

Community Law **Waikato**

TE TARI TURE-Ā-HAPORI O WAIKATO

Part of the National Community Law Movement



Annual Report 2018/2019



Our Vision

Fair and Just Communities

Annual Report 2019

Haere Mai and Welcome to all our readers!

We are proud to share with you what's been happening in our space and where we are heading.

For those who are not familiar with our kaupapa, a brief organisational profile is included at the back of the report page 20.

We also take this opportunity to thank all those who have done such a marvelous job in compiling this report.

Ngā manaakitanga!

Contents

Chair's Report	3
General Manager Report	4
Service Delivery & Projects	5
Service Development.....	13
Team & Events	14
Financials	18
Acknowledgements	19
Community Law Waikato Profile.....	20

Our Purpose

To provide free legal help to those in the Waikato who would otherwise not have access

Chair's Report

Tēnā koutou katoa. It is my privilege to be writing my first report as Chairperson of the Trust Board of Community Law Waikato.

I want to begin by acknowledging the wonderful service of our past Chairperson, Sue Lane. Sue led the Trust Board for eighteen years and played an invaluable part in the growth and success of the Law Centre. She leaves a huge legacy of determination and compassion and a legendary sense of humour and ability to tell it like it is. We were sorry when Sue signalled her desire to retire but are delighted that she has offered to be available to the Board as a consultant.

I have been a Trustee since 2013 and have a background in church and community leadership. From its beginnings the Trust has sought to maintain a balance of legal and community voices around the Board table so that it stays connected to its client groups and its stakeholders.

Deeper involvement in the Law Centre during the year has given me the opportunity to spend more time with its staff. We have an exceptional and very hard-working team (made up of solicitors, a legal advocate, administrative staff, a community liaison person and volunteers) who share a passion for the Centre's values (humanity, respect, integrity and professionalism). The team is ably led by our two managers, Juanita Bennett (General Manager) and Angela Smith (Legal Services Manager). I want to record the Board's deep appreciation of the work of all of our staff. As you will read they deal with many, varied and complex legal needs and their care and compassion are admirable.

The report that follows sets out in detail the work done by the Law Centre over the last year. Our team continues to provide free legal help to those in the Waikato who would otherwise not have access to this. The best way to get a sense of the difference our service makes is to read what our clients have to say (p12). The expressions of heartfelt thanks for the commitment, professionalism, support and empathy of our team brings home the real effects in people's lives of meeting their previously unmet legal needs.

The demand for our services continues to increase. One of the challenges faced by the Law Centre during the year was that the 2019 Budget did not deliver the funding increase agreed to in the Labour-New Zealand First Coalition Government Agreement. The Community Law movement is working hard on a bid for Budget 2020. We strongly believe that our vision of fair and just communities aligns with the Government's own priorities of improving wellness and reducing inequalities in society and within the justice system.

I want to end by expressing our thanks to all of our supporters, volunteers, and of course our community funders. The Law Centre would not be able to operate as it does without the gift of your time, effort and help. I also want to say a special thanks to fellow Trustees who give their talents and commitment so very generously. Your support and friendship in enabling and upholding the kaupapa of Community Law is much appreciated.

Ngā manaakitanga

Dr Susan Thompson

Our Action

*We provide advice, advocacy and support through an experienced legal team;
We deliver a range of law related seminars that build legal knowledge and
strengthens communities; We advocate for the positive legal and social change
to give people a voice*

General Manager's Report

Tēnā koutou katoa.

It is my pleasure to deliver this annual report in what is now my 12th year with Community Law Waikato.

No different to previous years, it has been a super busy one with plenty to grapple with. It is typically only in putting together the annual report, retracing, that one has the opportunity to reflect.

My main message is to those who play a part in our kaupapa, whether it be directly in our hive of activity or otherwise, including colleagues, trustees, those who volunteer for us, those whom we partner with in our community, funders, the list goes on...*I thank each and every one of you with sincere gratitude and admiration. The work we do is simply not possible without this collective effort. It gives me motivation and hope to carry forth with what seems at times an impossible feat.*

In my previous report I broadly defined the goals for this year as fine tuning and expansion. This did remain true in a general sense but not without unexpected challenges.

As Susan reports, we've faced yet another year without change in Crown funding which has a significant effect on our ability to retain and support staff, our ability to fine tune and improve service aspects, and most importantly our ability to expand our reach to those who need access to legal services. Nonetheless we've kept afloat and chipped away at the process, launching our website, adding an advocate to our team, changing our community engagement approach, and extending the coverage of areas of law. Like the quote on my wall states: *"Leading a not for profit organisation is like swimming towards the horizon—the further you go, the more you see needs doing. But it is important to keep swimming" ...*

As signalled in this report, our movement has submitted a collective business case for budget 2020 with the hope that our service is recognised as an integral part of the justice system along with adequate funding. In the meantime we will carry forth with a great sense of pride and satisfaction in the positive difference we are able to make for individuals.

Ngā mihi

Juanita



Our Values

Humanity—Equality—Respect—Integrity

Service Delivery 2018/2019

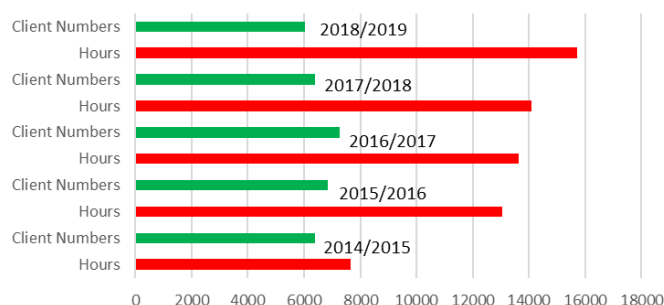
Overview of Service Delivery

For the 12 months ending June 2019, a total of 6,042 individuals benefited from our service. This sits within the average over the past five years of 6,567.

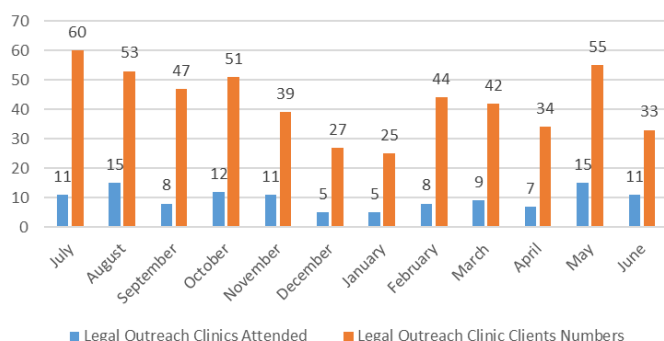
Our core service is still focussed on providing legal help including advice, assistance and advocacy. In addition to our core legal service, more than 1,804 individuals were helped with legal information, and 1,323 individuals attended our law related education throughout Waikato.

We offer a face-to-face service throughout the Waikato, with 11 outreach clinics that operate fortnightly (Paeroa was added to the list this year along with two new venues in Huntly). The outreach service is part of our mission in ensuring that legal advice is genuinely accessible. For the 12 months ending June 2019, we attended 117 clinics and completed 510 appointments.

**Service Delivery
2014-2019**



Service Categories and Numbers



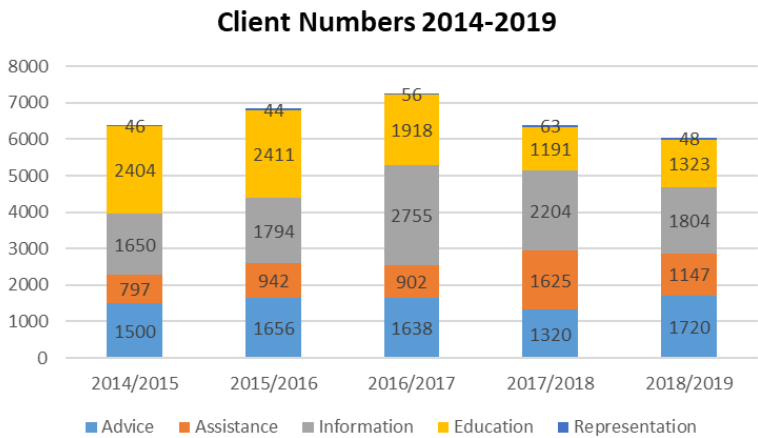
In terms of the level of demand for our service, nothing has changed. Our service covers the fourth largest region in New Zealand, with some of the most deprived areas and a high proportion of the region's population living in these pockets. The demand is high and we know that our service is only reaching the top of the iceberg but unfortunately, our service delivery levels are indicative of capacity (it is capped).

In the past 12 months, we continued with our eternal internal revision, finding creative ways to squeeze out every last bit of capacity. Frustratingly, we are often forced to cut back client appointments as well as face to face outreach service. As queries come through we have to make tough calls about who we can help with what, when the reality is that all are legitimately in desperate need of legal help.

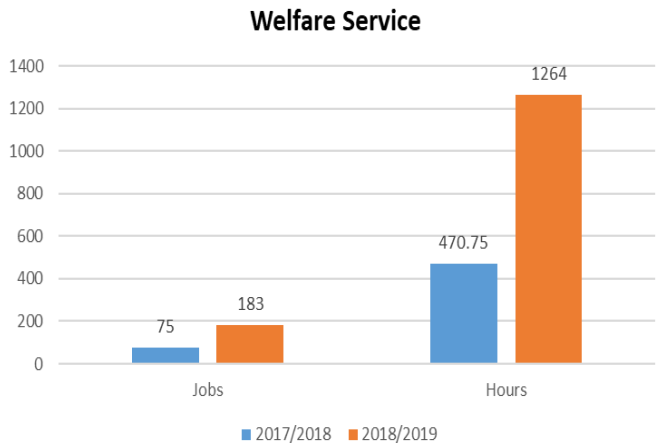
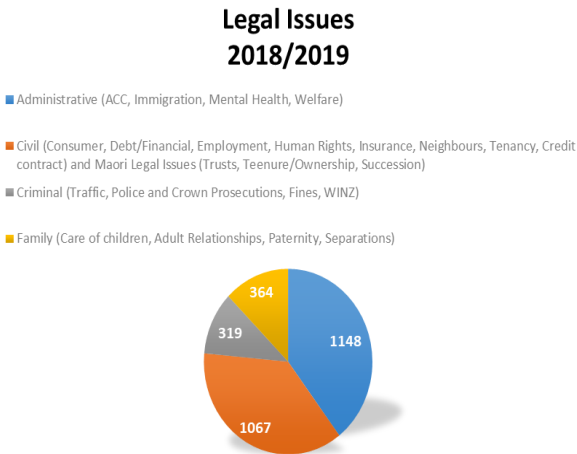
As mentioned in our previous annual report, not only is the need growing but also the nature is changing. Many individuals continue to present with with a web of complex legal problems and social aspects such as poverty, mental illness, and addiction.

We do our best to remain true to our vision of positive social and systemic change, undertaking a strategic approach of connecting individuals with the necessary support. Inevitably the holistic service approach is resource intensive as evident in the graph at the top of this page. It shows that whilst the number of individuals receiving the service remains relatively steady over five years, the hours involved has rapidly increased.

In terms of specific legal issues, it remains mostly similar to the previous years. Also the portion across the different service categories remaining relatively similar over the recent five years.



Our day-to-day work is intrinsically linked to the basic needs of income, housing, health, education, democracy and civil liberties. Queries related to employment, ACC, immigration (refugee family reunification & partnership matters), welfare, criminal and traffic, tenancy and family remain in high demand.



A few noteworthy changes are in relation to the legal areas of **welfare, elder abuse and alcohol harm reduction...**

We welcomed an advocate to our team late last year. His focus is on welfare and housing. We are so pleased to extend our service in this area. As shown in the graph, it has meant that we could assist almost double the number of individuals this year compared to the previous.

In the previous reporting year we completed a pilot in relation to elder abuse. MSD contracted our Centre for six months to provide legal advice to nationwide EARS (Elder Abuse Response Service) providers. We are pleased to report that we have entered into another 12 month contract for this service as well as providing some law related training for the providers. We thoroughly enjoy our involvement with this work and look forward to reporting the outcomes next year.

The third change relates to the work we have been doing with liquor licence objections. We are contracted through the Health Promotion agency to assist the community in this space, with the ultimate objective to reduce alcohol related harm in high deprivation areas. One of the aims of the *Sale and Supply of Alcohol Act 2012* was to improve community input into local alcohol decision-making however, many barriers exist. Our work under this contract focus on education, legal advice and assistance with process. We also represent individuals and communities as part of our general work under contract with the Ministry of Justice.

Legal Education

Legal education remains an important part of our service, with the aim of informing individuals and communities about their rights and obligations, legal process, and much more.

For the 12 months ending June 2019, a total of 83 sessions were delivered throughout the Waikato with 1353 attendees. This includes our Hamilton program, Welfare Law, Maori Land, education for rangatahi and customised requests.

Our grateful thanks go to all our presenters who gave of their time and expertise to support us with this mahi.

Hamilton Education Program

Topic	Presenter
ACC	Sarah Fraser (CLW)
Borrowing Money and Your rights	Angela Smith (CLW)
Care of Children	Ange Vanderwee (Tompkins Wake)
Code of Health and Disability	Charles Gower (Health & Disability Advocacy)
Criminal court Procedures	Truc Tran (Barrister & Solicitor)
Domestic Violence	Jo Naidoo (Norris Ward McKinnon)
Education Law	Manawa Pomare (Youth Law)
Employment Law & problems and processes	Juanita Bennett (CLW)
Immigration Law	Caitlin Harrison (CLW)
Iwi Panel	Denise Kingi (Te Kohao Health)
Oranga Tamariki	Tasi Malu (Oranga Tamariki)
Privacy Law	Justin Young (CLW)
Property Law	Dan Harrison (Gurnell Harrison)
Rangatahi Court	Stephen Leet (NZ Police)
Receiving a benefit and your rights	Ben Hoffman (CLW)
Responsible Lending Principles & repossession	Marie King (Insolvency & Trust Services)
Spending Money and Your Rights	Justin Young (CLW)
Tenancy	Sarah Fraser (CLW)
Treaty of Waitangi	Soraya Barker (Jefferies Law)
Wills & Powers of Attorney	Christina Howe (CLW)
Your rights and Mental Health	Mania Hope (Mental Health Inspector)



Attendees from one of our Hamilton programs.

Customised Education

These seminars are based on community need. Many of the sessions were delivered by professionals in their field and our own lawyers.

Topic	Presenter	Location
Consumer & Credit Contracts	Tanya Botha (CLW)	Raglan
Consumer & Credit contracts	Angela Smith (CLW)	Ngāruawāhia
Domestic Violence	Christina Howe (CLW)	Otorohanga
Environment Law	James Carter Law	Coromandel
Family Law	Christina Howe (CLW)	Thames
Family Violence/Human Rights	Christina Howe (CLW)	Diversity Counselling
Legal ages, Consent, Bullying and the Law	Manawa Pomare & Sarah Guy (YouthLaw)	Hamilton & Tokoroa
Legal Systems	Billie Dell (CLW)	Catholic Family Support
Legal Systems x 3	Billie Dell & Caitlin Harrison (CLW)	Red Cross
Legal Systems x 5	Billie Dell (CLW)	Salvation Army
Rights of Tamariki & whanau	Christina Howe (CLW)	Oranga Tamariki
Tenancy	Tanya Botha (CLW)	CAB/SCW Hamilton
Tenancy	Justin Young (CLW)	Huntly
Tenancy Law	Angela Smith (CLW)	Raglan
Wills & Powers of Attorney	Christina Howe (CLW)	Ngā Miro Health, Ngāruawāhia
Wills & Powers of Attorney	Christina Howe (CLW)	Ngāruawāhia
Wills & Powers of Attorney	Nick Feast (DTI Lawyers)	Raglan
Wills & Powers of Attorney	Christina Howe (CLW)	Putaruru
Wills & Powers of Attorney	Nick Feast (DTI Lawyers)	Tamahere Eventide

Welfare Law Education

As mentioned above, we recruited an Advocate late last year whose focus is on welfare and housing. Aside from providing much needed legal help, Ben has also been able to extend the delivery of education in this field.

Nine welfare seminars were delivered for organisations who support beneficiaries. A total of 164 people attended these seminars which were held in Hamilton, Te Aroha (times three), Te Kuiti, Tokoroa, Ngāruawāhia, Huntly, Thames and Otago. The training included types of benefits and entitlements, relationship status, common problems and reviews and appeals

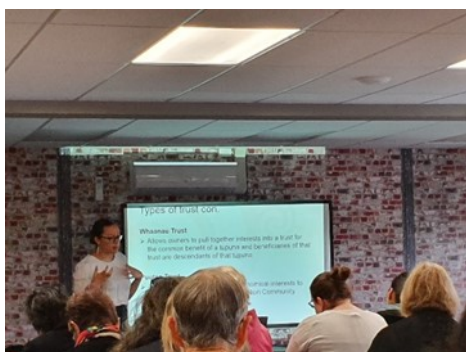


Māori Land Education

Another exciting edition to our legal education topics, is Māori Land.

We are so thankful for Jessica Hita and Ethan Jerome Leota from Waikato Tainui, who presented two Māori Land seminars at Waahi Whanui (Huntly) and Western Community Centre (Hamilton).

These sessions were attended by 63 people. The seminar covered estate planning (Wills and POA), succession, Trusts and dispute resolution. To view the webinar follow this link <https://www.facebook.com/WaikatoTainui1/videos/334380850620488/>



Rangatahi Education

Nelson Mandela said, “Education is the most powerful weapon which you can use to change the world”. With this sentiment in mind, we consider education for rangatahi to be vitally important. Providing legal education ‘empowers’ people to make better decisions that ultimately affect themselves, the communities and future generations. Knowledge enables people to change their lives for the better.

‘The Law and You’ seminar focuses on the legal rights and responsibilities of rangatahi. It includes truck shops, employment, tenancy, traffic offences, boy racers and legal ages. Each rangatahi receive a copy of ‘*The Law and You – A Guide for Youth and Adolescents*’.

Over the year workshops were held at Te Wānanga o Aotearoa (TWOA) in Waihi, Hamilton, Hauraki, Matamata and Waipa for rangatahi. We also delivered this same workshop to five different groups of year 12 and 13 students at Melville High School and at Waihi College.

In total 22 education sessions were delivered to 274 rangatahi.

‘*The Law and You – A Guide for Youth and Adolescents*’ is in the process of being updated with the latest law changes by Andrea McLachlan who has kindly volunteered to help us. Once complete it will be available on our website www.clwaikato.org.nz



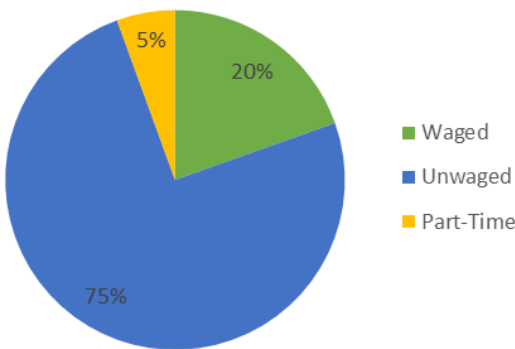
“Whāia te mātauranga hei
oranga mō koutou”

Who Benefits from our Service?

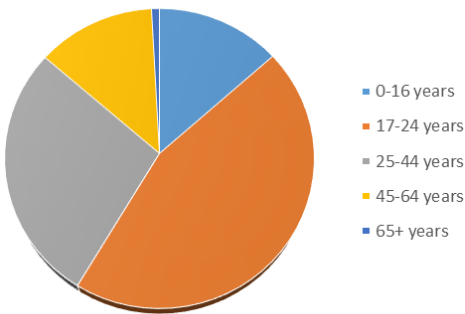
As explained above, sadly our resources are limited which means our reach is only to a portion of those who are most in need. This includes those who are unemployed, tangata whenua, rangatahi, migrants, kaumātua, rurally isolated people and people with disabilities.

Our statistics for the 12 months ending June 2019, show that 75% of the individuals who received our help were unemployed. This excludes information and law related education which are not income tested.

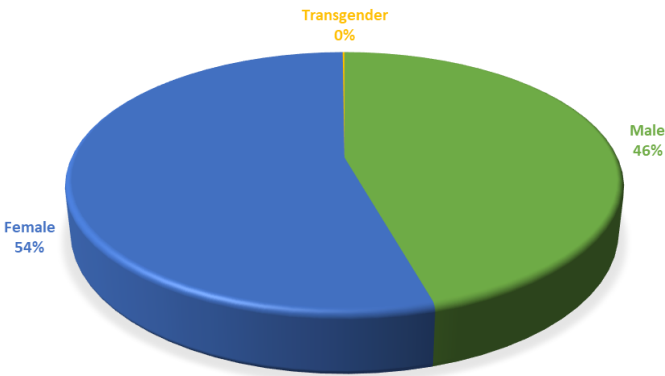
Employment Status
2018/2019



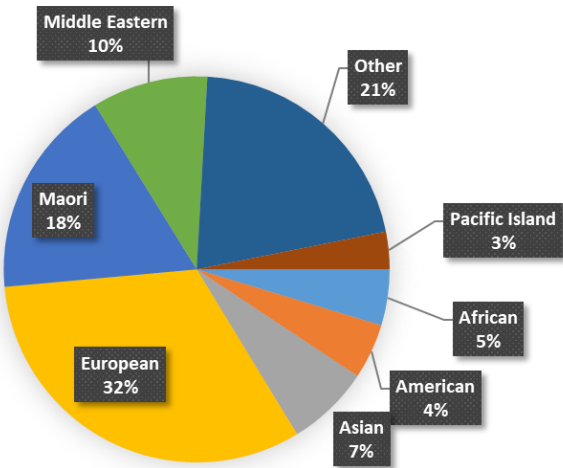
Age
2018/2019



GENDER
2017/2018



Ethnicity of Clients
2018/2019



What Difference Does It Make?

Access to justice is fundamental to the wellbeing of any society. Not only does having access to justice ensure people can participate fully in society, it also prevents the downward spiral that happens when things go wrong in people's lives.

There is much international evidence linking improved access to justice to what is now being recognised in Aotearoa/New Zealand as being improved wellbeing.

Across multiple contexts and chapters, the Law Council of Australia's *2018 Justice Project* research findings and case studies reinforce the personal, community, social and economic costs when people cannot access justice. Examples include a greater likelihood of incarceration, an inability to resolve mounting debts resulting in poverty and homelessness, as well as deteriorating mental and physical health.

All of our service delivery is captured in our "client management system". This means we are able to record and evaluate the number of individuals who used our services, the nature of their legal issue, and very importantly the outcomes.

For the year end June 2019, we returned a 100% resolution rate for our legal assistance and advocacy work. With regards to our advice service, we returned a 98% satisfaction rate (client feedback).

Much of our immediate results are tangible outcomes for example settling a legal dispute or reinstating a welfare entitlement. The flow on effect further down the track (the broader social impact and wellbeing) is something which is more difficult to capture however nonetheless a certain outcome for many.

Empowered and confident individuals with the capability to participate and contribute in communities	Individuals able to resolve their own problems, preventing escalation and reoccurrence
Driving positive social and legal change (systemic change)	Reducing the disparity, inequality and exclusion people face
Reduced crime rates	Reduced poverty
Individuals are protected from domestic violence	Resilient individuals and communities
Providing knowledge to give communities and whanau power to change their future and the lives of the next generation	

What our clients had to say...

"Words cannot express how grateful I am for your kind support during my difficult time. These two years of struggle took me so far that I became a more confident, patient and wise person. I appreciate the positive influence you have had on my life and you are the part of what I have become today. I will promise to help others like you did. Only that way I able truly Thank you!"

"I don't know what to say honestly I am so truly grateful to you for helping my Whanau and I get to this point. Thank you, thank you, thank you and may God bless you and your Family always and forever xxx".

"I really appreciate what you have done for me. I would like to thank all your staff who helped me. I have learnt so much. This experience has given me more faith in our laws. I know now where I can go to get help"

"I just wanted to email you because I wanted to thank you again for the help you gave me during that time of need and I really appreciate the help you gave me. Not just the legal side but the empathy and sympathy you showed. It really helped".

"Your help in this protracted struggle with a previously intransigent corporate entity, evidently accustomed to prevailing in extortionate abuse of its (ex) customers, was vital to me. Most appreciated aspects; Such expertise and knowledge available just by asking, Total commitment to my cause and uncompromising approach to other party, Instant evaporation of arrogance of other party when confronted with your commitment and professional competence. Heartfelt thanks"

*"Excellent, concise, succinct, brief and overall well communicated using handouts and powerpoint".
(Welfare law)*

*"I really enjoyed the advocate's style of leadership in running the workshop. It was brilliant, informative, and passionate and kept us all involved all the time. The advocate also handled questions so well".
(Welfare Law)*

*"What an eye opener! Hopefully we will be able to help our clients more. This workshop covered more than I expected and the reality of how the system is programmed. There were excellent references to the law and learning about Scoble/Taylor rule".
(Welfare Law)*

*"I am so happy with all the information that I have been given and it put my mind at peace too".
(Maori Land Huntly)*

*"Very informative and opened lots of ideas and thoughts, my favourite part was learning about trusts and succession and Te Whenua Māori, being able to participate and have questions answered".
(Maori Land)*

Service Development

As mentioned in sections of this report, we are forever re-evaluating and adapting our services in an uncertain and turbulent environment including funding shortages, the nature of demand / legal need, law changes, staff turnover, new projects and so forth.

Our main focus is (and as it has been for the last decade) to maintain and build capacity to provide professional and effective community legal services. It is certainly no simple feat and at times it feels like one step forward and two steps back. However as per the previous report, inch by inch we are getting there!

New Roles

In this reporting period we created a new Community Liaison role with a fresh approach on community engagement, networking, profile / marketing. It gave us the opportunity to update loads of “old stuff” and get better connected with our communities and stakeholders. For NGO’s this is often something which is pushed aside as you focus on just getting through the day to day battles on the front line.

Other additions and changes in our team structure include the advocate (as outlined above), an additional lawyer, the appointment of phone assistants (currently three), and some changes in relation to our administrative support functions. All with the aim of streamlining and creating efficiencies.

Website

After 18 months of hard work, we were proud to finally launch our website end of June. It feels great to join the 21st century in this space and we thank each and every person who contributed to this project. Please do visit our site at www.clwaikato.org.nz

IT Upgrade

We are thrilled to have also completed a major IT upgrade early 2019. This includes portable devices, double screens, and remote access facilities. This allows for many efficiencies such as allowing lawyers access to files at mediations and hearings, enabling flexibility around supervision and remote work, and providing caseworkers with proper ability to engage the paperless system.

Maori Service Development

With the new Community Liaison role, we are able to make progress in this space. Much of the work Billie has been doing is connecting and building relationships. It is a journey, with the next step to put in place a system that will enable us to better reach and help Maori with their legal needs. We are currently in the research and planning phase but envisage to have this in place by the end of June 2020.

On a National Level

Community Law Centres Aotearoa is still providing strong leadership and support for the community law movement. Sue Moroney and her team do amazing work building connections, seeking out funding opportunities, lobbying and ultimately strengthening the movement for our communities.

After a disappointing government budget outcome for the movement in May 2019, a new business case has been submitted for the 2020 budget round. The priorities for all community law centres are around setting up more Kaupapa Maori services, setting up national disability and youth services and addressing equitable wages for employees within the movement.

Team & Events

Team Building Day

Team building is an important part of our kaupapa. 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 October 2018 our team ventured on to Waiheke Island to have a go at lawn bowls. Then proceeded to Oneroa Beach where we had a picnic lunch and various team activities (which was fiercely competitive of course).



Caitlin Harrison

Caitlin is currently on maternity leave. Caitlin and Dan Harrison are due to welcome their daughter into the world in October 2019.

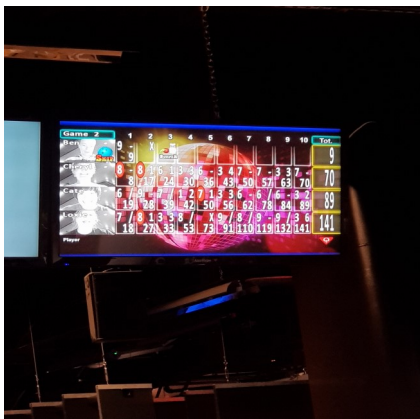
National Hui 2018

All the team at Community Law Waikato attended the national Hui for the movement held at Whakarewarewa marae in Rotorua. There was plenty of invigorating and inspirational messages and the team had the opportunity to network with other community law centres and share ideas. The Minister of Justice joined us at the dinner which was an opportunity for the movement to inform and connect.

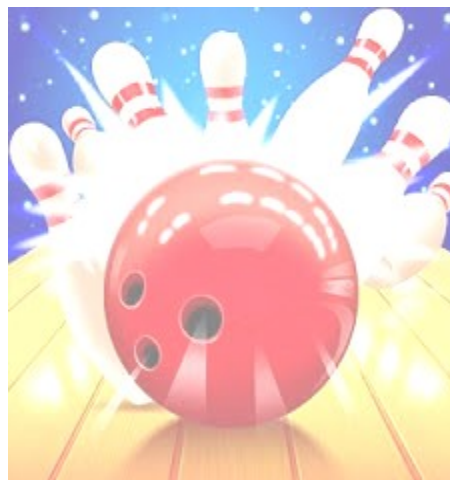




The CLW Team and our Volunteers go bowling



A great way to mix and mingle
with our team of staff and
volunteers. Kindly funded by
COGS.



Letter from Sue Lane

Thank You



To everyone who made my last meeting as Chair of the Trust Board such an amazing evening, including of course those who could not actually be present, I will be always grateful. The plaque and the beautiful koru twist pendant are treasures that will give me joy and pride forever. Right up there on the list of what I would rescue first if the house caught fire. Possibly immediately after my beloved dogs...

My time as a Trustee has been a truly rich experience – some tough times, but so much that is positive; and that positivity comes from the people who contribute to the work of the Law Centre. Staff, volunteers and trustees have all made extraordinary contributions, each in their own sphere and by use of their own individual talents and abilities. The ethos of the Centre has always been that we see our clients as people who come to us for law-related help, with the aim being that they leave feeling not only helped but with an enhanced feeling of control in their lives and confidence for their future. I too have had this experience – the opportunity to be involved in the work of the Centre has not only improved my understanding of the law, but also warmed my heart by experiencing that very human approach to resolving the issues faced by our clients.

In the future I will not be directly involved with the Centre but that by no means rules out maintaining a great interest, and watching your progress and development with a very keen eye and a happy heart. I am so grateful for the many years of shared achievement and success. Not to mention a wonderful dinner on Tuesday which I will never forget – not only because it showed me that even after all these years and life experience I can still be completely taken by surprise!



From the bottom of my heart, thank you; and the very, very best of good wishes to you all for your future and the continuation of the outstanding work of the Centre.

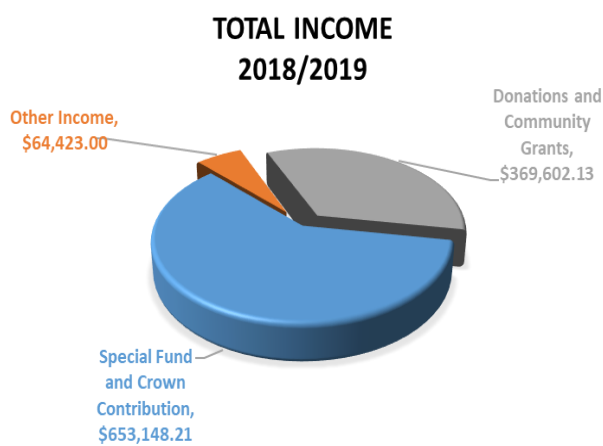
Sue

Financials

The perpetual problem of adequate and sustainable funding is, as for most organisations in the not-for-profit sector, our biggest challenge.

Community Law Centres (24) throughout Aotearoa receive funding from a range of sources. One source for all Centres is the *Lawyers and Conveyancers "Special Fund"* (interest generated from solicitors' and licenced conveyancers' trust accounts).

<https://www.lawsociety.org.nz/news-and-communications/latest-news/news/lawyers-and-conveyancers-provide-bulk-of-community-law-centre-funding>



Banks are legally entitled to retain 40% of the "special fund" and the rest is for the provision of community legal services. Since 2016 major banks have donated 20% of their share to Community Law Centres. This has been a HUGE contribution that has to a large degree enabled us to sustain our current level of services.

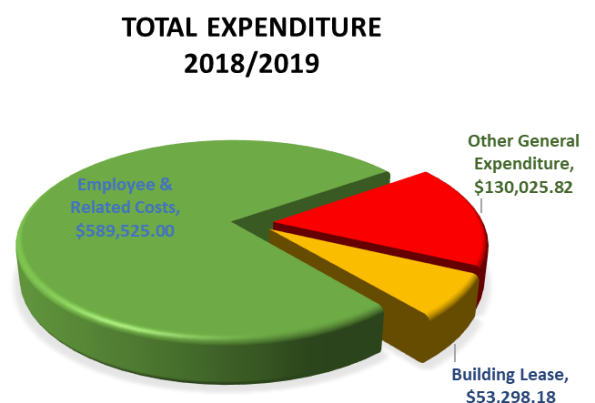
The Ministry of Justice administers the "special fund". A Crown contribution tops up the "special fund" by a small portion every year (1.2 million year ending June 2019) for it to reach a capped amount.

The "Special Fund" and Crown contribution makes up around 75% of our income. Other income is mainly service contract work and donations or grants. It's important to recognise and that much of our service output is also produced by the goodwill of individuals (our staff, our volunteers and other stakeholders).

Typically around 80% of our operational cost are wages and employee related costs. Staff retention and training is a significant challenge, as we cannot offer market rates. Some staff have been committed to the cause for over a decade, an example of the goodwill contribution.

Financial survival is a matter of careful prioritisation making sure every penny is well spent. The books for our financial year end (December 2018) shows a surplus however, our budget year runs from July to June. Any surplus at a financial year end is absorbed in the remaining budgeted operations or used to cover our exit policy and the following year's budget.

It has taken over 11 years of careful and responsible financial management to build up a six month reserve fund which we believe is prudent for any business whether profit or not-for-profit. Part of our sustainability investment policy, is to preserve a third of the donations from the banks with the intention to invest this in the future to support our core community legal service. To date, majority of this preserved portion is used for budget shortfalls and top up of the exit strategy.



We wish to acknowledge and thank our auditors:

Owen McLeod & Co
Chartered Accountants & Auditors
www.owenmcLeod.co.nz

A full copy of the CLW audited accounts (charity number CC36092) is available at <https://register.charities.govt.nz/CharitiesRegister/Search>

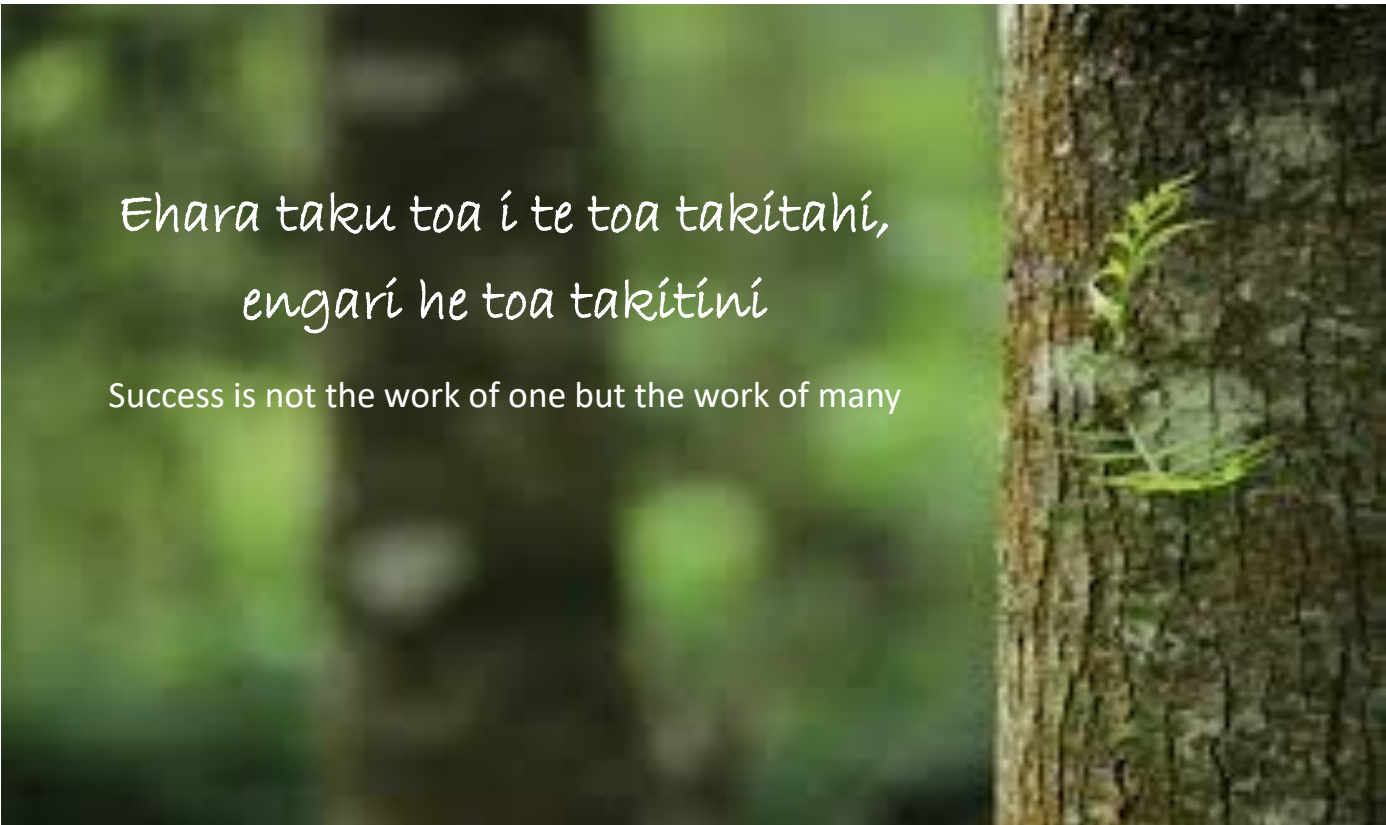
Acknowledgements

Outside our main hive of activity, we draw support from and collaborate with a range of other stakeholders including the organisations that host our outreach services, community funders, government agencies, fellow community law centres, community agencies / NGOs, service providers, and the general public.

We truly value and embrace the rich diversity we gain through our wide network.

The support we receive comes in many shapes and forms including time, grants and donations, discounts, donated equipment...it all contributes enormously to our mahi.

Kia ora rawa atu!



Ehara taku toa i te toa takitahi,
engari he toa takitini

Success is not the work of one but the work of many

About Community Law Waikato

What's our purpose?

Community Law Waikato (CLW) is a charitable trust that has been in operation since 1995.

Our vision is fair and just communities, with the core function to provide legal services free of charge to those who cannot otherwise access such services in the Waikato region. The legal services include information, advice and advocacy.

Due to limited resources, core services are aimed at benefiting people who are most vulnerable in our community, those who need it most. People are disadvantaged mainly due to language barriers, poor literacy, fear, poverty, race, gender, and disability.

In addition to our core legal service, we also deliver free law related education Waikato wide, and we participate in law reform both at a local level and in collaboration with other Community Law Centres at a national level (to give our people a voice and drive systemic change).

Why do we do it?

Access to justice is fundamental to the wellbeing of any society. Not only does having access to justice ensure people can participate fully in society, it also prevents the downward spiral that happens when things go wrong in people's lives.

Laws enacted in our Parliament can have no effect if people do not know about their rights or cannot afford to exercise them.

Our day-to-day work is directly related to housing, income (poverty), health, education, crime, democracy and civil liberties.

The Organisation for Economic Co-operation and Development ('OECD') has recognised the social and economic costs and impacts of limited access to justice (Foundation, 2016). It recognises the "intrinsic links between access to justice, poverty reduction and inclusive growth" (Foundation, 2016).

How do we do it?

Our service covers the fourth largest region in New Zealand, with some of the most deprived areas and a high proportion of the region's population living in these pockets.

On average, up to 8,000 individuals benefit from our service every year and around 70% of those who receive our services are unemployed. We triage up to 60 phone calls per day. Our reception team provide information, referrals, and schedule appointments. We cover around 200 legal appointments per month.

Our law related education covers a wide variety of topics delivered in Waikato. It includes our special youth programme currently offered to schools, alternative education providers and other youth groups.

Our main hub is in Kirikiriroa and our lawyers service 11 legal outreach clinics fortnightly in Ngāruawāhia, Huntly, Tokoroa, Putaruru, Te Kuiti, Otorohanga, Thames, Paeroa, Te Aroha, The University of Waikato, and the Settlement Centre Waikato.

Our Board of Trustees who volunteer their expertise, governs the Centre. We currently employ two managers, six full time lawyers, a full time Housing and Welfare Advocate, a Community Liaison, an Administrator and a team of four receptionists. We also have over 100 volunteers who sacrifice their own precious time and energy to help fulfil our vision and kaupapa. Our volunteers include law students from The University of Waikato and local practitioners. We could not do it without their generous support.

Governance and Staff

As at July 2019

TE POARI | BOARD

Susan Thompson—Chair
David McEwen— Co-Chair & Treasurer
Brian Dobbs—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
Caitlin Harrison—Solicitor
Tanya Botha—Solicitor
Ange Vanderwee—Solicitor
Harriet Youn—Solicitor
Ben Hoffman— Advocate
Billie Dell— Community Liaison
Karen Lockwood—Administrative Assistant
Janna Robertson—Receptionist
Samantha Smith—Receptionist
Cate Dwyer —Evening Co-ordinator
Michael Kilkelly—Phone Assistant



We acknowledge the contribution of members who resigned in the 2018/19 year; Yaso Dilrukshi, Lorenzo Villena, Corinne Wilson, Krystle Porima, Thilini Karunaratne, and Hannah Worsley.

Legal Outreach Clinics

OVERDALE COMMUNITY CENTRE - PUTARURU

Fortnightly Monday 10am—10:40am

Ph. 07 8838771

TOKOROA BUDGET ADVISORY SERVICE

Fortnightly Monday 11am—2pm

Ph. 07 8864361

OTOROHANGA CITIZENS ADVICE

Fortnightly Tuesday 2pm—3:30pm

Ph. 07 8737568

NGĀTI MANIAPOTO MARAE PACT TRUST - TE KUITI

Fortnightly Tuesday 1pm—3pm

Ph. 0800 529482

TE AROHA CITIZENS ADVICE BUREAU

Fortnightly Tuesday 10am—12pm

Ph. 07 8848037

HUNTLY CLINIC

Fortnightly Tuesday 1pm—2pm

Ph. 0800 529482

SETTLEMENT CENTRE WAIKATO (Immigration only)

Fortnightly Wednesday 9am—4pm

Ph. 07 8532192

THAMES COMMUNITY LINK

Fortnightly Wednesday 11am—1:30pm

Ph. 0800 529482

PAEROA COMMUNITY SUPPORT TRUST

Fortnightly Wednesday 10:30am—11:30am

Ph. 0800 529482

THE UNIVERSITY OF WAIKATO (WSU)

Fortnightly Thursday 12pm—1:30pm

Ph. 07 8379450

NGĀRUAWĀHIA COMMUNITY HOUSE

Fortnightly Thursday 9:30am—1pm

Ph. 07 8248340

RAGLAN COMMUNITY HOUSE

Ph. 0800 529482 As required



Community Law Waikato

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PO Box 1319, Hamilton

Phone: (07) 839 0770 Freephone: 0800 529 482 Fax: (07) 839 5158

Email: reception@clwaikato.org.nz

Office Hours

Monday to Thursday 9am - 7pm and Friday 9am - 4pm

www.clwaikato.org.nz



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