



Contents

Vision, Mission, Objectives	2	The Murray Mallee Community Legal Service
Board Members	3	(MMCLS) commenced operating in 1996
Our Team	3	and covers more than 120,000 square kms,
Manager's Report	4	ten Local Government Areas.
Family Violence Legal Unit	10	
Community Legal Education Report	12	MMCLS is a program of Mallee Family Care,
Our Work	18	which is the largest welfare not for profit
Legal Assistance	22	agency, covering the Northern and Southern
Case Studies	24	Mallee of Victoria and South West New
Youth Solicitor Project	26	South Wales. The co-location model allows
Intervention Order Support Service	28	the legal service to work collaboratively
Community Legal Education Presentations	30	with over sixty other programs on common
Organisation's Certificate	34	issues, to build and support each other in
Auditor's Report	35	community development initiatives and
Financial Statements	37	also to meet the emerging needs of
		residents in the MMCLS catchment.

- The Murray Mallee Community Legal Service provides:
- Legal advice
 - Legal information
 - Referral
 - Case work
 - Community Education
 - Law Reform



CELEBRATING
40
YEARS



Vision

The communities of the Murray Mallee Region have a clear understanding of the legal system and are able to access it to resolve their legal problems.

Mission

To render legal assistance to the most vulnerable members of the Murray Mallee communities. This assistance is offered with due regard to the worth, independence and dignity of each individual. Service provision should reflect a continuing awareness of community needs and the value of community support.

Objectives

- To provide a high quality, free and accessible legal service to the Murray Mallee which will empower and support individuals and communities in the resolution of legal problems and stimulate understanding of the legal system.
- To use community legal education to provide the people of the Murray Mallee region with a better understanding of the role of the Murray Mallee Community Legal Service.
- To promote the Murray Mallee Community Legal Service to isolated and remote areas of the region.
- To provide a high quality and accountable legal service to the Murray Mallee Region based on the human, administrative and financial resources available within and externally to the service.



Our team with visiting Court of Appeal judges. From left to right: Jeri Fung, Justice Emilius Kyrou, Ana Nusrat, Justice Mark Weinberg, Justice Karin Emerton, Allie Collyer, Blessing Keabilwe, Ann Killen and Board Member Lauren Dinning

Board Members

Ross Lake OAM Chair
Archdeacon Michael Hopkins Deputy Chair
Julia Morgan Treasurer
Dr John Cooke Chair Audit, Finance & Risk Committee
Marg Thomson Board Member
Geoff Dea Board Member
Lauren Dinning Board Member
Jenna Yetman Board Member

Our Team

Ann Killen General Manager
Steven Bliim Principal Solicitor (July 2018)
Lauren Dinning Principal Solicitor (July to November 2018)
Allison Ballard Principal Solicitor (November 2018 to February 2019)
Mark Boreham Principal Solicitor (July 2019)
Anna Sullivan Generalist and Family Law Solicitor
Jeri Fung Generalist and Youth Solicitor
Blessing Keabilwe Family Violence Legal Unit Solicitor
Emily Craig Family Violence Legal Unit and Generalist Solicitor Swan Hill (to April 2019)
Ana Nusrat Generalist Solicitor
Brandon Lyell Social worker
Nicole Woods Social worker
Allie Collyer Community Legal Education Worker
Renee Mailes Legal Administration Officer

Manager's Report

I am delighted to present the Annual Report for the Murray Mallee Community Legal Service for the 2018-19 year. This has been the first full year of my involvement with the service, and I continue to be impressed by the resilience, hard work and team spirit of all of the staff. Last year I reported that recruitment of solicitors had been a big focus of my initial work with the service, and I am pleased to report for almost the whole of the past year we have had a full complement of staff. This, together with the appointment of our two new social workers, has enabled us to provide a truly integrated and holistic service to vulnerable clients in both the Northern and Southern Mallee.

During the recruitment of a Principal Solicitor, we have been fortunate that Lauren Dinning stepped in on a part-time basis. Anna Sullivan and Jeri Fung also stepped into higher duties for four months. We were very pleased recently to welcome Mark Boreham into the role of Principal Solicitor. In the short time he has been with us, Mark has promoted a positive and forward looking outlook for the service, encouraging the team to review community need and expand the services we provide, particularly to our more remote communities.

Early in the year new solicitor Emily Craig put her hand up to relocate to Swan Hill, which enabled us to provide much needed support to the Women's Safety Package partnership with the Mallee Domestic Violence Service, as well as to offer a generalist legal service to Swan Hill clients. This eased some of the travel pressure for Mildura staff and allowed for more face to face client contact and a stronger relationship with the courts in Swan Hill and Kerang.

Allie Collyer continues to be a star in her community legal education work. Allie should be commended for the work she did through a grant from the Victoria Law Foundation, to produce two videos for young people about Consent and Sexting. Since the launch of the videos in November Allie has received requests from all over the country for permission to use the materials or to make presentations to schools and to adapt the legal information to be relevant to other states. Allie has described her project in detail in her part of this report, and the videos can be accessed via the MFC and MMCLS web sites, as well as on YouTube. The characters Tom and Amy are now well known young people in love!

In addition to this excellent piece of work, Allie has continued her travels around our region, clocking up 119 community presentations to a whopping 2,977 participants and quite possibly eating nearly as many scones while visiting



Ann Killen, Teresa Jayet and Allie Collyer at the launch of the CAR project.



Blessing Keabilwe and Brandon Lyell at the Family Violence Legal Unit at NAIDOC Week, Mildura.

‘Allie has continued her travels around our region, clocking up **119** community presentations to a whopping **2,977** participants’

MFC educational videos tackle sexting, consent

By
Yvonne Rodi

Mallee Family Care (MFC) has launched two videos that explore themes of consent and relationship - predominantly surrounding 'sexting' - and mainly focused on people with a disability.

The videos, which were launched yesterday and have taken close to 12 months to produce, were developed in partnership with the Mildura Special School and the Mallee Sexual Assault Unit.

They feature relatable characters 'Tom' and 'Amy' discussing issues around consent and sexting, and the legal do's and don'ts associated with such behaviour.

According to MFC, people with intellectual disabilities can have difficulty interpreting behavioural cues within their social environment.

Faced by the lack of resources focusing on legal information for those vulnerable young people, the Murray Mallee Community Legal Service - led by Community Legal Education Worker, Allie Collier - developed two friendly and easy-to-follow videos for teens with intellectual disabilities.

The aim is to empower young



• **SUCCESSFUL LAUNCH:** MFC Community Legal Education Worker, Allie Collier, and MFC General Manager for Community Services, Ann Kilton, at yesterday's launch of two videos designed to explore the themes of consent and relationship, mainly focused on people with a disability.

people with legal knowledge to improve decision-making and reduce their risk of becoming victims, or breaking the law.

MFC General Manager for Community Services, Ann Kilton, said the group was excited to launch the information videos.

"Allie is the mastermind behind the creative tools we're launching today," she said. "Allie knows how to turn the law into something everyone can understand."

"What's been produced are materials that we hope will assist teach-

ers, parents, carers and others to help young people navigate the difficult terrain of developing adolescent sexuality and decision-making."

Research by the Australian Human Rights Commission in 2014 found that one in four people who report sexual assault are people with disabilities, and that rise in 10 women with intellectual disabilities have been sexually abused.

Other research found that one in five people have faced 'image-based abuse' in their lives - namely the viewing or sharing of intimate im-

ages without consent.

One of the most significant factors in the sexual victimisation of individuals with intellectual disabilities is their lack of knowledge about acceptable behaviour - more specifically, they may have limited sexual knowledge around consent and what constitutes appropriate sexual contact.

They can sometimes find it difficult to assert their own opinions, and they may give in to the suggestions or directions given by others, particularly when expressing their sexuality.

There were concerns that young people with an intellectual disability may unknowingly break the law and not be aware of the legalities of their behaviour. Although many of these young people may not be charged with offences, their activities are not victimless, and are not without significant consequences for the young people concerned.

Ms Collier said that through her work, she had made contact with a number of 'special schools' concerned with sexual consent and sexting issues, and a lack of learning tools available to educate their students.

Ms Collier said that she had spent "considerable time" looking at what tools were available, finding a lack of resources focusing on legal education.

The videos - and other associated resources - were created thanks to a \$47,000 grant from the Victoria Law Foundation.

Ms Collier said that teachers, parents and support staff had also had a say in the language and terms used in the videos.

She also paid tribute to Mallee Sexual Assault Unit manager, Abby Spence, for her "guidance, wisdom and sharing of her extensive knowledge."

The videos were produced by Small Dog Design, and are available online at murraymalleelegal.com.au, with fact sheets also available.

community groups and organisations educating young and old about their legal rights. Of particular note, Allie has worked with the E-Safety Commissioner to bring their training around cyber-safety in family violence to Mildura and Swan Hill. The use of technology to facilitate family violence is of increasing concern and our support for community education around this is incredibly important.

More than half of the work of the Service now relates to Family Law and/or family violence, often with issues intersecting and involving children as well as adults. Solicitors Anna Sullivan and Blessing Keabilwe have worked together and separately to consolidate our service to women and families and to build our service's capacity in these areas. We have continued to provide a duty lawyer service to both the Magistrates Court in relation to Intervention Orders and the Federal Circuit Court in relation to Family Law matters, with some crossover in cases such as those involving recovery order applications for children. We recently congratulated Blessing on achieving her unrestricted practising certificate, and we are confident of our increasing capacity to provide a quality and holistic service to clients in the family law and family violence systems.

Solicitor Anna Sullivan has continued to focus on Family Law matters, and to provide support to clients seeking resolution of property disputes in the family law system, through our grant from the Victorian Government. Anna has also worked closely with many Mallee Family Care programs, including

the Family Relationship Services, to build their capacity to understand Family Law and Family Law Property processes. Further, we have continued to work together with the Family Relationship Service to deliver legal education to Mallee Family Care clients seeking support with separation and co-parenting, as well as with Mallee Family Care's Financial Counselling program for some clients with complex needs. Indeed, being under the auspicing umbrella of Mallee Family Care gives the MMCLS plenty of opportunities to embrace an integrated and holistic approach to service provision.

Our work in family violence has also continued with provision of duty lawyer services to the Mildura, Swan Hill, Kerang and Robinvale courts through the Intervention Order Support Service (IOSS). The solicitors, supported by the social workers, are rostered weekly in Mildura, fortnightly in Swan Hill and monthly in Kerang and Robinvale, and are available to advise and support applicants on the day. Clients repeatedly provide very positive feedback on this service, and Magistrates have often commented on our value at court.

Solicitor Jeri Fung has continued to support young people to access legal advice through our partnerships with Sunraysia TAFE and Mildura Senior College and Chaffey High School. Solicitor Ana Nusrat has further developed our capacity to support clients with employment and credit and debt matters, frequently working together with the Mallee Family Care Financial Counselling team as well as our social work staff.



Above: Jeri Fung and Allie Collyer at the Youth Affairs Council of Victoria Conference, Ballarat.

Top: NACLC Conference 2018 with Jeri Fung, CEO of NACLC Nassim Arrage and Ann Killen.

Abby Spanos (Mallee Sexual Assault Unit - Domestic Violence Service), Darren Collinson (Small Dog Design) and Allie Collyer at the CAR Project launch.

In the past year we have made two submissions to the Australian Law Reform Commission's Review of the Family Law System and are hopeful of reforms which will help to address growing concerns about the safety of parties and their children together with the increasing backlog of matters before the Family Court. In addition our service has also worked with the Federation of Community Legal Services on an Advisory Council in relation to the development of their *Free our Sisters, Free our Kids* advocacy campaign to reduce the numbers of women and children incarcerated in Victoria. The major focus has been on incarceration rates for Indigenous women and children, often resulting from family violence and social and financial disadvantage. The campaign is expected to be implemented over five years.

Our Working Group involvement includes:

- Federation of Community Legal Centres Advisory Council – Free our Sisters, Free our Kids advocacy campaign
- Federation of Community Legal Centres Access to Justice working group
- Consumer Affairs Victoria Planning group for the annual CAV Forum
- Northern and Southern Mallee Family Violence Network – Operations Group
- Robinvale Local Aboriginal Justice Advisory Council (LAJAC)
- Mildura Court Users Network

Finally, at the end of the year we have said goodbye to our very capable Legal Administrative Officer Renee Mailes. Renee had worked with us for three years and understood every aspect of our work. She helped to keep the work flowing, the clients allocated and seen and all the behind-the-scenes systems functioning to allow the MMCLS to work efficiently and productively. We wish Renee well with her future career aspirations and very much appreciate the contribution she has made to the service in her time with us.

I am very pleased to present the Annual Report for your perusal.

Ann Killen
General Manager



Community Legal Education Report

It has once again been a very productive year for Community Legal Education (CLE). We have continued to target our activities toward people with vulnerabilities or disadvantage in our community – Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse (CALD) backgrounds, seniors, youth, families on low incomes, people living with disabilities and those living in isolated communities.

This year we conducted 109 CLE activities, including 85 presentations and attendances at community events and forums. These were spread across towns in 8 local government areas and included Kerang, Dareton, Wentworth, Swan Hill, Robinvale, Boort, Hopetoun, Pyramid Hill, Woomelang, Birchip, Nhill and Rainbow.

Our lawyers delivered an additional 24 “Your Family Law Options” sessions, in conjunction with the Mildura Family Relationship Centre.

Stakeholder engagement is very important in fostering relationships with other local service providers, promoting our services, sharing information and keeping up to date with local community issues and events. We attended 19 meetings during the year including Local Aboriginal

Justice Advisory Committee (LAJAC) meetings in Mildura and Robinvale, Court User Meetings, Wentworth Shire Interagency and family violence network meetings.

Some of the highlights of the year included:

- Launching the Consent and Relationships project. The development of two short videos targeting young people with intellectual disabilities, with the launch occurring in mid-November. (Refer below)
- Going on the road with the Commonwealth Department of Human Services (Centrelink) Mobile Service Centre in towns in our catchment area in October. As part of this roadshow, we visited Boort, Cohuna, Kerang, Ouyen, Pyramid Hill, Quambatook, Robinvale and Sea Lake. This enabled us to speak to community members who were attending the service centre and promote our services, resulting in a number of referrals for appointments as well as requests for CLE information sessions in Boort and Pyramid Hill in the following months.
- Delivering a keynote session at the Koorie Girls Conference in Mildura. The conference is an opportunity for Koorie girls to be immersed in culture and attend information sessions which encourage them to focus on education and being role models. This year the theme was “future stories” and I developed a presentation around managing

Right: Blessing Keabilwe and Nicole Woods at Women's Health Week at Mallee District Aboriginal Services



your online reputation.. I contacted April Goldring who was a participant at last year's conference as she is now studying at university in Melbourne and playing football for the Western Bulldogs in the VFLW. April was very happy to be researched via Google, as part of the presentation to demonstrate what a positive digital footprint looks like. The students were extremely engaged, responding positively to seeing a peer and role model they could identify with, being showcased.

- MMCLS organised and hosted presenters from the E-Safety Commission, to deliver information sessions to Community Workers in Mildura, Swan Hill and Kerang. These sessions were attended by a total of 72 community workers and raised awareness of technology-facilitated abuse and provided attendees with up-to-date skills and knowledge to support women and families experiencing technology facilitated abuse.
- Fostering our relationship with Zoe Support, an organisation which supports young mothers with life skills to continue their education. Youth Solicitor Jeri Fung and I delivered monthly information sessions to the young Mums. We have assisted a number of these women with legal appointments following our sessions. We have listened to their legal needs and developed appropriate sessions to empower them with information and avenues for assistance. The presentations have been delivered

during their playgroups which have a vibrant, noisy and nurturing environment.

This role offers great opportunities to travel throughout the region and provide support and services to people living in our most remote areas. By co-ordinating session times, when possible, I can visit several towns over a period of days. For example; I received a request for an information session in Rainbow and contacted organisations in the nearby town of Nhill which resulted in 5 CLE sessions being delivered over 2 days. Another road trip over 3 days saw me delivering 5 sessions in 4 locations; Boort, Pyramid Hill, Hopetoun and Woomelang. I enjoy visiting the more remote parts of our catchment and empowering community members with important information, as well as meeting people from all different backgrounds.

I continue to relish the challenges of this important role and look forward to continuing in 2020. No two days are ever the same. I see the beauty of our landscapes, stumble across magnificent silo art and love engaging with communities to make the law accessible for all.

Consent and Relationships Project

In November 2018, we launched the Consent and Relationships Project which consisted of two animated short videos featuring a teen couple - Tom and Amy - and factsheets and postcards complementing the films.

Through my Community Legal Education work I had a number of contacts with local specialist schools who were concerned with sexual consent and sexting issues they were noticing in some of their students and the lack of appropriate learning tools for them. Following these discussions, I spent time researching materials that were available and found a lack of resources focusing on legal information for these young people.

The concern was that young people with an intellectual disability, or on the Autism speCentreum, could unknowingly be breaking the law. Although many may not be charged with offences, they are not victimless activities without significant legal, social and emotional consequences for the all of the young people involved.

The occurrence of image based abuse (mostly the sharing or creating of intimate images without consent) and sexual assault for people with disabilities are disproportionately high and I wanted to do something about it. Research also shows that people with an intellectual disability with more knowledge about sexual behaviour are less likely to be victimised.

Our service applied for and was successful in obtaining a grant from the Victoria Law Foundation to produce quality resources that could be used widely to support these young people.

Right: Allie Collyer and Ann Killen at the launch of CAR Project.



Our aim for the videos and accompanying resources is for these vulnerable young people to achieve greater understanding of the legal implications of both sexual consent and sharing of intimate images. As a result this will empower them with the knowledge to make informed decisions about sexual consent and reduce legal intervention and presentation at sexual assault services.

The videos won't be appropriate for all young people, however teachers, carers and parents will recognise when their teens are exploring relationships and sexuality and can use these tools to assist young people to understand the laws and promote further discussion.

Abby Spanos from Mallee Sexual Assault Service and Darren Jones and Heidi Milner from the Mildura Specialist School assisted during the development stage and they provided honest feedback and suggestions about the terms and language we should use in the videos and what level to target them. Their support was very important to ensure that the resources were respectful and appropriate and will be valuable to not only their students but other young people.

We received feedback from several Centres for Sexual Assault that they will be using the resources with peer support groups. It is not a use that we had considered initially but we are thrilled that the resources can be adapted in this way.

The resources have also been linked on the website of the Office of the Disability Services Commissioner (Victoria) and added to the organisational resources of AMAZE (peak body for people on the Autism speCentreum), Disability Advocacy Victoria, Assessments Australia and other individual services.

We are very excited that we have been contacted by the Australian Government Department of Education and Training who would like to feature our resources on their national wellbeing hub for all students in Australia. They had been shown the resources by the Office of the eSafety Commissioner and contacted us stating that they only featured best practice, high quality resources on their site and would like to license or formally access ours. This arrangement is still being formalised but it is significant recognition for our service.

To date the Consent video has had 819 unique views on YouTube, Sexting 382 unique views and we have distributed approximately 300 of each of the factsheets and postcards.

The videos are linked on our website:

www.murraymalleelegal.com.au

where the fact sheets and postcards can be ordered.

Allie Collyer

Community Legal Education Worker

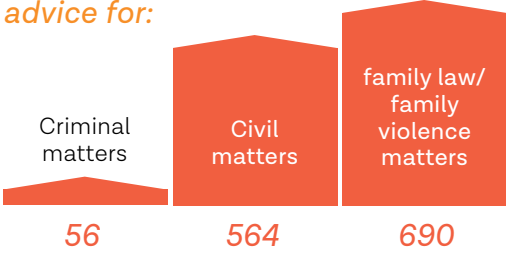


Introducing Tom and Amy

Our Work

We have taken 1,428 phone call enquires - that is an average of 119 per month

They were seeking legal advice for:

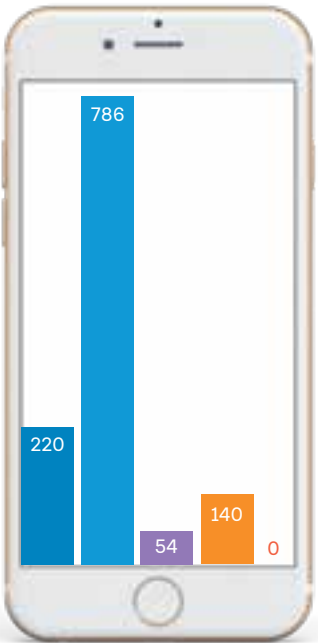


Assistance we have provided in our Generalist Service;

Total Face to Face Advices	637
Total Telephone Advices	103

Over 28% of our clients identified as having a disability or mental health problem

- 220 referred out
- 786 booked appts with us
- 54 no longer required
- 140 conflicts
- 0 awaiting call backs at time of reporting



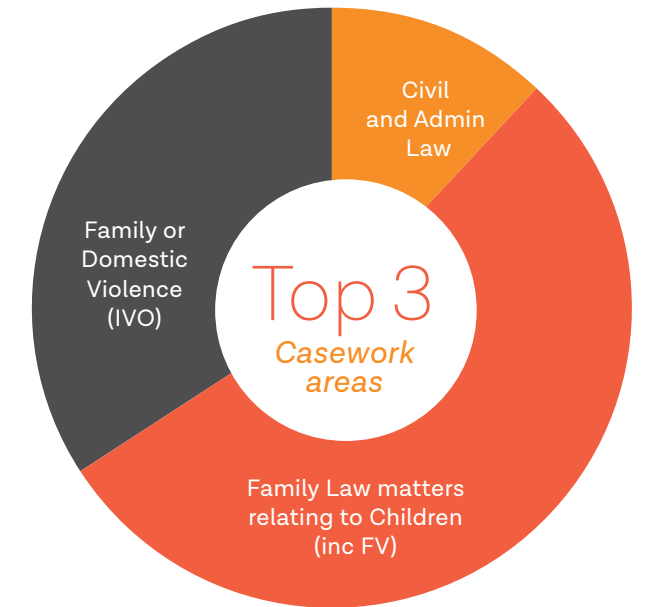
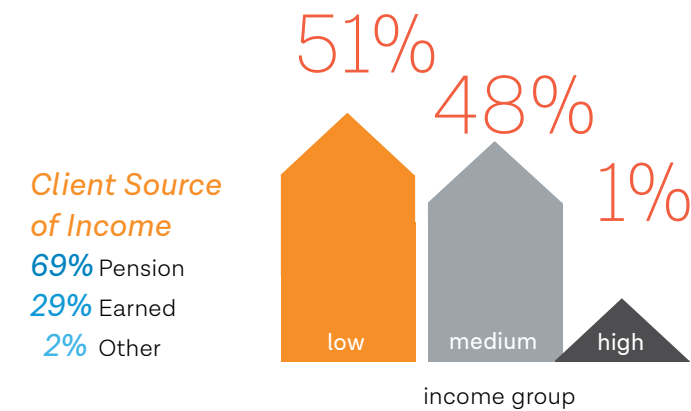
780 Clients in total supported
2977 participants in Community Legal Education sessions

Right: Allie Collyer and Marcus Ibaceta (law student) with the Department of Human Services Mobile Service Centre in Ouyen.

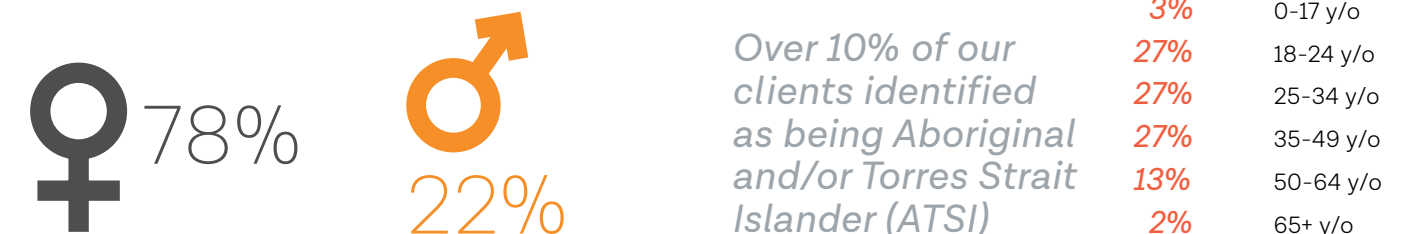




Our Work



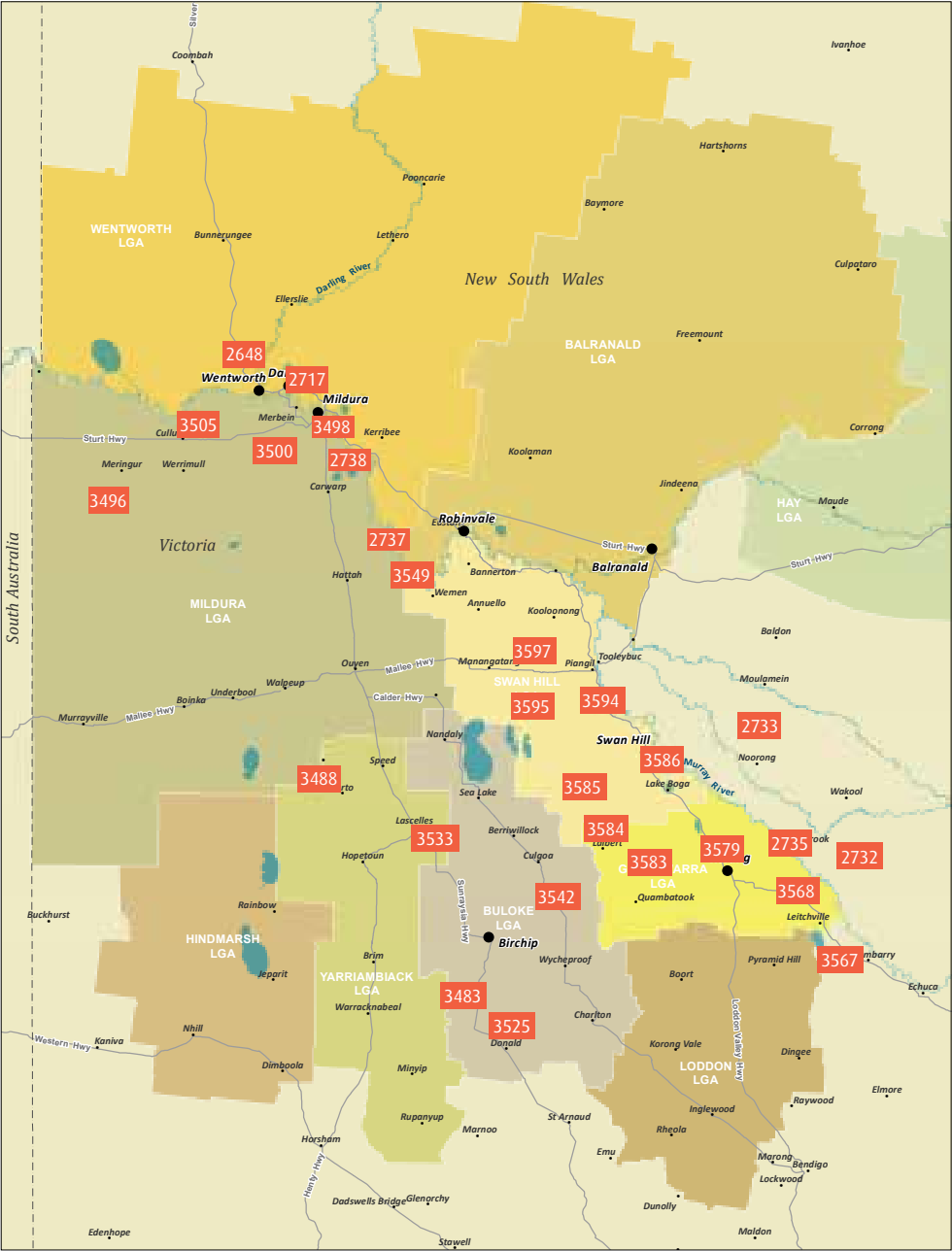
Over 2% of our clients did not speak English well or at all and 4% of clients we supported came from non-English speaking backgrounds



Left: Allie Collyer on the road again and working at Boort.

Clients were assisted with **1,586** legal matters on **112** issues

Acts intended to cause injury	2	Family or domestic violence order	220	Other civil company/commercial/corprtns	
Adoption	4	Govt pensions/benefits allowances/other	1	/incorp law	2
Change name or birth records	13	Govt pensions/benefits allowances		Other civil contracts	12
Child contacts or contact orders	193	-recovery overpayment	5	Other civil defamation/libel	3
Child protection application/orders	2	Govt pensions/benefits allowances		Other civil legal system or process	11
Child protection other	10	-refusal eligibility	8	Other civil property disputes	8
Child residency	30	Govt pensions/benefits allowances		Other civil property/conveyance/body corp	
Child support other	13	-review of benefit	6	/squattng	2
Child support review of assessment	7	Govt/admin complaints - govt processes		Other civil violence/restraining orders	86
Consumer complaints building	3	/procedures	6	Parental abduction	23
Consumer complaints fair trade/trade		Govt/admin complaints against other		Parenting plan	78
/sell practice	20	govt official	1	Paternity	1
Consumer complaints financial/insurance		Govt/admin complaints against police	4	Property damage and environmental offences	1
/super etc	11	Govt/admin complaints/issues relating		Property de facto	35
Consumer complaints health	1	to govt/other	3	Property in marriage	85
Consumer complaints legal/solicitors	9	Govt/admin disputes etc with schools	1	Property/other	8
Consumer complaints medical,		Govt/admin FOI/privacy	4	Registration	2
including psychiatric	1	Govt/admin issues relating to fines	11	Relationship issues	1
Consumer complaints/other	14	Govt/admin local government,		Road traffic and motor vehicle	
Consumer complaints/products	13	including by-laws	4	regulatory offences	28
Consumer complaints/services	11	Govt/admin mental health	4	Separation	12
Credit and debt bankruptcy	3	Hague convention	1	Sexual assault and related offences	3
Credit and debt collection	2	Illicit drug offences minor	10	Specific issues	4
Credit and debt consumer credit	2	Immigration/other/Visa	1	Taking child interstate	13
Credit and debt information/privacy	1	Injuries assaults	2	Taking child overseas	6
Credit and debt/other	3	Injuries compensation	6	Tenancy access	2
Credit and debt owed by client	55	Injuries/other	2	Tenancy bond	1
Credit and debt owed to client	12	Injuries sexual assaults, including rape	3	Tenancy ending tenancy	5
Credit and debt recovery (court)	5	Injuries transport/motor vehicle accident	1	Tenancy fees and other charges	4
Dangerous/neg acts endanger persons		Maintenance agreement child	1	Tenancy general rights and responsibilities	6
/abduct/offence	1	Maintenance agreement spouse	1	Tenancy notice	1
Deception and related offences	5	Maintenance issues other	2	Tenancy/other	6
Discrimination/disability	3	Motor vehicle/accident	23	Tenancy privacy	1
Discrimination/other	1	Motor vehicle/other	12	Tenancy rent	6
Discrimination/race	2	Motor vehicle property damage	4	Tenancy repairs	4
Discrimination/religion	1	Neighbourhood disputes complaints		Tenancy termination by lessor	6
Divorce	69	about neighbours	5	Tenancy termination by tenant	1
DNA testing	2	Neighbourhood disputes/other	7	Theft and related offences	9
Employment conditions/entitlements	32	Offences-justice procedure govt		Wills/probate guardianship/trusteeship	7
Employment /other	24	security/oprtns	2	Wills/probate making/contest	
Employment/unfair dismissal	24	Other and misc offences		/obtain benefit under	7
Environment pollution/chemicals etc	1	incl weapons/explosives	4	Wills/probate/other	5
Family Law Other	12	Other civil	25	Wills/probate power of attorney	17
Family or domestic violence	67				



Our catchment area

We have travelled over **24,000** kms in our catchment areas

Clients we have assisted by Location/Postcode

77% Sunraysia Region
22% Swan Hill Region

5264 SA COASTAL REGION
2448 NSW COASTAL REGION
3435 REGIONS
3756 PAST
3844 MELBOURNE
3806

Catchment area of Murray Mallee Community Legal Service
● MFC Offices
Total Area
Hectares = 12,077,109 ha
Square Kilometres = 120,771 km2
0 20 40 Kilometres
This plan was prepared by SunRISE Mapping in April 2016. It has been compiled from a range of sources and no guarantee is given to its accuracy or reliability. For further information contact SunRISE Mapping phone (03) 5021 7492.

Case Studies:

Help to recover a child

A mother of two children sought assistance for a recovery order when her partner refused to return the children following a visit interstate. The mother lives in a remote part of our catchment and the matter came through to our service the week that the Federal Circuit Court was sitting in Mildura. Working alongside domestic violence services, our service was able to prepare her recovery documents for filing whilst keeping the mother in her town to alleviate the stresses of travel associated with the matter. A recovery order was granted within two days of our service seeing the client for the first time and the children were returned to her care.

Help for a mother to overcome complex problems and care for her child

A client who was experiencing a complex set of problems including family violence, substance misuse and mental health issues came to our service for assistance to ensure she could have her child returned to her from a grandparent. Our legal practitioner and social worker assisted the client

to be able to maintain contact with the child whilst she sought help, including obtaining secure accommodation. Later, when her situation had stabilised our service initiated recovery proceedings for the return of the child. These proceedings were ultimately successful and the child was returned to the mother's care.

Integrated practice – supporting the whole person

A distressed and homeless client had expressed suicidal ideation while seeking advice for a tenancy related matter. The solicitor was able to get the MMCLS social worker to step into the interview to respond appropriately to keep the client safe and ensure he was provided with appropriate support and immediate referral to mental health services. The solicitor continued to support the client with his legal need while the social worker provided emotional support through the legal process and transitioned him to other community supports. The legal matter was successfully concluded and the client has relocated to stable accommodation with good mental health supports.



Grain silo at Sea Lake

Youth Solicitor Project

Our Youth Solicitor project is funded by the State Attorney-General's Office and aims to educate young people on a variety of legal issues regarding their rights and responsibilities. The project provides legal education and advice, links young people with the statewide service Youth law and offers them a valuable opportunity to understand what legal resources are available.

The Youth Solicitor project journey began well before the official start date of October 2015. The project really commenced in July 2015 when MMCLS was invited to attend the Youth Service Providers Network meeting in Mildura. The meeting was a great opportunity not only to flag to the various services that we wanted to launch a new project, focusing on the young people of the Mallee but also to obtain feedback to help us determine what the various services thought were the most pressing legal issues faced by the young people they work with.

Legal issues faced by young people can range from family violence and personal safety to workplace rights and responsibilities. Other issues include cyberbullying, legal

issues with underage consensual sex, dealing with fines, debt and rights and responsibilities when dealing with police. MMLCS is proud of the work that we have done for the young people in the community.

To date, in the role of Youth Solicitor I have provided advice sessions, conducted community education at local schools as well as casework for young people both at the MMCLS office on Ninth Street and at outreach locations including at Sunraysia TAFE. Through regular outreach I was available at the Mildura campus to help with students' legal issues.

Since funding for the project was extended we have expanded the project to Swan Hill and are now connecting with the local youth service providers, including Headspace and TAFE to better service youth in the southern Mallee.

I have also worked with CLE worker Allie Collyer to attend monthly Zoe Support meetings, providing information and advice to young mothers who are being supported with life skills to continue their education. This has resulted in young women coming to the service for advice on legal concerns.

I was invited to attend the inaugural Youth Affairs Council of Victoria's Rural Conference in Ballarat where I was able to showcase the set of videos and printed material developed by our Community Legal Education Worker, Allie Collyer, that were targeted to assist young people with intellectual disabilities navigate sexual consent and image based abuse.

In addition to attending the Youth Service Providers Network meeting, I also attended local community events such as the Youth by Youth expo facilitated by Mildura Rural City Council, and the 2018 National Association of Community Legal Centres (NACLC) Conference.

Jeri Fung
Youth Solicitor



Jeri Fung at the Youth by Youth Expo.



Allie Collyer with Karen Community in Nhill.

Intervention Order Support Service (IOSS)

Through the Intervention Order Support Service we have attended **126** Court sittings, provided **142** services to **109** clients, **70%** of whom were women.

Since 2015, our generalist service has provided a duty lawyer service to our courts to assist people applying for Intervention Orders and Personal Safety Orders, across the northern and southern regions of Victoria and southwest New South Wales. During the last year we attended court sittings in Mildura weekly, monthly in Robinvale and Kerang, fortnightly in Swan Hill and as required in Wentworth. We utilise this opportunity to visit family violence service providers and conduct pre-arranged appointments with clients.

Our solicitors are supported by our social work team, who have attended court in most cases and been able to provide additional support and referral pathways for clients where appropriate. This has allowed us to provide a more holistic and integrated model of service delivery, to people experiencing family violence.

The Mildura Court has introduced a weekly meeting for legal practitioners, police and support personnel, prior to Intervention Order hearing dates, to review the list, advise of any safety concerns and indicate where a conflict exists. This assists to keep the court environment safer and reduces the risk of court staff referring a client to our service on a sitting day when there is an established conflict. This planning enables clients to seek alternative assistance earlier.



Community Legal Education Presentations 2018/2019

Where	Topic	Audience	Location	2018
Mildura	NAIDOC Corroboree	Aboriginal	Nowingi Place	8 Jul
Kerang	Powers of Attorney	Seniors	Kerang Library	10 Jul
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	11 Jul
Dareton	NAIDOC community day	Aboriginal	Dareton Public School	12 Jul
Mildura	Money Management	New arrivals	SMECC	16 Jul
Mildura	Powers of Attorney	Seniors	University of 3rd Age	24 Jul
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	25 Jul
Mildura	General MMCLS	Justices of Peace	Mildura Court House	2 Aug
Swan Hill	General MMCLS	Stakeholders in Youth	YouthInc Swan Hill	7 Aug
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	8 Aug
Mildura	Sexting, cyberbullying	Aboriginal girls	Sunraysia TAFE	15 Aug
Mildura	Powers of Attorney	Seniors	Sacred Heart Parish	16 Aug
Kerang	Sexting, cyberbullying	Community workers	NDCH Kerang	20 Aug
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	22 Aug
Mildura	Gen MMCLS/Youth Expo	Youth	Henderson Park	24 Aug
Mildura	Sexting, cyberbullying	Youth workers	MASP	27 Aug
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	5 Sep
Mildura	Technology & Family Violence	Community workers	Mallee Family Care	11 Sep
Swan Hill	Technology & Family Violence	Community workers	FLO Campus	11 Sep
Kerang	Technology & Family Violence	Community workers	NDCH	12 Sep
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	19 Sep
Dareton	Drought event	Rural community	Coomealla Club Dareton	24 Sep
Ouyen	DHHS roadshow	Rural community	Ouyen Main Street	2 Oct
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	3 Oct

Where	Topic	Audience	Location	2018
Robinvale	DHHS roadshow	Rural community	Bromley Road	4 Oct
Mildura	Legal Q and A	Disengaged youth	Chaffey College	8 Oct
Mildura	Powers of Attorney	Seniors	Probus Mildura	8 Oct
Quambatook	DHHS roadshow	Rural community	Quambatook Main Street	10 Oct
Sea Lake	DHHS roadshow	Rural community	Sea Lake Main Street	10 Oct
Kerang	DHHS roadshow	Rural community	Kerang library	12 Oct
Cohuna	DHHS roadshow	Rural community	Cohuna Visitor Info Centre	16 Oct
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	17 Oct
Pyramid Hill	DHHS roadshow	Rural community	Pyramid Hill N/hood house	17 Oct
Boort	DHHS roadshow	Rural community	Boort Main Street	18 Oct
Mildura	General MMCLS	Community	Mildura Show	19 Oct
Mildura	Powers of Attorney	Seniors	Princes Court Village	24 Oct
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	31 Sep
Mildura	Powers of Attorney	Disability	Parkinson's Support Group	2 Nov
Dareton	General MMCLS	Aboriginal	Tapio Park Dareton	8 Nov
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	14 Nov
Mildura	CAR Project launch	Media, community	MFC Mildura	15 Nov
Mildura	CAR Project launch	Youth workers	MRCC Mildura	15 Nov
Mildura	White Ribbon event	Community	Mildura riverfront	23 Nov
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	28 Nov
Mildura	White Ribbon event	MFC staff	MFC Mildura	29 Nov
Mildura	Powers of Attorney	Seniors	University of 3rd Age	11 Dec
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	12 Dec

Where	Topic	Audience	Location	2019
Mildura	Money Management	New arrivals	SMECC	21 Jan
Mildura	Intro to Australian Law	New arrivals	SMECC	22 Jan
Mildura	Powers of Attorney	Disability/seniors	TPI RSL group	22 Jan
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	23 Jan
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	6 Jan
Ballarat	CAR project promotion	Youth workers	Ballarat	13 Feb
Mildura	Access to the law (1)	Youth	Mildura Senior College	18 Feb
Mildura	Access to the law (2)	Youth	Mildura Senior College	18 Feb
Mildura	Access to the law (3)	Youth	Mildura Senior College	18 Feb
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	20 Feb
Boort	Gen MMCLS/CAR Project	School wellbeing staff	Boort District School	26 Feb
Boort	Powers of Attorney	Seniors/Community	Boort Community Resource Centre	26 Feb
Pyramid Hill	Powers of Attorney	Seniors/Community	Pyramid Hill N/House	27 Feb
Hopetoun	Powers of Attorney	Seniors/Community	Hopetoun N/House	27 Feb
Woomelang	Powers of Attorney	Seniors/Community	Woomelang Bush Hospital	28 Feb
Kerang	Gen MMCLS/CAR Project	School wellbeing staff	NDCH Kerang	5 Mar
Kerang	Social media, sexting	Community workers	Kerang District Community Centre	5 Mar
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	6 Mar
Swan Hill	Gen MMCLS/CAR Project	School wellbeing staff	Swan Hill Specialist School	6 Mar
Swan Hill	Gen MMCLS/CAR Project	School wellbeing staff	S/H school wellbeing network	6 Mar
Dareton	Powers of Attorney	Seniors	Dareton Men's Shed	13 Mar
Swan Hill	Gen MMCLS & Fin Counselling	Offenders	S/H Community Corrections	19 Mar
Mildura	Gen MMCLS	Youth	La Trobe University	20 Mar
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	20 Mar
Mildura	Renting rights & responsibilities	Young Mums	Zoe Support	27 Mar
Mildura	Workplace bullying	Community workers	Christie Centre	27 Mar
Mildura	Powers of Attorney	Disability/carers	Carers Victoria	2 Apr
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	3 Apr

Where	Topic	Audience	Location	2019
Pyramid Hill	Sexting, cyberbullying	Parents/carers	St Patrick's Pyramid Hill	3 Apr
Pyramid Hill	Protecting Yourself from Scams	Community	Pyramid Hill N/House	3 Apr
Melbourne	CAR Project presentation	CLE workers	VLA Melbourne	11 Apr
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	17 Apr
Mildura	Family Law	Young Mums	Zoe Support	1 May
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	1 May
Mildura	General MMCLS	Youth	Mildura Senior College	10 May
Mildura	Powers of Attorney Day 1	Seniors	Celebrate Ageing Expo	14 May
Mildura	Financial Counselling	Seniors	Celebrate Ageing Expo	14 May
Mildura	Powers of Attorney Day 2	Seniors	Celebrate Ageing Expo	15 May
Mildura	Financial Counselling	Seniors	Celebrate Ageing Expo	15 May
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	15 May
Mildura	Family Law	Community workers	MFC Mildura	16 May
Mildura	Family Law	MFC staff	MFC Mildura	16 May
Mildura	Powers of Attorney	Seniors	Mildura Senior Citizens	22 May
Swan Hill	Technology Safety	Young women	FLO Swan Hill	27 May
Swan Hill	Technology Safety	Women	Youth Inc	27 May
Birchip	Sexting, cyberbullying	Youth	Birchip P12 College	28 May
Birchip	Sexting, cyberbullying	Parents/carers	Birchip P12 College	28 May
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	29 May
Mildura	Legal Q & A	Young Mums	Zoe Support	5 Jun
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	12 Jun
Rainbow	Powers of Attorney	Rural community	Rainbow Neighborhood House	12 Jun
Nhill	Credit, loans & debt	Karin community	Nhill Neighborhood House	12 Jun
Nhill	Cybersafety	Yr 4/5/6 students	Nhill College	13 Jun
Nhill	Cybersafety	Yr 7 & 8 students	Nhill College	13 Jun
Nhill	Cybersafety	Yr 9 & 10 students	Nhill College	13 Jun
Mildura	Elder abuse awareness expo	Seniors	Mildura Central	14 Jun
Mildura	Rights at work	Young Mums	Zoe Support	26 Jun
Mildura	Your Family Law Options	Separated parents	Family Relationship Centre	26 Jun
Robinvale	Family violence	Aboriginal women	Sisters Day Out Robinvale	26 Jun

Organisation's Certification

I certify that:

- 1 These financial statements present fairly, in all material respects, the financial position of Murray Mallee Community Legal Service as at 30 June 2019 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1.
2. The financial statements are in accordance with the funding agreement, applicable Australian Accounting standards and are based on proper accounts and records.
3. The Organisation has maintained complete and proper accounting records in respect of the Murray Mallee Community Legal Service.
4. The funds received by Murray Mallee Community Legal Service from Victoria Legal Aid under the funding agreement have been properly spent in accordance with the funding agreement.

Glen Hornsby



Chief Financial Officer

19 July 2019

INDEPENDENT AUDITOR'S REPORT TO MALLEE FAMILY CARE INC.

We have audited the accompanying financial statements ("the Statement") of Murray Mallee Community Legal Service for the financial year ended 30 June 2019. The Statement has been prepared by management using the basis of accounting as outlined in Note 1 of the Statement.

Managements' Responsibility for the Statement

Management is responsible for the preparation of the Statement in accordance with the basis of accounting as outlined in Note 1, and for such internal control as management determines is necessary to enable the preparation of a Statement that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the Statement based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Statement. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the Statement in 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, if any, made by management, as well as evaluating the overall presentation of the Statement.

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

INDEPENDENT AUDITOR’S REPORT TO MALLEE FAMILY CARE INC.

Auditor’s Opinion

In our opinion, the accompanying financial statements of Murray Mallee Community Legal Service for the financial year ended 30 June 2019 is prepared, in all material respects, in accordance with the basis of accounting as outlined in the Note 1.

Basis of Accounting and Restriction on Distribution and Use

Without modifying our opinion, we draw attention to the terms and conditions of the Agreement between Commonwealth of Australia, Victoria Legal Aid and Murray Mallee Community Legal Service, which describes the basis of accounting. The Statement has been prepared to assist Murray Mallee Community Legal Services to meet the requirements of the Service Agreement. As a result, the Statement may not be suitable for another purpose. Our report is intended solely for Murray Mallee Community Legal Services, Mallee Family Care Inc. and Victoria Legal Aid and should not be distributed to any other parties.

William Buck

William Buck
ABN: 38 280 203 274

G. W. Martinella

G. W. Martinella
Partner

Dated this 6th day of September, 2019.

Murray Mallee Community Legal Service Income and Expenditure Report
For the Year Ended 30 June 2019

Consolidated	Note	2019 \$	2018 \$
Net Surplus/Deficit from previous year			
Surplus/Deficit from previous year		183,998	101,001
Approved Expenditure from Surplus		-	-
Net Surplus Deficit from previous year		183,998	101,001
CLSP Income			
Commonwealth		593,757	575,990
State		201,144	189,869
Service Generated Income		1,000	2,881
Total CLSP Income		795,901	768,740
CLSP General Purpose Income (Total CLSP Income plus Net Surplus / Deficit)		979,899	869,741
CLSP Expenses			
Salaries		503,454	440,988
Superannuation		42,415	37,808
On Costs		7,878	8,310
Rent		18,168	16,279
Repairs and Maintenance		4,823	4,389
Other Premises Costs		15,525	13,165
Staff Training		64,586	4,015
Staff Recruitment		27,797	25,182
Communications		3,774	5,446
Office Overheads		52,434	40,936
Insurance		7,502	5,702
Finance, Audit & Accounting Fees		1,000	515
Library, Resources & Subscriptions		3,180	1,790
Travel		25,843	20,759
Programming and Planning		24,931	50,441
Minor Equipment		2,341	10,018

The accompanying notes form part of these financial statements

Murray Mallee Community Legal Service Income and Expenditure Report
For the Year Ended 30 June 2019 continued

	Note	2019 \$	2018 \$
Salary and Related Expenses		553,747	487,106
Total Operating Expenses		251,904	198,637
Total CLSP Expenses		805,651	685,743
Surplus/Deficit for Current Year		(9,750)	82,997
<i>Other Income</i> (Not to be added to CLSP Funds Surplus/Deficit)			
Total Funds received from Other Bodies		-	-
Total Funds received from Other Bodies for non-CLSP CLSIS Activities		-	-
Less Actual Capital Expenditure in Current Year		-	-
Surplus /Deficit for Next Year		174,248	183,998

The accompanying notes form part of these financial statements

Murray Mallee Community Legal Service Balance Sheet
As at 30 June 2019

	Note	2019 \$	2018 \$
<i>Current Assets</i>			
National Australia Bank Operating Account		259,370	252,763
Total Current Assets		259,370	252,763
Total Assets		259,370	252,763
<i>Current Liabilities</i>			
Creditors			
Accrued Wages		14,198	18,716
Employee Entitlements			
Annual Leave		32,488	23,156
Total Current Liabilities		46,686	41,872
<i>Non-Current Liabilities</i>			
Employee Entitlements			
Long Service Leave		33,558	22,015
Total Non-Current Liabilities		33,558	22,015
Total Liabilities		80,244	63,887
Net Assets		179,126	188,876
<i>Accumulated Funds</i>			
Retained Surplus/(deficit) at Beginning of Year		188,876	105,879
Surplus/(deficit) for Year		(9,750)	82,997
		179,126	188,876

The accompanying notes form part of these financial statements

Murray Mallee Community Legal Service Cashflow Statement
For the Year Ended 30 June 2019

	Note	2019 \$	2018 \$
<i>Cash inflows (outflows) from operating activities</i>			
Receipts			
Operating grants from Government		874,391	842,445
Other income		1,100	3,169
		875,491	845,614
Payments			
Payments to employees		(537,389)	(504,997)
Payments to suppliers and providers		(277,095)	(218,502)
GST paid		(54,400)	(57,010)
		(868,884)	(780,509)
Net cash from operating activities	(1)	6,607	65,105
Net increase(decrease) in cash for year		6,607	65,105
Cash at beginning of financial year		252,763	187,658
Cash at end of financial year		259,370	252,763
(a) Reconciliation of net cash from operating activities to surplus from operating activities:-			
Net (deficit) surplus for the year		(9,750)	82,997
Add (Less):			
Increase (Decrease) in employee provisions		20,875	(21,291)
Increase (Decrease) in creditors		(4,518)	3,399
Net cash from operating activities		6,607	65,105

The accompanying notes form part of these financial statements

NOTE 1: BASIS OF ACCOUNTING

Income in these Income and Expenditure Reports is recognised on a cash basis, while expenses are recognised on an accrual basis.





Mildura

122 Ninth Street
Mildura VIC 3500
T: 03 5023 5966

53 Eighth Street
Mildura VIC 3500
T: 03 5021 2885

105-109 Lemon Avenue
Mildura VIC 3500
T: 1300 667 382

Dareton

3 Devenport Street
Dareton NSW 2717
T: 03 5027 7600

Wentworth

59 Darling Street
Wentworth NSW 2648
T: 03 5027 3578

Robinvale

33 Herbert Street
Robinvale VIC 3549
T: 03 5026 1401

Balranald

95 Court Street
Balranald NSW 2715
T: 03 5020 2700

Swan Hill

229 Beveridge Street
Swan Hill VIC 3585
T: 03 5032 4479

McCrae Street
Swan Hill VIC 3585
T: 03 5032 4145

Kerang

22 Victoria Street
Kerang VIC 3579
T: 03 5452 2863



www.malleefamilycare.com.au