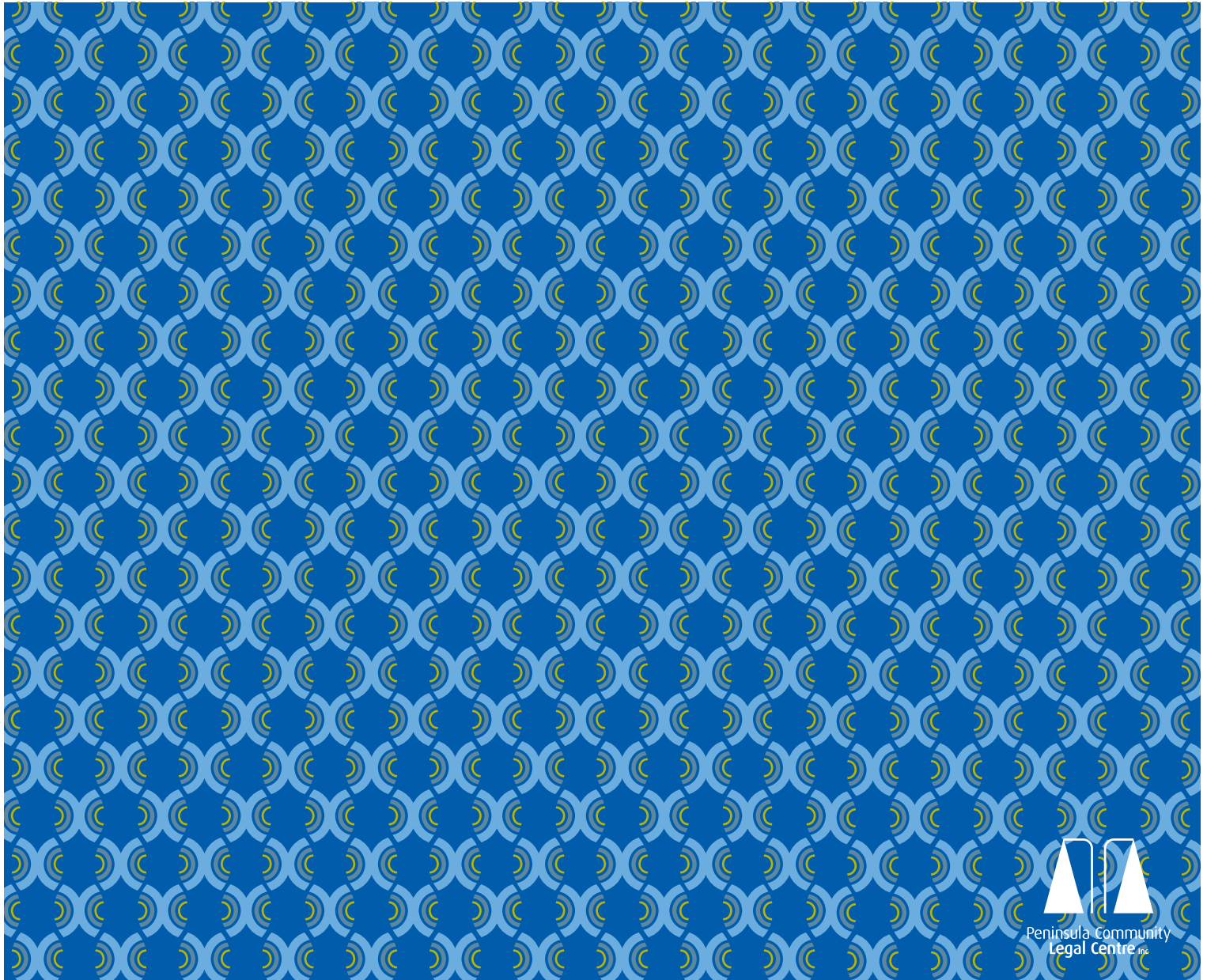


PENINSULA  
COMMUNITY  
LEGAL CENTRE INC  
ANNUAL REPORT 2009/10



Peninsula Community  
Legal Centre inc

# FUNDING

Peninsula Community Legal Centre Inc.  
is funded by the following sources:



# SUPPORT



We are grateful for the generous donations  
from James Dowsley & Associates and client  
and community members.

## PHILOSOPHY

Community legal centres are about providing free legal advice to those who need it. CLCs aim to address not just the legal problem of the client but to eliminate the structural and systemic barriers to justice. The culture of volunteerism in CLCs is historical and allows us to provide services well beyond our funding. It enhances our social change agenda by bringing lawyers and law students who are generally from privileged backgrounds into contact with our communities.

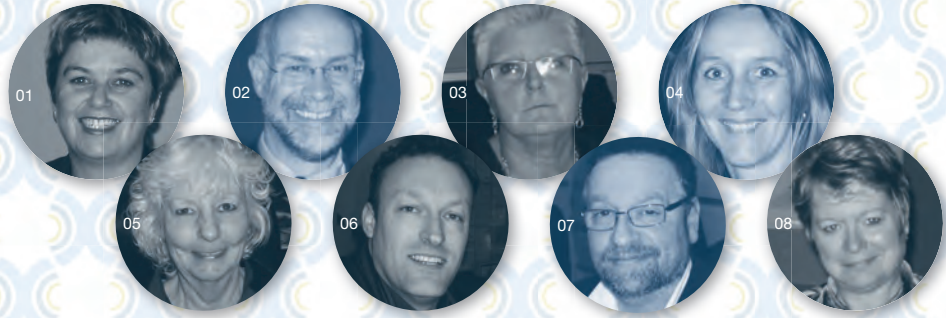
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## OUR MISSION

To empower and support disadvantaged community members of the South East and Westernport Region to use the law and legal system to protect and advance their rights and broaden their awareness of their responsibilities.

## CONTENTS

Management Committee	2
Staff Members	2
President's Report	4
Chief Executive Officer's Report	6
Pro Bono Report	9
Special Achievements	10
Volunteers	11
Casework Practice	14
Volunteers, Education & Law Reform	16
Projects & Development	18
Administration Program Report	20
Statistics	22
Financial Statements	24
Professional Development	28
Training	29



## MANAGEMENT COMMITTEE

01 Victoria Campbell	President
02 Chris Galagher	Vice President
03 Jen Kelly	Treasurer
04 Heather Perry	Secretary
05 Elaine Pierson	Public Officer
06 Paul Bradley	General Committee
07 George Erlichster	General Committee
08 Lesley Dillon	General Committee



## STAFF

09 Helen Constas	Chief Executive Officer
------------------	-------------------------

### Program Managers

10 Andrea Florance	Manager - Volunteer & Education Programs
11 Jackie Galloway	Deputy CEO & Manager - Consumer Affairs Program
12 Victoria Mullings	Principal Lawyer
13 Brendan Stackpole	Managing Lawyer Family Law Program
14 Sue Vincent	Manager – Administration Program
15 Gillian Wilks	Manager – Projects & Development





<b>16 Hellen Argiriou</b>	Assistant Manager Administration Program
<b>17 Cathie Currie</b>	Community Worker Young Renters Program
<b>18 Jodie De Gregorio</b>	Finance Officer
<b>19 Chris Gunasekera</b>	Community Lawyer Family Law Program
<b>20 Katrina Haller</b>	Community Lawyer Child Support Program
<b>21 Danny Haworth</b>	Advocate
<b>22 Vicki Holmes</b>	Deputy Assistant Manager Administration Program
<b>23 Quinn McCormack</b>	Community Lawyer / Education & Policy Lawyer
<b>24 Celestine Moon</b>	Community Lawyer Child Support Program
<b>25 Philip Moon</b>	Community Lawyer
<b>26 Lesley Occhipinti</b>	Executive Assistant to the CEO
<b>27 Kristie Quinlan</b>	Administrative Worker
<b>28 Kate Ross</b>	Community Lawyer

<b>29 Valmai Scully</b>	Administrative Worker
<b>30 Sina Taghdir</b>	Community Lawyer
<b>31 Sokha Um</b>	Community Lawyer
<b>32 Elsje Van Moorst</b>	Project Worker
<b>33 Ros Horridge</b>	Project Worker
<b>34 Carla Weelen-Young</b>	Administrative Worker
<b>35 Saskia Weerheim</b>	Assistant Manager Volunteer & Education Programs
<b>36 Beth Weerheim</b>	Administrative Worker
<b>37 Mark Westley</b>	Community Worker Caravan Park & Rooming House Project
<b>38 Claire Williams</b>	Community Lawyer

The following staff worked/left during this period.  
We wish them well.

<b>Rhonda Sandardos</b>	Community Lawyer
<b>Jack Greenwell</b>	Finance Officer
<b>Ian Brent</b>	Administrative Worker
<b>Jessica Payne</b>	Personal Assistant to Practice Manager

# PRESIDENT'S REPORT

Victoria Campbell

In a civil society, every individual must have access to justice. Peninsula Community Legal Centre is committed to making that a reality for its community.

I am proud to be associated with this organisation, the core function of which is to make justice accessible and empower disadvantaged community members, and I know that the people who make up PCLC feel as passionately about access to justice as I do.

It is widely accepted that, but for the work of community legal centres, 'access to justice' would be an empty promise for many clients who cannot afford a private lawyer and do not qualify for legal aid. That is certainly the experience of our Centre, which provided 9,458 client activities last year, as well as a range of community development and community legal education activities. The vast majority of clients were experiencing disadvantage, and it is easy to see that their right to equality before the law may have been meaningless without the resourcing and direct assistance of PCLC.

The Centre has continued to thrive over the past year, and I feel honoured to serve as the President of its Committee of Management. We have welcomed a number of positive developments, including the securing of three year funding for our Family Law Program and Family Relationship Centre Partnership Project by the Australian Government and the continuation of projects funded by Consumer Affairs Victoria – all of which will enable PCLC to continue to provide

much needed legal information, advice and assistance to vulnerable members of the community.

This year's Annual Report design represents 'connectedness', so it is fitting that I report on the role of the Management Committee in ensuring, firstly, that the Centre remains connected to the community which it serves and, secondly, that it has capacity to develop and maintain key relationships. The Committee is comprised of volunteers who have diverse expertise and experience in a range of sectors, but all have a connection to the local community, which they call home. The Committee recognises the importance of building strategic connections, and is proud of the Centre's reputation and relationship with funding bodies, Victoria Legal Aid, Consumer Affairs Victoria, Victoria Law Foundation, the private legal profession and community organisations – not to mention our new pro bono partner, Russell Kennedy.

It is the responsibility of the Management Committee to ensure that PCLC is properly governed and functioning at the highest possible level – a responsibility that we take very seriously. I thank committee members for their diligence throughout the year, and express my genuine and deep gratitude for their encouragement and input as I embarked on the steep learning curve of a first-term president. In particular, I must pay tribute to outgoing president, Chris Gallagher, who has led the Management Committee for the past eight years. Chris has been



unfailingly generous in sharing his time and expertise, and I am grateful for his decision to serve as Vice President this year.

I would also like to acknowledge the exceptional work of our Chief Executive Officer, Helen Constat. Helen has ensured that PCLC has not only been able to respond to change, but is at the forefront of it. In the 10-plus years that I have worked with her, Helen has frequently impressed me with her loyalty to staff and her energy and determination to push the organisation forward, to ensure the best possible services to

of goodwill and commitment among our volunteers – who last year helped 1,786 clients. I thank them for their important contribution.

The Management Committee recently approved a restructure of the organisation, aimed at streamlining management positions and creating an even stronger and more sustainable organisation. In the years ahead, we will be endeavouring to relocate our Head Office to larger and more suitable premises that will better accommodate the needs of our clients and organisation.

**“It is widely accepted that, but for the work of community legal centres, ‘access to justice’ would be an empty promise for many clients who cannot afford a private lawyer and do not qualify for legal aid.”**

the community and to “never miss an opportunity”. We are very proud of Helen and all that she has achieved!

Helen leads a team of dedicated and talented staff, and I congratulate them on a highly successful year and sincerely thank them for their efforts, as well as their support of my new role – it is truly appreciated.

As we move towards the 10<sup>th</sup> anniversary of International Year of Volunteers in 2011, I am pleased to pay homage to our 144 volunteers. I have found my own experience of volunteering, as a paralegal and now lawyer, to be enriching, and I know that there is a tremendous spirit

I reiterate my pride in the work of PCLC in helping the disempowered achieve empowerment through access to justice, and our work to aid our community. However, even though PCLC is one of the largest community legal centres in Australia, this tough economic climate is widening our client base and we are struggling to meet the demand for our services. I hope that, with the continued support of our funding bodies, the year ahead will see us able to extend our reach into the community and achieve our goals.

# CHIEF EXECUTIVE OFFICER'S REPORT

Helen Constas

A number of long-held aims for Peninsula CLC have come to fruition this year, with PCLC proudly boasting a pro bono partner, recurrent funding for Family Law duty lawyer services, a new partnership project with Frankston Family Relationship Centre, continued support for special projects by Consumer Affairs Victoria and the Victoria Law Foundation and renewed financial support from five local governments in our catchment area.

Naturally those 'fruits' came after much labour – and the year has been challenging, as well as rewarding!

For the past two years, our Family Law Program (which provides duty lawyer services at Dandenong Family Law Courts and related family law services) has operated under 'one-off' funding, with an uncertain future. In February – March this year, that program was reviewed by the Attorney-General's Department, with the very welcome outcome of a three-year funding agreement for the program to continue to operate.

PCLC made a comprehensive submission to the review, which

highlighted the value of the program in addressing the acute vulnerability of self-represented litigants at the Dandenong Family Law Courts. In our experience, clients are almost overwhelmingly experiencing disadvantage, including low income, lack of education, disabilities, limited or no English and family violence. In times of crisis and emotional distress, coupled with the stress of court proceedings, it is easy to see how these already disadvantaged clients could be completely overwhelmed and incapable of effective self-representation. PCLC also initiated teleconference meetings with the other three centres being reviewed (Family Law Legal Service Victoria, Hunter Community Legal Centre and Caxton Legal Centre), and provided strategic direction and resourcing to assist their responses to the review.

To inform and support its response to the Review, PCLC conducted a client telephone survey and obtained letters of support from clients, the Hon. Diana Bryant, Chief Justice of the Family Court of Australia, the Registry Manager of Dandenong Family Law Courts and a number of local legal practitioners. We are very grateful for their support, which helped PCLC demonstrate how vital its Family Law Program is. As one client said in her letter, *"I found my experience with your duty lawyer invaluable. I was beside myself and he calmed me and gave me all the tools I needed to get my son back... If it wasn't for your duty lawyer I don't know where I would of [sic] been. I had no funds to pay a lawyer as*

*I am a pension card holder with no child support. I really hope others can benefit in their time of need as I did."*

PCLC also took its case for continued funding of the Family Law Program, and CLCs generally, to Canberra in March this year, meeting with the Hon. Robert McClelland, Federal Attorney-General, Roger Wilkins AO, Secretary, Attorney-General's Department and other senior Departmental staff. We appreciate their willingness to meet with us and hear of our experiences in assisting disadvantaged community members.

It was with enormous satisfaction and relief that we were advised in May this year of the Australian Government's decision to provide a three-year funding agreement for the Family Law Program. We were also gratified by the Attorney-General's commendation of the way in which our Program operates and the relationships that PCLC has forged with the judiciary, court registry staff and with Legal Aid duty lawyer services.

PCLC is also pleased to be offering additional services to clients with family law issues, through its partnership project with Family Life as the provider of Frankston Family Relationship Centre. This partnership is operating as a pilot project from December 2009 to December 2010, however we now understand that, subject to review, this will be expanded to a three year project. As part of the project, PCLC provides legal information workshops, individual legal advice and ongoing assistance,



“We have enormous respect and admiration for Victor Harcourt and the Russell Kennedy team, and value their genuine and deep commitment to pro bono work – with PCLC and more broadly.”

and will scope the feasibility of providing lawyer-assisted mediation. The project is managed by PCLC, with input from a Working Group of key stakeholders. We thank Jo Cavanagh, Chief Executive Officer of Family Life, and her team for their support of the project and look forward to working together over the coming year. We are also pleased to welcome Victoria Legal Aid, who have recently joined the partnership to assist with conflicts of interest.

There was jubilation in our office when we came back from a meeting with the Victor Harcourt, Pro Bono Principal and the Pro Bono Committee of Russell Kennedy in December 2009 and announced that we had formed a pro bono partnership. This was a long-held wish of PCLC, and much effort had previously been spent in meeting with firms and trying to secure their ongoing support. Whilst there was much goodwill and offers of ad hoc support, PCLC was unsuccessful in its attempts to secure a ‘partner’ – until Andrea Florance met Victor Harcourt at the Victorian Attorney-General’s Community Law Roundtable in late 2009!

Already, Russell Kennedy has offered significant support to PCLC, including legal advice on leases and employment issues, professional development

opportunities, design, printing and the establishment of a client disbursement fund which helps struggling clients who cannot afford to pay the modest disbursements necessary for their legal matters to progress.

We have enormous respect and admiration for Victor Harcourt and the Russell Kennedy team, and value their genuine and deep commitment to pro bono work – with PCLC and more broadly. We extend our heartfelt thanks.

I also take this opportunity to thank the many other firms and barristers who have provided pro bono support to our clients in the past year.

We have continued to work collaboratively with Consumer Affairs Victoria over the past year, and were pleased to have our three projects (Young Renters Program, VCAT Self Representation Workshops and Caravan Park & Rooming House Outreach) extended for a further 12 months. We have worked closely with Jen Stokes, Community Programs Manager, and Jennifer Abreu, Community Programs Officer, and thank them for their support.

We are delighted to have the continued support of local government, and anticipate that we will shortly enter into

new three-year funding agreements with the Cities of Frankston, Kingston, Glen Eira, Casey and the Shire of Mornington. The support of local government is vital in providing visiting outreach services, operating branch offices and providing community legal education and community development activities. We appreciate local government’s recognition of the needs of the community for local free legal services, and thank them for their support.

I am pleased to report that our Rosebud Branch office, which was officially opened last year, has been well-utilised by the local community and we expanded Rosebud Branch operating hours to three days and one evening per week from November 2009.

I am also pleased to report that the Centre has been able to deepen and expand its education and policy work, with the creation of a part-time Education & Policy Lawyer position from November 2009.

Much effort was expended this year in reviewing and updating the Centre’s employment policies, procedures and instruments, to ensure compliance with the Fair Work Act and modern awards, whilst also protecting above award conditions enjoyed by staff. I wish to acknowledge the work of our Gillian Wilks and Carolyn Ryan of Jobs Australia and thank them for their assistance.

We have continued to enjoy high staff retention, which offers stability and continuity for the organisation, as well as demonstrating the calibre of our team and their commitment to serving the community. During the year, we celebrated three staff members reaching long-service milestones: Valmai Scully (10 years), Cathie Currie (10 years) and Victoria Mullings (15 years). Congratulations and thank you for your service to PCLC. Best wishes to Jack Greenwell, Finance Officer, on his retirement – and welcome to Jodie de Gregorio who brings a high level of experience and professionalism to the role of Finance Officer. I take this opportunity to thank all of our brilliant staff, whose compassion, diligence and good humour make coming to work a pleasure!

I am also pleased to welcome Victoria Campbell to the role of President of our Management Committee. Victoria has served as Vice President for the past four years, and has been a lawyer and former paralegal volunteer for more than 10 years. With her passion for social justice and long-term commitment to PCLC, she is well-placed to lead the organisation, and I congratulate her on a successful first term. I also take this opportunity to thank all of the members of the Management Committee for their guidance and support throughout the year.

Our volunteers have assisted 1,786 clients this year – the highest number of clients ever assisted by volunteers at PCLC. On the one hand, this is a truly impressive result – but on the other, it demonstrates the high level of need for free legal services that continues to exist in our community. Heartfelt thanks to all of our 144 volunteers for their important contribution to our Centre and the community we serve.

**“The achievements of the past year place us in good stead for the year ahead, which I enter with optimism and determination to continue to provide high quality, targeted services to assist and empower vulnerable community members.”**

I would also like to acknowledge and thank Jackie Galloway, Gillian Wilks and Andrea Florance for fulfilling the role of Acting Chief Executive Officer when required during the year. A big thank you to all program managers for their work throughout the year: Jackie Galloway, Sue Vincent, Victoria Mullings, Brendan Stackpole, Gillian Wilks and Andrea Florance. Special thanks also to my Executive Assistant, Lesley Occhipinti, for her assistance throughout the year.

The achievements of the past year place us in good stead for the year

ahead, which I enter with optimism and determination to continue to provide high quality, targeted services to assist and empower vulnerable community members. We have restructured and streamlined management positions, as well as creating new positions, which I believe will further enhance our ability to respond to the needs of our community in the coming year.



# PRO BONO REPORT

## Pro Bono Partnership

Peninsula Community Legal Centre is delighted to report that it has formed a pro bono partnership with Russell Kennedy.

Going beyond traditional client referrals, this partnership provides significant in-kind support to PCLC, freeing the Centre's time and resources to focus on what it does best – helping vulnerable clients.

Although the partnership was only formed in December 2009, Russell Kennedy provided significant support to PCLC during 2009-10, with further elements of the partnership to be implemented in the coming year.

PCLC received the following pro bono support from Russell Kennedy in 2009-10:

- \$4,000 annual client disbursement fund;
- Copying and collating 25 x Volunteer Manuals;
- Hosting and providing speakers for PCLC Staff Professional Development Day;
- Hosting PCLC Strategic Planning Day;
- Advice on leases;
- Advice on employment issues;
- Accepting a referral to assist a community group;
- Client bulletins (updates on legal topics) and invitations to Russell Kennedy's in-house seminars.



*From left: the Hon. Rob Hulls, Andrea Florence and Victor Harcourt*

PCLC gratefully acknowledges the support of Pro Bono Principal, Mr Victor Harcourt, as well as Russell Kennedy's Pro Bono Committee and wider team. PCLC thanks Russell Kennedy for their pro bono support to date, and looks forward to a successful and ongoing relationship that will strengthen the Centre's capacity to respond to client and community need.

## Additional Pro Bono Support

Peninsula Community Legal Centre values its relationship with the following firms, barristers and organisations, and thanks them for their pro bono support of clients in 2009-10:

- Blake Dawson
- Consumer Action Law Centre
- Featherby's Lawyers
- Maurice Blackburn Lawyers
- Public Interest Law Clearing House (PILCH)
- Roberts Beckwith Partners
- Simon Matters, Barrister.

PCLC also thanks Slater & Gordon Lawyers for their sponsorship of PCLC's 2009 Volunteer Encouragement Awards.



## SPECIAL ACHIEVEMENTS



### Kath Neilsen Memorial Award

Since 2002, the Kath Neilsen Memorial Award has been presented to a volunteer who has made an outstanding contribution to the Centre. This Award was created in honour of the late Kath Neilsen who was a founder and strong supporter of PCLC.

Congratulations to the winner of the 2009 Kath Neilsen Memorial Award, Chris Gallagher. Chris has been a lawyer volunteer with PCLC for 25 years, during which time he has assisted hundreds of clients with a range of legal issues. Chris has also served on the Centre's Management Committee, including fulfilling the role of President from 2002 - 2009. He treats clients, staff and all with whom he has contact with courtesy and respect. He is an excellent role model for other volunteers and unfailingly generous in sharing his time and expertise.

In recognition of his exceptional contribution to PCLC, the legal profession and the local community, Chris received a Distinguished Pro Bono Service Award in 2003, a City of Frankston Citizen of the Year Commendation Award in 2008 and he was short-listed for a Law Institute of Victoria President's Award in 2008.

Congratulations Chris – and thank you!

### Volunteer Encouragement Awards

PCLC's Volunteer Encouragement Awards enable us to recognise volunteers who have excelled throughout the year, demonstrating reliability and competence, as well as team spirit, flexibility and commitment to PCLC. Congratulations and thank you to the four winners of 2009 Volunteer Encouragement Awards – Rod Callaghan, James Davaris, Rebecca Fritsch and Zeng He.

Special thanks to Slater & Gordon Lawyers who sponsored the Awards. Winners received a framed certificate and \$75 book voucher.

### Volunteer Recognition

We are also very proud of Greg Russo, who has been a lawyer volunteer at our Pines and Frankston branches for more than 15 years, as well as serving on our Management Committee. Greg was short-listed for the Law Institute of Victoria President's Award (Mentor Category) in recognition of the pro-active role he takes in supporting students and young lawyers at PCLC and in his private practice. Congratulations Greg!

We congratulate lawyer volunteer, Richard Warren, on winning a City of Glen Eira 2010 Volunteer Recognition Scheme – Special Category Award for 10 or more years continuous service.

Congratulations also to Heather Perry on receiving a Certificate of Recognition of Service from the City of Casey during National Volunteer Week in May 2010.

# VOLUNTEERS

## Lawyers

Avril Bartlett  
Andrew Bayliss  
Adam Birch  
Vincent Booth  
Bill Boucher  
Paul Bradley  
Kirsty Brealey  
Victoria Campbell  
Tim Conboy  
Jason Coppard  
Briony Cullin  
Meg Dalling  
James Daly  
Michael Denison  
George Erlichster  
Christopher Galagher  
David Galloway  
David Gibbs  
James Gorman  
Amanda Graham  
Chris Gunasekera  
Heather Guthrie  
Lance Guymer  
Chris Hill  
Ian Hone  
Kristen House  
Amanda Humphreys  
Sascha Karner  
Daniela Kovacevic  
Susan Landy  
Peter LeSouef  
Justin Lewis  
Jennifer Maher  
Michael Manuel  
Vivien Mavropoulos  
Paul McCarthy  
Petra McHugh  
Celestine Moon  
Philip Moon  
Michael Morehead  
Sean Morrison  
Victor Moss  
Julie Newdick  
Uyen Nguyen  
Michael O'Brien  
Helen O'Connell

Lola Peeters  
Natalie Plumstead  
Yana Podolskaya  
Hayley Pope  
Alfred Preece  
Tim Rintoul  
Greg Russo  
Patricia Samson  
Rhonda Sandardos  
Patrick Smith  
Jeffrey Stanley  
Will Stidston  
Leila Taefi  
Roderick Tan  
Petar Trifkovic  
Stephen Tuck  
David Ulbrick  
Sokha Um  
Richard Warren  
Terry Weerappah  
Scott Whitechurch  
Lorna Williamson

## Paralegals

Oscar Alarcon  
Brylee Alexander  
Sue Altundal  
Jesse Andrighetto  
Trudy Ararat  
Michaela Bangard  
Nina Bigu  
Stephanie Bonnici  
Matthew Bowler  
Cara Bredebusch  
Catherine Britt  
Amy Burton  
Rod Callaghan  
Pamela Casagrande  
Oliver Christensen  
Sandra Dargie  
James Davaris  
Judy del Rio  
Sally Denham  
Ekta Doshi  
Andrew Doyle  
Briellen Ellison  
Jing Fang  
Olivia Fisher  
Kimberley Fitt  
Rebekah French  
Rebecca Fritsch  
Jackie Galloway  
Ashley Galvin  
Riley Gay  
Wendy George  
Mira Guirguis  
Zeng He  
Kate Hennessy  
Vicki Holmes  
Clair Humphreys  
Alexandra Ilic  
Naomi Kohn  
Chuol Char Kong  
Michael Labiris  
Cara Litterick  
Alex Marcou  
Jarrod McPherson  
Danielle Mercuri  
Sarah Mitchell  
Simone Moszkowicz  
Sandra Murray  
Annette Murray  
Allana Olah  
Jessica O'Leary  
Catherine Oluich  
Barbara Osafo-Kwaako  
Kirsty Osborne  
Barbara Padfield  
Olga Pecherski  
Heather Perry  
Carla Purcell  
Kate Purvis  
Stephanie Richardson  
Jemma Ritchie  
Monica Rooney  
Jessica Saunders  
Chris Schultink  
Ahmad Shakoor  
Susan Shandil  
Geeta Shyam  
Jonathan Sise  
Anthony Staunton  
Laura Stevenson  
Louise Turner  
Daniel Vissenjoux  
Zoe Watson  
Amy Weiner  
Alex Wilson  
Brett Woods  
Chong Zhang











## CASEWORK PRACTICE

Peninsula Community Legal Centre's casework practice has long had a focus on family law, with over 55% of matters that we see involving a family law issue. The Family Law Program, encompassing the Child Support Program, conducted 1805 casework activities for the year consisting of advice, casework and duty lawyer services at the Federal Magistrates' Court, Dandenong. Our focus on family law has developed in response to the needs of our local community, which encompasses areas of disadvantage, growth corridors containing many young families, and some of the highest family violence statistics in Victoria. Given the prevalence of family violence, we also provide an Intervention Order duty lawyer service at the Magistrates' Court in Frankston. That service assisted 616 clients over the last year and demonstrates this Centre's commitment to the protection of the most vulnerable and marginalized within our local community.

We believe that we have developed substantial expertise in family law, and our specialist programs (Family Law Program, Child Support Program, duty lawyer services at the Federal Magistrates' Court and the family violence days at Frankston Magistrates' Court, Tenancy and Consumer Advocacy

Service and our Family Relationship Centre project) ensure that clients receive seamless and comprehensive advice, casework and cross-referrals.

An exciting new development this year has been the establishment of a Pilot partnership with the Frankston Family Relationship Centre. This Pilot is funded by the Commonwealth Attorney General's Department to provide Frankston Family Relationship Centre users with legal information, and family law advice and casework services. Considering the significant legal consequences which arise from relationship breakdown, it is important that clients receive advice and about the family law system and about their rights and responsibilities. This is especially true given community misunderstandings arising from the 2006 amendments to the Family Law Act 1975, the fact that some clients or their children have experienced family violence, and that many Family Relationship Centre users are contemplating entering some kind of agreement concerning their children. PCLC is delighted to have the opportunity to participate in this ground breaking Pilot and to enhance its relationship with the Frankston Family Relationship Centre for the benefit of the local community.

Over the past year, our Advocacy Program (which handles tenant and consumer issues) has also been extremely busy. A total of 617 clients were assisted – 495 tenants and 122 consumers. A total of 534 cases were conducted including 171 Tribunal

appearances and 83 clients were assisted with advice and/or assistance to complete forms etc.

We work in partnership with other local agencies and the courts, with the intention to provide a level of assistance tailored to client's needs and ranging from one-off advice, to supported self-help, through to casework and representation.

In the last year, the casework team advised 5312 clients directly, ably assisted by our many volunteer lawyers and paralegals. The centre covers a catchment area which ranges from South East of Melbourne to rural, and sessions are targeted to clients' needs through the use of branch offices, visiting services, telephone advice, appointments and drop-in services, and sessions are offered both during the day and after hours.

The key issues in our casework this year have related to the interaction between family violence, and the 'shared care' provisions of the Family Law Act 1975, which are currently the subject of substantial new research, and we are hopeful that some much needed amendments may be in the pipeline. A renewed focus on 'the best interests of the child' would be an important step towards safeguarding the victims of family violence.

“In the last year, the casework team advised 5312 clients directly, ably assisted by our many volunteer lawyers and paralegals.”

## Case Studies

During the year the Advocacy Program conducted a matter on behalf of a group of twelve caravan park residents. The residents were seeking to challenge the park rules in the Residential Tenancies List of the Victorian Civil and Administrative Tribunal. This action led to a threat of a park closure. Under current legislation the caravan park residents, many of whom are retired, and on minimal incomes, have no security of tenure despite their significant investment in the purchase of their home on site. Closure of the park would likely result in the loss of their home, and only asset. The Centre conducted extensive negotiations and is pleased to report that the park residents will be offered agreements which will provide security of tenure for residents.

The PCLC Generalist Program assisted a client who was being terrorised by a neighbour who had erected an electric fence, baited the client's pets, and conducted a substantial campaign of minor harassment over a period of years. The client tried to extend an existing stalkers order, but the neighbour, who had breached that order, contested the application and had engaged a lawyer. After initial assistance from PCLC at court, and some support to prepare for the contest, the client was able, unrepresented, to persuade the Magistrate to grant an indefinite order against the neighbour.

The Generalist Program also assists with Victims of Crime Assistance tribunal applications. One of our clients had been severely assaulted at his home. As a result of the attack, he required 16 stitches to his left eye, and sustained three broken ribs, a broken nose and cuts all over his face. The perpetrator of the attack was charged and sentenced in relation to this offence. As our client was in receipt of a Disability Support Pension, nearly all medical services required as a result of the assault were provided by the public system. In addition to the physical injuries, the attack seriously affected our client's mental health. He suffers from delusional disorder and acquired brain injury. The assault exacerbated his condition and continues to do so.

On the basis of a report from his treating psychiatrist, an application was made for Special Financial Assistance which is a lump sum payment of compensation for significant adverse affects caused by the act of violence. The application was successful and the Tribunal ordered that our client be paid a lump sum payment of \$8,000.00, where the maximum payment available was \$10,000.

The Family Law Program, as part of its duty lawyer service, routinely assists clients at the Federal Magistrates' Court, Dandenong in the most pressing circumstances, and where an application for legal aid would not be practical. These matters most often pertain to children's issues, and mostly concern applications

for the recovery of children where their welfare is allegedly jeopardised, airport watch list orders where one parent attempts to remove a child from the jurisdiction, or urgent applications for children's orders imposing some kind of condition on the time one parent spends with a child, such as supervision or drug screening. This work is integral to the administration of justice at the Court and is a good example of this Centre's commitment to improving clients' access to the family law system.

## Conclusion

We are fortunate at Peninsula Community Legal Centre to have a great compliment of dedicated staff, and we welcome this year to the Casework Practice Claire Williams, Sokha Um and Sina Taghdir to our team, as well as Kate Ross returning from maternity leave.

Existing staff lawyers include Principal Lawyer, Victoria Mullings, Brendan Stackpole, who leads our family law team, Chris Gunasekera, Katrina Haller, Celestine Moon, Quinn McCormack and Phillip Moon, and we have said goodbye to Rhonda Sandardos.

We look forward to continuing to provide an excellent & targeted service to our clients, and to continue those links with the various local councils, organizations & the courts, which make community legal centres so unique.



# VOLUNTEERS, EDUCATION & LAW REFORM

## Volunteer Program

Peninsula Community Legal Centre is exceptionally proud of its team of 144 volunteers, who provide free legal advice, paralegal and administrative support. Volunteers enable the Centre to offer up to 8 additional free legal advice sessions each week and assisted 1,786 clients this year, an increase of just over 11% from 2008-9.

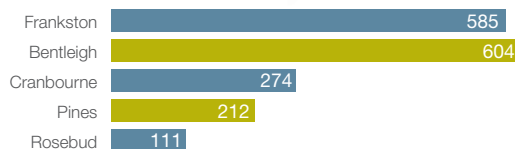
We congratulate and thank our dedicated volunteers for their impressive and much-needed service to our community. Thank you also to Saskia Weerheim, who was promoted to Assistant Manager of Volunteer & Education Programs, taking on increased responsibility for the administration of the Volunteer Program this year.

## Community Legal Education

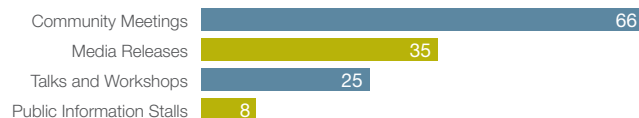
Our Community Legal Education (CLE) Program aims to empower members of the community with knowledge about laws that affect them, as well as improving awareness of our services, so that those who need help know where to find it.

Our CLE program engages in community development activities, such as participating in the Frankston North Community Renewal Steering Committee and assisting four non-profit groups this year with governance issues – addressing their immediate concerns, as well as building their capacity to effectively self-manage in the future.

Clients Advised at Volunteer Advice Sessions 2009-10



Community Legal Education Activities 2009-10 (excluding projects)



Highlights this year included:

- The launch of a Family Violence Help Card for men and women by the Frankston & Mornington Peninsula Family Violence Network, in which we play an active role.
- Training to community groups on Effective Meetings and Budgets & Submissions, with support from the Frankston North and Rosebud West Community Renewal Programs.
- A community grant from Mornington Peninsula Shire to offer a series of workshops for local, non-profit groups about incorporation, governance and related topics, which we look forward to completing in late 2010.
- The first edition of Community Law News, Peninsula CLC's public newsletter, with assistance from our pro bono partners, Russell Kennedy. Community Law News and media releases are available at [www.pclc.org.au](http://www.pclc.org.au).

## Law Reform

PCLC is pleased to have increased its participation in law reform and policy activities, with the appointment of Quinn McCormack to the position of Education and Policy Lawyer two days per week from November 2009. Quinn brings great skill and passion to the role, and we welcome her warmly.

Law reform activities are focused on issues that have, or are likely to have, impact on our clients and vulnerable members of our community. This year, the Centre made the following submissions:

- VCAT President's Review – The Role of VCAT in a Changing World and Response to the President's Review Report;
- Consumer Affairs Victoria – Response to Residential Parks Option Paper;
- Scrutiny of Acts and Regulations Committee – Amendments to the Summary Offences Act 1966 (Vic) and the Control of Weapons Act 1990 (Vic);
- Victorian Parliament Drug and Crime Prevention Committee – Inquiry into Strategies to Reduce Crimes Against the Person;
- Response to the Federal Attorney-General's Access to Justice Taskforce Report;
- Australian Law Reform Commission – Response to Consultation Paper Family Violence: Improving Legal Frameworks.

Copies of written law reform submissions are available on [www.pclc.org.au](http://www.pclc.org.au).

## Thank you

Our Volunteer and Education Programs, and law reform activities, receive much guidance and support from the following people, who we heartily thank: Helen Constan, Andrea Florence, Victoria Mullings, Saskia Weerheim and Quinn McCormack, as well as our ever-helpful administration team. Special thanks must also go to our Management Committee, and again to our brilliant team of volunteers. THANK YOU!



## PROJECTS & DEVELOPMENT

### Young Renters Program

The Young Renters Program is now in its fifth year. By offering targeted information sessions, the Program aims to provide young people aged between 16 and 25 with the knowledge, resources and skills to successfully apply for, secure and maintain private rental accommodation. During 2009-2010, forty three information sessions were conducted across the cities of Frankston, Casey, Greater Dandenong and Mornington Peninsula Shire. Three of the sessions were provided specifically for Burmese and Sudanese communities.

Approximately 240 people attended the information sessions. Participant feedback was very positive. Longer term follow up with participants revealed that a number had subsequently successfully secured private rental accommodation.

An important aspect of the Program is the building of relationships with estate agents, with the aim of encouraging them to be more open to considering people who have attend the information sessions as prospective tenants.

### Caravan Park and Rooming House Outreach Project

In 2009-2010 the Project provided resident rights and responsibilities and referral information at sixty caravan parks and four hundred and thirty six rooming houses. These were located the fourteen local government areas covered by the Project namely Manningham, Maroondah, Whitehorse, Bayside, Glen Eira, Greater Dandenong, Kingston, Frankston, Mornington Peninsula, Cardinia, Casey, Yarra Ranges, Knox and Monash. The Project met with local government and relevant agencies in each of the areas.

The Project participated in student orientation activities at tertiary campuses across the catchment area and organised a number of community barbeques at caravan parks. PCLC convened quarterly meetings of the Frankston Working Party on Rooming Houses, which aims to encourage a co-ordinated approach to the local rooming house industry.

During 2009-10, there has been a steady increase in the number of new operators and properties entering the rooming house industry and a marked increase in the registration of rooming houses with local government authorities. A disturbing trend, however, is PCLC's experience that some operators fail to meet their legislated obligation to issue the Consumer Affairs Victoria publication Rooming houses: A guide for residents to new residents at the commencement of their tenancy. This raises the concern that residents may not

be appropriately informed of their rights and responsibilities and may, therefore, be misinformed and misdirected in their dealings with owners and operators.

### Consumer and Tenant VCAT Workshops Project

A total of seventeen workshops were provided for the general public. Most were held in central Melbourne with some in suburban locations. VCAT, Victoria Legal Aid and the Moorabbin Justice Centre provided premises free of charge from which to run the workshops. Feedback was very positive – *"Had some great tips to give me. I had some general knowledge but it was great to ask questions about my current application. Everyone should do it who is going to VCAT. Fantastic!"*

Workshops focussed on the VCAT Residential Tenancies List were organised in conjunction with the New Hope Foundation. They were provided to leaders from ethnic communities in the Narre Warren area, to members of the Lopit community in Dandenong and to the Afghan Women's Association in Endeavour Hills.

Specialist workshops, with a professional development focus, were delivered to ninety eight workers from Consumer Affairs Victoria and from community organisations which assist people in relation to tenancy and consumer matters. This included workshops on two occasions to Consumer Affairs Victoria staff, to members of the Loddon Mallee



Accommodation Network at a meeting held in Swan Hill, to the Social Housing Advocacy and Support Program in Bendigo, the International Student Care Service Network and to members of the Federation of Community Legal Centres.

During the year the content of the Civil Claims Workbook was reviewed in light of changes to VCAT forms and procedures and with a view to improving the 'plain language' and design aspects of this resource. Consumer Affairs Victoria continued to take major responsibility for the distribution of the Workbook, both by mailing copies out in response to requests and by making it available through the website.

### Family Relationship Centre & Legal Assistance Services Partnership Trial

Through an Australian Government initiative, PCLC was one of more than 60 legal assistance services to be successful in securing a formal partnership with their local Family Relationship Centre.

PCLC has been funded to work in partnership with Family Life as the provider of Frankston Family Relationship Centre (FRC), to support separating families by providing access to timely and free legal services. We were also pleased to welcome Victoria Legal Aid to the partnership in May 2010.

Although the project began as a 12 month pilot, commencing in December 2009, we have welcomed the

announcement that it will be extended to 2013. Through this project, PCLC offers regular Legal Information Workshops for Parents and Grandparents, individual legal advice and ongoing assistance.

### Valuing Volunteers Project

In mid 2009 the Victoria Law Foundation (VLF) awarded PCLC a grant for Stage 3 of the Valuing Volunteers Kit Project. VLF originally provided funding to PCLC in 2005 to create volunteer training and management resources which could be used and adapted by community legal centres generally. This resulted in the production of the Valuing Volunteers Training Kit: A Training Resource for Volunteers at Community Legal Centres. Chisholm Institute also become a project partner at this time. In 2007 further VLF funding enabled PCLC to update and incorporate further content into the Kit.

The Stage 3 Project funding marks a long and important relationship between PCLC and the VLF, demonstrates the commitment of both organisations to the sector and ensures that the Kit remains dynamic, current and visible. With the funding PCLC formed a Project Reference Group and undertook consultation with the sector regarding priorities for new resources. Subsequently, the Centre engaged project workers to research and write the new modules – Frontline Clients Services and Volunteer Support and Supervision, and to update the Introduction and Overview section of the Kit.

The final parts of the Stage 3 Project, including launching the new modules and distributing them to Victorian community legal centres, holding training workshops about the content and application of the Kit, evaluation and reporting will occur early in 2010-2011.

PCLC wishes to acknowledge and thank all of those individuals and organisations who have funded, contributed to and supported the programs and projects outlined above during 2009-2010. We look forward to continuing to work co-operatively and collaboratively in order to secure quality services and fair outcomes for the communities we serve and to explore innovative responses to identified needs. The Projects staff would also like to thank their colleagues at PCLC, especially the administrative staff and management team.

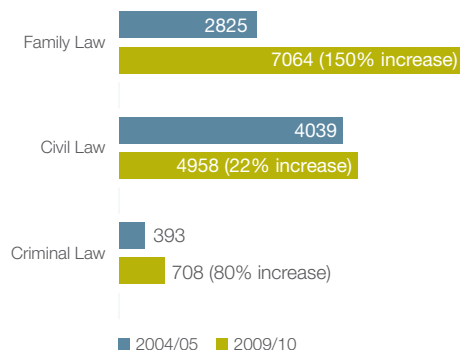
# ADMINISTRATION PROGRAM REPORT

There is a general consensus that this year has become busier and more challenging - not only in the volume of enquiries, but also the level of assistance required. The graph below demonstrates the increase in client activities since 2005. Whilst we note with concern the continuing and increasing need of our community, we are proud of our ability to respond to that need. Unfortunately, statistics do not reflect the hardship that our clients are battling with nor do they reveal the diverse range of clients we assist.

Client Activity Increase



Problem Type Increase



## Snap Shot 2009-2010

Telephone Enquiries	25,011
Information & Referrals	12,574
Website Visits	3,522
Advice Type	4,428 Face to Face 1,058 Telephone Advice
Interpreter Usage	24% Telephone 57% Onsite 19% Other

## Top 10 Referrals

Self/friend/relative/ neighbour	856
Been before	720
No referral	618
Victoria Legal Aid	600
Magistrates' Court	524
Community support Other	325
Federal Magistrates' Court	227
Internet	188
Consumer Affairs department	161
Pamphlet/poster	109
Community Legal service other	101



## Client Satisfaction Survey 100%

Over a two week period in March 2010 we undertook our annual client satisfaction survey. We are very pleased to report a 100% client satisfaction rate. You will see from some of the client comments below just how much our service is valued.

"I now have direction on how to handle my particular legal issue"

"Have left your office much happier knowing things will change for me"

"I have been to a lot of advisors over the last 10 years and was impressed at the quality of information (no airy fairy babble) it was straight and realistic"

## Highlights

Just some of the highlights this year:

- Congratulations to Valmai Scully who celebrated 10 years at PCLC on 23 August 2009. We thank Valmai for her enormous contribution and dedication to PCLC over the years.
- During the year the centre underwent the mammoth task of upgrading the servers at Head Office and branches. Thank you to Finrea Computers for their expertise and technical support throughout the year.
- Special thanks to Donortec's Microsoft Software Donation Program for their generous donation of software to the value of \$17,500.

Overall the past year has been rewarding and challenging. A lot of hard work goes into providing the best possible service to our clients. This would not be achieved without the dedication and commitment of our brilliant staff. Thank-you!

The year ahead is shaping up to be an exciting one with many new ideas and initiatives to investigate and develop. On behalf of the Administrative team I would like to thank the staff, Helen Conostas and the Management Committee for their support throughout the year.

## Work Experience Student: 7th – 11th of June

My name is Katherine Li, and I am a Year 10 student from St Peter's College in Cranbourne. I was fortunate enough to have the opportunity of completing one week of my work experience placement at the Head Office of Peninsula Community Legal Centre in Frankston.

My five day placement gave me an insight of what being a lawyer for a Community Legal Centre involves. I was presented with the chance to sit in on client interviews, both in the office and at the Magistrate's Court, and to attend Court with a lawyer, as well as completing some basic administrative tasks to help out around the office.

The staff at the Head Office were fantastic, and were all very friendly in welcoming me into their workplace. The work that Community Legal Centres do for the community is great, and

although difficult at times, very rewarding. I had some extremely educational and beneficial experiences during my placement, and I'm very grateful for every opportunity that I have been given to learn something new.

Peninsula Community Legal Centre is a great community service that people are very fortunate to have access to. Even in my five short days, spent at Head Office, I heard the sad stories of the lives of many people, and it has really inspired and encouraged me to study law, and to work in the field of family law when I have finished school.

I would like to thank everyone at the Head Office in Frankston for hosting me for work experience from the 7th – 11th of June. It was a very rewarding experience, in which I got to learn a lot about the Magistrate Court system, and about how different client matters are approached. I'm very thankful for the chances that I had to visit the Court, and even meet a Magistrate, as well as acquaint myself with the lawyers and the office staff – the administrative team, project managers and the CEO. I thoroughly enjoyed my first work experience placement, and I look forward to hopefully working beside these great people some day.

# STATISTICS

## NUMBERS

Total Number of Client Activities	9458
Total Number of Clients Assisted	5312
<b>Legal Work Undertaken</b>	
Advice activities	6833
Cases opened	2893
Cases closed	2643
Information activities	12,574
Clients assisted at Court (including representation)	2548
<b>Top Ten Problem Types</b>	
Child contacts or contact orders	1518
Family or domestic violence	1220
Child residency	982
Property in marriage	827
Wills/Probate/Powers of Attorney	577
Civil violence / restraining orders	517
Divorce	451
Motor vehicle accident	322
Credit & debt owed by client	307
Tenancy termination by lessor	232

## CLIENT ACTIVITIES AT BRANCHES

Frankston	5881
Bentleigh	982
Cranbourne	1309
Rosebud	690
Pines	210

## CLIENT ACTIVITIES AT VISITING SERVICES

Chelsea	118
Hastings	132
Mornington	92
Pakenham	44

## CLIENT ACTIVITIES AT COURTS

Federal Magistrates' Court Dandenong	1191
Federal Magistrates' Court Melbourne	5
Magistrates' Court Frankston	1352
VCAT	171



## CLIENT PROFILE

### Gender

Male	40%
Female	60%

### Age Group

< 18	1%
18-24	8%
25-34	17%
35-44	26%
45-54	19%
55-64	13%
65+	15%
Not stated	1%

Clients with a Disability	15%
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### Top Ten County of Birth

Australia	3609
England	280
New Zealand	124
India	70
Italy	53
China	48
Greece	48
Sri Lanka	46
Scotland	38
Germany	35

### Income Scale

Low income	75%
Medium income	18%
High income	2%
Not stated	3%
No income	2%

### Relationship Status

Single	36%
Married	26%
Separated	18%
Defacto	9%
Divorced	7%
Widowed	3%
Not stated	1%

### Family Type

Family type other	30%
Not living in a family	26%
Sole parent family with children	18%
2 parent family with children	17%
Not stated	9%

# FINANCIAL STATEMENTS

## INCOME STATEMENT

### INCOME

	2010 \$	2009 \$
Federal Attorney General	-	272,731
VLA Commonwealth	636,021	323,516
VLA State	671,304	614,020
VLA Compliance Bonus	9,210	-
Other Funding- General Grants	27,863	-
Commonwealth Funding- other	9,328	-
Consumer Affairs Victoria	373,909	370,087
City of Casey	27,295	29,180
Mornington Peninsula Shire Council	42,024	43,927
City of Kingston	28,645	27,810
City of Frankston	37,000	36,484
City of Glen Eira	14,817	14,456
Disbursements Reimbursed	4,486	1,092
Fundraising/Donations	1,864	27,820
Interest	23,133	34,135
Membership	70	75
CLE Income	5,091	-
Sundry	3,451	7,043
<b>TOTAL INCOME</b>	<b>1,915,511</b>	<b>1,802,376</b>



## EXPENDITURE

	2010 \$	2009 \$
Salaries - Permanent staff	1,246,172	1,188,341
Salaries - Casual staff	11,686	6,380
Superannuation - Permanent staff	109,102	104,296
Superannuation - Casual staff	1,052	570
Long Service Leave Paid Out	-	10,064
WorkCover	5,559	5,870
Travel	39,162	46,171
Accounting	-	3,000
Advertising	4,601	1,994
Amenities	16,364	16,861
Audit	4,500	3,600
Bank charges	859	913
Minor Equipment & Maintenance	30,678	22,282
CLE Expenses	9,338	8,676
Cleaning	12,806	12,649
Donations	975	500
Electricity, gas and fuel	9,891	7,114
First Aid Certificates	423	2,538
Incorporation Fees	41	40
Insurance (other than PI)	6,112	8,212
Interpreter & Translation Services	540	91
Language Allowance	(183)	1,000
Library	13,603	5,288
Memberships	7,248	12,000
National Name Check	212	-
Postage	7,449	5,935
Practising certificates	2,657	5,044

	2010 \$	2009 \$
Printing, Photocopying & Publication Costs	31,249	27,278
Rates	995	1,940
Removals	425	1,260
Rent	88,515	83,233
Staff Recruitment	-	5,601
Stationery & Office Supplies	20,160	18,999
Security	4,104	6,371
Storage	6,525	1,643
Telephone	29,773	29,813
Training	2,861	2,956
<b>Sub Total Direct Expenditure</b>	<b>1,750,417</b>	<b>1,662,937</b>
<b>TOTAL INCOME LESS DIRECT EXPENDITURE</b>	<b>165,094</b>	<b>139,439</b>

## INCREMENTS/(DECREMENTS) TO PROVISIONS & DEPRECIATION

Annual Leave	(4,715)	22,664
Long Service Leave	1,718	9,065
Depreciation	(19,451)	(13,092)
VLA Unused Funds transfers	(112,102)	(109,884)
Sub Total Increments to Provisions & Depreciation	(134,550)	(91,247)
<b>TOTAL EXPENDITURE</b>	<b>1,884,967</b>	<b>1,754,184</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>30,544</b>	<b>48,192</b>
Other Comprehensive Income	-	-
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>30,544</b>	<b>48,192</b>

## BALANCE SHEET

### CURRENT ASSETS

		2010 \$	2009 \$
Cash at Bank and on Hand	2a	104,327	473,943
National Australia Bank - Term Deposit		500,000	-
Prepayments		3,702	661
Bonds- Rent in Advance		4,567	-
Sundry Debtors	3	51,352	59,694
<b>TOTAL CURRENT ASSETS</b>		<b>663,948</b>	<b>534,298</b>

### NON-CURRENT ASSETS

Office Furniture & Fixtures - at Cost		174,863	151,462
Office Furniture & Fixtures - Accumulated Depreciation		(107,628)	(88,177)
<b>TOTAL NON-CURRENT ASSETS</b>		<b>67,235</b>	<b>63,285</b>
<b>TOTAL ASSETS</b>		<b>731,183</b>	<b>597,583</b>

### CURRENT LIABILITIES

		2010 \$	2009 \$
Payables	4	60,162	72,205
Provision for Annual Leave		15,482	10,767
Provision for Long Service Leave		93,796	95,514
VLA Unused Funds	5	221,986	109,884
<b>TOTAL CURRENT LIABILITIES</b>		<b>391,426</b>	<b>288,370</b>

### TOTAL LIABILITIES

**391,426 288,370**

### NET ASSETS

**339,757 309,213**

### ACCUMULATED FUNDS

Retained Surplus at Beginning of the Year		309,213	261,021
Surplus for the Year		30,544	48,192
<b>RETAINED SURPLUS AT THE END OF THE YEAR</b>		<b>339,757</b>	<b>309,213</b>



## CHANGES IN EQUITY

### ACCUMULATED FUNDS

	2010 \$	2009 \$
Opening Balance	309,213	261,021
Surplus in the current year	30,544	158,076
Adjustments to VLA Unused Funds	5 -	(109,884 )
<b>CLOSING BALANCE OF RETAINED EARNINGS</b>	<b>339,756</b>	<b>309,213</b>
<b>TOTAL EQUITY</b>	<b>339,756</b>	<b>309,213</b>

## CASH FLOWS

### CASH FLOWS FROM OPERATING ACTIVITIES

	2010 \$	2009 \$
Receipts from Grants	2,089,958	2,038,618
Other Receipts	-	-
Payments to Suppliers and Employees	(1,959,306)	(1,831,581)
Interest Received	23,133	34,135
Net cash provided by (used in) Operating Activities	<b>2(b) 153,785</b>	<b>241,172</b>

### CASH FLOWS FROM INVESTING ACTIVITIES

Payment for property, plant & equipment	(23,401)	(57,471)
Investment in Term Deposits	(500,000)	-
Net cash provided (used in) Investing Activities	<b>(523,401)</b>	<b>(57,471)</b>

### CASH FLOWS FROM FINANCIAL ACTIVITIES

Net cash provided by (used in) Financing Activities	-	-
Net Increase in Cash Held	(369,616)	183,700
Cash at the beginning of the year	473,943	290,243
Cash at the end of the year	<b>2(a) 104,327</b>	<b>473,943</b>

# PROFESSIONAL DEVELOPMENT 2009/10

## July

- Appearance Training – Applicant Lawyers Group, Federation of Community Legal Centres
- Client Interviewing – Victoria Legal Aid
- Child Support – Victoria Legal Aid
- Advocacy in Family Violence – Law Institute of Victoria
- Solicitor Duties & Potential Conflicts – TV Education Network

## August

- Child Support & De facto Laws – Victoria Legal Aid
- Family Law – Lifeworks
- Elder Law – Victoria Legal Aid x 2
- Risk Management – Legal Practitioners Liability Committee
- Legal Issues for an Ageing Population – Victoria Legal Aid
- 'Leadership: It's All About You' - Volunteering Victoria Training

## September

- Child Support Agreements – TV Education Network
- Solicitors Duties & Conflicts – TV Education Network
- Probate – Law Institute of Victoria
- National Conference – Perth x 2

## October

- Evidence Act/Criminal Procedure Act – Victoria Legal Aid
- Court Update – Law Institute of Victoria
- Hague Convention – Law Institute of Victoria
- Financial Agreements – Law Institute of Victoria
- Family Law Seminar – Law Institute of Victoria x 2

## November

- Senior rights including Ethics – Applicant Lawyers Group, Federation of Community Legal Centres
- Certificate IV in Training & Assessment – Chisholm Institute



# TRAINING, PLACEMENTS, RESOURCING & WORK EXPERIENCE

## December

- Infringements System – Financial & Consumer Rights Council/Federation of Community Legal Centres
- Protecting Rights of Minorities Vulnerable & Marginalised People – Monash University

## January

- Practice Management – White Cleland
- Public Offences Training - PILCH

## February

- Employment Law/OHS – Russell Kennedy Lawyers x 10
- Ethics – Russell Kennedy Lawyers x 10
- Wills & Estates – Russell Kennedy Lawyers x 9
- Human Rights – Russell Kennedy Lawyers x 9
- Plain English Writing – Russell Kennedy Lawyers x 9
- Practice Management – Victoria Legal Aid

## March

- Understanding your Responsibilities – Victoria Legal Aid x 2
- Practice Management – Victoria Legal Aid
- Ethics/Practice Management – Federation of Community Legal Centres
- Partner Rape – QS Health
- CPD Myths – Victoria Legal Aid

## April

- Update on Dementia Seminar – Russell Kennedy Lawyers

## May

- Ombudsman's Office – Role x 5
- Advocacy – Mornington Peninsula Lawyers Group

## Sector Resourcing

Peninsula Community Legal Centre is pleased to be able to resource colleagues at other Community Legal Centres, as well as members of the private legal profession, from time to time. This year, the Centre shared knowledge and / or resources with:

- Loddon Campaspe CLC
- Caxton CLC
- Hunter CLC
- Moreland CLC

## Training Sessions Provided to Volunteers

- First Aid Level II x 9 volunteers (20 March, 2010)
- Role of the Ombudsman,
- Ombudsman Victoria (20 May, 2010)
- Volunteer Paralegal Training (5 February, 2010)
- Volunteer lawyer inductions throughout the year

## Courses / Training

- Fire Warden Training x 2
- First Aid Training Level II x 6 staff members

## Work Experience Students

- Frankston High School x 1
- Mount Eliza Secondary College x 2
- St Peters College x 1
- Carrum Downs Secondary College x 2
- Western Port Secondary College x 1

## Head Office

Chatsworth House  
Suite 1-4  
431 Nepean Hwy  
Frankston Vic 3199

Tel: **03 9783 3600**  
Fax: **03 9770 5200**  
Free Call: **1800 064 784**  
DX 19953 Frankston  
Email: [pcclc@pcclc.org.au](mailto:pcclc@pcclc.org.au)  
[www.pcclc.org.au](http://www.pcclc.org.au)

Mon to Fri  
9am to 5pm

Mon evenings  
from 5.45pm

## Bentleigh Branch

82 Brady Rd  
East Bentleigh Vic 3165

Tel: **03 9570 8455**  
Fax: **03 9570 8466**

Mon, Wed & Thurs  
9am to 3pm

Mon & Thurs evenings  
from 6.30pm

## Cranbourne Branch

Bella Centre  
Suite 12  
33-39 High St  
Cranbourne Vic 3977

Tel: **03 5995 3722**  
Fax: **03 5995 3799**

Mon to Fri  
9am to 5pm

Tues evenings  
from 6.30pm

## Pines Branch

2a Candlebark Crescent  
Frankston North Vic 3200

Tel: **03 9786 6980**

Wed evenings  
from 7.00pm

## Rosebud

1375 Point Nepean Rd  
Rosebud Victoria 3939

Tel: **03 5981 2422**  
Fax: **03 5981 2488**

Mon, Wed & Thurs  
9.00am to 5.00pm

Tues evenings  
from 6.30pm