



COURT NETWORK

annual report
2021/22

Court Network



Acknowledgment to Country

Court Network proudly acknowledges the traditional owners and custodians of country throughout Australia and their continuing connections to land, sea and community. We pay our respects to them and their cultures, and to Elders of past, present and future generations.

WHO WE ARE

Court Network is a front-line community organisation dedicated to supporting all court users to access justice fairly and equitably. For more than 40 years, Court Network has strived to equip people to better understand and navigate the court system, and to be treated with dignity and respect throughout the process.

As a free and confidential service, Court Network's highly trained volunteers, known as Networkers, provide support, information and referral services on an impartial and non-judgemental basis to all persons including applicants, respondents, victims, witnesses, defendants, and their families and friends.

In addition to in-court support, Networkers assist court users via Telephone Support and Online Hearing Support. The integration of existing and new services models has ensured court users get the help they need before, during and after their court hearings.



OUR MISSION

To provide the community with volunteers who stand beside, empower and instil confidence in all court users.

OUR VISION

To be a nationally recognised organisation, providing the community with volunteers to support all court users and enhance access to justice.

OUR VALUES



INCLUSION & EMPOWERMENT
We respect, support and value diversity of experience and diversity of thought.



CURIOSITY & COURAGE
We have courage to inquire and are prepared to take on new challenges. We are committed to continuous learning, innovation & growth.



EXCELLENCE
We strive to be our best and meet the highest standards.



COLLABORATION
We work collaboratively to achieve shared goals and greater impact.



EMPATHY & COMPASSION
We support each other and people we serve with kindness, empathy and compassion and without judgment.



INTEGRITY
We act ethically, honestly, with fairness and impartiality

PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

Dear colleagues, friends and supporters,

It is our great pleasure to present to you Court Network's 2021/2022 Annual Report.

We are proud to report that 2021/22 has been a year in which, once again, Court Network has demonstrated its resilience and willingness to tackle the challenges of an ever-changing environment with determination and ingenuity.

Court Network is a unique organisation, being the only court-based service offering non-legal support and information to people, regardless of their reason for being in court. We believe in social justice principles that promote the right of every person to be offered that support, and to be treated with dignity and respect. We want people to feel safe, and to be properly informed about any process in which they are required to participate.

Queensland services

In Queensland, it has been a particularly difficult year for Court Network staff and volunteers. Due to the lack of funding, we had to close two of our core programs – in-court support in the Cairns, Townsville and Brisbane CBD courts and the Victim Support Unit.

The closure of those services in Queensland courts will have a significant impact on court users who will now have to manage the complexities and anxieties of being involved in court processes without any support.

We would like to express our most sincere thanks and appreciation to our staff and volunteers who were impacted by the closure of our programs and are no longer able to support Court Network's mission. Even through such a turbulent time, they continued assisting court users with the same professionalism, passion and dedication and we will be forever grateful for their contributions to Court Network. They will be greatly missed.

Whilst those two core programs have been closed, we are very pleased to be able to report that our funding agreement for Court Reception Services for Specialist Domestic and Family Violence (DFV) Courts at Southport, Beenleigh, Brisbane and Ipswich has been extended until June 2024.

Victorian programs

A key feature of the 2021/22 financial year in Victoria involved the management of the unpredictable, ever-changing COVID-19 environment. The

pandemic's impact on the health and wellbeing of our volunteers and staff, on our work and efforts to re-establish in-court support and upon the operations of the courts themselves was significant, and at many times overwhelming.

Against this backdrop, however, Court Network has continued to increase its reach and impact on court users. Our volunteers and staff have stepped up to deal with the situation once again and have turned big challenges into big opportunities to grow and expand our services.

Our integrated service model means that court users can now access support across the entire timeframe in which their court matters are being resolved - accessing our Telephone Support Service on multiple occasions before and after court hearings, using Online Hearing Support during virtual hearings and receiving face-to-face support when attending court.

We recognised the need for strong operational systems to support new service delivery models and spent a large part of the year working with external specialists to develop a custom designed CRM (Customer Relationship Management) system. We also invested in new

IT equipment and now volunteers in each court have computers and easier access to our online platforms.

Assuring the capability of a highly skilled volunteer workforce to deliver on our mission is critical. Last year was also marked by a significant renewal of the workforce. Our Recruitment, Learning and Development team had an extremely busy year, with more than 110 new trainees completing our pre-service training.

Court Network's efforts to innovate, to continuously build the capacity of our workforce, and to strengthen our organisational capabilities have been recognised through the mid-cycle accreditation review in which our organisation received highly positive and complimentary feedback.

We would first like to thank our volunteers. They put their lives on hold and give their valuable time to be there for others and to help those most in need. They support people in many ways – they build their confidence and lessen their anxiety and fears, give them information, simplify what is complicated and empower them at each step in the process.

We also wish to acknowledge the ongoing support of our founder, Carmel Benjamin AO,



who continually inspires us and generously provides advice and guidance. Barbara Rozenes OAM also continues to play a valuable role as our Court Network Ambassador, and we thank her for her relentless work and advocacy.

Our thanks also go to our partners and valued stakeholders – our funders, heads of jurisdictions and members of the judiciary, court staff, our broader community partners and the organisations who support us and with whom we work closely. Court Network's ability to support court users is dependent upon the meaningful and trusted relationships it has with you.

And finally, to our Board and staff – thank you for your hard work, dedication and valuable contributions to Court Network.

We look forward in the coming year to continuing to strengthen our services and to work with our staff, networks and partner organisations to improve the experience of thousands of court users.

**The Honourable Kathy Williams
President**

**Maya Avdibegovic
Executive Director**



PRIORITY 1 - SERVICE

Ensuring everyone gets help they need, when they need it most.

DEVELOPING OUR INTEGRATED SERVICE MODEL

After operating a single service model for 40 years, in less than 12 months Court Network moved rapidly to innovate and establish two new service models in response to increased demand caused by the COVID-19 pandemic.

In addition to in-person support, help is now available in Victoria via Telephone Support and Online Hearing Support. This has ensured court users get the help they need, when they need it most.

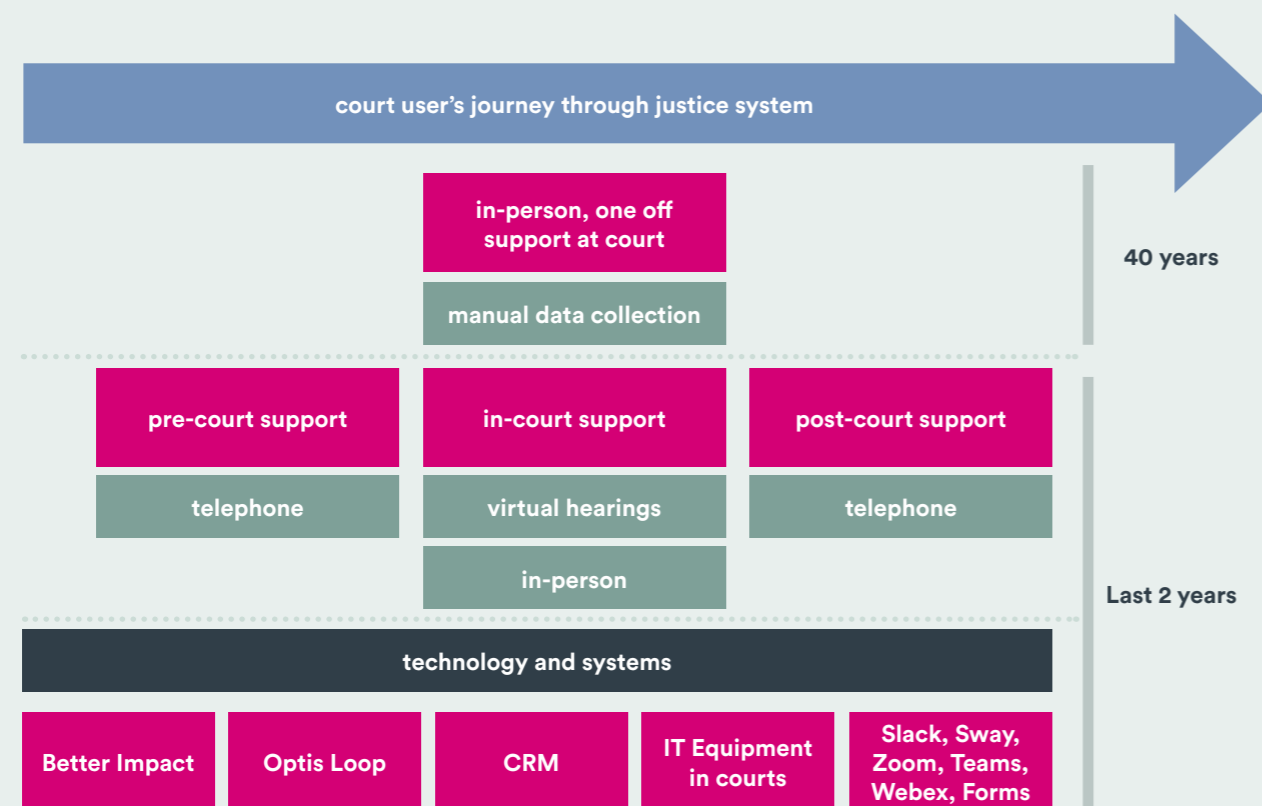
In developing new service models, Court Network was able to

genuinely respond to court users' needs, significantly improving their access to justice. By seamlessly adopting agile approaches, Court Network has maintained its high service delivery standards as a trusted, dynamic and contemporary organisation.



Thank you for ringing me, I feel so relieved from a lot of stress and I cannot express my gratitude enough. I have not been able to talk to anyone about my situation, so thank you for listening to me.

Dandenong Magistrates' Court User



Through the establishment of the Telephone Support Service and Online Hearing Support, Court Network has been able to:

- establish a truly state-wide service, reaching new court users regardless of barriers caused by location and accessibility
- provide continuity of care and service to court users by offering pre-court, in-court, and post-court support.

The return to in-court activities has enabled the next steps of our integrated service model to be implemented. Court Network can now link pre-court, in-court and post-court support together for court users who require varying levels of support to attend to their

court matters via in-court and online hearing processes.

We know that pre-court support is vital for helping court users prepare for court. Knowing that our telephone networkers can book a referral on their day of court also reduces anxiety and increases confidence.

Networkers in-court can now manage demand for services by linking some court users present to the telephone service whilst they are waiting for their court matter to be heard.

Giving court users the option to ring our telephone service if they have any questions about what they need to do after their court matter is heard, is also a further improvement of service outcomes.

The original Court Network Service Charter was developed in 2017 to capture key universal elements of the Court Network service model and to ensure consistency in practice. In 2022 we revised the Service Charter to incorporate new service models.

This Service Charter sets out the level of service that the community can expect from Court Network. It provides information about the role and responsibilities of Court Networkers in delivering support, information and referrals, and in empowering and increasing the confidence of court users attending court. The Service Charter outlines how key elements of Court Network's delivery model contributes to the provision of high-quality services.



SERVICES IN VICTORIA

Online Hearing Support

This financial year Court Network worked in partnership with the Victorian Civil and Administrative Tribunal (VCAT) and Victorian Victims and Witness Assistance Service (VWAS) to support online hearing processes for victims, witnesses and those who attend VCAT tribunal matters.

Our work with VCAT typically focusses on tenancy matters and supporting those with disabilities and complex needs. Court Network supports people throughout the VCAT process and works collaboratively with VCAT staff to link individuals to both legal and non-legal support in preparation for hearings.

Enhanced Family Violence Support Program

An updated Family Violence Practice Guide was officially launched on 15 September 2021

by the Hon Kathy Williams, Court Network President at an online event attended by over 80 Networkers and staff.

The guide identifies how we support court users who are impacted by family violence within the boundaries of our practice model. It also identifies Court Network's role under the Multi Agency Risk and Assessment Measurement (MARAM) framework in accordance with Court Network's Tier 4 legislated responsibility as a mainstream organisation working with those affected by family violence.

Collaboration with The Neighbourhood Justice Centre - Form Clinic

The Neighbourhood Justice Centre (NJC) engaged Court Network to assist with supporting court users to fill out their Family Violence Intervention Order online applications. The court identified

that some court users were denied achieving the protections they needed because they were not able to accurately fill out forms due to low literacy, disability or other complex issues.

Court Network worked closely with NJC to develop a new Form's Clinic, where court users could book a Networker to help them. The development of this clinic required the identification of key risks related to ensuring the court user could own their own words and the boundaries of the volunteer role. The partnership approach meant that the court itself could ensure the practice model achieved the empowerment and safety outcomes identified for court users booking into the clinic. Our Recruitment, Learning and Development Manager supported this work and identified the training requirements for this service, including Family Violence Intervention Order application support to the LGBTIQ+ community.

Material Aid Project

Court Network partnered with Magistrates' Court Victoria to pilot the provision of limited material aid for court users on their day of court. Three pilot courts (Broadmeadows, Mildura and Frankston Magistrates' Courts) provided funds for this aid via their Court Funds. The scope of this aid was identified as being public transport cards, phone vouchers and/or food. A key feature of this pilot is the participation of local cafes who provide meals via a voucher system. An evaluation will be completed in February 2023.

Werribee Project

Court Network was successful in receiving 12-month project funding from the Department of Families, Fairness and Housing (DFFH) to develop a Court Networker in-court service in Werribee Magistrate's Court initially and, in the future, in the new Wyndham Justice Precinct.

The work included participating in workshops to identify court user experience and design elements of the new building and working with the Registrar of Sunshine and Werribee Courts to develop this service. In identifying court user need, Court Network engaged with over 30 agencies who assisted in the development of referral pathways.

CASE STUDY

Aleshia contacted Court Network's Telephone Service as she was required to present to Sunshine Court as a respondent in an IVO cross-application. Aleshia identified that she had a full IVO in place against her husband, in which police are the applicants.

Her husband has applied for an order against Aleshia, and she needed to present to court. Aleshia requested in-court support as she was extremely nervous to attend and wanted Court Network to confirm an interpreter would be present to support her on the day also. A Networker liaised with Sunshine Court and confirmed they had a Hindi interpreter present for the hearing to support Aleshia.

The Networker also liaised with court staff and was able to confirm that Aleshia had filled out all forms and she would be supported by a Legal Aid Duty Lawyer on the day.

Court Network liaised with the staff at court on the day and set up a plan that if Aleshia feels intimidated or has any concerns to inform the Family Violence registry desk and the Protective Service Officers, so they can support her if she feels unsafe. Aleshia identified that she was linked in with family violence services – Orange Door and InTouch – but was nervous and scared to attend court.

On the day of the hearing Aleshia met one of our Networkers at Sunshine's Registry desks and the Networker directed Aleshia to a safe waiting area. The Networker provided emotional support and sat in the hearing as requested by Aleshia. The hearing was cancelled due to the other party not presenting and the Networker sat with Aleshia and the interpreter after the hearing to explain the outcome and supported her to stay linked in with family violence support services.

5202

COURT USERS SUPPORTED
IN-COURT (MAY & JUNE 2022)

2211

TELEPHONE SUPPORT
CONTACTS

92

COURT USERS SUPPORTED AT
ONLINE HEARINGS DIRECTIONS.



SERVICES IN QUEENSLAND

2021/22 was a difficult year for Court Network staff and volunteers in Queensland. While we are pleased that our funding agreement for Court Reception Services for Specialist Domestic and Family Violence (DFV) Courts at Southport, Beenleigh, Brisbane and Ipswich has been extended until June 2024, we finished the year with the closure of two key programs.

Court Reception Services for Specialist DFV Courts

With a new service agreement in place, Court Network commenced the review of processes for each site and implemented service improvements and changes to achieve greater efficiency. The Queensland team worked closely with our National Recruitment, Learning and Development Manager to design new group training for this program.

Other priorities and actions identified to strengthen the Court Reception Services delivery included:

- quarterly recruitment of new volunteers to ensure a minimum of 50 volunteers are available for this program at any stage
- targeted promotional activities to attract a diverse volunteer workforce

- development of an information sheet for court users
- development of specific promotional materials and resources for stakeholders, including brochures and banners
- full implementation of My Impact application for all volunteers.

In-court support, information and referral services

Despite a demonstrated need for the support and the fact that prior to the COVID-19 pandemic in the 2018/19 financial year, Court Networkers supported 76,907 court users in Queensland courts, our funding submission to the Queensland Government for reduced funding for continuation of our in-court support program in Brisbane CBD courts, Townsville and Cairns was unsuccessful.

As a result, in-court support services in the Brisbane CBD courts (Brisbane Magistrates' Court, Brisbane Arrest Court, Supreme and District Court, and QCAT) and in North Queensland (Cairns and Townsville) ceased operating as of 30 June 2022.

We are aware that along with the withdrawal of the Salvation Army Chaplaincy Services in courts, this

creates significant gaps for court users who find the justice processes too complex to understand and engage with.

For court users who are vulnerable, gaps in services pose additional concerns of fairness and equity in our justice system. Court Network holds a unique place within the justice system as the only service solely concerned with the needs and welfare of people who are required to attend court.

We hope, that in recognition of the uniqueness of our service and needs of court users, the Queensland Government will be able to support Court Network in restoring in-court support, information and referral services.

Victim Support Unit

The Victim Support Unit (VSU) continued to strive to have continuity of service provision during COVID-19 related disruptions. When necessary, we were able to switch to remote service delivery very quickly. After significant retraining of our volunteer workforce and transitioning, the Client Impacts database was fully implemented, enabling volunteers to work remotely from a variety of locations.

We also expanded our ability to provide a wider range of services in North Queensland by establishing teams of volunteers in Townsville and Cairns to provide services both in-person and by phone.

A competitive tendering process for Victim Services Funding Program: 2022-2027 introduced

a major change by merging previously separate service streams – one for child and youth victims of crime and one for adult victims of crime into a single stream. Leveraging our existing operational and IT infrastructure, we were able to submit a strong and comprehensive proposal to provide state-wide access to services using

a range of innovative and technical solutions. Unfortunately, our proposal was not successful, and in the second half of the last financial year, our VSU staff and volunteers worked tirelessly to support 500 clients that we had with us at the time.

DESPITE EXTREMELY CHALLENGING CIRCUMSTANCES, VSU VOLUNTEERS ACHIEVED OUTSTANDING RESULTS:

1130

In 2021/22 VSU supported 1130 clients (exceeding targets by 105%) and provided 3186 hours of support (exceeding targets by 32%).

+190

We completed more than 190 Financial Assistance forms and 140 Victim Impact Statements.

336

In that period, we received 336 referrals from the Office of the Director of Public Prosecutions (ODPP), 131 from the Victim Assist Queensland and there were 221 self-referrals.

PRIORITY 2 - VOLUNTEERS

Networker Learning and Development Lifecycle



Recruitment

- Workforce planning
- General Intake
- Targeted Intake



Selection & Matching

- Vacancy Matching
- Application
- Application task
- Referee checks
- Compliance checks



Intake Training

- Facilitated training
- e-learning
- Digital resource hub
- Supervised practice
- Induction
- Provisional networking



Practice Development & Support

- Reflective practice
- Coaching & info sharing
- Feedback & review
- Team building
- Workplanning



Continuing Education

- Building & extending practice
- Knowledge and skills
- Strengthening Foundation Knowledge
- Family Violence Training
- SBS Inclusion Modules



Recognition & Reward

- Events
- Celebrations
- Learning Opportunities

RECRUITMENT & TRAINING 2021/22



“I undertook volunteer training this year, commencing in February. It was comprehensive training, with a strong focus on the complex nature of the role of Court Network volunteers. The training provided very clear guidelines about the limitations and boundaries of Court Network volunteers, emphasising that we do not provide legal advice.

It was clear that Court Network support is based on the principle of empowerment of court users as well as non-judgmental respect for each individual. An important element of the training was understanding the nature of family violence presentations and ensuring that the safety of callers is promoted.

I find being a Networker to be extremely meaningful. I have had callers with complex presentations including family violence matters, mental health concerns, language barriers or who have a disability. Provision of Court Network services, whether by telephone, in-person or online, is a significant way of promoting equity of access to our legal system and it provides genuine, real-time support to some of the more vulnerable members of our community.”

Dr Deborah Trengove, retired psychologist

Partnership with Victoria University

In partnership with Victoria University (VU), Court Network recruited twelve students to undertake a 26-week placement within our phone, online and metro CBD teams.

“I began my Court Network journey through a placement as part of my university degree. Despite having worked for many years, I was still nervous leading into my first telephone shift. I needn't have worried though as my practice leads were fantastic.

My initial training set the foundations, but the practice leads gave me the confidence and reassurance I needed. The recommendation to have a shift with three different practice leads was brilliant, as each lead had their own valuable advice to pass onto me. I then felt ready to try in-court networking which is my personal favourite.

I completed my induction along with another trainee at the Sunshine Magistrates' Court. The induction, prior training and telephone shifts gave me the confidence I needed to approach court users in the first instance. Whilst also knowing help was only a phone call or Slack message away for those more complex issues.

Prior to commencing my university degree, I had no idea the service existed. I see how valuable it is to court users and I have such admiration for people who contribute to the organisation, as I see the enthusiasm in every person I have met.”

Manda Austin, Victoria University student

“As a law student, completing her final years of a bachelor's degree, being a part of the volunteer program within the Court Network has been an enriching experience.

The insight the program has provided has been inspiring and rewarding to my career aspirations. The role as a court networker has allowed me to offer individuals support to feel encouraged and confident in situations where they may be at their most vulnerable state.

As every case and scenario is customised to an individual, I believe this is what has also made my experience valuable: being able to support diverse people, with all different backgrounds and needs.

As a community, court networkers are available to support all regardless of their circumstances. We are present, we are hearing, and I believe there is nothing more gratifying.”

Sophie Dabdoub, Victoria University student

Thank You Event for Queensland Volunteers

Loss of funding for two key programs in Queensland had a huge impact not only on our clients, but also on our staff and volunteers. After years of working tirelessly and passionately to support the most vulnerable court users, a large number of our highly skilled and experienced staff and volunteers had to leave Court Network. We are devastated by this loss, but extremely honoured and privileged for being able to work with those staff members and volunteers. In May 2022 we hosted an event to farewell them and express our thanks and gratitude for their extraordinary work and contributions.





PRIORITY 3 - PARTNERSHIPS

Funding Partners:

Court Services Victoria
Department of Justice and Attorney-General
Department of Families, Fairness and Housing Victoria
Magistrates' Court Victoria
Family Safety Victoria
Respect Victoria and Safe and Equal (Victoria)

Corporate Partners:

Robert Reed, Special Counsel, MinterEllison, Brisbane
Joanna Renkin, Partner, Lander & Rogers Melbourne

BUILDING VOLUNTEER FAMILY VIOLENCE PREVENTION AND RESPONSE CAPABILITY PROJECT

The Sunshine Court Family Violence Pilot Project delivered in 2015 was the catalyst for Court Network to prioritise the strengthening of its volunteer family violence practice, resulting in the development of the Family Violence Capability Model.

Court Network's leadership in volunteer family violence practice has been recognised by Family Safety Victoria's Centre for Workforce Excellence. As such, Court Network has received funding for 12 months to deliver the Building Family Violence Prevention and Response Capability of the Volunteer Workforce Project.

Central to this project's aims, objectives and activities is the development of a best practice model, based on Court Network's volunteer family violence experience and leadership. This model translates the Victorian family violence frameworks to support the volunteer sector to understand, recognise, and safely respond to family violence within the identified capabilities and role boundaries of a Tier 4 universal service.

The project has both an internal and external focus, to be completed in two stages. Stage 1 involves strengthening Court Network's family violence prevention and response workforce capability, while Stage 2 activities will focus on strengthening the broader volunteering sector's family violence prevention and response workforce capability.

The evidence collection undertakings completed during Stage 1 of the project confirmed that Court Network's family violence prevention and response activities over the last three years have resulted in a well-structured and robust Family Violence Capability model – one that embeds legal and policy requirements and aligns Court Network's family violence practice with the MARAM Framework and practice responsibilities.

Despite the relatively small scale of this project, the Stage 2 explorations of how to build the capability of the broader volunteer workforce revealed some unexpected and compelling findings:

- there is an absence of evidence-based research or practice in relation to the role of volunteers in family violence prevention and response
- the volunteer workforce offers a unique potential for successful engagement in family violence prevention and response activities
- the positive community development role of the volunteer workforce is further

enhanced when it reflects the cultural and social diversity of the community

- consultations that occurred throughout stage 2 of the project revealed that many volunteer-involving organisations (VIOs) did not identify building family violence capability as a priority or were reluctant to encourage engagement in this area because of concerns for the safety of community members experiencing or at risk of family violence, and for their



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volunteers. They were generally unaware of the MARAM Framework and did not view themselves as part of the family violence service system.

- the volunteer workforce in Victoria comprises diverse and unrelated sectors and cannot be approached as a homogenous group with similar tasks, needs, or motivations. There are, however, key messages about the role volunteers can take in family violence prevention and response. These key messages are applicable to all volunteers

and VIOs and can form the basis of training and organisational resources that can be further tailored to specific needs or different sectors, organisations and programs.

- the less distinct boundary for volunteers between personal and professional roles is likely to result in more open disclosures of personal experience and must be a central consideration in the development and implementation of all family violence training and resources.



EVENTS

Annual Conference

On Wednesday 25 November 2021 Court Network held our virtual Annual Conference, Recognition Ceremony and AGM. The keynote address was conducted by Mr. Tarang Chawla, speaking about the personal impact of domestic and family violence on his family and launching the Court Network 16 days of activism campaign. The theme for the 2021 conference was The Impact of Disruption and The Justice System. Two panel sessions were conducted:

- The Impact of Disruption: In Conversation with Scott Miller, CEO at Volunteering Victoria; Hang Vo, CEO at Whitelion; and Thu-Trang Tran, CEO at Volunteer West
- The Justice System in Disrupted Times (COVID-19): In Conversation with Magistrate Stella Stuthridge and Mary Amiridis, VCAT CEO

Launch of the Court Network Telephone Support Program

On 10 May 2022 Court Network hosted a very successful stakeholder event to officially launch and promote our new integrated service model of supporting court users pre-court, in-court and post-court with the aim of increasing referrals to Court Network. The event was hosted by Lander & Rogers Law Firm. More than 110 stakeholders participated online and around 30 attended in person. The recording and promotional materials were sent to all 190 registered stakeholders.

16 days of Domestic and Family Violence Activism Campaign

Over 16 days, Court Network undertook a range of events across Victoria (both state-wide and local) to raise awareness of family violence in the community. This included a social media campaign via Instagram, Twitter and LinkedIn. Court Network staff and volunteers in regional and metropolitan Victoria organised a combination of virtual and COVID-19 safe face-to-face events with their Networkers and stakeholders.

Advocacy

Court Network's team of three staff members and two Networkers participated in a consultation session with the Victim of Crime Commission (VOCC) to discuss victim participation in the justice system. They discussed Court Network's role in assisting victims to participate in the justice system, as well as our views on current barriers to victim participation - particularly in relation to participating in the court process (e.g., giving evidence, observing court proceedings, participating in the prosecutorial process, Victim Impact Statements etc.), and/or receiving appropriate support to do so.

This information, along with information provided by victims of crime and other stakeholders, data and other research, will be used by the VOCC to build a picture of victims' experiences of the justice and victims' service system.





National Volunteer Week 2022

An event for Victorian volunteers was held on 18 May 2022, hosted by Lander & Rogers Law Firm. Fiona McCormack, Victoria's Victims of Crime Commissioner, spoke on the Victim's Charter. Inspector Brennan from Victoria Police who spoke about the Victoria Police e-Referral Program. Nicky Bromberg, Court Network Deputy President launched Court Network's new Service Charter. The event was attended by 45 people in person and 28 online.





**PRIORITY 4 –
ORGANISATIONAL
CAPABILITY**

VICTORIAN ACCREDITATION MID-CYCLE REVIEW

In June 2022, as part of the accreditation cycle, Court Network successfully completed a 'Midcycle Assessment (MCA)' with an external assessor against the Human Services Standards and Quality Improvement Council Standards. The assessor noted:

This MCA covered an 18-month period during which COVID-19 was ever-present. In fact, the full assessment done 18 months ago was undertaken via remote mode, owing to COVID-19 restrictions. So not surprisingly, during the MCA there was a lot of evidence of organisation's response to the COVID-19 crisis. The executive, other staff and volunteers all referred to the rapid adjustments made by the organisation, to comply, to keep people safe, to allow work to continue and to be able to continue service provision.

There was a lot of evidence showing that despite the COVID crisis, Court Network made many improvements and progress was made with a range of very meaningful projects, including:

- completion of a review and update of the Risk Management System, including amendments to the Register and full review of the risk matrix to ensure risks are being controlled and managed appropriately.
- significant progress on a review and update of compliance with policies and procedures and audit and corrective action reports
- significant progress on a review of quality improvement processes and the development of a Quality Improvement Framework
- completion of a review and enhancement of Court User information regarding the complaints process
- significant progress on developing a strategy that is achievable, appropriate and measured to meet gaps and goals within diversity and inclusion practices within Court Network
- significant progress on developing a comprehensive suite of HR documentation and processes that support legislative compliance and best practice
- completion of a revised Service Charter to support managers and volunteers to provide service within the current and changing environment.



The executive, other staff and volunteers all referred to the rapid adjustments made by the organisation, to comply, to keep people safe, to allow work to continue and to be able to continue service provision.

DIGITAL AND DATA TRANSFORMATION

Development and Implementation of the Client Relationship Management (CRM) platform

Court Network contracted a specialist service to design, build and deploy a Microsoft Dynamics 365 CRM solution which will deliver Court Network's business process standardisation on a single, modern platform and support the range of Court Network's core activities and service model. The CRM platform will significantly improve the collection of data, enabling a picture of the entire relationship that Court Network has with an individual or an organisation.

The implementation of the CRM platform started in September 2022.

Digital Incident Reporting System

Court Network's digital incident reporting system supports the safety and wellbeing of court users, employees and volunteers and it:

- reduces delays and ensures timely and effective responses to incidents
- ensures effective and appropriate investigation of incidents
- provides an accessible and timely actionable list of tasks for assigned employees to contribute to overall improvements in safety and systems
- provides greater access and searchability, historical accuracy and removes reliance on human memory.
- enables us to compare and learn from individual incidents and patterns of incidents, to reduce the risk of harm, improve the quality of services and operational processes surrounding them
- protects and maintains personal and sensitive information.



The CRM platform will significantly improve the collection of data, enabling a picture of the entire relationship that Court Network has with an individual or an organisation.

THE COURT NETWORK BOARD

President
The Honourable
Kathy Williams
Appointed April 2021

Kathy Williams is a former Judge of the Victorian County Court and the Supreme Court of Victoria. During her time on the Supreme Court, she led the Court's Common Law Division and also served as President of the Forensic Leave Panel. Kathy was appointed to the bench in April 1999 and retired in February 2015. Prior to that she was a Barrister specialising in commercial law. Kathy is currently on the Board of Launch Housing, a community organisation committed to ending homelessness. She is also a Director of St Vincent's Institute of Medical Research. Kathy experienced what she regards as the invaluable work of Court Network, both as a barrister and as a Judge.

Deputy President
Nicky Bromberg

Networker & Member | Appointed AGM 2016, re-elected 2019

Nicky is a current Court Networker, working in the Sunshine Magistrate's Court and the Family Court. Nicky is a trained Social Worker with a degree in Social Work and Criminology and has volunteered as a telephone counsellor at Perinatal Anxiety & Depression Australia (PANDA). Prior to social work, Nicky had a 25-year career in the publishing and communications industry, including

working for ten years at Text Media as Publishing Director and Hardie Grant Magazines as Director and board member. Nicky has extensive experience in the areas of staff and stakeholder management, and in all facets of the publishing of printed and online content.

Treasurer
Catherine Hopper

Appointed AGM 2019

Catherine Hopper is a finance professional with over ten years' experience in corporate finance within investment banking, funds management and Australian corporates. She brings a range of skills to the board, particularly strategic and financial expertise focused on strategic planning and financial governance. Catherine holds a Master of Applied Finance from Macquarie University and a Bachelor of Laws (Hons) / Bachelor of Commerce from Monash University. She is also a Certified Practising Accountant (CPA) with a strong understanding of financial and tax matters for not-for-profit entities.

Brigita Cunnington
Member | Appointed AGM 2017, re-elected 2020

Brigita is currently the Acting Executive Director of the Magistrates' Courts Service in Queensland. She has extensive experience in the justice portfolio working in various legal, policy

and management roles. She was admitted as a barrister of the Supreme Court of Queensland in 2000 and practiced in native title law including at Crown Law. She has been employed in various roles in Queensland Courts since 2006, including as Director of the Office of the State Coroner and Director of the Courts Innovation Program.

Shirley Fraser
Networker & Member | Appointed AGM 2021

Shirley became a volunteer Networker at the Ballarat courts in 2018. She has been an active participant in new key developments at Court Network - the Telephone Service and the Online Hearing Support. Shirley has held a number of different roles within the Federation University of Australia - Executive Director of Federation College, Associate Professor with Federation University and the Head of Western Campuses. Her qualifications include a Master of Business Administration and Graduate Diploma in Business with the Australian Institute of Company Directors. Shirley has held numerous positions on different non-for-profit boards.

Wendy Bradly
Networker & Member | Appointed December 2021

Wendy began networking at Ringwood Law Courts in 2018. In 2020 she joined Court Network's Telephone Service and continues to

actively participate in this program. Wendy is also actively involved with Court Network's new online service model established in early 2021, enabling court users to access support remotely.

In her professional life Wendy has had a number of roles in the education sector including Group Manager, Communications and Research with the Victorian Institute of Teaching, Research Officer in the Department of Education and Training, Campus Coordinator of the VCE campus of a large government secondary school and VCE teacher. She holds a Master's degree and Post Graduate Diploma in Education and a Bachelor of Arts. Wendy has served on primary and secondary school councils, both as a parent and teacher, as well as on the board of management of a community neighbourhood centre. Prior to joining Court Network, for three years Wendy was a volunteer tutor at Swinburne University supporting the Migrant English Program.

David Bartlett
Member | Appointed AGM 2019

David is a research fellow with the Griffith Criminology Institute and sessional lecturer with the School of Criminology and Criminal Justice, Griffith University. Prior to academia David had a 24-year career in the Queensland public sector, working in a range of frontline, research and management roles across justice and health sector agencies.

He commenced his career in Queensland's Magistrates Courts Service, where he developed a strong appreciation for the important contribution made by court volunteers. David's last public sector role was Director of Governance of the Gold Coast Hospital and Health Service where he supported the board and was responsible for corporate governance functions. He is an independent member of the Australian Diabetes Educators Association's board complaints committee and member of the Gold Coast Community Policing Board. David holds degrees in psychology, criminology and management and is a graduate of the Australian Institute of Company Directors.

Dr Karen Gelb
Member | Appointed AGM 2019

Dr Karen Gelb is an experienced criminologist, social scientist and researcher. She is passionate about the need for informed, data-led and evidence-based policy to underpin practice in the justice sector. Karen has spent 15 years researching courts, including more than eight years with the Victorian Sentencing Advisory Council and more than six years as a private consultant. Her key areas of expertise are courts, family violence, sentencing, public opinion, sex offenders, youth justice, female offenders and remand. She has extensive experience in critically analysing research material, quantitative and qualitative data collection and analysis, undertaking

stakeholder consultations and writing accessible reports. Karen is currently a Consultant Criminologist, a Lecturer at the University of Melbourne's Department of Criminology and a Senior Research and Policy Officer at Penington Institute. As someone who has had her own personal experience with the Victorian courts – and the support offered by a Court Networker – Karen hopes to make a valuable contribution as a Board member.

Juan Munoz

Member | Appointed AGM 2019

Juan is passionate about the work of Court Network in supporting people to access the court system. He practices as a lawyer and was a former judge's associate. Juan has extensive experience advising boards in relation to risk management and governance. Juan wants to serve on the Board because he understands how the courts work and he knows the vital role that the Court Network plays in assisting people during the court process. He is passionate about volunteering and wants to assist the Board in ensuring that Court Network supports its diverse users with its services. On a personal level, he is a first-generation migrant to Australia, and this has given him an appreciation for the lived experiences of a broad range of people in the community.

Susan Wakeling

Member | Appointed AGM 2019

Susan Wakeling is a Victorian Magistrate of almost 20 years and currently holds the position of Regional Coordinating Magistrate of the court at Melbourne. In

this role Susan is responsible to promote the fair and efficient operation of this busy court, and to build relationships with community and court user groups. Prior to undertaking this role, Susan held the position of Regional Coordinating Magistrate at Heidelberg Magistrates Court for seven years, and Supervising Magistrate (joint) of the Victims of Crime Assistance Tribunal for five years. Susan is a member of the Court's Family Law and Family Violence Portfolio Committee and the Sexual Offences Committee. Susan's particular interest is in the challenge of facilitating a court experience which is safe and meaningful for each participant. Prior to her appointment as a Magistrate, Susan worked as a solicitor advocate in criminal, family law and family violence.

Martin Mowlam

Networker & Member | Appointed AGM 2020

Martin is retired and has been a Networker at the Supreme Court since 2012 and a member of the Education Team at the court. Martin has also been a volunteer Independent Third Person with the Office of the Public Advocate attending police interviews of people with acquired brain injuries, mental health issues and drug dependence. Martin is tertiary educated and his working background has been in the sports, exhibitions and entertainment industries as a manager, director and producer, both in Australia and the United States. Immediately prior to retirement he was a postman in the city sorting and delivering mail. Martin brings an empathy and understanding to his role as a

Court Networker. His personal and professional experience, knowledge and his diverse background bring significant value to the Court Network board.

Samantha Willetts

Networker & Member | Appointed AGM 2020

Samantha is an experienced Queensland Victim Support Unit volunteer. She is also an experienced nurse, with a degree from Queensland University of Technology, with expertise in mental health, theatre and post-operative nursing with adults and children. Samantha is also currently undertaking her second degree in psychology (honours) at the University of Queensland. Samantha has always been passionate about helping others. She has a thorough understanding of the needs of others and the importance of advocacy for those who feel disempowered. As a Court Network volunteer, Samantha is very much aware of the importance of what Court Network volunteers do and how they make a difference. The skills that Samantha brings to the board include her people skills, problem solving, diplomacy, advocacy, teamwork, crisis management and decision making in complex situations.

TREASURER'S REPORT

I am pleased to present the audited financial statements for the year ended 30th June 2022. This financial year has a surplus of \$13,038.

Following the removal of COVID-19 restrictions, court services shifted to a 'new normal', and Court Network volunteers returned to face-to-face networking whilst also maintaining the Telephone Support Service. Court Network has continued to be flexible in how services are offered, particularly through ongoing investment in technology to ensure court users are supported.

Funding

Court Network receives funding from Court Services Victoria, Department of Families, Fairness and Housing Victoria and Queensland Department of Justice, and for this we offer our sincere thanks.

The organisation's total income for the year was \$2,625,716, which was a decrease of \$158,215 on FY21. The FY22 year benefited from increased funding from Court Services Victoria and DFFH in Victoria, which offset the reduced funding from Queensland Department of Justice in the same period. The overall decline in funding year on year can therefore be attributed to the non-recurring nature of donations and government COVID-19 cash flow support recorded in the FY21 year.

Expenditure

Expenditure for the year decreased by 4% to \$2,612,678. The result was influenced by reduced employment costs, attributable to the cessation of two programs in Queensland and some vacant roles during the year.

Financial position

Court Network continues to diligently manage its cash reserves to ensure the organisation remains solvent and can meet its financial obligations. The FY22 year has again demonstrated the importance of Court Network's strong cash position, providing capacity and flexibility to develop and maintain new services in response to the evolving nature of court services and the needs of our funders and the community.

The financial position of the organisation remains sound with a cash balance of \$2,275,649 and net assets of \$811,640. The strong financial result for FY22 has been achieved through capable management and our ongoing partnership with our key funders.

I would like to extend my thanks to Ms Ming Zhou, our Finance Manager, for her support during the year and for her skilled stewardship of Court Network's financial matters.

Catherine Hopper
Treasurer



Court Network has continued to be flexible in how services are offered, particularly through ongoing investment in technology to ensure court users are supported.

Financials

COURT NETWORK INC.
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2022

	NOTE	2022 \$	2021 \$
INCOME			
Grants from Government and Statutory Bodies	3	2,600,081	2,611,703
Interest Revenue		3,305	7,181
Other Revenue		22,330	165,047
		<u>2,625,716</u>	<u>2,783,931</u>
EXPENDITURE			
Employment Costs		2,063,915	2,148,383
Travel Expenses - Staff		28,619	29,258
Volunteer Expenses		28,078	27,090
Telecommunication Costs		30,515	30,067
Board Costs		1,103	1,044
Consultants		32,826	24,531
AGM and Conference Event		1,922	2,150
IT and Office Equipment Maintenance		89,755	109,449
Publications, Marketing, Printing and Stationery		19,866	36,005
Staff Recruitment, Learning and Amenities		8,002	8,827
Depreciation		787	2,192
Court Support and Meetings		5,407	1,862
Insurance		4,820	8,352
Rent		276,726	272,636
Other Administration Expenses		20,337	17,406
		<u>2,612,678</u>	<u>2,719,252</u>
OPERATING RESULT FOR THE YEAR		<u>13,038</u>	<u>64,679</u>
Other comprehensive income for the year		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		<u>13,038</u>	<u>64,679</u>

The accompanying notes form part of these financial statements.

Financials

COURT NETWORK INC.
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2022

	NOTE	2022 \$	2021 \$
CURRENT ASSETS			
Cash and cash equivalents	4	2,275,649	2,338,285
Receivables and Prepayments		478,677	48,575
		<u>2,754,326</u>	<u>2,386,860</u>
NON-CURRENT ASSETS			
Fixed Assets	5	-	787
		<u>-</u>	<u>787</u>
TOTAL ASSETS		<u>2,754,326</u>	<u>2,387,647</u>
CURRENT LIABILITIES			
Creditors and Accruals		190,530	213,023
Income in advance	6	1,486,840	1,092,539
Provisions	7	265,316	283,483
		<u>1,942,686</u>	<u>1,589,045</u>
TOTAL LIABILITIES		<u>1,942,686</u>	<u>1,589,045</u>
NET ASSETS		<u>811,640</u>	<u>798,602</u>
MEMBERS' FUNDS			
Accumulated Surplus		811,640	798,602
TOTAL MEMBERS' FUNDS		<u>811,640</u>	<u>798,602</u>

Financials

COURT NETWORK INC.
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2022

	NOTE	Accumulated Surplus \$	Total \$
Balance 1 July 2020		733,923	733,923
Surplus for the Year		64,679	64,679
Balance 30 June 2021		798,602	798,602
Surplus for the year		13,038	13,038
Balance 30 June 2022		811,640	811,640

Financials

COURT NETWORK INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2022

	NOTE	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Grants from Government and Statutory Bodies		2,287,554	2,632,337
Interest		3,305	7,181
Other		22,330	115,047
Payments			
Employment Expenses		(2,075,318)	(2,065,396)
Supplies		(300,507)	(211,415)
Net cash (used in)/ provided from operating activities	8	(62,636)	477,754
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for purchase of plant and equipment		-	-
Net cash used in investing activities		-	-
Net (decrease)/ increase in cash held		(62,636)	477,754
Cash at the beginning of the financial year		2,338,285	1,860,531
Cash at the end of the financial year	4	2,275,649	2,338,285

Financials

COURT NETWORK INC. NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

The financial statements cover Court Network Inc (the Association) as an individual entity. Court Network is a not-for-profit association incorporated in Victoria under the Associations Incorporation Reform Act 2012 (Vic). Court Network is registered with the ACNC under the Australian Charities and Not for Profits Commission Act 2012 (the Act).

The principal activities of the Association for the year ended 30 June 2022 was providing personal support, non-legal information and referral to those in contact with the justice system. The Association provides support, information and referral to persons attending court and to advocate for the needs of all court users.

The functional and presentation currency of Court Network Inc is Australian dollars.

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate comparative figures have been amended to accord with current presentation.

The financial statements and Committee's Report have been rounded to the nearest dollar.

NEW OR AMENDED ACCOUNTING STANDARDS AND INTERPRETATIONS ADOPTED

Unless otherwise stated, the Association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting

Standards Board ('AASB') that are mandatory for the current reporting period.

NEW ACCOUNTING STANDARDS AND INTERPRETATIONS NOT YET MANDATORY OR EARLY ADOPTED

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the Association for the annual reporting period ended 30 June 2022.

NOTE 1: Basis of Preparation

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors, AASB 1048 'Interpretation of Standards and AASB 1054 Australian Additional Disclosures.

These special purpose financial statements comply with all the recognition and measurement requirements in Australian Accounting Standards except as noted below.

The recognition and measurement requirements that have not

been complied with are those specified in AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities as, in accounting for income, recognition of all grant income has been deferred until the related expenses are incurred without assessing whether there are enforceable performance obligations to transfer a good or service to a third party which are sufficiently specific to know when the performance obligation has been satisfied.

CRITICAL ACCOUNTING ESTIMATES

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

NOTE 2: Summary of Significant Accounting Policies

REVENUE

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Association and the revenue can be reliably measured. The following specific recognition criteria must also be met before revenue is recognised.

Interest Income

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Financials

Grant Income

Grants from the Government are recognised at their fair value where there is a reasonable assurance that the grant will be received and the Association will comply with all the attached conditions.

Government grants relating to specific projects are deferred and recognised in the statement of comprehensive income over the period necessary to match them with the costs they are intended to compensate.

GOODS AND SERVICES TAX ("GST")

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

INCOME TAX

Court Network Inc. is not liable for tax as it is recognised as a public benevolent institution by both Federal and State legislation. Donations to Court Network Inc. in excess of \$2 are eligible for a tax deduction.

CASH AND CASH EQUIVALENTS

Cash and cash equivalents include cash on hand, deposits held at call

with banks, other short-term highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in values.

FIXED ASSETS

Fixed assets are carried at cost or fair value as indicated, less, where applicable, any accumulated depreciation or impairment losses.

The depreciable amount of all fixed assets is depreciated on a straight line basis over the useful lives of the assets commencing from the time the asset is held ready for use.

The depreciation rates used for fixed assets are 10% - 40%. The assets' residual value and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

IMPAIRMENT OF NON-FINANCIAL ASSETS

At each reporting date, the Association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of

the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value.

Any excess of the asset's carrying value over its recoverable amount is expensed to the profit and loss.

TRADE AND OTHER PAYABLES

Trade payables and other payables are carried at amortised cost and represent liabilities for goods and services provided to the Association prior to the end of the financial year that are unpaid and arise when the Association becomes obliged to make future payments in respect of the purchase of these goods and services. The amounts are unsecured and are usually paid within 30 days of recognition.

EMPLOYEE BENEFITS

Short-term employee benefits

Liabilities for wages, salaries and annual leave that are expected to be settled within 12 months of the reporting date represent present obligations resulting from employees' services provided to reporting date. They are calculated at undiscounted amounts based on remuneration wage and salary rates that the Association expects to pay as at reporting date including related on-costs, such as workers compensation insurance.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future

Financials

payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflow.

Superannuation

The amount charged to the Statement of Comprehensive Income in respect of superannuation represents the contributions made by the Association to superannuation funds.

OTHER PROVISIONS

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured

LEASES

The Association is using office space provided by the Court Services Victoria (CSV). Resources received free of charge are recognised as rent expense based on payment in kind determined by CSV under AASB 1058.

CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below

Employee benefits provision

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Revenue Recognition

For many of the grant agreements, the determination of whether the contract includes sufficiently specific performance obligations was a significant judgement involving discussions with a number of parties at Court Network, review of the underlying documents prepared during the grant application phases and consideration of the terms and conditions. Grant income received by Court Network has been accounted for under both AASB 15 and AASB 1058 depending on the terms and conditions and decisions made.

Financials

COURT NETWORK INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
	-	-
Court Services Victoria	1,446,887	1,288,581
Victoria Department of Families, Fairness and Housing	483,376	399,319
Victoria Legal Aid	-	11,299
Queensland Department of Justice	669,818	912,504
	<u>2,600,081</u>	<u>- 2,611,703</u>

NOTE 3: GRANTS FROM GOVERNMENT AND STATUTORY BODIES

NOTE 4: CASH AND CASH EQUIVALENTS

Cash on Hand	755	1,820
Cash at Bank	1,758,482	1,820,582
Cash on Deposit	516,412	515,883
	<u>2,275,649</u>	<u>2,338,285</u>

NOTE 5: FIXED ASSETS

Office Equipment	35,094	35,049
Less: Accumulated Depreciation	(35,094)	(34,262)
	<u>-</u>	<u>787</u>

NOTE 6: INCOME IN ADVANCE

Court Services Victoria	1,120,209	618,342
Queensland Department of Justice	45,658	- 154,690
Victoria Department of Families, Fairness and Housing	309,342	293,973
Victoria Magistrates Court Fund	5,964	-
Baer Family Trust	5,667	25,534
	<u>1,486,840</u>	<u>- 1,092,539</u>

Financials

NOTE 7: PROVISIONS

(a) Employee Entitlements		
Annual Leave and Other Entitlements	182,548	193,096
Long Service Leave	61,788	69,407
	<u>244,336</u>	<u>262,503</u>
(b) Other		
Quality Management	20,980	20,980
	<u>20,980</u>	<u>20,980</u>
	<u>265,316</u>	- <u>283,483</u>

NOTE 8: CASH FLOW RECONCILIATION

Reconciliation of net cash used in operating activities to operating results

Operating Result	13,038	64,679
Depreciation	787	2,192
Movement in:		
Receivables and Prepayments	(430,102)	(42,459)
Creditors and Accruals	(22,493)	56,039
Provision for Entitlements	(18,167)	72,003
Other Provisions	-	(10,429)
Income in Advance	394,301	335,729
Cashflows (used in)/ from operations	<u>(62,636)</u>	<u>477,754</u>

NOTE 9: LEASE COMMITMENTS

Low value Lease commitments in relation to the rental of photocopying equipment.

Payable - Minimum Lease Payments (inclusive of GST):		
- not later than 12 months	2,340	2,128
- between 12 months and 5 years	1,950	3,901
	<u>4,290</u>	- <u>6,028</u>

NOTE 10: REMUNERATION OF AUDITORS

Audit fees	6,300	6,200
	<u>6,300</u>	- <u>6,200</u>

The Association's auditor is Crowe Audit Australia.

Financials

NOTE 11: CONTINGENCIES

The Association had no contingent liabilities as at 30 June 2022 (30 June 2021: nil) .

NOTE 12: EVENTS AFTER THE REPORTING PERIOD

With exception to matter noted below, no matter or circumstance has arisen since 30 June 2022 that has significantly affected, or may significantly affect the Association's operations, the results of those operations, or the Association's state of affairs in future financial years.

Subsequent to balance date, the Coronavirus (COVID-19) pandemic continues to impact both communities and businesses throughout the world including Australia and the community where the entity operates. This is considered a non-adjusting subsequent event as at 30 June 2022, however, this pandemic will likely have a financial impact for the Association in the 2022 financial year and potentially financial years beyond this date.

The scale, timing and duration of the potential impacts on the Association is unknown.

INDEPENDENT AUDITOR'S REPORTS

Independent Auditor's Report



Independent Auditor's Report To the Members of Court Network Inc.

Opinion

We have audited the special purpose financial report (the financial report) of Court Network Inc. (the Association), which comprises the balance sheet as at 30 June 2022, the income statement, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the management committee.

In our opinion, the accompanying financial report of the Association is in accordance with the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (the ACNC Act), including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management and the Management Committee for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members.

Management's responsibility also includes such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association'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 management either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

The management committee are responsible for overseeing the Association's financial reporting process.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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Independent Auditor's Report



Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole 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 the Australian Auditing Standards will always detect a material misstatement when it exists. 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 financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial 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 Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association'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 financial 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 Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the management committee 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 the audit.

Crowe Audit Australia

CROWE AUDIT AUSTRALIA

MALCOLM MATTHEWS

Partner

12 October 2022

Launceston, Tasmania

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Thank you to all Court Network
volunteers, staff, supporters and
friends for making 2021/22
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