

Annual Impact Report

2025



Peninsula
Community
Legal Centre

Acknowledgement of Country

Peninsula Community Legal Centre acknowledges the traditional owners of country, recognises their continuing connection to land, water, and community and pays respect to Elders past, present and emerging.

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Chairperson's Message

This year, as we reflect on Peninsula Community Legal Centre's journey through 2025, I am reminded that community strength is built not only through resilience but through connection, compassion, and collective effort. It is with deep gratitude that I present this year's Annual Report – a reflection of the many lives touched, challenges faced, and progress made by PCLC.

Across the Peninsula and beyond, people continue to navigate uncertain times. The rising cost of living, growing housing pressures, and increasingly complex social circumstances have meant that more people than ever are seeking support and understanding. PCLC has remained a steadfast and trusted place for those who need advice, advocacy, and a voice in moments of difficulty.

What continues to inspire us is not only the need but the response – the way our staff, volunteers, and partners have shown unwavering dedication to the community. Whether through face-to-face support, outreach to our region, or innovative use of technology to reach people who might otherwise miss out, PCLC has continued to evolve to meet the changing needs of those we serve.

Management Committee

Matthew Bolle
Chairperson

Mohit Sidana
Treasurer

Lee Stubbs
Vice Chairperson

Samuel Ellemor
Secretary

Members

Jodie De Gregorio
Joel Silver

Renee Thorn
Anne-Marie Cade

Among the year's achievements:

- Reaching more people through expanded outreach and community partnerships, ensuring that help is available where it's needed most.
- Delivering practical education and early intervention programs that build confidence and understanding within our community.
- Embracing technology in a way that enhances human connection – making services more efficient and accessible while keeping compassion at the heart of every interaction.
- Advocating broadly for fairer systems and stronger protections for those experiencing hardship and disadvantage.

Behind every statistic in this report is a person – someone who found guidance, dignity, and hope through the support of our Centre. These stories remind us why our work matters.

To our CEO, Jackie Galloway, our legal practitioners, community workers, volunteers, and Board members – thank you for your passion, professionalism, and humanity. Together, you have ensured that PCLC continues to be not just a service, but a lifeline.

As we look toward the future, our focus remains clear: to stand beside our community, to listen, to advocate, and to work for a fair and just society where everyone can access the help they deserve.



Matthew Bolle
Chairperson

Our Year

PCLC is incredibly proud of the work accomplished over the past year, providing a comprehensive range of community legal services across our vast and diverse region. Our commitment to a client-centred and rights-based approach has been the foundation of our efforts, as we strive to deliver social justice and improve the quality of life for our community members.

This year has been one of growth, innovation, and significant impact. We remained steadfast in our mission to empower individuals and families facing legal challenges, particularly in the context of growing financial and housing pressures. Our community saw record numbers of people seeking our assistance, and our resilience was continuously tested as we adapted to meet the surge in demand. Despite these challenges, we focused on expanding our reach and enhancing access to justice, strengthening our collaborative partnerships, and ensuring timely, appropriate referrals for those in need.

Delivering impactful results

Our three-pronged approach to service delivery has yielded remarkable results. Over the past year, PCLC has assisted **6,610 clients**, delivering **13,714 legal services**. Our team's unwavering dedication enabled us to respond to the often-complex legal needs of our clients, with **80%** receiving enhanced court and casework support.

We were particularly delighted by the launch and expansion of some targeted initiatives:

- Our Family Violence team continued to grow its reach, supporting an increasing number of victim-survivors through the Specialist Family Violence Court and the Orange Door visiting service, where we saw substantial growth in both client numbers and casework.

- A major milestone this year was the launch of a new family violence legal service based in a local refuge, providing crisis and long-term legal support for victim-survivors navigating life post-separation and post-family violence.

We were also thrilled to receive funding for our **REACHHer pilot – Recover, Empower, Advocate, Collaborate, House**. This innovative project is designed to support women experiencing family violence, also focusing on multicultural women facing multiple vulnerabilities. REACHHer integrates legal services, financial counselling, and psychosocial supports to help women achieve safe and secure housing. This initiative represents an important evolution in how we collaborate across sectors to respond to complex needs with a holistic, wrap-around model of care.

In recognition of the significant unmet legal need across our region, we have continued to prioritise outreach and accessibility. Many of our community members are overwhelmed, and are often disconnected from traditional services. In response, our Street Law and Rooming House Outreach Programs have proven to be essential touchpoints for those in need. These programs provide an unexpected yet welcome opportunity for individuals to access legal support in a non-traditional, accessible way, offering much-needed help to those who might otherwise feel isolated from the formal service system.

Early intervention and prevention

PCLC has always placed a strong emphasis on early intervention and prevention. This past year, our community legal education and engagement efforts were far-reaching, aimed at building legal capability across a broad

spectrum of community partners. We are deeply grateful to our partners and local service providers for sharing our vision. Their collaboration enables us to extend our impact and create a stronger, more just community.

Securing a stronger future for legal services

A significant milestone for PCLC was the signing of the National Access to Justice Partnership Agreement, a landmark bilateral agreement between the Commonwealth and state governments to provide legal assistance services over the next five years. We extend our sincere appreciation to Hon Mark Dreyfus KC, the Federal Attorney General, for his leadership in securing this agreement and increasing funding to support Community Legal Centres in improving access to justice.

Looking ahead, we have set an ambitious agenda focused on continuous improvement. Our priorities include enhancing cultural safety, refining project management practices, supporting staff development, and strengthening our partnership network. We are excited to have secured funding from the Victorian Legal Services Board to develop a robust communications strategy and a partnership management system that will allow us to measure the impact of our collaborations and identify key areas for growth.

Recognition and Awards

We were honoured to receive recognition for our work this past year, including two prestigious awards. The **Australian Crime and Violence Prevention Award** recognised our Youth Theatre Project, which has received continued funding from the Victorian Legal Services Board for an additional two years. Additionally, we were thrilled to be named **Community Group of the Year 2025** by the City of Casey, further acknowledging our impact in this local government area.

Commitment to reconciliation and cultural safety

Our commitment to reconciliation continued through the second year of our *Innovate Reconciliation Action Plan 2024–2026* (RAP). This year, we took significant steps to build meaningful connections, culminating in a justice celebration in National Reconciliation Week, which brought together the legal, justice and judiciary sectors.

Gratitude for supporters and volunteers

PCLC's success is only possible because of the generous support of our funders—Federal, State, and Local Governments, donors, and supporters. Their contributions enable us to continue providing vital services to our community. We also acknowledge the invaluable contributions of our volunteers, interns, and Practical Legal Training (PLT) students. Their dedication and hard work make a profound impact on the lives of our clients, and we extend our heartfelt thanks for their unwavering support.

Celebrating the PCLC team

Finally, we extend our deepest gratitude to the exceptional PCLC staff. Their professionalism, resilience, and commitment to social justice drive our work and create lasting positive changes in the lives of those we serve. Together, we continue to transform lives and ensure that our community has access to the legal services it deserves.



Jackie Galloway
Chief Executive Officer

Service Delivery 2024–2025



13,714

total legal services

6,610

total clients assisted

8,145

legal advices

3,288

duty lawyer

2,281

ongoing cases

47%

experiencing
family violence

82%

experiencing
financial
disadvantage

12%

experiencing or at
risk of homelessness

29%

living with a
disability or
mental illness

25%

culturally or
linguistically diverse

65%

identify
as female

34%

identify
as male

2%

other
gender

Client Comments



I am very thankful to you, the way you have helped with my legal problem quickly and efficiently. I could not have hoped for a better result.



It is very important to have lawyers of her calibre who extend unconditional compassion and understanding to people like myself who gets traumatised with the legal system including the inability to communicate well and precisely across.



I would not have a cent as opposed to \$1,781.20 to fix my car if not for your lawyer's guidance and support and more importantly compassion.



I truly appreciate the support and understanding you've provided during this time. The ability to participate in the Work and Development Permit (WDP) scheme has lifted a significant burden and allowed me to address my responsibilities in a manageable and constructive way.



I had \$17k worth of unpaid fines. I'm so happy with the way this matter was handled. I'm very grateful to PCLC and am thankful for all the work that you did to get my fines waived.



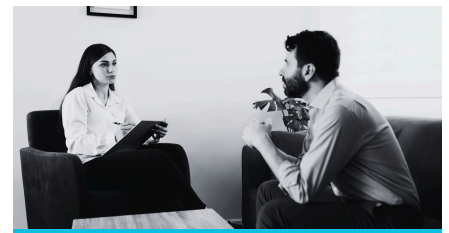
I was able to continue my tenancy. My lawyer believed in me and gave me compassion and unconditional support through difficult times. He has been incredibly patient with me through a challenging and what feels like a never-ending rental legal matter!



The two lawyers who helped me were both so professional, kind and I definitely felt like I was in safe hands, both last week in the office and in court today.



It's easy to be defeatist when faced with potential eviction, but we found your help to be paramount to maintaining hope and pushing through the process to an outcome that allows us the time and space to find alternative housing options.



I would have been entirely lost in the process without his assistance and guidance.

Our Reach

We are dedicated to providing flexible, innovative, and responsive legal solutions that meet the diverse and complex needs of our clients and communities across a wide geographic region.



4 branches

Frankston, Cranbourne, Bentleigh East & Rosebud



18 visiting locations

regular visits to community organisations



5 courts & tribunals

court representation and duty lawyer services



1,670,000

catchment population



6 local government areas

general program



10 local government areas

Tenancy Assistance and Advocacy Program

Get involved

Donate

Support Peninsula Community Legal Centre by donating at www.pclc.org.au/donate

Volunteer

We gratefully utilise the commitment and skills of volunteers to extend and enhance our operations and service delivery.

Practical Legal Traineeship

Our Practical Legal Traineeship (PLT) Program helps students to develop special skills required for the legal profession.

Member

Help support your local community by becoming a member of Peninsula Community Legal Centre.

Apply at www.pclc.org.au/become-a-member

Family Law

Demand for family law advice and casework has continued to surge during this period. PCLC's family lawyers had to adapt to numerous recent changes to the *Family Law Act*, as well as changes to Court procedures and less consistent approaches to Court rules and procedures than in the past, all of which required significant adaptability. Family law made up 31% of the Centre's overall work, with child contact, divorce and property being the top family law issues. Unsurprisingly, to meet the growing demand and strict Court deadlines, PCLC's family law team consistently worked beyond regular hours to deliver impressive outcomes. Their flexibility and dedication are essential to delivering timely, high-quality legal support, making them a vital asset to both PCLC and the Centre's clients.

PCLC's family law team observed an increase in clients with more complex needs, particularly complex mental health needs. Many matters also involved children who had been diagnosed as neuro-divergent and had a parent who refused to accept the diagnosis or follow the recommendations of the child's treating health professionals to accommodate the children's needs. The team noticed an increase in the number of matters where the family violence committed by the other party was of a more overtly violent nature, including violence against animals. Many family law matters continued to involve alcohol and substance abuse issues, family violence and concurrent criminal proceedings.

PCLC's family law program continues to establish pathways to help ease barriers to justice. In partnership with South East Community Links and Southside Justice, we were delighted to receive funding from the Victorian Legal Services Board and Commissioner for a new housing justice project, [REACHHer](#), to support women experiencing family violence and multicultural

women facing vulnerabilities by integrating family law legal services, financial counselling and psychosocial supports to secure safe housing. The pilot project will explore housing options such as mortgages and shared equity, while partnering with financial institutions and governments to advocate for systemic reform, focusing on prevention, early intervention and sustainable housing options.

PCLC's [Family Violence to Family Law Continuity Program \(FLCP\)](#) lawyers remained on the front lines, representing clients in complex, high-pressure cases before the Federal Circuit and Family Court of Australia (FCFCOA). FLCP lawyers also supported clients through Victoria Legal Aid's Family Dispute Resolution Service, helping resolve parenting disputes despite long mediation wait times. Many cases were settled before final hearings, and interim consent orders were negotiated to avoid contested hearings. In high-risk matters, they secured strong outcomes like sole parental responsibility. Collaboration with barristers enabled strategic case preparation, offering clients a level of support rarely possible under standard legal aid rates.

PCLC's [Family Advocacy and Support Services \(FASS\)](#) duty lawyers provide daily support at the Dandenong registry, managing up to nine referrals per day. This volume often exceeds capacity, meaning not all clients can be assisted immediately. FASS lawyers have assisted a number of clients who are mothers and primary carers of very young, sometimes infant, children, who have arrived at Court to seek assistance after the other party has refused to return the child to their mother. The team also offer ongoing casework ensuring continuity of care beyond the courtroom. FASS lawyers assist unrepresented, often complex clients, including with urgent drafting, negotiations, and court submissions. In critical cases involving child recovery, FASS

lawyers have swiftly prepared urgent applications and, through strong relationships with court staff, secured expedited hearings, resulting in Federal Police intervention to return children to their primary carers.

Despite its success, PCLC's [Small Pool Property Program](#) is unable to meet the overwhelming demand for financial settlements, regularly having to turn away clients due to limited resources, with one part-time legal practitioner. The program plays a critical role in securing financial outcomes for victim-survivors of family violence who cannot afford private legal representation. Without this support, many would be left without any financial resolution. Since the inception of the Small Pool Property Program five years ago, it has obtained financial settlements for vulnerable PCLC clients in excess of **\$5 million**.

PCLC also used its deep family law practice experience to contribute to law reform processes, including through the *Commonwealth Systems Abuse Audit* and the *Review of the Federal Circuit and Family Court of Australia Act 2021*. We welcomed references to PCLC's views in the February 2025 report of the Commonwealth *Inquiry into family violence orders*, in relation to issues such as systems/litigation abuse, safety while attending court, and difficulties facing unrepresented litigants.

A photograph of a woman with dark hair, a woman with white hair, and a baby. The woman with dark hair is holding the baby, and both are smiling. The woman with white hair is also smiling. They are in a living room setting with a couch and a patterned pillow.

Urgent parenting matter support for Kate

After fleeing family violence, Kate faced threats and controlling behaviour from her ex-partner, who later refused to return their child. Unable to afford a lawyer, Kate sought urgent help from PCLC after being served with court papers. With a hearing in days, PCLC quickly prepared her response, secured a legal aid grant, and helped her obtain safe parenting orders. The case highlights the importance of fast, accessible legal support for vulnerable parents and children.

1,734

total clients assisted



2,043

legal advices

392

ongoing cases

515

duty lawyer
services

● legal advices

● duty lawyer

● ongoing cases



Collaborative efforts for victim survivor

Nora, facing imminent departure from Australia after her ex-husband cancelled her visa sponsorship, urgently needed help filing divorce documents. The Court registry referred Nora to PCLC's FASS duty lawyer, who provided immediate support and prepared Nora's documents with interpreter assistance. Nora was very distressed as she had lived in Australia for a decade. She was facing unemployment in her country of origin and applying for a divorce would have been difficult and expensive once she left Australia. Nora was able to file her documents on-the-spot the same day, before leaving the country a matter of hours later. The case highlights FASS's vital role in urgent situations for clients experiencing vulnerabilities.

Protecting rights and rebuilding relationships

PCLC previously helped June secure a family violence intervention order and parenting orders. After June fell ill, her ex-husband cared for their child, but later refused to return the child and go back to following the parenting orders. Mediation failed, and June's ex-husband sought to discharge the parenting orders and obtain a passport to take the child to a non-Hague Convention country. If a child is taken to a non-Hague Convention country, it is significantly more difficult to seek their return to Australia. Cultural barriers and past abuse left June unsure of her rights. PCLC provided urgent legal support, secured a legal aid grant, and helped to have the child returned to living with June, also reconnecting the child with their half-siblings.

Civil Law

The 2024–2025 period marked a significant phase of growth and consolidation for the civil law team. The team achieved major milestones, including offering a full suite of legal services, the successful continuation of our School Lawyer Program, and the enhancement of the Street Law Program. The team also broadened their service offerings, resulting in deeper collaboration with local health and community services. Throughout these developments, the team has remained committed in its mission to provide accessible, high-quality and responsive legal assistance to the community.

The team is strengthened by the diverse expertise of their members, supported by volunteer lawyers, law students, and community partnerships. The team members have also continued to further develop their own personal practices, with two of our lawyers graduating from supervised practice and broadening their practice areas and specialisations.

During this period, the civil team delivered services across key areas including civil debts, divorce, infringements, elder law, estate planning, deceased estates, and Financial Assistance Scheme matters, ensuring access to justice for those most in need. Civil matters accounted for 57% of cases, with common issues including debts, motor vehicle accidents, employment, and neighbourhood disputes. The team supported uninsured clients by resolving disputes, securing settlements, and connecting them to support services. Over **\$305,000 in civil debts** were waived, and more than **\$97,000 was awarded** to victims of crime. Early intervention helped resolve neighbour and property disputes, preventing costly legal escalation. The team also prioritised parenting, safety planning, and family violence referrals, assisting many clients with divorce applications, particularly those clients facing language or technology barriers.

PCLC's civil team focused on early intervention, systemic advocacy, and expanding youth outreach. Through outreach and education, PCLC empowered vulnerable youth with accessible legal support. The School Lawyer Program provided confidential, culturally-safe legal advice in schools, addressing issues like family violence, fines, sexting, consent, cyberbullying, and police interactions. They also ran classroom sessions on youth rights, criminal responsibility, and digital citizenship, while strengthening links between schools, child protection, and legal services. Strong positive feedback from students and staff reinforced the program's impact and PCLC's commitment to expanding it.

The civil team further strengthened their Mobile Integrated Mental Health Service (MIMHS) with our local mental health organisation, Mentis Assist, through a weekly legal clinic. They provided targeted advice sessions for clients experiencing psychiatric conditions, many of whom faced concurrent criminal or civil legal issues. They also collaborated with clinicians and support workers to ensure trauma-informed legal advocacy.

To amplify the team's visibility and reach, the civil team has strengthened their clinic model by empowering team members to collaborate with specialised volunteer programs such as our Migration Law Clinic and Older Persons Legal Clinic. But for the support from our pro bono partners, FCG Legal and Russell Kennedy, expanding our reach and deepening our expertise and capacity to serve diverse community needs would not have occurred.

We thank Victoria Legal Aid, the Department of Justice and Community Safety, our partner school, Mentis Assist, and the many community organisations who work alongside us. We especially recognise the commitment of our staff, volunteers, and students, whose efforts enable us to meet the growing legal needs of our region.

1,623

total clients assisted



1,998

legal advices

208

ongoing cases

18

court appearances



Legal support eases financial burden

Tayla, undergoing treatment for stage 4 cancer and facing financial hardship, was referred to PCLC. She had debts from a tattoo removal service she could no longer use and a car loan in collections.

PCLC secured a full waiver of \$2,383.55 in relation to the tattoo removal debt and negotiated reduced car repayments, helping Tayla retain her vehicle. These outcomes eased Tayla's financial stress and supported her wellbeing during a critical time.

Breaking barriers for Bianca

Bianca, a refugee student with limited English, faced overwhelming financial and personal barriers in applying for Australian citizenship. Through the PCLC School Lawyer Program, she received vital legal guidance and hands-on support to navigate the complex application process. The school lawyer set up Bianca's ImmiAccount, completed the application, and ensured all documentation was in order.

Bianca's application is now in progress with the Department of Home Affairs, with no test required. Bianca is on track to becoming an Australian citizen. With the right support, every young person can build a secure future.

Family Violence

PCLC's commitment to promoting safety and access to justice remains central to our mission, particularly within our Family Violence team. In response to persistently high rates of police-reported family violence incidents, our team has continued to provide multiple entry points into our services, including duty lawyer services, a twice-weekly visiting service within the Bayside Peninsula Orange Door, discrete visiting services at maternal child and health services, as well as our general family violence intake appointments. The team provided critical legal support to vulnerable individuals navigating complex legal systems. We prioritised victim-survivors facing vulnerabilities such as high levels of trauma, language and cultural barriers, and urgent safety issues, providing a timely, responsive and trauma-informed service. This cohort of clients often requires more intensive assistance to ensure their voices and experiences are reflected in court proceedings. However, it is challenging to meet the demand and need for casework services.

Our Family Violence team delivers daily duty lawyers at the Specialist Family Violence Magistrates' Courts in Frankston and Moorabbin. These services ensure that victims' voices are heard, their rights are protected, and they receive clear, comprehensive legal advice throughout the court process. With additional Family Violence Intervention Order (FVIO) court listings, demand for our services at these courts is increasingly high. Once again, we have exceeded our delivery targets. However, the volume of referrals has occasionally challenged our capacity to accept all cases. PCLC also welcomed the resumption of the Specialist Family Violence Court's Mandated Counselling Order Program (CMCOP) in early 2025.

PCLC continued to experience a high demand for family violence services during this period, with 47% of all clients accessing PCLC services reporting family violence. Our team continues to offer a pre-court engagement service, empowering clients to make informed decisions before their hearings. This early intervention model has proven effective in resolving matters swiftly, reducing client stress, and improving outcomes within the court system. Furthermore, this reporting period saw the expansion of our family violence intake appointments to our Rosebud and Bentleigh offices, meaning we now offer appointments across all PCLC locations. This increased accessibility ensures that more clients can receive timely legal assistance closer to home.

Importantly, our team regularly handles complex cases, including contested Family Violence Intervention Order (FVIO) hearings and County Court appeals, particularly in cases where perpetrators misuse legal processes to further perpetuate abuse. In addition, we have supported clients with related family law matters including divorce, parenting arrangements, and recovery of personal property, providing a holistic, wrap-around legal service that addresses the full spectrum of client needs.

This period saw a successful transition from paper-based to full electronic file management for our duty lawyer matters. This shift in PCLC history has significantly boosted service quality, efficiency, and team collaboration across multiple locations. The team also continues to internally develop its junior practitioners, and they value the way they can build expertise early

in their legal career. The team continues to offer extensive community legal internships to students from Deakin University and Practical Legal Training (PLT) Professional Placements to students from Leo Cussen Centre for Law. Feedback has been overwhelmingly positive, with graduates gaining practical, hands-on experience in family violence matters.

Through strategic collaboration, PCLC has deepened its partnerships with key local agencies, including The Orange Door and Wellsprings for Women's Clinic, to strengthen our collective response to family violence. PCLC also launched our partnership with Emerge to deliver the *Integrating Legal Health into the Refuge Response* project in the first half of 2025, which provides a legal service based in a local family violence refuge. These alliances have significantly improved referral pathways and service coordination, ensuring more timely and effective support for those affected.

PCLC continues to lead targeted and join collaborative advocacy to address the high rates of family violence and drive systemic change. During this period, we welcomed the Victorian Government's *Strengthening Women's Safety* package of reforms and contributed to Victorian

Government consultations about proposed changes to Family Violence and Personal Safety Intervention Orders. We also contributed to:

- Commonwealth *Inquiry into family violence orders*.
- Commonwealth *Enhancing Civil Protections and Remedies for Forced Marriage* consultation.
- Victoria Law Reform Commission's *Examining Aspects of Family Violence Intervention Orders for Children and Young Adults* project.
- *Diverse Voices, Varied Justice* project, a collaborative project across six community legal centres and LaTrobe University funded by the Victoria Law Foundation, examining how Police apply for family violence intervention orders.

A photograph of a woman with long, wavy blonde hair, looking out of a window. She is resting her chin on her hand, looking thoughtful. The background shows a window frame and a textured wall. A large green circular graphic is overlaid on the left side of the image, containing text.

Misidentification corrected

Evelyn was wrongly listed as a respondent to a Family Violence Intervention Order protecting her ex-husband and daughter. At court, she revealed past family violence and said she suspected the order was being used as a form of control.

PCLC's duty lawyer identified Evelyn as a misidentified victim-survivor and had her ex-husband's application withdrawn at the first court hearing. The case shows the importance of legal advocacy in preventing misuse of the system and protecting victims.

2,018

total clients assisted



1,547

legal advices

479

ongoing cases

2,617

duty lawyer services

● legal advices

● duty lawyer

● ongoing cases



Advocacy for family violence survivor

May, a family violence survivor, sought to extend her Family Violence Intervention Order. Her ex-partner failed to appear in court, and she believed she could only request a 10-year order. PCLC's duty lawyer advised her, presented strong evidence of ongoing risk, and successfully advocated for a 20-year order. Without legal support, May may have settled for more limited protection.

The case highlights the vital role of duty lawyers in securing long-term safety for vulnerable individuals.

Challenging a Family Violence Safety Notice

Police issued Krish with a Family Violence Safety Notice after his niece, Nikita, alleged he had sexually abused her. Krish denied the allegations, and believed that Nikita's boyfriend had coerced her into making the claims.

Nikita later admitted her boyfriend had threatened her with intimate photos. Duty lawyers from PCLC and Victoria Legal Aid explained the context of Nikita's report to the Magistrate in Court. Despite resistance from Victoria Police, the Magistrate refused to make an interim order and struck out the Police application.

Criminal Law

PCLC's criminal law team increased their capacity to assist criminal law clients, including cases involving repeat youth offenders. The team continued to provide high-level legal representation across a range of summary matters, including contested hearings, contest mentions, pleas, and diversion applications. These services were delivered consistently at the Frankston, Dandenong, Moorabbin, and Melbourne Magistrates' Courts. Criminal matters represent 12% of our Centre's work, with road traffic offences, theft, assault, and contravention of family violence intervention orders as the most common criminal problem types. Through skilled advocacy, the team ensured that clients received fair and just outcomes, often mitigating the long-term consequences of criminal charges. Our presence in these courts has strengthened access to justice for vulnerable individuals, particularly those facing systemic barriers.

Furthermore, PCLC's team successfully summary case-conferenced and secured diversion outcomes in appropriate cases, allowing clients to avoid criminal records and engage in rehabilitative pathways. Our team's regular appearances in the Assessment and Referral Court (ARC) List demonstrated our commitment to therapeutic jurisprudence, supporting clients with complex needs including mental health issues, cognitive impairments, and substance use disorders. These interventions not only reduced recidivism but also promoted long-term wellbeing and community reintegration.

PCLC has deepened our collaboration with Corrections Victoria to provide holistic support to clients subject to Community Correction Orders (CCOs). Our team offered tailored advice on compliance, addressed contraventions, and facilitated reintegration planning. This proactive approach helped clients navigate the complexities of the corrections system, reducing breaches and enhancing their prospects for

successful rehabilitation. Our work in this area underscores the importance of integrated legal and social support in achieving sustainable outcomes.

PCLC will continue its ongoing advocacy to strengthen community safety and improve the legal system's response to youth offending. We advocate for vulnerable clients who do not represent a risk to community safety, but who are now at risk of being unfairly denied bail. PCLC endorsed the Victorian Aboriginal Legal Service's *Bail Saves Lives* campaign and will continue to work with the legal assistance sector to advocate for fair bail laws and proper investment in therapeutic supports that address the underlying causes of offending.

276

total clients assisted



323

legal advices

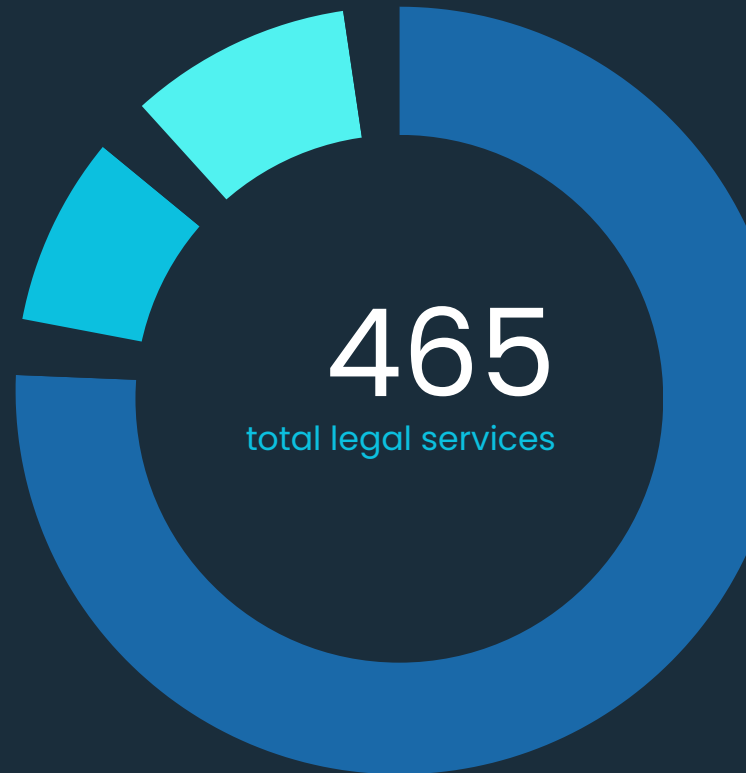
34

ongoing cases

108

court appearances

● legal advices ● ongoing cases ● court appearances



Challenges of traffic laws

Donna, a teacher with decades of service, was charged with driving while her licence was suspended due to a misunderstanding about the length of the suspension. After initial advice from PCLC, a lawyer highlighted Donna's clean record and community contribution. Donna pleaded guilty, and the Magistrate imposed a 12-month adjourned undertaking without conviction and a small fine. She avoided a criminal record and kept her job, showing the importance of legal support in protecting livelihoods.

Timely legal advocacy avoids criminal record

Simon, 17, from a low-income, non-English speaking family, was charged with two assaults after an incident he regretted. Though Police recommended diversion, his case was wrongly listed in the Magistrates' Court. A school lawyer intervened, had one charge dropped, and secured a fast-tracked diversion in the Children's Court. The plan was approved, avoiding a criminal record. Thanks to timely legal help, Simon completed his VCE successfully and gained university entry.

Fines & Transport Law

Throughout the year, PCLC delivered our fines clinic. Our advocacy enabled clients to navigate complex financial challenges, often arising from systemic disadvantage or unexpected life events. By negotiating with infringement agencies and Fines Victoria, we helped reduce financial stress and empowered individuals to regain control over their economic wellbeing. These interventions were particularly impactful for clients experiencing poverty, unemployment, or family violence, ensuring that legal support was accessible and responsive to their lived realities.

Toll fines continue to have an impact on PCLC's catchment and the demand for the fines clinic continues to exceed current resources, with our generalist lawyers picking up the overflow. We have seen clients with debts as large as \$200k-\$300k due to compounding penalty and enforcement fees. The issue has now expanded beyond those in the community usually considered to be vulnerable, to include others who can no longer afford tolls due to the cost-of-living and housing affordability crises.

During this reporting period, PCLC's fines clinic assisted over 230 clients, with over 89% of clients reporting financial disadvantage, 44 % presenting with a disability and 38% from a culturally and linguistically diverse (CALD) background. 5% were experiencing or at risk of homelessness, and 4.5% were First Nations people.

The funding has supported PCLC to provide specialist knowledge in infringements for vulnerable and disadvantaged community members, and PCLC was featured on ABC Four Corners in October 2024 regarding the impact of toll fines in our communities.

PCLC achieved significant outcomes for clients burdened by fines and infringements, including successful internal reviews, enforcement reviews and payment arrangements. The team strategically utilised the Family Violence Scheme and Special Circumstances applications to eliminate liabilities for vulnerable clients. These efforts not only alleviated immediate financial pressure, but also prevented long-term legal consequences. The clinic secured successful outcomes for clients with special circumstances, family violence, exceptional and other scheme applications at a monetary value of over \$1.5 million. Our work in this area reflects a deep commitment to justice that is both compassionate and client-centred.

PCLC's commitment to increasing the use of the Work Permit and Development (WDP) Scheme through our WDP project is now having a demonstrable impact regionally for vulnerable clients. PCLC continues to enhance its broad community of health practitioners and community organisations to support the work of the fines clinic and the WDP Scheme by becoming sponsors.

663

total clients assisted



775

legal advices

228

ongoing cases

30

court appearances

● legal advices ● ongoing cases ● court appearances



Overcoming fines burden through legal advocacy

Tim approached PCLC after receiving a 7-day notice from the Sheriff regarding \$116,405.20 in unpaid fines. His long-term substance use disorder, mental health issues, and history of incarceration contributed to his offending and inability to manage fines. Tim now works casually and has full-time care of his 14-year-old son. The worker involved assessed his eligibility for a Special Circumstances Enforcement Review and advised that supporting documentation was needed. The worker involved submitted the application to Fines Victoria, which was approved. All fines were cancelled.

Fines relief for Leon

Leon endured six years of family violence and eventually left the family home with his children after being granted sole parental responsibility for them. Leon's mental health was subsequently worsening, and this resulted him losing his job and then his rental property after falling into arrears. While living in a tent, he incurred \$2,500 in fines. After building trust, he disclosed the abuse, enabling a successful Family Violence Scheme application to be made. All fines were withdrawn, and Leon now has stable housing. His case highlights the importance of trust and addressing stigma in accessing support.

Housing

Renters across Victoria are facing a housing crisis. With security of tenure and affordability at breaking points, the risk of eviction and homelessness has never been higher. In this challenging landscape, PCLC stands as a critical support service, delivering expert tenancy assistance and advocacy and rapid intervention to protect vulnerable renters.

In this period, we continued to focus on accessibility and a timely response for vulnerable renters, providing multiple entry points to our service. The vast majority of clients had multiple vulnerabilities. Our data showed over 95% of clients reported financial disadvantage, at least 45% reported mental health issues, 18% were victim-survivors of family violence, and 19% were clients from a cultural and linguistically diverse (CALD) background.

PCLC's Tenancy Assistance and Advocacy Program (TAAP) team supported **1,161 clients**, with Notices to Vacate accounting for over 40% of all matters. We observed a continuing trend of increases in compensation and bond matters, both for and against the renter. However, we noted that rent increases have stabilised across TAAP Bayside Peninsula and TAAP Southern regions. Despite this, with rental vacancies in the catchment area at or below 1%, the risk of homelessness is alarmingly high. To address this, PCLC has actively defended clients at the Victorian Civil and Administrative Tribunal (VCAT). Through skilled advocacy, the Centre successfully prevented eviction (34%) or secured extensions of time in 223 cases (29%), offering renters a vital lifeline during times of crisis. PCLC's work was also featured in mainstream media with *The Age* highlighting a VCAT decision where our tenancy team had successfully represented a renter facing eviction into homelessness.

PCLC's Rental Stress Hub completed its first full year of operation, providing rapid intervention for clients facing urgent tenancy issues, often within 24 hours of a scheduled hearing. The program was staffed by a Tenant Advocate who has robust knowledge of the jurisdiction. The program has proven effective in preventing evictions and homelessness through swift, targeted support.

PCLC's Duty Advocate Service has deepened its collaboration with VCAT, resulting in tailored tenancy hearing lists on days when PCLC is present. These special lists are held weekly at Oakleigh, Frankston, and Dromana, allowing PCLC to assist renters who may not have accessed help. Additionally, VCAT now sends pre-hearing referral letters to renters, encouraging early contact with PCLC. This initiative led to an increase in referrals to TAAP last year, with the number expected to grow as awareness increases.

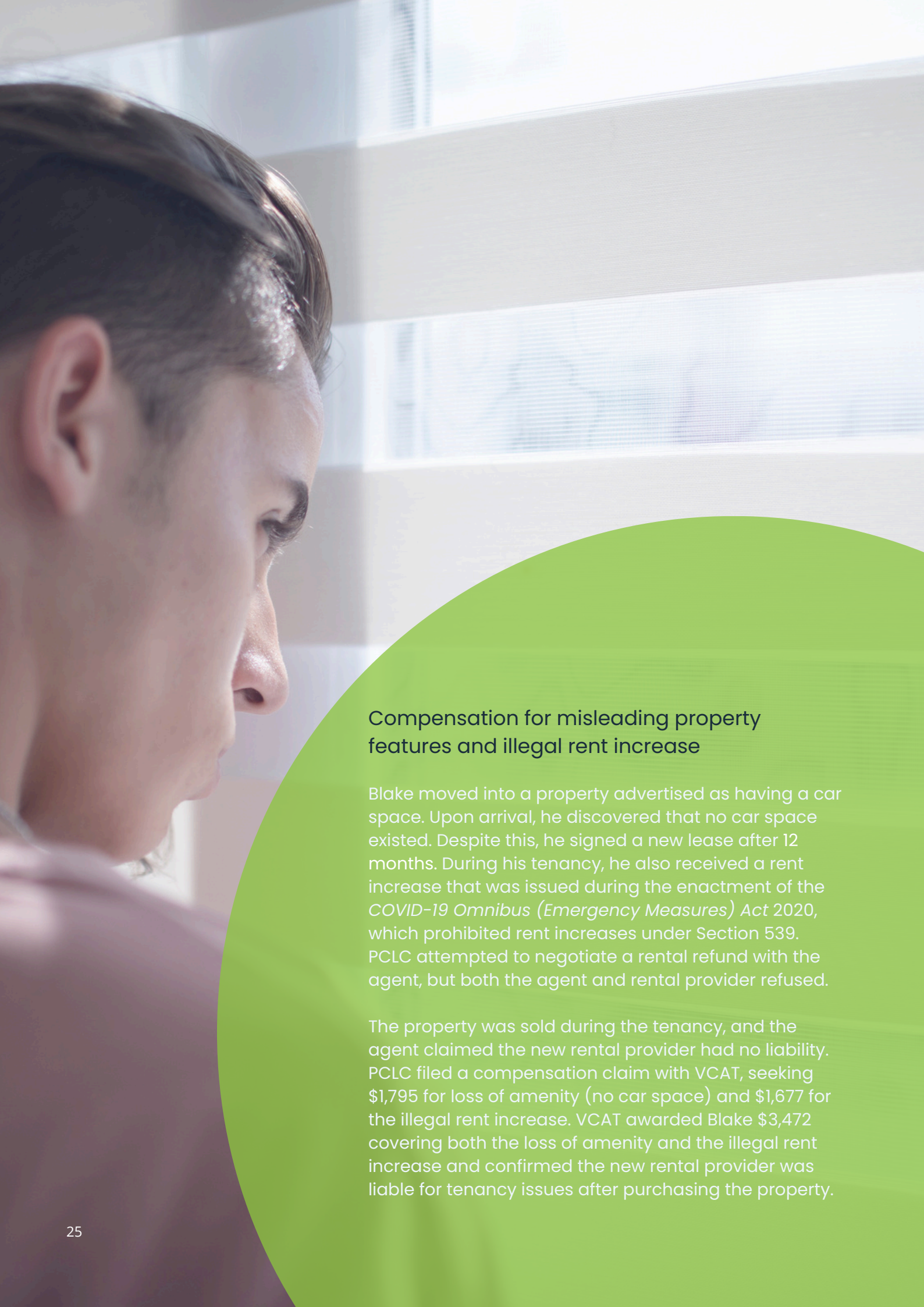
PCLC welcomed the new VCAT Portal that enables parties in a residential tenancy case to provide evidence for hearings via their new document upload server. We also welcomed new rental protection laws, including the introduction of Rental Dispute Resolution Victoria (RDRV). However, the introduction of RDRV has added new layers of complexity. Many renters struggle to understand and navigate the new RDRV mediation process.

Tenancy matters are becoming increasingly complex, with property managers and rental providers employing creative and sometimes even unethical tactics to circumvent legal obligations. The team has observed properties being falsely advertised, properties that do not meet minimum standards, and property managers who discourage long term leases and lack understanding about the dynamics of family violence. PCLC works closely

with Consumer Affairs Victoria (CAV) and local governments to report serious breaches and ensure accountability.

PCLC continues to establish and strengthen its relationships with key housing stakeholders. The team participated in the VCAT Users Group, Tenants Victoria Community of Practice, Rental Dispute Victoria Consultation and the Federation of CLC's Tenancy Working group. We have also been pleased with the new co-location arrangement with Launch Housing in Cheltenham. Current outreach locations include Westall Hub Clayton South, Casey North Community Information Centre, South-East Community Links, Salvation Army Dandenong, Launch Housing, and Pakenham Living & Learning Centre. These partnerships enable PCLC to connect with renters before crisis hits, ensuring early intervention.

PCLC welcomed the Victorian Government's commitment to all Victorians having access to a safe, secure, and affordable home. PCLC submitted a rental review document which included our concerns around social and community housing residents. PCLC has continued advocacy work to highlight the impact of the housing crisis on our local community, and to identify gaps in housing support and where systemic reform is required. Our team met with the Federal Minister for Housing, the new State Minister for Consumer Affairs, and Parliamentary Secretary for Renters, where discussions focused on the protection of renters' rights, more certainty over their leases, and how taking this action will advance renters' rights.



Compensation for misleading property features and illegal rent increase

Blake moved into a property advertised as having a car space. Upon arrival, he discovered that no car space existed. Despite this, he signed a new lease after 12 months. During his tenancy, he also received a rent increase that was issued during the enactment of the *COVID-19 Omnibus (Emergency Measures) Act 2020*, which prohibited rent increases under Section 539. PCLC attempted to negotiate a rental refund with the agent, but both the agent and rental provider refused.

The property was sold during the tenancy, and the agent claimed the new rental provider had no liability. PCLC filed a compensation claim with VCAT, seeking \$1,795 for loss of amenity (no car space) and \$1,677 for the illegal rent increase. VCAT awarded Blake \$3,472 covering both the loss of amenity and the illegal rent increase and confirmed the new rental provider was liable for tenancy issues after purchasing the property.

1,161

total clients assisted



1,459

legal advices

433

ongoing cases

575

court appearances

● legal advices ● ongoing cases ● court appearances



Unjust eviction prevention

Mia was a 52-year-old single mother of her 17-year-old son and the Disability Support Pension was her sole income. Mia's rental provider wanted the provider's father to move into the property and served Mia with a Notice to Vacate under s91ZZA *Residential Tenancies Act* 1997. Despite making over 200 unsuccessful rental applications, Mia couldn't relocate and the rental provider applied to VCAT for possession.

Supported by a PCLC TAAP worker, Mia provided evidence of her health, her son's needs, and her housing search. Cross-examination revealed the rental provider's father, who claimed housing need, had considerable savings, hadn't searched for housing, and could stay in the rental provider's home. The Tribunal dismissed the application, citing Mia's vulnerability and the father's viable alternatives. The case highlights the importance of legal advocacy in preventing unjust evictions.

Support for survivor through tenancy dispute

Amy, a family violence survivor, was held liable for \$5,106 in lease break fees and property damage caused by her abusive ex-partner, despite notifying the agent and paying the full bond.

With support from PCLC's TAAP program, Amy filed a cross-application under the *Residential Tenancies Act*, provided evidence, and successfully argued her case at VCAT. The Tribunal awarded her nearly the full bond and dismissed other claims, recognising the impact of family violence and holding the perpetrator accountable.

Rooming House Outreach

PCLC's assertive Rooming House Outreach Program (RHOP), funded by Homes Victoria, continues to provide vital advocacy and support for some of Victoria's most marginalised residents. In a housing landscape marked by crisis and inequality, many residents remain disconnected from formal housing systems and services, often living in unsafe or substandard conditions while facing the constant threat of homelessness. RHOP plays a critical role in bridging these gaps, ensuring residents' voices are heard and their rights upheld within a challenging and complex housing environment.

Over the past year, RHOP visited over 325 properties across 17 local government areas, identifying eight closures and eight unregistered operations. Concerningly, almost 13% of properties visited were assessed as high risk due to violence, pest infestations, or severe maintenance failures. We engaged directly with 311 residents, providing 186 health packs and 174 supermarket vouchers, while making 140 referrals across housing, legal, health, mental health, financial, and community support pathways.

Collaboration is at the heart of RHOP's success. Partnerships remain central to RHOP's impact, with 72.6% of outreach conducted jointly alongside health, housing, and community organisations. These collaborations strengthen responses to complex issues and enable holistic support for residents who are otherwise excluded from mainstream systems.

The financial strain on residents is stark. This year, residents reported paying an average rent of at least \$276 per week, a cost that remains unsustainable for many. The reality is that most rooming house residents are paying closer to \$300 per week, which represents around 61% of a JobSeeker recipient's income. RHOP observed an alarming rise in older residents over 55 without housing support, as well as a marked increase in families and children residing in rooming houses. These trends highlight significant policy gaps and an urgent need for targeted housing solutions.

Despite the pressures of the housing crisis, RHOP has supported several residents into long-term housing, demonstrating the life-changing impact of consistent, person-centred outreach. Moving forward, RHOP will continue to advocate for stronger protections, increased affordable housing, and systemic reform to ensure that every resident has access to safe, stable and dignified accommodation.

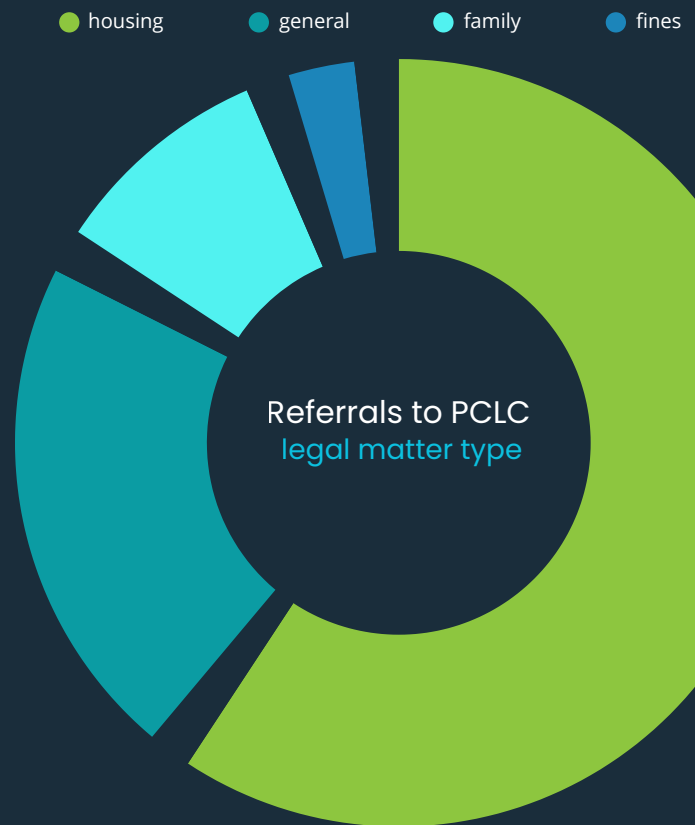
311
total clients assisted



325
rooming house visits

174
vouchers supplied

186
health packs delivered



Restoring stability and dignity for Tim

After losing his spouse, Tim, a retiree with limited savings, was forced into an unsafe rooming house. Surrounded by instability and threats, his wellbeing declined. A RHOP outreach worker built trust with Tim, connecting him to vital health services and advocating for safe housing. Through persistence and compassion, Tim was finally offered secure long-term accommodation, restoring his safety, stability, and dignity in later life. His journey is a powerful reminder of how targeted support can transform lives.

Rebuilding security through outreach

Mack's life changed overnight. After leaving a successful career to care for his ageing parents, he returned to Melbourne grieving, unwell, and without income. Unable to afford private rent, he drifted between friends' couches before entering a rooming house. A RHOP outreach worker stepped-in offering consistent, person-centred support to tackle Mack's health and housing challenges. Through advocacy and referrals, Mack secured long-term community housing. His story is a powerful reminder of how quickly stability can vanish and how compassionate outreach can help rebuild it.

Street Law Coffee Van Project

Throughout the year, the Street Law Coffee Van team provided vital outreach legal services to the community. Funded by a Victorian Legal Services Board grant, the team delivered legal advice and support directly to accessible locations including community centres, public libraries, and food relief services. This initiative helped bridge the gap in legal access for vulnerable and under-served populations, ensuring timely assistance in familiar and trusted environments.

During this period, our Street Lawyer worked closely with our Community Engagement Officer to strengthen relationships with community partners and expand awareness of our services. Through this collaboration, we amplified our connection with local organisations and reached some of the most disadvantaged members of our community. These efforts have enhanced trust, improved service visibility, and supported more inclusive access to legal assistance.

Our Street Law team observed an increased complexity in client needs in this period. Many individuals presented with overlapping legal, health, and housing issues, requiring coordinated responses and cross-sector collaboration. The program's flexible and mobile nature allowed for effective triage and referrals, ensuring that clients received holistic support tailored to their circumstances.

PCLC also observed a sustained and growing demand for criminal law support, particularly for cases involving family violence, road traffic offences, and matters before therapeutic court lists. This high demand continues to place pressure on our resources, highlighting the urgent need for increased capacity and funding to meet the legal needs of vulnerable individuals. Addressing these challenges remains a priority as we strive to provide timely and effective legal assistance to those most at risk.

Funding uncertainty continues to present significant challenges for our organisation. It affects our ability to plan strategically, invest in long-term initiatives, and respond flexibly to emerging community needs. This instability limits our capacity to innovate and experiment with unique outreach methods and programs such as the Street Law initiative. Ensuring sustainable funding remains a critical priority to maintain service delivery and expand our impact in the years ahead.

The organisation recognises the value of the integrated support and assertive outreach model to improve access to justice and address the complex challenges faced by vulnerable individuals. Looking ahead, securing long term funding for the Street Law Coffee Van Project will be a priority.



Navigating child support and Centrelink challenges

Sammy, a single mother, was visiting her local library to borrow books for her young daughter when she noticed our Street Law Coffee Van. Curious, she approached and engaged with our Community Engagement Officer. This initial conversation opened the door for Sammy to seek help, particularly around outstanding child support owed to her and her Centrelink entitlements.

After reviewing Sammy's documents and correspondence, our team identified discrepancies in how her income was being reported and assessed. We advocated on her behalf with Child Support Services to update her income details and pursued strategies to recover any potential tax refund amounts.

This intervention led to a positive outcome where Sammy began receiving child support payments again. Sammy's case highlights the importance of accessible legal outreach and culturally sensitive support. Through our Street Law program, she was able to receive timely legal assistance that directly improved her financial stability and wellbeing.

Peninsula
Community
Legal Centre

Legal Services

Our People

Executive Team

Chief Executive Officer Jackie Galloway
Director of Legal Services Sokha Um
Director of Business & Operations Sue Vincent

Leadership Team

Practice Managers

Family Law Chris Daniels & Saskia Rijfkogel
Family Violence Sousan Gholami
Civil & Crime William Betts
Tenancy Catherine Currie & Robert Braun

Coordinator Business & Operations Hellen Argiriou

Finance

Mark Duque

Engagement, Systems & Projects

Alison Laird
Jackie Currie
Kay Taranto
Kirsten Young
Krissy Beckerleg
Mark Patton
Robyn Coughlin
Steven Dupon

Administration Team

Jasminka Kumbaric
Nina Mitris
Caitlin Ruka
Liya Stana
Louise Grant
Melanie Jones
Melissa Liapis
Nic Xerri

Senior Lawyers

Ashleigh Walker
Chris Gunasekera
Daniel Hombsch
Kate Bell
Sandy Watkins
Theresa Lam
Yih-Laine Teen

Legal Team

Aaliya Ishaque
Andrea Weaich
Ash Galvin
Brendan Stackpole
Casey Hill
Claire Slink
Emily McAlister
Emily Mineo
Faaizah Esaq
John Gibbens
John Woo
Kate O'Brien
Kathleen Hyland-Egan
Laura Di Felice
Michele Simpson
Nathan Locke
Nina Zec
Sam Fung
Sharon Matashu
Tanika Donald
Tanya Lakic
Teddy Polydor
Vanessa Saunders
Warren Wheeler
Zahraa Albadri

Paralegals

Grant Williams
Joanna Dirks

Life Member

Patricia Samson is a dedicated sole practitioner, operating a local legal practice. Despite her professional commitments, Patricia began volunteering weekly for PCLC, often staying through the afternoon to offer free legal advice to clients.

Patricia has been volunteering since 2003. Although she is now in semi-retirement, Patricia remains a committed volunteer. She still volunteers monthly and is often called upon to backfill our Thursday afternoon volunteer sessions.

In 2008, Patricia was awarded PCLC's highest honour, the Kath Neilsen Memorial Award, in recognition of her outstanding service.







Our Volunteers

Our service delivery is strengthened by the dedication, expertise, and generosity of our volunteers. Their invaluable contributions enable us to broaden our reach, deepen our impact, and deliver services with greater efficiency and compassion.

Volunteering at PCLC is more than just giving time and is about sharing vital legal knowledge and expertise to empower and protect our most vulnerable community members. Our volunteers are at the heart of this mission. We are immensely proud of the meaningful difference they make every day. Their commitment not only enhances our services but also enriches the lives of those we support. It has been a privilege to work alongside so many passionate individuals and to hear how deeply they value the opportunity to contribute to PCLC's work.

Kath Nielsen Memorial Award

Amelia Edwards

Volunteer Excellence Awards

Sue Ellison-Whyte

Vinu Kumar

Jessica Toomey



Volunteer Lawyers

Matthew Andrews
 Veronica Bar
 Laura Buckley
 Sachini Carvalho
 George Chabvonga
 John Corcoran
 Michael Denison
 Despina Djumas
 Amelia Edwards
 Sukanya (Sue) Ellison-Whyte
 Danielle Fernandez
 Marcus Frajman
 Loredana Giarrusso
 Monika Hermann
 Jennifer Hill
 Christopher Hill
 Edmund Kennedy
 Melanie King
 Vinu Kumar
 Freda Mandikos
 Desmond Maruziva
 Mary Nasser
 Sherene Ozyurek
 Thierry Pascal
 Alexandra Petherick
 Joanne Poole
 Zoe Preston
 Villy Raki
 Anish Rebello
 Louise Russell
 Trish Samson
 Lily Sarkar
 Shelvi Shanmugam (Shan)
 Neil Smith
 Holly Walker
 Angela Williams
 Claire Williams
 Karolina Wlodarczak
 Maria Zambrano

Volunteer Paralegals

Natasha Adams
 Advika Anand
 Kayla Borg
 Faith Brack
 Aleiah Campang
 Ina Carillo
 Alyssa Davies
 Shalinika N Fernando
 Chanttel Forbes
 Nadeera Gunawardena
 Lauren Kavanagh
 Naomi Kricheli
 Riley Lenard
 Ruby Leonard
 Justin Leung
 Sarah Mahne-Brown
 Rachel Malley
 Olivia Mann
 Laura Maultby
 Kate McInnes
 Natasha Mirvis
 David Pascal
 Janet Power
 Maree Pulis
 Prakriti Roy
 Kai Titcher
 Jessica Toomey
 Nicholas Tsanaktsidis
 Michaela Walker
 Madeline Wicks
 Cathy Wood

Practical Legal Trainees

Andrea Weaich
 Arasee Anya Sungalee
 Mustafa Sidaoui
 Nazmin Aulakh
 Nicholas Xerri
 Ricky Matharu

Field Placements

Aadya Singh
 Camila Rodrigues Terreni
 Cynthia Bossema
 Keelia Ebanks
 Lily Kenningham
 Makayla Pollard Chivers
 Remi Harvey
 Tara Marsh
 Thomas Fogarty
 Zuhail Masudy

Community Legal Education, Engagement & Law Reform

At PCLC, connecting with our community through legal education and engagement is at the core of our mission to advance access to justice. Through our Community Legal Education (CLE) and outreach events, we empower individuals and frontline workers who support them with the knowledge and confidence to understand their rights and navigate the legal system. These initiatives don't just inform, they transform lives by breaking down barriers and building legal capability where it's needed most.

PCLC continues to lead with innovation and creativity in reaching our communities. Through a dynamic mix of face-to-face and online sessions, assertive outreach via our Street Law Coffee Van, multicultural partnerships, and school-based projects, we are breaking down barriers to legal knowledge. Our focus remains on those most affected by the housing and cost-of-living crises, particularly older people, culturally and linguistically diverse (CALD) communities, and young people. We deliver targeted legal education on critical issues such as tenancy, family violence, wills and powers of attorney, forced marriage, migration law and more, with the view to equip individuals with the tools to understand and assert their rights.

Over the past year, PCLC delivered targeted legal education sessions to empower individuals with knowledge of their rights and responsibilities. Topics included tenancy rights, managing fines, elder abuse prevention, and legal rights for people with disabilities. Our team also represented at various locations including South East Community Links' Bring Your Bills Days and Bay Mob Expo. These sessions were designed to build legal literacy and promote access to justice across diverse community groups.

PCLC strengthened its elder law outreach this year with sold-out events on wills and powers of attorney across the Mornington Peninsula and at the Cardinia Shire Council's World Elder Abuse Awareness Day. We also delivered targeted sessions to local community groups, empowering older people with vital legal knowledge and support.

PCLC was proud to continue delivering our ground-breaking *This is Not Who I Want to Be* theatre project, funded by the Victoria Law Foundation. This bold, early-intervention initiative uses participatory theatre to engage secondary school students in the City of Casey on critical issues like family violence and forced marriage. By sparking dialogue and reflection through performance, the project has become a powerful tool for prevention and education. Insights from the project directly informed the development of our School Lawyer Program, enabling us to embed regular legal education about youth law issues within schools. This integrated approach strengthens our early intervention efforts, helping young people identify and address legal problems before they escalate.

PCLC continues to drive systemic change through law reform and policy advocacy. By challenging unjust laws and practices, we amplify the voices of our clients and push for a fairer legal system. Our work – through submissions, media, roundtables, and working groups – is often done in strong collaboration with our community legal sector partners, ensuring collective impact.



196

CLE activities



86

law reform activities





Our Community Relationships

At PCLC, we are deeply committed to fostering meaningful connections within our local community. We understand that building strong partnerships with government departments, community service providers, and the health sector is key to addressing unmet legal needs that have a direct impact on the health and wellbeing of our community.

By working together, we aim to create lasting, systemic changes that better serve vulnerable populations.

This year, we've expanded our collaboration with a wide range of community partners, all in the effort to increase awareness of legal issues and to develop seamless referral pathways that improve access to justice for those who need it most. Our goal has always been to bridge the gap between legal assistance and those facing health-harming legal issues, and we've made strides in that direction.

We are incredibly thankful for the unwavering support of our community and health colleagues. Their shared vision has allowed us to make meaningful impacts, whether through hosting our Street Law Coffee Van, collaborating on important projects, providing space for our visiting services, or



offering secondary consultations. Their support has not only aligned with our advocacy efforts but has also helped us better serve our clients and strengthen our community.

To all of those who have partnered with us this year, we extend our heartfelt gratitude. We look forward to continuing this important work together, with a shared commitment to improving lives and advancing justice for all.

576

stakeholder engagements

84

community partners

20

practice working groups

19

community networks

10

steering committees

Thank You

We are extremely grateful for the support of a committed and generous network of supporters who share our vision and commitment to make a difference in the lives of our most vulnerable community members.

Pro bono partners

Our pro bono partnership with Russell Kennedy Lawyers continues to strengthen our organisational capacity to provide our community legal services. Russell Kennedy have provided legal mentoring, professional development, PCLC's disbursement fund and provided legal support to our Older Persons Legal Clinic. We were delighted to partner with Russell Kennedy to participate in the Victorian Government's Pro Bono Secondment Scheme, with secondee support to our Older Person's Legal Clinic and our Family Violence duty service. Thank you to Emma Dunlevie, John Corcoran and the Russell Kennedy team.

We welcomed a new pro bono partner to the team, with Thomson Geer Lawyers participating in the Victorian Government's Pro Bono Secondment Scheme. Thomson Geer supported our tenancy work with a part-time secondee. Thank you to Bruce Crosthwaite and the Thomson Geer team.

Legal community

Our legal community frequently provides PCLC's clients with services on a pro bono basis, or with significantly reduced brief fees. PCLC highly values this support along with specialist mentoring, firm contribution to our volunteer program and training and resources to enhance our practice and the services we provide to vulnerable community members.

Sponsors

Russell Kennedy Lawyers generously supports our client disbursement fund providing much needed assistance to support clients with disbursements related to their legal matter (such as application or report fees), which they could otherwise not afford.

We would also like to acknowledge our staff who support PCLC's client welfare fund through our staff giving program. This fund provides much needed assistance to vulnerable community members, providing emergency relief and health packs to disadvantaged rooming house residents.

Support services

The PCLC Rooming House Outreach and Street Law programs were boosted this past year with collaborative visits, material aid and additional funding to support vulnerable community members. With this extra support, our outreach programs were able to deliver relief vouchers and health care packages to clients impacted by the cost-of-living and housing crises. We are grateful to:

- Access Health & Community
- Better Health Network
- Bolton Clarke Homeless Persons Program
- Creswick Woollen Mills
- Foothills Community Care
- Mental Health & Wellbeing Local
- PCLC Welfare Fund
- StreetSmart Australia
- Wintringham

Funders

Government

- Australian Government Attorney-General's Department
- Victoria State Government Department of Government Services
- Victoria Legal Aid
- Homes Victoria
- Glen Eira City Council
- City of Casey
- Frankston City Council
- City of Kingston
- Mornington Peninsula Shire
- City of Boroondara

Philanthropy/Trusts

- Cranbourne Secondary College
- Emerge
- StreetSmart Australia
- Tenants Victoria
- The William Angliss (Victoria) Charitable Fund
- Victoria Law Foundation
- Victorian Legal Services Board + Commissioner (VLSBC)
- Westjustice

Legal Mentors/Counsel

- Consumer Action Law Centre
- FCG Legal - Sherene Ozyurek
- Foley's List - Joel Silver
- Holmes List - Marie Wilkening-Le Brun
- Russell Kennedy Lawyers - John Corcoran
- Svenson Barristers - Daphne Foong and Bonnie Renou
- Youth Law

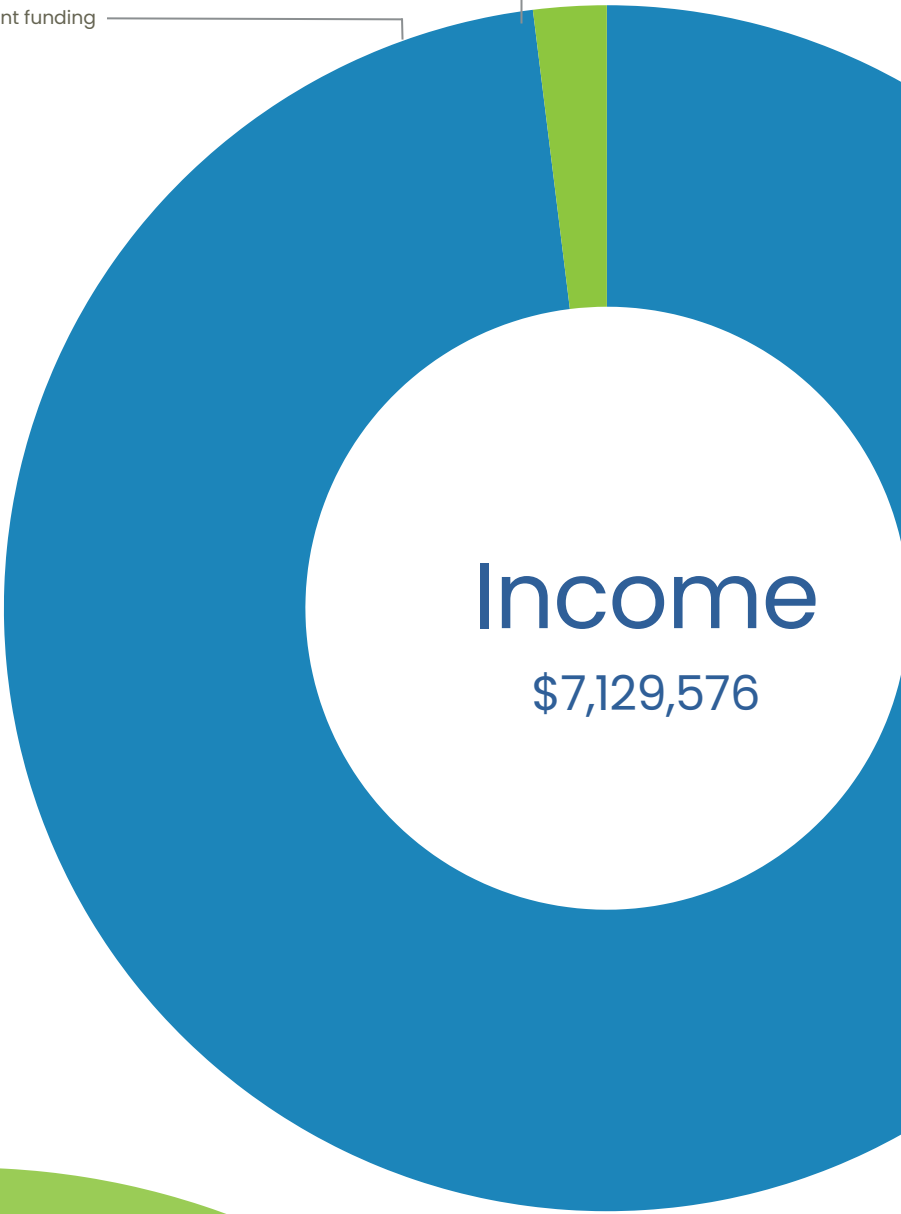
Legal Firms

- FCG Legal
- Justice Crew Legal Services
- Maurice Blackburn
- MDL Law
- Southern Legal Group
- Victoria Legal Aid

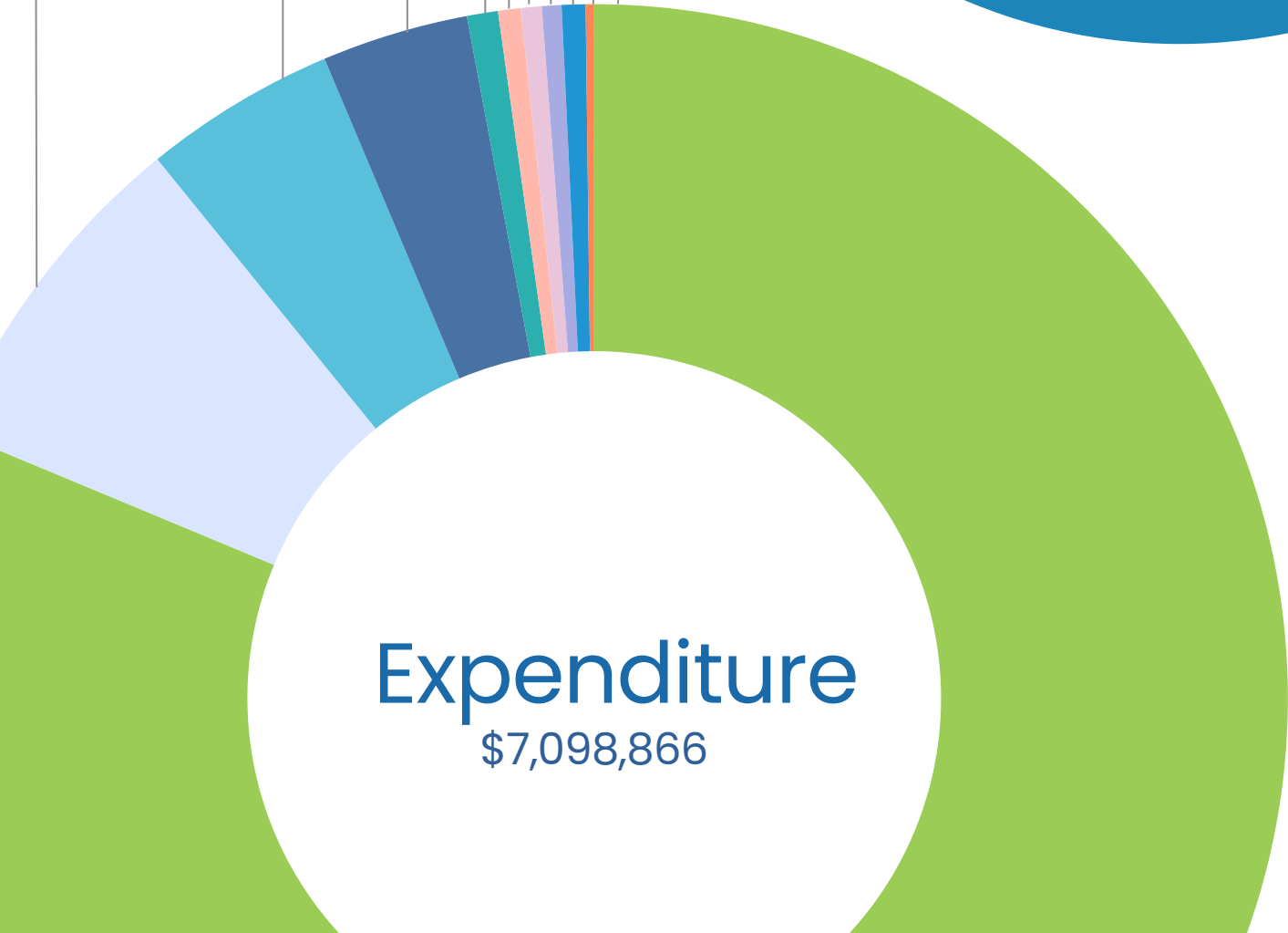


Financial Overview

Other income
Grant funding



Employment
Finance
Travel
Depreciation
Communication
Repairs & maintenance
Resources
Office & administration
Partnership
Occupancy





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