



COURT NETWORK

annual report
2020/21

Court Network



WHO WE ARE



Court Network is a front-line community organisation dedicated to supporting and empowering people in accessing the court system.



Established in 1980, Court Network has grown significantly to meet an urgent and growing need for all people to be able to access justice fairly and equitably, and to be treated with dignity and respect throughout the process.



We have more than 450 dedicated volunteers, known as Networkers, who work to support any individuals, and their families and friends going to court.



In particular, they provide non-legal support, information and referral for people who may be vulnerable or disadvantaged, attending court for the first time, have low English literacy levels, be unfamiliar with court rules and processes, or simply need someone to listen to them. Our volunteers provide a critical service that helps increase the confidence of court users to manage the requirements of the courts and the justice system.



Our service is currently available across 37 major metropolitan and regional courts and tribunals in Victoria and Queensland.

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.



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 & EXECUTIVE DIRECTOR'S REPORT

This has been another challenging year for our community. The COVID-19 pandemic placed new and unavoidable pressures on our volunteer workforce and the wider court and legal system.

Despite this, tremendous flexibility and adaptability has been shown across our entire service delivery approach. For this, we should all be immensely proud.

In response to the ongoing impacts of lockdowns on court users, we moved quickly to enable our Networkers to deliver support to clients through a new Telephone Support Service. This service became a vital lifeline in supporting court users, particularly in Victoria, where lockdowns continuously hindered the delivery of court-based, face-to-face services.

With a focus on implementation, practice development and improvement measures to the Telephone Support Service, we steadily reached more and more people throughout the year. It was a wonderful outcome for all.

When the Victims and Witness Assistance Service (VWAS), part of the Office of Public Prosecutions (OPP) in Victoria, developed their own Online Hearing Support Service, Court Network was invited to participate and support court users during their online hearings.

Once again, with passion, hard work and admirable speed, Court Network established additional, new service models with great success.

For a small organisation, these were significant achievements.

Court Network has gone from operating a single service model for 40 years, to establishing two completely new and complex service models in less than 12 months. This is a commendable effort and, most importantly, ensures that court users can be supported throughout their court journey via an integrated model – before their court date, on the day of their court hearing and after their hearing.

While this journey has pushed us to our limits, we have learned valuable lessons which will no doubt help us reach and empower more people than ever before. We are especially proud of how our Networkers embraced steep learning curves and adapted to new ways of working with unwavering passion and determination.





Our service in Queensland has faced its own unique challenges in the past year. For the most part, our Networkers have been able to continue providing in-court support. However, an uncertain funding situation significantly impacted service delivery across the state.

Unfortunately, we were forced to make some difficult decisions. As a result, Court Network services ceased in Townsville and Cairns, and services significantly reduced in Brisbane CBD courts. We farewelled many Networkers and two staff members and we would like to thank them for their contributions to Court Network.

Moving forward we remain steadfast in our commitment to serve the Queensland community and will continue to advocate for additional funding sources.

While operating against a backdrop of financial uncertainty has been challenging, a special shout out goes to our Queensland team who have stayed remarkably

strong and focused on outcomes for court users. Our Victim Support Unit (VSU) has expanded its service to new locations and the Domestic and Family Violence (DFV) Court Reception Program team embraced new technology to support almost 20,000 court users across four courts.

Almost every challenge is an opportunity, as has been demonstrated by the achievements of our Recruitment, Learning and Development Program this year. By working cohesively as a team and collaborating with our Networkers, we boldly embraced technology – by bringing all our training programs onto digital platforms.

The team introduced and conducted a number of reflective practice sessions and online Lunch and Learn sessions that were incredibly valuable to our staff, Networkers and stakeholders. It is also wonderful to see new Networkers representing the diversity of court users that we serve, and their learning

journey being supported by our experienced team.

Throughout the year substantial effort has been invested in strengthening organisational foundations. The pandemic has been a key driver for our digital transformation, as we profoundly altered the way we work and utilize technology to deliver services. From implementation of key digital platforms, such as the Better Impact (volunteer management platform) and the Employment Hero (HR management platform), to improving data collection, enhancing cyber security, moving to the cloud and embracing Teams, Zoom, Forms, WebEx, Slack and Sway – the digital transformation in this time has been nothing but extraordinary.

Another achievement was the successful completion of accreditation reviews both in Victoria and Queensland. For our work in recruitment, orientation, training, management and support of volunteers, we also received a

commendation from the Quality Improvement Council.

Like no other year our incredible Board, Networkers, staff, partners, friends and supporters have come together to help vulnerable Australians navigate the court and justice system.

We would like to express our deep appreciation and heartfelt thanks to the Hon Marcia Neave AO, who will be stepping away from her role as President of Court Network. We have no doubt she will carry her inspirational leadership to her new appointment as Chair of the Tasmanian Board of Inquiry into Child Sexual Abuse.

We would like to thank all Networkers who have continued to support the community through this time, and especially those who have worked on Telephone and Online Hearing Support Services. We are so grateful for your generosity and for making such a difference to court users' experiences of the justice system.

We would also like to extend our gratitude to the staff of Court Network for their hard work and commitment during the 2020/21 financial year, and their enduring passion to support Networkers and enhance access to justice for all.

A big thank you also to all of Court Network's funders and supporters. Without your generosity and kindness we would have not been able to give life-changing help to thousands of court users at their most vulnerable time.

To our Board members, thank you for your wisdom, vision, guidance and support.

So, where will we go from here? We are proud of our past but are more passionate than ever about building for the future. Our new Strategic Plan 2021-2025 draws on our learnings through this period of great change, and maintains a bold and confident commitment to empowering and increasing the confidence of all court users to better access the justice system.

With continued support we will develop and strengthen our service in the years to come, enabling more court users to reach out for help when they need it most and to engage with our justice system with confidence and dignity.

We look forward to what lies ahead.

The Hon Kathy Williams
President

Maya Avdibegovic
Executive Director



PRIORITY 1 SERVICE

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

PRIORITY 1 SERVICE

Court Network operates across all jurisdictions. Our free, non-legal court support service is delivered by Networkers who are trained to 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. Many court users assisted by Networkers also have no legal representation.

On a practical level, Networkers will:


- Provide support and information about going to court
- Help explain court processes and how legal systems operate
- Be a support person in court
- Support access to an interpreter where required
- Provide referrals to other community services including health, housing, legal, and family violence support
- Help with completing online applications
- Advocate for individuals' (non-legal) needs and circumstances at court
- Assist people to feel safe while at court.

Court Network services also provide direct benefit to the administration of justice by reducing the demands on other services inside and outside the courtroom, thus bringing economies to the courts' operations.

In response to the COVID-19 pandemic and in addition to in-court support, Court Network moved quickly to develop two new service models – Telephone Support (QLD and VIC) and Online Hearing Support (VIC).

Through the establishment of the Telephone Support Service, 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- and post-court support.

TYPE OF SERVICE	Queensland 	Victoria 
Telephone Support	Available to all court users state-wide, in Queensland and Victoria	
In-court Support	Brisbane Magistrates Court; Brisbane Arrest Court; Brisbane Supreme & District Court; QCAT; Townsville Magistrates, Supreme & District Court, Cairns Magistrates, Supreme & District Court	<p>Melbourne CBD and Metro Courts:</p> <ul style="list-style-type: none"> • County Court, Family and Federal Circuit Courts, Coroners Court, Supreme Court, VCAT • Melbourne, Broadmeadows, Dandenong, Frankston, Heidelberg, Ringwood and Sunshine Magistrates' Courts, Moorabbin Justice Centre, Collingwood Neighbourhood Justice Centre <p>Regional Courts:</p> <ul style="list-style-type: none"> • Ballarat, Bendigo, Castlemaine, Echuca, Geelong, Colac, Latrobe Valley, Mildura, Shepparton, Wangaratta, Warrnambool, Wodonga
Victim Support Unit	Brisbane Magistrates Court; Brisbane Supreme & District Court; Ipswich Magistrates and District Court; Sunshine Coast Magistrates and District Court (remote support); Gympie Magistrates and District Court (remote support); Townsville Magistrates, District & Supreme Court; Cairns Magistrates, District & Supreme Court	
Court Reception Services for Specialist DVF Courts	Brisbane Magistrates Court; Southport Magistrates Court; Ipswich Magistrates Court; Beenleigh Magistrates Court	
Online Hearing Support		County Court, Supreme Court, Magistrates' Courts

Telephone Support Service

The establishment of the Telephone Support Service has dramatically enhanced our overall service delivery model, with the inclusion of pre-court, in-court and post-court support.

In the first year of operation, Court Network recorded nearly 1,750 calls to the new Telephone Support Service and the volume of calls is increasing each quarter. In the fourth quarter of FY 2021, call volumes grew by a staggering 58% on the previous quarter. A total of 85% of all calls sought pre-court support. This growth will continue along with the development of practice which is responsive to diverse court user needs.

Our Telephone Networkers and staff have worked together to seamlessly integrate Telephone Support with in-court and online hearing processes. This integration enables court users to access support throughout their court journey, wherever they are located.

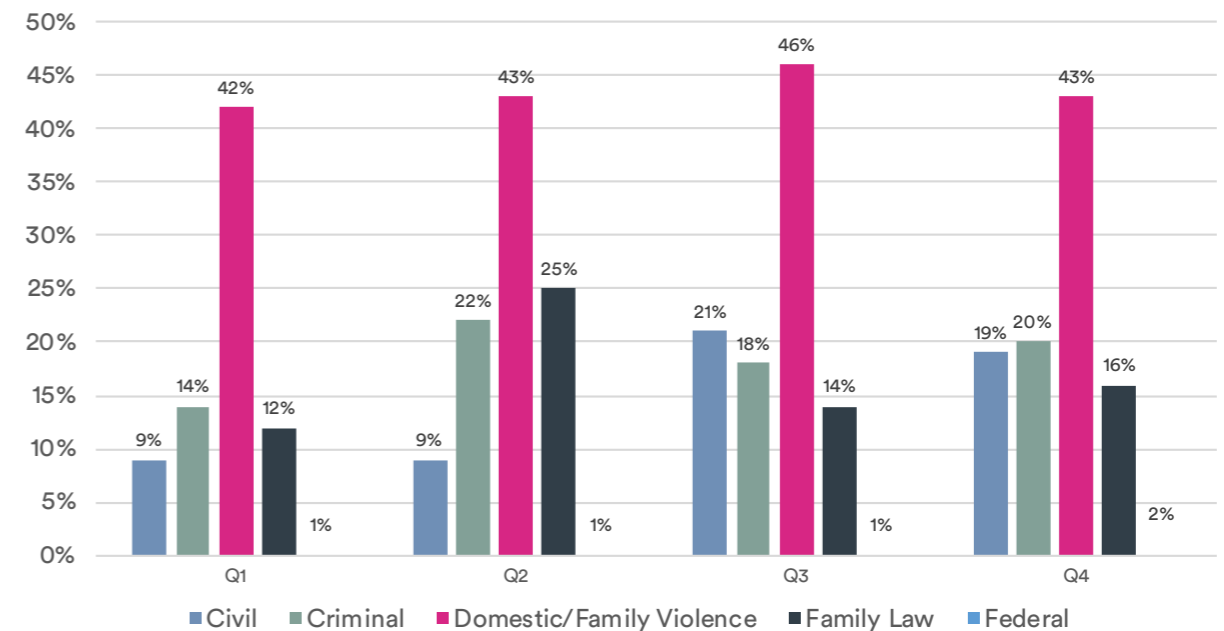
This new model has increased capacity to source more information for court users quicker. Our telephone Networkers now create referrals for in-court support and undertake family violence screening for risk and safety before users go to court. Networkers who are in-court can also ring the Telephone Support Service for post-court support and follow up.

The Telephone Support Service data for FY 2021 indicates:

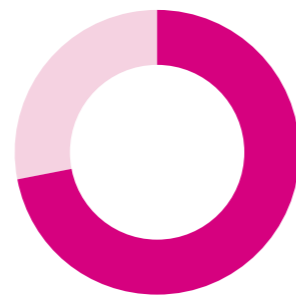
- 72% of callers are female and 28% are male
- Over 72% of callers did not have legal representation. Of those who did not have legal representation, 67% were female
- Court Network's largest agency referrer is Victoria Police, followed by specialist family violence services and legal services
- Court Network referrals to community legal services (30%) and court registrars (13%) reflect our role in supporting the court system to increase its capacity to offer a pre-court service or communications



There is an 'intimacy' on the phone and callers have an uninterrupted chance to tell their story." Masha, Telephone Support Networker



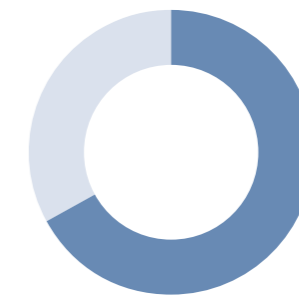
85%
of all calls sought pre-court support



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of callers are female
28%
of callers are male



72%
of callers did not have legal representation



67%
of callers with no legal representation were women

Court Network regularly receives and elicits feedback from court users about service impact. When asked “how helpful was this phone call?”, more than 73% of callers gave a score between 8 and 10, where 10 represented excellent service.



“Thank you so much. You have really helped me get my thoughts in order and a plan to follow.”

Court User, Broadmeadows Magistrates' Court



“Caller appreciated that we responded to her call, listened to her story and provided appropriate information.”

Telephone Support Networker



“The caller was full of praise for Court Network, she has had in court and phone assistance since her matter first came to court before the pandemic and could not speak highly enough about her experience with Court Network.”

Telephone Support Networker

Telephone Networkers Q&A

Since the COVID-19 pandemic we have transformed our services to court users. A team of dedicated Networkers have worked closely with our staff to develop our telephone support service.

We asked them to reflect and share their thoughts on the questions below, here are their insightful and honest responses.

Q1.

What is it like going from face-to-face in-court services to providing a service on the phone?

It's been fantastic! I have really enjoyed having calls about any jurisdiction. It's also easier to find out information if there's something you don't know and call the user back. **Jo**

It's different but very satisfying to still be able to assist court users. Certainly, challenging at times in that the scenarios and questions vary so much, also, that we get to experience what's happening in all the courts - VCAT, Family, Children's, Magistrates etc. In that respect I have learnt so much about the Court system generally and the language of the legal system. Having the information sourced via my computer at home means I can give accurate information. **Sally**

A very different approach needed on the phone. In many ways it is easier on the phone in that the user of the service usually initiates the service. Irrespective of whether it is an inbound or outbound call the discussion can usually be more focussed without the distractions of the court and the lack of privacy of the court environment. The duration of the call is more manageable. Able to discuss resources in more detail and contact directly as well – e.g. interpreters. Callers because of the privacy of the phone situation are sometimes less hesitant, more at ease. **Marlene**

Q2.

How is this service different for you as a Networker to being in court?

I've found people have the time and space to have a really good, useful conversation. Whereas in courts our conversations can be interrupted by people needing to see lawyers or do paperwork. In court, people can also be easily distracted with what's going on around them. It can be a very stressful environment. **Jo**

It is different in the sense that we are being approached by court users instead of the usual practice of outreach. We must listen carefully and pick up the feelings and concerns of the court user in a different way as we are not reading facial expressions. This has given us a further skill which is very beneficial. **Judy B**

There are no distractions. **Masha**

The service is different as there are no body language cues - it really tests your skills as an active, non-judgemental listener. **Marion**

Q3.

Do court users respond to you differently on the phones?

I have been surprised at how differently court users respond on the phones. On the whole, the face-to-face interactions with court users in VCAT tended to be shorter and not so in-depth. On the phone, many court users have wanted to share their often quite personal stories and concerns in detail. Maybe because they can't see you, the level of trust kicks in quickly and they treat you as a confidante. This brings with it a responsibility to not overstep the role and go beyond the parameters of the Court Network mandate. **Marion**

Court users seem to open up more quickly to us on the phone. They have initially made the contact and have even sorted out referral services in order to talk with us. **Judy B**

The conversation can be more focussed, without the distractions around in a busy, noisy Court waiting area. In most cases the court user has requested our assistance, so there is not the 'cold-calling' aspect which the in-person service involves. **Christine**

Q4.

What do you like about the phone service?

I like that it has broadened my knowledge across the court jurisdictions and the referral services available. I think I have become a much more effective volunteer as a result of being involved. **Marion**

I enjoy having other networkers close by in case I want to toss ideas around. I like the way the phone service has challenged me, using the interpreter service, VCAT support, different IT platforms. **Helen**

In my past employment I worked with refugees and newly arrived migrants. I loved being able to draw on that knowledge and experience, of using the many service providers that can assist our court users. **Sally**

Q5.

Can you imagine Court Network without the phone service now you have experienced it?

Absolutely not! I think it's made our offering so much more beneficial. It's now a more rounded service and I think to leave people we support in courts with the last comment being "well, once you've had some time to digest what's happened today, feel free to call our phone support service if you have questions regarding today or your further hearings (if applicable). I will want to continue doing both phone support and in-court support. **Jo**

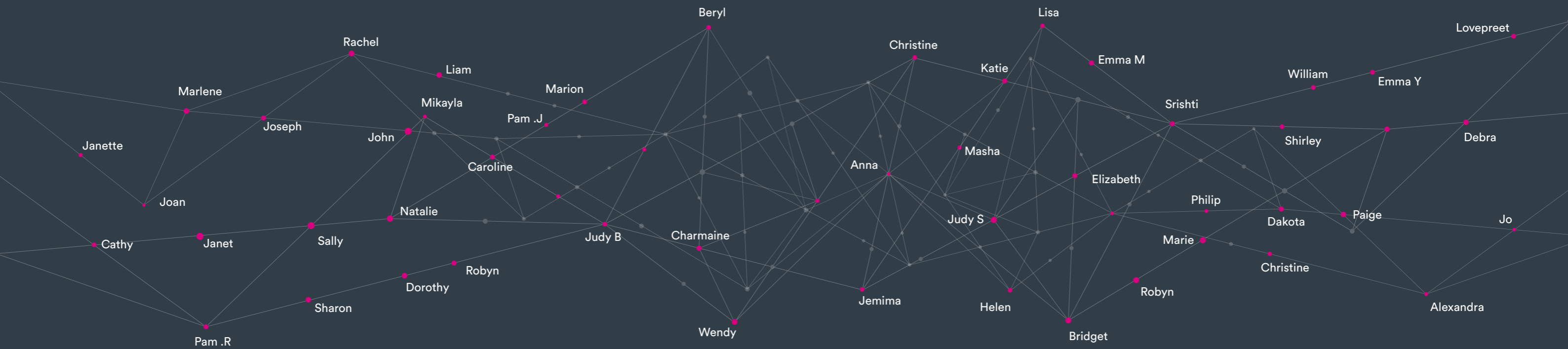
No, I could not. The phone service in the future will be a valuable asset when we reconnect with the courts, particularly in relation to ongoing support and also of value in some regional areas.

I would like to add that the ability to understand and use zoom has been an added asset for me in my talks with Probus Clubs. It has enabled me to continue to the connection with these clubs in order to promote Court Network **Judy B**

I think the phone service is here to stay - it adds enormously to the support CN offers. Especially for people who can't get to court before the day the matter is heard, clears up lots of queries, process, paperwork etc. Often minor issues, major for the court user and when Registrar's phones are busy, we can often provide the solution. **Helen**



THANK YOU TO OUR VOLUNTEER TELEPHONE NETWORKERS FOR 2020/2021



“

The phone service has identified a demographic which perhaps we missed in the court, but I can't equate it with the work we do face to face. It obviously is important and hopefully it can continue alongside the court work where we outreach and connect with those in need. *Beryl*

“

One of the most stressful parts of attending court is the unknown - the complex processes and jargon of a system decipherable to an elite few. The thing I appreciate about the Telephone Support Service is that court users can receive information before they attend court. The phone service is a much-needed support service between the incident that has caused court intervention and the broader issues many of our court users are experiencing. As volunteers, we can also refer court users to organisations that can support their diverse needs beyond the justice space. *Charmaine*

VICTORIA

Victoria State Manager's Report

The establishment of the Telephone Support Service has dramatically enhanced our overall service delivery model, with the inclusion of pre-court, in-court and post-court support.



In the first year of operation, Court Network recorded nearly 1,750 calls to the new Telephone Support Service and the volume of calls is increasing each quarter. In the fourth quarter of FY 2021, call volumes grew by a staggering 58% on the previous quarter. A total of 85% of all calls sought pre-court support. This growth will continue along with the development of practice which is responsive to diverse court user needs.

As State Manager of Victoria I want to express how proud I am to see the continuing and growing impact of our work, even under such trying circumstances over the past couple of years.

It is truly a credit to our wonderful team of Networkers that against the backdrop of lockdowns, shifting routines, remote work and more, you have continued to persevere so that those who need support at such a vulnerable time can receive it.

I am also pleased to hear that so many of our Networkers are eager to get back to in-person volunteering for Court Network. It is a very exciting time as we make our return to 'normal life' again.

I also want to acknowledge those whose journey with Court Network

is coming to an end. Many teams across Victoria have said goodbye to long term volunteers and staff, many of whom have been with us for 15-25+ years. I personally cannot say thank you enough to such dedicated individuals for the impact you have made. The wonderful friendships that have been developed will be truly cherished.

For staff, 2020/21 was a time of great change and disruption. Continuing to work remotely came with its own frustrations, challenges and a few triumphs. We worked from bedrooms, home offices and the kitchen table. Our pets, children and partners attended our online meetings.

However, our joint commitment to strengthening Court Network during this financial year never wavered. From August to November 2020, we restructured our Victorian team and developed new position descriptions for all. The restructure was required to address inequities within the roles of existing staff and to ensure future sustainability across all services.

Our restructure goals also included improved collaborative teamwork, connections within the community and additional support

to Networkers and staff. It is a testimony to our staff's resilience that we also undertook a national staff wellbeing survey following the completion of the restructure. I am pleased to advise that over 75% of staff reported positive wellbeing and confidence in our Court Network directions.

This financial year we also undertook Industry Accreditation, which was many months of intensive work. We also evaluated the Sudanese Cultural Guide program and partnered with the Children's Court in seeking grant funding to continue this project.

We were also successful in negotiating funding to pilot in-court material aide (transport, food and telephone vouchers) in three Magistrates courts. At the

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same time, we continued extensive advocacy to continue our services in the Family Court.

Forefront in our minds was that we maintain connections with court users and Networkers across Victoria. We could not have done this without embracing our digital systems. Our events, continuing education sessions, team meetings, training and development continued online and Networker attendance continued to build into the hundreds in attendance.

We also continued to train new Networkers, developed Family Violence e-training modules, and piloted a new supervised practice for telephone and online trainees. We linked Networkers to their own My Impact Page and introduced platforms such as Sway so we

could better communicate with one another. We also introduced new online referral and service data systems with the support of Networkers.

In the next financial year, we will continue integrating our Telephone Support Service, Online Hearing Support and in-court services to support court users before, during and after court.

To the entire Victorian team – thank you again. Your efforts provided much-need access to justice for individuals and the impact you create runs deep.

Maureen Dawson-Smith
State Manager, Victoria

1,750

CALLS TO THE NEW TELEPHONE SUPPORT SERVICE

+58%

CALL VOLUMES GREW FROM PREVIOUS QUARTER

75%

OF STAFF REPORTED POSITIVE WELLBEING AND CONFIDENCE IN OUR COURT NETWORK



Supporting Online Hearings

Our Telephone Networkers and staff have worked together to seamlessly integrate Telephone Support with in-court and online hearing processes. This integration enables court users to access support throughout their court journey, wherever they are located.

Court Network has partnered with the Victims and Witness Assistance Service (VWAS), part of the Office of Public Prosecutions, to develop a new model of online support to witnesses and victims in response to what VWAS described as a “tsunami of backlog court matters”.

The service model included:

- Pre-court telephone conversations
- Networkers attending online hearings supporting witnesses and victims with communication established via an email to SMS application
- Networkers debriefing with court users after the hearing
- Reporting to VWAS and/or referral to VWAS for follow up if required.

This model was piloted from December 2020 to May 2021 and guidelines were updated.

During the latter part of 2021, the model was adapted for VCAT online hearings to support tribunal users who had complex needs and/or disabilities, many of whom were addressing tenancy matters and facing housing insecurity.

Court Network is also working with the Magistrates’ Court of Victoria to provide online support to court users attending family violence matters online. Several regional Networkers have also supported court users to attend online hearings in other states from their courts. Victoria Police have also approached us to support court users who are attending online hearings in their stations. The need to support users in accessing online hearings will continue to grow well beyond the COVID-19 pandemic.

Family Violence Practice Development

Court Network is committed to the vision of a society free from family violence. Since the inception of Court Network, Networkers have supported both applicants and respondents with family violence court matters, most of whom had not engaged in any previous discussions with other agencies.

This has been a pivotal year in developing Court Network's family violence practice, with the development of a Family Violence Capability Plan. Included in this plan is a Family Violence Practice Guide for Networkers and four e-learning modules aligned to this guide.

In 2020/21 Court Network was also successful in receiving funding from Family Safety Victoria to evaluate

our family violence resources and training, and assess whether they could be applied to other volunteer sectors. This includes how we have implemented the Multi Agency Risk Assessment Management tool (MARAM) into our practice model as a Tier 4 legislated organisation.

We negotiated a new extension of Specialist Family Violence Court project funding. Our pre-COVID service data shows that from 2016-2020 we have grown our total number of court users supported through this project. During the last four years we have increased our reach to court users with family violence matters from 33% of all court users to 42.5%. What remains unique to Court Network is our capacity to support both applicants and respondents to family violence.

Our family violence practice was also strengthened with the support of the Telephone Support Service and Online Hearing Support. Over the financial year, quarterly data indicates that between 42-46% of all callers were calling regarding family violence related matters. Nearly 96% of these matters related to Family Violence Intervention Orders or Safety Notices.

Court Network is also pleased to be working the Collingwood Neighbourhood Justice Centre to pilot a new model of service to support community members to understand and fill out their Intervention Order documentation via in-court and online support models of service.

42.5%

During the last four years we increased our reach to court users with family violence matters from 33% of all court users to 42.5%.

42-46%

of all callers were calling regarding family violence related matters.

96%

of these matters related to Family Violence Intervention Orders or Safety Notices.



Our family violence practice was also strengthened with the support of the Telephone Support Service and Online Hearing Support.



QUEENSLAND

Queensland State Manager's Report

This past year has been a one of great change, reimagining, hope, loss, beginnings and endings, while at the same time, focusing on continued quality of services for court users.



We have been challenged by funding constraints which we have approached with continued desire to provide as much support as we can, in as many locations as we can. However, our court services in Cairns, Townsville and the Brisbane CBD courts have been significantly reduced over the last year and sadly we have farewelled many Networkers in this time, some long standing since the inception of Court Network services in those locations.

The faces are changing, and the roles are changing. And while the impact of COVID-19 in Queensland has not necessarily been felt in lockdowns and court closures, it has been felt in the financial ramifications through service funding.

I am pleased to say that our Victim Support Unit (VSU) is growing, and we are now awaiting the outcome of a tender process that will determine the future of this program. This is crucial as it will either mean VSU transitions to a state-wide primary provider of victim services across all ages or we will work on the transition of

our services to integrate with the successful agency.

Our Domestic and Family Violence (DFV) Court Reception Program remains a vital component of the court process in the locations we operate, and our teams have worked closely with stakeholders while the courts have embraced new technology and efficiency.

Proudly, our people have been the focus and success of this year. Thankfully, we returned to in-court service delivery in July 2020, and this has continued with only minor interruptions. While we have been challenged by limited numbers of Networkers available in this time, I want to commend everyone for stepping up to the challenge. The resilience and dedication of our Networkers has been inspirational - demonstrating their flexibility, trying new areas, working different days and extra shifts. They have remained focused on the court users who benefit from their knowledge and guidance.

Despite the barriers this year, our staff have continued to plan and facilitate activities on top of continued service provision

and volunteer management. We were able to hold face-to-face recognition ceremonies, Christmas celebrations, National Volunteer Week celebrations and continuing education programs. We have also continued our recruitment and training in VSU and DFV Court Reception Programs. We have adopted the online modules developed by the National Learning and Development Manager and utilised these to roll out continued training in a combination of online and face-to-face delivery.



Despite the barriers this year, our staff have continued to plan and facilitate activities on top of continued service provision and volunteer management.

We are also excited by the diversity in our current trainee groups, with nearly 40% in some groups identifying they were born overseas. The average age of our volunteers is also decreasing with recruitment targeted across universities.

We have supported student placements for students undertaking Social Work and Criminology degrees and they have brought valued input to our team, undertaken projects and made vital contributions.

Our staff end the year as a small team, but hopeful and committed, backed up by our wonderful Networkers. The year ahead continues to have many unknowns but in Queensland we will embody the Court Network values and as always work tirelessly to support the court users of our communities.

Arlene Morley
State Manager, Queensland



In-court support

(Brisbane Magistrates', Arrest and Supreme and District courts, QCAT, Townsville and Cairns Courts)

42,187

COURT USERS WERE PROVIDED INFORMATION

2,857

COURT USERS WERE PROVIDED NON-LEGAL SUPPORT

1,666

COURT USERS REFERRED TO OTHER SERVICES

Victim Support Unit

This year, the Victim Support Unit (VSU) has provided support to 1,017 clients including primary victims, family members and witnesses of violent crime throughout Queensland. Our Networkers are located in Brisbane, Ipswich and Townsville and they provide telephone, email and face-to-face support to their clients.

The VSU has also launched their new client database system Client Impact. This new system will now enable us to run detailed reports on many different fields including records of age, referrals to external services, the number of completed financial assistance applications, pre-court tours and victim impact statements.

In March 2021, several Townsville Networkers completed a further three-day training course specialising in VSU support, including financial assistance applications, victim impact statements and Client Impact database training. Many of these Networkers are now supporting their own caseload of clients and assisting them through the court process with pre-court, in-court and post-court support. In May 2021, the VSU Program Manager and QLD State Manager flew to Townsville to promote the VSU service in North Queensland and attended numerous meetings with several stakeholders which has positively resulted in an increase in referrals from this area.

In the same month, VSU was invited to have a stall at the Queensland Homicide Victims' Support Group Awareness Day. This was a great opportunity to engage with similar court support services and promote our service within the South-East region of Queensland.

A further highlight during this year saw two VSU Networkers invited to attend a morning tea with the Governor of Queensland, His Excellency the Honourable Paul De Jersey, at Government House Queensland in recognition of International Volunteer Day. This was a wonderful experience for the Networkers and was amazing recognition for our service.

Domestic and Family Violence

The (DFV) Court Reception Services operates in four courts across Brisbane. These include Southport, Ipswich, Beenleigh, and Brisbane. Hours of service delivery has increased across all courts in 2020/21 with over 5000 hours of volunteering being completed in 628 shifts. Length of shifts has also increased across all courts from an average of 3.5 hours each shift to 5 hours.

Shifts commence at 8 am with the volunteers providing a check in service for court users. During the shifts, volunteers will explain the process for the courts for the day and ensure that court users are referred to duty lawyer and prevention and support services for

both aggrieved and respondents. Volunteers will also advocate for those court users who require additional assistance with their court attendance, for example, those who require an interpreter service.

All four courts have been working towards successful implementation of the use of LIVE list as a check-in tool for court users. It also serves as a coordination tool, communicating court user readiness, and duty lawyer and support service allocation. In addition, court users who require prioritising and those who are waiting in the safe room can also be indicated. Volunteers have transitioned into the use of LIVE list with ease, and

it has assisted greatly with the organisation of the Domestic and Family Violence Courts.

Volunteers Coordinators and the Program Manager have also attended the fortnightly Domestic and Family Violence Courts Stakeholder and Operational Working Group Meetings to strengthen the coordinated response in these settings.

1,017

Victims supported

265

New cases

340

Closed cases

34

Aboriginal and Torres Strait Islander clients

66

Culturally and Linguistically Diverse clients

3,367

Hours of support provided



9,497
MALES



9,621
MALES



PRIORITY 2 **VOLUNTEERS**

Supporting our communities with compassion and kindness.

National Learning & Development Manager's Report

The 2020/21 financial year was like no other year in Learning and Development at Court Network. With little, if any, in-person training we have pivoted to ways of working that would have felt unimaginable before.

Through the most extraordinary and challenging of times there have been amazing and transformational opportunities and outcomes. Key deliverables from the Learning and Development Three Year Action Plan have also been achieved.

A key highlight has been the substantial reduction and decluttering of the previously cumbersome and lengthy recruitment process. By actively utilising the tools within Better Impact, a cloud-based volunteer management software, our volunteer recruitment process is now streamlined and digitally enabled.

We have also taken positive and active steps towards diversifying our volunteer workforce. As the justice system has turned towards digital solutions to maintain operations, we too have adjusted our recruitment to ensure we have a digitally confident and able volunteer workforce, who can meet with and support court users remotely.

For most of 2020/21 it has only been possible to deliver online and digital training and development. While this way of working initially presented challenges, collaborative and co-design processes allowed us to progress a tremendous volume of work. With volunteers at the heart of these processes, we designed service provision models, practice tools and training and development assets. This way of working carried us through a protracted lockdown with humour and grace. We are so proud of the work we achieved at this time - each Zoom session and follow up email brought new perspectives, ideas, solutions and improvements.

We have stepped confidently into a digital realm because we know court users need us to be in this space. We opened up our volunteering to students, providing them with an opportunity to build career capital, knowing that they would be well supported and coached by our experienced and dedicated volunteers. We continued to recruit and train new

volunteers, delivering pre-service training without interruption, finding creative and innovative ways to build rapport and connections.

We feel that we now have the right balance to our training program, where trainees no longer need to travel and contend with parking or public transport issues. Now, we can and do connect with trainees anywhere, delivering pre-service training to volunteers in Brisbane, Bendigo, Mansfield, Dandenong, Morwell and Sunshine at once. In the most unlikely of circumstances, we have found the courage to step boldly forward, and we are delighted with where we find ourselves.

Sarah-Jane Terrill
Manager, National Learning and Development

SNAPSHOT

RECRUITMENT

448

Expressions of Interest (Vic only) a 32% increase

100+

100+ Referee Reports Completed (Vic)

50

From 115 Complete applications 50 people were selected and matched (invited to training- Vic)

PRE-SERVICE TRAINING

22

Vic Trainees stayed connected and engaged through the extensive lockdown- awaiting court based service resumption

15

Vic Trainees stayed connected and engaged through the extensive lockdown- awaiting court based service resumption

7

Bendigo trainees commenced and completed our 1st ever fully virtual training program

36

Qld trainees completed our pre-service training delivered virtually from Melbourne

17

17 Vic Trainees & experienced Networkers completed phone service training

9

Vic Trainees completed virtual service (Phone & VWAS) training

PRE-SERVICE TRAINING

89%

Duration and Volume of Learning

95%

Quality of the Reflective Tasks

98%

Quality of the eLearning Modules

100%

Quality of the Training- 'being impartial and non-judgemental'

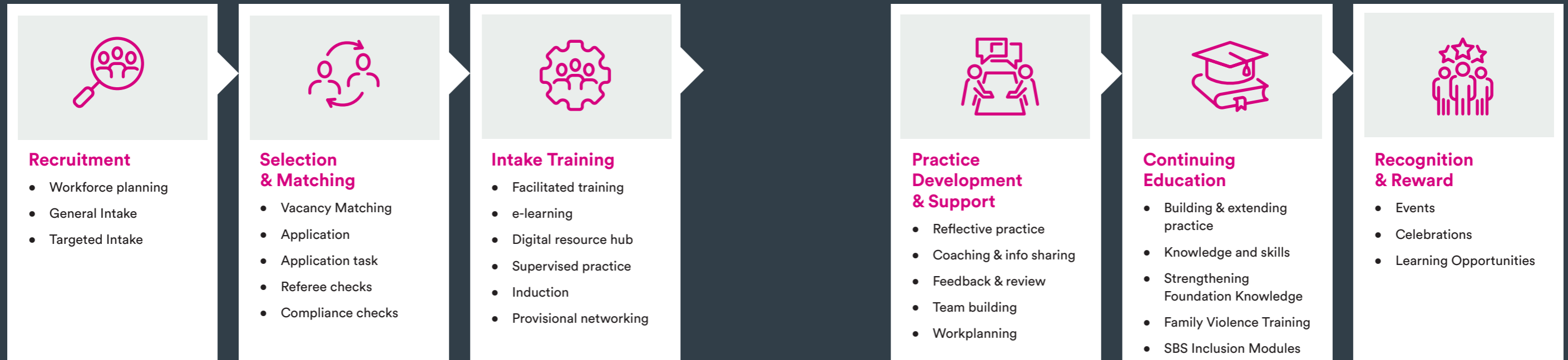
97%

Quality of the Training- 'Self aware and self regulated'

94%

Overall satisfaction of the learning and development experience

Networker Learning and Development Lifecycle



Networker Intake Training Overview

Court Network's Intake Training Program comprises of a range of learning and development experiences and opportunities. The Virtual program commenced in May 2020. Participants must successfully complete all elements of this mixed-mode program to become a Networker.

COURSE	COMMITMENT	OUTLINE
Facilitated Online Training Sessions	8	<ul style="list-style-type: none"> • Introductions and Foundations • Myths and Stereotypes (x 2 sessions) • Legal and ethical practice • Introduction to Domestic and Family Violence
Reflective Practice Tasks	6	<ul style="list-style-type: none"> • Forces and Factors • Black Side Story • Behaviours that include and exclude
Self-paced eLearning Modules	12	<ul style="list-style-type: none"> • Introduction to Court Network • Self-Care • Unconscious Bias • Compliance • Family Violence a Shared Understanding • Court Induction • Supervised Practice: (On the job experiential learning) (5 days) • Court Observations • Court Induction
Facilitated Micro-Skill Practice Development	8	<ul style="list-style-type: none"> • Building Rapport • Outreach - In court services, supports, processes and procedures • Outreach: Support, Information, Referral • Outreach: Hard to Reach Court Users • Stories from the Field: Family Violence Support
Reflective Practice	10	<ul style="list-style-type: none"> • Weekly development reflections and insights



I really appreciate the quality and comprehensiveness of the presentations, the resources portals, and the subsequent training sessions that have occurred. I feel like I've learned a lot, and that there is a HUGE amount still to become confident about. Many thanks to everyone involved in the preparation and delivery of the training



Networker Continuous Education

The learning journey of the volunteer extends well beyond the initial Intake Training Program. All volunteers participate in prescribed and elective continued education.

COURSE	COMMITMENT*	OUTLINE
CN Family Violence Curriculum Training eLearning Modules	2 per module	<ul style="list-style-type: none"> Family Violence a shared understanding Victorian Family Violence Reform Family Violence and the Legal System Family Violence Stories from the Field Family Violence Risk Identification and Response Family Violence- Supporting Court users who use family violence
Court Network Family Violence Curriculum Practice Sessions	1 per module	<ul style="list-style-type: none"> Stories from the Field Practice Insights Family Violence Support Practice Insights Legal and ethical practice Introduction to Domestic and Family Violence
Guided Practice Development	1.5 per module	<ul style="list-style-type: none"> Facilitated Monthly Sessions (90 mins) Bi-Annual Team Meetings 1:1 Coaching
Lunch and Learn Training	1 per module	<ul style="list-style-type: none"> Support, Information & Referral Practice awareness raising (1 hour x 10 per year)
Lunch and Learn Training	1.5 per module	<ul style="list-style-type: none"> Aboriginal & Torres Strait Islander Course Age Course Core Inclusion Course Culture Course Disability Course Gender Course LGBTIQ+ Course



In 2020-2021 Court Network received expressions of interest to become a Networker from individuals from every continent in the world.

- Afghanistan
- Australia
- Bangladesh
- Bosnia and Herzegovina
- Brazil
- Cambodia
- Canada
- Chile
- China
- Colombia
- Congo
- Egypt
- El Salvador
- England
- Ethiopia
- Fiji
- France
- Germany,
- Greece
- Hungary
- Hong Kong
- India
- Iran
- Iraq
- Italy
- Kenya
- Kosovo
- Lebanon
- Malaysia
- Mauritius
- Nauru Island
- Central Pacific
- Nepal
- New Zealand
- Nigeria
- North Macedonia
- Norway
- Pakistan
- Papua New Guinea
- Peru
- Philippines
- Romania
- Russia
- Samoa
- Saudi Arabia
- Scotland
- Singapore
- South Africa
- South Korea
- Sri Lanka
- Sudan
- Syria
- Thailand
- Turkey
- Ukraine
- United Arab Emirates
- United Kingdom
- United States of America
- Vietnam
- Zimbabwe

Celebrating 40 Years of Service Margaret Roberts

We are honoured to celebrate Margaret Roberts' ruby anniversary with Court Network, as she completes a staggering 40 years of service in April 2021.

When Margaret joined the second volunteer intake in Bendigo in the early 1980s, Court Network looked very different to the way it is today. While she is now Court Network's longest tenured volunteer, making a valuable contribution to the Bendigo community remains an important part of Margaret's life.

As Court Network has grown, so too has Margaret's own life. She now has three adult sons and recently celebrated her 60th wedding anniversary with her husband, Don.

One of Margaret's most memorable moments for Margaret, was supporting a 60 year old court user who had a challenging childhood as a victim of abuse. Margaret reflects that she was grateful to have the opportunity to sit with him and provide support throughout his cases. Many years later, Margaret was humbled to receive a letter from the court user thanking her for her support.

Program Coordinator for Bendigo, Loretta Doran started as a Networker under Margaret's guidance.

"When Loretta started I thought - she is the future of our Network!", Margaret said.

Meanwhile, Margaret was affectionately known as "The Oracle" to Loretta, for being so knowledgeable about Court Network and generous with her wisdom.

When asked what advice she would give to current Networkers, Margaret says "It's all in the way you approach the court user. You need to be able to recognise where there is a need for help and allow people to watch you helping others, so they will feel comfortable in their own time to ask. Many people just need a kind word."



It's all in the way you approach the court user. You need to be able to recognise where there is a need for help and allow people to watch you helping others, so they will feel comfortable in their own time to ask. Many people just need a kind word. **Margaret Roberts**





PRIORITY 3 PARTNERSHIPS

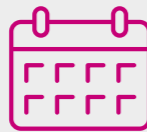
Expanding our reach and influence across the country.

GETTING OUR MESSAGE ACROSS 2020/2021

ADVOCACY

624

Parliamentary newsletters were distributed to Federal and State MPs in Queensland and Victoria promoting our work.



Throughout the last 12 months we continued our advocacy work holding numerous meetings with Federal and State MPs and key public servants to secure funding for our services in Queensland and Victoria.



Melbourne's ZONTA clubs supported us by running a letter writing advocacy campaign aimed at Federal MPs about cuts to our services in the Family Law Court.

MEDIA AND PROMOTIONAL MATERIALS

3 

Regional radio interviews

40k 

z-cards promoting the telephone support service in 21 community languages.

14 

Regional newspaper articles

CAMPAIGNS - 16 DAYS OF ACTIVISM

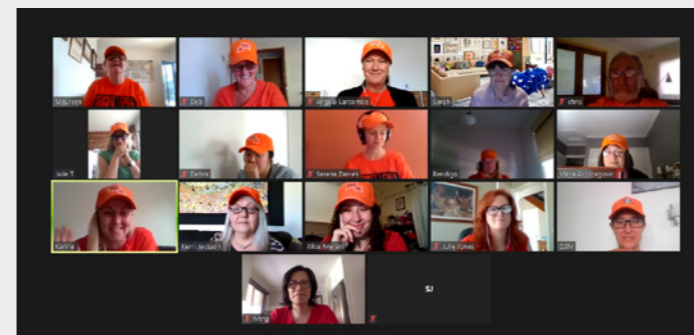
During the 16 Days of Activism, Court Network developed a program of action reaching beyond the court buildings and the community and legal networks inside them.

Tapping into the diverse networks of program staff and their highly skilled and connected volunteers, Court Network successfully engaged businesses in the campaign, including:

- Fosterville Gold Mine in Bendigo
- Kardinia Property in Geelong
- Shippys Café in Mildura
- Wilsons Warrnambool and District Real Estate
- Valiant Barbers in Heidelberg.

Kuol Deng, Court Network Children's Court Cultural Support Guide and respected elder, led two events with members of the South Sudanese and Sudanese community – one was a dinner and the other a forum. 80 members of the Sudanese and South Sudanese community together with church leaders and elders participated in the discussion on how to eliminate violence against women and children.

Funded by Municipal Association of Victoria and Respect Victoria



EVENTS

NATIONAL ANNUAL CONFERENCE

- 2020 National Annual Conference, Recognition Ceremony and AGM was held online.
- The 2020 theme was Diversity and Inclusion, and the Hon Marcia Neave AO facilitated a discussion with former Judge Judy Small, Commissioner Treasure Jennings and Chair of the Harmony Alliance and Community Advocate Nyadol Nyuon. 150 joined the online conference.
- 150 people joined the online Networker Victorian Recognition Ceremony where we honoured 35 Networkers for their 5, 10 year, 15 years, 20 years, 25 years, 30 years, and 35 years of service.

VICTORIAN LAW WEEK

- As part of the Victorian Law Foundation's Victorian Law Week events, we designed and delivered VIC Law Week 2021 - Putting the Court User First: Responding to Changing Need virtual event. Over 100 stakeholders and community members from Queensland and Victoria participated to the discussion about our new telephone service – a wrap-around service that responds to court users across any court in Victoria Queensland.

NATIONAL VOLUNTEER WEEK

- National Volunteer Week 2021 High Tea event at the RACV City Club with 120 Victorian Networkers together with newly

appointed President Cathy Williams and Chief Magistrate Judge Lisa Hanon and President Children's Court Judge Jack Vandersteen.

- Recognise, Reconnect and Reimagine was the theme for National Volunteer Week 2021 acknowledging that it is time to:
 - Recognise, celebrate and thank our volunteers for the vital role they play in our justice system.
 - Reconnect to what is important by giving our time to help other and ourselves.
 - Reimagine how we better support volunteers and communities they help.
- Regional events in Victoria for National Volunteer Week 2021



SOCIAL MEDIA

NATIONAL VOLUNTEER WEEK



16 DAYS OF ACTIVISM CAMPAIGN with the theme, **Respect Women: Call It Out** in partnership with MAV and Respect Victoria

- **Nine Twitter posts** resulted in **2987** impressions and **139** instances of engagement.
- **Four LinkedIn post** resulted in **1200** impressions, **23** reactions and 4 shares.
- Sally Crinis, Director of Stella &Co and Isodate, and Suzy Eskander, Celebrity and Fashion Stylist posted messages on their Instagram accounts to their **35,000 followers** and promoted the work undertaken by Court Network supporting women experiencing family violence.

VICTORIAN LAW FOUNDATION – VICTORIAN LAW WEEK



REPRESENTATION:



Magistrates' Court Victoria Family Violence Integrated Response Stakeholder Briefing

Magistrates' Court Victoria MARAM Project Control Group

Specialist Family Violence Court working group

Member of Victoria Police Stakeholder Group

Member of Victoria Police Electronic Referral Working Group

COLLABORATION:



Joint funding advocacy with ZONTA



Cultural Guides Evaluation Report with Children's Court Victoria



Coroners' Court Support Service (UK)



16 Days of Activism Campaign with Municipal Association of Victoria and Respect Victoria

UNIVERSITY STUDENT PLACEMENT:

KATIE LESTER

As a third year university student completing a Bachelor of Social Work, I knew it would be a wonderful experience to utilise my placement opportunity to volunteer with Court Network in the Queensland Victim Support Unit.

While it was an experience out of my comfort zone, I enjoyed building my skills and practical knowledge in a supportive environment – finding a new confidence both personally and professionally.

From the lovely and welcoming culture of the staff, to the opportunities for growth, the entire experience

was truly incredible. One of the most beneficial parts of my placement was being able to experience firsthand the service user perspective.

I was able to surround myself in the courts with service users and see how the court system works and how people react in those environments.

Court Network helped shape me as a professional practitioner and helped me to understand and grow my professional identity. Although it was challenging at times, the team and staff were incredibly supportive, and I couldn't wish for a better group of people to support me through my first placement.



I was able to surround myself in the courts with service users and see how the court system works and how people react in those environments.

CONSULTATIONS:



Victoria Law Foundation's Data Mapping Project

Review of Sexual Harassment in Victorian Courts

Development of the Dandenong Children's Court

Development of the Bendigo Court and support from City of Greater Bendigo.

MARAM Project control group and project group

With Victorian Multicultural Commission on how courts can better provide support to CALD women experiencing family violence



PRIORITY 4 **ORGANISATIONAL** **CAPABILITY**

Strengthening our foundations.

National Quality and Operations Manager's Report

This is the first full year of having a dedicated National Quality and Operations Manager role within Court Network, and what a year it has been!

Whilst the pandemic has meant this role has worked almost exclusively from home, it has not delayed exceptional scoping, planning and progress in a variety of areas. The overarching quality improvement and risk management

processes have progressed hand in hand with accreditation and digital and data transformation to further strengthen efficiencies and effectiveness, as well as support Court Network's position as a nationally recognised leading volunteer management organisation and court user service provider.

Reflecting on this time and its challenges, it is remarkable to see the difference in the way

we govern, manage and work compared to a year ago. Clear vision and direction, teamwork and collaboration, has been key to the successes, of which there are many.

Julie Jones
National Quality and Operations Manager

Accreditation

Accreditation is independent recognition that an organisation, practice, service, program or activity meets the requirements of defined criteria or standards. Accreditation provides quality and performance assurance for executive, managers, employees/volunteers, funding bodies and consumers.

The achievement of accreditation is measured against the sector specific Standards which have been set as the minimum benchmark for quality. Compliance with the Standards is demonstrated through an independent assessment.

During 2021/22 both Queensland (Human Services Quality Framework) and Victoria (Quality Improvement Council or QIC Health and Community Services Standards and Health Services Standards) completed successful accreditation processes. In particular, Court Network received the following commendation from QIC:

For its service delivery (support of court users), Court Network relies entirely upon a volunteer workforce – the Networkers. Court Network is to be congratulated for the systems that are in place – recruitment, orientation, training/professional

development, management, supervision – that underpins the high quality of this workforce and the services it provides to court users – be it face-to-face in courts or, more recently, by phone. The feedback received by Court Network about this workforce, from court users and stakeholders is overwhelmingly positive. The Networkers are providing their quality support to very vulnerable people during a time of great stress. Court Network's systems and processes that create and support the Networkers is commendable.



The achievement of accreditation is measured against the sector specific Standards which have been set as the minimum benchmark for quality.

Digital and Data Transformation

Planning our IT Roadmap

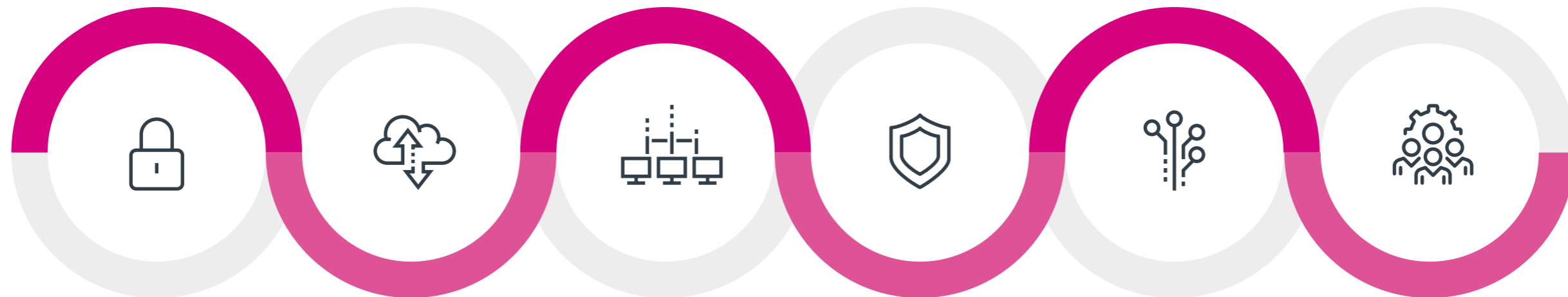
During 2020/21, leading on from the continued impact of the pandemic, including repeated lockdowns and remote working, Court Network understood that digital transformation would be key to continued service model success and relevancy.

After undergoing an initial internal analysis of our IT priorities, a Digital and Data Transformation Roadmap was developed, and a working group convened. The purpose of the roadmap is to set out key actions for Court Network in relation to digital and data

transformation over the next two years. It clearly outlines each step we need to take to modernise our IT environment. Completion of the roadmap is intended to provide better information, contemporary technology and capable people.



Court Network understood that digital transformation would be key to continued service model success and relevancy.



So far, we have achieved significant transformation in the way we work and deliver services by:

MOVING TO SECURE AND HYBRID WORKING
A computer review and replacement program were completed. Unreliable and obsolete office computers were replaced with laptops which can be remotely monitored and managed, thereby creating a mobile and responsive workforce.

MOVING TO THE CLOUD
We are fully utilising Microsoft 365 tools and functions including staff storing files in personal and shared areas to securely collaborate with others. In addition, our governance, corporate and operational information is transitioning to SharePoint to enable staff to easily share and find files they need (including policies, procedures and guidelines).

UNDERSTANDING AND ORGANISING OUR DATA
We have now classified the information we store into different categories (e.g., sensitive, confidential, public, etc.) to ensure all data and information is managed appropriately. We have also identified six key performance indicators that will be consistently collected in order to provide court users and other stakeholders with core information on the service we provide and the value we add.






ENHANCING CYBER SECURITY
We have completed a Cyber Security Vulnerability Scorecard that will drive our security strategy going forward. In addition, we have introduced multi-factorial authentication systems and updated our anti-virus software to protect our systems, information, employees and volunteers.

DEVELOPING OUR IT ASSET MANAGEMENT PROGRAM
With the replacement of IT equipment it was timely to ensure that we had a robust asset management program which includes a register of what equipment we have and where it is allocated. The replacement program will be further enhanced in 2021/22 with the allocation of court IT equipment to enable real time recording of service data as well as hand electronic resources

UPGRADING EMPLOYEE INFORMATION SYSTEMS
Employment Hero - a dedicated Human Resources system has been commissioned. This is an end-to-end people management platform that covers every aspect of the employee lifecycle, from recruitment and onboarding to engagement, productivity and success. 2021/22 will see the progression of an enhanced telephone service system and a client management system (currently being

Assessing our progress

Whilst there is much more to achieve, at the end of 2020/21 we have made great headway:

	Basic	Intermediate	Advanced
Technology foundations 	Unreliable PC's with problematic information sharing.	Reliable PC's and a NFP cloud collaboration platform which staff use well. *	Information accessible anywhere supported by functional and easy to use collaborative tools.
Information systems 	Paper or document/ spreadsheet based systems to support serviced delivery.	Solid service delivery, HR and finance systems with some deficiencies.	Integrated, accessible solutions support efficient processes, service delivery vb and track outcomes. *
Digital marketing 	Limited social media presence and basic, static website. *	Responsive website and appropriate social media presence with outcomes tracked and supported by EDM campaigns. <i>Coming to Court Network in 2021-22.</i>	Broad stakeholder engagement through integration of social media and sophisticated website.
IT Management 	No ICT plan, ad hoc and reactive.	IT plan linked to business outcomes. Engaged executive and staff. Benefit vs. Cost balanced. *	Strategic IT plan aligned with organizational goals. Proven IT disaster plan.
Cyber security 	We'll worry about it when a breach occurs.	Solid cyber security defenses and controls. *	Strong technology protections with educated staff and reliable processes.

* Where we are positioned in our progress



Risk Management

Court Network has a strong focus on risk management. While recent times have been turbulent, it has provided an opportunity to enhance and review our systems. The Quality and Risk Committee (QRC) embarked upon a process for strengthening risk management with a presentation to the Board. This will be followed by activities intended to reduce or mitigate risk where needed.

COURT NETWORK AMBASSADOR

Mrs Barbara Rozenes OAM



Mrs Rozenes has held key roles in organisations within the legal and health sectors. Since 1998, she has been a board member, including holding the positions of president and vice-president, for the Court Network. She was also the inaugural convenor of the Royal Melbourne Hospital Neuroscience Foundation, and since 2015 has been a member of the Critical Care Clinical Network at the Department of Health and Human Services. Additionally, she is a consumer representative at the department's Safer Care Victoria unit. Barbara has also been a board member of the Victorian Association of Care and Resettlement of Offenders since 2011 and was on the Sentencing Advisory Council of Victoria for 14 years. Her service and commitment to the community was recognised with a Medal of the Order of Australia (OAM) in 2019. Mrs Rozenes was recently appointed Ambassador to the Victorian Association for the Care and Resettlement of Offenders (VACRO) for their 150th birthday.

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 | The Honourable David Harper AM

Appointed AGM 2015, re-elected AGM 2018

David was a Judge of the Supreme Court of Victoria from 1992 - 2013, becoming a member of the Appeal Division of that Court in 2009. He was President of the Victorian Association for the Care and Resettlement of Offenders (VACRO) between 1995 and 2012 and is now its patron. He became a Member of the Order of Australia in 2008 for service to law reform, the judiciary, international humanitarian law and the community. In 2015 David chaired a panel which advised the Victorian Government on the management of serious offenders. A result of the panel's report was the establishment of the Post Sentence Authority, to which David was appointed inaugural deputy chair for six months ending in October 2018.

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.

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) for more than 18 months. 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.

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.

Neil Michael

Networker & Member | Appointed AGM 2017, re-elected 2020

Neil is a current Court Network volunteer at the Wangaratta Magistrates' Court where he has been providing services to court users for the past seven years. Neil spent his working life in the service industry in Melbourne. Since retirement he has volunteered as a Community Visitor and a Panel Secretary for the Office of the Public Advocate (Disability Stream), a position he has held for nine years. He has also been the Coordinator of his local Neighbourhood Watch for seven years. Neil's aim is to represent Metropolitan and Regional Networkers in Victoria and Queensland and give them a voice on the Court Network Board to achieve the best possible outcomes for everyone. Since retirement, Neil has devoted his spare time to volunteering and to giving back to the community by assisting vulnerable people who find themselves in difficult circumstances.

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.

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.

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 Pennington 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.

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 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 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.

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.

Treasurer's report

I am pleased to present the audited financial statements for the year ended 30th June 2021. This financial year has a surplus of \$64,679.

The COVID-19 pandemic has continued to impact the operating landscape of the Australian court system in FY21. Despite this, Court Network has continued to adapt its services, particularly through the use of technology, to ensure court users are supported.

Funding

Court Network receives funding from Queensland and Victorian Governments, Court Services Victoria, Department of Health and Human Services Victoria, Legal Aid Queensland, and Victims Assist Queensland. For this, we offer our sincere thanks. In addition, Court Network has received COVID-19 related funding from the Australian Government to support operations during FY21.

Court Network again acknowledges the support of the Baer Family Trust for their generosity in funding the Victorian Family Court Program for FY21. This donation ensured Family Court services continued during FY21 and, due to some unspent funds, will continue into FY22.

The organisation's total income for the year was \$2,783,931, which was a decrease of \$168,772 on FY20, due to the reduction in funding received from Legal Aid Queensland and the cessation of funding from Victoria Legal Aid.

Expenditure

Expenditure for the year decreased by 4% to \$2,719,252. The result was influenced by savings due to staff vacancies and reduced business travel due to COVID-19 travel restrictions.

Financial position

Court Network continues to diligently manage its cash reserves to ensure the organisation remains solvent and can meet its financial obligations. The FY21 year has again demonstrated the importance of Court Network's strong cash position, providing capacity and flexibility to develop and implement new services in response to the ongoing COVID-19 impacts on the courts.

The financial position of the organisation remains sound with a cash balance of \$2,338,285 and net assets of \$798,602. The strong financial result for FY21 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



Court Network continues to diligently manage its cash reserves to ensure the organisation remains solvent and can meet its financial obligations.

Financials

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2021

	NOTE	2021 \$	2020 \$
INCOME			
Grants from Government and Statutory Bodies	3	2,611,703	2,850,175
Interest Revenue		7,181	20,956
Other Revenue			
		165,047	81,572
		<u>2,783,931</u>	<u>2,952,703</u>
EXPENDITURE			
Employment Costs		2,148,383	2,267,282
Travel Expenses-Staff		29,258	62,365
Volunteer Expenses		27,090	56,079
Telecommunication Costs		30,067	22,669
Board Costs		1,044	4,880
Consultants		24,531	2,959
AGM and Conference Event		2,150	24,414
IT and Office Equipment Maintenance		109,449	52,542
Publications, Marketing, Printing and Stationery		36,005	37,483
Staff Recruitment, Learning and Amenities		8,827	16,533
Depreciation		2,192	3,265
Court Support and Meetings		1,862	4,197
Insurance		8,352	5,489
Rent		272,636	262,150
Other Administration Expenses			
		17,406	19,838
		<u>2,719,252</u>	<u>2,842,145</u>
OPERATING RESULT FOR THE YEAR		<u>64,679</u>	<u>110,558</u>
Other comprehensive income for the year		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		<u>64,679</u>	<u>110,558</u>

The accompanying notes form part of these financial statements.

Financials

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2021

	NOTE	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents	4	2,338,285	1,860,531
Receivables and Prepayments		48,575	6,116
		<u>2,386,860</u>	<u>1,866,647</u>
NON-CURRENT ASSETS			
Fixed Assets	5	787	2,979
		<u>787</u>	<u>2,979</u>
TOTAL ASSETS		<u>2,387,647</u>	<u>1,869,626</u>
CURRENT LIABILITIES			
Creditors and Accruals		213,023	156,984
Income in advance	6	1,092,539	756,810
Provisions	7	283,483	221,909
		<u>1,589,045</u>	<u>1,135,703</u>
TOTAL LIABILITIES		<u>1,589,045</u>	<u>1,135,703</u>
NET ASSETS		<u>798,602</u>	<u>733,923</u>
MEMBERS' FUNDS			
Accumulated Surplus		798,602	733,923
		<u>798,602</u>	<u>733,923</u>
TOTAL MEMBERS' FUNDS		<u>798,602</u>	<u>733,923</u>

The accompanying notes form part of these financial statements.

Financials

COURT NETWORK INC.

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2021

	NOTE	Accumulated	Total
		Surplus	
		\$	\$
Balance 1 July 2019		623,365	623,365
Surplus for the Year		110,558	110,558
Balance 30 June 2020		733,923	733,923
Surplus for the Year		64,679	64,679
Balance 30 June 2021		798,602	798,602

The accompanying notes form part of these financial statements.

Financials

COURT NETWORK INC.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2021

	NOTE	2021	2020
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Grants from Governmental and Statutory Bodies		2,632,337	2,810,301
Interest		7,181	20,956
Other		115,047	163,814
Payments			
Employment Expenses		(2,065,396)	(2,221,995)
Supplies		(211,415)	(257,874)
Net cash (used in) / provided from operating activities	8	477,754	515,202
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for purchase of plant and equipment		-	-
Net cash used in investing activities		-	-
Net (decrease) / increase in cash held		477,754	515,202
Cash at the beginning of the financial year		1,860,531	1,345,329
Cash at the end of the financial year	4	2,338,285	1,860,531

The accompanying notes form part of these financial statements.

Financials

COURT NETWORK INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

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 2021 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 2021.

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.

Financials

Interest Income

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

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

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

Financials

be settled within 12 months of the reporting date are measured at the present value of expected future 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.

Financials

COURT NETWORK INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
	-	-
NOTE 3:		
GRANTS FROM GOVERNMENT AND STATUTORY BODIES		
Court Services Victoria	1,288,581	1,447,295
Victoria Department of Health & Human Services	399,319	384,054
Victoria Legal Aid	11,299	127,781
Queensland Department of Justice	912,504	891,045
	<u>2,611,703</u>	<u>2,850,175</u>
NOTE 4:		
CASH AND CASH EQUIVALENTS		
Cash on Hand	1,820	1,660
Cash at Bank	1,820,582	1,345,371
Cash on Deposit	515,883	513,500
	<u>2,338,285</u>	<u>1,860,531</u>
NOTE 5:		
FIXED ASSETS		
Office Equipment	35,049	55,553
Less: Accumulated Depreciation	(34,262)	(52,574)
	<u>787</u>	<u>2,979</u>
NOTE 6:		
INCOME IN ADVANCE		
Court Services Victoria	618,342	286,387
Queensland Department of Justice	154,690	140,998
Victoria Department of Health & Human Services	293,973	185,883
Victoria Legal Aid	-	11,299
Baer Family Trust	25,534	130,000
Ipswich City Council	-	2,243
	<u>1,092,539</u>	<u>756,810</u>

Financials

2021	2020
\$	\$
-	-

NOTE 7: PROVISIONS

(a) Employee Entitlements		
Annual Leave and Other Entitlements	193,096	140,314
Long Service Leave	69,407	50,186
	262,503	190,500
(b) Other		
Children's Court Project	-	9,429
Quality Management	20,980	20,980
Victim Support Unit Brisbane Volunteer Support	-	1,000
	20,980	31,409
	283,483	221,909

NOTE 8: CASH FLOW RECONCILIATION

Reconciliation of net cash used in operating activities to operating results		
Operating Result		
	64,679	110,558
Depreciation	2,192	3,265
Increase in Receivables and Prepayments	(42,459)	(1,055)
Increase in Creditors and Accruals	56,039	27,822
Increase in Provision for Entitlements	72,003	26,490
Decrease in Provision for Other Provisions	(10,429)	(6,396)
Increase in Income in Advance	335,729	354,518
Cashflows (used in)/ from operations	477,754	515,202

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	2,128	1,520
- between 12 months and 5 years	3,901	-
	6,028	1,520

Financials

2021	2020
\$	\$
-	-

NOTE 10: REMUNERATION OF AUDITORS

Audit fees	6,200	5,900
	6,200	5,900

NOTE 11: CONTINGENCIES

The Association had no contingent liabilities as at 30 June 2021 (30 June 2020: nil).

NOTE 12: EVENTS AFTER THE REPORTING PERIOD

With exception to matter noted below, no matter or circumstance has arisen since 30 June 2021 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 2021, however, this pandemic will likely have a financial impact for the Association in the 2021 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 2021, 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 2021 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.

Liability limited by a scheme approved under Professional Standards Legislation.

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



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.

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.

Independent Auditor's Report



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

21 September 2021

Launceston, Tasmania



I have tried many services over the last two weeks, and you are the only one who has listened, tried to understand and helped me to resolve this issue.”



Call was very helpful. You have given me the confidence to stand up for myself and protect my children.”



Emotional support has been so helpful. I felt like I was drowning in the issues. You have given me great advice and suggestions around staying safe.”



Contact us

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