



ANNUAL REPORT 2020



Peninsula
Community
Legal Centre



contents

Vision Mission Values	2
Message from Chairperson and CEO	3
Our year	4
What we do	6
Our service delivery	18
Our reach	19
Our people	20
Volunteers & supporters	22
Our funding	24
Our relationships	26
Our community partnership projects	28
Thank you	30

Vision

Delivering justice for our community

Promoting and protecting human rights and equality before the law.

Mission

PCLC will

empower and support disadvantaged and vulnerable people in our community to address their legal needs

engage and build and ever strengthening and capable practice

foster and maintain a network of support for the vulnerable and disadvantaged within our community

support families in the provision of services that champion child welfare and safety in the eyes of the law

deliver a legal service that builds our community toward building on free from violence

Values

Empowerment

we work toward strengthening the capacity of all people to understand their rights, pursue their interests and understand their responsibilities

Independence

we are free from external control or influence and are therefore unfettered in our ability to speak for our clients and our community

Fairness

we treat all people justly, reasonably and in a non-discriminatory manner

Quality

we are a leading legal assistance sector organisation committed to providing quality, evidence based solutions to pressing issues facing our community

Integrity

we deliver service based upon our strong moral principles and ethics

Accessibility

we assist vulnerable and disadvantaged people to obtain justice that they would otherwise be denied

Respect

we treat others with dignity and in a manner which demonstrates regard to their feelings, wishes, autonomy and rights

Message from the Chairperson and CEO

We are delighted to present the Annual Report for the Peninsula Community Legal Centre for the 2019-20 year.

Through the dedicated service of the staff and management of Peninsula Community Legal Centre we strive to deliver justice to our community, promoting and protecting human rights and equality before the law. With a fundamental “access to all” philosophy, we believe that to deny access to justice is a denial of justice.

PCLC has been working tirelessly over the past year with the community, to ensure that our philosophy is not just maintained but strengthened. We have focused on building a healthy and sustainable organisation to strengthen our capacity to deliver our critical services targeting those most in need.

We worked with the staff and leadership to set the direction for the organisation and to inform PCLC's objectives into the future. Our Strategic Plan sets out seven key objectives for priority in 2020-2024:

To deliver high quality and holistic community legal services;

To ensure equity, fairness and justice for all;

To actively engage in systemic advocacy;

To promote and enhance human rights and ensure access to justice;

To proactively develop the organisation and its employees to effectively respond to changing community needs;

To innovatively and responsively address increasingly complex legal and social issues impacting upon our community; and

To demonstrate leadership within our community and the legal assistance sector for the benefit of the service.

We would like to acknowledge the hard work and dedication of the staff of PCLC, who have continued to service the community, despite these challenging times. We particularly would like to thank the Directors and Management team for their leadership, guidance and support.

We thank the Board for their commitment to the governance of PCLC, through volunteering their time and sharing of expertise and support of the Chairperson and CEO roles.

As PCLC moves into another year there will continue to be considerable change as we face transition challenges in a post COVID world as well as a climate of fiscal constraint. We are confident that PCLC, Board, Staff, Volunteers and Supporters will continue to work together to find effective and responsive ways to meet our goals delivering critical legal services to our community.



Thierry Pascal
Chairperson



Jackie Galloway
Chief Executive Officer

our year

The past year has been one of challenges and resilience. The impact of COVID-19 and social, health, and economic consequences has had a significant effect on our community.

As we reflect on our work pre and post COVID19, what hasn't changed is our overarching commitment to our vision of delivering justice to our community. With the advent of the pandemic, we quickly implemented our Business Continuity Plan, and we redefined our services to an intake and response model. This required us to increase our telephone services, modify our court duty services and proactively connect with our clients. We may have been physically distanced from our community but we worked hard to remain socially connected.

The PCLC team rallied to deliver another year of outstanding legal and support services to our community. PCLC assisted 6,844 individuals with the provision of 11,990 activities, this is a 7% increase on the previous year. We bolstered our client services with intensive casework, increased court representation work and enhanced wrap around support services. We boosted our reach in the community, delivering services in a range of health and community settings (pre COVID-19), including a public hospital, youth residential facility, family violence hub and enhanced child & maternal health centres to improve legal and health outcomes for our clients. We welcomed new community partners to deliver collaborative and innovative programs and built on our existing relationships to strengthen and advance our integrated practice model.

A real highlight of our year has been the opening of our new Cranbourne Office, albeit for a short time prior to COVID. With the generous support of the City of Casey, PCLC was able to move to larger premises supporting and increasing our capacity to deliver much needed services in the region. Our new office is located in the busy Casey complex in Cranbourne East. PCLC would like to acknowledge the work of our Project team, Sue Vincent & Hellen Argiriou who did an outstanding job in the office design, management of the project and relocation to the new premises.

We placed great emphasis on our organizational planning this past year, with the development of our new Strategic & Operational Plans. These plans will inform and guide our organisation and service delivery for the next four years.

In response to the prevalence of family violence and related family law issues, PCLC has developed its specialist case work and duty lawyer programs in family law and family violence, offering one of the most comprehensive community legal centre family law and family violence practices in Australia. As the case studies featured in our report highlight the family law and family violence teams are often achieving life changing outcomes for women and children experiencing family violence.

Our family law litigation and duty lawyer work is now firmly embedded into our practice with the confirmation of ongoing funding of our Family Violence to Family Law Continuity Program and news of continued funding of our court based Family Advocacy and Support Service (FASS).

We were pleased to enhance our family violence duty lawyer work, partnering with St.Kilda Legal Service to deliver family violence duty services at the Moorabbin Justice Centre under the Specialist Family Violence Court funding model. Our family violence services were also bolstered with the news that PCLC is funded to deliver the Specialist Family Violence Court duty lawyer services at Frankston Magistrates Court. This welcome funding will allow PCLC to increase its staffing levels and capacity to support those experiencing family violence in a region with high rates of family violence.

Our commitment to creating a culturally safe organization marked the beginning of our reconciliation journey this year. Our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander people are restored to a place of equality, dignity and respect and where they achieve social justice. Our Cultural & Diversity Reference Group have been working on our first Reconciliation Action Plan to assist us to develop culturally appropriate policies and programs to improve access to legal services for Aboriginal & Torres Strait Islander people and to build our organisation and staff's cultural awareness and competencies. We welcomed the opportunities to build on our relationships and consult with our local Aboriginal & Torres Strait islander organisations and community.

We continue to review the scope of our operations and explore new ways to enhance and improve our services. We continually assess the quality and value of our work, and we review and refine our data to ensure we are meeting our objectives and to ensure our services are targeted to those most in need. As part of our strategy, we completed bi annual casework client surveys measuring client need and complexities. The survey of 161 cases clearly demonstrated that the overwhelming majority of our casework clients have high levels of vulnerability and disadvantage with multiple legal problems. It was evident through the data analysis that our move to holistic and integrated work has been embraced by our team with increased referrals made and improved recognition of non- legal support needs.

The development, implementation, monitoring and review of policy, procedures and associated practices and tools is an ongoing process to which the Centre is committed. We were delighted to meet the primary requirements of the Standards under the National Accreditation Scheme (NAS) for Community Legal Centre's. We have continued to work across all levels and aspects of the organisation to ensure that we met our obligations, undertaking a comprehensive review of the organisation's policies and procedures.

We would not be able to deliver our services without the generous support of our funders, Federal, State and Local Governments, pro bono supporters and donors whose support of the organization is integral to our continuing development and sustainability now and into the future.

Strength does not come from physical capacity. It comes from an indomitable will.
– Mahatma Gandhi

what we do

Tenancy

Despite the adversity thrown at us in 2020, PCLC has had an exciting and productive year.

We quickly moved to remote working with the introduction of restrictions in March. This was a tumultuous time for everyone as plans were made, then changed, and then changed again.

In the face of the unknown, there were a range of concerns and emotions across the whole organisation, but despite this we continued to work together and the services provided to our community didn't skip a beat.

The whole practice has continued to operate seamlessly throughout these dichotomous times. There is a clear distinction between our pre COVID-19 operations (or the 'old normal') and those made necessary due to COVID19, where our working lives changed dramatically.

As an organisation, the process of moving from on-site work to the majority of our staff working from home required preparation that, in ordinary circumstances, would have taken much longer to achieve.

It has to be noted that the transition from on-site work took place while the final tricky touches were being made to our new Cranbourne office. A huge thank you to our fabulous Administration team for their amazing support during this transition.

The flexibility and adaptability of the whole organisation during these strange times has been more than commendable.

Our Tenancy Assistance and Advocacy Program had an exciting start to the year with the proposed amendments to the Residential Tenancies Act. The changes were set to be implemented in stages with all amendments being in operation by 1 July 2020.

After responding to the draft Regulations in which we indicated that we 'anticipate there will be better protections for renters with the provision of adequate, stable and affordable housing whilst simultaneously ensuring that rental providers can still effectively manage properties with appropriate accountability', it was disappointing that following implementation of COVID 19 restrictions, the commencement of the changes was postponed until January 2021.

The TAAP team offer assistance with a wide variety of private tenancy related issues, including possessions and notices to vacate, tenancy agreement matters, compensation and lease break. Lease break issues often arise in the context of family violence as in the case study Etta's story.

On 25 April 2020, the COVID-19 Omnibus (Emergency Measures) Act 2020 came into operation. Part 4 amended parts of the Residential Tenancies Act 1997. Changes included bans on rent increases, evictions prohibited in certain circumstances, a rent reduction scheme and a new dispute resolution process for tenants and landlords.

The lawyers and advocates in our TAAP team needed to quickly familiarise themselves with the new laws, to assist the large number of enquires the Centre was receiving as tenants came under increasing financial pressure following the imposition of COVID restrictions.

The TAAP team also faced unprecedented demand due to the technical issues related to VCAT operating remotely, and the dispute resolution process that required all matters to be registered with Consumer Affairs Victoria before accessing the services of the Dispute Settlement Centre Victoria.

The TAAP team's adaptation to these circumstances was impressive, and throughout the restrictions they have continued to collaborate to achieve great outcomes for tenants.

Fines and Infringements

Out of adversity comes opportunity

-Benjamin Franklin

Our fines team have been riding the highs and the lows this year. Just prior to lockdown there was an increase in matters being processed through Fines Victoria, and this saw many of our matters resolved successfully with many fines being waived. We still have a number of files awaiting process through Fines Victoria.

In February, PCLC made a submission to the Fines Reform Advisory Board in which a number of recommendations were made. These were all based on the experience of clients serviced by our fines team. Our submission advocated for Fines Victoria to actively promote CLC services as first port of call for fines debt, the extension of the Family Violence Scheme to include fines for excessive speed, the extension of the period to nominate other drivers, and the introduction of 'good faith' special circumstances applications.

Our submission also referred to the need for specialised 'Working Development Permits' (WDP) Project workers. This recommendation was based on the success of our WDP Project funded by the Legal Services Board.

The team have continued to offer daily appointments whilst working from home. Whilst it has been quieter than usual while restrictions are in place, we expect this to change as soon as we move into COVID normal.

Fines are often but one of a number of issues that our clients are facing. For this reason the fines team works with our other programs to ensure that clients receive a broad range of legal assistance and other supports within the Centre.



\$1.1m

fines withdrawn for
clients for period
2019-2020



268

tenancy evictions
prevented



Peter's story

Peter is an intelligent and well-educated man, whose issues with alcohol had undermined any chance he had securing work in his chosen career. When Peter first presented at PCLC, he had a number of outstanding fines and criminal charges associated with his alcohol use. At that time Peter was homeless and living in his car. His erratic, alcohol-fuelled behaviour had jeopardized all his relationships, and he was isolated, disconnected and unsafe.

Peter connected with our Fines and Generalist teams to assist him with his fines, and provide legal support for upcoming court appearances. Due to Peter's vulnerability, our lawyer referred him to our Social Work Program. With her assistance, Peter secured stable housing and access to basic amenities. When he was feeling stronger and secure in his accommodation, he finally accepted that he needed help to stop drinking. Our social worker referred him to the appropriate services and he commenced attending local AA meetings.

PCLC made a successful Special Circumstances application which saw all his outstanding infringements waived. He was also assisted with representation for his criminal matters. Peter has been sober for 12 months and is undertaking further training to assist him to obtain employment. Most importantly, he has repaired his relationship with this family and is in regular contact with them.



Etta's story

Etta and James moved into a property with their new baby in 2019. The lease was fixed term with both Etta and James' names on the lease.

In early April 2020, an interim family violence order was granted prohibiting James from living at the property. However, James breached the Intervention Order on numerous occasions and Etta did not feel safe living there alone with her small child. Both Etta and James had tried unsuccessfully to negotiate with the Real Estate Agent to end the lease.

In frustration, Etta contacted our TAAP team. One of our workers assisted Etta to put together significant documentation in support of her circumstances and negotiated with the real estate agent on Etta's behalf. In the face of compelling evidence, the Landlord agreed to a reduction in the fixed term lease with minimal penalties.



Alister's story

Penny and Alister are married with four small children. While Penny works at night and Alister during the day, they co-ordinate the care of the children. When the daily grind becomes overwhelming Alister begins to drink to excess. One night when Penny is in fear for her own and her children's safety she calls the police. Police apply for an intervention order which would exclude Alister from the home. Penny doesn't want this, as she cannot work if Alister is not at home with the children, she cannot afford to lose her job.

Alister attends court on the day, but does not obtain assistance from a duty lawyer. Fortunately, the Magistrate is persuaded by Penny's concerns and grants an order that allows Alister to be at home if he is not alcohol or drug affected. This goes well for 12 months and the family settle back in to 'normality'. However, when Alister's mother dies he starts drinking again and one night a neighbour call the police. This occurs when COVID-19 restrictions are in place and everyone is in 'lockdown'. It is now more important than ever that Penny and Alister keep their jobs.

The police apply to strengthen the current intervention order, by seeking that Alister be excluded from the home under all circumstances. Penny tells police this is not what she wants, she cannot attend work that night and Alister sleeps in the car. This time Alister seeks the assistance of PCLC duty lawyers. Firstly Alister is referred to telephone counselling and assistance for his alcohol abuse. Written submissions are made explaining that Alister will need to sleep in his car for the foreseeable future as Penny needs him to be with the children at night so she can keep her job. Emphasis is also placed on the fact that Alister is willing to engage with services to assist with his problem with alcohol and it being his default coping mechanism.

The Magistrates decides to not exclude Alister from the family home. This is his last chance to address his issues that impact so significantly on his family.



Annika's story

Annika's employment was impacted by COVID-19. She required assistance with the rent reduction agreement she had entered with the real estate agent, and outstanding repairs. However, the agreement Annika had reached with the landlord included a rent deferral. This meant that Annika would need to pay back the difference between the reduced rent and the usual rental amount at the end of the agreement.

Our TAAP worker commenced negotiating with the landlord and real estate agent for a reduced rent agreement without a rent deferral. At first the landlord was unsupportive. However, the TAAP worker advised that if there was a rent deferral in place Annika would not be eligible for the DHHS rent relief grant, and as such, the landlord agreed to remove the rent deferral from the previous agreement. The agreement was lodged with Consumer Affairs as required and now Annika awaits approval of her DHHS rent relief grant.

Additionally the landlord provided approval for the repairs needed at the property to be completed.

Family Violence

If you're going through hell keep going

-Winston Churchill

This year we saw the introduction of the Specialist Family Violence Court(SFVC)at Moorabbin Justice Centre and Frankston Magistrates' Court. The SFVC has been established following recommendations from the Victorian Royal Commission into Family Violence. These courts will take a more therapeutic and specialist approach to family violence matters in a way that supports victims through the system and promotes compliance with family violence intervention orders. We look forward to this new approach leading to our clients having a more positive experience whilst engaged in the intervention order process.

The legal support provided by our family violence duty lawyers continues to be invaluable, and clients often express their appreciation of the work our lawyers do:

'I would like you to know that your service at the last hearing provided for my nine year old child's safety at long last. He is now free from danger and ongoing trauma. He is now able to engage with his therapist in therapy to treat his PTSD and ODD diagnosis without that treatment being constantly interrupted with new and additional trauma. He now has a chance at a successful future, whereas before he did not as there was no chance for him to live free from trauma.'

Family violence has been a huge concern during COVID-19 restrictions, where families and couples are spending more time together than they ever would ordinarily. In the context of financial concerns and impacts on mental health we have seen an increase in occurrence of family violence incidents being reported to police.

The team knew they had to keep the duty list operating the best it could during the many challenges encountered as the court, and all the related agencies moved towards operating remotely. In an effort to provide as much support as possible to our clients experiencing family violence, we took the step of identifying clients that had been assisted previously from the court list. Those identified were contacted prior to their court date to ascertain whether they required our assistance.

This enabled the team to obtain instructions, negotiate with the appropriate agencies and possibly resolve the matter before the listed court date. This process had a bumpy start, but quickly the police, VLA and the Court were on board. In fact, the police completely embraced the practice and are now dealing with most of their matters in this way.

Where instructions were obtained, written submissions were provided to the Court in lieu of in-person appearances. The Magistrates Court has now introduced Webex hearings for when there are complex issues in dispute.

The remote conduct of hearings has meant that clients are not necessarily required to attend Court, and so the anxiety and stress of close proximity to the respondent can be avoided.

This collaborative pre-engagement process, which started as an in-house response to the COVID restrictions, is now being lauded by the Judiciary and relevant agencies, with input being sought to assist with the design and implementation of similar processes at other court locations across the State. This may fundamentally change the way duty lists are managed in the future.

The incidence of family violence increasing during COVID 19 restrictions has been widely reported. This has meant that there has been a significant increase in police initiated applications and a reduction in applications being made by the 'affected family members' ('AFM's) themselves. Police matters are now being listed four days a week at Frankston Magistrates' Court, where previously only two days per week allocated to police matters.

As a result the Family Violence team are dealing evermore frequently with AFM's that are not supportive of the order applied for by police. This may be because the AFM is scared about being supportive due to pressure from their partner or alternatively having their partner excluded from the home was not what they intended when they called the police.

Notwithstanding the challenges faced during COVID-19 restrictions, our small Family Violence team has adapted and adopted innovative methods to ensure that our clients receive the highest level of assistance. They eagerly await the employment of new team members through the SFVC funding so they can enhance what is already a stellar service.

Family Law

A tree that is unbending is easily broken -Lao Tzu

This year has been one of consolidation, rather than growth for PCLC's Family Law Program (FLP) and significant time and energy has been devoted to meeting COVID 19's unique challenges.

The period has been particularly difficult for our clients. Previously settled parenting arrangements or Court orders have needed to change, at least temporarily, to mitigate health risks and comply with restrictions. Changeover locations have become unavailable, supervision services have closed, and parents have been unable to travel from Metro Melbourne to regional areas or interstate. Some clients have instructed that the other parent has used COVID-19 as justification for withholding children, for limiting time with them, or for contravening existing orders. The availability of family dispute resolution and therapeutic services necessary for the progress of matters have also been affected.

These issues, when seen in the context of increasing family violence especially since the commencement of COVID-19 restrictions, have resulted in demand for PCLC's family law casework services remaining consistent, notwithstanding our transition to remote service provision, COVID's disruption to usual referral pathways, and its isolating impacts.

Remote working by the family courts has also placed increased demand on our FLP lawyers, and the time taken for preparation of interim hearings has increased substantially.

In one matter where the other party was unrepresented and where the COVID 19 restrictions had been implemented a month before the final hearing, our lawyers were requested at short notice to assist the Court by preparing a single court book for the matter. This included the preparation of not only our client's documentation, but also the other party's, which was extensive because he was relying on several witnesses. The Court also directed that a separate agreed chronology be negotiated with the other party. This proved exceedingly difficult as the other party was obstructive and didn't understand the process.

With the gradual exodus of private practitioners prepared to conduct legally aided family law work in our catchment, the FV2FLCP has become increasingly important to the delivery of family violence focused, legally aided family law services to the most marginalised within our community.

Whilst COVID-19 has impacted the services being provided by our FASS lawyers, the nature of work conducted illustrates their importance, particularly at this time.

In addition to our FV2FLCP and FASS lawyers, our generalist funded Family Law Program lawyers also deserve special recognition. Their preparedness to take on the most complex international family law, family law related bankruptcy, and family law property matters has been of enormous benefit to clients and instrumental in elevating the profile of our family law practice more widely.

Finally, PCLC's Family Law Program has continued to lobby for a safer, better integrated family law system in its submission to the Joint Select Committee on the Australian Family Law System chaired by Kevin Andrews and Pauline Hanson.

Our recommendations were essentially the same as those made in our extensive submission to the ALRC's Review of the Family Law System in May 2018 and our subsequent response to the related ALRC Discussion Paper in November 2018. The Committee was due to release its final report on or before 7 October 2020. However, we understand that both Houses of Parliament have agreed to extend the reporting date to the last sitting day in February 2021.

General Law

Versatility is not just a noun its human nature

-Karishma Ruparella

While the specialist teams have had to accommodate the COVID-19 measures within their respective areas, the general law team has had to work across numerous jurisdictions and areas of law.

The day in the life of our generalist lawyers can include debt, motor vehicle accidents, neighbourhood disputes, Victims of Crime Compensation Applications and summary crime along with their fair share of family law and family violence. The old saying 'jack of all trades, master of none' is not right when referring to our general lawyers; they are masters of many trades, and this is of great benefit to the clients they assist.

Along with our telephone intake, many of our services operate at external agencies. This of course couldn't continue during COVID 19 restrictions, and meant that we needed to quickly change our mode of service provision to ensure that those clients that accessed us through our visiting services could still obtain legal assistance. A new appointment structure was created that provided for generalist appointments to be offered both in the morning and afternoon, Monday through Thursday, with a morning session on Friday.

Over the last couple of years, our criminal practice has increased, with more clients being assisted through the whole process, including representation at hearing by PCLC generalist lawyers.

As the courts have adjusted to new ways of working, our lawyers have identified creative opportunities to assist their clients.

We have had a number of matters resolved 'on the papers' (where the Magistrate decides the matter, based on the written submissions presented by the parties) during the COVID-19 restrictions. Through this process, which applies where there are no serious matters in dispute, there is no requirement for the parties or their representatives to physically appear.

This year has covered the spectrum. Things have been difficult, but out of difficulty we have seen exciting new initiatives, that will be taken beyond COVID-19. We have learned that there is never one-way to do things and that we are far more flexible and adaptable than we ever thought we could be, even when it was necessary to make arrangements quickly and definitively.

Most importantly, PCLC has continued to offer all our services to our community as we all navigated our way through this unique situation. Thanks to everyone at PCLC for making this happen.





Gerald's story

Gerald came to PCLC very distressed. He had incurred a debt of \$11,000 through a contract he had entered into for store finance at a retail business in Frankston. Gerald had no recollection of entering the contract or the products he purchased.

Following a diagnosis of schizophrenia Gerald, had been placed on a disability support pension. Lapses in therapeutic treatment and poly-substance abuse gave rise to psychosis, a lack of insight and poor judgement.

The Legal, Operational Risk and Compliance department at the credit provider was contacted and a comprehensive medical report was provided to support assertions of impairment and that it ought to have been apparent that impairment was a matter of concern. The possibility of unconscionable conduct were raised.

As a result of our lawyers intervention Gerald had the entire \$11,000.00 debt waived.



Nicole's story

Nicole was charged with one count of carrying a prohibited weapon into the Frankston Magistrates' Court. The prohibited weapon was a credit card pen knife that she had left in her bag inadvertently.

During the summary case conference, our lawyer requested that this matter be dealt with by way of diversion. Diversion is when a person takes responsibility for the offending behaviour but must complete the 'Diversion Plan' which may include an apology, repayment or drug or mental health treatment, whatever is deemed appropriate taking into account the victim, if there is one, the offender and the offence.

Police prosecutions were of the view that this matter was not suitable for diversion because it was an indictable offence and one which the Court was likely to view very seriously considering the potential public threat to court users. Nevertheless, the Prosecution agreed that we could put our arguments before the Court and leave it to the Magistrates' discretion.

Our lawyer prepared written submissions and provided them to the court. The matter was decided by the Magistrate in chambers and Nicole is required to be of good behaviour until 25 November 2020.



Harold's story

Harold lives in Pakenham and would have ordinarily attended the local visiting service, but due to COVID restrictions, he came through one of our afternoon advice sessions. He was involved in a motor vehicle accident, which fortunately didn't result in serious injury, but did lead to some serious charges being laid against him by the police, including 'conduct endangering life'. Harold could not afford to engage a private lawyer and was not eligible for a grant of Legal Aid.

After consulting with Harold, our lawyer reviewed the evidence including video footage of the incident. She concluded that the police did not have the requisite evidence to make out all the charges. A compelling 'no case to answer' submission was presented to police prosecutions and four of the six charges were withdrawn. The possible contest of the remaining two matters was discussed with police. The police agreed with our lawyer's argument that it was not in the public interest to pursue the remaining two charges and they were withdrawn. Our assistance cost Harold nothing, yet got him the best result achievable.



Lana's story

Lana had experienced severe family violence at the hand of her former husband John, which included reproductive assault, resulting in the birth of her two children.

Not long after the couple separated, John relocated to China and stopped paying child support. Lana has no redress through the Child Support Agency because China is not a country with which Australia has reciprocal child support relations.

Lana became the sole carer of Jack and Robert, aged 2 and 4 respectively. Tragically, Jack was diagnosed with cancer and has been undergoing chemotherapy since 2018. He is particularly vulnerable during the global pandemic.

Lana attended our volunteer night service and was transferred into the Family Law Program. One of our FASS lawyers drafted the initiating documents for a property settlement.

As a result of the first COVID-19 restrictions, Lana lost her job. To make things worse, in June 2020 Lana's car became undrivable.

Lana sought assistance to prepare an urgent interim application seeking an early distribution of \$35,000 to enable her to purchase a car. The documents were prepared by our FASS lawyer and the application was granted. Lana's property matter is still progressing, but now she has a new and reliable vehicle that is imperative for her to be able to get Jack to and from his medical appointments.



Daisy's story

Daisy first engaged with PCLC after separating with her partner Josh due to allegations of family violence. Josh was claiming that Daisy was fabricating the family violence as a result of a genetic neurological disease she had. Daisy disputed these claims and refused to be tested, notwithstanding that a number of her relatives had died from the disease.

Josh refused to participate in legally aided Family Dispute Resolution and although our FV2FVCP lawyer attempted to negotiate a parenting plan, Josh ultimately refused to sign. The couple's daughter Isobel was living with Daisy at the time and was not spending anytime with her father.

After approximately 12 months, Josh issued proceedings seeking equal shared parental responsibility and substantial time with Isobel, notwithstanding he hadn't seen Isobel for 2 years. Daisy still had serious safety concerns for herself and Isobel in light of Josh's past untreated anger issues and impulsive behaviour, both of which were exacerbated by a brain injury.

Our lawyer obtained an extension of Daisy's grant of legal aid to cover litigation, which allowed him to obtain her instructions to draft the responding documentation. However, Daisy was still stating that she wanted to deny Josh's allegation that she had the neurological disease. As our lawyer had been shown a preliminary diagnosis from her neurologist stating that it was very possible she had the disease, it was unethical for him to act on the instructions to deny the existence of the disease. Daisy was advised that we would need to see the results of further investigations, if the results showed that Daisy was suffering from the neurological disease and she still wanted to deny it PCLC would no longer be in a position to act.

Ultimately, further testing confirmed the diagnosis and Daisy agreed to admit it in her affidavit. Unfortunately, following the diagnosis Daisy's condition quickly deteriorated and her capacity to provide instructions began to fail.

Our lawyer discussed the options with one of Daisy's relatives and arrangements were made for a litigation guardian to be appointed together with obtaining orders for an Independent Children's Lawyer (ICL) to be appointed. Daisy's General Practitioner and Neurologist both assessed that our client had sufficient capacity to parent.

Our lawyer is currently awaiting a consultant's report from the Child-inclusive Conference, a new Neuropsychological assessment and input from the ICL these together will make Daisy's prospects of success easier to assess.

Although the matter has yet to reach a resolution, the involvement of the Family Law Program has motivated Daisy to address long standing significant legal and medical issues. It has also come to some relief to Daisy that she can progress her legal issues with the appointment of a litigation guardian, and that her protective concerns for the child in the father's care can be brought to the Court's attention.

“

Just wanted to thank you for your assistance in this matter, during a time of great stress.

I'm very glad people like yourself and institutions like PCLC exist, it's a true service.

”

~ PCLC client

“

I appreciate all your hard work and I am so grateful for all your support and help through this difficult time in my life.

You provide an amazing service to the community and I would never want to imagine not having you here for other people in society.

I feel like I can breathe easier and move forward in life now this part is over.

”

~ PCLC client

our service delivery

20,266 information & referrals

6,841 clients assisted

11,904 legal services

1,953 ongoing services

2,044 duty lawyer

7,907 legal advice

legal advice 4,007 by phone

3,765 in person

135 other



62% females 38% males

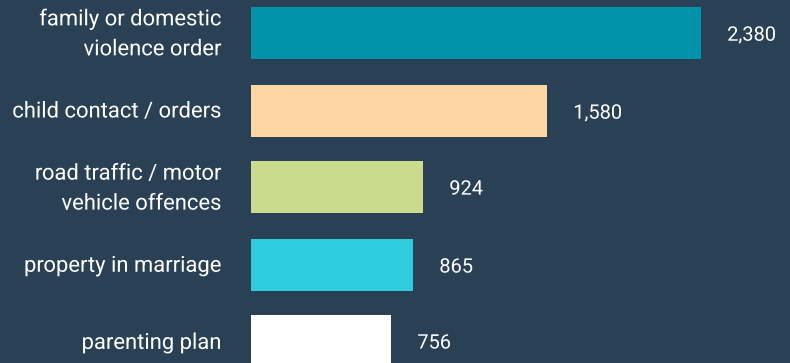
37% experienced family violence

30% have a disability or mental illness

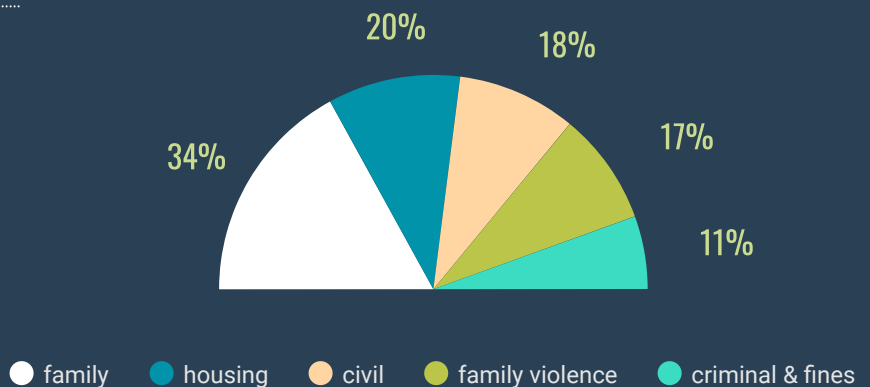
57% on a low or no income

4% experiencing homelessness

top 5 legal problems



problem types



client by age group

1% 0 - 17

8% 18 - 24

21% 25 - 34

39% 35 - 49

20% 50 - 64

11% 65+

our reach

We are committed to being flexible, innovative and responsive to address the complex legal needs of our clients and communities across a broad geographical area.



BRANCH OFFICES

1. Frankston Head Office
2. Bentleigh
3. Cranbourne
4. Frankston North
5. Rosebud

COMMUNITY VENUES

6. Casey North Community Information & Support Service
7. Chelsea Community Support Services
8. Living & Learning Centre Inc, Pakenham
9. Salvation Army Crisis Centre, St. Kilda
10. Selandra Community Hub, Clyde North
11. Westall Community Hub, Clayton South
12. Westernport Community Support Service, Hastings

HOSPITALS/HEALTH SETTINGS

13. Peninsula Health
14. Glenhuntly Maternal Child & Health
15. YParc Youth Prevention & Recovery
16. Hastings Maternal & Child Health
17. Dromana Maternal & Child Health

COURTS/TRIBUNALS

18. Frankston Magistrates' Court
19. Federal Circuit/Family Court Dandenong
20. Moorabbin Justice Centre
21. Victoria Civil & Administrative Tribunal - Dandenong
22. Victoria Civil & Administrative Tribunal - Frankston
23. Victoria Civil & Administrative Tribunal - Dromana
24. Victoria Civil & Administrative Tribunal - Moorabbin

GOVERNMENT

25. Department of Justice & Community Safety Victoria

our people

management committee

Thierry Pascal
Chairperson

Paul Hodgman
Vice Chairperson

Lisa Bremner
Treasurer

Liz Lor
Secretary

Members

Phillip Carr
Luke Denham
Samuel Ellemor
Matthew Bolle
Eliza Collister

our team

Executive Team

Jackie Galloway
Chief Executive Officer

Kate Ross
Director Legal Services

Sue Vincent
Director Business & Operations

Leadership Team

Nicola Barrans
Senior Manager
Development & Engagement

Brendan Stackpole
Practice Manager
Family Law

Sokha Um
Practice Manager
General Law

Ash Galvin
Practice Manager
Fines

Sharon Carr
Practice Manager
Family Violence

Hellen Argiriou
Business & Operations Coordinator

Finance Officer

Jodie deGregorio

Administration Team

Administration Services Officers
Jasminka Kumbaric
Nina Mitris

Administrative Workers
Caitlin Wilson
Ellie Lingard
Lisa Taranto
Louise Grant
Melanie Jones
Melisa Liapis

Caseworkers

Alison Laird
Cathie Currie
Chris Daniels
Chris Gunasekera
Chris Smith
Desmond Maruziva
Elly Danks
Emily McAlister
Greg O'Brien
Kim Novak
Laura Di Felice
Laura Jordan
Louise Naylor
Maria Stipic
Michele Simpson
Natalie Altman
Nina Zec
Robert Braun
Saskia Rijfkoogel
Terry Meehan
Vanessa Saunders
Warren Wheeler
Will Betts
Yih Laine Teen

Engagement Team

Kirsten Young
Mark Patton
Sam Cashmore

Rooming House Worker

Aldo Taranto

Social Worker

Chris Tudor

Staff Farewell

Aimee Brien
Jodie Hill
John Gibbens
Laura Sanderson
Katrina Markwick
Malcom Bennett
Michael Arnold
Siobhan Kenny

volunteers & students

volunteer lawyers

Ivan Bezbradica
John Blackley
Samuel Bracher
Milly Cain
Julia Casey
Salima Catherine
George Chabvonga
Richard Chapman
Damien Christmas
Bryan Cook
Philip Cottier
Michael Denison
Elizabeth Divers
Despina Djumas
Mohit Dutta
Amelia Edwards
Sue Ellison-Whyte
George Erlichster
Lois Ferri
Elarya George
Loredana Giarrusso
Mark Gilbert
Kate Gordon
Natalia Gorges
Claire Grosso
Chris Gunasekera
Chris Hill
Ian Hone
Chris Horsfall
Amanda Humphreys
Dalit Kaplan
Christopher Khouri
Hadar Kotler
Elizabeth Lee
Stephanie Mahon
Alex Marcou
Luke Martin
Desmond Maruziva
Taylor Maskew
Laura McDonnell
Terry Meehan
Jennifer Meyer-Smith
Michael Morehead
Mary Nasser
Louise Naylor
Bianca Neophytou
Julie Newdick
Kim Novak

Thierry Pascal
Asha Prasad
Villy Raki
Jonathon Rhall
Ashley Richardson
Trish Samson
Lily Sarkar
Thirumalai Selvi Shanmugam
Joel Silver
Michele Simpson
Sarah Sorrell
Melissa Stephens
Angelica Suarez
Rachel Tamir
Michelle Tangimama
Jacqueline Van Dort
Scott Whitechurch
Rohan Wijesinha
Claire Williams
Campbell Woollacott
Kate Wraith-Bell
Maria Zambrano
Nina Zec

volunteer paralegals

Jessica Alesci-Pettitt
Marley Angus
Tayla Archard
Michael Arnold
Georgia Arranga
Shanice Atkins
Emily Austin
Mohamed (Moe) Ayman Nafady
Daniel Benjamin
Faith Brack
Gwendolyn Briscoe
Hayden Brodie
Rose Brunsdon
Laura Buckley
Grace Cairns
Andrew Campbell
Rebecca Cato
Elizabeth Clarke
Ilesha Clarke
Shardaye Clarke
Eliza Collister
Talani Cooke
Tara Dakin
Atibhav Damodaran
Sarah Davison
Laura Di Felice
Dee Divina
Aija Dowling
Jay Fergus
Sonari Fernando
Marcus Frajman
Jackie Galloway
Pamela Gorgioski
Anna Grage
Nadeera Gunawardena
Ines Hage-Nebyl
Madeleine Hearn
Alice Henson
Ellie Heverin
Mikayla Hutchins
Minoli Jayamaha
Vinu Kumar
Jasminka Kumbaric
Olivia Lee
Daniel Levenda-Freeman
Joshua Levenda-Freeman
Chaniece Lewis
Christina Liberatore
Danielle McCartin
Ashley Melnaxis
Lucinda Merrett
Kate Mililli
Emma Morgan
Mark Muntz

Varsha Nayak
Benjamin Needleman
Max Needleman
Kimberley Ng
Barbara Padfield
Davin Park
David Pascal
Olga Pecherski
Dale Pirera
Janet Power
Valerie Power
Stefan Prelevic
Morgan Prosser
Aaron Rielly
Ashley Roussety
Laura Sanderson
Alyson Savory
Amy Schuller
Jamie Shilliday
Andrew Shin
Kymberley Skillen
Indiah Smith
Georgia Smollen
Samuel Solak
Callum Steele
Rebecca Strati
Megan Struthers
Nathan Tai
Joshua Tamir
Tahlia Timoney
Alexandra Valerio
Kate Walker
Luke Wescombe
Jesse Williams
Karolina Wlodarczak
Sophia Zafiriou
Gabriela Zanin

deakin legal internships

Rachel Arldt
Caroline Atkinson
Deanna Crispino
Jay Fergus
Stacey Kern
Amy Schuller
Jennifer Tran

practical legal trainees

Andrew Campbell
Caroline Atkinson

volunteers & supporters

Under ordinary circumstances we offer evening sessions with our wonderful volunteers at our Frankston, Rosebud, Bentleigh and Cranbourne branches every week.

These services play an integral role in increasing the accessibility of our services.

Although we managed to keep most services running, during both periods of state 3 and stage 4, it was not possible to continue with our Volunteer Services. These have been suspended since March. We have been offering four evening phone appointments per week, but that certainly doesn't make up for the loss of our volunteer services.

As a result of COVID 19 we were unable to hold our annual Volunteers and Supporters Dinner. We did however, acknowledge the work of our dedicated volunteers and supporters through our recognition awards. Long service awards and excellence awards were given to the longest serving and most outstanding volunteers.

Most years we present an awards to a law firms, an organisation or a pro bono contributor that has supported PCLC in a significant way. This year the 'Law Firm Award' went to MDL Law. MDL Law have been a part of PCLC for more than 30 years, through their 'whole firm approach' they regularly attend at volunteer sessions, have undertaken roles on the Management Committee and offered other highly valued assistance along the way.



This year's 'Pro-Bono Award' went to Daphne Foong of Counsel. Daphne has worked with us on some of our most complex matters. She frequently goes above and beyond either for free or as part of legally aided assistance.

Each year a special award is given to one volunteer who has made an exceptional contribution to the Centre through their demonstrated understanding of the Centre's values, their commitment to the principals of social justice, and a reliable and respectful approach to our clients.

This year's recipient, Villy Raki, has been volunteering with the Centre since 2012. He undertook a short period of supervised legal practice in 2013/ 2014 and then went on to work in a private firm before starting his own practice. Villy is a delight to work with and is always willing to assist or support the Centre in any way he can.

Volunteer Award Recipients 2020

Kath Nielsen Award

Villy Raki

Pro Bono Award

Daphne Foong

Law Firm Award

MDL Law

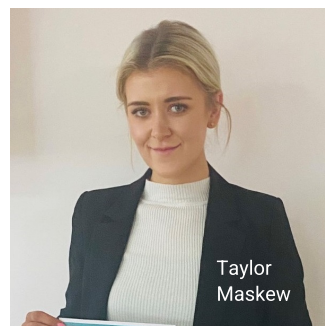
Volunteer Excellence Awards

Taylor Maskew
Varsha Nayak
Vinu Kumar
George Chabvonga
Georgia Arranga
Despina Djumas

Long Service Awards

George Erlichster (20 years)
Helen Betros (10 years)
Katherine Awad (10 years)

volunteer awards



Comprehensive Income

Statement of profit or loss and other comprehensive income for the year ended 30 June 2020

		2020 \$	2019 \$
Continuing Operations			
Income			
Grant Funding	2	4,910,587	3,958,156
Other Income	3	83,417	85,570
		4,994,004	4,043,726
Expenses			
Communication Expenses		(41,400)	(41,715)
Depreciation Expenses		(68,904)	(27,980)
Employment Expenses		(3,879,889)	(3,359,435)
Finance Expenses		(13,705)	(11,010)
Occupancy Expenses		(262,182)	(252,633)
Office & Administrative Expenses		(306,326)	(205,017)
Repairs & Maintenance Expenses		(48,538)	(41,750)
Resources Expenses		(42,768)	(36,122)
Travel & Accommodation Expenses		(33,769)	(32,774)
		(4,697,481)	(4,008,436)
Net profit		296,523	35,290
Other Comprehensive Income			
items that may be reclassified subsequently to profit or loss when specific conditions are met		-	-
items that will not be reclassified subsequently to profit or loss		-	-
Total comprehensive income		296,523	35,290

Financial Position

Statement of financial position as at 30 June 2020

		2020 \$	2019 \$
Current Assets			
Cash at bank and on hand	11a	682,243	572,851
Receivables		158,804	55,248
Investments - term deposit		1,000,000	1,250,000
Other assets	4	4,009	8,493
Total current assets		1,845,056	1,886,592
Non-Current Assets			
Fixed assets	5	230,171	73,889
Total non-current assets		230,171	73,889
Total assets		2,075,227	1,960,481
Current Liabilities			
Trade and other payables	6	98,137	114,479
Payroll liabilities	7	186,770	69,607
Grants in advance	8	285,500	294,910
Employee provisions	9	505,643	413,397
VLA unused funds	12	75,435	404,523
Total current-liabilities		1,151,485	1,296,916
Non-Current Liabilities			
Employee provisions	9	25,933	62,279
Total non-current liabilities		25,933	62,279
Total liabilities		1,177,418	1,359,195
Net Assets		897,809	601,286
Equity			
Retained earnings		897,809	601,286
Total equity		897,809	601,286

our relationships

PCLC has a diverse range of stakeholders, including peak bodies, government, legal assistance sector, community organisations, community partnerships and networks. We strive to build collaborative relationships with a range of community providers to increase understanding of community legal need and work towards a coordinated approach to service planning and delivery.

Community Relationships

Bayside Peninsula Integrated Family Violence Partnership
Cardinia Shire CALD Network
Casey/Cardinia Critical Linkages Family Violence Network
Casey North Services Network
Casey/Cardinia Homelessness Network
City of Casey Community Service Organisation Network
Collaborative Support Group -Federal Circuit Court, Dandenong
Connect Health & Community
Dandenong Rooming House Network
Family Life
Federal Circuit Court Duty Lawyer Meetings
Frankston & Mornington Peninsula, Health Justice
Community of Practice
Frankston Charitable Fund Committee
Frankston City Strategic Homelessness Alliance
Frankston Homelessness Network
Frankston Emergency Relief Providers Network
Frankston Magistrates' Family Violence Court Users Meeting
Frankston Mornington Peninsula Family Violence Network
Greater Dandenong Youth Network
Inner South Rooming House Network
Kananook Community Trust
Living Free Steering Committee
Middle South Welfare Network
Mind Australia Ltd
Mornington Peninsula Elder Abuse Prevention Network
Mornington Peninsula Housing Network
Mornington Peninsula Combined Service Provider Network
Peninsula Health
Peninsula Health Crisis Hub Steering Committee
Port Phillip Homeless Network
Project Y Frankston CAD Outreach Committee
RAD-FMP Steering Committee
The Orange Door
Westall Community Hub Service Providers Network
VicPol Financial Elder Abuse Trial Steering Committee

COVID Response

PCLC joined government and a range of community organisations to develop strategies and action plans in response to the impact of COVID-19 on a local, regional and statewide level.

Casey Relief & Recovery Network
Glen Eira Community Group Committee
City of Frankston Emergency Relief Committee
Tenancy Coordination Group
DJCS Rental Dispute Operational Forum
Melbourne Metropolitan Rooming House Group

Coming together is a beginning, staying
together is progress, and working
together is success.
– Henry Ford

Legal Assistance Sector Relationships

Collaborating with other legal assistance providers is an important strategy in identifying and responding to legal needs within our community. We have been pleased to participate in the following initiatives this year.

Regional

South East Region Legal Assistance Network;
Victoria Legal Aid (Peninsula & Dandenong Regional Offices)
Southern Metropolitan Partnership
Southern Metropolitan Social Isolation Project Steering Group
South East Region CLE & Community Development Network

State

Access to Justice/Jurisdictional Planning Working Group
Consumer Affairs Rental Disputes Operational Forum
Family Violence Working Group
FCLC Community Development and CLE Working Group
Infringements Working Group
Integrated Legal & Social Support Network
Management Committee of Federation of CLCs
Principal Lawyers' Network
Residential Tenancies Commissioner
Stakeholder Reference Group
Streamline Fines Project Committee
Tenancy Working Group
VCAT Residential Tenancies Users Group
VLA Child Support Stakeholders
VLA Communities of Practice – Family



222

stakeholder
engagement activities

our partnership projects

A key emphasis of our work this past year has been the development of our collaborative and responsive projects. We embraced opportunities to partner with key stakeholders to proactively engage and respond to the legal needs and work towards address increasingly complex legal and social issues impacting upon our community.

Work Development Permit Scheme Project

The impact of unpaid toll fines on vulnerable people in PCLC's catchment has been significant. To support PCLC fines clinic, and as part of our commitment to holistic practice, PCLC was successful in obtaining funding from the Legal Services Board (LSB) to integrate the Work and Development Permit (WDP) Scheme into Melbourne's South Eastern region.

The Work and Development Permit (WDP) Scheme allows eligible people (those experiencing addiction, mental illness or cognitive impairment, acute financial hardship, homelessness or family violence) to "work off" their unpaid fines by engaging with health practitioners and organisations to undertake treatment, courses and other eligible activities.

In its first year, the WDP Project has contributed to the significant increase in the number of sponsors in the region, supporting sponsors with the accreditation and/or the integration process. Access to the Scheme has been improved for eligible people, with our widespread promotion and the development of a client service model to ensure people are matched with an appropriate sponsor.

The project, with the support of University of Melbourne Law School and Neota Logic, has developed a WDP Software Application (APP) to support participants learn about WDP's and other fine options.

PCLC acknowledges the support of our health care professionals who have embraced the Project and supported the collaborative 'wrap around' service that is meeting peoples legal and health needs.

Rooming House Outreach

Our Rooming House Outreach Program (RHOP) is funded by the Department of Health & Human Services to assist rooming house residents with advice and support services across seventeen local government areas of Melbourne. Our outreach team has been connecting residents to health, housing and legal services as well as reporting breaches of minimum standards to regulators. In this past year PCLC visited 481 rooming houses providing services to residents, including the delivery of 238 health care packages in response to our concerns for residents during COVID.

PCLC has long identified the lack of affordable and appropriate housing, and the related increase in people being forced to live in inadequate, unsafe marginal housing such as rooming houses. This year PCLC undertook a research report to glean the resident's view of life in a rooming house. We consolidated this research survey with our learnings, from conducting a rooming house outreach program.

The report, Open the Door: The Resident's View of Life in a Rooming House highlights areas in the system that requires improvement and regulatory reform. This will be the focus of RHOP work in the coming year.



497

support packages provided
to rooming house
residents

Street Law Coffee Van

The Peninsula Community Legal Centre has partnered with Whitelion and Social Engine in its exciting new Street Law Coffee Van Project.

The Street Law Coffee Van is a mobile legal service bringing the law to the people in local communities that have historically been underserved. Hard-to-reach populations, who might not be able to access PCLC's offices, can chat with a lawyer over a free cup of barista-made coffee at convenient community based locations. In addition to PCLC's legal team, the coffee van is staffed by Social Engine's youth worker and a young person at risk, who will gain training and work experience as a barista.

The Street Law team is dependent on a wide range of our valued partner community organisations who provide the venues for the coffee van to visit.

Our community partners have identified that the Street Law Coffee Van has become a beacon for disconnected people who otherwise did not know of anywhere else to turn for assistance during the shutdown, and has become a vital community recovery asset in an uncertain COVID-19 era

We are grateful to Gandel Philanthropy for funding the project.

People working together in a strong community with a shared goal and a common purpose can make the impossible possible
– Tom Vilsack

These include:

Bunjilwarra
Willum Warrain Gathering Place
Mornington Peninsula Community SecondBite Program
Southern Peninsula Laundry & Shower Program (SPLaSh)
Crib Point Community House
Westernport Community Support
Dromana Community House
Seawinds Community Hub
Nairn Marr Djambana Gathering Place
Community Support Frankston and Vinnies Kitchen.



thank you

We are so grateful to everyone who has supported PCLC this past year.
We could not achieve our goals without your support, involvement, investment and enthusiasm.

Pro Bono Partners

For ten years, Russell Kennedy Lawyers has been supporting PCLC through our pro bono partnership. This pro bono support enhances our organizational capabilities as well as our capacity to provide our legal services with assistance such as mentoring, professional development, PCLC's disbursement fund, governance, marketing and business support. Special thanks to Emma Dunlevie, Principal and John Corcoran AM, Principal and the entire Russell Kennedy team.

Our pro bono partnership with Gaden's family and relationship law team supports the Centre's family law and family violence litigation work. The partnership provides mentoring, professional development and a client referral pathway targeted to women experiencing family violence.

Our work in community legal education is supported by our pro bono partnership with King & Wood Mallesons. We have teamed up with King & Wood Mallesons TalkLaw@ program to deliver the program to local students, targeting students in areas with high migrant backgrounds and/or disadvantage.

Legal Community

Our Legal Community often unites to support PCLC's clients with the provision of pro bono services, including special counsel mentoring, whole of firm contribution to our volunteer program, legal practice management support, training and resources and advocacy to support our clients on a pro-bono basis or significantly reduced fee briefs.

Legal Mentors

Amanda Humphreys, Tausigg Cherrie Fildes
Victor Moss, Moss Legal
Jason Walker, Nico Garea & Joanna Shiff, Gadens

Counsel

Daphne Foong, Svensons List
Marie Wilkening-LeBrun
Nicholas Kanarev
Jason Korke
Valentina Stoilkovska
Anne – Louise Juneja
Tania Bolton, Meldrum & Hyland List
Ivan Brewer, Holmes List

Legal Firms

Justice Crew Legal Services
Maurice Blackburn
MDL Law
Satchi & Satchi & Co
Southern Legal
Victoria Legal Aid

Family Services

Tess Clifford, Uniting Family Services

Sponsors

Russell Kennedy Lawyers generously supports our client disbursement fund providing much needed assistance to support clients with their disbursements related to their legal matter.

39 | \$3,969
clients assisted | disbursements fund

Government

Australian Government Attorney Generals Department
State Government Victoria, Department of Justice & Regulation
Victoria Legal Aid
Department of Health & Human Services
Consumer Affairs Victoria
City of Glen Eira
City of Casey
Frankston City Council
City of Kingston
Mornington Peninsula Shire

Trusts

Gandel Philanthropic Management Ltd
Streetsmart Australia
The William Angliss (Victoria) Charitable Trust
Victorian Legal Services Board

Universities

Deakin University Melbourne (Burwood) Internship Program
University of Melbourne

Support Services

PCLC Rooming House Outreach Program services was boosted this past year with collaborative visits, material aid and additional funding to support rooming house residents. With this extra support, the Program was able to deliver personal care packages to residents during the COVID-19 pandemic.

Salvation Army – Project Hope, Community Support
Streetsmart Australia
WAYSS Outreach Program
Ecstra Foundation
Port Phillip Community Group
Star Health
PCLC Welfare Fund
Mount Martha Community House
City of Casey
City of Glen Eira



head office

441 Nepean Highway
Frankston Vic 3199
t: 03 9783 3600
f: 03 9770 5200
free call: 1800 064 784
dx: 19953 Frankston
e: pclc@pclc.org.au

hours: Mon - Fri, 9am - 5pm

bentleigh branch

82 Brady Road
Bentleigh East Vic 3165

hours: Mon & Thurs, evening

cranbourne branch

65 Berwick-Cranbourne Road
Cranbourne East Vic 3977

hours: Mon - Fri, 9am - 5pm

frankston north branch

28 Mahogany Avenue
Frankston North Vic 3200

hours: by appointment

rosebud branch

1375 Point Nepean Road
Rosebud Vic 3939

hours: Mon, Wed & Thurs, 9am - 5pm



www.pclc.org.au



PCLC is committed to providing
safe and inclusive legal services



Reg A8T
ABN 23591244622