



ANNUAL REPORT 2018



Peninsula
Community
Legal Centre



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VISION

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

MISSION

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

VALUES

Fairness – we treat all people justly, reasonably and in a non-discriminatory manner and strive for a fairer justice system

Empowerment – we work towards strengthening the capacity of all people, either as individuals or members of a community, to understand their rights, pursue their interests and understand their responsibilities.

Accessibility – we seek to ensure that all members of our community are able to use and benefit from PCLC services, activities and premises.

Respect – we treat others with dignity and in a manner which demonstrates regard for their feelings, wishes, autonomy and rights.

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

Quality – we maintain a culture of continuous quality improvement and we strive for excellence in our operations and service delivery.

OUR YEAR

The past year has been full of many highlights and challenges as our people strived to deliver quality and holistic community legal services. The work we do ensuring access to justice for communities in need is as important today as it ever was because the demand for our services and the complexity of our clients' matters continue to grow.

As our organisation has grown so too has the demand for our services. With a vast and diverse catchment and a population in excess of 1 million people, our resources and funding are always stretched, particularly with our family law and family violence services. In fact, 36% of our clients reported family violence this past year. For this reason, we welcomed the State Government's commitment to implementing all

Safety Hub services has already seen an impact on our services. We have seen increased referrals to our family violence services, the scheduling of extra listing days at the courts and consequent high demand for duty lawyer services, with no extra resources. We will continue to advocate for appropriate levels of funding to ensure those experiencing family violence have access to the free legal help they need.

We also remain committed to maintaining and strengthening our contribution to, and advocacy for, the objectives and work of the broader legal assistance sector, participating in consultations on the proposed National Partnership Agreement (NPA) Review, Community Legal Services Program Reform, Access to Justice Review, jurisdictional planning and the statewide response to family violence.

One of the key highlights this year has been the development of our legal practice after the implementation of our organisation and legal practice reviews last year. We continue to build on our strong foundation; our people rallied, sharing our vision to deliver another outstanding year of service to the community, providing assistance to over 6,100 clients.

We have also enhanced our client services with intensive casework and related wrap around services, and boosted our reach with embedded services in health, education and community settings to improve legal and health outcomes for our clients.

We welcomed new partnerships with Peninsula Health, Mind Australia, and the Family Mediation Centre, and expanded existing partnerships with Glen Eira City Council and Mornington Peninsula Shire to deliver collaborative and innovative programs.

We continued to plan and deliver our services from a client-centered perspective, monitoring and measuring our impact and building on our knowledge and understanding of our clients and their complex needs. This occurred with our participation in three sector led projects; the Federation's Outcome Measurement Project, VLA's Collaborative Service Planning Pilot Project and the Federation's Community Legal Centres' Client Satisfaction Survey Project.

As part of our Outcome Measurement work, we undertook a client complexity survey, measuring client need and complexity of over 450 of our casework clients. The survey findings highlighted that our casework clients are presenting with more than one legal problem. They are grappling with a number of social issues such as family violence, substance abuse, or risk of homelessness. Often, the client is suffering from the impact of a life event or a history of trauma, and issues concerning client safety, welfare of children and homelessness feature strongly.

We also carried on valuable work with our legal assistance sector colleagues, Springvale Monash Legal Service, Casey Cardinia Legal Service, St.Kilda Legal Service and Victorian Legal Aid Dandenong and Frankston Regional Offices with our regional service planning collaboration, the South Eastern Regional Assistance Network (SERLAN).

We remain focused on fostering a culture of continuous quality improvement by maintaining our accreditation and certification under the National Association of Community Legal Centres' scheme. Additionally, our Management Committee and Leadership team led the ongoing development, implementation, monitoring and review of our policies, procedures and associated practices to ensure that we met our obligations and reflected on, and improved those practices.

All our work is sustained by the generous support of our funders, Federal, State and Local Governments, donors and supporters who provide us with the resources needed to ensure that PCLC's critical services can continue. We express our sincerest gratitude for their ongoing support.

Of course, our funded work is significantly enhanced through our extensive volunteer program. PCLC volunteers generously contribute in excess of 5,000 hours per year to the Centre, enabling the Centre to

provide up to nine additional free legal advice sessions per week across our vast region. These are the law students who work on the front line of our service, greeting the clients at that first interview with the Centre; the lawyers who donate their time to give assistance and advice to our clients; and our Deakin and PLT Students who support our specialist services and Centre operations. We would not be able to do the work we do without their generous support, and we extend our warmest thanks to them.

We also thank our Management Committee for their leadership, determination and engagement as they continue to undertake their vital governance role.

Finally, the success of PCLC is thanks to the work of our dedicated staff. Each and every day bears witness to this most extraordinary group of talented and committed people, whose exceptional professionalism, persistence and resilience improves the lives of our clients and ultimately promotes a more fair and inclusive society.



“Striving for social justice is the most valuable thing to do in life” ALBERT EINSTEIN

of the recommendations made in the Royal Commission into Family Violence, including the expansion of resources for legal services and the establishment of Family Violence Support & Safety Hubs. We were especially pleased to learn that Frankston is one of five Safety Hub pilot sites. The initial roll-out of



“Never doubt that a small group of thoughtful and committed people can change the world. Indeed. It is the only thing that ever has.”

MARGARET MEAD



100%
of the participants agreed that the Centre listened to their legal problem



97%
of the participants agreed that they felt confident in the ability of the Centre to assist



97%
of the participants agreed that the Centre cared about their individual circumstances and needs



100%
of the participants agreed that they felt safe and secure using the Centre



Our aim is to avoid the constant retelling of personal stories, which can often be traumatic for our clients

OUR WORK

THE LEGAL PRACTICE

The Legal Practice at PCLC is staffed by 21 lawyers, 7 advocates, a social worker and a rooming house worker. Clients can access our services by telephone, face to face at any of our offices, and at a number of visiting locations. Duty lawyer/advocate services are run at the Family Violence List at Frankston Magistrates' Court and VCAT at Frankston, Dandenong, Dromana and Moorabbin. Every day we have two duty lawyers at the Federal Circuit Court from our Family Advocacy and Support Service ('FASS') and our general family law team. We have family violence lawyers embedded in the social work department at Peninsula Health and at the Glen Eira Enhanced Maternal Health Service.

Over the years the Centre has shifted to a more holistic approach to practice.

More in-depth work is being provided to our clients across all areas of our practice. Our clients are complex, as are their, often numerous, legal matters. Even though we have fantastic networks within the community and make many excellent and appropriate referrals; from the client's perspective it is beneficial and very often a relief to have one organisation assisting them with as many of their issues as possible. Our aim is to avoid the constant retelling of personal stories, which can often be traumatic for our clients. This fosters trust between caseworkers and clients. This model calls for cooperation, coordination and communication across the whole practice.

CLIENT SATISFACTION SURVEY

The role of a community lawyer is somewhat unique; you need to be a full time lawyer, part-time counsellor, case manager and even social worker. Our clients are often at their lowest point when they come to the Legal Centre.

We work hard to provide clients with a supportive environment, where they can have their legal matters addressed and their associated issues recognised with appropriate referrals being made to our extensive network of support services, both internal and external.

This year we participated in a state wide and independent client satisfaction survey project with the Federation of Community Legal Centres Victoria. The results for PCLC were outstanding. As shown on the opposite page there was a significant level of satisfaction that illustrates our efforts to provide a holistic service to our clients has been fruitful.

To best illustrate our wrap around practice, please meet Lucinda; although her situation appears extreme, it is certainly not unusual.

Lucinda lives in a rooming house in Frankston. She is at home one day when the residence is visited by PCLC's rooming house worker and social worker. They sit and talk with her and identify that she has a number of legal issues which have all arisen from the very violent relationship that she recently fled. It is suggested that she call the Centre's intake session the next morning at 9am to see what assistance can be provided to her. The next morning our social worker, who has obtained Lucinda's consent, speaks to one of the intake lawyers and explains that Lucinda may be calling.

PCLC's social worker opens a file for Lucinda and starts to undertake a psycho/social assessment in order to identify the background issues that have led to Lucinda's current situation. Then she and Lucinda will develop a client directed plan of action, with her most pressing concerns prioritised.

Lucinda calls our intake service and is put through to one of our generalist lawyers. The following issues are identified:

- Lucinda fled a violent relationship some time ago, although her ex-partner continues to abuse, harass and threaten her, by phone and through social media;
- Her two children, aged 4 and 8, are still in the care of their father, her ex-partner;

- Her ex-partner has a current intervention order against her following a mental health episode she experienced. The order prevents her from seeing or contacting her children;
- She is still listed on the lease with her ex-partner;
- She has a car loan for a vehicle registered in her name which is still in the possession of her ex-partner;
- Her ex-partner is incurring tollway fines in her vehicle;
- She has been charged with breaching the intervention order after trying to call her eldest child on his birthday.


The lawyer from PCLC's generalist team decides to take on the criminal charges and provides her with in-house representation at the hearing. Internal referrals are made to our Fines Clinic for a Family Violence Scheme application and to the Financial Counsellor from Family Mediation and Counselling ('FMC'), an organisation which operates out of PCLC - Frankston. Numerous banks have policies in place under their hardship provisions to take account of situations of family violence. The FMC financial counsellor will apply on Lucinda's behalf to the bank for special consideration.

An appointment is made with a member of our family violence team to obtain an intervention order against her ex-partner to stop the constant harassment. This is facilitated by working with the police to obtain a statement from Lucinda. Lucinda has now been identified as the victim/survivor in the relationship and after discussions between the police and one of our family violence duty lawyers, the police make an application for an intervention order on Lucinda's behalf.

Once a final intervention order has been made, the Tenancy Advocacy and Assistance Program assist Lucinda to remove her name from the lease for the property in which her ex-partner is still living.

Lucinda's ex-partner is refusing to allow her to have contact with her children, as he maintains she is a 'bad parent'. There are currently no parenting orders in place. Lucinda is referred to the Family Violence to Family Law Pilot Program. She is assisted to access Family Dispute Resolution through Victoria Legal Aid. If legally assisted mediation is not successful, an application for a litigation grant will be made to Legal Aid. If Lucinda had not been eligible for a grant of legal aid, she could have accessed the services of our family lawyers, who are not part of the pilot, or be assisted at court by one of our duty lawyers.

Lucinda is at a critical crossroad in her life; she has just made some of the most difficult and bravest decisions she has ever had to make. However, she no doubt feels scared and vulnerable and possibly overwhelmed by the path that lies before her. Hopefully, by 'wrapping' our services around her we can make her journey that little bit easier, along with assisting her to access the best support and legal outcomes.



**HOPEFULLY, BY 'WRAPPING'
OUR SERVICES AROUND HER
WE CAN MAKE HER JOURNEY
THAT LITTLE BIT EASIER...**

OUR STORIES

LILY'S STORY

Young mother with complex problems faces potential jail term

Lily 27, recently had her four young children taken into care by the Department of Health and Human Services. She had limited family support and struggled with a number of mental health issues. Lily has experienced family violence from the fathers of her children and was vulnerable to alcohol addiction when self-medicating.

Lily had been charged with a number of driving offences and breach of a Community Corrections Order. Lily instructed that she wanted to plead guilty to the charges. As she had prior offences and was facing the possibility of being sent to prison she was eligible for a grant of legal aid to pay for a barrister to represent her and for the completion of a psychological report. One of our generalist lawyers completed the application for legal aid and put together the brief to counsel.

The barrister appeared for Lily at court and argued that Lily's offending was influenced by her mental health and substance abuse, which arose from her own very traumatic childhood. The Magistrate took into account Lily's circumstances as presented by counsel and whilst satisfied that Lily was guilty, felt that a different approach was needed to prevent further contravention of orders. This included cancelling her drivers' licence for six months, cancelling her previous community correction order and placing her on a treatment and support plan. Fines were imposed and she was given two years to pay.

Lily was not only able to avoid jail but could now access a treatment and support plan that would address many of the underlying health and addiction issues she faces. Without support to manage these significant factors it is unlikely Lily would be able to break the cycle of recidivism and take the steps necessary to regain custody of her children.



Without supporting medical reports, a letter from her psychologist and our lawyer representing her in Court, the outcome for Jenny may have been significantly different.

JENNY'S STORY

Woman struggling to deal with large escalating toll fine debt

After experiencing significant childhood trauma, Jenny 38, had always suffered from depression and anxiety. The last five years had been particularly difficult for Jenny, she had lost a few close friends and family members to tragic deaths, separated from a long term partner and moved interstate. These life events had seen a significant deterioration in her mental health.

In the past, Jenny self-medicated with speed and ice to help her cope with her anxiety and depression. However, she has managed to stay clean for the past two years.

When Jenny showed up in our fines clinic the toll fines that she had incurred over the past 5 years had escalated to almost \$50,000. At this point, Jenny was understandably distressed and scared about what the future might bring, her fears being compounded by the fact she was heavily pregnant. We worked with Jenny to obtain a letter of support from her psychologist. We appeared on her behalf at the Special Circumstances List at Melbourne Magistrates' Court and managed to get the outstanding infringement debt reduced by almost 90%. A payment arrangement was made for the remaining \$5,000 whereby Jenny is required to pay \$100 a month.

Jenny's severe mental health issues and drug addiction at the time of the offences significantly contributed to her incurring the infringements. Without supporting medical reports, a letter from her psychologist and our lawyer representing her in Court, the outcome for Jenny may have been significantly different.

AARON'S STORY

Tenant sinking deeper and deeper

Aaron, a single parent, aged 40, was struggling financially and had fallen behind in his rent. His landlord took action in VCAT for rent arrears and possible possession. Aaron represented himself and managed to negotiate a resolution whereby the landlord allowed him to remain in the property if he submitted to a payment plan to cover the arrears. Unfortunately, for a variety of reasons, Aaron failed to comply with the payment arrangement and the landlord renewed proceedings. Aaron now owed in excess of \$4,000 in unpaid rent.

When our duty advocate arrived at VCAT she was alerted by court security staff that there was a client who was highly agitated and would most likely require assistance. Aaron, who was accompanied by his mother, was suffering from some serious mental health issues. He was too unwell to provide clear instructions but gave authority for his mother to speak on his behalf.

Our advocate liaised with the VCAT registrar who suggested that arrangements be made for the hearing to proceed as soon as possible. Our advocate contacted the property manager acting for the landlord, who kindly agreed to be there within half an hour.

With our advocate acting on behalf of Aaron, the parties negotiated that the tenancy would come to an end within a week. A VCAT order was made accordingly by consent. The property manager advised that in the circumstances the landlord would not be pursuing the outstanding rent arrears.

It is unclear what would have happened if Aaron had not been able to avail himself of our duty service. The excellent negotiating skills of our advocates and their good working relationship with VCAT were definitely in Aaron's favour. Without the \$4,000 rent arrears hanging over his head he can work on getting healthy and caring for his family.

JAMILA’S STORY

Married couple in their 30s; wife considering ending marriage because of ongoing family violence

A support worker from a family violence outreach service referred Jamila to our duty lawyer at Dandenong Magistrates’ Court.

Jamila is from Bangladesh where she met and married her husband Assad. Shortly after, they came to Australia to live.

Assad helped Jamila transition to life in Australia and the early part of their marriage was happy and relatively incident free. However, once the honeymoon phase of their marriage ended, Assad started to display a short temper and aggressive behavior. Jamila started to be verbally abused by Assad and his behavior became more controlling.

This behavior became worse when Assad lost his job and Jamila became the sole financial provider. Assad also insisted that Jamila send money back to Bangladesh to help support his family.

The situation became more precarious and the verbal abuse escalated into physical abuse, forcing Jamila to contact the police in early 2018.

When Jamila met with our lawyer she was at a mental crossroads, unsure whether to stay in her marriage or end it. On one hand, she was experiencing severe stress and anxiety because of the sustained abuse from Assad which she knew she could not endure; yet part of her still hoped that Assad would attend counselling as recommended by the police and that they could reconcile.

Jamila wanted specific advice about financial matters and property settlement, especially in regard to their jointly owned family home. The mortgage repayments were being solely covered by Jamila.

Our duty lawyer was able to give Jamila both legal and non-legal support that outlined her options and the processes that she would need to go through. The legal advice was provided in a way that Jamila’s safety was prioritised. Jamila was also encouraged to contact the Centre again if she needed further advice or decided to pursue ending the marriage.

Jamila was very appreciative of the advice she was given and she felt both informed and empowered she also “felt clearer about her options.”

LOUISE’S STORY

Separated couple with a history of family violence in conflict over child access arrangements

Louise, 26, sought help and advice from PCLC when her former partner David 28, had applied for parenting orders, in relations to their son, Toby, aged 3.

Prior to this application, David hadn’t seen his son for a year.

Louise and David’s relationship had broken down because of David’s drug use which had led to psychotic episodes. Whilst under the influence of drugs and in a psychotic state, David had inflicted severe physical violence on Louise.

Louise had sought and been granted a ‘no contact’ intervention order against David because of the serious family violence committed.

In the family law proceedings an interim court order was made whereby David was allowed to spend time with Toby if supervised by David’s own father.

As part of the process of determining the best outcome for both Louise and her son Toby, we arranged a Family Dispute Resolution Conference through Legal Aid. At the time of the conference, David presented as drug free and spoke of his successful rehabilitation. Louise agreed to David seeing Toby unsupervised.

Unfortunately, David started using drugs again and his behavior became erratic and violent. Louise was very concerned about Toby’s safety. Because of the potential risk to Toby, David was notified that he would need to now abide by the original court orders of supervised contact only. However, at the next changeover, David showed up to collect Toby without his own father being present to supervise. David was also agitated and verbally abusive and Louise was very distressed and concerned.

As the previous arrangements were no longer working, another Family Dispute Resolution Conference was held. In this, the parties agreed that David would have supervised time with Toby at a contact centre. It was further agreed that if David provided 5 clean drug screens within a four month period, his time with Toby could be supervised by a family member. He was also required to undergo a psychological assessment. David and Louise have another Family Dispute Resolution Conference scheduled.

CHO’S STORY

Young mother scared by escalating threats from partner

Cho 34 lived with her partner, their baby and her ten year old son from a previous relationship. Cho’s partner would often make horrible threats to her. In one instance, they were driving in the country and he said that if he drove the car off the cliff and jumped out at the last minute she would die and police would think it was an accident.

Cho was forbidden to use certain household appliances, her partner claiming they were his. He also told her if she left him, he would find her and have her sent back to her homeland and he would get custody of the baby, even though Cho is an Australian citizen. Cho was scared and apprehensive about taking any action. She had a job but did not have the resources to pack up the children and leave.

Our family violence lawyer worked through the options with Cho. It was decided to apply for an intervention order that would remove her partner from the home. An appointment was made with the Court, however prior to the appointment, the violence escalated and it was no longer safe for Cho and the children to stay in the house. Following discussions with our lawyer it was agreed that it would be safer if police applied for the intervention order. Cho’s partner works in IT and had set up her phone - he knew her contacts, had access to her texts and could track her - making any communication risky.

As Cho had never been physically assaulted, our lawyer was concerned that the sense of urgency may not be immediately apparent to the police. In light of this, Cho was accompanied to the police station and our lawyer argued strongly for the police to apply for an intervention order as the risk to Cho was significant. The police agreed and an application was put before an after-hours magistrate who granted an interim order that would remove her partner from the home on a temporary basis. Emergency accommodation was organised for Cho and the children pending service of the order. Cho was able to move back into the home later that day. She has since had to attend court on two occasions with her partner finally consenting to the final order.

Cho now has a job and has created some independence for herself, including moving to a new home. With support and practical advice she was able to take that decisive scary step. She still faces many challenges but at least she isn’t being threatened by her partner anymore.

This outcome was achieved because the Maternal Child & Health nurse sowed the seeds with Cho that she actually could do something to improve her life and then got her to speak with our visiting lawyer at the Health Centre.

SEBASTIAN’S STORY

Falling between the cracks

Sebastian is a 49 year old man of Anglo background. He is gay and has been subjected to ongoing discrimination, including physical and verbal abuse, for most of his life.

The Rooming House Outreach Team visited him at the rooming house where he has lived for the past two years. Altogether, there are thirteen people who live there. Sebastian told us that he was very concerned for his safety as there was significant drug use at the house and drug-related violence. Sebastian has been a drug user in the past but has been clean for the last two years.

Sebastian receives the Newstart Allowance and pays \$200 per week rent. As a result, Sebastian has little left over each fortnight for food, medication and other basic requirements. He often goes days without food and is extremely underweight. He also has mental health issues which are compromised by his frequent inability to purchase prescribed medication and as a result of living in a violent, hostile environment.

At our initial meeting, Sebastian presented as extremely depressed and reported that he felt powerless about his current situation. He said that he tries to spend as much time out of the house as he can and visits the local library on a daily basis. When he does return to the rooming house he retreats to his room and stays there, ensuring he has as little contact with other residents.

Sebastian originally lodged an application for public housing in 1998 but the housing authority lost contact with him, forcing him to re-register in 2006. He was recently approved for priority housing but has not yet been allocated accommodation.

As a Newstart recipient with mental health concerns, Sebastian is required to attend a local Job Support provider but reported that they seemed to do very little for him. He wanted to transition to the Disability Support Pension as he believed that his mental health issues make him incapable of successfully undertaking employment.

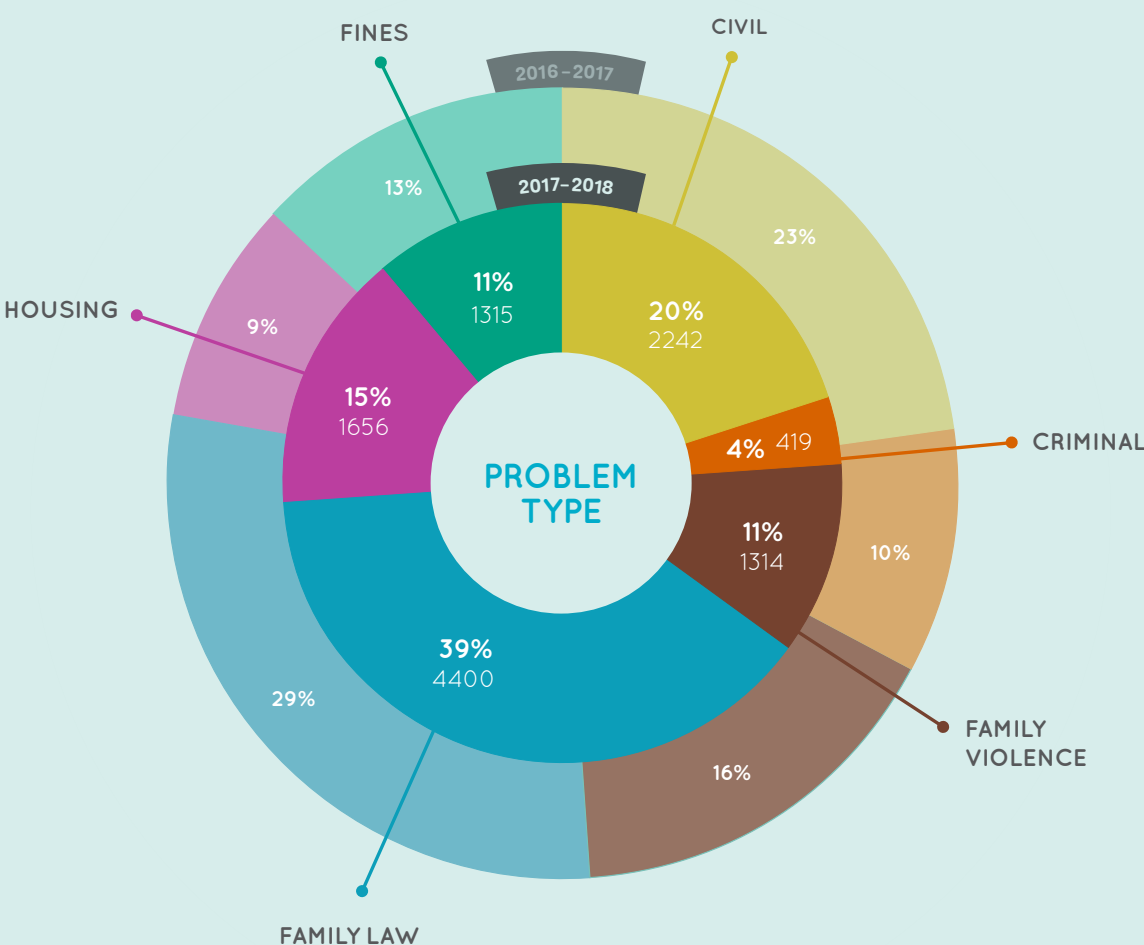
The Team advocated with his bank to cancel overdrawn fees charged following a reduction in his Centrelink payment, and also provided a food voucher along with a day trip voucher for public transport so that he could attend a Centrelink medical review.

Since the Team’s involvement, Sebastian has been approved for the Disability Support Pension and his application for public accommodation has been re-prioritised.

Sebastian remains at the rooming house but due to an increased income is able to ensure he has enough to eat, can purchase his medication and can get out and about more often, while he awaits an offer of social accommodation.

OUR SERVICE DELIVERY

2017-2018 FACTS & FIGURES



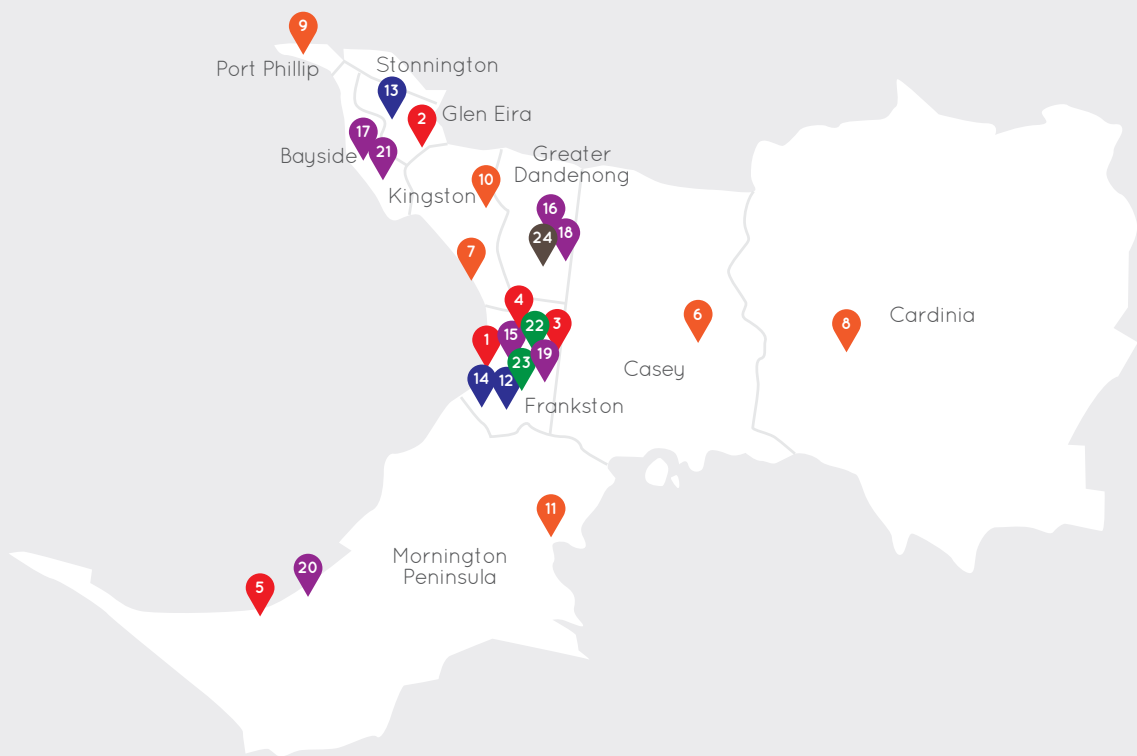
 TOTAL LEGAL SERVICES 9395	 LEGAL ADVICE 5032	 DUTY LAWYER SERVICES 2097	 ONGOING SERVICES 2266		
 CLIENTS ASSISTED AT VISITING SERVICES 356	 CLIENTS ASSISTED 6103	 LEGAL SERVICES & TRIAGE BY PHONE 2287	 INFORMATION & REFERRALS 5529		
TENANT ADVOCACY & ASSISTANCE PROGRAM	CLIENTS ASSISTED 1014	 ROOMING HOUSE		CLIENTS 86	
VCAT HEARINGS 416	CLIENTS FACING EVICTION 30%	 FINES CLINIC	CLIENTS ASSISTED 331	VISITS 164	GUIDES DISTRIBUTED 3400
		CLIENTS PRESENTED WITH \$9.9M IN FINES	53% CLIENTS HAVE A DISABILITY OR MENTAL ILLNESS		

OUR CLIENTS

CLIENTS ON A LOW INCOME 57%	CLIENT AGE GROUP: 0-17 = 1% 18-24 = 8% 25-34 = 22% 35-49 = 39% 50-64 = 20% 65+ = 10%		CLIENTS HAVE A DISABILITY OR MENTAL ILLNESS 28%	 CLIENT SATISFACTION 99%
 CLIENTS EXPERIENCING FAMILY VIOLENCE 36%		CLIENTS EXPERIENCING HOMELESSNESS 5%	 MALES 38% FEMALES 62%	

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, Narre Warren
7. Chelsea Community Support & Information Service
8. Living & Learning Centre Inc. Pakenham
9. Salvation Army Crisis Centre, St Kilda
10. Westall Community Hub, Clayton South
11. Westernport Community Support Service, Hastings

Hospitals/Health Settings

12. Peninsula Health, Frankston
13. Glenhuntly Maternal Child & Health
14. YParc Youth Prevention & Recovery, Frankston

Courts/Tribunals

15. Frankston Magistrates Court
16. Federal Circuit/Family Court Dandenong
17. Moorabbin Justice Centre
18. Victoria Civil & Administrative Tribunal - Dandenong
19. Victoria Civil & Administrative Tribunal - Frankston
20. Victoria Civil & Administrative Tribunal - Dromana
21. Victoria Civil & Administrative Tribunal - Moorabbin

Schools

22. Aldercourt Primary School, Frankston North
23. Mahogany Rise Primary School, Frankston North

Government

24. Department of Justice - Dandenong

Community Legal Education and Law Reform

Over some time, and in collaboration with others in the legal assistance sector, we have identified priority areas of legal need. This has meant, as a service, we have needed to imagine and develop innovative and creative ways to reach those members of our community most in need.

We regularly provide community legal education to family violence workers and support groups, school students, separating parents, seniors groups, tenants and people at risk of homelessness.

Through our partnerships with two local schools in Frankston North, we provided talks to raise legal awareness and knowledge of available legal services to teachers, parents and students. In collaboration with VLA, Victoria Police, The Magistrates' Court and Department of Health and Human Services, we held a Family Violence Forum for Family Violence Workers. PCLC participated in the panel which illustrated the roles played and services provided by duty lawyers, applicant and respondent workers and DHHS workers. We were also fortunate enough to have His Honour, Mr Gerard Lethbridge, provide a Magistrate's perspective of the family violence matters coming before the Court.

Our main law reform focus this year has been our submission to the 'Australian Law Reform Commission's Review of the Family Law System' and our ongoing work relating to the infringement system in Victoria. Further to that, we have collaborated with other centres by endorsing and supporting submissions and letters regarding mandatory sentencing, body-worn cameras by Victoria Police and the Victorian Law Reform Commission's review of the *Victims of Crime Assistance Act 1996*.

We extend our congratulations to all the caseworkers at PCLC. The work they do is vitally important to our community and assists individuals and groups to relate and interact with the legal system. Their commitment and dedication is outstanding and greatly appreciated.

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COMMUNITY
LEGAL EDUCATION
ACTIVITIES

71

LAW
REFORM

17

OUR PEOPLE

MANAGEMENT COMMITTEE

Chairperson

Phillip Carr

Treasurer

Jen Kelly

Secretary

Lisa Bremner

Members

Ben Needleman
Liz Lor
Luke Denham
Paul Hodgman
Thierry Pascal

Members Farewell

Phillip Heaven

Staff Farewell

Anita Varman
Beth Weerheim
Cameron Horn
Chris Horsfall
Jane Carter
Lynn Bennett
Valmai Scully

OUR TEAM

Executive Team

Chief Executive Officer
Jackie Galloway

Director Legal Services
Kate Ross

Senior Manager
Business & Operations
Sue Vincent

Senior Manager
Development & Engagement
Nicola Barrans

Leadership Team

Practice Manager Family Law
Brendan Stackpole

Practice Manager General Law
Sokha Um

Business & Operations Coordinator
Hellen Argiriou

Support Team

Executive Assistant to CEO
Michele Simpson

Finance Officer
Jodie De Gregorio

Engagement Team

Kirsten Young
Siobhan Kenny

Administrative Workers

Caitlin Wilson
Ellie Lingard
Jasminka Kumbaric
Katarina Smythe
Lisa Taranto
Melanie Jones
Nina Mitris

Social Worker

Chris Tudor

Rooming House Worker

Aldo Taranto

Caseworkers

Andrew Rankin
Alison Laird
Ash Galvin
Belinda Li
Cathie Currie
Chris Daniels
Chris Gunasekera
Chris Smith
Desmond Maruziva
Emily McAlister
Greg O'Brien
Jodie Hill
John Gibbens
Katrina Markwick
Kim Novak
Laura Di Felice
Louise Gowers
Louise Naylor
Malcolm Bennett
Michael Arnold
Natalie Altman
Rachel Tamir
Robert Braun
Saskia Rijfkogel
Sharon Carr
Will Betts
Yih-Laine Teen

VOLUNTEER - PARALEGALS

Marley Angus
Rosemary Appleby
Michael Arnold
Moe Ayman Nafady
AmaBatuwana
Ashli Beards
Daniel Benjamin
Ivan Bezbradica
Georgia Brough
Rose Brunsdon
Andrew Campbell
Phillip Carr
Aaron Chisholm
Shardaye Clarke
Eliza Collister
Talani Cooke
Talitha Curcio
Atibhav Damodaran
Luke Denham
Aija Dowling
Sonari Fernando
Marcus Frajman
Tatjana Frei
Jackie Galloway
Mark Gilbert
Carina Gitin
Anna Grage
Nicholas Graham
Andrea Griffiths
Nadeera Gunawardena
Ines Hage Nebyl
Alice Henson
Ellie Heverin
Mikayla Hutchens
Nida Iqbal
Vinu Kumar
Jasminka Kumbaric
Adrian Ladd
Jake Langdon
Emmy Langmaid
Hannah Lethlean

Joshua Levenda-Freeman
Daniel Levenda-Freeman
Christina Liberatore
James Livy
Ebony Mahlook
Danielle McCartin
Adele McLeod
Ashley Melnaxis
Lucinda Merrett
Kate Mililli
Kara Miller
Max Needleman
Benjamin Needleman
Bianca Neophytou
Michelle Nguyen
Madeleine Noonan
Lillian O'Connor
Barbara Padfield
Kyall Partsch
Olga Pecherski
Janet Power
Valerie Power
Ashley Roussety
Angela Ryan
Jamie Shilliday
Andrew Shin
Laura Sibrava
Winarti Silberman
Callum Steele
Claire Stratton
Megan Struthers
Joshua Tamir
Anita Varman
Kate Walker
Thomas Walsh
Jesse Williams
Tia Wishart
Karolina Wlodarczak

VOLUNTEER - LAWYERS

Manal Amro
Anna Araneta
Katherine Awad
Stefan Bagg
Veronica Bar
Helen Betros
George Chabvonga
Richard Chapman
Damien Christmas
Tim Conboy
Radek Dajer
Michael Denison
Tessa Dickie
Despina Djumas
Amelia Edwards
George Erlichster
Christian Farinaccio
Natalie Fleming
David Galloway
Loredana Garrusso
Elarya George
John Gibbens
Canda Glanville
Natalia Gorges
Louise Gowers
Claire Grosso
Chris Gunasekera
Chris Hill
Ian Hone
Christopher Horsfall
Amanda Humphreys
Dalit Kaplan
Hadar Kotler
Stephanie Mahon
Cheenam Mak
Alex Marcou
Katrina Markwick
James Marsden-Smith
Peter Martin
Luke Martin
Desmond Maruziva
Laura McDonnell
Terry Meehan

Michael Morehead
Victor Moss
Mary Nasser
Julie Newdick
Tanita Northcott
Kim Novak
Greg O'Brien
Thierry Pascal
Katerina Patras
Asha Prasad
Villy Raki
Jonathon Rhall
Ashley Richardson
Saskia Rijfkogel
Trish Samson
Lily Sarkar
Joel Silver
Sarah Sorrell
Angelica Suarez
Kieta Van der Muelen
Scott Whitechurch
Claire Williams
Nina Zec

Deakin Legal Internships

Kwadwo Akomeah
Michael Arnold
Aimee Brien
Clare Compaan
Sam Dixon
Malisha Fernando
Maxine Firbas
Will Gunn
Vinu Kumar
Chris Lim
Bianca Starvaggi
Rebecca Sthenski

Practical Legal Trainee

Michele Simpson

VOLUNTEER PROGRAM

The Volunteer Program welcomed a new Volunteer Lawyer, a full-time staff member who will assist with the coordination of the program.

A “Quick Reference Guide” was produced. The guide is a tool providing a very quick overview of the specific areas of law most frequently encountered at the Centre and how to make appropriate referrals. The Guide was developed from the perspective of a lawyer who is being asked to provide initial advice in an area in which they don’t normally practice. The Volunteer Handbook has also been updated and will be available for distribution soon.

LEGAL ADVICES
BY VOLUNTEER
LAWYERS
1282

We have welcomed new paralegal and legal volunteers and look forward to adding to the depth and capacity of our team over the next 12 months.

DONATED
HOURS
5000

The Volunteer Dinner and Awards night was held on Wednesday 23 April 2018 at the Frankston Football Club. It was a great success, with many of our volunteers and pro bono partners being recognised through the awards they received. Congratulations to all our award recipients. The audience was inspired by two speakers, Lance Guymer, a long time volunteer and supporter of PCLC, and Kot Monoah who is an Associate at Slater & Gordon, and a Sudanese community leader and lawyer.

VOLUNTEER AWARD RECIPIENTS 2018

KATH NEILSEN AWARD

Valerie Power

VOLUNTEER EXCELLENCE AWARDS

Ivan Bezbradica
Villy Raki
Radek Dajer
Karolina Wlodarczak
Michelle Nguyen
Nina Zec
Jonathon Rhall

PROBONO AWARD

Russell Kennedy Lawyers

LAWFIRM AWARD

Moorheads Lawyers

LONG SERVICE AWARDS

Chris Hill (30 years)
Chris Gunasekera (20 years)
Amanda Humphreys (20 years)
Patricia Samson (15 years)
Olga Pecherski (10 years)
Scott Whitechurch (10 years)

A huge thank-you to all our volunteers, without whom our community would not receive the exceptional level of service that they do.

OUR RELATIONSHIPS

Community Relationships

We are highly engaged and connected with our local community, participating in the following networks:

- Aboriginal Action Group
- Bayside Peninsula Integrated Family Violence Partnership
- Casey/Cardinia Homelessness Network
- Cardinia Shire CALD Network
- City of Casey Services Network
- Collaborative Support Group (Federal Circuit Court, Dandenong)
- Dandenong Rooming House Network
- Federal Circuit Court Duty Lawyer meetings
- Frankston Charitable Fund Committee
- Frankston Homelessness Network
- Frankston Emergency Relief Providers Network
- Frankston Magistrates' Family Violence Court Users Meeting;
- Frankston North Collaborative Partnership
- Inner South Rooming House Network

- Living Free Steering Committee
- Middle South Welfare Network
- Mornington Peninsula Housing Network
- Mornington Peninsula Combined Service Provider Network
- Outer South Integrated Family Violence Partnership
- RAD-FMP Steering Committee

Legal Assistance Sector Relationships

Our collaboration with the legal assistance sector and government is an important strategy in identifying and responding to legal and related needs within our community.

This past year we have participated in the following initiatives over this period.

REGIONAL

- South East Region Legal Assistance Network
- Victoria Legal Aid (Peninsula & Dandenong Regional Offices)
- Southern Metropolitan Partnership
- South East Region CLE & Community Development Network

VICTORIAN

- Access to Justice/Jurisdictional Planning Working Group
- Family Violence Working Group
- Infringements Working Group
- Integrated Legal & Social Support Network
- Management Committee of Federation of CLCs
- Principal Lawyers' Network
- Streamline Fines Project Committee
- Tenancy Working Group
- Toll Fine Coalition
- VCAT Residential Tenancies Users Group
- VLA Child Support Stakeholders
- Work and Developments Permits Project Committee

NATIONAL

- National Association of CLCs Advisory Committee

OUR COMMUNITY PARTNERS

We value our relationships with community partners who enable us to proactively engage and respond to the legal needs of our priority client groups.

Health Justice Partnerships

PENINSULA HEALTH

PCLC and Peninsula Health are working together to strengthen the local community's service response to victims of Family Violence. A PCLC lawyer is located within Peninsula Health's Social Work Department providing legal consultation with referred and eligible clients at either Rosebud Hospital or Frankston Hospital.

Outstanding fines and related legal issues have also been identified as an issue in our community by our Health Justice partner. PCLC provides a weekly visiting service to Peninsula Health's Integrated Health Centre providing free legal services. It is proposed to expand this service across all Hospital departments.

MIND AUSTRALIA LTD

PCLC and Mind Australia Ltd, a leading community managed mental health service provider, have teamed up to participate in the Justice in Mind Project. The project recognises that Health Justice Partnerships (HJP) have proven effective in reaching clients who would not ordinarily seek legal help. PCLC visits Mind Australia's YPARC facility in Frankston fortnightly to conduct a legal clinic.

HJP's are a holistic model of service delivery which sees free legal services integrated into public health-care settings

Education Justice Partnerships

Our school lawyer project is a partnership with the three schools in the suburb of Frankston North. Frankston North has long been identified in the four most disadvantaged suburbs in Victoria. The project partners, Monterey Secondary College, Mahogany Rise Primary School, Aldercourt Primary School and PCLC, are working together to strengthen and build capacity within the community to identify and respond to legal problems. PCLC provides a weekly legal clinic at the two primary schools and community legal education and professional development at the Secondary School.

Local Government Partnerships

CITY OF GLEN EIRA

The Glen Eira Mums Project (GEMS) is an initiative with the City of Glen Eira to undertake legal clinics and a secondary consult service at the Glenhuntly Maternal & Child Health Centre, targeting those experiencing family violence.

MORNINGTON PENINSULA SHIRE

People experiencing elder abuse are the priority client group in our partnership with the Mornington Peninsula Shire. The partnership has enhanced the Centre's capacity to provide legal services to older people who are at risk of or are experiencing elder abuse along with the provision of public forums and professional development to people working in aged care and related sectors.

Community Partnerships

FAMILY LIFE

Our partnership with Family Life helps ensure that separating parents at the Frankston Relationship Centre have access to timely legal information and advice.

FMC MEDIATION AND COUNSELLING SERVICES

PCLC and FMC service response relationship has been strengthened with the provision of Financial Counselling Services primarily to PCLC clients at its Frankston Office, four days per week.

STAKEHOLDER
ENGAGEMENT
ACTIVITIES

145

OUR FUNDING



Statement of profit or loss and other comprehensive income for the year ended 30 June 2018.

COMPREHENSIVE INCOME

		2018 \$	2017 \$
CONTINUING OPERATIONS			
INCOME			
Grant Funding	2	3,417,491	2,951,480
Other Income	3	57,613	71,135
		3,475,104	3,022,615
EXPENSES			
Communication Expenses		(41,702)	(40,631)
Depreciation Expense		(28,246)	(50,590)
Employment Expenses		(2,834,328)	(2,433,677)
Finance Expenses		(9,673)	(15,000)
Occupancy Expenses		(244,763)	(204,752)
Office & Administrative Expenses		(195,598)	(149,927)
Repairs & Maintenance Expenses		(31,568)	(29,988)
Resources Expenses		(25,635)	(33,687)
Travel & Accommodation Expenses		(26,749)	(34,389)
		(3,438,262)	(2,992,641)
NET PROFIT		36,842	29,974
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		36,842	29,974



Statement of financial position as at 30 June 2018.

FINANCIAL POSITION

	NOTE	2018 \$	2017 \$
CURRENT ASSETS			
Cash at Bank and on Hand	11a	325,297	357,789
Receivables		1,650	-
Accrued Income		-	23,665
Term Deposit		1,250,000	1,250,000
Other Assets	4	12,690	8,310
TOTAL CURRENT ASSETS		1,589,637	1,639,764
NON-CURRENT ASSETS			
Fixed Assets	5	70,191	75,830
TOTAL NON-CURRENT ASSETS		70,191	75,830
TOTAL ASSETS		1,659,828	1,715,594
CURRENT LIABILITIES			
Trade and Other Payables	6	82,627	64,810
Payroll Liabilities	7	60,090	65,832
Grants in Advance	8	49,100	403,350
Employee Provisions	9	358,967	293,287
VLA Unused Funds	12	500,315	322,389
TOTAL CURRENT LIABILITIES		1,051,099	1,149,668
NON-CURRENT LIABILITIES			
Employee Provisions	9	42,733	36,772
TOTAL NON-CURRENT LIABILITIES		42,733	36,772
NET ASSETS		565,996	529,154
EQUITY			
Retained Earnings		565,996	529,154
TOTAL EQUITY		565,996	529,154



Statement of changes in equity for the year ended 30 June 2018.

RETAINED EARNINGS

Opening Balance	529,154	499,180
Profit in the current year	36,842	29,974
Other Comprehensive Income	-	-
CLOSING BALANCE OF RETAINED EARNINGS	565,996	529,154
TOTAL EQUITY	565,996	529,154

THANK YOU

It is only through the support of our passionate and dedicated network of supporters and funders that PCLC continues to achieve positive and often life changing outcomes for its clients. Their support is critical to our success. Our sincere thanks to you all.

Pro Bono Supporters

Our pro bono partnership with Russell Kennedy Lawyers continues to support and strengthen our capability to provide legal services.

Special thanks to Emma Dunlevie, (Special Counsel), John Corcoran AM (Principal) and Olivia McMillan (Associate) and the entire Russell Kennedy team.

We extend our thanks to Dalit Kaplan of Storywell who continued our 40 stories project, producing a series of audio pieces featuring individual stories about PCLC work and clients. Dalit has generously provided a significant component of the project on a pro bono basis.

Our legal community rallied to support our Centre and clients by providing a wide range of pro bono services, including

- special counsel mentoring,
- 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

MST Lawyers

Amanda Humphreys

Guymer Lawyers

Lance Guymer

Legal Advocates/Barristers

Holmes List

Ivan Brewer

Joye Elleray

Sharney Jenkinson

Meldrum & Hyland List

Ashley Richardson

Pattersons List

Cilla Brooks

Vassiliki (Vass) Theoharopoulou

Svenson List

Daphne Foong

Marie Wilkening-Le Brun

Mary Sevdalis

Stragen Foo

Victoria Campbell

Ambi & Associates

Nimalini Ambikaipalan

Australian Family Lawyers

Amanda Graham

Easton Legal

Gamini Jayasinghe

Pentana Stanton Lawyers

Durra Baraz

Legal Firms

Bayside Solicitors

Justice Crew Legal Services

Maurice Blackburn

Morehead Lawyers

White Cleland

Victoria Legal Aid

The Peninsula Lawyer Discount Scheme by Morehead Lawyers provides an affordable option for clients in the Rosebud Area with legal assistance. The Scheme offers a discount of up to 50% to eligible clients who are referred to the scheme by the Centre, (where the legal centre is unable to provide ongoing assistance) and who do not qualify for legal aid and cannot afford to pay full fees for legal assistance.

Special thanks to Michael Morehead and Villi Raki.

International Legal Support

Dan Mori

[Australians Detained Abroad](#)

David Starks

[McKinley Irvin Family Law, Seattle USA](#)

Jeremy Morley

[International Family Law, New York USA](#)

Neil Harrison

[PSI Investigations Seattle USA](#)

SPONSORS

Maurice Blackburn continue to provide valuable support sponsoring our Volunteer Excellence and Long Service Awards.

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

GOVERNMENT

- Australian Government Attorney Generals Department
- State Government Victoria, Department of Justice and 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
- Victoria Law Foundation

TRUSTS

- The William Angliss (Victoria) Charitable Trust
- Lord Mayors Charitable Trust
- Ian Potter Foundation

UNIVERSITIES

- Deakin University Melbourne (Burwood Campus) Internship Program

SUPPORT SERVICES

Our support services for our Rooming House Outreach Program was boosted with the generous contribution of material support

- The Salvation Army Doveton Community Services
- Salvocare Rosebud
- Mt Martha House Knitting Group

NOT-FOR-PROFIT DONATION & DISCOUNT SUPPORTERS

- Goods 360
- Connecting Up

NUMBER OF
DISBURSEMENTS

72



DISBURSEMENT
FUND

\$4,204.70

HEAD OFFICE

441 Nepean Highway,
Frankston, Vic 3199
Tel: 03 9783 3600
Fax: 03 9770 5200
Free Call: 1800 064 784
DX 19953 Frankston
Email: pclc@pclc.org.au

Hours: Mon – Fri, 9am – 5pm

BENTLEIGH BRANCH

82 Brady Road,
Bentleigh, Vic 3165
Tel: 03 9570 8455

Hours: Mon & Thurs, evening

CRANBOURNE BRANCH

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

Hours: Mon – Fri, 9am – 5pm

FRANKSTON NORTH BRANCH

28 Mahogany Avenue,
Frankston North, Vic 3200
Tel: 03 9786 6980

Hours: By Appointment

ROSEBUD BRANCH

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

Hours: Mon, Wed & Thurs, 9am – 5pm



PCLC is committed to providing
safe and inclusive legal services

www.pclc.org.au



PCLC acknowledges the traditional
Aboriginal owners of country, recognises
their continuing connection to land,
water and community and pays respect
to Elders past and present.



Peninsula
Community
Legal Centre

Reg A8T
ABN: 23591244622

