

Community Law **Waikato**

TE TARI TURE-Ā-HAPORI O WAIKATO

Part of the National Community Law Movement



Annual Report

2016 / 2017

Community Law Waikato

"I honestly can't thank you enough for everything you've done for me, your assistance and continuous reassurance made me feel very secure to trust you. Your help and persistence in this matter made it possible for changes to transpire in regard to income related issues. I thank you so much for that."

"As they are free lawyers which help people who are on benefits, like myself due to a car accident and we could not afford a lawyer. They have done a fantastic job and I was very pleased with that so thanks a lot :)"

"I would like to thank everyone concerned for the help you have given me in a very stressful time for us, you really helped ease the burden."

"I thank the solicitor for being very good to me and the help I received was great as I do find a lot of legal problems frightening."

"Thank you Community Law For helping so well and making me understand what is going on in the matters that I have provided and I really recommend the Community Law to everyone in Aotearoa. Thank you."

"I can say that I was more than happy with the advice that was given to me. The grievances with the landlord was fully addressed. Thank you to the lawyers for their patience and advice. I left with confidence."

"Thank you so much for all you have done for me. I really appreciate your help in this frustrating situation. What a relief hearing that everything is clear now."

"I am very satisfied with the service I got, especially when I was at my wits end and didn't know where to turn for help."

"The caseworker has been so very helpful and put my mind at rest. I now have a better understanding of my rights."

Client feedback 2016/2017

Community Law Waikato

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Fax: (07) 839 5158

Freephone: 0800 529 482

(0800 LAW HUB)

Email: reception@clwaikato.org.nz

Office Hours

Monday to Thursday 9am - 5pm

Friday 9am - 4pm

Evening Clinics

Monday to Thursday from 5pm



Table of Contents

COMMUNITY LAW WAIKATO TRUST.....	2
CHAIR'S REPORT	4
MANAGING SOLICITOR'S REPORT	5
COMMUNITY DEVELOPMENT COORDINATOR'S REPORT	6
OUTREACH CLINICS	7
STATISTICS AND TRENDS	9
FINANCIAL REPORTS	10
FUNDERS	14
THE LAW AND YOU PUBLICATION.....	15
EVENTS	17
VOLUNTEERS.....	22
GOVERNANCE & STAFF.....	25
AREAS OF LAW	27
OUR MISSION	28



Chair's Report

Another year – and another struggle to continue providing the valuable and essential services that support our community and our legal system.

I am very tempted to write this year just a single sentence report – “see last year’s message, nothing has changed”. It is so disappointing to have to acknowledge yet again that our staff and volunteers have worked tirelessly to bring justice and recognition to those who would otherwise suffer significant hardship and injustice. For another year, our pleas (and my anger) have been ignored. Right now we are in the process of seeing a new Government installed - one which campaigned on the need for change - so maybe there is some grounds for hope, but hope is a luxury we have learned to live without.

Again this year I want to record the gratitude of the Board to our staff and all the volunteers who provide the legal service of which we are justifiably proud. Elsewhere in this report are the statistics which show what form that service has taken, and to whom it has been delivered. Suffice to say here that the legal services, education and ‘last resort’ support provided by Community Law Waikato, in communities throughout the area, is of very high quality in both professional and personal terms. People come to us often, after seeking help from a long list of other options, in despair and frustration. We believe they leave us with a feeling that they have been listened to, given support and a way through whatever difficulty they are experiencing, but most of all with hope and trust in their fellow humans. This is our reward and the feedback we receive, some of which is printed in this report, bears testimony to that. We treasure this feedback because there is little other recognition of our efforts. As a Board we struggle to live with the low salaries we have no choice but to pay to hardworking, dedicated staff. The major proportion of our budget goes to salaries, with just enough ‘left’ to maintain the operation. Even so, we are well aware of how inadequate this is.

This year has seen two new Trustees join the Board. David Allen replaces the late Peter Gorringer as our practising lawyer Trustee. We are enjoying David’s lively and intelligent input and his hands-on experience with the local and national legal scene. Patience Te Ao from Tainui has already made a great contribution and is invaluable in maintaining close and effective links with our tangata whenua. We welcome both these Trustees and are very happy to see how well they fit into the group, making excellent contributions to the collaborative and friendly processes of our meetings.

This year we did get a boost to our budget via the national Law Centre body (CLCA), who negotiated an additional amount to share among all Law Centres. This money comes from three more of the major banks who have agreed to donate a proportion of the interest accrued on trust accounts. This is making a huge difference for us – well, “huge” in that it is the first improvement we have seen in a long time, and goes some way toward meeting the deficit built up over the 10 years that the Government grant has remained unadjusted. We will be using this extra amount with great care to ensure it enhances our ability to provide appropriate, quality service to those we work to support.

To conclude; again I reiterate wholehearted gratitude to all who work with and for the Centre, and especially for their unfailing enthusiasm and positivity. To the staff and volunteers who provide the legal services and education that underpin our existence and support the legal system of New Zealand and the Trustees who take such care to ensure our meagre budget is used as wisely and effectively as possible. The celebration I dreamed of in my report last year most certainly has not yet been warranted. Dare I hope again?

Managing Solicitor's Report

I am pleased to report the survival of yet another challenging year. As I mentioned previously, the motivating force for our operation lies in the facilitation of access to justice and ultimately the contribution to positive social change. The results of the efforts and dedication of the Centre's governance and staff, volunteers, and other agencies are evident throughout this report. The team and all those involved has done a tremendous job.

It is with sincere gratitude that I thank the outstanding efforts by everyone. Again, I make a special mention of our Trustees and staff who grapple on a daily basis with the overwhelming and genuine pleas for help by individuals in the community. Our team has worked through various challenges, some taking more of a toll than others, and I am incredibly proud of the way in which we have stuck together and supported each other.

The search for a sustainable funding solution remains on the forefront both at a local and national level. At a local level we continue to receive some community grants however with more NGOs desperate for funding it is becoming more difficult to obtain. On a national level, the funding injection from the banks have provided a significant degree of financial relief. We are able to use a portion of this funding to sustain our current operational structure (covering the financial loss) and put the rest towards the cost of expansion. We are still in the process of exploring revenue streams to support the core service.

A number of staff changes presented the usual challenges of time, cost, and training all whilst at the same time maintaining service levels. With an additional lawyer now on board and the return of our Assistant Managing Solicitor from maternity leave, we are again armed with a full force going forward.

The Ministry of Justice commenced a review of community legal services early this year and the process will be ongoing for the next 18 months to two years. It entails past client and general public surveys, profile building for all community law centres, a funding distribution review, and other aspects of modernisations of community legal services. Despite adding an additional layer of work, the ultimate aim is to create a stronger business case for sustainable funding within the justice budget. In the short term this should also help centres evaluate their operations and plan for the future.

Overall, despite the past year being full of challenges, it has been a rewarding experience. I thoroughly enjoyed working alongside an amazing and inspirational team.



Community Development Coordinator Report

FEEDBACK

"Hi, I have been very remiss in not writing sooner to thank you and your two ladies for coming to talk to my Consumer Citizen students. Thank you all so much. The students really enjoy a "different" face - and especially the lovely young ladies of this year. Apart from everything else that the students learnt, you have given them a "role model" of the business world - all good "stuff". Thank you too for the books. Your gift of books from last year we are currently using as enquiry for our year 10 students. Each group is currently researching and putting together a poster of an aspect of the law - based primarily on your books - so thank you again." (Cambridge High School)

"Thank you for sending your solicitor to us for the seminar. She presented really well and had a lot of excellent information for the students in a 'down to their level' way. Her use of everyday language that we could all understand was appreciated, plus her power point. The resource ('The Law and You' booklet) you produce is excellent too. Definitely look forward to seeing you again next year or 2018." (Thames High School)

My role as a Community Development Co-ordinator involves liaising and networking within the community. This is an important aspect for our Centre to promote awareness in the larger community, promote Community Law Waikato's services and regularly attend community network meetings and public meetings.

LEGAL EDUCATION

This year we delivered a total of **124 education sessions** - 100 in-house or customised seminars and 24 Law and You Seminars at High Schools in the Hamilton and Waikato area. Thank you to the **1918 attendees** who contributed towards its success.

CUSTOMISING SEMINARS

Community Law solicitors deliver 1-3 customised seminars per month to organisations such as: **Citizens Advice Bureau's, Local Community Houses, Wintec Hamilton, Grey Power and the Settlement Centre Waikato** to name a few.

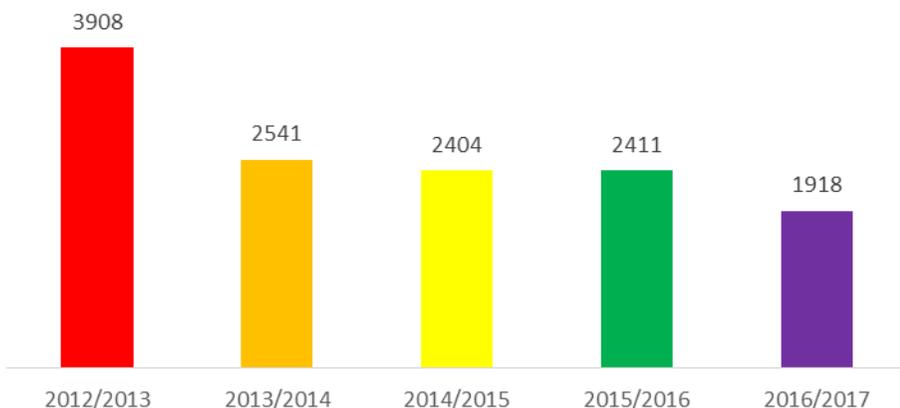
We have worked with **Turangawaewae Marae** this year delivering education sessions on Wills & Power of Attorney to the **Kaumtua Continuing Education Group**, we also ran the same sessions with **Maniapoto Marae Pac Trust**.

We also delivered:

- Three seminars per month during July- December 2016 to offenders completing community work with the **Department of Corrections**
- Bi-monthly seminars to assist new refugees settling in Hamilton at the **Red Cross**
- A series of reunification workshops for new migrants/refugees at the **Settlement Centre Waikato**
- A series of seminars on Wills & POA, Tenancy, Employment and Consumer Law in association with the **Ngaruawahia Community House**
- A **10 week evening course** at Community Law Waikato for participants who could only attend night time classes

We also developed and delivered in Hamilton an intensive two day Employment Workshop in association with **Community Waikato**.

Legal Education Client Numbers
2011 – 2017



LAW IN SCHOOLS

Community Law Waikato delivered "The Law and You—A Guide for Youth and Adolescents" booklet and seminars to **12 different High Schools** in the Waikato.

1118 high school students attended 'Law in Schools' seminars in 2016/2017

Outreach Clinics Continued



“Thanks for running the Community Law Education seminars at the Ngaruawahia Community House. I have spoken with some of people who have attended the session so far and all have spoken highly of the content quality and have all learnt something from them. One comment I have heard was the reassurance of the knowledge and practice that have been undertaken were the correct and legal processes. I personally have benefited from the seminars I have attended. I feel it is an advantage to have the seminars run at the Ngaruawahia Community House rather than people having to travel and find parking in Hamilton. I look forward to working with you to run future seminars in Ngaruawahia.” (Vanessa Rice—Ngaruawahia Community House)

Ngaruawahia Clinic

In May 2016 we were approached by the Ngaruawahia Community House to provide free legal services in the region. The outreach clinic is serviced by our solicitors and held at Ngaruawahia Community House fortnightly.

In the July 2016 to June 2017 funding year we assisted **76** members of the Ngaruawahia and Huntly communities with their legal needs. The areas of law we provided assistance with were: family law, care of children, traffic, debt, tenancy, employment and more.

CLW has been generously supported by SkyCity Hamilton Community Trust with a grant of \$15,000 to provide this essential service. Through this funding we were also able to provide legal education to **110** year 12 and 13 students at Ngaruawahia High School and to **44** members of the Ngaruawahia community on Consumer Law, Employment and Tenancy law and Wills and Powers of Attorney. (Photo below: Justin Young (CLW solicitor) with some of the legal education attendees).



Immigration Clinic

CLW was approached in March 2016 by the Settlement Centre Waikato (SCW) (formerly the Migrant Resource Centre Hamilton) to provide free legal services at their centre. SCW is often the first place a migrant or refugee will go to ask for help on a range of issues and there is a huge, growing need for legal services amongst migrants. Immigration issues are often very complex and require specialist advice and assistance, particularly for refugees as they don't have the financial resources to pay for the services of a lawyer or immigration consultation. 'Decypher' provides free translation services for each person who seeks legal services through CLW at the SCW.

In the July 2016 to June 2017 funding year we assisted **115** individuals with their immigration legal needs at SCW .

This service was generously supported by DV Bryant Trust who granted \$2,000 to assist with providing legal services to migrants in Hamilton. We continue to seek other funding streams to assist us with providing these services and enable us to offer migrants translated legal education on a range of Immigration Law topics, particularly Reunification.



Statistics and Trends

LEGAL SERVICE	CLIENT NUMBERS
Advice	1638
Assistance	902
Representation	56
Education	1918
Information	2755
TOTAL	7269

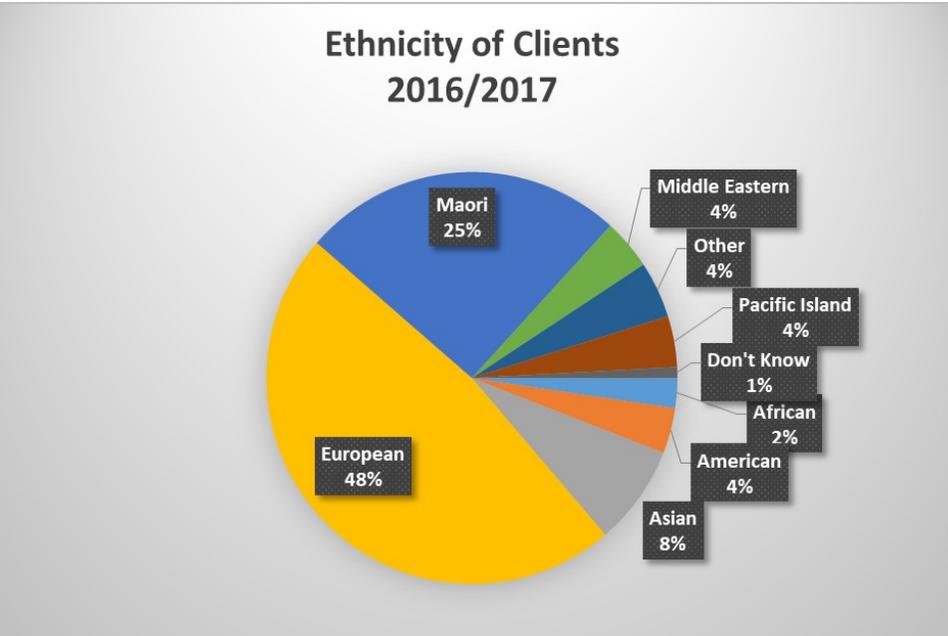


63% of all people assisted were unemployed



98% of all cases were successfully resolved

51% of all people assisted were female



25% of all people assisted were Maori



INDEPENDENT AUDITOR'S REPORT

To the Trustees of Community Law Waikato Trust

Report on the Performance Report

Opinion

We have audited the performance report of the Community Law Waikato Trust, which comprises the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 31 December 2016, the statement of financial position as at 31 December 2016, and the statement of accounting policies and other explanatory information.

Opinion on the entity information, statement of service performance and financial information other than the statement of financial position

In our opinion, the performance report presents fairly, in all material respects, the entity information, statement of service performance and financial position of Community Law Waikato Trust as at 31 December 2016, and cash flows for the year then ended in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued by the New Zealand Accounting Standards Board.

Qualified Opinion on the statement of financial performance

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion section of our report:

- a) the reported expenses and revenue items; LSA Operating Grant, Donated Assets, Professional Fees, Interest Received, Professional Fees, Rent Received, are presented fairly, in all material respects.
- b) the performance report presents fairly, in all material respects, the financial performance of Community Law Waikato Trust for the year ended 31 December 2016 in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit).

Basis for Qualified Opinion

As reported in the statement of financial performance on page 15, the entity has received grant revenue and cash revenue as reported under the donations and sundry headings. These revenue items cannot be fully verified as being complete due to the limited control over these revenue items before they are recorded and therefore remain at risk of being materially misstated. For these reasons we cannot conclude that the statement of financial performance for Community Law Waikato Trust as a whole is presented fairly in all material respects.

We conducted our audit of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Performance Report* section of our report. We are independent of Community Law Waikato Trust in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have

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Principal: Richard Owen BMS CA Manager: Scott McDonald CA

Financial Reports Continued

fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

We have assisted in compilation of the Performance Report. Other than this, in our capacity as auditor we have no relationship with, or interests in, the Community Law Waikato Trust.

Other Information

The Trustees are responsible for the other information. The other information comprises the information included in the entity's annual report, but does not include the performance report and auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the performance report, our responsibility is to read the other information, and in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. Of, based on the work we have performed, if we conclude that there is a material misstatement of this other information, we are required to report the fact. We have nothing to report in this regard.

Responsibilities of the Trustees for the Performance Report

The Trustees are responsible for:

- (a) Identifying outcomes and outputs, and quantifying the outputs to the extent practicable, that are relevant, reliable, comparable and understandable, to report in the statement of service performance;
- (b) the preparation and fair presentation of the performance report on behalf of the entity which comprises:
 - the entity information;
 - the statement of service performance; and
 - the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report

in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued by the New Zealand Accounting Standards Board, and

- (c) such internal control as the Trustees determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

In preparing the performance report, the Trustees are responsible on behalf of Community Law Waikato Trust for assessing the Trust's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate Community Law Waikato Trust or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Performance Report

Our objectives are to obtain reasonable assurance about whether the performance report is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised) will always detect a material misstatement when it exists.

Financial Reports Continued

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this performance report.

As part of an audit in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the performance report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the use of the going concern basis of accounting by the trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the performance report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Trust to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the performance report, including the disclosures, and whether the performance report represents the underlying transactions and events in a manner that achieves fair presentation.
- Perform procedures to obtain evidence about and evaluate whether the reported outcomes and outputs, and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable.

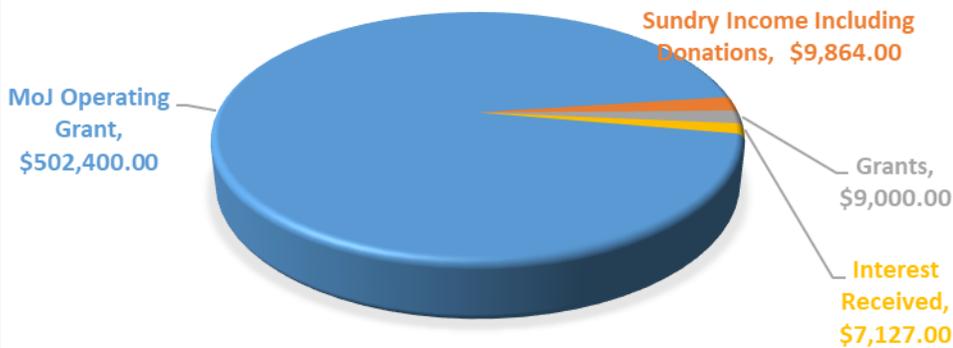
We communicate with the trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



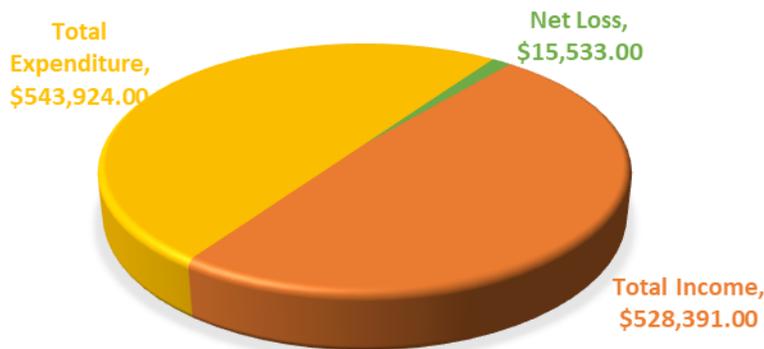
R K Owen
Owen McLeod & Co
16 March 2017
Hamilton

Financial Reports Continued

TOTAL INCOME 2016/2017



PROFIT AND LOSS REPORT 2016/2017



TOTAL EXPENDITURE 2016/2017



COST RATIO ANALYSIS

Community Law Centres provide a cost-effective service with an impressive cost/benefit ratio. With every \$1 funded by the government we delivered \$5.42 of service delivery value!

(As At December 2014)

BANK DONATIONS

Community Law Centres throughout New Zealand have received a significant funding boost through the generosity of BNZ, TSB, ASB, ANZ and Westpac banks. These banks have reduced the amount of trust account interest they hold and have instead passed it on to Community Law Centres for the next three years. This has increased Community Law Waikato's capacity to provide legal services to the vulnerable in our community.

The demand for free legal services continues to increase whilst at the same time the level of funding from the Ministry of Justice has remained the same for the past ten (10) years.

The Ministry of Justice provides 95% of our funding.

We were generously supported by The Lotteries Commission and SkyCity Hamilton Community Trust who provided grants of \$30,000 and \$15,000 respectively.

CLW actively continue to search for other funding streams to support our services.

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>

Funders

We wish to acknowledge the **generosity** of the following funders who have assisted us financially in the 2016/2017 year. Their contributions assisted Community Law Waikato with providing free legal services including advice, assistance, representation, information and education in the Hamilton and Waikato communities. **Thank You!**

INTERNAL AFFAIRS

Te Tari Taiwhenua



DIA Lotteries granted \$30,000.00 to go towards the costs providing legal services including education to vulnerable and disadvantaged individuals in our community, with particular focus on providing legal services to people receiving a benefit.



HAMILTON COMMUNITY TRUST

SkyCity Hamilton Community Trust provided \$15,000.00 to go towards the costs of delivering free legal services including education in the Ngaruawahia and Huntly communities which assisted CLW in providing these services to over 200 individuals.



Len Reynolds Trust, through Community Waikato, approved \$500.00 to go towards the costs of presenting 'The Law and You—A Guide for Youth and Adolescents' booklet to year 12 and 13 high students in the Waikato.



WEL Energy Trust generously provided \$5,000.00 to assist with increasing Community Law Waikato's capacity to deliver legal services to the vulnerable and disadvantaged members of the community in Hamilton, Ngaruawahia and Huntly.



D.V. BRYANT TRUST

Enhancing Human Welfare in the Waikato

D.V. Bryant Trust approved \$2,000.00 to assist with supporting our main priorities which are: employing an additional solicitor who can focus on welfare matters, expanding our service for migrants and refugees at the Settlement Centre Waikato and extending legal education to members of the community and high schools throughout the Waikato.



TRUST WAIKATO
TE PUNA O WAIKATO

The Lion Foundation granted \$1,500.00 and Trust Waikato granted \$3000.00 to assist with the costs of purchasing a new phone system for our Centre in Hamilton. This system allows members of our community to contact the team at Community Law Waikato for legal information, advice, assistance and representation. Because of this new system we are able to respond to calls in an efficient and timely manner.

Community Post



Community Post provided 500 postage paid envelopes to be used for posting legal information on a range of legal areas to members of the community living in the Waikato.



The Ministry of Justice contracts Community Law Waikato to provide legal services in the Hamilton and Waikato area. These legal services include: advice, assistance, representation, information and education to individuals and communities of these areas.



THE LAW AND YOU

Community Law **Waikato**

TE TARI TURE-Ā-HAPORI O WAIKATO

Part of the National Community Law Movement



A GUIDE FOR YOUTH & ADOLESCENTS

'The Law & You' Publication - 3rd Edition

'THE LAW & YOU - A GUIDE FOR YOUTH AND ADOLESCENTS' BOOKLET

Community Law Waikato has developed this guide specifically for young people, setting out information on their legal rights and responsibilities in many areas including legal ages; consumer law; starting a new job; tenancy; credit and debt; licencing; vehicles and driving; police; criminal matters; cyberspace; paternity; parenting and guardianship; financial support and benefits. The objective is to empower and aid youth with the transition into adult life.

The 'Law & You' booklet is offered as part of the youth legal 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.

The booklet has been hugely popular not only with youth and their families, but also with high school teachers, community groups and community organisations.

The presentations can be delivered on a class by class basis or to a large group (senior assembly). If you are interested in having Community Law Waikato come to your learning environment, give us a call on **0800 529 482** and ask to speak to the Community Development Coordinator to make your booking.

LAW & YOU HISTORY from 2012 to 2016



'The Law and You' booklet was printed with assistance from The New Zealand Law Foundation.



Caitlin Tucker (Solicitor) delivering 'The Law and You' seminar and booklets to year 12 and 13 students at Sacred Heart College in Hamilton.

Events

10 Years of Excellence

Toni Trim (Community Development Coordinator) and Juanita Bennett (Managing Solicitor) celebrated 10 years of loyal and dedicated service to Community Law Waikato. We appreciate their years of service to our community. Turn to page 21 to see a photo of our loyal duo.



Legal Education

We teamed up with Community Waikato to deliver employment law workshops in Hamilton, Thames and Tokoroa. These workshops gave an overview of the Employment Relations Act, key principles of an employment relationship, and more.



Upskill in Employment Law



Certificate of Appreciation

On the 31st of March 2017 Community Law Waikato were awarded a 'Certificate of Appreciation' from the AFAR NZ Friendship Society in recognition of the helpfulness and support given to the AFAR NZ Friendship Society and other refugee communities.

Pictured below is Angela Smith—Assistant Managing Solicitor with Sue Moroney—Labour MP for Hamilton.



Our staff are our greatest assets. They are the people that breathe the life into our projects and they are often the face of our service. Our staff can determine the success or failure of our organisations. As Managers and Coordinators of community organisations we have a dual responsibility to protect our staff and to protect our organisation. So what do we do when the relationship between manager and staff member become strained, or even worse, completely breaks down?

While it is essential for managers to support their staff and protect their wellbeing in the workplace, this must be balanced with the role of protecting the organisation. Each group has a vision and a mission, and most of us rely on donations and grants to deliver on this mission. If an employee is not performing or their behaviour brings disrepute upon the organisation, we put at risk not only our reputation, but the financial contributions that we have been charged with using for community impact.

Balancing the needs of our staff and the needs of our organisation is the responsibility of the Manager and the Board. But navigating employment law can be a daunting prospect for even the most seasoned manager. It is crucial to understand what constitutes performance

management and what behaviour oversteps the parameters of performance management. This can make staff feel under-appreciated or potentially bullied and is counter-productive to achieving a positive outcome for staff and for the organisation.

Employment law is based on process. It is essential to get those processes right, in order to protect your staff and protect your organisation. But where can you go to get the information you need to get this right? There are some great resources online at Employment New Zealand (<https://employment.govt.nz/>) where you can access information on minimum rights, leave entitlements and starting and ending the employment relationship.

Added to this, Community Waikato and Community Law have been discussing how we can best inform our sector about a wide range of employment law topics. We are running workshops for those who want to learn more about employment law. For the details, check out our training calendar at the end of this Kumara Vine. Protecting our organisations in an essential role of the Manager and the Board but this must be balanced with safeguarding the wellbeing of our staff. When we get this right, everybody wins.

Events Continued

Legal Education Seminar—Course A

In February 2017 Community Law Waikato held a 10 week Legal Education series on the following topics: Tenancy Law, Consumer Law, Youth Justice, Disputes Tribunal, Debt, Civil court Procedure, Criminal Court Procedure, Restorative Justice, Mental Health Law and Consumer Credit Contracts. Certificates were awarded to each attendee who completed the course. All Legal Education queries can be directed to Toni Trim—Community Development Coordinator.



Work Experience

In May we were fortunate to have three year 12 students from Melville High School spend five days gaining an insight into what it takes to be a lawyer at Community Law Waikato. They attended court, observed interviews, observed lawyers giving advice and did a lot of legal research. Pictured below are the students with our team at Community Law Waikato.



Events Continued

Community Law Waikato Celebrate 21 Years of Providing Free Legal Services in the Waikato

On the 31 October 2016 Community Law Waikato held an event to celebrate 21 years of providing free legal services in the Waikato. We were privileged to have Jocelyn Fish and Coroner Gordon Matenga, who were original Establishment Committee members, along with Judge Glen Marshall (a former board member) address us at this celebration.



Previous and Current Community Law Waikato Board members

Standing L to R: Brian Dobbs, David Allan, Terry Scott, Judge Glen Marshall, Susan Thompson, Cheryl Green, Coroner Gordon Matenga, David McEwen, Juanita Bennett

Seated L to R: Sue Lane, Jocelyn Fish, Romilie Gorringe (representing Peter Gorringe—late Board member)



David McEwen, (CLW Board Member)
Beverley Taylor & Jocelyn Fish



Rita Moir, Jenny Hall & Jess Brown (CAB Te Awamutu)



Coroner Gordon Matenga (Former Board Member), Soraya Barker & Catherine Starr (Former CLW Team Members)



Jeanette Holborrow, Margaret Price (CAB Hamilton) & Tai Taiki (Tokoroa Budget Advisory Service)

Events Continued

Community Law Waikato Celebration Continued



Charlie Gower (Health & Disability)Terry Scott (CLW Board Member) Annetta Preece (Former CLW Team member)

Denis Powley (Former CLW Team Member) & Terry Scott (Current CLW Board Member)



James Carter (Volunteer Solicitor), Kirsty Griffin (Dept. of Corrections—Te Awamutu/Te Kuiti), & Sue Moroney (Labour MP)

Sarah Fraser (CLW Caseworker), Tanya Botha (CLW Team Member) & Glenda Norris-Palmer (Former CLW Team Member)



Justin Young (CLW Team Member), Ali Assi (AFAR), Laurence McLean and Toni Trim (CLW Team Members)

Roger Salisbury & David Covic from Skypoint (CLW IT Provider) with David McEwen (CLW Board Member)



Philip Yeung (Hamilton City Council Councillor—East Ward) & Susan Thompson (CLW Board Member)

Roger Fitzgerald (SkyCity Hamilton Community Trust), Lindsay Cumberbatch (DV Bryant Trust) & Toni Trim (CLW Team Member)

Katie Robb (NZ Law Society), Professor Margaret Wilson (CLW Mentor) & Coroner Michael Robb

Events Continued

Community Law Waikato Team Building Day



Caving (During) Back L to R: Ashan, Sam, Juanita, Visitor, Front L to R: Krysty, Visitor, Tanya, Toni, Billie, Krystle, Laurence, Justin



Caving Team Community Law Waikato L to R: Your guess is as good as mine!



Waitomo Caves Adventure L to R: Tanya, Justin, Ashan, Krystle, Toni, Kirsty, Billie, Sam, Juanita, Laurence (kneeling)



Volleyball Team 1 L to R: Sam, Kirsty, Tanya, Krystle and Juanita



Volleyball Team 2 (Winners) L to R: Justin, Laurence, Billie and Ashan Absent from photo: Toni (referee)



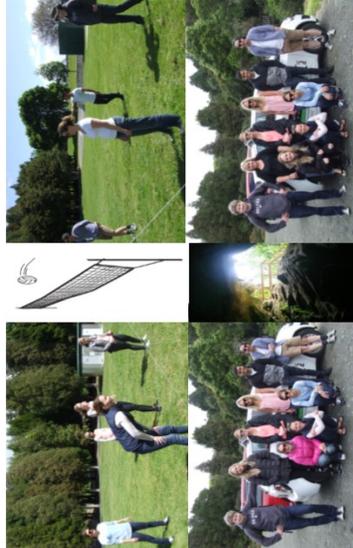
Caving Team Community Law Waikato Before our descent into Ruakuri Cave



Mangapohue Natural Bridge



L to R: Toni and Juanita (10 year service award recipients)



Sam Smith Receptionist



Justin Young Solicitor



Kirsty Tison Solicitor



Ashan Clark Caseworker Coordinator



Toni Irim Community Development Coordinator



Laurence McLean Solicitor



Krystle Spring Receptionist



Billie Bell Admin Support



Juanita Bennett Managing Solicitor

Volunteers

A massive **thank you** to all our volunteers solicitors who offer their time and expertise to give legal advice at our evening clinics. Community Law Waikato relies on their valuable contribution to provide more opportunities for members of the Hamilton Community to access free legal advice.

Solicitors

Currently **26** solicitors offer their time and experience to give free legal advice in the evening clinics held at our Centre. They volunteer their time after working a full day at their own practice/workplace. Their contribution equates to over **250** volunteer solicitor hours per year assisting **451** members of our community! The areas of law our volunteer solicitors provided advice on were: Employment, Limited Licences, Property, Trusts, Wills & Estates, Family, Criminal, Civil Litigation, Powers of Attorney, Commercial, ACC, Local Government, Dog Control, Neighbours, Immigration, Adoption, Mental Health and more.

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

Maori Proverb

Na to rourou na taku rourou—ka ora ai te iwi

With your food basket and my food basket the people will thrive



Volunteers Continued

We would also like to offer a massive **thank you** to our many law students who volunteer their time as caseworkers at Community Law Waikato. The role of a caseworker involves interviewing clients and relaying the advice given by a solicitor back to the client. Their contribution enables Community Law Waikato to provide free legal services to more clients every day.

Caseworkers

Community Law Waikato has over **40** caseworkers. Our caseworkers are law students from The University of Waikato who, collectively, give over **1100** hours of their time each year. Their assistance has enabled Community Law Waikato to provide legal services to over **1000** members of our community.

Name		
Abdulakeem Iyanda (Akeem)	Ana Tupou	Aref Shams
Ashleigh Millingtn	Avneet Kaur	Benjamin Wong
Cheryl Drought	Chong Ling Tang (Tony)	Christopher O'Brien
Dayna Dustan	Divya Sharma	Emily Richards
Emma Thomson-Learmonth	Fleur Oback	Gaia Church
Handri van Vuuren	Hayden Bell	Huriwai Paki
Jadin Hooper	Jamie Blackburn	Jan Withy
Janine McPake	Jo Wadmore	Joseph Roberts
Joshua Vuataki	Kimberley Efondo	Lisa Sherman
Melanie Whitfield	Monique Williamson	Mutsa Murare
Myles Rollason	Naomi Lee	Nicole Morrall
Rajbir Singh	Rebecca Brown	Ronan de Guzma
Sana Mohammed	Simone Robertson	Sophie Aubrey
Stephen Drysdale	Thilini Karunaratne	Timothy Fahey
Zara Jamieson		



Legal Assistants

Community Law Waikato also have a team of dedicated third and fourth year law students and graduates from The University of Waikato engaged as volunteer Legal Assistants. The role of a Legal Assistant involves researching law for legal cases, researching legal topics for Legal Education Seminars and providing assistance to the Community Law Waikato solicitors.

Pictured with the Community Law Waikato team is Mutua Muare (Legal Assistant) who recently gave birth to her first-born child, a son!

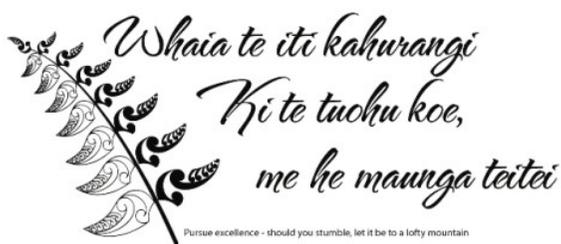
Volunteers Continued

A huge **thank you** to all our Legal Education presenters who delivered Legal Education in our community on a range of legal topics, including: Employment, Immigration, Insurance, Tenancy, and Property Law, ACC, Care of Children, CYF's, Domestic Violence, Wills and Power of Attorney, Debt and Insolvency, Animal Control and many more.

Legal Education Presenters

All of our in-house courses are presented by both CLW solicitors and Specialists with experience in the given topic. Toni Trim, our Community Development Coordinator, on behalf of Community Law Waikato, would like to acknowledge the support and contribution of the following guest speakers and their respective organisations:

Name	Business	Legal Topic
Daniel Shore	McCaw Lewis Chapman	Civil Court Procedures
Rachael Mitchell	Ministry of Business, Innovation & Employment	Employment & Mediation
Pam Maha	SV Court Advisor	Victim's Rights
Ann Fankurst	The Restorative Justice Trust	Restorative Justice
Scott Miller	NZ Police	Youth Aid / Youth Law
Sarah Best	MSD- Manager Fraud Intervention Services	Benefit Fraud Investigations
Charles Gower	Referee	Disputes Tribunal
Wendy Batter & Marie King	Insolvency Services	Debt
Keiran McCarthy	ACC	ACC
Johan Niemand	Barrister & Solicitor	Separation & Relationship Property
Amanda Tucker	Hamilton City Council	Animal Control
Alex Shadbolt	Davidson Twaddle Isaac	Separation & Relationship Property Family & Domestic Violence
Josephine Naidoo	Norris Ward McKinnon	Care of Children
Soraya Barker	Jefferies Law	Treaty of Waitangi
Tasi Malu	Regional Manager Oranga Tamariki Litigation	Oranga Tamariki
Wendy Ball & Glen Barnett	Mental Health Inspector	Mental Health Law
Professor Margaret Wilson	University of Waikato	Human Rights
Dan Harrison	Gurnell Harrison Law	Property Law/ Estate Admin-Trusts
Charles Gower	Health & Disability	Health & Disability Code of Health & Disability



An ancient Maori proverb that articulates the importance of knowledge says:
Te manu i kai ana i te miro, mona te ngahere,
Te manu i kai ana i te maatauranga, mona to ao.
Translation
The bird that eats the fruit of the Miro tree, his is the forest,
Whereas, the bird that eats the knowledge, the world is his.

Governance & Staff

Sue Lane - **CHAIR - B.Sc (Chemistry), M.A. (History) JP**

Sue has been a Trustee for 17 years and is currently Chair.



Dave McEwen - **TREASURER AND CO-CHAIR**

Dave joined the Board in 1999 and serves as the Board Treasurer and Deputy Chairperson. Dave brings a wealth of experience from his background in the RNZAF and as an accountant in the private sector.



Theresa (Terry) Scott - **TRUSTEE**

Terry has been a Trustee on the Board since November 1999 and resigned in December 2016. We appreciate all her time and experience and wish her all the best in her retirement.



Brian Dobbs - **TRUSTEE**

Brian has been a Trustee for 13 years. He has corporate and leadership experience in a number of industries and specialises in governance, finance, audit and risk analysis. He is Chairman of a number of Boards which govern sizable Companies and Trusts, some of which are charitable.



Cheryl Green - **TRUSTEE - LLB**

Cheryl Green graduated from the University of Waikato in 1993 with a LLB and is currently the Director of Clinical Legal Education and Competitions at the University of Waikato.



Dr. Susan Thompson - **TRUSTEE - MA (History), BTheol (Theology), PhD (Theology)**

Susan became a Trustee in 2013. She is a Methodist minister working as Superintendent of the Waikato-Waiariki Methodist District Synod. Susan has been a member of the Waikato Interfaith Council since 2015.



David Allan - **TRUSTEE - LLB**

David is a barrister, admitted to the bar in 1995. His legal areas of interest include criminal, mental health, intellectual disability, and parole. David has a particular interest in improving the interview method of lawyers across the whole criminal justice system.



Patience Te Ao - **TRUSTEE**

Patience Te Ao recently came on board as the Tainui representative Trustee in December 2016. Patience is Chair and Board member of many community organisations. Patience graduated from the Institute of Directors, residential directorship training programme.



Governance & Staff Continued

Juanita Bennett - **MANAGING SOLICITOR - LLB/BMS**

Juanita has recently celebrated 10 years service at CLW. She started as a Barrister & Solicitor and became Managing solicitor in June 2010.

Angela Smith - **ASSISTANT MANAGING SOLICITOR - LLB**

Angela joined CLW in July 2008 as a Barrister & Solicitor. She completed her Law Degree at The University of Waikato.

Toni Trim - **COMMUNITY DEVELOPMENT COORDINATOR**

Toni has also recently celebrated 10 years service at CLW. She started as the office receptionist before taking in the role of Community Development Coordinator in February 2008.

Justin Young - **BARRISTER & SOLICITOR - LLB (Hons)**

After completing a Post-graduate Diploma in Dispute Resolution at The University of Waikato in 2011 Justin began working as a Barrister & Solicitor here at CLW.

Samantha Smith - **RECEPTIONIST - BHumServ/DipBusStuds**

Sam is employed as part of our receptionist team whose day is filled with answering phone calls, providing information and many many other administration tasks.

Caitlin Tucker - **BARRISTER & SOLICITOR - LLB (Hons)/BSocSC**

Caitlin started at CLW as a volunteer caseworker/legal assistance and joined our team as a Barrister & Solicitor in January 2017.

Krystle Porima - **RECEPTIONIST**

Krystle is also employed as part of our receptionist team. Her role includes telephone answering, assisting people who come into our centre and many many other administration tasks.

Michelle Bird - **BARRISTER & SOLICITOR - LLB (Hons)/BSocSC/GradDipT**

Michelle began working at CLW as a solicitor in May 2017. Her previous experience includes working at Annsu Limited and Beattie Rickman Legal.

Billie Dell - **ADMINISTRATIVE ASSISTANT - BTch**

Billie has been employed at CLW since February 2015 to assist with the administrative tasks during management maternity leave.

Sarah Fraser - **BARRISTER & SOLICITOR - LLB**

Sarah began working at CLW in July 2017. She graduated from the University of Waikato in 2016.

Ashan Clark - **CASEWORKER COORDINATOR/EVENING RECEPTIONIST**

Ashan is a fourth year law student from the University of Waikato and works with our volunteer caseworkers and provides evening reception duties.

We wish to express our appreciation to our valued solicitors Tanya Botha, Kirsty Tyson and Laurence McLean who have moved on to other employment opportunities.



Areas of Law we assist with

(Please note: this is not an exhaustive list of what we do).

ACC	E.g. Entitlements, lump sum payments, sensitive claims, impairment assessments, cover disputes, mediations and review hearings.
Consumer	E.g. Faulty goods (including motor vehicle disputes), contract disputes, repossessions, Fair Trading Act breaches/complaints and Disputes Tribunal claims.
Minor Criminal & Traffic	E.g. Drunk Driving, Careless Driving, Dangerous Driving, Driving Whilst Disqualified, breaches of limited licences (“work licences”), Refusal to Give Blood, Boy racer charges, Possession of Drugs, Disorderly Behaviour and Theft, We deal with sentencing, defended hearing and special applications, for example: hardship applications for vehicles etc.
Debt issues	E.g. Creditor claims, credit contracts, interest rates, insolvency options like ‘No Asset Procedures’ (NAP) and Bankruptcy, and debt disputes .
Disputes Tribunal	E.g. Assistance with application and response to applications if required.
Employment	E.g. Pay issues, minimum entitlements, disputes, harassment & discrimination, personal grievances and mediation.
Human Rights	E.g. Harassment and discrimination issues, Human Rights Review Tribunal, Restraining Orders, Trespass Notices and Health & Disability Complaints.
Immigration	E.g. Refugee entry, “over stayers”, visa applications, deportation, migrant exploitation, Immigration Protection Tribunal, appeals and special circumstance applications.
Insurance	E.g. Claim disputes and insurance ombudsman complaints.
Neighbour Disputes/ Fencing	E.g. Fencing notices & disputes, tree removal orders, nuisance & damage claims, noise control and disputes.
Tenancy	E.g. Flatmate disputes, rent disputes, tenancy agreements, early termination, breaches, evictions, working orders for repairs and Tenancy Tribunal hearings.
WINZ	E.g. Entitlements, paternity declarations, investigations, disputes including Review Hearings and Social Security Appeals. Also including situations where WINZ reduces benefit for failing to name father of a child.
Other	E.g. Fines, Land Transport matters, Affidavits, Passport queries, Council matters and much more. We can also give INITIAL ADVICE ONLY on Care of Children, Paternity, Separation, Adoption, Guardianship, Child Support and Wills and Power of Attorney.



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:

Humanity

Equality

Respecting and accommodating individual and cultural diversity

Integrity

Quality and Professionalism

Innovation

Collaboration

Supportive and cohesive team environment

Community Law Waikato is a registered charitable trust providing free legal services including information, advice, assistance, representation and legal education (Eligibility criteria apply)

Our main hub is based in Hamilton and we also operate outreach clinics in Huntly, Ngaruawahia, Putaruru, Tokoroa, Raglan, Te Aroha, Thames, Te Kuiti, Otorohanga, Settlement Centre Waikato and The University of Waikato (Student Services)

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