

PENINSULA COMMUNITY LEGAL CENTRE INC

Annual Report 10/11



Peninsula Community
Legal Centre INC
Reg No: A8T

FUNDING

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



FINANCIAL SUPPORT



We are grateful for the generous support of clients and community members who made donations this year.

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.

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.

VISION

A fair and inclusive society that promotes and protects human rights and equality before the law.

VALUES

- Fairness
- Empowerment
- Accessibility
- Respect
- Independence
- Quality

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MANAGEMENT COMMITTEE

1. Victoria Campbell	President
2. Paul Bradley	Vice President
3. Jen Kelly	Treasurer
4. Heather Perry	Secretary
5. Elaine Pierson	Public Officer
6. Chris Gallagher	General Committee
7. George Erlichster	General Committee
8. Lesley Dillon	General Committee

STAFF MEMBERS

9. Helen Constas	Chief Executive Officer
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General Managers

10. Jackie Galloway	Deputy CEO & Senior Advocate
11. Victoria Mullings	Principal Lawyer
12. Andrea Staunton	General Manager Volunteer & Education Programs
13. Sue Vincent	General Manager Administration Program
14. Gillian Wilks	General Manager Projects & Development

Staff

15. Hellen Argiriou	Assistant General Manager Administration Program
16. Nina Bigu	Administrative Worker
17. Rebekah Bessant	Community Lawyer
18. Cathie Currie	Community Worker Young Renters / Administrative Worker
19. Chris Gunasekera	Community Lawyer
20. Katrina Haller	Community Lawyer Child Support





21. Danny Haworth	Advocate Tenant & Consumer
22. Elle Hitchens	Administrative Worker
23. Vicki Holmes	Deputy Assistant General Manager Administration Program
24. Quinn McCormack	Community Lawyer / Education & Policy Lawyer
25. Celestine Moon	Community Lawyer Child Support
26. Kristie Quinlan	Administrative Worker
27. Kate Ross	Senior Lawyer - Civil
28. Valmai Scully	Administrative Worker
29. Brendan Stackpole	Deputy Principal Lawyer
30. Sokha Um	Community Lawyer
31. Maureen Walker	Personal Assistant to Principal Lawyer
32. Carla Weelen-Young	Administrative Worker
33. Saskia Weerheim	Assistant General Manager Volunteer & Education Programs
34. Beth Weerheim	Administrative Worker
35. Marc Westley	Community Worker Caravan Park & Rooming House Project
36. Claire Williams	Senior Lawyer - Criminal

Contract Staff

37. Jodie De Gregorio	Finance Officer
38. Elsje Van Moorst	Project Worker

Locum Staff

Janine Harrison	
Michelle Hudson	
Jasminka Kumbaric	

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

Philip Moon	
Lesley Occhipinti	
Sina Taghdir	

A MESSAGE FROM THE PRESIDENT

Victoria Campbell

It is with great pride that I report on a highly successful year at Peninsula Community Legal Centre. The Centre has not only provided high quality free legal services, but has been active in law reform issues, advocating for changes to existing or proposed laws that adversely affect clients and other vulnerable people.

Initiating and participating in law reform issues is a core function of community legal centres, and I am pleased that the Centre has increased its capacity to undertake such work, including, among others, recent submissions and advocacy in support of better protection for children and parents affected by family violence.

As a barrister, I am aware of the strong reputation of the Centre and its workers

internal policies and procedures, for example with the Centre striving to comply with the Victorian Charter of Rights, though not bound to do so.

I commend the Centre's dedicated team of staff and volunteers on their efforts and achievements throughout the year. I particularly wish to thank Helen Conostas (Chief Executive Officer), Jackie Galloway (Deputy Chief Executive Officer) and General Managers for their work – the Centre is certainly in good hands, and I am proud to work with you all.

I must convey my gratitude to my fellow management committee members for their assistance throughout the year, with a special thank you to past president Chris Galagher for his ongoing guidance.

Peninsula Community Legal Centre is founded on an unwavering commitment to human rights and access to justice and this echoes throughout the many aspects of the Centre's work

at local courts and tribunals, where duty lawyer and advocacy services are held in high regard by judicial officers, court staff and legal practitioners – not to mention clients! I am confident that this presence will be further strengthened as the Centre increases its work in civil and criminal matters following the introduction of Senior Criminal and Civil Lawyer positions this year.

Peninsula Community Legal Centre is founded on an unwavering commitment to human rights and access to justice and this echoes throughout the many aspects of the Centre's work, as well as informing

I also take this opportunity to thank the many supporters of the Centre, including funders, pro bono providers, project partners and community organisations.

It is with much pleasure that the Management Committee looks towards the coming year, which will see the realisation of a new 'home' for the Centre, as well as the celebration of the Centre's 35th anniversary. I have every confidence that the Centre will continue to make great strides towards its vision for a fair and inclusive society that promotes and protects human rights and equality before the law.

CHIEF EXECUTIVE OFFICER'S REPORT

Helen Constras

I am pleased to report that Peninsula Community Legal Centre has continued to thrive over the past year, supporting thousands of vulnerable community members to achieve access to justice.

We are presenting a condensed Annual Report this year, with a bumper edition due next year to commemorate the Centre's 35th anniversary. Naturally, we are ensuring that this shorter report will still comply with incorporation requirements and the Centre's funding agreements.

As the Centre approaches 35 years of service to the community, much effort has been invested in forward-planning, in particular securing new premises for the Centre's Head Office in Frankston.

I am pleased to report that Peninsula Community Legal Centre has continued to thrive over the past year, supporting thousands of vulnerable community members to achieve access to justice.

I am delighted to announce that the Centre will be moving to 441 Nepean Highway, Frankston in the coming months, an ideal location that is visible and easily accessible. The landlord is undertaking extensive works to raise the standard of the premises and we have engaged a professional office fit-out company to ensure that the Centre's new home will be a dignified place for clients to access services, as well as a safe and comfortable working environment for staff and volunteers. Thanks to Sue Vincent, Andrea Staunton, Kate Ross and Marc Westley, who formed the Centre's Relocation Subcommittee with me, and invested much time and energy in the quest to find PCLC's new home.

One of the challenges faced this year was uncertainty about continued funding for the Centre's Rosebud branch office, and we welcomed the announcement of the Victorian Attorney General, the Hon. Robert Clark that funding would be renewed. We were also honoured to be visited by Mr Clark in February (his first CLC visit since being appointed Attorney General!), and were delighted to have him attend our inaugural Law Week Breakfast as keynote speaker.

Family law continues to be the most common legal issue affecting our clients, with the Centre experiencing an increase in family law client activities of around ninety-five percent over the past five years. We are grateful to Federal Attorney

General, the Hon. Robert McClelland, for formally launching the Centre's Family Law Program and Family Relationship Centre Partnership Project on 1 December 2010, and for his continued support of community legal centres.

Following extensive negotiations with Consumer Affairs Victoria, PCLC will be continuing to operate its Advocacy Program and Caravan Park and Rooming House Outreach Program next year, as well as piloting a 'Duty Advocate' service for tenants at the Victorian Civil and Administrative Tribunal in Berwick and assisting CAV with trialling implementation of other new initiatives.

Regrettably, funding for the Centre's innovative and effective Young Renters Program will be reallocated in 2011-12. Special thanks to Cathie Currie for her committed and enthusiastic work on the Young Renters Program over the past six years. I also congratulate and thank Gillian Wilks and Jackie Galloway for their work on the highly regarded Self Representation at VCAT Workshops Project, which is also concluding this year.

I am very proud to have had a long association with PCLC, and look forward to the coming year with excitement and optimism.

PCLC is seeking to enhance its casework practice, offering more in-depth ongoing assistance for clients and building professional excellence. I congratulate Kate Ross on being appointed Senior Lawyer Civil and Claire Williams on Senior Lawyer Criminal, and wish them well in their new roles.

Ongoing work is undertaken by PCLC to ensure that current and comprehensive policies and procedures are maintained to support the Centre's operations and service delivery. This work also ensures that the Centre meets the requirements of funding and accreditation bodies. During the year PCLC participated in the trialling of the National Association of Community Legal Centres Accreditation Scheme, and I thank Gillian Wilks and Elsje van Moorst for their work in this area.

Last year I reported that the Centre had restructured and streamlined management positions, and I am pleased to advise that this structure is working well. I take this opportunity to thank the management team for their efforts throughout the year – Jackie Galloway, Victoria Mullings, Sue Vincent, Gillian

Wilks and Andrea Staunton. I would also like to extend my particular thanks to Jackie Galloway who fulfilled the role of Acting Chief Executive Officer during periods when I was on leave. I also thank Janine Harrison for her assistance to the CEO's office.

PCLC is governed by its Management Committee, and I thank the President, Victoria Campbell, and committee for their guidance and support.

I commend our dedicated staff and volunteers on their efforts and achievements throughout the year, and thank Jobs Australia and other supporters for their valuable assistance.

I am very proud to have had a long association with PCLC, and look forward to the coming year with excitement and optimism.

PRO BONO REPORT

Pro Bono Partnership

Peninsula Community Legal Centre is proud of its pro bono partnership with Russell Kennedy and grateful for the firm's generous support of the Centre and its clients. In addition to sharing legal expertise with the Centre, RK has provided a range of in-kind supports, such as assistance with design and distribution of newsletters, gifts for volunteers and the introduction of a Staff Member of the Year Award.

In summary, Russell Kennedy has provided the following pro bono support in 2010-11:

- \$4,000 client disbursement fund;
- CLC Staff Professional Development Day;
- Donating gifts for PCLC volunteers;
- Sponsoring Russell Kennedy Staff Member of the Year Award 2010 (perpetual trophy, individual trophy and \$200 voucher for worker);
- Advice to PCLC on property issues and leases;
- Advice to PCLC on 'plain language' for the Centre's Civil Claims Workbook;
- Design and printing of 2 editions of PCLC's Community Law News;
- Sharing legal updates / client bulletins and invitations to Russell Kennedy's in-house seminars;

- Mentoring and advice on client files relating to employment law, deceased estate and civil litigation matters;
- Establishment of Mentor Program, enabling PCLC workers to contact RK lawyers for guidance in relation to employment law, civil litigation, elder law, guardian and administration, wills and estates.

A warm thank you to Victor Harcourt, Pro Bono Principal, and all of the team at Russell Kennedy for their valuable support throughout the year.

Additional Pro Bono Support

Peninsula CLC gratefully acknowledges receiving pro bono advice from Sparke Helmore Lawyers in relation to employment matters.

We also thank Slater & Gordon Lawyers for their sponsorship of the Centre's 2010 Volunteer Encouragement Awards.

Thank you to the many barristers and firms who were unable to act pro bono, but agreed to significantly reduce fees for clients of PCLC.

OVERVIEW OF COOPERATIVE & COLLABORATIVE ACTIVITIES

Peninsula Community Legal Centre values collaboration with local service providers, and actively participates in a range of networks and events, as well as developing and maintaining close working relationships. The following are examples of cooperative and collaborative activities undertaken in the past year (excluding projects funded outside of the CLSP).

Local Activities

Throughout 2010-11, the Centre regularly participated in:

- Bentons Square Management Committee (Mornington);
- Civil Claims List VCAT Users Group (Melbourne);
- Collaborative Dispute Resolution Services Group Dandenong (Family Law Courts);
- Community Car Connections: Frankston New Arrival Driving Program;
- Court Users Meeting (Frankston Magistrates' Court);
- Critical Linkages (Outer South Peninsula Integrated Family Violence Partnership);
- Cranbourne & District Community Services Group;
- Frankston City Community Safety Steering Committee;
- Frankston Family Relationship Centre Community Reference Group;
- Frankston & Mornington Peninsula Family Violence Network;
- Frankston North Community Renewal Steering Committee;
- Frankston Police & Community Youth Assist Program;

- Local Connections to Work (Centrelink Frankston);
- Mornington Peninsula Combined Service Provider Network;
- Police & Community Triage (PACT);
- Residential Tenancies List VCAT Users Group (Melbourne).

Additional examples of collaboration included:

- Hosting 'Meet & Greet' with the Peninsula Regional Office of Victoria Legal Aid to discuss local issues and explore collaboration;
- Participating in local community events, such as the Mornington Peninsula Shire's 2010 Ageing Well Expo; Frankston North Community Renewal's 2011 Pines Pride Day; the 2011 Youth Support Services Expo Forum for Bayside, Kingston and Glen Eira; and the Casey Community Services Expo 2010.
- Meeting with Settlement Social Worker, New Hope Foundation, to raise awareness of free legal services available;
- Meeting with local government representatives to discuss local legal issues;
- A range of community legal education presentations in conjunction with local agencies and groups to enhance understanding of legal issues, including: DHS Frankston Child Protection Forum; Family Relationship Services for Carers and City of Glen Eira; Chisholm TAFE; Skills Plus (Adult Migrant English Class); Peninsula Hospice Service; Toorak College Regional Schools Human Rights Forum; Senior Citizens Groups; Disability Capability Carers

Group and Glen Eira Chinese Senior Citizens (in conjunction with Victoria Legal Aid).

Family Relationship Centre Partnership

Peninsula Community Legal Centre is pleased to be working in partnership with Family Life (as the provider of Frankston Family Relationship Centre) and Victoria Legal Aid, to ensure that separating parents have access to legal information and advice.

We were delighted to have the project formally launched by the Hon. Robert McClelland, Federal Attorney General, on 1 December 2010.

Whilst there was initially a slow take-up for optional legal information sessions and free legal advice, the partners have worked constructively to overcome any barriers, and we thank the team at Frankston FRC for integrating PCLC's Legal Information Workshops into their own seminars, as well as promoting free legal services offered by PCLC and VLA.

During this period, PCLC delivered 18 Legal Information for Parents Workshops to 101 participants, as well as providing 118 client advices and undertaking 21 ongoing cases. Feedback from clients, both in relation to workshops and advice, was encouraging, with many reporting that they felt more confident about mediation as a result.

We are grateful for the support and goodwill of our project partners, and have every confidence that the project will continue to strengthen over the coming year.



SPECIAL ACHIEVEMENTS



Kath Neilsen Award

Congratulations to the winner of the 2010 Kath Neilsen Memorial Award, Judy del Rio. Throughout her 30 year involvement with the Centre, Judy has fulfilled a number of volunteer roles, including paralegal, management committee member and interpreter.

Judy is passionate about improving access to justice for those in our community who are disadvantaged by lack of resources and language barriers, and has assisted members of culturally and linguistically diverse communities to access free legal services, often accompanying them and interpreting for them pro bono. Her warmth and compassion make her a joy to work with, and she is held in the highest regard by fellow volunteers and staff at the Centre.

Judy was also the recipient of a Distinguished Pro Bono Award in 2005 in recognition of her important contribution to Peninsula CLC.

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 and thank you to Judy del Rio!



Volunteer Encouragement Awards

Peninsula CLC presents annual Volunteer Encouragement Awards to

volunteers who have excelled throughout the year. The winners of 2010 Volunteer Encouragement Awards were Olga Pecherski, Ash Galvin and Danielle Mercuri. We congratulate them on this achievement, and thank them for their commitment to Peninsula CLC, as well as all of their efforts throughout the year.

Special thanks to Slater and Gordon for again sponsoring the Centre's Volunteer Encouragement Awards. Winners received a framed certificate and \$100 book voucher.

Volunteer Recognition

Congratulations to George Erlichster who was a finalist in the 2010 LIV President's Award (Access to Justice category) for his volunteer work with PCLC. George is a committed and long-standing volunteer at PCLC and has made an exceptional contribution to the local community, both as a lawyer volunteer and member of the Centre's Management Committee.

Congratulations to Sandra Dargie who received a Certificate of Recognition for the 2010 Victorian Senior of the Year Awards.

Russell Kennedy Staff Member of the Year Award

Congratulations to Vicki Holmes on receiving the inaugural Russell Kennedy Staff Member of the Year Award in 2010. Presented at the Centre's end of year celebration, Vicki was recognized for her unwavering loyalty and commitment to the Centre, as well as her pleasant demeanour and kindness.

Thank you to our pro bono partners, Russell Kennedy, for sponsoring the award, which includes a perpetual trophy, as well as an individual trophy and gift voucher for the winner.

VOLUNTEERS

Lawyers

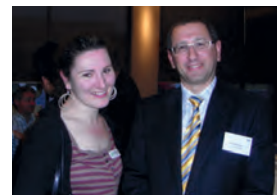
Brylee Alexander
Katherine Awad
Andrew Bayliss
Helen Betros
Adam Birch
Rohani Bixler
Vincent Booth
Amara Bostock
Bill Boucher
Paul Bradley
Kirsty Brealey
Prue Burrell
Victoria Campbell
Jane Carter
Jason Coppard
Meg Dalling
Michael Denison
George Erlichster
Christopher Galagher
David Galloway
Amanda Graham
Chris Gunasekera
Lance Guymier
Chris Hill
Ian Hone
Kristen House
Amanda Humphreys
Sascha Karner
Daniela Kovacevic
Michael Labiris
Peter LeSouef
Justin Lewis
Cara Litterick

Jennifer Maher
Michael Manuel
Vivien Mavropoulos
Petra McHugh
Jarrod McPherson
Michael Morehead
Victor Moss
Julie Newdick
Michael O'Brien
Helen O'Connell
Lola Peeters
Natalie Plumstead
Yana Podolskaya
Hayley Pope
Holly Renwick
Saskia Rijkogel
Greg Russo
Trish Samson
Patrick Smith
Laura Stevenson
Will Stidston
Monique Sweetland
Leila Taefi
Petar Trifkovic
Stephen Tuck
David Ulbrick
Sokha Um
John Wadsley
Richard Warren
Zoe Watson
Terry Weerappah
Scott Whitechurch

Paralegals

Oscar Alarcon
Sue Altundal
Jesse Andrighetto
Michaela Bangard
Nina Bigu
Stephanie Bonnici
Matthew Bowler
Cara Bredebusch
Catherine Britt
Amy Burton
Rod Callaghan
Pamela Casagrande
Oliver Christensen
Olivia Cleverdon
Sandra Dargie
James Davaris
Adam Davis
Christopher de Waas
Judy del Rio
Sally Denham
Ekta Doshi
Andrew Doyle
Amelia Edwards
Briellen Ellison
Zina Ewen
Jing Fang
Kimberley Fitt
Rebekah French
Rebecca Fritsch
Jackie Galloway
Ashley Galvin
Riley Gay
Wendy George
Jade Gregory
Mira Guirguis
Nadeera Gunawardena
Wayne Harrison
Zeng He
Kate Hennessy
Vicki Holmes
Claire Humphreys

Alex Marcou
Daniel McQuinn
Danielle Mercuri
Sarah Mitchell
Simone Moszkowicz
Sandra Murray
Annette Murray
Shabnam Oad
Allana Olah
Jessica O'Leary
Barbara Osafo-Kwaako
Kirsty Osborne
Barbara Padfield
Olga Pecherski
Heather Perry
Carla Purcell
Kate Purvis
Keerthi Ravi
Jonathan Rhall
Stephanie Richardson
Jemma Ritchie
Leah Rodriguez
Monica Rooney
Solina Sam
Jessica Saunders
Kelly Schober
Ahmad Shakoor
Susan Shandil
Pankaj Sharma
Geeta Shyam
Jonathan Sise
Chris Smith
Anthony Staunton
Louise Turner
Allison Van Beers
Daniel Vissenjoux
Amy Weiner
Alex Wilson
Brett Woods
Chong Zhang





CASEWORK PRACTICE

PCLC has one of the largest casework practices of any CLC in Victoria, and this year has seen a streamlining of the practice, to increase the depth and complexity of that work. The result of these changes will be better outcomes for our clients and increased job satisfaction for our caseworkers. There has been a move towards specialization by PCLC lawyers, with particular focus on expanding our civil and criminal law practices, adding to the existing Family Law, Child Support, and Tenancy and Consumer Advocacy Programs. Preparation of documents and court representation have increased, in response to the needs of our clients.

PCLC's focus on family violence is crucial to our advice and casework services because of its high incidence within our catchment.

As a centre which covers the suburbs of southern metropolitan Melbourne, and extends into rural areas on the city fringe, we aim to provide assistance which will make a real difference to the lives of our clients. To do this, we offer visiting services to Hastings, Chelsea, Mornington and Pakenham, as well as the homeless persons lunch operated by CityLife in Frankston. These services supplement the accessibility offered by our offices at Rosebud, Cranbourne, East Bentleigh and the Pines. City Life in particular targets clients who would otherwise be unlikely to access legal services, and has assisted in matters as diverse as fines, child protection, and issues with rooming house and caravan park tenancies.

PCLC's focus on family violence is crucial to our advice and casework services because of its high incidence within our catchment. Legal issues as varied as tenancy, personal debt, child support, and even the accumulation of traffic fines are often found to encompass elements of family violence which affect a client's ability to resolve their problems, even before considering the more obvious issues of family law, child welfare, and intergenerational violence which devastates the lives of children and fuels crime statistics.

Because family violence is so prevalent within the catchment, we continue to provide a duty lawyer at the Frankston

Magistrates' Court Family Violence Intervention Order Service on all sitting days. This year we have experienced a 12% increase in the numbers of clients utilising this service.

We have been pleased to see a strong impetus this year for amendment to the Family Law Act, with a view to amending those sections which have dissuaded the reporting of Family Violence. Ideally we would prefer to see the abolition of the presumption of shared care, which research has shown to be challenging and inappropriate for very young children, and a return to the 'best interests of the child' as the only consideration. Casework experience has shown that shared care regimes are rarely suitable for those

in dispute, relying as they do on a high degree of cooperation not generally available to those who seek our services.

The Family Law Program prioritises matters where children's welfare is at risk, and is augmented by the increasingly successful Family Relationship Centre Project, which aims to educate and provide legal advice to parents throughout the process of negotiating parenting agreements. Those who are unable, often for reasons of violence, to mediate successfully, may avail themselves of further family law advice, casework, and if necessary, our duty lawyer services. An additional referral may be made to attempt to resolve any outstanding child support issues including enforcement of arrears.

Our advice and casework services try to empower our clients. The following are examples of where this has been achieved.

A mother sought advice concerning the father's application for equal time which had been issued after he received notice that that he would have to pay increased child support. The children had lived with our client for many years pursuant to previous orders. Prior to receiving any legal advice in the matter, the mother had filed a response to this application agreeing to the father's proposal for equal time because she mistakenly believed that the law required the children to spend equal time with the father. The father had alcohol and anger management issues, and poor parenting skills. Our duty lawyer service assisted the client to file and serve and amended application, assisted with negotiations, and represented the client at the interim hearings. Orders were obtained for a family report which recommended against equal time and for the children to live with the mother with limited time to the father. Ultimately, final orders were negotiated in these terms.

Often the most vulnerable of our clients are tenants, who being fearful of eviction, are reluctant to exercise their legal rights. An example of this concerned a tenant who was single mother with five children who had been renting her property for seven years. This property had been flooded numerous times due to heavy rain (rendering some rooms uninhabitable) and because the landlord was overseas, serious repair requests were ignored. The landlord decided to sell the property, evicted the tenant and then additionally claimed \$10,000 damages from her for the flooding. The tenant wanted to sign over her bond of \$1500 in settlement because she was intimidated by the tribunal process. PCLC assisted the client to lodge a counterclaim resulting in a VCAT order awarding the tenant \$1500, and also allowing the tenant to retain her bond. This was an important result for the client given her limited financial position and because it preserved her status as a reliable tenant.

VOLUNTEERS, EDUCATION & LAW REFORM

Volunteer Program

Peninsula CLC has much to celebrate in the International Year of Volunteers +10 (2011). An impressive 149 people volunteered during this period, supporting the Centre in providing up to 8 free legal advice sessions each week. Lawyer volunteers provided 1,645 free legal advices, whilst non-lawyer volunteers provided paralegal and administrative support.

We extend our warmest thanks to all of our volunteers for their commitment to helping our organisation and the community we serve.

Congratulations to Saskia Weerheim, Assistant Manager of Volunteer & Education Programs, on achieving 10 years of service to Peninsula CLC in 2011.

Community Legal Education

Peninsula CLC is committed to empowering its community through the provision of community legal education, a core component of the Centre's work.

The Centre undertook 150 community legal education activities during this

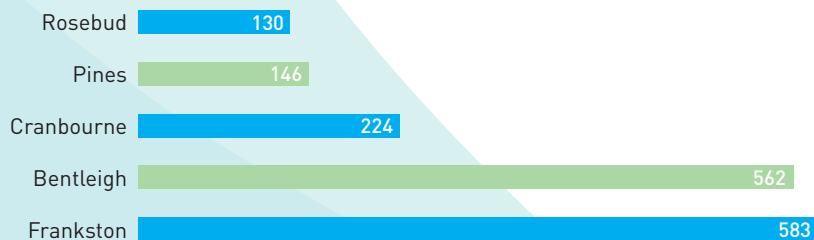
period (excluding those undertaken as part of non-CLSP funded projects). Additionally, the Centre completed a series of workshops for local, not-for-profit groups about governance and incorporation issues, funded with a grant from the Mornington Peninsula Shire and provided a workshop to not-for-profit groups with financial support from Chelsea Community Renewal. A snapshot of the Centre's key CLE activities is contained in the graph below.

A highlight of this year's CLE program was the Centre's inaugural Law Week Breakfast on 18 May, with the Hon. Robert Clark, Victorian Attorney General, attending as keynote speaker. The event was attended by representatives of local courts, legal firms and community organisations, as well as volunteers and supporters of the Centre.

Law Reform

Peninsula CLC has been active throughout this period on law reform issues that affect clients and vulnerable members of our community. Activities have ranged from formal submissions to enquiries

Advices by Volunteers 2010-11



and consultations, to letters to key stakeholders and participating in sector working groups. The Centre has focussed its law reform activities particularly on family law, family violence and local issues.

Law reform and policy activities included:

- Submission to Frankston City Council re proposed smoking ban (August 2010);
- Response to Report by the National Legal Profession Reform Taskforce,

- Submission to Victoria Police responding to priority areas following Frankston Consultation on The Way Ahead 2008-13, highlighting need to focus on family violence (February 2011);
- Submission to Treasury regarding Scoping Study for a National Not-for-Profit Regulator Consultation Paper (February 2011);
- Submission to the Senate Legal & Constitutional Committees on Family Law Legislation Amendment (Family

We extend our warmest thanks to all of our volunteers for their commitment to helping our organisation and the community we serve.

- Attorney-General's Department,
National Legal Profession Reform
Project, Consultation Package
(August 2010);
- Submission to Family Law Branch, Attorney-General's Department Public Consultation on Exposure Draft, Family Law Amendment (Family Violence Bill) 2010 (January 2011);

- Violence and Other Measures
Bill 2011 (April 2011);
- Submission to the Scrutiny of Acts and Regulations Committee on Review of the Charter of Human Rights and Responsibilities Act 2006 (June 2011);
 - Letters to Shadow Attorney General and Federal Members of Parliament in catchment seeking support for PCLC submission on Family Law reforms (April 2011);



Law Week Breakfast from left: the Hon Robert Clark (Victorian Attorney General and Minister for Finance), Helen Constan (Chief Executive Officer PCLC), Bevan Warner (Managing Director, Victoria Legal Aid).

- Letter to Victoria Legal Aid regarding proposed changes to Guidelines (March 2011);
- Letter to Federal Attorney General expressing concerns over introduction of compulsory filing fee in family law matters (June 2011);
- Letter to Victorian Attorney General to provide feedback on operation of family violence laws (June 2011).

Copies of written law reform submissions are posted on the Centre's website, www.pclc.org.au.

CLE Activities 2010-11

Public Information Stalls	8
FRC Workshops	18
Talks & Workshops (other)	25
Media Releases / Newsletters	27
Community Meetings	57

PROJECTS AND DEVELOPMENT

Consumer Affairs Projects

Consumer Affairs Victoria funded PCLC to deliver three projects during the 2010-2011 year.

Caravan Park & Rooming House Outreach Project

Working across 14 local government areas in Melbourne's south and east, this project continues to actively encourage residents of the 441 rooming houses and 59 caravan parks located in the region to be aware of and to exercise their legal rights. Information about tenancy rights and responsibilities and on how to access assistance to exercise resident tenancy rights has been distributed to residents directly, through 'drop offs' at residential locations and via relevant community agencies.

In an active 12 months the Project Worker, Marc Westley, attended student orientation activities, organised community barbeques for caravan park residents, liaised closely with relevant organisations that service rooming house and caravan park residents and with local councils and delivered a regular outreach service City Life in Frankston. The Project has continued to facilitate the sharing of information across stakeholders by co-ordinating the quarterly Frankston Rooming House Working Group meetings.

Young Renters Program

During 2010 – 2011 the Program delivered 44 workshops to young people across seven local government areas. The Program also worked closely with real estate agents, youth and housing agencies to ensure that the workshops were accessible to young people and recognised by relevant stakeholders.

Unfortunately, after operating for six years and delivering 207 workshops to a total of 1,133 people, funding for the Program was reallocated after 30 June 2011. The Program was embraced by key stakeholders throughout the community and did an enormous amount of work in assisting to break down some of the barriers that exist between real estate agents and young people. Establishing links and encouraging agent participation at the workshops contributed to dispelling some of the myths around young people's inexperience in the rental market. Many young people successfully entered the private rental market following workshop attendance. Feedback from participants indicated that attending a workshop and receiving a Certificate, which they attached to their applications, assisted them in securing a rental property.

Self Representation at VCAT Workshops Project

The purpose of the Self Representation at VCAT Workshops Project is to assist Victorian consumers and tenants who are representing themselves in Victorian Civil and Administrative Tribunal proceedings to use application and hearing processes more effectively. During the year eleven workshops focussing on the Civil Claims List were held. More than 125 members of the public attended these workshops. In the second half of the year the workshops were opened up to traders as well as consumers. Very good feedback was received regarding the content and usefulness of the workshops and the perceived value of them being delivered at the location where an eventual hearing would be likely to be held.

Three workshops for specific audiences including ethnic community leaders, tenant/consumer support workers and Consumer Affairs Victoria staff were also offered during the year. PCLC participated in a Law Week Courts Open Day event co-ordinated by VCAT during May. Work continued on updating the Civil Claims Workbook.

Thank you

PCLC wishes to acknowledge and express sincere thanks to all who have supported its Consumer Affairs Projects, including personnel in local government, youth and housing sectors, educational institutions, real estate agencies, the Victorian Civil and Administrative Tribunal and Consumer Affairs Victoria.

Valuing Volunteers Kit Project

The Stage 3 Valuing Volunteers Kit Project, funded by the Victoria Law Foundation, was finalised in early 2010 – 2011. The project culminated in August with the launch of the new modules for the Valuing Volunteers Training Kit: A Training Resource of Volunteers at Community Legal Centres produced with the grant and a training workshop for Victorian community legal centres. PCLC thanks the Victoria Law Foundation for its ongoing support for this Project.

During the year PCLC continued to distribute the Kit upon request and to promote the resource as appropriate. A workshop about the Kit, its content and application was delivered at the National Community Legal Centres Conference held in Melbourne in late 2010. PCLC representatives attended the International Association of Volunteer Effort International Conference held in Singapore in January 2011, for the purposes of promoting the Kit and exploring issues and content relevant to its further development and the operation of PCLC's own Volunteer Program.

ADMINISTRATION

Clients seeking services are almost overwhelmingly experiencing disadvantage, including low income, lack of education, disabilities, limited or no English and family violence.

For many of the clients, PCLC is the only option for assistance – clients cannot afford a private lawyer, are conflicted or ineligible for assistance from VLA and cannot locate a private lawyer willing to undertake legally aided work.

The graph below demonstrates the steady increase in client activities and highlights the unremitting demand for services.

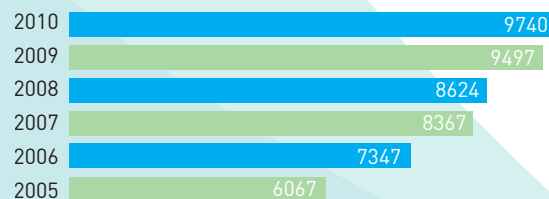
Unfortunately, statistics do not reflect the true hardship that our clients are experiencing nor do they reveal the diverse range of clients we assist.

PCLC has a strong history and reputation of responding to community need and services such as ours could not be delivered without our dedicated and very professional staff and volunteers.

Work Experience Students

Dromana Secondary College x 3
Frankston High School x 1
Patterson River Secondary College x 1
Haileybury College x 1

Client Activity Increase



SNAP SHOT 2010-2011

Telephone Enquiries	25,851
Information & Referrals	13,137
Website Visits	3,648
Advice Type	5701 Face to Face 1363 Telephone Advice
Interpreter Usage	40 % Telephone 31% Onsite 29% Other

CLIENT SATISFACTION SURVEY 97%

"I would recommend it to everyone, it is the first time in 5 years I have been given great advice that worked for me"

"I was put at ease straight away and was very impressed at the way my situation was handled"

"The Lawyer did a wonderful job in assisting us in our case both verbally and in writing – thank-you"

"If it wasn't for the Lawyer we would not have known what to do"

STATISTICS

NUMBERS

Total Number of Client Activities	9744
Total Number of Clients Assisted	5326

LEGAL WORK UNDERTAKEN	
Advice activities	7104
Cases opened	2889
Cases closed	2691
Information activities	13,137
Clients assisted at Court (including representation)	2837

% PROBLEM TYPES	
Family Law	59%
Civil Law	35%
Criminal Law	6%

TOP TEN PROBLEM TYPES	
Child contacts or contact orders	1608
Family or domestic violence	1232
Child residency	1169
Property in marriage	904
Civil violence / restraining orders	531
Divorce	517
Motor vehicle accident	342
Wills/Probate/Powers of Attorney	294
Credit & debt owed by client	274
Tenancy termination by lessor	266

STATISTICS

CLIENT ACTIVITIES AT BRANCHES

Frankston	6466
Bentleigh	832
Cranbourne	1587
Rosebud	688
Pines	169

CLIENT ACTIVITIES AT VISITING SERVICES

Chelsea	125
City Life	69
Hastings	92
Mornington	92
Pakenham	24

CLIENT ACTIVITIES AT COURTS

Federal Magistrates’ Court Dandenong	1145
Federal Magistrates’ Court Melbourne	2
Magistrates’ Court Frankston	1526
Victorian Civil and Administrative Tribunal	164

CLIENT PROFILE

GENDER	
Male	41%
Female	59%

AGE GROUP	
← 18	1%
18-24	10%
25-34	20%
35-44	25%
45-54	20%
55-64	12%
65+	12%

CLIENTS WITH A DISABILITY	17%
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TOP TEN COUNTY OF BIRTH	
Australia	2520
England	177
New Zealand	107
India	64
China	42
Sri Lanka	37
Italy	34
Philippines	32
Scotland	30
Germany	28

INCOME SCALE	
Low income	73%
Medium income	20%
High income	3%
No income	3%
Not stated	1%

RELATIONSHIP STATUS	
Single	29%
Married	24%
Separated	22%
Defacto	10%
Divorced	10%
Widowed	4%
Not stated	1%

FAMILY TYPE	
Family type other	38%
Not living in a family	19%
Sole parent family with children	15%
2 parent family with children	17%
Not stated	11%

FINANCIAL STATEMENTS

INCOME STATEMENT

CONTINUING OPERATIONS	2011	2010
INCOME	\$	\$
Commonwealth Attorney General	613,617	636,021
State Attorney General	717,380	671,304
Compliance Bonus	10,069	9,210
Victorian Law Foundation	13,150	27,863
Victorian Legal Aid MBA Income	34,929	9,328
Consumer Affairs Victoria	369,956	373,909
City of Casey	26,000	27,295
Mornington Peninsula Shire Council	42,864	42,024
City of Kingston	29,504	28,645
City of Frankston	36,400	37,000
City of Glen Eira	34,775	14,817
Disbursements Reimbursed	4,700	4,486
Fundraising/Donations	2,096	1,864
Interest	48,006	23,133
Workcover Insurance Claims	35,982	-
Membership	68	70
CLE Income	1,905	5,091
Sundry	3,803	3,451
TOTAL INCOME	2,025,204	1,915,511

CONTINUING OPERATIONS	2011	2010
EXPENDITURE	\$	\$
Salaries - Permanent staff	1,387,095	1,246,172
Salaries - Casual staff	9,731	11,686
Superannuation - Permanent staff	116,797	109,102
Superannuation - Casual staff	684	1,052
WorkCover	6,374	5,559
Travel	32,248	39,162
Advertising	567	4,601
Amenities	15,901	16,364
Audit	7,500	4,500
Bank charges	353	859
Minor Equipment & Maintenance	8,286	30,678
CLE Expenses	6,854	9,338
Cleaning	14,106	12,806
Conferences	11,042	1,618
Contractors	53,823	20,748
Disbursements	3,079	2,597
Donations	150	975
Electricity, gas and fuel	10,665	9,891
First Aid Certificates	2,115	423
Incorporation Fees	42	41
Insurance (other than PI)	3,416	6,112
Interpreter & Translation Services	-	540
Language Allowance	-	(183)
Library	16,538	13,603
Memberships	6,802	7,248
National Name Check	373	212
Postage	6,952	7,449

CONTINUING OPERATIONS	2011	2010
EXPENDITURE	\$	\$
Practising certificates	2,970	2,657
Printing, Photocopying & Publication Costs	32,860	31,249
Rates	613	995
Removals	91	425
Rent	109,586	88,515
Stationery & Office Supplies	15,193	20,160
Security	3,039	4,104
Storage	8,100	6,525
Telephone	27,207	29,773
Training	4,580	2,861
Sub Total Direct Expenditure	1,925,732	1,750,417
TOTAL INCOME	99,472	165,094
LESS DIRECT EXPENDITURE		

INCREMENTS/(DECREMENTS) TO PROVISIONS & DEPRECIATION	\$	\$
Annual Leave	5,181	(4,715)
Long Service Leave	(39,151)	1,718
Depreciation	(19,602)	(19,451)
VLA Unused Funds transfers	19,091	(112,102)
Sub Total Increments to Provisions & Depreciation	(34,481)	(134,550)
TOTAL EXPENDITURE	1,960,213	1,884,967
NET SURPLUS/(DEFICIT)	64,991	30,544
Other Comprehensive Income	-	-
TOTAL COMPREHENSIVE INCOME	64,991	30,544

FINANCIAL STATEMENTS

BALANCE SHEET

	NOTE	2011	2010
		\$	\$
CURRENT ASSETS			
Cash at Bank and on Hand	2a	164,411	104,327
National Australia Bank - Term Deposit		550,000	500,000
Prepayments		718	3,702
Bonds- Rent in Advance		4,567	4,567
Deposit on Relocation Costs		45,455	-
Sundry Debtors	3	14,938	51,352
TOTAL CURRENT ASSETS		780,089	663,948
NON-CURRENT ASSETS			
Office Furniture & Fixtures - at Cost		190,523	174,863
Office Furniture & Fixtures - Accumulated Depreciation		(127,230)	(107,628)
TOTAL NON-CURRENT ASSETS		63,293	67,235
TOTAL ASSETS		843,382	731,183

	NOTE	2011	2010
CURRENT LIABILITIES		\$	\$
Payables	4	92,491	60,162
Provision for Annual Leave		10,301	15,482
Provision for Long Service Leave		111,540	93,796
VLA Unused Funds	5	202,895	221,986
TOTAL CURRENT LIABILITIES		417,227	391,426
NON-CURRENT LIABILITIES			
Provision for Long Service Leave		21,407	-
TOTAL NON-CURRENT LIABILITIES		21,407	-
TOTAL LIABILITIES		438,634	391,426
NET ASSETS		404,748	339,757

	NOTE	2011	2010
ACCUMULATED FUNDS		\$	\$
Retained Surplus at Beginning of the Year		339,757	309,213
Surplus for the Year		64,991	30,544
RETAINED SURPLUS AT THE END OF THE YEAR		404,748	339,757
Opening Balance		339,757	309,213
Surplus in the current year		64,991	30,544
CLOSING BALANCE OF RETAINED EARNINGS		404,748	339,757
TOTAL EQUITY		404,748	339,757

FINANCIAL STATEMENTS

CASH FLOWS

	NOTE	2011	2010
CASH FLOWS FROM OPERATING ACTIVITIES		\$	\$
Receipts from Grants & Other Income		2,211,332	2,089,958
Payments to Suppliers and Employees		(2,133,594)	(1,959,306)
Interest Received		48,006	23,133
Net cash provided by (used in) Operating Activities	2(b)	125,744	153,785
CASH FLOWS FROM INVESTING ACTIVITIES		\$	\$
Payment for property, plant & equipment		(15,660)	(23,401)
Investment in Term Deposits		(50,000)	(500,000)
Net cash provided (used in) Investing Activities		(65,660)	(523,401)
CASH FLOWS FROM FINANCIAL ACTIVITIES		\$	\$
Net cash provided by (used in) Financing Activities		-	-
Net Increase in Cash Held		60,084	(369,616)
Cash at the beginning of the year		104,327	473,943
Cash at the end of the year	2(a)	164,411	104,327

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Email: pclc@pclc.org.au

www.pclc.org.au

Mon to Fri
9am to 5pm

Mon evenings
from 5.45pm

BENTLEIGH BRANCH

82 Brady Rd
Bentleigh East Vic 3165

Tel: 03 9570 8455

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

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

Mon, Wed & Thurs
9.00am to 5.00pm

Tues evenings
from 6.30pm