

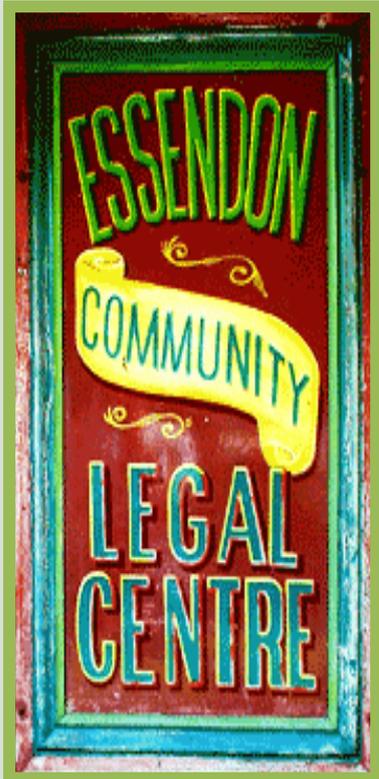
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History of Moonee Valley Legal Service

Early in 1984, Essendon Community Legal Centre working group was formed. The group comprised of local residents and Essendon City Council workers.



In July 1985, a committee of management was elected and the service opened its doors, providing free legal advice and referral service to people living and working in the Essendon area. At the same time committee members began work to have the service funded.

The first submission to the Legal Aid Commission of Victoria (LACV) was prepared in 1985, and after four years of letters, postcard campaigns, further submissions, meetings and lobbying funding, was secured in 1989. The legal Centre sees its role as undertaking three integrated areas of work: casework, community legal education, and law reform.

The casework aspect of the legal Centre involves both paid workers and volunteers, who provide legal advice and community information. The legal service operates five days a week and one evening per week, Mondays drop in service from 6.30pm - 8.30pm. Avondale Heights service is available by appointment at the Avondale Heights Library on Monday afternoons..

Although the service is committed to providing a free legal advice service, it is acutely aware that it is impossible to meet all the legal needs of the local community on a one to one basis.

The Centre is particularly interested in pursuing cases which relate to and improve the Centre's community legal education and law reform activities. Currently the Centre's priorities include social security, family law, crime, motor vehicle accidents, civil and consumer disputes.



Wingate Avenue Multicultural Festival 2013

Ascot Vale Profile

PEOPLE & DIVERSITY

Ascot Vale is a diverse suburb. The 2011 census states the population of Ascot Vale to be 13,475, comprising 6,600 males, 6,875 females and 42 Indigenous persons. Of the total population in Ascot Vale 4,711 people were born overseas. The Community Indicators Victoria Survey stated 90.4% of people living in Moonee Valley agreed, "it is a good thing for a society to be made up of people from different cultures" (www.communityindicators.net.au). Around 75 per cent of the population in Ascot Vale are religious with Christianity being the most prominent. Islam is the largest non-Christian religion (Census QuickStats 2011).

sitting at 39 people. (Source: Department of Immigration and Citizenship Settlement Database pivot table).

GEOGRAPHY

Ascot Vale is a suburb located within the Moonee Valley municipality, 6km north of the CBD. Other suburbs within the City of Moonee Valley include Aberfeldie, Airport West, Avondale Heights, Essendon, Essendon North, Essendon West, Flemington, Keilor East, Moonee Ponds, Niddrie, Strathmore, Strathmore Heights, Travancore and parts of the suburbs of Kensington and North Melbourne.



The land area of Ascot Vale is 383 hectares and the density of people is 31.46 per hectare. (www.abs.gov.au)

Ascot Vale is a residential suburb with the shopping strip on Union road. The left side of the suburb is bounded by the Maribyrnong River.

There has been a steady decrease in the number of humanitarian settlers living in Moonee Valley, partly due to lack of availability of new housing stock and the rise of rental property across Moonee Valley. In 2004/2005 110 people with Humanitarian Visas settled in Moonee Valley; 2 years later there was a sharp decrease in humanitarian settlers with the figure



Catchment Area

Ascot Vale Demographic

PUBLIC HOUSING

The Wingate Avenue Community Centre is situated in the grounds of the Ascot Vale Public Housing Estate which has approximately 1,710 residents. The Ascot Vale Estate includes Ascot Vale Road, Savige Street, Dunlop Avenue, Union Road, Epsom road, Union Street, Epsom Street, Vasey Street, Morshead Street and Wingate Avenue. The largest percentage (43.7%) are in the 26-55 age group with almost equal numbers of male and female residents.

The Ascot Vale Estate is multicultural, with people born in Australia (45.3%), Ethiopia (11.9%), Vietnam (7.3%), Somalia (6%), Eritrea (3.1%), Sudan (4.8%), China (1.7%), El Salvador (1.1%), Chile (1%) and small numbers from many other parts of the world. In total there are around 4,340 people living in public housing in Ascot Vale and Flemington with a total of around 6,700 in the Moonee Valley Area (Department of Human Services, 2011).

INCOME

The 2011 census found the median individual income in Ascot Vale to be \$975 per week compared with \$1000 per week State wide. In the three public housing Estates in Moonee Valley around two-thirds of all households live on an income of under \$414 per week. Overall 44% of households in the Moonee Valley have an income above \$2,360 per week (family without children, family with children \$2,891 per week).

EMPLOYMENT

The 2011 Census states that 60% people aged 15 and over reside in the Ascot Vale suburb

and are in the labour force. Of these, 61.9% were employed full-time and 27.1% were employed part-time and 3.0% were unemployed. This compares with residents living on the Ascot Vale Estate where the percentage of residents not in the workforce is 84% (Department of Human Services 2011).

In the 2011 Census the most common responses for occupations for employed persons residing in the Ascot Vale suburb were Professional 32.5%, Clerical and Administration Workers 16.0%, Managers 14.4%, Technicians and Trade Workers 8.9% and Community and Personal Service Workers 9.5% (Census Quick Stats, 2011).



Wingate Avenue Multicultural Festival 2013

Vision & Mission Statement

OUR VISION

“Social justice and equality for all!”

WE VALUE

- Empowerment and respect for all members of our community
- Providing high quality responsive legal services
- Being committed to the involvement of community members and volunteers
- Respect for ethnic and cultural diversity
- Working in partnership to achieve our vision

OUR MISSION

“To work with out diverse community to provide high quality, culturally appropriate legal services, community education and advocacy”

HUMAN RESOURCES & VOLUNTEERS

- To regularly review HR systems for recruitment, induction and orientation of employees to ensure MVLS can attract and retain skilled, committed employees
- To regularly review systems for recruitment, induction and orientation of volunteers and further develop the role of volunteers and students on placement

2013 KEY RESULTS

1. Legal Service delivery
2. Community engagement and education
3. Human resources and volunteers
4. Management, leadership and governance
5. Innovation and service development
6. Information, referral, advice and case work
7. Assertive outreach services



Wingate Avenue Multicultural Festival 2013

MVLS Board of Management

Joseph De Marco
Chairperson



Joseph De Marco, senior partner of De Marco Lawyers a North Suburban legal practice operating since 1969, is an Accredited Specialist in Business Law and Accredited Specialist in Property Law. Whilst the firm is a general firm covering all areas of law his areas of practice are Business Law, Conveyance and Property Law and Probate.

Yvonne Kernan
Secretary



Yvonne Kernan Community representative on MVLS Board. Company Director with family's national transport business. Chairperson Ascot Vale Residents Action Group (AVRAG) for past 15 years. Member of several other community groups & MVCC working parties. Other interests include managing the family farm, being member of the CFA, local history & gardening.

Tony Isaacs
Vice Chairperson



Tony has run his own law firm in Melbourne for over 30 years. He is a Criminal Lawyer who successfully defends clients charged with a

whole range of criminal offences from speeding through to murder. He was a founding member of the legal service in 1984. It was then known as the Essendon Community Legal Centre. Tony was a volunteer solicitor and committee member for many years. He then rejoined the board in December 2007.

Kathryn Barry
Manager



In July 2008 I established the Family Relationship Centre in Broadmeadows and I currently manage this service.

FRC links with MVLS as Marguerite attends the mediation/information sessions in partnership with Broadmeadows Legal Service. I have previously worked with Mackillop Family Services in 2000 and was the manager or Disability Services until April 2008.

MVLS Board of Management

Ben Michell
Treasurer



I have been in the position since late 2010 and with the assistance of MVLS Service Manager, Jan Thorpe, have taken the reins of the financial management and

reporting requirements of the legal service. My background is in the community legal sector having volunteered at various CLC's over several years .

Emmanuel Kefalas
Secretary



Emmanuel has been a volunteer at the centre since December 2005. He was initially a non-legal volunteer and then joined the committee of management

as a member in 2009 and became secretary in 2011. He still actively volunteers as a legal volunteer on the Monday night drop in service.



MVLS Team

The past year has been very successful for the service, it has continued to provide advice to new and existing clients and has significantly increase the amount of community legal education in the local Moonee valley area. However, no year is without its challenges, MVLS has experienced some unexpected staff turnover which lead to an increased workload and placed an added emphasis on the role of the Monday Night drop in service.

The leadership and initiative shown by the Manager, Jan Thorpe and Principal lawyer Marguerite Bourke has inspired the team to continue to provide quality legal advice to the wider Moonee Valley community especially through this difficult period. Although we are very sad to have said goodbye to some old faces the service is continually growing and very pleased to welcome lawyers Brendan and Garry to the team.

We would like to thank the team who are always dedicated to MVLS and their clients, especially the volunteers who consistently contribute to the smooth running of our organisation. The team at MVLS is looking forward to the many challenges in the year ahead.



Above: From left to right Bec, Jan, Lauren, Marguerite & Brendan

Left: From left to right Renae, Marguerite, Matt, Karen, Lauren & Brendan

Access, Hours & Eligibility

THE MVLS SERVICE

Moonee Valley Legal Service provides free legal advice and financial counseling information for low income residents who live, work or study in the Moonee Valley municipality. The Centre is also involved in community development and law reform programs.

Suburbs that fall under the City of Moonee Valley :

- Aberfeldie
- Airport West
- Ascot Vale
- Avondale Heights
- Essendon
- Essendon North & West
- Keilor East
- Moonee Ponds
- Niddrie
- Flemington
- Strathmore
- Strathmore Heights



Hours of Operation

Monday – Friday
9am - 5pm
(by appointment only)

Monday Night Service
6.30 – 8.30pm
(Drop In Service)



Chairperson's Report - Joseph De Marco



Once again the 2012—2013 year has been a very busy year for the Moonee Valley Legal Service. There have been a number of changes which have occurred in Personnel over the last year.

At the Board of Management level there have been no changes to the Board and they still consist of Tony Isaacs, Yvonne Kernan, Emmanuel Kefalas, Ben Michell, Marlene Ebejer, Kathryn Barry and myself. All Board members continue to provide enormous input into the running of the Service and their common sense approach has been an enormous benefit to the Moonee Valley Legal Service.

In respect to our legal staff, there were some changes. Katherine McDonald left us to travel overseas with her partner and Adrian Snodgrass left our Service after having completed the Unmet Needs Study. We welcome to the Service two new lawyers, Gary Sullivan and Brendan Lacota, who have fitted in well with the Moonee Valley team.

Our support staff continue to be the backbone of running the administration and office of the Service and are doing an excellent job.

Another part of the team is of course all the volunteers that we get from the legal profession, law students and non-legal volunteers together with students from Deakin University. All these volunteers are an essential part of the Service and assist both solicitors and support staff in keeping the Service running efficiently.

Of course the one person who keeps control over the whole Service and ensures that it runs efficiently is our manager Jan Thorpe. Her enormous efforts in managing the staff and

administration of the centre and running the finances (in conjunction with Ben Michell) together with providing all the reports required by our primary funder Victoria Legal Aid cannot be understated.

The professionalism and expertise of all the people at the Service has increased our reputation enormously with our lawyers being out in the community at numerous functions, presentations and exposing our Service to the community in a broad spectrum of areas.

As stated in last year's report Ben Michell has been completing the tasks which he commenced some time ago of updating all our policies and procedures. This enormous task has required a huge amount of time on Ben's part and that has now been completed. Ben's professionalism and effort cannot be faulted.

After enormous effort by Jan, the Service has now been fully accredited as a Legal Service. Other highlights of the year include having completed the Unmet Needs Study and implementing the Outreach Legal Service at Avondale Heights Library.

We are constantly looking at different funding areas to increase our income and provide additional services to the community. One area which we identified is the domestic violence in our community and grants have been applied for in relation to this.

I wish to personally thank each and every member of the committee, the lawyers, support staff and volunteers and especially Jan for all the work that they have done in building the reputation of the centre and keeping it out in the community and providing assistance to a vast number of members of our local community.



Photos from the Wingate Avenue Multicultural Festival 2013

Manager's Report - Jan Thorpe



The last 12 months has brought about a year of achievements as Moonee Valley Legal Service has generated change as an organisation that has allowed us to continue to strive, grow and evolve as a valued service within the community. We never lose sight of our main aim which is to provide a free and accessible service, that uses a community development framework to assist and identify the increasing needs of the disadvantaged community within the City of Moonee Valley.

I feel extremely proud of the achievements of the past year some of which are:

- ⇒ A fully accredited service through the NACLC accreditation scheme
- ⇒ Total overhaul of policies and procedures
- ⇒ Completion of the Legal unmet Needs Study
- ⇒ Opening of the new Outreach service at Avondale Heights Library
- ⇒ Increased CLE projects and information sessions throughout the municipality
- ⇒ Increased and diversified partnerships
- ⇒ Secured funding to deliver projects identified in unmet needs study
- ⇒ Offered a wide range of service delivery as a generalist service.

As the manager of MVLS and Wingate Avenue Community Centre my role is extensive and varied. Throughout the year it has strengthened both organisations by blending and working closely together in a partnership to deliver many new and exciting projects.

Farewell to staff

Kathryn MacDonald and Adrian Snodgrass left us in the second half of the year. We wish them both well and thank them for their Contribution to the service.

Welcome Gary and Brendan.

Farewell to Board Members:

I would like to acknowledge the outstanding contribution Ben Michell has given to MVLS, both as a volunteer at the legal service before coming on the Board of Management. Ben has made a lasting impact on the service as he developed many policies for the organisation plus looked after the finances as the treasurer for the past three years.

Thanks also go to Marlene Ebejer who is departing after a year on the Board.

To the Board I thank you for the opportunity to serve as manager for the past five years. I acknowledge the hard work the board performs in the governance role, and I have deep gratitude and appreciation for the time they commit as volunteers. Each member has walked alongside me to support and encourage growth and opportunities. MVLS has gone from strength to strength and is time for me to depart as Manager of the service. Both organisations that I manage have grown enormously and now MVLS deserves its own manager as it enters into a new stage of serving the community to address the needs of Domestic Violence

Volunteers and Deakin Students

MVLS volunteers play a crucial role in assisting in the quantity and quality of the service. With enthusiastic new volunteers and Deakin students coming through the service for both day and night service delivery I commend and applaud their commitment, enthusiasm and dedication.

Thank you:– To Marguerite Principal Lawyer I thank you for your hard work and dedication to the service as our family lawyer. Lauren our administrator has learnt so much in the past twelve months since commencement; I commend both of you on your efforts, that support the work we do at the legal service.

I look forward to working with the new manager as more change is on the horizon. I wish MVLS further success as they appoint a new service manager.



Lauren McAlpine, Yvonne Kernan, Jan Thorpe, Younes Benhim

Principle's Report - Marguerite Bourke

The Legal Service continues to progress from strength to strength and it has been a productive 12 months in terms of service delivery, legal education and community development. We continue to forge relationships with the many agencies and stakeholders we work with. The Committee have once again dedicated time and expertise on a voluntary basis to ensure the smooth running of the Service in a supportive and collaborative way.

The cut backs to Victoria Legal Aid and their increasingly stringent guidelines have resulted greater demand being placed upon us by unrepresented litigants.

We are developing more strategic ways to deal with the increased demand and placing a greater focus on preventative measures and legal education.

enthusiastic and each staff member brings their own special set of skills.

ESTABLISHMENT OF OUTREACH AT AVONDALE HEIGHTS LIBRARY

The Legal Service has now commenced providing an outreach service at the Avondale Heights Library each Monday afternoon.

It is an appointment based service and provides residents in Avondale Heights and other outlying areas greater access to our legal Service.



Kathryn Barry & Marguerite Bourke at the Moonee Valley Festival 2013



DEAKIN STUDENTS

Deakin Law students continue to be formally placed at our service to undertake their Law Clinic Subject. Their placement with us involves them completing 12 full days with us.

This arrangement is auspiced through Marlene Ebejer, law lecturer at Deakin University and committee member.

Throughout the year about a dozen students have completed this subject at our Service.

This arrangement has, we believe, been productive for both the students and the Service.

We have received positive feedback from the students who have participated in the program and many continue to volunteer with us after the completion of their placement.

We hope this relationship will be ongoing into the future.

FAMILY RELATIONSHIP CENTRE

Our service, in collaboration with the Broadmeadows Legal Service, continue in our partnership with the Family Relationship Centre (FRC) at Broadmeadows. Kath Barry is the manager of the FRC and also a Board member. Funding for the program is provided by the Attorney General's department. The purpose of the partnership is to assist separated couples reach child focused parenting agreements. The FRC also provide family services to the community and is a useful resource for our many family law clients.

Participants of the program are provided with legal information about Family Law. They are also offered an appointment to obtain legal advice about their specific issues. Since late 2012 Lawyer Assisted Mediations (LAFDR) have been offered to clients and our service is now assisting in these mediations. The success rate of these mediations has been high.

MONDAY NIGHT DROP IN SERVICE

We are promoting and expanding this service and referring our many new clients to this night service. A recent drive has increased the number of volunteer lawyers offering their time to us. This service allows day staff more time to focus on more complex casework.

CLE & Projects

We have actively endeavored to promote our presence and profile in the community and delivered many talks in local libraries, schools and to community groups.

This year the MVLS team has been involved in the following Community Legal Education programs and Community projects:

- Cyber bullying—year 8 and 9 students
- Moonee Valley Festival community stall
- Neighborhood Disputes info sessions
- Avondale Heights/Niddrie Library talks
- 360 Domestic Violence group
- Western Region Forum
- Wills/probate community talks
- Foodbank
- Multicultural Festival

UNMET NEEDS ANALYSIS

The Legal Service has now undertaken and completed an “Unmet Needs Analysis”. The purpose of the project was to identify any gaps in our current service delivery and provide a focus for our future direction. This was considered necessary because of our extensive catchment area and the diversity of our client base in terms of age, cultural and ethnic background and economic disparity.

The project involved undertaking surveys, conducting interviews and carrying out research and interpreting statistical data. This has been a major project for the Legal Service and taken much time and use of resources.



Wingate Avenue Multicultural Festival 2013

The Moonee Valley Council provided funding under a three year partnership grant to undertake the unmet need analysis and deliver programs that were a direct result of the findings.

The results have now been published and the Legal Service has already used the findings and established an outreach service at Avondale Heights Library and successfully obtained a substantial grant to fund a Domestic Violence prevention and responsive program called "Safe From Harm."



Lauren McAlpine & Emmanuel Kefalas at the Moonee Valley Festival 2013

MOONEE VALLEY FESTIVAL

Moonee Valley Legal Service participated in the festival in February 2013. The service had an information stall manned by Staff,

Volunteers and Board Members. The stall is an all day event that promotes our service as well as informing the community of the types of legal work available for their community.

Food Bank Wingate Community Centre



Volunteer Coordinator's Report - Lauren McAlpine

Moonee Valley Legal Service has been an exciting place to work over the last 12 months. I have experienced many changes taking place over time.

Being my first year as part of the team, I have enjoyed getting to know everyone around the centre and the community at large. I have been made to feel very welcome by all the staff and management here at MVLS.

Over past year MVLS has continued to serve the community by providing free and a high quality legal advice. I feel that we have successfully achieved our goal of "social justice and equality for all".

This year we have placed a higher focus on Community Legal Education by providing talks at different locations such as Avondale Heights and Niddrie libraries. These talks covered the topics such a wills/probate, consumer contracts, cyber bullying and neighborhood disputes. We have had a high response to this initiate and hope to continue our focuses of educating the community.



Lauren giving guidance to the new volunteers on induction day.

Our partnership with Deakin University has continued this year with three sets of students commencing placements throughout the year. We have also introduced an "induction day" for volunteers. This has been a great way to meet new faces and teach volunteers the relevant skills to help them feel more comfortable around the office.

It has been a real pleasure working with the volunteers this year and I have no doubt they have enjoyed it here too. It is our priority at MVLS to provide volunteers with an invaluable experience and the necessary skills to set them up for their future legal career.

I am looking forward to the opportunity of being a part of this service for the upcoming years and am excited and optimistic of the direction we are heading. I'm very proud of being a part of the MVLS team.

Special thanks to Greg Doran for his consistent efforts and wonderful help as a stand out volunteer over the last few year!



Lauren with volunteers Farrel and Matt

Financial Counseling Service - Julie Arnott

Anglicare Victoria continues to offer financial counseling at the Moonee Valley Legal Service reducing its service delivery to four days a week throughout 2012-13. Anglicare Victoria continues to offer a full time service delivery from Flemington Kensington Legal Service further extending their commitment to residents of Moonee Valley.



Anglicare Victoria's Financial Counselling Program offers free, confidential counselling services to the City of Moonee Valley community assisting individuals with debt problems by providing them with their consumer law options, advocacy and budgeting assistance. The issues that client's face typically include;

- Housing affordability issues such as mortgage and rental arrears,
- Problems servicing credit cards and personal loans,
- Cost of living issues including utilities arrears, and
- Difficulties that result from a lack of income, retrenchment and business failure.

Financial counsellors receive funding to see vulnerable and disadvantaged individuals so the service is limited to mainly assisting those with health care or pensioner concessions cards. There is room however for clients who do not receive Centrelink benefits to see a financial counsellor depending on their other presenting issues such as relationship breakdown and mental health. Referrals continue to be made through our Werribee office on 97312500.

Anglicare Victoria Financial Counselling Program has also been involved in the Foodbank days in support of the Wingate Community Centre and Moonee Valley Legal Service. It is anticipated that current partnerships with Moonee Valley Legal Service and Wingate Community Centre will continue to strengthen now that Anglicare Victoria's new structure is in place. We look forward to future joint projects continuing to provide a more effective and targeted community response to financial issues.

Deakin Student Placement



DEAKIN UNIVERSITY AUSTRALIA

The Deakin University Placement scheme has continued throughout 2012/2013 and has again provided students with a taste of what it takes to work in a legal environment.

MVLS has taken on over 20 volunteers for 2012/2013 as part of the Deakin Student Placement through the Law Clinic unit offered as a subject at Deakin University.

Law Clinic takes the form of a 12 day placement and counts as a credit point towards their Deakin law degree. Students are also required to complete a journal as part of their assessment, to reflect on their time with us at MVLS.

The goal of Law Clinic is to expose law students to the in-and-outs of a functioning law firm. Students are encouraged to sit in on client interviews, draft letters, create file notes and assist in legal research.

Students who are offered a Law Clinic placement with MVLS are required to attend a one day Induction Day conducted by our volunteer coordinator Lauren McAlpine. Here, Lauren runs through what's to be expected at

MVLS and provides details on how to navigate systems and procedures that the office utilises.

The students who volunteer at MVLS are encouraged to not only partake in legal activities but to also involve themselves in the community. Getting involved around the community center or helping out on Foodbank days are all part of the complete experience as a volunteer at MVLS.

Our partnership with Deakin University ensures that we are continually provided with reliable and informed volunteers who are keen to learn and help.



Volunteer induction day

Volunteer of the Year Award



Matthew Andrews
Recipient of the Volunteer of the Year Award

It is a real honour to be receiving Volunteer of the Year Award from Moonee Valley Legal Service. My thanks go out to the team at MVLS, both new and past.

I commenced volunteering at MVLS through the Deakin Placement scheme in October 2012. Whilst the placement only lasted 12 short days at its completion I arranged to stay on as a regular volunteer. Since October 2012 I have volunteered once a week, but also filled in for a few fulltime weeks when numbers were low.

I have enjoyed my time helping out at the MVLS office and feel I have gained invaluable

experience in a legal environment. As a law student I found the practical work to greatly benefit me and I now feel comfortable around the office completing tasks such as lawyer's memos, client letters or research for cases.

However, volunteering at MVLS was not all about developing my legal skills. Involvement in the local community played a major role. I have fond memories of helping cook in the kitchen, making fairy floss for local school children and helping to hand food out for Food Bank.

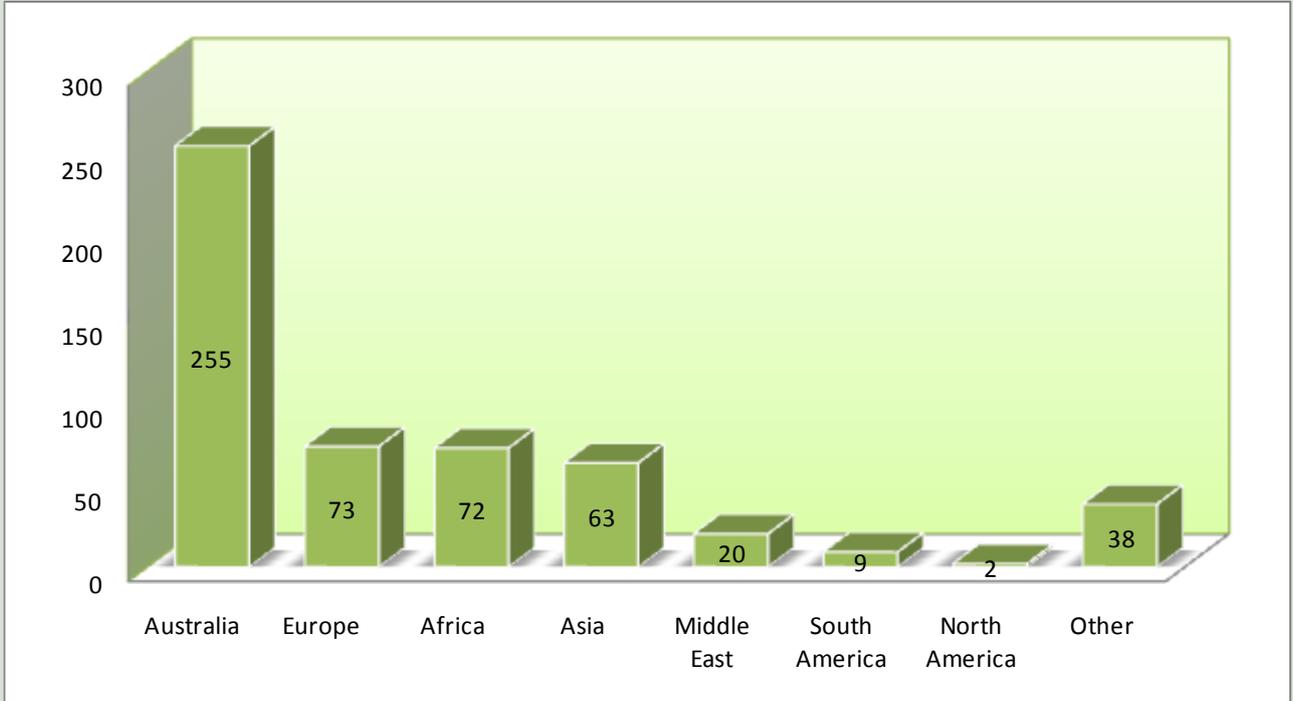
My time at MVLS has exposed me to how a real legal practice is run. I am proud to have worked with the team and contributed to serving the community. It is always a pleasure each time I come in to talk with the clients and get to know them.

As a Community Legal Service, MVLS plays an extremely important role in helping and protecting those people who do not have access to justice. The dedicated team work tirelessly to ensure each and every client receives the best possible legal representation. This is what makes volunteering at MVLS something to be so proud of, because you know you are playing your part for a fantastic cause. Since commencing my voluntary position at MVLS I have become more aware of social issues and now strive to one day hopefully be able to use my skills as lawyer to contribute to society.

Once again, I want to thank the team at MVLS, especially Lauren McAlpine and Marguerite Bourke who have been with me from the beginning and guided me through it all!

CLSI Statistics

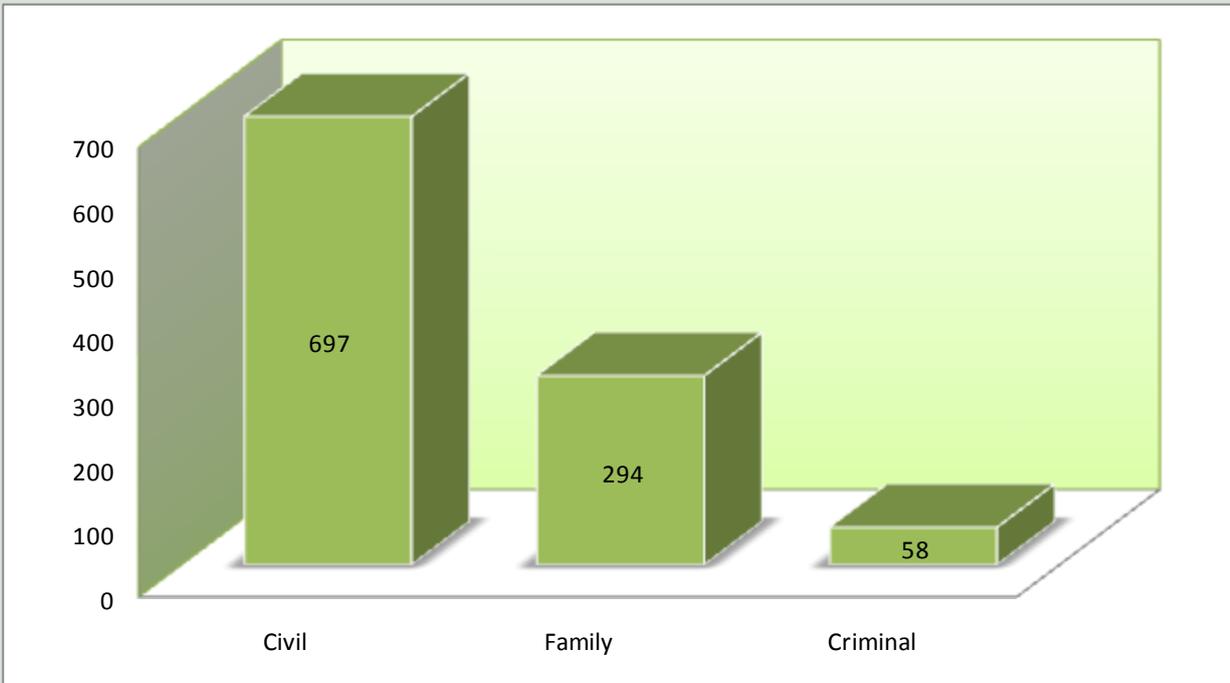
COUNTRY OF BIRTH



CONTINENT	TOTAL	%
Australia	255	48
Europe	73	14
Africa	72	13
Asia	63	12
Middle East	20	4
Sth America	9	1.5
Nth America	2	0.5
Other	38	7
TOTAL	532	100

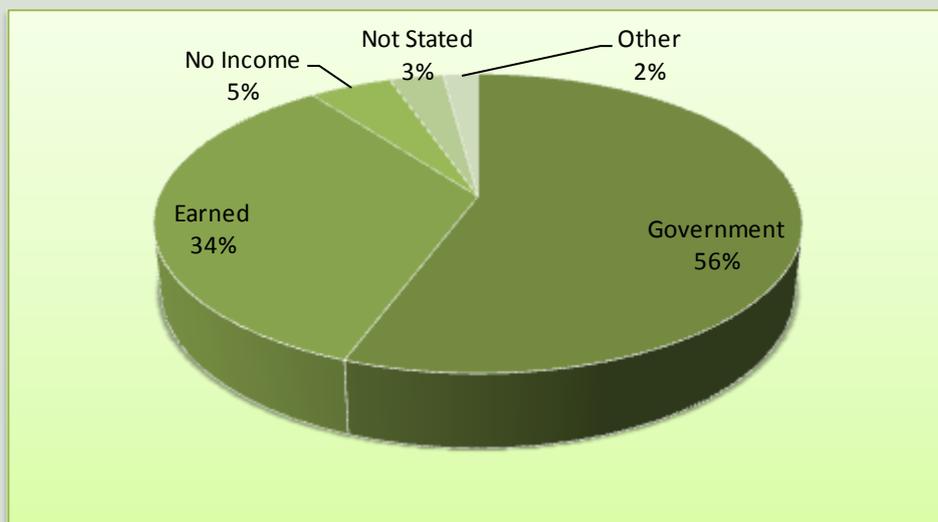
CL SIS Statistics

MATTER/PROBLEM TYPE



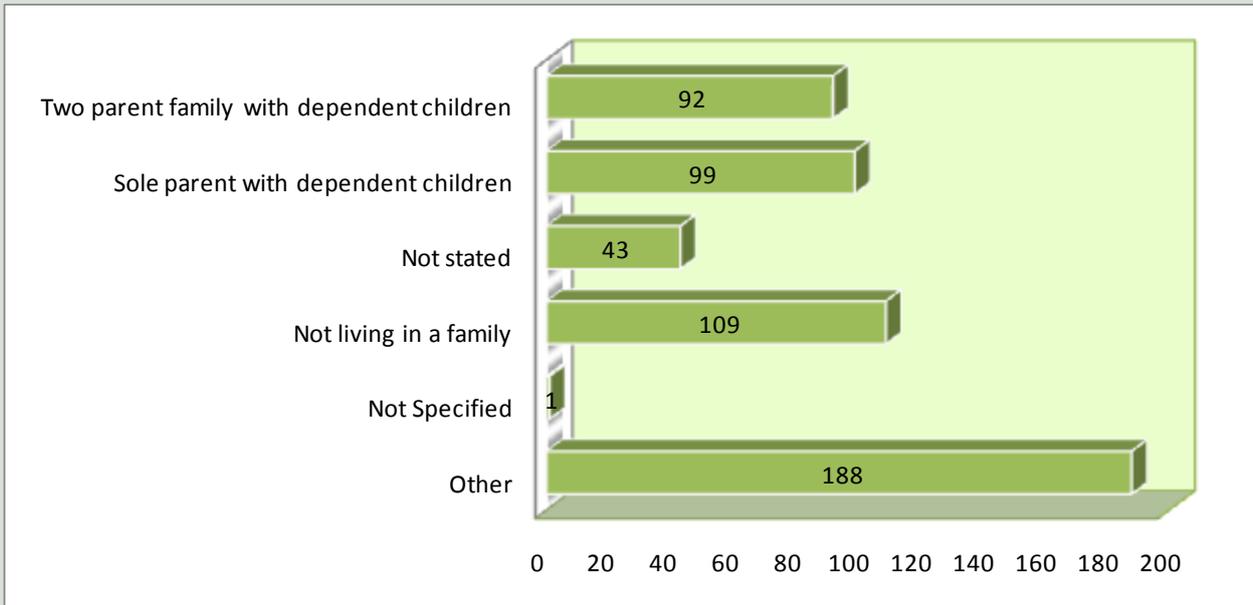
Matter/Problem	TOTAL	%
Civil	697	66
Family	294	28
Criminal	58	6
TOTAL	1049	100

INCOME SOURCE

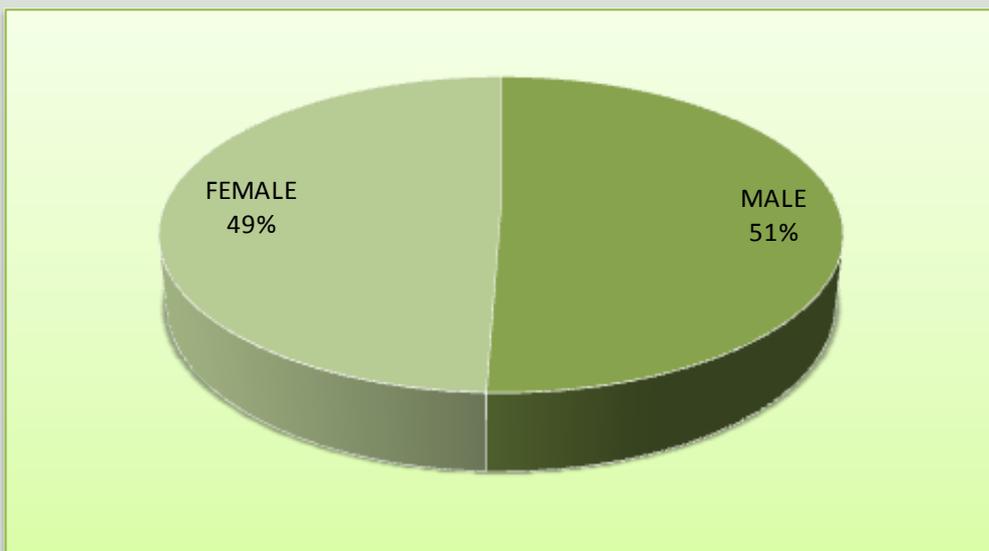


CLSI Statistics

FAMILY TYPE



GENDER



FEMALE 262	MALE 268	TOTAL 530
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CLSI Statistics



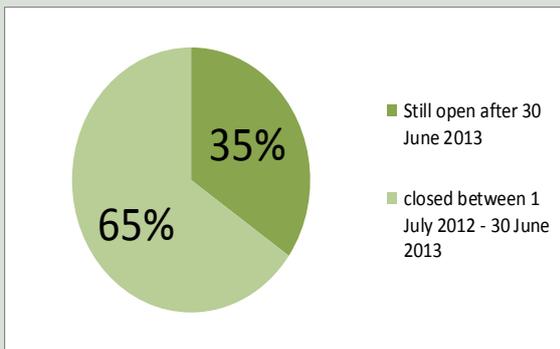
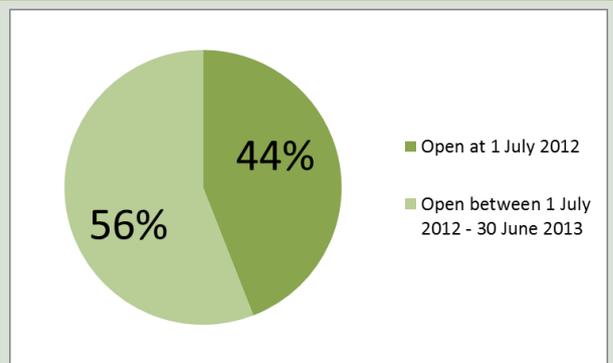
70% of MVLS' activities during the 1 July 2012—30 June 2013 period involved the provision of advice.

The remaining 30% involved providing information (referrals).

CASES

Of the 490 cases **170 cases remain open** (35%) as of 30 June 2013.

320 cases (65%) were closed during the period.



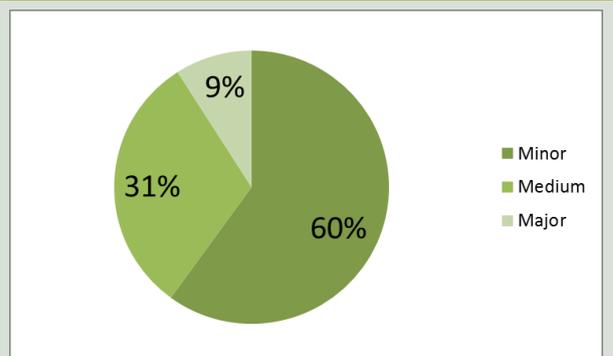
MVLS tendered to **490 cases** during the period of 1 July 2012—30 June 2013.

The period started with **216 existing cases (44%)** and **274 new cases (56%)** were opened during the period.

320 cases were closed during the period.

The breakdown of the cases closed:

192 Minor cases	(0-5 hours work)
99 Medium cases	(6-20 hours work)
29 Major cases	(20+ hours work)



Case Study

CASE STUDY ONE

Ahmed sought our assistance when he went to collect his children on the Christmas holidays from his wife, only to find that she had permanently moved to Queensland with her new husband and the three children.

Soon after our first meeting he was served with an application for an intervention order by his ex wife with such proceedings taking place in Queensland.

The allegations in the intervention order application included claims that he was violent towards his wife and three children. If the allegations were proved he faced possible criminal prosecution and his children would be placed on any intervention order.

Our service assisted him in successfully defending the application for the intervention order and the wife subsequently withdrew her application and admitted her allegations were unfounded.

While these proceeding were on foot we issued an application in the family court for the children to be returned to Melbourne. This application was successful and all three children are now living with the father in the former family home.

The children told the father they hated living in Queensland and were there under duress and that the mother had prevented the children from contacting the father.

The case is proceeding to a final hearing however it is expected the status quo will remain.

CASE STUDY TWO

In 2010 Collin signed a 2 year contract with a telephone service provider for internet and landline services for \$130 a month. Collin suffers from borderline personality disorder and was pressured to sign the agreement by a door to door sales person who took advantage of his inability to comprehend the terms of the agreement, including the total cost and whether the service was right for him.

At the time of the sale, the sales person also added a false license number to the contract; at no point has Collin ever held a driver's license. The modem for the internet service was later installed by the service provider in the kitchen where it was inconvenient to use; Collin never used the internet service.

Collin attended the service for assistance in 2013 after his case worker helped him cancel the contract and a debt collection agency began pursuing him for almost \$1000 in fees and charges.

The service helped Collin by contacting the debt collector and the service provider and asserting Collin's rights under the Australian Consumer Law and the Telecommunications Code of Conduct.

We requested waiver of the debt on the basis of financial hardship and unconscionable conduct. We argued that service provider had acted unconscionably because it should have been obvious to the sales representative that Collin was a vulnerable person who was unable to understand the terms of the agreement, that the unfair tactics had been used to pressure Collin to sign the agreement and that the sales representative did not even attempt to explain the potential cancellation fees.

Case Study

After some discussion it was discovered that the service provider was unable to even provide our client with a copy of the contract he had signed.

In the circumstances, and to avoid a referral to the Telecommunications Industry Ombudsman, the service provider agreed to waive the entire debt.

CASE STUDY THREE

Lisa came to us after being caught by police officers holding a prohibited weapon. Lisa was 16 at the time of the event and was at home with her friends playing with a laser pointer. A concerned neighbour phoned the police after noticing the laser on the street. When police arrived Lisa handed over the laser pointer immediately and was shocked to learn that she would soon face a serious conviction and a steep fine.

Unknown to Lisa, from 2008 onwards, laser pointers which exceeded a specific voltage had been listed under the schedule of prohibited weapons. What Lisa believed was merely a toy, was now listed among dangerous weapons such as butterfly knives, flame throwers, cat-o'-nine-tails whips and spear guns.

Lisa was subsequently charged a fine of over \$1,500 and issued a conviction. Unfortunately, Lisa was in the process of commencing an apprenticeship to be an electrician and a criminal conviction would result in her being ineligible for this position.

Our service was in negotiation with police to attain a diversion for the conviction. However, our negotiations were unsuccessful.

Our decision was to challenge the conviction in court and face a Magistrate for judgement. Our case was to challenge the schedule, arguing that the severity of laser pointers should not be compared to the other weapons listed in the schedule of prohibited weapons.

We explained to the Magistrate that a laser pointer greatly differs from the other items listed on the schedule. We argued that whilst the other weapons on the schedule were designed solely for inflicting harm a laser pointer was designed to have other purposes such as pointing and directing.

The Magistrate agreed that a laser pointer could also be used recreationally unlike many of the other items on the schedule. Our pleadings were ultimately successfully and the Magistrate was very sympathetic towards our client.

The final ruling was a diversion of the conviction. Leaving our client with a clean record, able to commence the apprenticeship that she was so eager to begin. The fine was also wiped and replaced with a considerably smaller \$200 donation to the Victorian police.

Ultimately we believed justice was served in this case and that our client deserved to avoid the severity of a conviction on her record.

Family Relationship Centre



We continue in our partnership with the Broadmeadows Community Legal Centre (CLC) to provide legal information sessions at the Family Relationship Centre (FRC) at Broadmeadows.

We are committed and value our participation in this partnership. We hope to continue in this relationship well into the future.

As part of our services to the FRC we provide free legal advice to individual clients and prepare Family Law Consent Orders



We consider litigation in Family Law disputes should be seen as a last resort.

Our Service routinely refers clients to the FRC for both mediation and relationship counseling.

We continue to forge good working relationships with staff at the FRC and Broadmeadows CLC, and work in a spirit of cooperation.

Our Service has greatly benefitted from being included in the activities provided by the FRC including attending Family Law Seminars and attending the annual IFTAR dinner.

Many FRC clients unable to resolve parenting issue become clients of our centre.

We commit several hours each week to ensure we are able to provide timely appointments to FRC clients.

The role played by the FRC in assisting separated families cannot be underestimated in the community.

The FRC employs experienced professional and dedicated mediators in this difficult area of conflict.

The FRC tries to ensure that separated parents –who are often in considerable conflict - reach an outcome which is in the best interests of the child.

The FRC also uses power point presentations and videos to inform parents about the effect that their conflict has upon children.





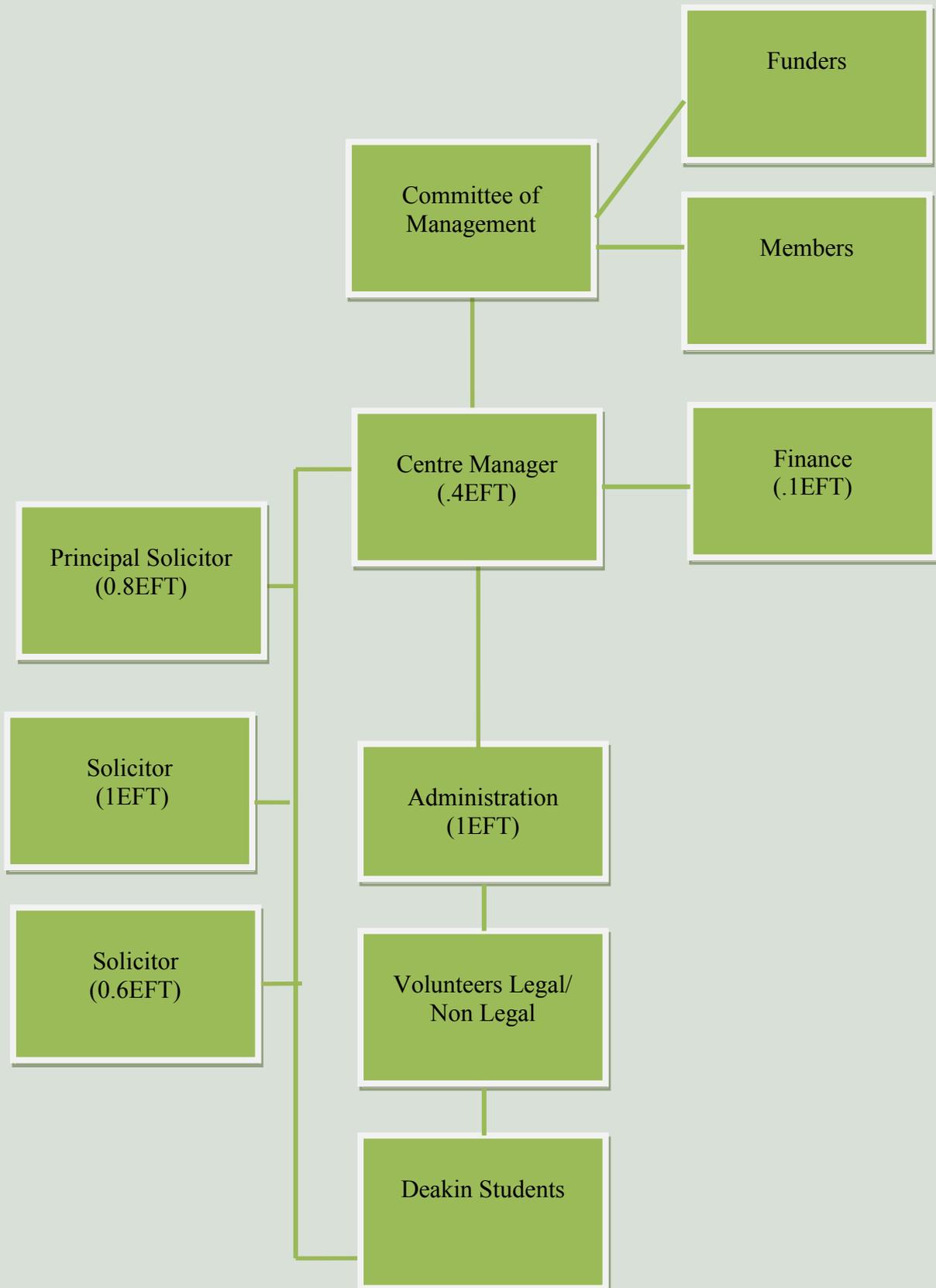
**Photos from the Wingate Avenue
Multicultural Festival 2013**



Lawyer Kathryn McDonald



Organisational Chart



Treasurer's Report

MVLS Treasurer's Report- Ben Michell

2013 has been a busy and very productive year for the MVLS Board and for myself as Treasurer.

I have been in the position since late 2010 and with the assistance of MVLS Service Manager, Jan Thorpe, have undertaken the reigns of the financial management and reporting requirements of the legal service. My background is in the community legal sector having volunteered at various CLCs over several years.

The service faces the constant challenge of maintaining financial strength moving forward in an environment of limited funding resources. Traditional funding sources including State and Commonwealth government grants are becoming more limited and restrictive with funding targeted at areas of particular legal need in the community. The core funding remains from the State and Commonwealth Government totalling \$306,386 for year ending June 2013. The remainder of funding accounted for grants, donations and other income coming to \$49,092 (an increase of \$11,794 on the prior fiscal year).

MVLS continues to seek funding through various sources with increased income through the Deakin Students and the Broadmeadows Court fund and any other grant opportunities. The Service continues its partnership with Broadmeadows Legal Centre to delivery mediation at the Family Relationship Centre and receives funding to provide family law services at the centre.

I am pleased to say that the policy development has continued throughout the year and we were recognised as a NACLC accredited organisation in early 2013.

In terms of day to day financial management and planning many accolades go to Jan Thorpe who continues to seek out funding sources and provide effective financial management of the service. I would like to thank her on behalf of the Board for her passion for the Service and ongoing great work in continuing to grow the service financially in a more difficult environment.

For the year ending 30 June 2012-2013 the MVLS reported a small surplus of \$11,536 which was difficult to achieve as we had staff payouts and casual lawyers step in.

At present, the service is in a sound financial position as we enter another year of change and expansion as we employ new lawyers funded through a new domestic violence program.

I am proud of the progress the Service has made and it is time for me to depart as I am moving interstate, so I wish MVLS the best for the future and thank the Board for all the support they have given me in my time at Moonee Valley.

Ben Michell

Auditors Report

Moonee Valley Legal Service Balance Sheet As at 30 June 2013

	2013	2012
	\$	\$
Equity		
Retained Earnings	89,913	78,377
Total Equity	<u>89,913</u>	<u>78,377</u>
Represented by:		
Current Assets		
Petty Cash	200	200
Cash at Bank	124,340	117,995
	<u>124,540</u>	<u>118,195</u>
Non-Current Assets		
Office Furniture & Equipment	39,230	35,352
Less Accumulated Depreciation	27,487	24,035
	<u>11,743</u>	<u>11,317</u>
	<u>11,743</u>	<u>11,317</u>
Total Assets	<u>136,283</u>	<u>129,512</u>
Current Liabilities		
PAYG Payable	7,078	10,726
Provision for Holiday Pay	12,696	18,650
Provision for GST	8,480	5,259
Income in Advance	18,116	16,500
	<u>46,370</u>	<u>51,135</u>
Total Liabilities	<u>46,370</u>	<u>51,135</u>
Net Assets	<u>89,913</u>	<u>78,377</u>

The accompanying notes form part of these financial statements.

**Moonee Valley Legal Service
Income Statement
For the Year ended 30 June 2013**

	2013	2012
	\$	\$
Income		
Donations	6,495	7,061
Interest Received	6,523	7,303
Deakin Students	5,400	7,200
Sundry Income	675	1,057
VLA Recurrent Grants – Commonwealth	56,383	54,440
VLA Recurrent Grants – State	220,467	207,863
Family Relationship Funding	29,536	28,761
Grants – Other	30,000	30,000
	<u>355,478</u>	<u>343,684</u>
Expenditure		
Accountancy Fees	-	200
Administration Costs	-	50
Audit Fees	1,062	1,269
Committee of Management/AGM	1,096	1,393
Comm Legal Education	795	4,369
Contract Worker	47,299	33,216
Depreciation	3,452	5,089
Filing Fees	44	43
Holiday Pay	(8,254)	-
Insurance	1,145	1,214
Library Resources	5,907	4,259
Long Service Leave	2,300	-
Membership	2,289	2,366
Minor Equipment	1,024	335
Office Events	1,130	541
Postage	996	1,593
Printing & Stationery	4,735	3,938
Practising Certificates	1,297	1,613
Programming & Planning	90	45
Rent	15,300	13,975
Repairs & Maintenance	168	45
Salaries	229,991	255,431
Staff Recruitment	351	55
Staff Training	662	1,289
Storage Fees	695	832
Sundry Expenses	387	53
Superannuation Contributions	20,277	22,386
Telephone	7,905	7,092
Travelling Expenses	1,536	1,808
Volunteers	162	695
Workcover	103	1,141
	<u>343,943</u>	<u>366,333</u>
Operating Profit (Loss)	<u>11,536</u>	<u>(22,649)</u>

The accompanying notes form part of these financial statements.

**Moonee Valley Legal Service
Statement of Changes in Equity
For the Year ended 30 June 2013**

	2013	2012
	\$	\$
Retained Earnings at the beginning of the financial year	78,377	101,026
Profit (Loss) attributable to members	11,536	(22,649)
Retained Earnings at 30 June 2013	<u>89,913</u>	<u>78,377</u>

The accompanying notes form part of these financial statements.

Statement of Cash Flows
Year Ended 30 June 2013

Moonee Valley Legal Service

	2012/2013 \$	2011/2012 \$
Cash flows from Operating Activities		
Receipts from Government Grants - recurrent	276,850	262,303
Receipts from Other Sources	73,721	75,578
Interest received	6,523	7,303
Payments to suppliers and employees	(346,871)	(358,723)
Net cash provided by/(used in) operating activities	<u>10,223</u>	<u>(13,539)</u>
Cash flows from Investment Activities		
Proceeds from sale of plant and equipment	-	-
Payments for purchase of plant and equipment	(3,878)	-
Net cash provided by/(used in) investment activities	<u>(3,878)</u>	<u>-</u>
Cash flows from Financing Activities		
Proceeds from Borrowings	-	-
Repayment of Borrowings	-	-
Net cash provided by/(used in) financing activities	<u>-</u>	<u>-</u>
Net Increase/(Decrease) in Cash Held	6,345	(13,539)
Cash at the Beginning of the Reporting Period	118,195	131,734
Cash at the End of the Reporting Period	<u>124,540</u>	<u>118,195</u>

Notes to the Statement of Cash Flows

1. Reconciliation of Cash

Cash at the period's end as shown in the statement of cash flows is reconciled to the related items in the Statement of Financial Position as follows:

Cash	124,540	118,195
	<u>124,540</u>	<u>118,195</u>

Reconciliation of Net Cash Used in Operating

2. Activities to Operating Result

Operating Result	11,536	(22,649)
Non Cash Flows in operating result		
Depreciation	3,452	5,089
Provisions	(6,954)	-
Changes in Assets & Liabilities		
Increase/(Decrease) in Creditors	(427)	2,521
Increase/(Decrease) in Income received in Advance	1,616	1,500
Net Cash provided by/(used in) Operating Activities	<u>10,223</u>	<u>(13,539)</u>



J L COLLYER & PARTNERS
ACCOUNTANTS & AUDITORS

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INDEPENDENT AUDITOR'S REPORT

To the members of MOONEE VALLEY LEGAL SERVICE

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of **MOONEE VALLEY LEGAL SERVICE** comprising the balance sheet as at 30th June 2013, and the income statement, statement of changes in equity and cash flow statement for the year then ended, a summary of significant accounting policies and other explanatory notes.

Management's Responsibility for the Financial Report

The management of are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report are appropriate to meet the needs of the members. The management's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report on order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Management's financial reporting requirement. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

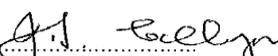
Independence

In conducting our audit, we have complied with the relevant independence requirements.

Auditor's Opinion

In our opinion the financial report of **MOONEE VALLEY LEGAL SERVICE**

- (a) gives a true and fair view of **MOONEE VALLEY LEGAL SERVICE's** financial position as at 30th June 2013 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1.


Janet Collyer
J L COLLYER & PARTNERS

13th September 2013

DIRECTORS
JANET L. COLLYER FCPA
LIONEL R. ARNOLD CA B.BUS
RAELENE LAI CPA B.COM



Chartered Accountants

LIABILITY LIMITED BY A SCHEME APPROVED
UNDER PROFESSIONAL STANDARDS LEGISLATION



J L COLLYER & PARTNERS
ACCOUNTANTS & AUDITORS

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AUDITOR'S CERTIFICATION

ATTACHMENT A

Name of Organisation : Moonee Valley Legal Service

Financial Year Period : 1st JULY 2012 TO 30TH JUNE 2013

I hereby certify that :

- (a) I am not a principal, member, shareholder, officer, employee or accountant of the Organisation or of a related body corporate as defined in section 9 of the Corporations Act 2001
- (b) In my opinion, the attached financial statements which comprise a Statement of Financial Position, a Statement of Comprehensive Income (previously known as a Statement of Financial Performance) and Notes to the Financial Statements of the abovementioned Organisation ("The Organisation") and, if general purpose reports are provided, A statement of Cash Flows, for the stated Financial Year Period are :
 - Based in proper accounts and present a true and fair view of the Organisation's financial position and financial performance in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
 - In accordance with the terms and conditions of the Agreement, a copy of which has been made available to me, in relation to the provision of community legal services.
- (c) The twelve months CLSIS Funds Report, containing details of the Organisations transactions for the financial year, including audit adjustments, and the Organisation's grant position at the beginning and end of the financial year is provided in respect of funds provided in accordance with the Terms and Conditions of the Agreement referred to in (b).ii above for all Funding Categories.

This is a **qualified/unqualified** audit report.

Unless written under separate cover, I hereby further certify that, in my opinion, there is no conflict of interest between myself and the Organisation or its Management Committee.

AUDITOR DETAILS

Full Name: Janet L Collyer
Name of Company: J L Collyer & Partners
ACN or ABN: 15 082 813 812
Registered Auditor Reg No.: 9110
Signature: *J. L. Collyer* **Date:** 24-9-2013

JanC/Auditors Cert 2012

DIRECTORS
JANET L. COLLYER FCPA LIONEL R. ARNOLD CA B.BUS RAELENE LAI CPA B.COM

LIABILITY LIMITED BY A SCHEME APPROVED UNDER PROFESSIONAL STANDARDS LEGISLATIO



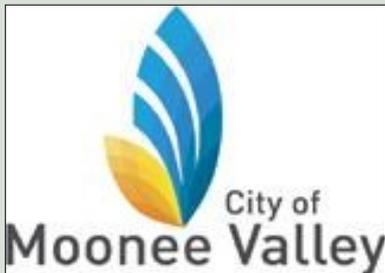
Chartered Accountants

Funders/Partners



Victoria Legal Aid helps people with their legal problems. We focus on helping and protecting the rights of socially

and economically disadvantaged Victorians. We can help in areas of criminal law, family law and some civil law matters. Victoria Legal Aid (VLA) is a state-wide organisation that helps people with their legal problems. We focus on helping and protecting the rights of socially and economically disadvantaged Victorians. We have lawyers in offices in most major metropolitan and country regions. We also fund private lawyers to provide legal services to the public. We can help in areas of criminal law, family law and some civil law matters.



Moonee Valley City Council is a local government within the metropolitan area of Melbourne, Victoria,

Australia. We are responsible for providing a range of community services for residents and businesses within the City of Moonee Valley

We are responsible for providing a range of community services for residents and businesses within the City of Moonee Valley. These include areas of childcare, aged and disability services, libraries, animal registration, planning, street cleaning, parking management, citizenship ceremonies, garbage collection and recycling.



The Australian Government Attorney-General's Department serves the people of Australia by providing essen-

tial expert support to the Government in the maintenance and improvement of Australia's system of law and justice and its national security and emergency management systems.

The Department is the central policy and coordinating element of the Attorney-General's portfolio for which the Attorney-General, Minister for Emergency Management, Minister for Home Affairs and Minister for Justice are responsible.



Doutta Galla Community Health provides a range of primary health and community services to the

cities of Melbourne and Moonee Valley. Services include allied health, health promotion, medical, dental and mental health (psychiatric disability rehabilitation and support) including residential and complex needs programs. Doutta Galla is committed to providing culturally appropriate and accessible health and community services.

Doutta Galla Community Health is a well-established community health service, with extensive experience, expertise and established credibility in providing high quality primary, community and specialist mental health services.



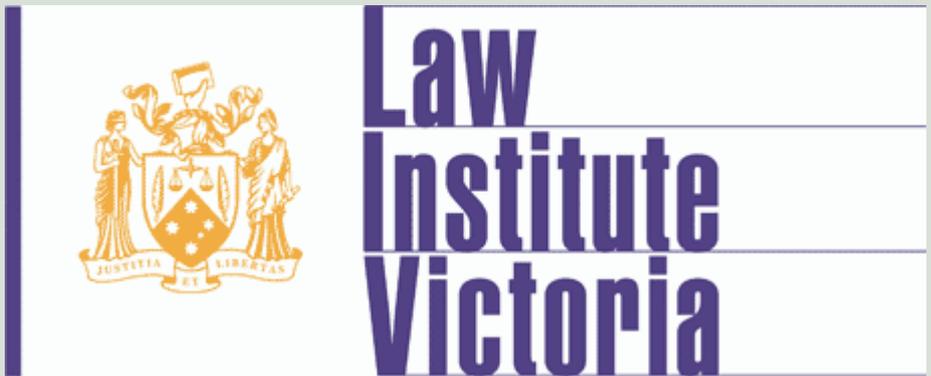
The richly diverse Victorian community presents the Court with a challenge to find innovative ways to communicate with, inform and educate the community about the work of the Court. This website is an important aspect of meeting that challenge.

The paramount duty of courts remains the impartial administration of case-by-case justice. The Court also has an important responsibility for delivering high quality registry services. The Court values the strong engagement it has with the community and will use this website and other means of communication to build confidence in the justice system and greater community understanding of both the judicial role and the significance of an independent court system for the whole Victorian community.

We maintain our relationship with Deakin University by providing law students with the opportunity to complete their "Law Clinic" elective subject at our service. The co-ordinator of the subject is Marlene Ebejer, family law lecturer at Deakin and co-author of "Family Law 4th Edition". Ms Eberjer placed a total of some ten students with us throughout 2011 and 2012. These students undertake a 12 day placement and are formally assessed by the principal lawyer.

This relationship has benefitted the service greatly. The Deakin students have displayed a high level of commitment in their attitude, attendance and performance of work. All students are nearing the completion of the law degree. We have received positive feedback from students participating in this programme about the experience they have gained from our service.

Funders / Partners



City of
Moonee Valley





**Annual General Meeting Publication
2012-2013**

Special Acknowledgement to Ben Carroll MP for the printing of this report and his ongoing Support and sponsorship with the Moonee Valley legal Service.