You", have equipped young people to step out into a challenging world with an understanding of their rights and responsibilities. I will be forever grateful to have had an insight into the work of the Centre – for all my frustration relating to funding (the lack of) I would not have missed a minute. The pride I feel in the Centre and all who contribute to its work will remain a lasting joy long after I have ceased to turn up to meetings! I feel enormously privileged to have been part of this growth and its undoubted success.

To all the staff, volunteers and fellow Trustees, this report records appreciation for the time, effort and work done to support all that the Centre has achieved over this past year. I want to make special mention of the generosity of Trustees who give their time and expertise for no return at all, other than the satisfaction of contributing to a very worthwhile result. The Board made the decision from our inception to make no payment for time or expenses to

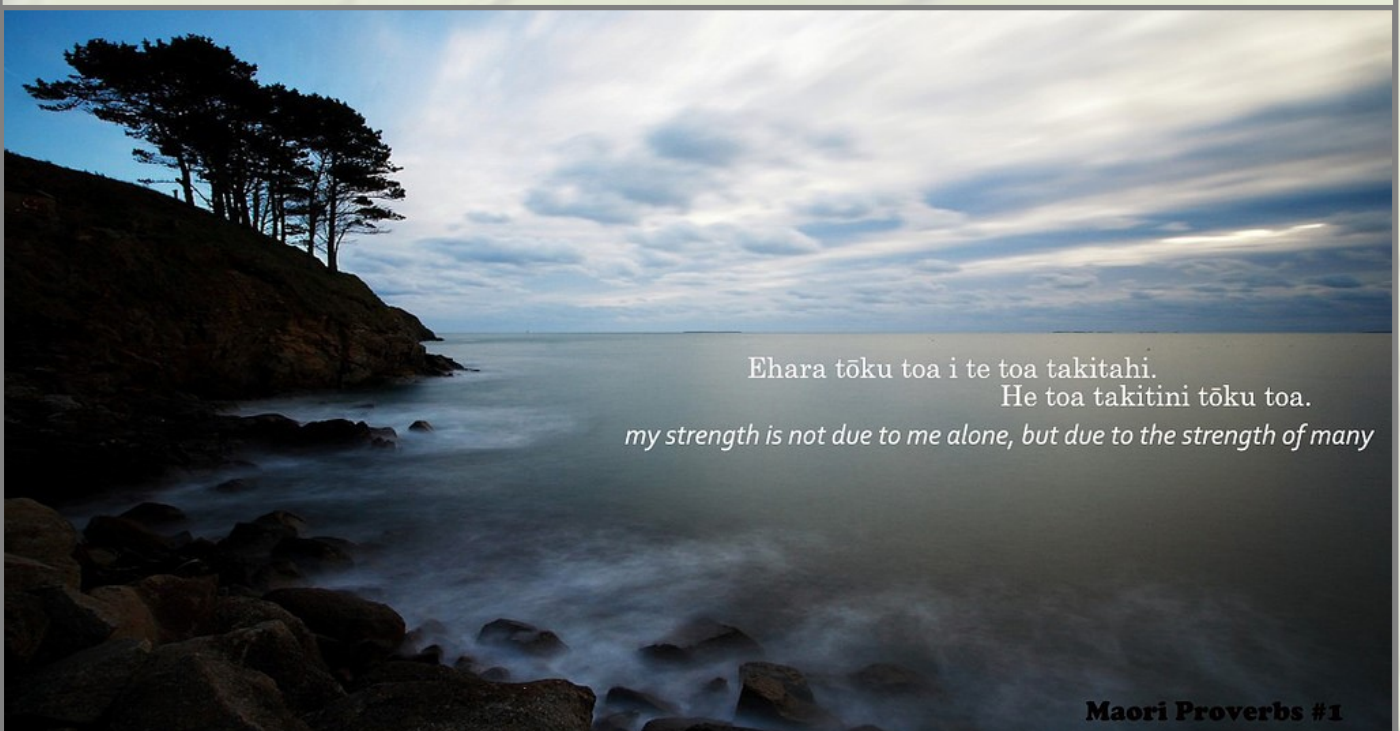
Chair's Report cont...

Trustees, and this has been reinforced by successive 'generations' of Trustees. Without the careful governance of the Board, and the individual contributions made by every Trustee the Centre would not be in the position of strength and achievement that it now enjoys.

From me personally I thank all Trustees, staff and volunteers for the friendships forged in good times and tough ones, the amazing enthusiasm which has been ever present and the friendship and joy of combined endeavour toward a very worthwhile end.

Kia kaha, haere ki te aroha - Stay strong, go with love

Sue Lane, Chairperson, Trust Board



General Manager's Report

It has been another very busy year with many changes, tribulations and triumphs. This report highlights and celebrates the wonderful achievements.

No doubt the journey ahead will equally have challenges and surprises in stock but at least the Centre is, for the first time in nearly a decade, in a much stronger position to expand to serve the growing needs of our communities.

Despite the Centre being in a stronger position to expand services, it is sad that there is a need to do so. The demand for our services continue to grow and the nature of legal problems faced by those accessing our services are more complex.

Long gone are the days where we dealt with stock standard areas of consumer, employment, tenancy, debt, and ACC. Most clients now have a web of multiple compounding legal and social issues. Many individuals present with issues around housing needs, poverty, mental health or illness, addictions, and a general lack of confidence and knowledge to navigate their lives. In line with our holistic service approach, resources required to carry out this work is far beyond our current capacity. We hope this will change.

As mentioned in Sue's report, the Centre's finances are finally in a more positive state. The increased funds are a combination of donations from major banks, philanthropic funding, and a 20% (one off) increase in the grant from the Ministry of Justice. At this stage a large portion of the increased funds is used to cover budget deficits (inflation over 9 years) and to keep capacity steady. However, inch by inch this funding will also enable the Centre to work towards a growth strategy.

Looking ahead, the Centre's broad goals are to rethink and refine some of the existing services and to expand. The aim with expansion is to do more of what we already do but also to cover a broader range of unmet legal needs. These goals include expanding our team of lawyers and advocates, streamlining some administrative functions, implementing a refined community engagement strategy, initiation of more collaborative partnerships to strengthen and extend our range of services (including service contract opportunities), investing more resources for the coordination and support of volunteers and generally continuing the ongoing work around sustainable services.

Despite the limited resources over the past 10 or so years, the Centre has maintained a steady path of transformation. Our total staff capacity has more than doubled, a revised volunteer training programme has been running successfully, five additional legal outreach clinics have been established (making up a total of 11 clinics), and the transition to a "paperless office" is near complete with electronic registration, client interviewing and file systems in place (just to mention a few key aspects).

On a collective level, Community Law Centres are in the final phase of a review undertaken by the *Ministry of Justice*. The aim of the review was to select a model for "sustainable and modern" community legal services. Although there is no certainty at this point about what this model will entail, the overall results of the review highlight the overwhelmingly clear need for community legal services and the government's acknowledgement of the value Community Law Centres deliver. The final results for the model and funding of community legal services will be revealed early 2019.

Community Law Centres Aotearoa is still in full swing, with the primary function to support all 24 centres and the work done across New Zealand. The CEO, Kaitakawaenga and volunteer board members continue to facilitate and deliver excellent results. Our Centre looks forward to continuing the collaborative approach.

The last but **most** important point I would like to acknowledge, is the amazing effort by all those involved with the *Community Law* mahi. Our Trustees, our volunteers, our staff, and other stakeholders who form part of this well-

General Manager's Report cont...

oiled machine...I **thank you sincerely** for your contribution and ongoing support.

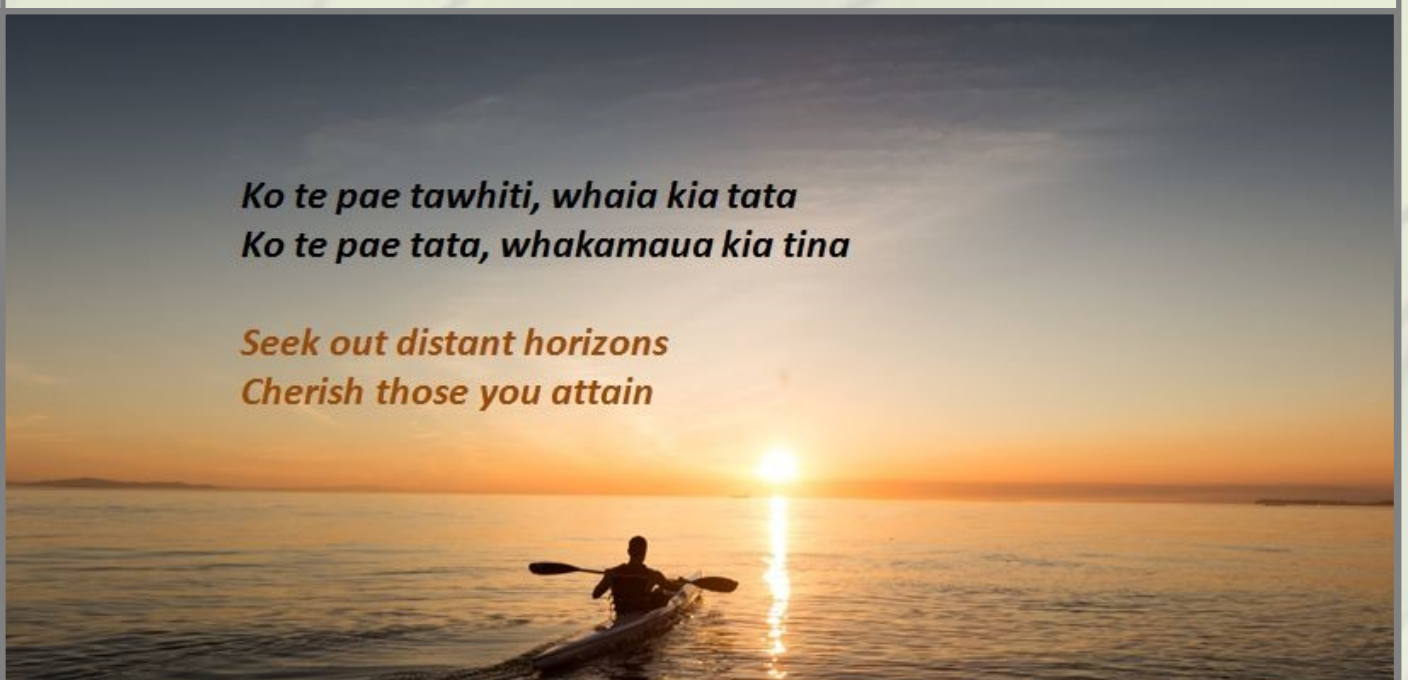
My final final point is a special mention of our soon to be retired Chairperson, Sue Lane. Sue has been an integral part of the Centre's conception and ongoing success since 1994. I've had the absolute privilege and pleasure working with Sue for the past 11 years. Aside from her contribution in the bigger scheme, Sue has been an amazing support for the ground force. We are forever indebted to her for her gracious and practical guidance.

Nga mihi nui

Juanita Bennett, General Manager

***Ko te pae tawhiti, whaia kia tata
Ko te pae tata, whakamaua kia tina***

***Seek out distant horizons
Cherish those you attain***



Service Delivery 2017–2018

WHAKAHOKI KŌRERO | FEEDBACK

"I'm happy and very grateful with the outcome of the mediation. My family and I highly appreciate what you've done. Thank you so much for a job well done. Please extend my appreciation also to all the staff at Community law Waikato."

"We don't know how to thank you and appreciate your role. The way you have handled this matter is not only high professional but also highly genial. Your helpfulness is wonderful. You made all of us happy and we will never forget."

"Thank you Hamilton Community Law and thank you to the lawyer who helped me. I could not have gotten through my case without your strong support and help. I will be forever grateful to you! Luck doesn't come my way very often, but I was so lucky to have had you assigned to my case, with your steadfast diligence we achieved a great amazing outcome in my favour. I still can't believe it. Again THANK YOU."



Community Law Waikato is a registered charitable trust which has been in operation for nearly 23 years. The Centre's core function is to provide free legal services including information, advice, assistance, representation and legal education to those who could not otherwise access these services.

A little bit of history...In 1992 a sub-committee was set up to investigate the need for a local community law centre in Hamilton. The subcommittee included: Jocelyn Fish, Gordon Matenga, Jennifer Binns, Jennifer Gerristen and Jacquelin McKinnon. An office was established at 16 Clarence Street with one senior solicitor, manager and receptionist. The Centre officially opened as *The Hamilton District Community Law Centre* on 20 November 1995. In the first year the Centre provided assistance to 84 people.

Today...The Centre employs 12 staff (including seven lawyers and an advocate). We also have an army of volunteers (approximately 100 lawyers and law students). Our governance board has seven trustees including an accountant, a lawyer and a representative from Tainui.

Our main hub is based in Kirikiriroa and we service 11 legal outreach clinics on a weekly or fortnightly basis ([for a list of service locations see page 12](#)).

The Centre delivers services to an average of 6000 individuals per year, covering an extensive range of legal subjects. The common topics relate to employment, family (care of children, separation, relationship property), Powers of Attorney & Wills, debt/welfare, criminal and traffic charges, ACC, immigration, tenancy, and consumer.

As outlined in the Manager report, sadly the demand for services are growing and individual's circumstances are becoming more complex. Our past and current capacity is nowhere near enough to cater for the true need. The service output levels (see next page) reflect capacity and unfortunately there are many individuals who are unable to access the legal help they desperately need.

Aside from a service providing an avenue to address legal problems, there is a glaring obvious need for systemic change in relation to underlying issues. These include vulnerabilities such as poverty, discrimination, poor physical and mental health, poor literacy, low self esteem, and addictions. It is this (often a combination of the factors) that lead to services in the justice sector becoming a revolving door.

True to our vision of contributing to positive long term social change, we work diligently to strengthen our networks and partnerships with other service providers. The team at the Centre look through a holistic lense when sifting through legal problems to ensure that appropriate referrals are made. This of course requires a significant amount of resource, forcing us to look closely where we can squeeze out this capacity.

Service Delivery 2017–2018 cont...

WHAKAHOKI KŌRERO | FEEDBACK

"Your dedicated efforts in my employment matter/case kept me hopeful all the way and then the decision in my favour made me so happy and relieved that I can't express in words. Thank you so much for being there for people in need of true justice."

"You have helped and supported me admirably. I felt listened to and you gave me confidence and dignity. At my age you seem to lose dignity and feel guilty let alone all the other anxieties one faces in life. I know it is going to be a hard road for a while but you have given me a very appreciated start. I really want to thank you so much, also for the wonderful support from Community Law Waikato. I may be able to make a donation in a while but, at the moment I am up against it and struggling but I won't forget your support. Once again thank you with all my heart."

"What you did for us is unbelievably amazing and impressive. We are so relieved and happy that one can't imagine. It's like we are reborn and all because of your pure and dedicated effort towards justice."

"Thank you so much for this. I appreciate what you have helped me with already. I will highly recommend your firm to people should they require legal advice."

Manaaki whenua,
manaaki tangata,
haere whakamua

Care for the land,
care for people,
go forward.

Elder Abuse Response Service (EARS) Contract

As many as one in ten older people in New Zealand will experience some form of elder abuse and majority of cases will go unreported.

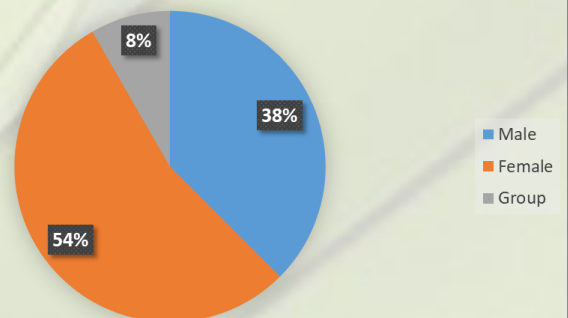
In June 2017 Minister for Seniors Maggie Barry launched a new Elder Abuse Response Service focused on intervention and putting the needs of victims of elder abuse first. Ms Barry explained that *"our seniors should be able to trust their families and those close to them but the sad reality is that 79% of older New Zealanders who're abused are harmed by family members and 43% of victims live with their abusers...up to 70,000 seniors will experience some form of elder abuse [per] year – either physical, psychological, sexual, financial or neglectful – and we have to do more to intervene and protect them..."*

"If you see abuse, speak out against it."

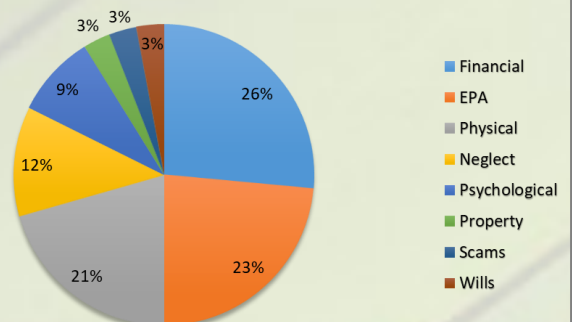
In January 2018 CLW signed up to a six month pilot contract through the Office of Seniors (MSD) to provide legal advice to Elder Abuse Response Service providers. We have thoroughly enjoyed the opportunity to be part of a solution to a growing area of need among our kaumatua.

Christina Howe, solicitor, who attended the EARS Forum in May 2018, reported on the types of calls we received through this service with the results surprising many people who attended. Many considered the amount of queries relating to physical abuse and EPA abuse we have dealt with high. The providers were impressed with our 24 hour turn around in responding to queries.

Gender



Legal Services



Service Delivery 2017–2018 cont...

Health Promotion Agency (HPA)

Communities are ideally placed to positively influence New Zealand's drinking culture. The HPA works with a range of community groups and organisations to encourage innovative community action on alcohol issues using local solutions. It also partners with regional and local initiatives to support effective regulatory activity and community solutions.

Five community law centres, including our Centre, have been contracted for three years to provide legal services and education in relation to objections against liquor license applications. We look forward to reporting the outcomes in the next annual report.

Over the past five years the following statistics have remained relatively consistent;

The main areas of legal query relate to: Employment, Debt, Tenancy, ACC (significant increase), Immigration (significant increase), Family law, Criminal (small percentage of service)

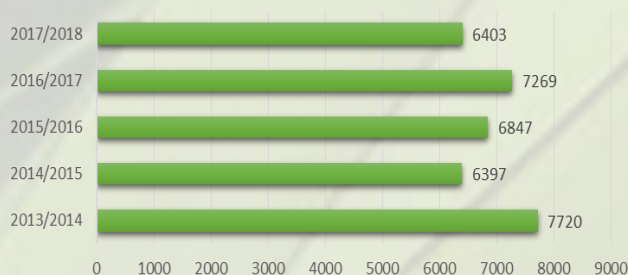
Approximately 72% of our clients are unemployed

The majority of clients fall between ages 22-44 followed by 45-65

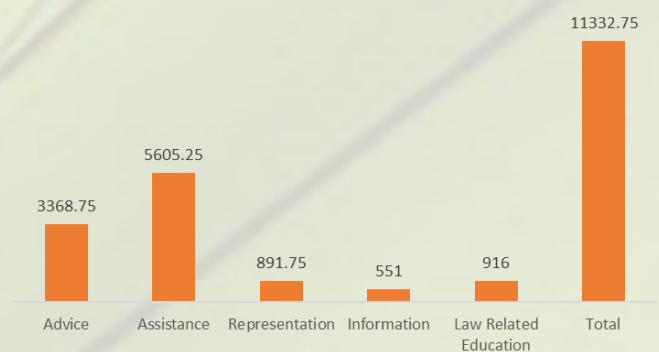
Between 23—26% identify as Maori

Between 48—56% of clients identify as European

Client Numbers
2013-2018

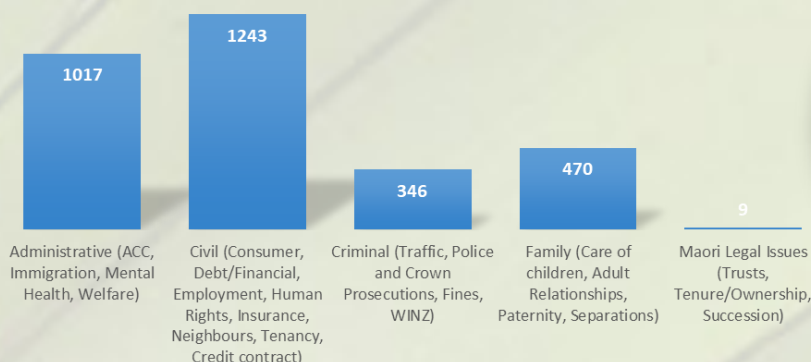


Legal Service Provided 2017/2018 (Hours)

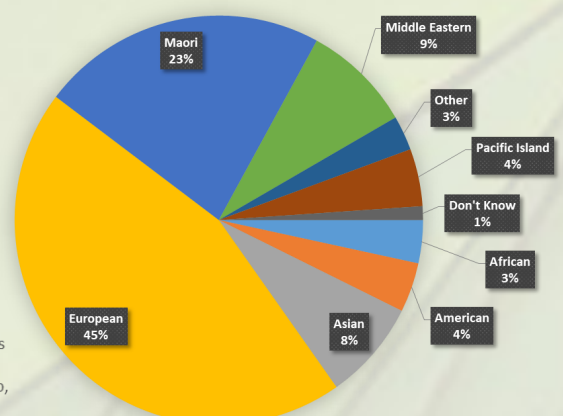


Legal Issues
2017/2018

■ Legal Issue (Client Numbers)



Ethnicity of Clients
2017/2018



Service Delivery 2017–2018 cont...

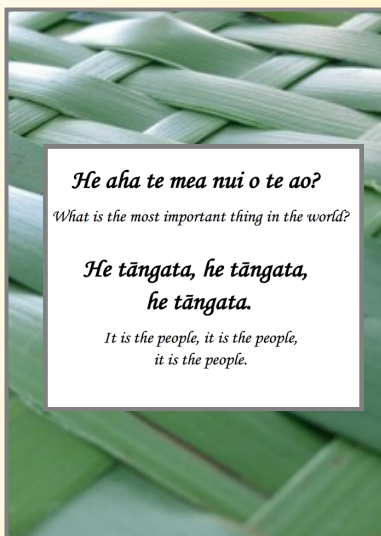
PAEARU | ELIGIBILITY CRITERIA

Under contract with the Ministry of Justice, community law centres provide free community legal services in the greater Waikato region.

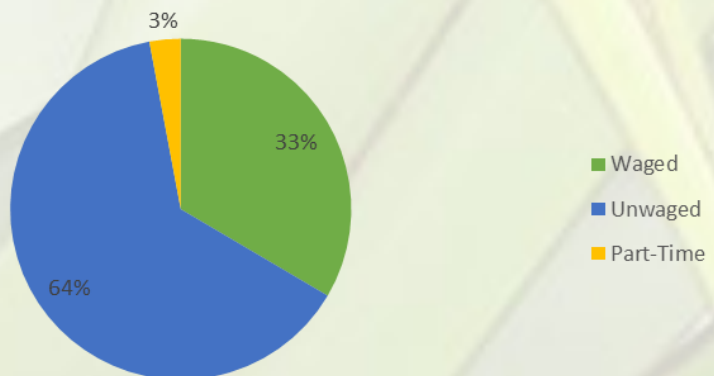
The purpose of community legal services is to help people by giving free legal advice, assistance, and representation to people who cannot afford these services.

To make certain that our services are targeted to people who cannot afford access to legal services, our Centre's has an eligibility criteria which checks the persons income and the number of people they financially support. For example if the person is working and earning \$31,000 per annum and has three children then they would be eligible for free legal services.

This makes sure these essential legal services are reaching the people who need it most. The eligibility criteria also takes into consideration other disadvantages for example disability, language difficulty, disconnection from whanau, illness, living in remote areas, lack of housing, discrimination, lack of education, family violence and more.



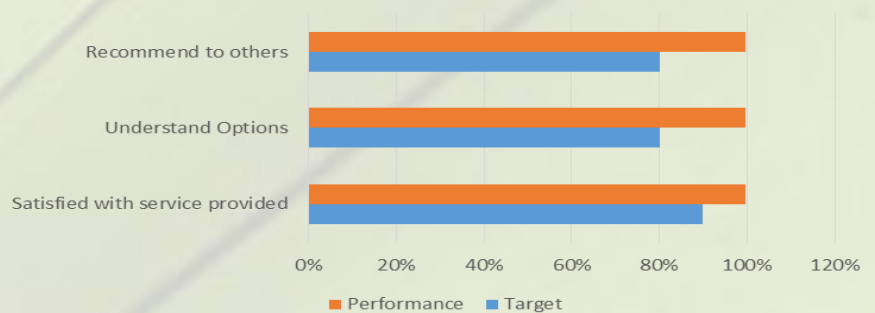
Employment Status
2017/2018



Age
2017/2018



Client Feedback
2017/2018



Legal Outreach Clinics

LEGAL OUTREACH CLINICS

OVERDALE COMMUNITY CENTRE

PUTARURU

Every Monday

Ph. 07 8838771 10am—10:40am

TOKOROA BUDGET ADVISORY SERVICE

Every Monday

Ph. 07 8864361 11am—2pm

OTOROHANGA CITIZENS ADVICE

Fortnightly Tuesday

Ph. 07 8737568 2pm—3:30pm

NGATI MANIAPOTO MARAE PACT

TRUST

TE KUITI

Fortnightly Tuesday

Ph. 0800 529482 1pm—3pm

SETTLEMENT CENTRE WAIKATO

(Immigration only)

Fortnightly Wednesday

Ph. 07 8532192 9am—4pm

HUNTLY CLINIC

Fortnightly Wednesday

Ph. 0800 529482 1pm—2pm

THAMES COMMUNITY LINK

Fortnightly Wednesday

Ph. 0800 529482 11am—1:30pm

THE UNIVERSITY OF WAIKATO (WSU)

Fortnightly Thursday

Ph. 07 8379450 12pm—1:30pm

NGARUAWAHIA COMMUNITY HOUSE

Fortnightly Thursday

Ph. 07 8248340 9:30am—1pm

TE AROHA CITIZENS ADVICE BUREAU

Fortnightly Thursday

Ph. 07 8848037 10am—12pm

RAGLAN COMMUNITY HOUSE

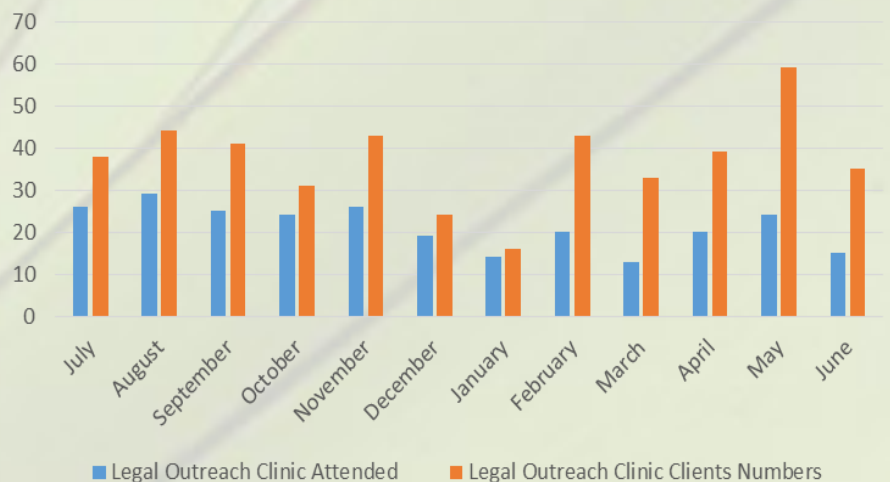
Ph. 0800 529482 As required

Community Law Waikato provides free legal services in communities throughout the Waikato. Our legal outreach clinics are crucial to ensure individuals and communities have genuine access to legal help. For many individuals face to face contact is an important element. We also know that many individuals do not have the means to travel a great distance (whether that is due to financial reasons or physical constraints).

In the 2017/2018 financial year 446 people were assisted with their legal needs through the 11 outreach clinics in the Waikato.

As the population grows within the Waikato region, so does the need for these outreach services. We know that there are some communities that we cannot currently reach, that would benefit from our service. This includes Whitianga, Matamata, Morrinsville, and Mangakino. We are liaising with some key organisations within these communities to keep discussions going about if and when we can reach their communities. Although the Ministry contract covers a large degree of the current capacity, we rely on community support to extend our reach. The Ngaruawahia service for example is currently only possible through the generous support of Sky City Hamilton Community Trust.

Legal Outreach Clinics



University of Waikato WSU

Akeem Iyanda (WSU student Advocate) along with Hannah Worsley (CLW solicitor) promoting free legal services at the University of Waikato.



Legal Outreach Clinics cont...



Immigration Clinic – Tier Two Family Reunification Applications

Community Law Waikato offers a legal clinic related to immigration matters which takes place weekly at the *Settlement Centre Waikato*. This clinic has been in operation since March 2016 and is in high demand.

Through the immigration clinic 200 people were assisted with their immigration matters (including Tier 2 applications—see below). This type of work is very labour intensive and our solicitors have spent 1360 hours assisting with these matters.

We are very grateful for the support from the *Settlement Centre*, *Decypher*, *HMS Trust* and other groups within this sector. It is only through collaboration with these services that this service is possible and successful.

Additionally we also provided general legal services to a large number of immigrants and refugees. This includes assistance with visa issues, domestic violence, tenancy, and employment (including migrant exploitation).

A large volume of the work within this area relates to refugee family reunification. In November 2017, the Tier Two Refugee Family Support Category opened for three days. This Tier opens up only once every few years with limited spaces and eligibility criteria. Nationally there is a quota of 300 places available for family members of Tier One and Two sponsors.

The team from Community Law Waikato worked with *Settlement Centre Waikato*, interpreters from *Decypher* and the *JP's Association* to facilitate a three day Tier Two application clinic. It was organised chaos and everyone enjoyed every minute of it! Our team were supported by five wonderful volunteer caseworkers Dayna, Gaia, Milan, Shannon and Sophie.

Through the support of all those involved 110 Tier 2 applications were completed and posted at 8.30am on the 28th of November 2017 which made sure Immigration New Zealand received the applications on the same day.

Below are photos of a family reunited under the Tier 1 category (with Catilin Harrison and Angela Smith—solicitors)



This family came to New Zealand as refugees in 2016 and are now joyfully reunited with their grandma/mum.



Legal Education

Legal Education is an important part of Community Law Waikato's service. The law is woven into many aspects of daily life and we believe that everyone has the right to know and understand basic legal principles. "Knowledge is power" and it contributes to healthy and inclusive communities.

Our Centre delivers a range of free legal education throughout the Waikato region to the wider community including NGO's and high Schools (and alternative education providers). The workshops are facilitated by solicitors (including our own staff), professionals and specialists in their fields.

Legal education was delivered to 1191 people (including high schools students). Aside from our standard 10 week course (running in two parts over a year), we receive requests from numerous agencies to deliver legal education. We supported the following organisations in 2017/18:

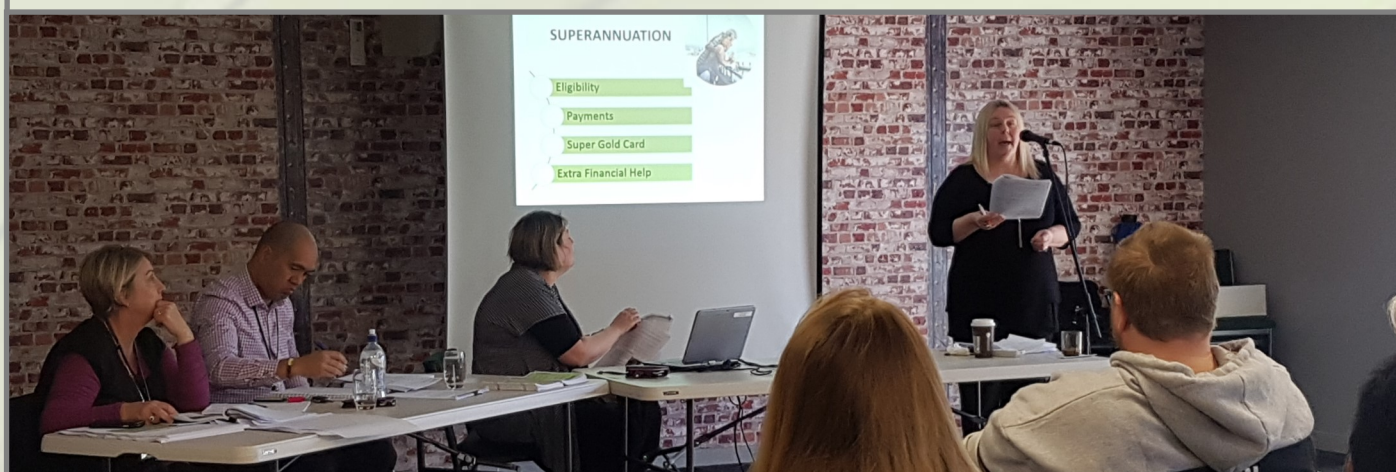
Western Community Centre	Red Cross
Tokoroa TCOSS	Wintec
Hamilton Boys High School	Citizens Advice Bureau Cambridge
Ngaruawahia Community House	Thames Wintec
In Work NZ	Te Kuiti Community Centre
Settlement Centre Waikato	Salvation Army
Link People/Peoples Project	Melville High School
Hauraki Plains College	Community Waikato
Te Wananga o Aotearoa in Thames, Waihi, Morrinsville, Hamilton and Waipa	Tokoroa Senior Citizens
Hamilton Girls High School	People First
Rototuna High School	International Student Ambassadors

Welfare Workshops

In November 2017 workshops on Welfare Law were delivered at the *Western Community Centre* (pictured below), *Wintec* (Thames), *Te Kuiti Community House* and *Ngaruawahia Community House*.

The topics covered were general entitlements, application process, recoverable and non-recoverable entitlements, additional support, benefit fraud, investigations, reviews and appeals.

In total 62 people attended these workshops and some of the feedback received included: "The knowledge gained at this workshop is very useful for the people we support; very informative and easily understood; it was great to be able to ask questions." On Facebook this event reached over 11,400 people attracting many comments/shares and likes. The Welfare workshop was livestreamed on The Western Community Centre's Facebook page and had 1,900 views! (see <https://www.facebook.com/westerncommunitycentre/> - search 'Welfare').



Legal Education Cont...

WHAKAHOKI KŌRERO | FEEDBACK

ACC

"This will help me better navigate the ACC system and has given me a greater understanding of the appeal and complaints procedures."

Care of Children

"The presenter gave actual examples of how the whole process works which will be very useful for helping whanau who are going through care of children issues."

Wills and Power of Attorney

"This workshop helped me understand what's involved with making up a Will and has encouraged me to get things in order."

Civil Court Procedures

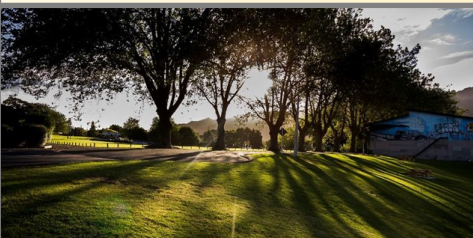
"The presenter used language that was simple and easy to understand. I gained a clear picture of the District Court proceedings."

Restorative Justice

"My favourite part of this session was learning about the process and what is expected for both the offender and victim and how this can be positive for both."

Tenancy Law

"This knowledge was useful for me to know what my rights are as a tenant and what to do if there are problems."



'The Law and You—A Guide for Youth and Adolescents'

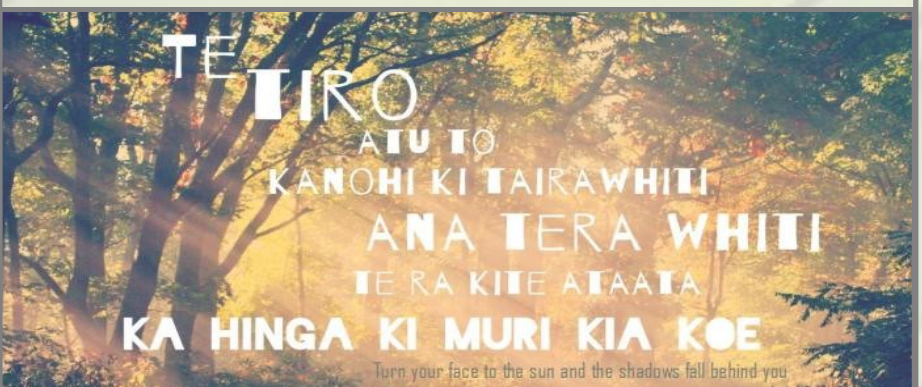
This booklet has been developed for our rangatahi and their whanau, setting out information on their legal rights and responsibilities in many areas including legal ages, consumer law, starting a job, tenancy, credit and debt, vehicles and driving, police, criminal justice, digital citizenship, parenting and guardianship, and financial support. The objective is to empower and aid rangatahi with the transition into adult life.

The 'Law & You' booklet is offered as part of the youth education program, where Community Law Waikato visits High Schools and alternative education providers to deliver a 45 minute presentation. At the end of the presentation each student receives a copy of 'The Law & You' booklet. Pictured below is Michelle Bird (solicitor) with the year 12 and 13 students from Hauraki Plains College.



The Wānanga o Aotearoa

Community Law Waikato have partnered with Youth Services at Te Wānanga o Aotearoa to deliver "Law & You" workshops for youth attending the budgeting workshops. The topics covered are tenancy, traffic/police, consumer, paternity, receiving benefits, child support, care of children and more. The project is ongoing with nine workshops delivered in the 2017/18 year in Hamilton, Waipa, Waihi, Morrinsville and Thames.



Community Engagement

Community Forums

It is essential for our services to be accessible and responsive to community needs. As part of our community engagement a team from Community Law Waikato travelled to Ngaruawahia, Te Kuiti and Thames to facilitate community forums. The purpose of the forum was to meet with community organisations to discuss the needs of people who live in the region and what our service could offer to address these needs.

Some of the main feedback provided from the Community Forum are as follows:

- ◆ There is limited access to legal services in these communities and a shortage of legal aid providers
- ◆ Many community organisations want 'background' support in the form of legal education which will equip them to advocate on behalf of their clients. Particular education needs are family law, tenancy, employment, PPPR (Protection of Personal and Property Rights), Maori Land, and welfare law.
- ◆ The legal problems are varied but some of the common issues are around Mobile truck shops, Maori Land (Trusts, and Succession), Family (care of children and domestic violence), PPPR (elder abuse is growing concern), Tenancy (a huge shortage of housing and virtually no options for transitional and emergency housing and Tenants afraid of being evicted if they complain about tenancy standards)

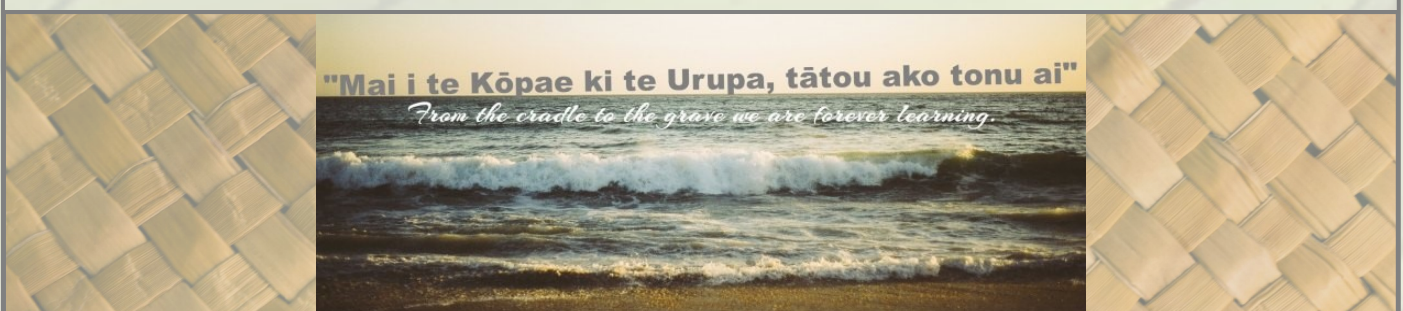
Going forward, we will be exploring the options of making legal services more accessible in these communities including the facilitation of law related education / workshops.

Network Meetings

Throughout the year we've had the benefit of numerous network meetings where organisations discuss a range of relevant topics and solutions. At one such forum Hugh Tomlinson, a Community Mental Health Nurse, and two of his colleagues from the Mental Health and Addictions service on London Street addressed our team about best practice for managing clients who present with mental health / addiction issues. This knowledge is essential for our team to be able to provide a haurora (complete health and well-being) approach when helping people.

University of Waikato

Sarah Fraser (Solicitor) and Toni Trim (Community Development Coordinator) went to the University in November to promote the legal outreach clinic at the University. Shannon from the WSU reported to Toni on an immediate increase in legal queries. This promotion was followed by Toni and Christina Howe (Solicitor—right) attending "O Week". The stall was set up next to a sausage sizzle which immediately attracted a lot of attention. The team was able to talk to students about how receiving free legal services can help.



Service Development

Maori Service Development

As part of the Centre's arotahi to better meet the needs of Māori in our community, the team at CLW met with the Community Law Kaitakawaenga/ Māori Co-Ordinator (Haimona Te Nahu) early this year to discuss the best plan forward. This engagement and planning process is ongoing with the aim to implement a strategy that facilitates customised and accessible services for Maori.

As is the case with all change and development, it is a step by step process. Part of the Maori service development plan entails awareness and education (internally). In December 2017, the team at Community Law Waikato participated in a two day *Treaty of Waitangi* workshop with Jen Margaret of Groundwork NZ. The aim was to develop a deeper understanding of the Treaty and particularly how our Centre can apply this in our mahi with Maori.

Following on from this, in June this year the team had the privilege of benefiting from training delivered by *Rahui Papa*. Rahui is currently the Negotiator for outstanding Treaty claims for Waikato Tainui and the former Chairman of the executive committee Te Arataura. Rahui's expert advice on cultural issues are sought after across the country and he is known as an expert orator and authority on Waikato reo, tikanga, and tribal history. He had us all captivated with his intelligence and witty sense of humour.

Strategic Direction

As outlined in the General Manager's report, the Centre's broad goal is to expand services to continue meeting the growing demand for free legal services. Given the limited resources, the process of expansion is challenging and takes place inch by inch along side the daily operational needs. We continuously look for funding opportunities to support this expansion such as IT and other equipment, training, recruitment, and wages for additional employees.

On the horizon is the recruitment of an advocate (whom will focus on welfare and housing work) and an additional solicitor. We are also in the process of realigning with the current priorities of specific communities such as delivering more education and assessing the possibility of providing legal aid services. This is a very exciting phase of our growth and we look forward to reporting on the difference this has made for people in our community.



This karu hāpuku or woven mat holds pride of place in the reception waiting area at CLW in Hamilton. It was kindly donated by the Kaumatua of Turangawaewae Marae.

Staff and Volunteers

TE POARI | BOARD

Sue Lane—Chair
David McEwen—Co-Chair & Treasurer
Brian Dobbs—Trustee
Susan Thompson—Trustee
Cheryl Green—Trustee
David Allan—Trustee
Patience Te Ao—Trustee

NGA KAIMAHI | STAFF

Juanita Bennett—General Manager
Angela Smith—Legal Services Manager
Justin Young—Solicitor
Sarah Fraser—Solicitor
Christina Howe—Solicitor
Hannah Worsley—Solicitor
Caitlin Harrison—Solicitor
Tanya Botha—Solicitor
Billie Dell—Administrative Assistant
Karen Lockwood—Receptionist
Krystle Porima—Receptionist
Thilini Karunaratne—Evening Receptionist
Samantha Smith—Receptionist
Myles Rollason—Evening Receptionist (casual)

We acknowledge the contribution of members who resigned in the 2017/18 year; Michelle Bird, Toni Trim and Ashan Clark.

Team Building Day

Team building is an important part of our kaupapa here at CLW. Each year the team decides what will be included for the team building day with the aim of having fun and getting to know one another better.

In November 2017 our team ventured to Rotorua to paddle as a team in a waka on Lake Okareka, walk to Te Puna (Blue Springs) in Putaruru, take a ride on the Lake Tikitapu (Blue Lake) in a Duck (authentic WW11 landing craft), and complete an *Escape Master* activity (which was fiercely competitive of course).



Staff and Volunteers cont...



CLCA New Chief Executive Officer

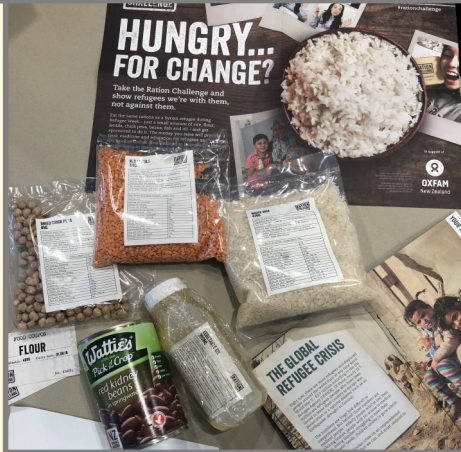
Sue Moroney is passionate about making sure everyone has equal access to justice so it's fitting the former Labour MP's new role is heading up the national organisation for Community Law Centres.

We welcome Sue to the movement!



10 Years of Excellence

Angela Smith, Legal Services Manager, celebrated 10 years of loyal and dedicated service to Community Law Waikato. Our centre could not function without the support of dedicated staff and volunteers. THANKS ANGELA!



Refugee Ration Challenge

Caitlin Harrison and Christina Howe (solicitors) participated in the Refugee Ration Challenge from 17-24 June 2018. They ate the same rations as a Syrian refugee – just a small amount of rice, flour, lentils, chick peas, beans, fish and oil – and were sponsored to do it. The money raised provided food, medicine and education for refugees; and supported people living in poverty around the world.

Grayson Smith

Samantha and Dan Smith welcomed Grayson Smith into the world December 2017. Hannah Worsley and Angela Smith visited for a cuddle and a catch-up.

The CLW Team

Below is the team at Community Law Waikato—winding down for the Christmas break (2017). Left to right: Juanita, Toni, Karen, Sarah, Billie, Christina, Michelle, Krystle, Hannah, Angela and Justin.



Staff and Volunteers cont...

Community Law Waikato and our community benefit from the time and expertise of over 100 volunteers. Our volunteers are: 66 caseworkers law students (3rd and 4th year law students from the University of Waikato) who undertake the initial client interviews and relay the legal advice from the solicitor to the clients; 28 volunteer solicitors who provide free legal advice at the evening clinics; and 16 specialists from various organisations throughout the Waikato who deliver a range of legal education topics. *Ma tīnī mā mano ka rapa te whai—By many, the work will be accomplished.*

Volunteer Lawyers Firm		Volunteer Lawyers	Firm
Alex Shadbolt	Davidson Twaddle Isaac Lawyers	Johan Niemand	Niemand Peebles Hoult
Andrew Smith	Atticus Legal	Jonathon Russell	Norris Ward McKinnon
Angela Vanderwee	Tompkins Wake	Karen Quinn	Hamilton Legal Chambers
Anna Jefferies	Jefferies Law	Len Caley	Barrister
Cathy Rowden	Rowden law	Lyn Walkington	Thomas Sutcliffe Barrister
Dan Harrison	Gurnell Harrison Lawyers	Matthew Hutcheson	Norris Ward McKinnon
David Allan	Barrister	Rebecca Senar	Senar Law
David Hayes	Barrister	Rhianna Laybourn	Roger J Laybourn Law Ltd
Dominic Kostanich	Frankton Law	Richard Barnsdale	Barrister
Fiona Jamieson	Tompkins Wake	Robert Davies	Harkness Henry
Hayley Boud	Gurnell Harrison Law Ltd	Soraya Barker	Jefferies Law
James Carter	James Carter Law	Sue Barnett	Barrister
Jane Walker	Barrister	Suzette Hoebergen	Awhina Law
Jo Naidoo	Norris Ward McKinnon	Timothy Burtenshaw	Harkness Henry

LRE Guest Speakers	Organisation	LRE Guest Speakers	Organisation
Daniel Shore / Josh Dennis	McCaw Lewis Chapman	Amanda Tucker	Hamilton City Council
Vanushi Walters	YouthLaw	Soraya Barker	Jefferies Law
Anne Pankhurst	The Restorative Justice Trust	Tasi Malu	Regional Manager OT Litigation
Scott Miller	NZ Police	Wendy Ball	Mental Health Inspector
Charles Gower	Health & Disability	Glenn Tootill	McCaw Lewis Chapman
Dave Macpherson	Hamilton City Council	Dan Harrison	Gurnell Harrison Law
Mike Green	ACC	Sarah Gibb	Community Waikato Advisor
Johan Niemand	Barrister & Solicitor		

Volunteer Caseworkers				
Ahmed Abdulati	Chaquila Venter	Janine McPake	Melissa O'Connor	Sana Mohammed
Akarshdip Kaur	Chloe Herman	Jayde Katriana Pike	Merinda Bramley	Sarah Wallace
Akosua Tieku	Connoras Handley	K Fletcher-Matthews	Milan Draca	Sarfraaz Khan
Alison Hill	Dayna Dustan	Kamal Minhas	Moana Joyce	Savanna Hiha
Angela Grant	Edmond Fox	Kang Li	Mutsa Anesu Murare	Shanae Richardson
Ashleigh Hartigan	Ellie McNicholas	Kari Wratten Lowe	Myles Rollason	Sharnae Aben
Ashleigh Millington	Emma Speakman	Katie Lee Riddle	Patrick Forde	Shivani Kaur
Ashleigh Parker	Emmanuel Pitakaka	Liana Kaiwai	Petula Reedy	Sithika Saifullah
Bilenda Kochari	Gemma Martin	Loren Goodhue	Pooja Sharma	Sophie Aubrey
Bonnita Pitchford	Grace Walker	Lorenzo Villena	Rajbir Kaur Singh	Telesia Tuliloa
Catriona Kunac	Hannah Espin	Macaela Gillespie	Ravina Maharaj	Unho Song
Celeste Rakena	Harneet Golian	Manisha Viyakesparan	Rifat Mayadur	Vinod Balbir
Chantelle Tyler	Irene Sugimoto	Melanie Whitfield	Ronan de Guzman	Will Captein
				Zaheen Saeed

Financial Reports

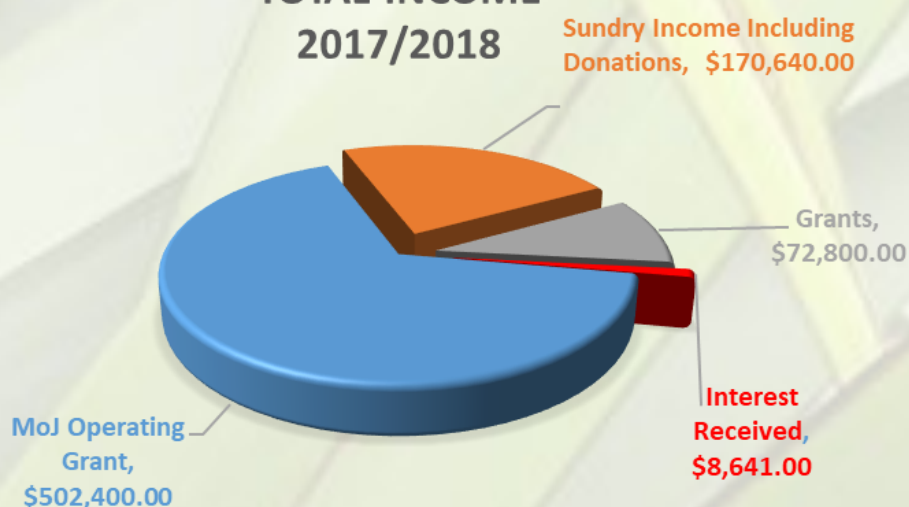
KOHA | BANK DONATIONS

Community Law Centres throughout New Zealand continues to receive a funding boost through the generosity of BNZ, TSB, ASB, ANZ and Westpac banks.

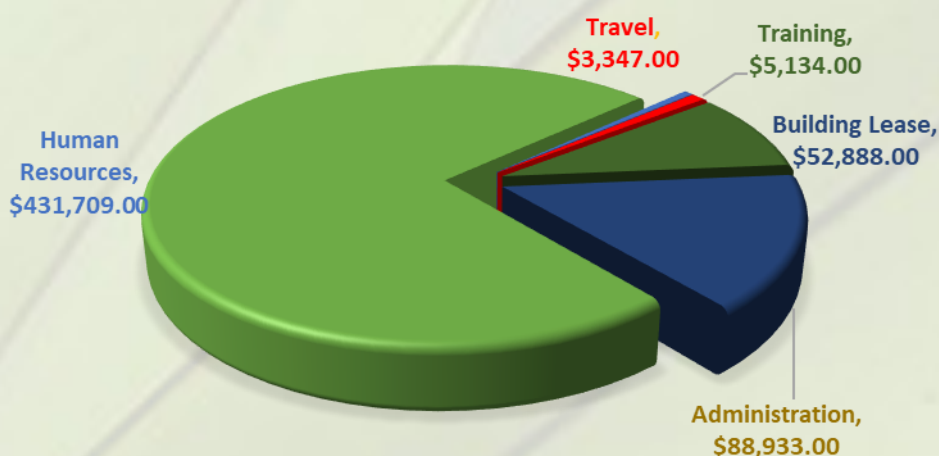
These banks reduce the amount of trust account interest they hold and pass it on to the 24 Community Law Centres.

These bank donations have increased Community Law Waikato's capacity to provide legal services to the vulnerable in our community. After a stagnant income for 9 years it has given our finances a boost. As at December 2017 it shows a profit however this will be absorbed into by the budget deficit ending June 2018 and June 2019.

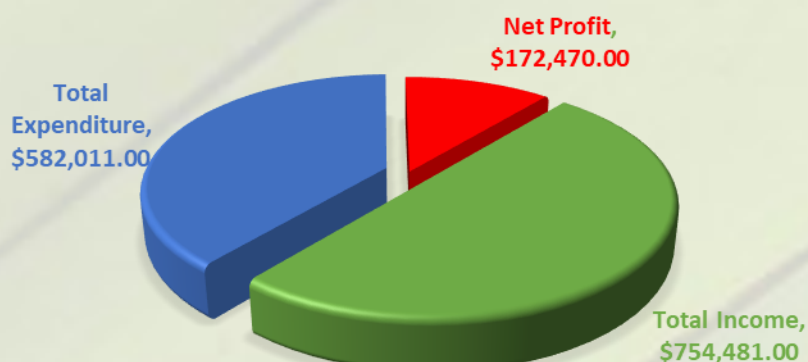
TOTAL INCOME 2017/2018



TOTAL EXPENDITURE 2017/2018



PROFIT AND LOSS REPORT 2017/2018



For more information on Community Law Waikato's Financial Reports please follow the link below to the Charities Commission website:

<https://www.register.charities.govt.nz/CharitiesRegister/ViewCharity?accountId=812769af-c843-dd11-84f2-0015c5f3da29&searchId=5f36bc44-ffd4-4bf0-bc31-c2fc36cccd99>

Supporters

Community Law Waikato receive support from many organisations. We wish to acknowledge the contributions of all the organisations who support Community Law Waikato in our mahi. There are so many and too many to name individually.

The support comes in many shapes and forms including hosting our outreach clinics / education sessions, financial grants, providing translation services to our clients, and donated and/or discounted services and equipment.

Although a large portion of our service is funded through the contract with the Ministry of Justice, we are reliant on the generosity of philanthropic funders to meet the shortfall and support our growth and individual projects. The funders for 2017/18 are listed below.

*A huge “thank you” from the team at Community Law Waikato
for your support*





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Fax: (07) 839 5158

Freephone: 0800 529 482

Email: reception@clwaikato.org.nz

Office Hours

Monday to Thursday 9am - 7pm

Friday 9am - 4pm

“Nā tō rourou, nā
taku rourou ka ora
ai te iwi”

*(With your food basket
and my food basket the
people will thrive.)*



Check us out on

facebook