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*peninsula  
community  
legal  
centre*

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ANNUAL REPORT 2011/12

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Peninsula Community  
Legal Centre Inc

## FUNDING

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



**Australian Government**  
Attorney-General's Department



## FINANCIAL SUPPORT



We are grateful for the generous  
donations from client and community  
members throughout the year.

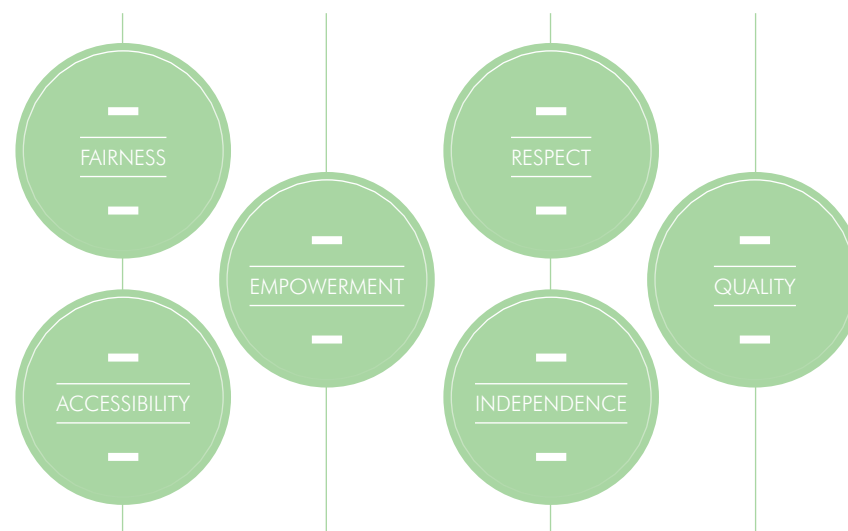
## Mission

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



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## Management Committee

2011-2012

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





# Staff Members

2011-12

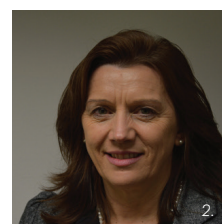
1. **Helen Constan**  
Chief Executive Officer

## GENERAL MANAGERS

2. **Jackie Galloway**  
Deputy CEO/Senior Advocate
3. **Victoria Mullings**  
Principal Lawyer
4. **Andrea Staunton**  
General Manager  
Volunteer & Education Programs
5. **Sue Vincent**  
General Manager  
Administration Program
6. **Gillian Wilks**  
General Manager  
Projects & Development

## STAFF

7. **Hellen Argiriou**  
Deputy General Manager  
Administration Program
8. **Nina Bigu**  
Administrative Worker
9. **Rebekah Bessant**  
Community Lawyer
10. **Cathie Currie**  
Community Worker  
Young Renters Program/  
Administrative Worker
11. **Chris Gunasekera**  
Community Lawyer
12. **Danny Haworth**  
Advocate
13. **Elle Hitchens**  
Administrative Worker
14. **Vicki Holmes**  
Assistant Deputy General Manager  
Administration Program
15. **Janine Harrison**  
Executive Assistant to the CEO
16. **Jasminka Kumbaric**  
Administrative Worker
17. **Chris Larsen**  
Community Worker  
Volunteer & Education Programs



18. **Celestine Moon**  
Community Lawyer  
Child Support Program

19. **Kristie Quinlan**  
Administrative Worker

20. **Kate Ross**  
Senior Lawyer - Civil

21. **Rhonda Sandardos**  
Community Lawyer

22. **Valmai Scully**  
Administrative Worker

23. **Brendan Stackpole**  
Deputy Principal Lawyer

24. **Sokha Um**  
Community Lawyer

25. **Saskia Weerheim**  
Deputy General Manager  
Volunteer & Education Programs

26. **Beth Weerheim**  
Administrative Worker

27. **Marc Westley**  
Community Worker  
Caravan Park &  
Rooming House Project

28. **Claire Williams**  
Senior Lawyer - Criminal

### CONTRACT STAFF

29. **Jodie De Gregorio**  
Finance Officer

30. **Elsje Van Moorst**  
Project Worker

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

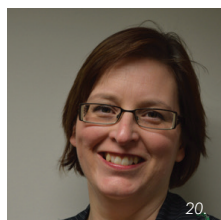
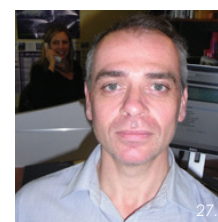
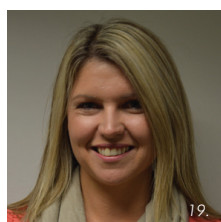
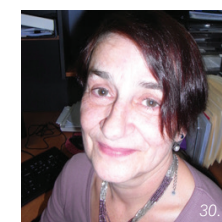
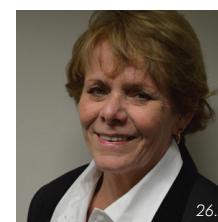
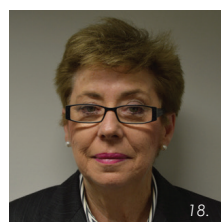
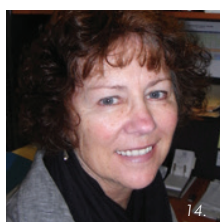
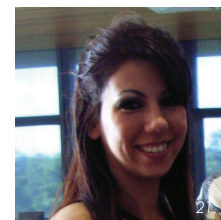
**Carla Weelen-Young**

**Katrina Haller**

**Maureen Walker**

**Quinn McCormack**

**Peter Coutts**



# Lawyer & Paralegal Volunteers

2011-12

## LAWYERS

Katherine Awad  
Helen Betros  
Adam Birch  
Rohani Bixler  
Vincent Booth  
Amara Bostock  
Bill Boucher  
Paul Bradley  
Kirsty Brealey  
Prue Burrell  
Victoria Campbell  
Jane Carter  
Paul Clayton  
Jason Coppard  
Peter Coutts  
Michael Denison  
George Erlichster  
Rebekah French  
Christopher Gallagher  
David Galloway  
Canda Glanville  
Amanda Graham  
Chris Gunasekera  
Lance Guymer  
Chris Hill  
Ian Hone  
Kirsten Hughes  
Amanda Humphreys  
Sascha Karner  
Daniela Kovacevic  
Michael Labiris  
Peter LeSouef  
Justin Lewis

Cara Litterick  
Damian Lynch  
Jennifer Maher  
Trina Malone  
Michael Manuel  
Vivien Mavropoulos  
Danielle Mercuri  
Michael Morehead  
Victor Moss  
Julie Newdick  
Brylee Newman  
Helen O'Connell  
Lola Peeters  
Natalie Plumstead  
Hayley Pope  
Holly Renwick  
Saskia Rijfkgel  
Greg Russo  
Trish Samson  
Rhonda Sandardos  
Ekta Shah  
Patrick Smith  
Will Stidston  
Monique Sweetland  
Leila Taefi  
Petar Trifkovic  
Stephen Tuck  
Louise Turner  
Sokha Um  
John Wadsley  
Richard Warren  
Zoe Watson  
Terry Weerappah  
Scott Whitechurch

Katie-Elouise White-Spier

## PARALEGALS

Jesse Andrighetto  
Ricki Balla  
Renee Barnes  
Matthew Berry  
Nina Bigu  
Cara Bredebusch  
Catherine Britt  
Rod Callaghan  
Janeca Carranza  
Pamela Casagrande  
Elizabeth Cleary  
Olivia Cleverdon  
Rachel Curnow  
Sandra Dargie  
Adam Davis  
Christopher de Waas  
Judy del Rio  
Luke Denham  
Aija Dowling  
Andrew Doyle  
Amelia Edwards  
Briellen Ellison  
Zina Ewen  
Jing Fang  
Kimberley Fitt  
Rebecca Fritsch  
Natasha Futschik  
Jackie Galloway  
Ashley Galvin  
Riley Gay  
Wendy George

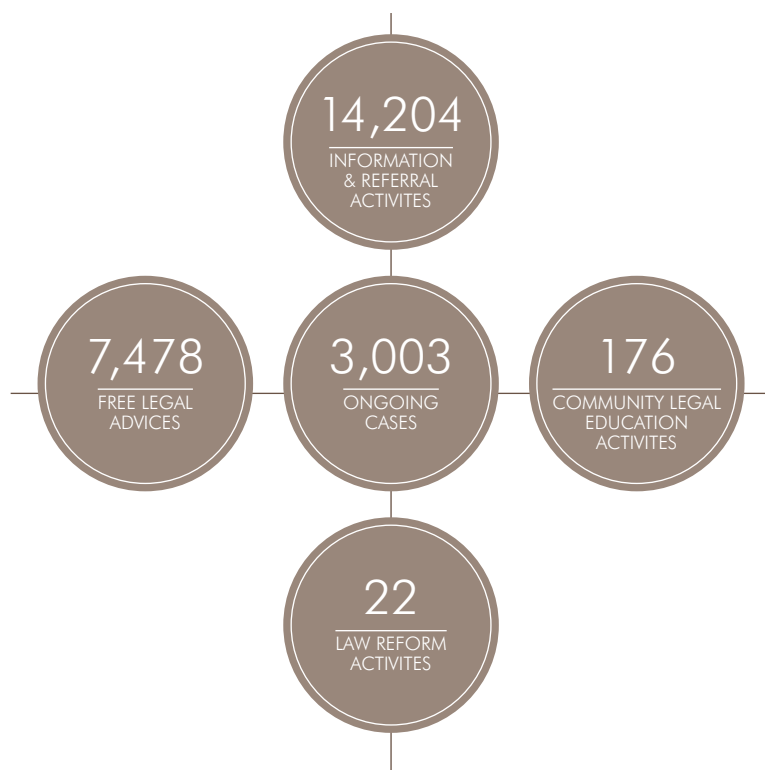
Jade Gregory  
Nadeera Gunawardena  
Marcus Hannah  
Wayne Harrison  
Kate Hennessy  
Alannah Hogan  
Claire Humphreys  
Noel Joseph  
Rhonda Kelly  
Sarah Kennedy  
Prateek Maan  
Alex Marcou  
Patricia Maude  
Daniel McQuinn  
Kara Miller  
Vanettia Milne  
Sarah Mitchell  
Simone Moszkowicz  
Sandra Murray  
Shabnam Oad  
Allana Olah  
Jessica O'Leary  
Barbara Osafo-Kwaako  
Kirsty Osborne  
Barbara Padfield  
Olga Pecherski  
Heather Perry  
Jonathan Rhall  
Stephanie Richardson  
Leah Rodriguez  
Monica Rooney  
Solina Sam  
Kelly Schober  
Ahmad Shakoor

Susan Shandil  
Pankaj Sharma  
Geeta Shyam  
Jonathan Sise  
Chris Smith  
Shai Sommer  
Anthony Staunton  
Porsha Tamuryani  
Renee Trenaman  
Allison Van Beers  
Daniel Vissenjoux  
April Watson  
Alex Wilson  
Brett Woods  
Katherine Yang  
Chong Zhang

We thank all of our volunteers for giving their valuable time and skills to support our organisation and community.



## Introduction



### IN ITS 35TH YEAR, PENINSULA COMMUNITY LEGAL CENTRE CONTINUED TO ADVANCE JUSTICE FOR ITS COMMUNITY THROUGH THE PROVISION OF FREE LEGAL SERVICES, COMMUNITY LEGAL EDUCATION AND LAW REFORM ACTIVITIES.

#### In 2011-12, the Centre delivered:

- 14,204 information and referral activities;
- 7,478 free legal advices;
- 3,003 ongoing cases;
- 176 community legal education activities; and
- 22 law reform activities.

Highlights included being named the Law Institute of Victoria's Legal Organisation of the Year 2011, the relocation of Head Office to custom-fitted premises in February 2012 and achieving 35 years of service in June 2012.

Throughout 2011-2012, the Centre continued its work in the development, implementation and review of organisational policies and procedures. This work also included ensuring that management, paid staff, volunteers

and service users were aware of and/or complying with relevant policies and procedures. The Centre believes that this area of work underpins its commitment to high quality, consistent and dynamic organisational operation and service provision.

The Centre also completed its first self-audit as part of the National Association of Community Legal Centres Accreditation Scheme and undertook work to ensure its continued compliance with the Community Legal Services Funding Program Service Standards and Performance Indicators requirements.

The impressive achievements of the Centre would not be possible without the great commitment and energy of our staff and volunteers, and we thank them for their service to the Centre and community. We also thank our pro bono partner, Russell Kennedy, and other pro bono supporters. We acknowledge the essential funding and support of: Australian Government Attorney-General's Department, Victorian Department of Justice, Victoria Legal Aid and Consumer Affairs Victoria. We are fortunate to have local governments in our catchment that recognise the importance of providing local, free legal services and provide

financial assistance to support that work, namely Frankston City Council, Mornington Peninsula Shire, City of Casey, City of Kingston and City of Glen Eira.

The Centre highly values its close ties with the community, and works in collaboration and partnership with many organisations. We thank them for their co-operation and support throughout the year.

Whilst we are rightly proud of the comprehensive and high quality services we provide to vulnerable community members, we are acutely aware of continuing and unmet legal needs and it is our mission to keep striving to advance justice in our community.

## A New Head Office

**THE DOORS OF THE CENTRE'S NEW HEAD OFFICE AT 441 NEPEAN HIGHWAY OPENED TO THE COMMUNITY ON MONDAY, 13 FEBRUARY 2012. THIS WAS THE REALISATION OF A LONG-TERM VISION FOR THE CENTRE FOR PREMISES THAT PROMOTE CLIENT DIGNITY AND PRIVACY, AS WELL AS PROVIDING SAFE AND PLEASANT WORKING CONDITIONS FOR STAFF AND VOLUNTEERS.**

The new premises are just a few doors down from the Centre's previous location and have been fully refitted, with benefits already flowing for clients, volunteers and staff. Additional interview rooms are reducing waiting times and increasing the capacity for volunteers to see more clients at evening advice sessions. The new Boardroom has already been utilised for training of staff and volunteers, workshops and hosting community meetings.

The Centre could not have relocated and fitted out the premises to such a high standard without the financial support, pro-bono assistance, discounts and donations of its many supporters.

We gratefully acknowledge the support of:

Commonwealth and Victorian Attorney-General's Departments;	Rainer Feldgen The Good Guys Frankston;
McMasters Group;	Telephone Technologies;
Victoria Legal Aid;	Ricoh;
Simon White;	Quad Security;
Frankston City Council;	Andersons Removals & Storage;
Concept Office Interiors;	LF Sign Group;
Slater & Gordon Lawyers;	Dave-IT.com
Klein Business Furniture;	Space Rescue;
Clayton Utz;	Jaleigh Blinds;
Finrea Computers Pty. Ltd.;	Zodiac Electrical;
Oak Tree Property Holdings Pty Ltd;	Pinewood Cleaning Services;
Telstra;	Commercial Property Services Pty Ltd.
Russell Kennedy Pty Ltd;	

We also take this opportunity to thank our staff for their energy and commitment throughout the planning and implementation of the relocation, and particularly acknowledge the efforts of **Helen Constas, Sue Vincent, Hellen Argiriou, Jackie Galloway and Andrea Staunton.**

The high level of planning and tremendous team effort also meant that, within a week of closing the former head office, and with minimal disruption to services, the new Head Office at 441 Nepean Highway was open to the community and delivering the Centre's full range of free legal services.

The new Head Office was officially opened by the Hon. Nicola Roxon MP, Attorney-General on 9 August 2012, in an event sponsored by Russell Kennedy which also celebrated the Centre's 35th Anniversary.















## 35 Years of Service

(1977-2012)

### IN JUNE 2012, PENINSULA COMMUNITY LEGAL CENTRE CELEBRATED 35 YEARS OF SERVICE TO THE COMMUNITY.

The Centre began when a public meeting was called in the Pines, Frankston North, on 23 June 1977 to address concerns about legal problems and the need for free legal services. With the support of Frankston City Council, as well as local lawyer and community volunteers, the Frankston North Legal Service was founded, initially as a part-time volunteer advice and referral service. The service quickly became a key local resource and began to grow, attracting its first funding and paid staff in 1981.

In 1998, the Centre merged with Southern Communities Legal Centre and began operating its Bentleigh branch. The Frankston North Legal Service changed its name to Peninsula Community Legal Centre. It moved to a larger office in the Frankston central business district, but maintained its close connection with the Pines community, establishing a Pines branch office. In 2005, the Centre established its Cranbourne branch office and in 2008 its Rosebud branch.



Today, Peninsula Community Legal Centre is one of the largest CLCs in Australia, spanning a catchment of over 2,600 square kilometres, six local government areas and almost one million people.

The Centre has been innovative in extending its reach and improving accessibility across its vast catchment area, and was a pioneer in the sector in establishing branch offices and outreach services. We estimate that, over the course of the Centre's history, it has provided more than 100,000 free legal advices. Given that around 80% of the Centre's clients have no or low income (less than \$26,000 per year), and cannot afford a private lawyer, it is easy to see the important role the Centre has played in bringing access to justice to its community.



## Special Achievements



### LEGAL ORGANISATION OF THE YEAR

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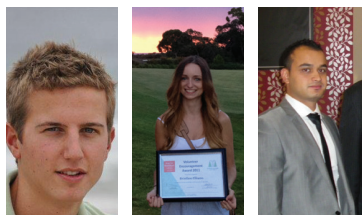
Peninsula Community Legal Centre was honoured to be named the 2011 Legal Organisation of the Year in the prestigious Law Institute of Victoria President's Awards. The awards recognise legal excellence, as well as contributions to the community and the legal profession. The Award was presented by LIV President, Caroline Counsel, at the Institute's Legal Awards Presentation Ceremony on 18 November 2011.



### KATH NEILSEN AWARD

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Congratulations to paralegal volunteer, **Andrew Doyle**, on winning the Centre's Kath Neilsen Memorial Award 2011. The Award was created in 2002 in honour of the late Kath Neilsen, who was a founder and strong supporter of the Centre, to recognise outstanding volunteer contributions. Andrew is a worthy winner of this Award, having demonstrated tremendous commitment and enthusiasm, as well as high competence and initiative, since becoming a volunteer in 2003. The Centre has been enriched by Andrew's contribution and we hope that he will be with us for many years to come.



### VOLUNTEER ENCOURAGEMENT AWARDS

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These Awards enable the Centre to recognise the efforts of volunteers who have excelled throughout the year. We congratulate and thank the winners of our Volunteer Encouragement Awards 2011 for their dedication, reliability and team spirit: **Riley Gay**, **Briellen Ellison** and **Ahmad Shakoar**. Special thanks to Maurice Blackburn Lawyers for sponsoring the Awards. Winners received a framed certificate and \$100 book voucher.





### VOLUNTEER RECOGNITION

Lawyer volunteer and Vice-President of the Centre's Management Committee, **Paul Bradley**, was recognised in the Casey Volunteer Awards 2012 for his impressive volunteer contribution to the Casey community. Paul has volunteered with Peninsula Community Legal Centre since 2003, fulfilling the roles of paralegal volunteer then lawyer volunteer, as well as serving on the Centre's Management Committee since 2007.



### HACCI AWARD

Congratulations to Chief Executive Officer, **Helen Conostas**, on receiving the 2011 Hellenic Australian Chamber of Commerce and Industry Award for Community Service in recognition of her outstanding work for the community.



### CAROLINE CHISHOLM FOUNDATION SCHOLARSHIP

Through the Caroline Chisholm Foundation, the centre and staff have contributed to the establishment of a scholarship to assist a student studying community services/development at Chisholm Institute of TAFE. PCLC was very pleased to support the Foundation's recommendation that **Mr. John Garang** be awarded the scholarship in 2012. We wish John every success in his studies and in his future work in the community services field.



### STAFF MEMBER OF THE YEAR

We congratulate **Valmai Scully** on winning the Russell Kennedy Staff Member of the Year Award 2011. Valmai has worked with the Centre for over 10 years, primarily as an Administrative Worker at the Bentleigh Branch. She is a diligent worker, who has deep compassion for clients and will go out of her way to help them. Special thanks to our pro bono partner, Russell Kennedy, for sponsoring the award, which includes a perpetual trophy, as well as an individual trophy and gift voucher for the winner.

### STAFF ACHIEVEMENTS

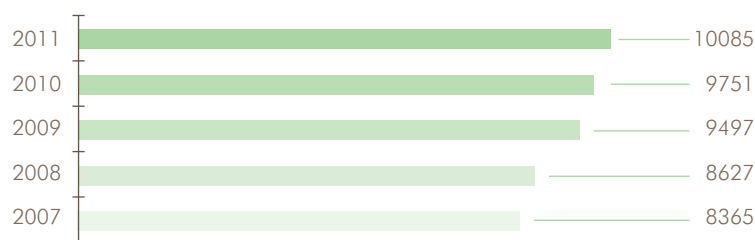
Congratulations to staff members who attained long service milestones this year: **Sue Vincent** (20 years), **Gillian Wilks** (10 years), **Andrea Staunton** (10 years), **Saskia Weerheim** (10 years) and **Vicki Holmes** (10 years).

## Legal Services

### PENINSULA COMMUNITY LEGAL CENTRE'S CASEWORK PRACTICE COVERS A VARIETY OF DIFFERENT AREAS OF LAW, INFORMED BY THE DEMOGRAPHICS AND NEEDS ARISING FROM OUR CATCHMENT AREA, WHICH COVERS ALMOST 1 MILLION PEOPLE.

We have had a steady increase in client activities demand over recent years, as the graph below shows:

#### CLIENT ACTIVITIES INCREASE



With some of the highest family violence statistics in Victoria within the catchment area, it is no surprise that family violence and family law make up some 55% of our work, and we are widely recognised as leaders in that area, providing feedback to government, courts, police and other bodies through submissions, training, law reform forums and via involvement in Victorian Federation of Community Legal Centres' working groups.

Clients benefit from assistance from our Family Law Program (this year 1,511 client activities) and Child Support Program (311 client activities). Both provide advice and casework, supplemented by a duty lawyer service at the Federal Magistrates' Court at Dandenong, and we prioritise matters where children are at risk. In addition, we have dedicated appointments for clients of the Frankston Family Relationship Centre, who can be assisted pre-, during and post mediation to aid in negotiating safe and durable arrangements for children.

The Centre also operates an extremely busy duty lawyer program at Frankston Magistrates' Court on 3 days per week, and Principal Lawyer Victoria Mullings convenes an Applicant Lawyers Group,

offering training and support to family violence duty lawyers throughout the State.

Our general casework program assists in a number of areas of civil and criminal law, and has been moving towards a focus on increased representation in criminal and infringements matters (some of which total many thousands of dollars) again in response to client need. Many of our clients have found themselves in these difficulties as a result of mental illness and drug or alcohol problems, and a resolution of matters can offer a fresh start.

Our Consumer Advocacy Program also deals with an element of family violence-related casework, particularly where clients seek a lease-break to protect themselves both physically and financially after a traumatic separation. A great advantage of the siting of varied legal programs under one roof is the ability to cross-refer smoothly, ensuring that the various aspects of clients' disputes are integrated, and that the chances of a successful outcome are maximised.

As a community legal centre we have long nurtured links with other community agencies and accurate referrals to non-legal programs such as crisis accommodation and financial

counseling are part of the service we offer. The casework program also feeds into our law reform and community legal education roles, with the aim of tackling legal issues from a variety of angles.

### CASE STUDY 1

Ms. A sought help with a large number of traffic and court fines, which had now reached the stage of imprisonment warrants. Police also had a warrant out for A's arrest on criminal charges. She had a past history of drug and alcohol problems and now in poor health, was caring for a terminally ill family member. She had avoided dealing with the matters, as she felt overwhelmed.

PCLC provided three-fold assistance; firstly, negotiating with the Sheriff to allow time to arrange a loan from Centrelink to pay the imprisonment warrants.

Secondly, we made an application to the Infringements Court to have the fines revoked on the basis of Special Circumstances, and thirdly, bail was organised on the criminal charges and a court date set. A grant of aid from VLA was sought to obtain a psychological report and engage a barrister to represent in both the criminal and infringement matters.

The criminal hearing resulted in a Community Based Order with counseling requirements, which proved so beneficial for A that she has continued the counseling even after the expiry of the order.

She lost her family member just days before the infringement matters were heard, but the Magistrate was persuaded to hear the matter in her absence and to withdraw all the fines on the basis of special and exceptional circumstances. While A still has some issues to resolve, at least those matters previously swept under the carpet which had caused such angst have finally been dealt with.

### CASE STUDY 2

In the throes of an unpleasant breakup where the parties were still living under the same roof in her home, Ms. X's life had been made a misery by bullying and controlling behavior. She was largely limited to one small room, into which her partner had moved her belongings, and services, including gas, were intermittently removed.

She had made her own application for an Intervention Order at the Magistrates' Court, but didn't seek an interim order as there had been no physical violence.

On the return date, her partner would not consent to a final order and indicated that he would make a cross-application, which presented a risk that Ms.X might be removed from her own house.

PCLC's duty lawyer applied for an interim order on her behalf, and developed a back-up plan in case we were unsuccessful, in conjunction with the Applicant Worker at the court. We ran a 'mini-contest' on the interim issue, and fortunately, the magistrate believed Ms.X's version of events; the partner was strongly criticized and excluded from the house. As the advantage was now gone, he then consented to a 12 month intervention order.

Ms X was able to return home in peace, with only the property issues to be resolved.



## Legal Services

*continued...*

### CASE STUDY 3

Ms. Q sought regular time with her son, aged 10 years, now living with the father as a result of threats to kill her if she should try to take him. Both she and an older child had been victims of repeated physical and verbal abuse, which the younger child witnessed.

While taking those threats seriously, she chose not to obtain an intervention order for fear of reprisal, and fear that the father would make it impossible for her to have a relationship with her son. He had already severely denigrated her to the child. Any time he allowed was strictly limited, and only at the father's home. Requests to increase time or change arrangements resulted in contact being stopped.

Finally, the mother initiated family dispute resolution at the Family Relationship Centre (FRC), but the father refused to attend. A certificate was issued and Ms. Q was referred to PCLC by the FRC, pursuant to a partnership agreement between the Frankston FRC and PCLC. This partnership has proved especially beneficial for those who are vulnerable and unable to afford the services of a private lawyer. Appointments are usually available without significant waiting times.

PCLC prepared court documents, which were filed and served on the father. Ms. Q was directed to our duty lawyer at that Court, where, after difficult negotiations with the other party's private lawyer, interim orders were made for regular contact, suitable handover, and the appointment of an Independent Children's Lawyer and a Family Report.

The matter returns for further hearing later this year, when Ms. Q will again be assisted by the PCLC duty lawyer service. Advice has been provided about threats from the father to relocate with the child overseas, and the father's threats to breach the orders. However, despite those threats, the child is now spending regular time with his mother.

This case illustrates the benefits of a comprehensive suite of family law, duty lawyer, and family dispute resolution services in helping disadvantaged clients access the legal system to achieve outcomes otherwise unattainable because of family violence or poverty.

### CASE STUDY 4

B is one of four young students, with very limited English, who moved into a shared property, paying a large bond. On leaving, the landlord lodged a VCAT Application for the full bond for damage/repairs and cleaning of the premises. An order was made in the landlord's favour when the tenants were not present, not having received notices of hearing.

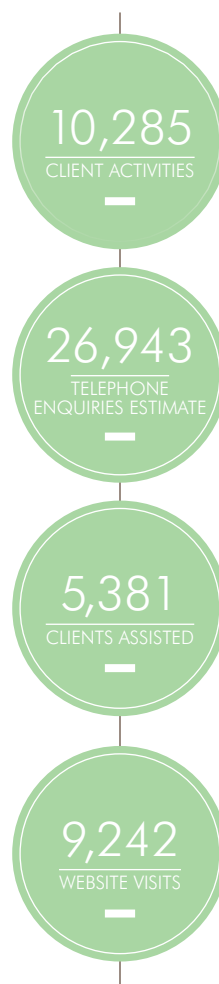
B sought assistance to apply for a review, which was attended by PCLC, all tenants, an interpreter and the landlord, who objected to PCLC appearing, claiming disadvantage without his own lawyer. The matter was adjourned to allow the landlord to obtain representation.

On the next date, the same gentleman appeared alone, now claiming to be only the husband and agent of the 'landlord', contrary to the tenancy documentation and his own statement at the previous hearing. The matter was re-heard, and evidence included somewhat excessive reports, quotes and invoices from his own company. The Tribunal was not convinced that the landlord had paid any of the amounts claimed and based on the evidence of

B and her co-tenants he failed to prove the claim and the application was dismissed.

VCAT directed the landlord to reimburse the full bond, a letter of demand was written, and the amount was recovered for the tenants, who clearly would have had great difficulty in negotiating an unfamiliar system with limited English skills.

# Statistics



## LEGAL WORK UNDERTAKEN

Advice activities	7,478
Cases opened	3,003
Cases closed	2,835
Information activities	14,204
Clients activities at Court (including representation)	2,930

## ADVICE TYPE

Face to Face	6,217
Telephone Advice	1,261

## CLIENT ACTIVITIES AT BRANCHES

Frankston	3,707
Cranbourne	1,479
Bentleigh	1,022
Rosebud	735
Pines	214

## CLIENT ACTIVITIES AT VISITING SERVICES

CAV Advocacy Outreach	271
Chelsea	112
Hastings	105
City Life	18
Home Visit	2

## CLIENT ACTIVITIES AT COURTS

Magistrates' Court Frankston	1,494
Federal Magistrates' Court Dandenong	1,114
Magistrates' Court Dromana	9
Federal Magistrates' Court Melbourne	3
Victorian Civil Administrative Tribunal	310

## PROBLEM TYPE

## % Problem Types

Family Law	55%
Civil Law	38%
Criminal Law	7%

## Top Ten Problem Types

Child contacts or contact orders	1,571
Family or domestic violence order	1,149
Child residency	1,136
Property in marriage	842
Other civil violence/restraining orders	645
Divorce	481
Motor vehicle accident	355
Family or domestic violence	321
Wills/probate power of attorney	277
Property de facto	274

## CLIENT PROFILE

## Gender

Male	40%
Female	60%

## Age Group

< 18	1%
18-24	8%
25-34	18%
35-44	25%
45-54	21%
55-64	12%
65+	14%
Not Stated	1%

## Clients With A Disability

21%

## Top Ten County Of Birth

Australia	3,672
England	226
New Zealand	138
India	99
Italy	61



Sri Lanka	60
China	49
Russian Federation	49
Scotland	41
Philippines	40

#### Income Scale

Low income	74%
Medium income	19%
High income	3%
No income	2%
Not stated	2%

#### Relationship Status

Single	33%
Married	23%
Separated	20%
Divorced	10%
Defacto	9%
Widowed	4%
Not stated	1%

#### Family Type

Family type other	38%
Not living in a family	18%
Sole parent family with children	16%
2 parent family with children	16%
Not stated	12%

#### Interpreter Usage

Telephone	40%
Onsite	31%
Other	29%

#### CLIENT SATISFACTION SURVEY

Clients Satisfied	99%
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#### Comments

"In my case, it was 'legal gold'. The centre had my file from Frankston Court and my advisor was well informed. Despite the legal matter I had, I was offered a 'creative' legal approach for which I am grateful for."

"So friendly – excellent legal advice – most grateful for the service."

"It was a relief to get to talk with a solicitor to help me focus on what I need to do."

"Very friendly and professional approach."

## Advocacy Services

- / 692 TENANTS AND CONSUMERS ASSISTED
- / REPRESENTATION PROVIDED AT 310 VCAT HEARINGS
- / PILOTED DUTY ADVOCATE SERVICE AT VCAT BERWICK AND DANDENONG
- / CARAVAN PARK AND ROOMING HOUSE OUTREACH DELIVERED ACROSS 14 LOCAL GOVERNMENT AREAS
- / CIVIL CLAIMS WORKBOOK 2ND EDITION PRODUCED

### CONSUMER AFFAIRS VICTORIA (CAV) FUNDED PCLC TO DELIVER A NUMBER OF TENANT AND CONSUMER FOCUSED ACTIVITIES DURING 2011-2012.

#### Tenant & Consumer Advice and Advocacy Program

Through the provision of advice, negotiation, support and representation at the Victorian Civil and Administrative Tribunal (VCAT), PCLC's Advocates assisted 578 people to address tenancy matters and 114 consumers to resolve disputes relating to the purchase of goods or services.

People with private tenancy agreements, caravan park and rooming house residents and a small number of people living in transitional or public housing were assisted with a range of tenancy matters such as notices to vacate, compensation, rent arrears and lease breaks. Consumers were assisted with matters related to, for example, motor vehicle purchase, parts and repairs; services including concreting, plumbing, electrical, roof restoration and painting; solar panels, white goods and kitchen cabinets.

#### Project to Pilot Implementation of the Advocacy Review Findings

PCLC was funded to scope and trial initiatives arising from the Review of the Advocacy Funding Program conducted by CAV in 2010-2011, with a view to the outcomes informing the structure and guidelines for 2012-2015 Funding Program. PCLC worked closely with CAV Community Programs staff to inform and trial the development of service and data definitions, data collection, reporting, referral protocols and procedures, position descriptions, training and professional development requirements, and the integration of caravan and

rooming house outreach into the overall Program and to scope the consumer advocacy component of the Program.

#### Pilot Duty Advocate Service

As part of the Implementation Project outlined above, PCLC was funded to investigate, develop, trial and report on Duty Advocate Services at VCAT. The purpose was to evaluate this as an approach to the delivery of advocacy services to vulnerable and disadvantaged tenants/residents who may be unlikely to otherwise access information, advice and assistance from CAV and funded services.

A Reference Group with representatives from VCAT, CAV and PCLC provided direction and support to the Project. The shared objectives, input and goodwill of all parties had a significant impact on service development and outcomes and stakeholder relationships.

The Duty Advocate Service was trialed initially at Berwick and then at the Dandenong VCAT venues. Tenants who were assisted and other stakeholders were generally very positive about the availability of the Service and the assistance provided. The Pilot highlighted the importance of establishing a model which is supported and understood by key stakeholders, and which also incorporates the flexibility to adapt to local conditions and requirements.

As a result of the Pilot Project, CAV decided to include the option to provide duty advocate services as part of the overall service mix in the guidelines for agencies funded through the 2012-2015 Tenant Advice and Advocacy Program. PCLC has prepared reports and resource materials to assist other agencies in the establishment of similar services.

### Caravan Park and Rooming House Outreach

2011-2012 saw the PCLC Caravan Park and Rooming House Outreach Project into its fourth year. Working across fourteen local government areas, the Project continued to actively encourage residents of private rooming houses and caravan parks to be aware of, and to exercise their legal rights and responsibilities. This was achieved through a number of approaches including provision of information resources, establishing contact with, and direct outreach to, rooming house and caravan park residents, participating in community barbeques at caravan parks, delivery of regular advice and information services at key agencies in Frankston, Box Hill and other areas, liaison with key agencies and participation in relevant networks and forums.

PCLC continued to co-ordinate the Frankston Rooming House Working Group which aimed to facilitate contact between relevant agencies and promote information sharing about private rooming houses and relevant issues. PCLC contributed to rooming house policy development by local governments in Frankston, Casey and the Mornington Peninsula. The Project was active in maintaining listings of rooming houses across the southern and eastern metropolitan regions and in researching and monitoring trends in rooming house and caravan park tenancy, including legislative change and the application of these changes.

### Civil Claims Workbook

In 2011-2012 PCLC completed the review and production of the second edition of the Civil Claims Workbook. The Workbook is designed for people who are considering going to VCAT to resolve a consumer dispute. It provides step-by-step information about completing VCAT forms, preparing for a hearing, what happens at a hearing and following up VCAT decisions. The Workbook is available on the PCLC website.

The PCLC CAV Program wishes to thank all agencies and individuals with whom it has worked during the past year. By offering funds to help save a tenancy, hosting an outreach service, sharing information about the state of play in an area, supporting the piloting of a service, funding the Program and in many other ways, these agencies and individuals have assisted PCLC to deliver quality services to vulnerable and disadvantaged tenants and consumers.



## Volunteers

Volunteers are greatly valued at Peninsula Community Legal Centre, bringing considerable knowledge and skills into the organisation as well as enhancing accessibility by extending services at each of the Centre's five branches, and enabling the Centre to open four evenings per week.

Lawyer volunteers provide free legal advice, with paralegal volunteers assisting with co-ordination of sessions and providing administrative and paralegal support.

We thank the 149 lawyer and paralegal volunteers who assisted the Centre in 2011-12, and commend them on providing 1,608 free legal advices to community members in need.

The figures opposite show how many advices were provided by volunteers at each branch.



## Pro Bono

### PRO BONO PARTNERSHIP

Peninsula Community Legal Centre has continued to benefit greatly from its pro bono partnership with Russell Kennedy Pty Ltd. This year alone, Russell Kennedy provided 364.7 hours of pro bono and mentor assistance to the Centre, plus made donations for client disbursements, staff award and gifts for volunteers. The monetary value of this support amounts to \$88,184.30, although the Centre considers the true value runs deeper still.

In 2011-12, Russell Kennedy assisted the Centre in the following ways:

- \$4,000 client disbursement fund;
- CLC Staff Professional Development Day;
- Staff training on bullying and harassment and OHS issues;
- Sponsoring Russell Kennedy Staff Member of the Year Award;
- Donating gifts for the Centre's volunteers;
- Legal advice to the Centre on leases;
- Sharing legal updates and client bulletins;
- Mentoring and advice on client files;
- Pro bono assistance for clients in complex matters;
- Sharing information about human resource management, precedents and style guides;
- Design and printing of 2 editions of the Centre's Community Law News;
- Printing and collating 60 Volunteer Manuals;
- Printing 1000 colour promotional brochures.

We extend our deepest thanks to **Victor Harcourt**, Pro Bono Principal, and all of the team at Russell Kennedy for their goodwill and support.

### ADDITIONAL PRO BONO SUPPORT

Peninsula Community Legal Centre gratefully acknowledges the pro bono advice of **Sparke Helmore Lawyers** in relation to employment matters.

We also thank the many barristers who agreed to represent clients on a reduced fee basis throughout the year.

Special thanks to **Maurice Blackburn Lawyers** for sponsoring our 2011 Volunteer Encouragement Awards, as well as providing pro bono professional development training to staff and volunteers in June 2012.

The Centre was delighted to receive donations of \$25,000 from **Slater & Gordon Lawyers** and \$15,000 from **Clayton Utz** to assist with the relocation of its Head Office this year.

## Law Reform

### **PENINSULA COMMUNITY LEGAL CENTRE'S LAW REFORM AND POLICY ACTIVITIES ARE INFORMED BY JUSTICE CONCERNS ARISING FROM ITS CASEWORK PRACTICE, AS WELL AS ISSUES LIKELY TO AFFECT CLIENTS AND VULNERABLE COMMUNITY MEMBERS.**

The Centre undertook 22 law reform and legal policy activities in 2011-12, including supporting initiatives and Working Groups of the Victorian Federation of Community Legal Centres and making independent submissions.

#### **Activities included:**

- Submission to Department of Justice regarding 'Failure to Protect' Laws Consultation;
- Submission to Frankston City Council regarding its Draft Community Safety Strategy;
- Submission to Expert Panel on Constitutional Recognition of Indigenous Australians;
- Letter to the Hon. Robert Clark, Victorian Attorney General, regarding sentencing issues;
- Letter to relevant Ministers expressing concerns over proposals for Protective Service Officers;
- Submission to Commonwealth Treasury regarding Definition of Charities Consultation;
- Submission to Commonwealth Attorney-General's Department on the Exposure Draft of Australia's National Human Rights Action Plan 2012;
- Submission to Commonwealth Treasury responding to the Review of Not-for-Profit Governance Arrangements Consultation Paper;

- Letter to Minister for Police and Emergency Services regarding police response to family violence;
- Attending consultation and making submission to the Victorian Department of Human Service's Office of Women's Policy on the Action Plan Consultation Framework for Addressing Violence Against Women and their Children.

Copies of public, written submissions of the Centre are available on [www.pclc.org.au](http://www.pclc.org.au).



## Community Legal Education

**COMMUNITY LEGAL EDUCATION (CLE) EMPOWERS THE COMMUNITY BY RAISING AWARENESS ABOUT LEGAL ISSUES, WAYS OF HANDLING THEM AND WHERE TO GET FURTHER INFORMATION AND HELP. IN TURN, THIS CAN HELP PREVENT PROBLEMS FROM ARISING OR ESCALATING AND ENCOURAGE EARLY INTERVENTION.**

Peninsula Community Legal Centre undertook 176 community legal education activities in 2011-12, as summarised in the graph below.

Family violence is one of the most significant issues affecting our community, and was a recurrent theme in the Centre's CLE activities this year. The Centre is an active member of local family violence networks, and was pleased to be included in the "Ask Someone" initiative of the Southern Metropolitan

Region Integrated Family Violence Executive. Ask Someone is an innovative family violence referral pathway system that includes a smart phone app and a website, [www.asksomeone.org.au](http://www.asksomeone.org.au). In collaboration with other member organisations of the Frankston & Mornington Peninsula Family Violence Network, the Centre organised and co-staffed a public information stall in Bayside Shopping Centre, Frankston, during Week Without Violence in October 2011, which was also supported with coverage by local media. The Centre also promoted White Ribbon Day by selling white ribbons and wristbands at all offices, speaking at the Frankston Magistrates' Court White Ribbon Event and through local media.



### CLE ACTIVITIES 2011-2012

Community Workers (individual information)	46
Community Meetings	58
Media Releases & Public Newsletters	25
Family Relationship Centre Workshops	22
Talks & Workshops (other)	15
Public Information Stalls/Displays	10

## Overview of Cooperative & Collaborative Activities

Peninsula Community Legal Centre has a proud history of community partnerships and collaboration, and has continued to work closely with local agencies in 2011-12. The Centre is an active member of several networks, as well as initiating and participating in joint events and maintaining close working relationships with partners and stakeholders.

### LOCAL ACTIVITIES

Throughout 2010-11, the Centre participated in:

- AAA Housing Committee (Mornington Peninsula Shire);
- Adolescent Violence in the Home Strategic Reference Group;
- Casey City Council Rooming House Policy meetings;
- Casey North Service Providers Network;
- Collaborative Dispute Resolution Services Group Dandenong;
- Court Users Meeting (Frankston Magistrates' Court);
- Cranbourne & District Community Services Group;
- Critical Linkages (Outer South Peninsula Integrated Family Violence Partnership);
- Frankston City Community Safety Steering Committee;
- Frankston Council Housing Strategy Working Group;
- Frankston Family Relationship Centre Community Reference Group;
- Frankston & Mornington Peninsula Family Violence Network;
- Frankston North Community Renewal;

- Frankston Rooming House Working Group;
- Local Connections to Work (Frankston);
- Mornington Peninsula Combined Service Provider Network.

**Additional examples of collaboration included:**

- Community Safety Forum in Frankston North, with police, Department of Justice, Lifeworks, Family Life and Frankston City Council.
- Mornington Peninsula Shire's 2011 Ageing Well Expo;
- Week Without Violence Public Information Stall in Frankston with other members of the Frankston & Mornington Peninsula Family Violence Network;
- Frankston North Community Renewal's 2012 Pines Pride Day;
- Meeting with local government representatives to discuss local legal issues;
- Community legal education activities in conjunction with local organisations to enhance understanding of legal issues, including a Community Car Connections presentation to newly-arrived Burmese participants, in partnership with Springvale Monash Legal Service, New Hope Foundation and Frankston City Council.

### Family Relationship Centre Partnership Project

We are pleased to be working in partnership with Family Life as the provider of Frankston Family Relationship Centre and Victoria Legal Aid (Peninsula Regional Office) to ensure that clients of Frankston FRC have access to timely and appropriate legal information, advice and ongoing assistance.

With the considerable goodwill of partner agencies, this project has continued to strengthen over the past year, with the following outcomes:

- Memorandum of Understanding agreed by the partners;
- Quarterly Partnership Working Group Meetings held to review and support the project;
- Interagency events attended, including a "Meet & Greet" for staff of partner organisations;
- 103 free legal advices;
- 28 ongoing cases;
- 22 legal information workshops, presented to a total of 244 participants.

We were delighted to co-present with Family Life at the Victoria Legal Aid Community Seminar: Family Matters in October 2011 about our Partnership Project.

We thank Family Life and Victoria Legal Aid for their highly-valued co-operation and support, and look forward to working with them in the coming year.

# Financials

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2012

	NOTE	2012	2011
<b>CONTINUING OPERATIONS INCOME</b>		<b>\$</b>	<b>\$</b>
Grant Funding	2	2,147,578	1,937,666
Other Income	3	165,579	106,629
		<b>2,313,157</b>	<b>2,044,295</b>
<b>EXPENSES</b>			
Communication Expenses		(23,448)	(27,207)
Depreciation Expense		(48,496)	(19,602)
Employment Expenses		(1,689,551)	(1,559,231)
Finance Expenses		(8,192)	(7,895)
Occupancy Expenses		(161,035)	(146,200)
Office & Administrative Expenses		(124,958)	(152,325)
Repairs & Maintenance Expenses		(17,410)	(5,366)
Resources Expenses		(31,090)	(29,230)
Travel & Accommodation Expenses		(23,285)	(32,248)
		<b>(2,127,465)</b>	<b>(1,979,304)</b>
<b>NET SURPLUS/(DEFICIT)</b>		<b>185,692</b>	<b>64,991</b>
Other Comprehensive Income		-	-
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>185,692</b>	<b>64,991</b>

## Financials

### BALANCE SHEET AS AT 30 JUNE 2012

	NOTE	2012	2011
<b>CURRENT ASSETS</b>		<b>\$</b>	<b>\$</b>
Cash at Bank and on Hand	10a	50,123	164,411
Receivables		3,588	1,191
Accrued Income		13,790	13,747
Term Deposit		450,000	550,000
Other Assets	4	9,227	5,285
<b>TOTAL CURRENT ASSETS</b>		<b>526,728</b>	<b>734,634</b>
<b>NON-CURRENT ASSETS</b>			
Fixed Assets	5	363,897	108,748
<b>TOTAL NON-CURRENT ASSETS</b>		<b>363,897</b>	<b>108,748</b>
<b>TOTAL ASSETS</b>		<b>890,625</b>	<b>843,382</b>
<b>CURRENT LIABILITIES</b>			
Trade and Other Payables	6	62,364	37,608
Payroll Liabilities	7	68,936	54,883
Employee Provisions	8	122,813	121,841
VLA Unused Funds	9	20,941	202,895
<b>TOTAL CURRENT LIABILITIES</b>		<b>275,054</b>	<b>417,227</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee Provisions	8	25,131	21,407
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>25,131</b>	<b>21,407</b>
<b>TOTAL LIABILITIES</b>		<b>300,185</b>	<b>438,634</b>
<b>NET ASSETS</b>		<b>590,440</b>	<b>404,748</b>
<b>ACCUMULATED FUNDS</b>			
Retained Surplus at Beginning of the Year		404,748	339,757
Surplus for the Year		185,692	64,991
<b>RETAINED SURPLUS AT THE END OF THE YEAR</b>		<b>590,440</b>	<b>404,748</b>



## Financials

### STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2012

	NOTE	2012	2011
<b>ACCUMULATED FUNDS</b>		<b>\$</b>	<b>\$</b>
Opening Balance		404,748	339,757
Surplus in the current year		185,692	64,991
<b>CLOSING BALANCE OF ACCUMULATED FUNDS</b>		<b>590,440</b>	<b>404,748</b>

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2012

	NOTE	2012	2011
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Grants & Other Income		2,294,418	2,211,332
Payments to Suppliers and Employees		(2,248,250)	(2,133,594)
Interest Received		43,189	48,006
<b>Net cash provided by (used in) Operating Activities</b>	<b>10(b)</b>	<b>89,357</b>	<b>125,744</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payment for fixed assets		(303,645)	(15,660)
Investment in Term Deposits		100,000	(50,000)
<b>Net cash provided (used in) Investing Activities</b>		<b>(203,645)</b>	<b>(65,660)</b>
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>			
<b>Net cash provided by (used in) Financing Activities</b>		<b>-</b>	<b>-</b>
Net Increase in Cash Held		(114,288)	60,084
Cash at the beginning of the year		164,411	104,327
<b>Cash at the end of the year</b>	<b>10(a)</b>	<b>50,123</b>	<b>164,411</b>

# Financials

## NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2012

	NOTE	2012	2011
		\$	\$
<b>NOTE 2 - STATE, COMMONWEALTH AND OTHER FUNDING</b>			
<i>a) Commonwealth Funding:</i>			
Commonwealth Attorney General			
		652,216	613,617
<i>b) State Funding:</i>			
Consumer Affairs Victoria		348,001	369,956
State Attorney General		775,928	717,380
Victorian Legal Aid MBA Income		-	34,929
		1,123,929	1,122,265
<i>c) VLA Unused Funds Transfer:</i>			
VLA Unused Funds Carried Forward from the Prior Year & Recognised in the Current Year			
	9	181,954	19,091
<i>d) Other Funding:</i>			
Victorian Law Foundation		15,000	13,150
Local Government		174,479	169,543
		189,479	182,693
<b>Total Grant Funding</b>		<b>2,147,578</b>	<b>1,937,666</b>
<b>NOTE 3- OTHER INCOME</b>			
CLE Income		-	1,905
Disbursements Reimbursed		4,286	4,700
Fundraising/Donations		44,109	2,096
Interest		43,189	48,006
Membership		65	68
Workcover Insurance Claims		46,483	35,982
Sundry Income		4,523	3,803
Compliance Bonus		22,924	10,069
		165,579	106,629

# Financials

## NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
<b>NOTE 4- OTHER ASSETS</b>		
Rental Security Bonds	4,567	4,567
Prepayments	4,660	718
	<b>9,227</b>	<b>5,285</b>
<b>NOTE 5 - FIXED ASSETS</b>		
Office Furniture & Fixtures at Cost	277,869	190,523
Provision for Depreciation (Office F&F)	(153,913)	(127,230)
	<b>123,956</b>	<b>63,293</b>
Leasehold Improvements at Cost	261,754	45,455
Provision for Depreciation (leasehold Improvements)	(21,813)	-
	<b>239,941</b>	<b>45,455</b>
<b>Total Office Fixtures, Fittings &amp; Leasehold Improvements</b>	<b>363,897</b>	<b>108,748</b>

	OFFICE FURNITURE & FIXTURES \$	LEASEHOLD IMPROVEMENT \$	TOTAL
<b>MOVEMENT IN THE CARRYING AMOUNTS OF FIXED ASSETS</b>			
Balance at the 1 July 2010	67,235	-	67,235
Additions at cost	15,660	45,455	61,115
Disposals	-	-	-
Depreciation expense	(19,602)	-	(19,602)
<b>Carrying amount at 30 June 2011</b>	<b>63,293</b>	<b>45,455</b>	<b>108,748</b>
Additions at cost	87,346	216,299	303,645
Disposals	-	-	-
Depreciation expense	(26,683)	(21,813)	(48,496)
<b>Carrying amount at 30 June 2012</b>	<b>123,956</b>	<b>239,941</b>	<b>363,897</b>

## Financials

### NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
<b>NOTE 6 - TRADE &amp; OTHER PAYABLES</b>	<b>\$</b>	<b>\$</b>
Trade Payables	29,864	11,130
GST Payable	32,414	25,342
Other Payables	86	1,136
	<b>62,364</b>	<b>37,608</b>
<b>NOTE 7 - PAYROLL LIABILITIES</b>		
Accrued Wages	38,632	28,762
Superannuation Payable	11,966	10,326
PAYG Payable	17,486	14,826
Other Payroll Liabilities	852	969
	<b>68,936</b>	<b>54,883</b>
<b>NOTE 8- PROVISIONS</b>		
<i>Current</i>		
Annual Leave	286	1,177
Annual Leave Loading	10,602	9,124
Long Service Leave	111,925	111,540
	<b>122,813</b>	<b>121,841</b>
<i>Non-Current</i>		
Long Service Leave	<b>25,131</b>	<b>21,407</b>
<b>NOTE 9 - VLA Unused Funds</b>		
Allowable Surplus	20,941	199,649
Excess Surplus	-	3,246
	<b>20,941</b>	<b>202,895</b>

In line with the VLA service agreement, any unused funds are required to be carried forward as a liability in the organisation's balance sheet. Any amounts of unused surplus

funding that are in excess of 15% of the total VLA funding for the current year are to be classified as *Excess Surplus*, with the remaining to be classified as *Allowable Surplus*.



## Financials

### NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
<b>NOTE 10 - CASH FLOW INFORMATION</b>	<b>\$</b>	<b>\$</b>
<b>(a) RECONCILIATION OF CASH</b>		
Cash on Hand	300	300
National Australia Bank - Cheque A/c	1,861	6,918
National Australia Bank - Cash Management A/c	47,962	157,193
	<b>50,123</b>	<b>164,411</b>
<b>(b) RECONCILIATION OF CASH FLOW FROM OPERATIONS WITH NET SURPLUS(DEFICIT)</b>		
Operating Surplus / (Loss)	185,692	64,991
<i>Add/deduct non-cash items:</i>		
Depreciation	48,496	19,602
Adjustments for VLA Unused Funds	(181,954)	(19,091)
<i>Changes in assets and liabilities</i>		
(Increase)/Decrease in Debtors	(2,397)	39,398
(Increase)/Decrease in Deposit on Relocation costs	-	(45,455)
Increase/(Decrease) in Trade Creditors & Accruals	38,809	32,329
Increase/(Decrease) in Accrued Revenue	(43)	-
Increase/(Decrease) in Provisions	4,696	33,970
Cash Flow From Operations	<b>89,357</b>	<b>125,744</b>
<b>NOTE 11 - LEASING COMMITMENTS</b>		
<b>Being for Rent of Office Premises</b>		
Operating lease commitments not capitalised in the accounts Payable:		
-not later than one year	107,617	40,792
-later than one year but not later than 5 years	317,639	61,562
	<b>425,256</b>	<b>102,353</b>

The Association have entered into a number of leases to rent premises. Terms of leases range from 1 to 5 years, with security deposits

over premises ranging between one and three months rent. Security deposits are refundable at the completion of the lease term.

#### NOTE 12 - EVENTS SUBSEQUENT TO BALANCE DATE

There have been no significant events

occurring after balance date which may affect the operations of the Organisation, not otherwise disclosed in this report.

## Financials

### INDEPENDENT AUDIT REPORT TO THE MEMBERS

#### Basis of Accounting and Restriction on Distribution

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Peninsula Community Legal Centre Inc to meet the requirements of the Associations Incorporation Act Victoria 1981. As a result, the financial report may not be suitable for another purpose.

Dated at Frankston on the 10th day of October 2012



**DAVID J. OSBORNE**  
Certified Practising Accountant

Registered Company Auditor No 10244  
CI- Shepard Webster & O'Neill Pty Ltd  
434 Nepean Highway, Frankston 3199  
Telephone 03 9781-2633

### AUDITOR'S DISCLAIMER

**TO THE BOARD OF DIRECTORS**  
**Peninsula Community Legal Centre Inc**  
**REGISTERED NO: A8T**

The additional financial data presented in the following pages is in accordance with the books and records of the Association which have been subjected to the auditing procedures applied in my audit of the Association for the year ended 30 June 2012. It will be appreciated that my audit did not cover all details of the additional financial data. Accordingly, I do not express an opinion on such financial data and no warranty of accuracy or reliability is given. Neither myself nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person in respect of such data, including any errors or omissions therein however caused.



**DAVID J. OSBORNE**  
Certified Practising Accountant

Registered Company Auditor No 10244  
CI- Shepard Webster & O'Neill Pty Ltd  
434 Nepean Highway, Frankston 3199  
Telephone 03 9781-2633

Signed on this 10th October 2012

## Financials

### APPENDIX 1 - DETAILED INCOME STATEMENT

	2012	2011
<b>CONTINUING OPERATIONS</b>		
Commonwealth Attorney General	652,216	613,617
State Attorney General	775,928	717,380
Compliance Bonus	22,924	10,069
Victorian Law Foundation	15,000	13,150
Victorian Legal Aid MBA Income	-	34,929
Consumer Affairs Victoria	348,001	369,956
City of Casey	27,300	26,000
Mornington Peninsula Shire Council	43,707	42,864
City of Kingston	30,389	29,504
City of Frankston	38,000	36,400
City of Glen Eira	35,083	34,775
Disbursements Reimbursed	4,286	4,700
Fundraising/Donations	44,109	2,096
Interest	43,189	48,006
Workcover Insurance Claims	46,483	35,982
Membership	65	68
CLE Income	-	1,905
Sundry Income	4,523	3,803
<b>TOTAL INCOME</b>	<b>2,131,203</b>	<b>2,025,204</b>
<b>EXPENDITURE</b>		
Salaries - Permanent staff	1,508,695	1,387,095
Salaries - Casual staff	29,118	9,731
Superannuation - Permanent Staff	131,627	116,797
Superannuation - Casual Staff	1,796	684
WorkCover	8,513	6,374
Travel	23,285	32,248
Advertising	1,413	567
Amenities	13,101	15,901
Audit	7,740	7,500
Bank charges	365	353
Minor Equipment & Maintenance	18,465	8,286

## Financials

### APPENDIX 1 - DETAILED INCOME STATEMENT

	2012	2011
<b>EXPENDITURE CONTINUED</b>		
CLE Expenses	4,295	6,854
Cleaning	22,912	14,106
Conferences	1,094	11,042
Contractors	42,666	53,823
Donations	499	150
Electricity, gas and fuel	12,264	10,665
First Aid Certificates	3,190	2,115
Incorporation Fees	87	42
Insurance (other than PI)	3,501	3,416
Language Allowance	2,417	-
Library	19,634	16,538
Memberships	7,335	6,802
National Name Check	357	373
Postage	4,247	6,952
Practicing certificates	3,066	2,970
Printing, Photocopying & Publication Costs	25,558	32,860
Rates	-	613
Removals	-	91
Rent	116,138	109,586
Stationery & Office Supplies	18,992	15,193
Security	4,321	3,039
Storage	5,400	8,100
Telephone & Internet	23,448	27,207
Training	5,106	4,580
<b>Sub Total Direct Expenditure</b>	<b>2,074,273</b>	<b>1,925,732</b>
<b>TOTAL INCOME LESS DIRECT EXPENDITURE</b>	<b>56,930</b>	<b>99,472</b>



# Financials

## APPENDIX 1 - DETAILED INCOME STATEMENT

	2012	2011
EXPENDITURE CONTINUED		
INCREMENTS/(DECREMENTS) TO PROVISIONS & DEPRECIATION		
Annual Leave	(587)	5,181
Long Service Leave	(4,109)	(39,151)
Depreciation	(48,496)	(19,602)
VLA Unused Funds transfers	2,9 181,954	19,091
<b>Sub Total Increments to Provisions &amp; Depreciation</b>	<b>128,762</b>	<b>(34,481)</b>
<b>TOTAL EXPENDITURE</b>	<b>1,945,511</b>	<b>1,960,213</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>185,692</b>	<b>64,991</b>

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#### HEAD OFFICE

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#### HOURS:

Mon – Fri  
9am – 5pm  
Monday evenings from 5.30pm

#### BENTLEIGH BRANCH

82 Brady Road  
East Bentleigh Vic 3165  
**Tel:** 03 9570 8455

#### HOURS:

Mon, Wed & Thurs  
9am-3pm  
Monday and Thursday  
evenings from 6.30pm

#### CRANBOURNE BRANCH

Bella Centre  
Suite 12  
33-39 High Street  
Cranbourne Vic 3977  
**Tel:** 03 5995 3722

#### HOURS:

Mon – Fri  
9am -5pm  
Tuesday evenings from 6.30pm

#### PINES BRANCH

2A Candlebark Crescent  
Frankston North Vic 3200  
**Tel:** 03 9786 6980

#### HOURS:

Wed 7pm

#### ROSEBUD BRANCH

1375 Point Nepean Road  
Rosebud Vic 3939  
**Tel:** 03 5981 2422

#### HOURS:

Mon, Wed & Thurs  
9am-5pm  
Tuesday evenings from 6.30pm

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Peninsula Community  
**Legal Centre** Inc

