

**North Australian Aboriginal Family Violence Legal Service Aboriginal Corporation (NAAFVLS) – ICN: 4641.**

The concept of benchmarking the FVPLS program remains problematic for all parties involved, including the Commonwealth Government, as data input into the Community Legal Service Information System (CLISIS) appears to be inconsistent across service providers. This makes it extremely difficult to assist the Commission with service delivery cost analysis methodologies. Data integrity remains a vital tool and a review of information management systems should be recommended.

NAAFVLS remains of the opinion that service delivery costs as a measurement in, per client terms, is approximately 4 times for an Outreach Service Provider to remote indigenous communities than other service providers. This is consistent with the costs associated with the delivery of health services in the Northern Territory to remote indigenous communities. NAAFVLS will on average travel 100 times per annum to remote communities following the 'Bush Court' circuit in both service regions (Darwin and Katherine). Associated costs for each trip include airfares, accommodation, hire cars, travel allowance and interpreter service costs.

NAAFVLS is of the opinion that current funding provided by the Commonwealth is adequate to provide the return on investment and performance required by the Commonwealth in the delivery of the program in the Top End of the NT in its current form.

NAAFVLS continues to experience some difficulties with the treatment of unexpended funds as required by the Commonwealth at the end of financial year, as it appears to contravene AASB 1004 'Contributions'. For this reason NAAFVLS financial accounts will continue to be 'Qualified' by our external auditors. Recently the Commonwealth has given due consideration to the concept of Asset Replacement Reserves to ensure the long term financial viability of NAAFVLS. The Commonwealth should also give consideration to the differences between 'cash acquittals' and the financial reporting requirements of Corporations.

Whilst specific funding is not allocated to early intervention programs, NAAFVLS remains of the opinion that this is a vital part of service delivery and prevention. NAAFVLS provides Community Legal Education (CLE) to nearly 30 remote communities and focuses on CLE delivery on each community to NT Police, Health Clinic staff, Safe House staff, Night Patrol services, Strong Men's Groups and Strong Women's Groups. The provision of CLE to remote secondary school students and colleges is considered as an early intervention program.

NAAFVLS have recently entered into a sponsorship agreement with AFLNT to promote the organisation and improve the organisations profile on remote indigenous communities. Each of the 26 selected team members will participate in CLE training and be required to promote NAAFVLS services on remote communities alongside the AFLNT. The NAAFVLS Indigenous All Stars Football Team players will be selected from our remote service delivery communities and play preseason games in Darwin against the NT Thunder Team. The top 6 players in the NAAFVLS All Stars Team will become Members of NAAFVLS and become Corporation ambassadors.

Since NAAFVLS was released from Special Administration on 29 June 2012, we have been able to improve internal productivity by an estimated 20% with the introduction of electronic document management systems, precedent database, templates and work flow management. Improved technology and systematic reviews will continue to provide improvements.