



MURRAY MALLEE COMMUNITY LEGAL SERVICE
2015-16 ANNUAL REPORT

LEGAL ASSISTANCE UNDER- STANDING

Servicing the Murray Mallee for 20 Years - since 1996



Cover Image
Road between Woomelang and Hopetoun

LEGAL ASSISTANCE UNDER- STANDING

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MMCLS acknowledges the many Indigenous peoples as the traditional owners of the lands on which we live and work. We pay deep respect to Elders past and present.

We would like to acknowledge and thank the financial contributions made by the following funding bodies for without their contributions we would not be able to provide the services we do.

\$481,901.00 Commonwealth Attorney Generals Department

\$146,611.00 Victorian State Government (Victoria Legal Aid)

\$628,512.00

Thank you to both the Commonwealth and State Government funding bodies.

ACKNOWLEDGEMENT ABOUT US

Objectives

To provide a high quality, free and accessible legal service in the Murray Mallee which will empower and support 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 the 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.

Mission

To render legal assistance to the most vulnerable members of Murray Mallee communities. The assistance will be 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.

Vision

That 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.

2015-16 AT A GLANCE

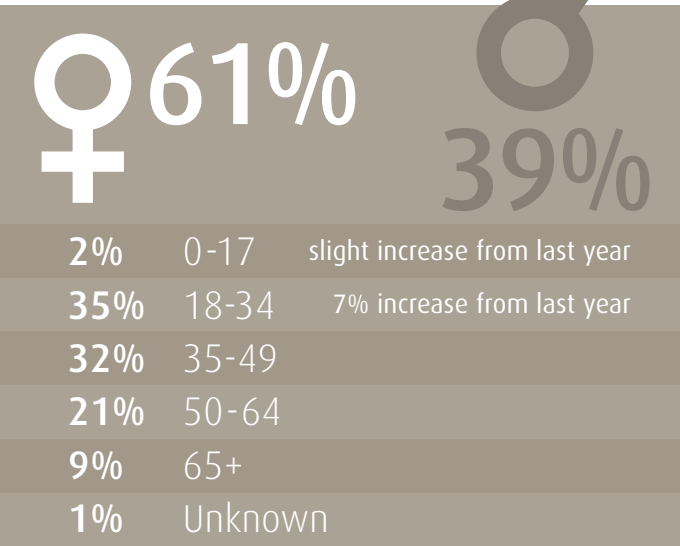
CLIENTS WE HAVE SUPPORTED



12.8% OF OUR CLIENTS IDENTIFIED AS BEING ABORIGINAL AND TORRES STRAIT ISLANDER (ATSI)

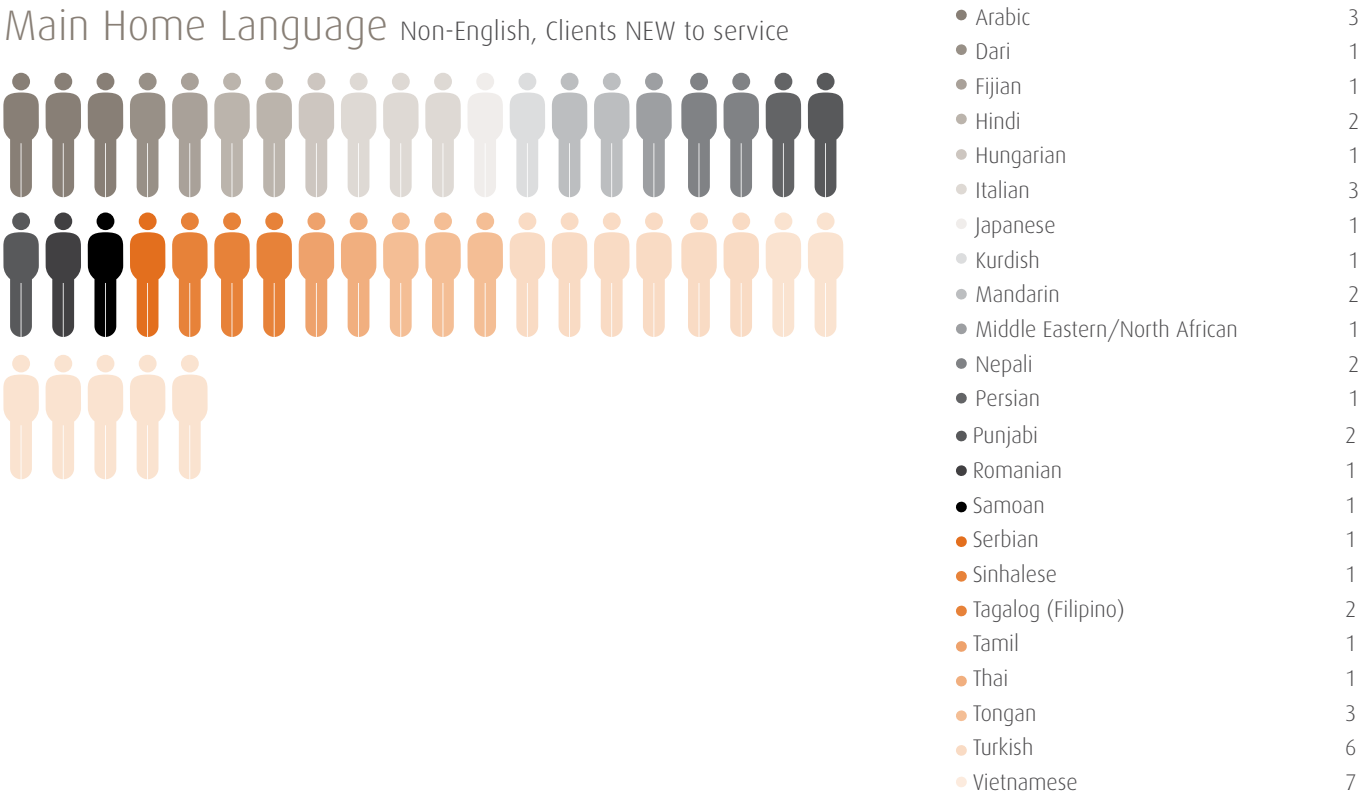
30% OF OUR CLIENTS IDENTIFIED AS HAVING A DISABILITY

SEX AND AGE OF OUR CLIENTS OF THE 553 NEW CLIENTS;

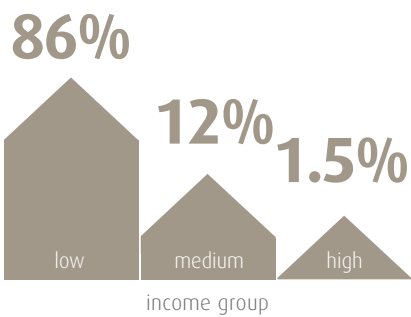


Age of clients assisted remained overall consistent to previous years

OVER **4%** OF OUR CLIENTS DID NOT SPEAK ENGLISH WELL OR AT ALL AND 8% OF CLIENTS WE SUPPORTED CAME FROM NON-ENGLISH SPEAKING BACKGROUNDS



CLIENT SOURCE OF INCOME
66% Pension
29% Earned
1% Other
3% No Income
1% Not stated



622 TOTAL ADVICES FOR THE YEAR

AREA'S OF LAW - CASEWORK;
ALL FUNDING CATEGORIES
188 FAMILY LAW
216 CIVIL & ADMINISTRATIVE LAW
11 CRIMINAL LAW

ASSISTANCE PROVIDED

622	TOTAL ADVICES
325	TOTAL CASES OPENED
788	TOTAL CLIENTS ASSISTED

AREA'S OF LAW - ADVICE;
ALL FUNDING CATEGORIES
577 FAMILY LAW
365 CIVIL + ADMINISTRATIVE LAW
62 CRIMINAL LAW

137 TOTAL TELEPHONE ADVICES FOR THE YEAR



*Clients may have multiple problem types

WHAT WE DO AND WHERE WE GO;

HOURS OF OPERATION



Face to Face and
Telephone appointments
Free Call 1800 243 002
122 Ninth Street, Mildura

Monday	afternoons
Tuesday	morning and afternoons
Wednesday	afternoons and after hours (after 5pm)
Thursday	morning and afternoons
Friday	afternoons

OUTREACH SERVICES

Face to face appointments
(phone at other times)

Robinvale	Mallee Family Care 33 Herbert Street, VIC (Tuesdays) and as needed
Monthly	
Dareton	Mallee Family Care 3-5 Davenport Street, NSW (Tuesdays) and as needed
Monthly	



FACE TO FACE

Wentworth	Mallee Family Care 59 Darling Street, NSW (Tuesdays) and as needed	Family Relationship Centre 105 Lemon Avenue, VIC
Monthly		Weekly (Mondays)
Swan Hill	Mallee Family Care 229 Beveridge Street, VIC (Wednesday & Thursday) and as needed	
Fortnightly		



INTERVENTION ORDER SUPPORT SERVICE

Location	Day	Rotation	Time
Mildura Magistrates Court	Monday	Weekly	9.00am – 4.00pm
Wentworth Local Court	Tuesday	Monthly - only as needed	9.00am – 1.00pm
Robinvale Magistrates Court	Tuesday	Monthly	9.00am – 1.00pm
Swan Hill Magistrates Court	Wednesday	Fortnightly	9.00am – 2.00pm
Kerang Magistrates Court	Thursday	Monthly	9.00am – 4.00pm

LEGAL ASSISTANCE UNDER- STANDING

Total number of clients assisted by Local Government Area (LGA) catchment phone or face to face;

NO. OF CLIENTS ASSISTED BY CATCHMENT - LGA'S	
WENTWORTH	42
BALRANALD	3
MILDURA	397
GANNAWARRA	26
SWAN HILL	94
BULOKE	10
LODDON	3
YARRIAMBIAK	2
HINDMARSH	1

NO. OF CLIENTS ASSISTED OUT OF OUR CATCHMENT - LGA'S	
BALLARAT	2
BENDIGO	1
CASEY CITY	1
SOUTHERN GRAMPIANS	2
KINGSTON CITY	1
FRANKSTON	1
ALPINE	1
MURRAY RIVER (NSW)	1
HORSHAM	1
ALBURY	5
MELBOURNE	1
COORONG (SA)	1
WAKOOL (NSW)	1
LA TROBE	1
WODONGA	4
MOIRA SHIRE	1
*counted by number of client records.	

MANAGERS REPORT

All staff have helped to make this year very successful, a year of many highs. We have been able to not only meet our overall targets, we have turned 20, launched our new website (Check it Out; www.murraymalleelegal.com.au) and undertaken other successful projects to extend our reach as well as received successful grants to expand our service. It has been another challenging year for the service and sector with the generalist service funding cuts looming in mid-2017 due to the National Partnership Agreement on Legal Assistance Services.

The service has experienced some staffing changes this year however have been able to remain consistent and deliver all services required. The service has greatly benefitted from the commitment and ongoing mentoring and expertise of our Principal Solicitor, Steven Bliim. We have also continued being very lucky to have Lisa Nguyen with us (a gem!), with the service saying 'good bye for now'

to both Chenae and Amanda. And saying 'hello' to Kylie Walsh from September 2015 to undertake our Intervention Order Support Service role.

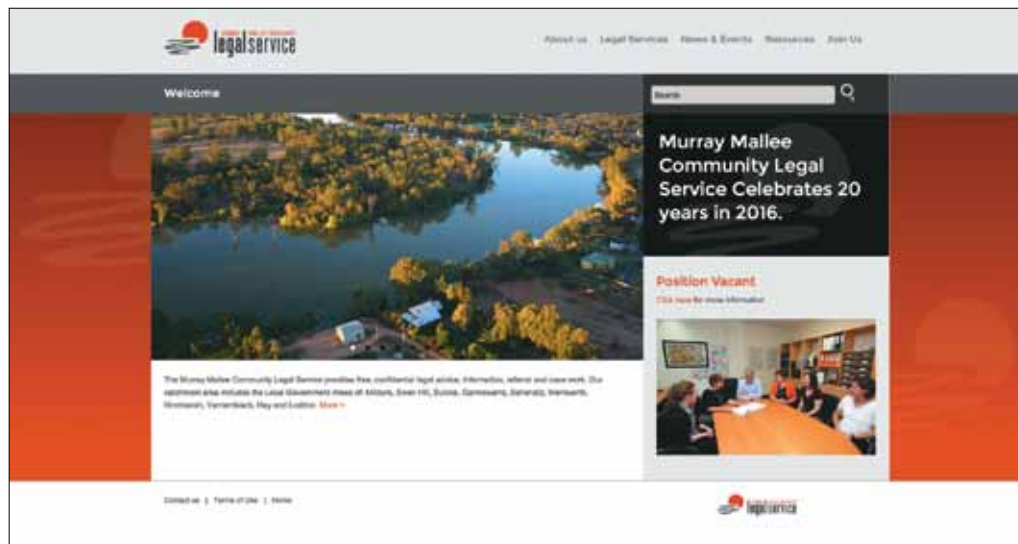
The Murray Mallee Community Legal Service (MMCLS) commenced operating in 1996 and covers more than 100,000 square km which includes ten Local Government Areas.

Our Staff have travelled over 20,000 km to outreach locations this year!

MMCLS is an auspiced Community Legal Centre – a co-located service within Mallee Family Care. Mallee Family Care is the largest welfare not for profit agency covering the Northern and Southern Mallee of Victoria and South West New South Wales. This co-location allows the legal service to work collaboratively with sixty four other community programs on common issues, build and support each other in community development initiatives and also meet the ever increasing needs

of residents living in the MMCLS catchment. While the last 12 months have certainly been met with challenges, there have also a number of achievements such as our Interim Legal Needs Analysis (reported on further below), our media partnerships, our ongoing advocacy, our 'social justice rights' work for our clients and some highlighted areas below;

The service has continued its 'voice' in raising access to justice issues for our communities in terms of services provided locally and the gaps we see. The service assisted with and participated in Victoria Legal Aid's scoping into the Murray Mallee area in October 2015 when both their Board members and Senior Executives were in town to discuss future service delivery options. As a follow up to this, other meetings have been attended and the service is awaiting further progression of



plans. We certainly are providing input into the gaps in legal services in our area and the legal need of our communities.

Law Reform

Consumer Law

Due to the excellent history and ongoing casework in regard to consumer law, the service has continued our participation and partnership with University of Melbourne Research into consumer law issues. Our Centre has a proven track record to take these matters on and deal with consumer law issues for our communities. These cases are all relevant to vulnerable groups such as indigenous client groups who are often targeted by several kinds of lending approaches. This is an ongoing major law reform activity for our service along with many other partners.

The service in late 2015 and early 2016 had worked with, contributed to and are one of the 5 partners in the ARC Linkage Project grant titled “**Harmful financial products: analysis of**

their impact and regulation”.

The partners working with the University of Melbourne Law School on this project include; Good Shepherd Australia New Zealand, Consumer Action Law Centre, Financial Counselling Australia Incorporated, Western Community Legal Centre and Mallee Family Care Inc.

This project will investigate financial products that have the potential to harm disadvantaged and vulnerable consumers. Working in partnership with five leading non-profit organisations, and adopting empirical research techniques (including surveys, interviews and focus groups), it will explore the extent to which these products perpetuate financial hardship, poor health and social disadvantage. In doing so, it will make a significant, original contribution to consumer law scholarship and studies of financial exclusion, while also providing practical assistance to policymakers, regulators and the partner organisations. The project will assess the need for law reform, and, if appropriate,

will make detailed law reform recommendations.

Family Violence/Family Law

As a vast majority of our legal work is within family violence and family law, the service was well placed to provide a submission last year to the Family Violence Royal Commission – accessible from our website – a lot of work and both local and State meetings have been held to look at these recommendations and adoption. As a result of this work and concerns the service also participated in the ‘Safety First in Family Law 2016’ campaign with Women’s Legal Services Australia, concerned with the family law system and its need to be ‘fixed’.

Alongside this work, the service has continued its petition campaign support with Rosie Batty in the Never Alone campaign – to ask the Leaders of



Australia to ‘put the safety of women and children first in family law – five step road map’.

Family Violence/Cross Border Issues

The service also engaged and partnered with a researcher at the Queensland Centre for Domestic and Family Violence Research who was undertaking research under the ANROWS (Australian National Research Organisation for Women’s Safety) program 2014-2016 research into three areas. These areas were; enforcement of protection orders, information sharing regarding protection orders and cross-border issues relating to protection orders.

Our staff participated in this research in several ways, by talking about our experiences locally, connecting the researchers to women who have experienced family violence and other local key service providers such as the Mallee Domestic

Violence Service, by providing case study information in terms of our lived experience of our cross-border location and the plight of our clients in terms of jurisdictional issues.

We are pleased to have participated in such important research and an issue that is very ‘close’ to home for us – our staff need to understand Victorian, New South Wales and South Australian legislation to protect victims of family violence as we are in a Tri-State cross-border area.

Child Protection

The service assisted to set up and hosted the consultation in Mildura by Victoria Legal Aid on the ‘Child Protection Review’ in June 2016 – this was a well-attended event where several Mallee Family Care program staff, outside of the legal service, met with Siobhan and Vincenzo. Concerns were raised regarding the current system and need for change with local issues discussed in terms of representation and gaps in legal

services in our area with future views to be considered.

We have continued to undertake Law Reform activities

FRC/CLC Partnership

The partnership between the Murray Mallee Community Legal Service (MMCLS) and the Mildura Family Relationship Centre (FRC) continues to be met positively by both clients and staff. Our service has only provided this service at half capacity due to funding changes in terms of generalist work focus, however, we did continue with some Legally Assisted Family Dispute Resolution (LAFDR) cases.

As part of this collaborative partnership the service continued to provide regular Your Family Law Options (YFLO) Information Sessions to clients who are engaged in the Family Dispute Resolution (FDR) process.

We also provide legal advice to individual clients who are referred directly by the FRC. We provide a regular outreach service to the FRC building for client appointments whether by phone or face to face.

FRC (FAMILY LAW)	
TOTAL CLIENT NO.	182
ADVICES	183
CASE OPEN	27

In the last year 42 clients have attended YFLO sessions at the FRC – comments from clients attended;

“Very good”

“My opinion on the session was that it was very informative and clearly presented.”

“Extremely insightful and helpful in my journey.”

“Was a great insight into the steps I need to take now.”

“Very useful info. Thank you greatly.”

“Staff did a wonderful job.”

“It was definitely very helpful.”

“Really well presented and well informed.”

“Nice to have time for questions and answers.”

LAFDR Case Study– Family Law

A client sought our assistance regarding Family Law Court orders that prescribed significant time for other parent with the child. Initially complying with the orders, the client had developed serious concerns about child’s safety when with other parent. Medical evidence indicated the child had developed PTSD. A LAFDR was facilitated by Mildura Family Relationship Centre, with

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24 YFLO sessions under FRC/CLC Partnership were delivered in the last year.

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the other parent seeking more time with the child and our client seeking to reduce it. The parties did not reach agreement during the LAFDR. However, as the parents had been unable to communicate with each other outside of the LAFDR context, each party obtained a better understanding of the other’s position, and the issues regarding the child’s health and safety, as a result of participating. Our client expressed the view that having legal assistance during the mediation made the process clearer, less intimidating, and that it was a huge benefit to be able to obtain legal advice during the mediation. The other parent expressed an intention to consider the medical evidence in relation to the child’s health issues. Prior to the LAFDR they had refused to acknowledge that there was any issue with the child’s health at all.

Access to Justice

As noted in our previous annual report, access to justice is a big issue in rural areas such as ours. Geographic isolation with small population pockets spread across over 120,000km2 makes coverage difficult for the face to face support our community would wish for. The service has welcomed the interest and scoping Victoria Legal Aid (VLA) has undertaken in our area in the last few months and await to hear what this may mean for our local Murray Mallee in the future.

The service aims to work in with other providers to ensure clients are supported with timely initial free legal advice with warm referrals for ongoing casework. We have a high Indigenous population with many disadvantaged groups who access support. MMCLS is committed to supporting victims of violence and to work with our community members to address issues as a broader responsibility for us all.

I would like to thank all staff and volunteers for their hard work over the past year. It is with pleasure I present the 2015-2016 Murray Mallee Community Legal Service Annual Report.

Lisa-Maree Stevens

LISA-MAREE STEVENS

Manager Murray Mallee Community Legal Service Director Community Services, Mallee Family Care Inc.



PRINCIPAL SOLICITOR’S REPORT

Well another year has gone by and the MMCLS has celebrated it’s twentieth anniversary of providing free legal advice for the vulnerable and disadvantaged of the Mallee region of north western Victoria and south western New South Wales. The actual celebration was fairly muted and not marked by any festivities but it was noted and quietly observed.

As with last year we have seen some changes in staff with Chene SparkEs moving on to take up a position with Victorian Legal Aid in Melbourne and Amanda Morrison taking on a position as a teacher in Mildura. Lisa Nguyen continued to fill in for Katie Davies and was able to extend her stay when Katie decided to take some more leave to be with her baby. In September we engaged Kylie Walsh to fill the position of

Intervention Order Support Solicitor (IOSS) which had been vacant for some months. Cathy McNickle first came to us as a short term placement to complete her practical legal training prior to admission. Later Cathy returned as a generalist solicitor until the end of the financial year.

Lisa-Maree and I attended the National Association of Community Legal Centres annual conference in Melbourne in late August 2015. This allowed me to get a little further acquainted with the leadership and politics of the CLC world and to make some valuable contacts.

We extended our IOSS support in mid-September to family violence applicants at the Magistrates Court at Kerang. On the first day that I appeared there we had 3 applicants as

clients and the service in Kerang has not looked back. Kylie now appears there on a monthly basis and is always busy.

The regular IOSS appearances have also provided an avenue for our less experienced advocates to gain some experience on their feet before the Court advocating for our clients. Cathy and Lisa have taken turns to assist Kylie on Mondays at Mildura and have each experienced the mixed joys of advocacy. We have also continued our duty lawyer service at the 3 annual Federal Circuit Court family law sittings and have had significant achievements obtaining both interim and final orders for otherwise unrepresented clients.

After the threatened funding cuts of early 2015 the last financial year has been a good one

PRINCIPAL SOLICITOR'S REPORT (cont)

financially for the MMCLS. In October 2015 we received notice from the Victorian State Government of two additional funding grants through the Attorney General's Department.

come up with an idea and let the Attorney General know what we planned, all in less than 2 weeks, no pressure at all!

and representatives from the DV unit, the Police, Child Protection and others. Into this unit we planned to place a solicitor full time in Mildura and one part

The first was an additional amount to allow us to appear for family violence applicants through to a contested hearing. This filled a serious gap in the services that we were able to provide for victims of family violence.

The second amount was to allow us to fund a project undertaken by Lisa Nguyen called Mallee Kids and the Law. As it's name suggests this project is aimed at helping kids, adolescents and young adults to recognise and address legal problems that affect them.

Further in October 2015 we received word from the Federal Attorney General's Office that MMCLS had been chosen of one of 12 centres around Australia to receive funding under the Women's Safety Package (WSP). Without notice we received 3 years of funding to provide "wrap around" services to support women victims of family violence and their children. The first thing we had to do was

As it turned out the criteria for the funding, once advised by Canberra, fitted like a glove with an idea that our director, Lisa-Maree Stevens had been developing with the Mallee Domestic Violence Service (MDVS) for some time. The MDVS is a multidisciplinary centre working with the Mallee Sexual Assault Unit to provide services to victims of family violence and sexual assault including officers

time in Swan Hill together with a social worker based in Mildura to act as project co-ordinator and case manager. The idea being to be a part of a one stop shop to provided legal assistance with the other problems that face family violence victims such as family law, child protection, debt and fines and the like.

All of a sudden we were looking not just to maintain our staff

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I take this opportunity to thank all of our staff for their efforts over the 2015/2016 year, to Lisa-Maree for her leadership, to Nicole for keeping everything functioning, to Allie for keeping in contact with our outer fringes, to Janet for helping us get off the ground and to all of our legal staff for a sterling effort and for making my job easier.

”

numbers but to recruit two new solicitors, a project co-ordinator and some additional administrative help. As it turned out the project co-ordinator came from within the Mallee Family Care family and Janet Bonython commenced as project co-ordinator in March/April 2016. With the help of our recruitment agency we found Ed Laginha to start as Mildura Family Violence Legal Unit solicitor in May 2016 and Katie-Elouise White-Spier was employed in June 2016 to start at Swan Hill. Tianne Harris was recruited locally to provide additional part time administrative assistance to Nicole Thomas and the unit.

In November 2015, I appeared to give brief evidence before the Victorian Labour Hire and Insecure Work Inquiry which was interesting and topical given the ABC television report on the subject earlier in the year.

30 March 2016 was another significant milestone with the Royal Commission into Family Violence providing

it's 227 recommendations and considerable report to the Victorian Parliament. While the substance of the findings was significant and all recommendations have been accepted by the government to be funded and implemented. I could not help but feel that somewhere in the process the role of community legal centres on the front line acting for victims has been overlooked.

I hope that our work in this important area does not get overlooked and consequently underfunded in the hurly burly of the government, executive and public reaction.



STEVEN BLIIM
Principal Solicitor



FAMILY VIOLENCE - COMMITMENT FOR THE MALLEE

Intervention Order Support Service (IOSS)

Applying for an intervention order can be confusing and scary where making sense of the legal maze and processes can be a difficult and daunting task. Our Intervention Order Support Service (IOSS) is delivered across our Catchment Courts – Wentworth as needed, Mildura weekly, Robinvale monthly and Swan Hill fortnightly. There has been an increase in Family Violence applications being made across our Catchment and we know there is a high incidence of family violence amongst our large catchment area. The service, due to a successful State Attorney-General 'Family Violence Duty Lawyer' grant, now includes Kerang Court in our outreach to local Courts, due to the number of family violence incidents and need for court support. We were very pleased to hear this one year funding has now extended to 2016-2017. Prior to the receipt of funding to appear in contested matters, our service was not in a position to represent clients at such

hearings. Accordingly our service was limited in the provision of representation to clients, confined to mentions and directions hearings. This situation was problematic not only for our service but also for the client in our inability to provide continued representation to finalisation of the matter. However, following receipt of funding to appear in contested hearings, this has enabled our service to obtain more detailed instructions, interview witnesses and obtain supporting documentary materials

Further support we have been able to provide with this additional funding

By way of example, we acted for an elderly couple in a personal safety intervention order application relating to a long standing dispute, including

With this funding we have also taken on contested IOSS matters to extend our clients access to justice;

serious allegations of continued prohibitive behaviour with their neighbours. We were able to not only appear for our clients in the application for interim orders, but also obtained detailed instructions and witness statements. This was beneficial to the clients who were not only elderly, but suffering from physical and mental health problems, but comforted by the continued legal representation from our service. Our service recommended to the clients to engage in mediation in an attempt to resolve the matters, which ultimately proved successful.

A further example of how the funding for contested hearings has benefitted another client, was in a family violence intervention order application against our client's drug addicted former partner and mother of his children. We were engaged by our client as duty lawyer on the return date of his application.

Following obtaining brief instructions, we successfully made application on his behalf for interim orders. We continued to represent our client to the Directions Hearing and the matter was listed for a contested hearing. It was at this point our service received the funding for contested matters and we contacted our client advising him that we were now in a position to represent him at the contested hearing should he wish us to do so.

Our client expressed his sincere gratitude and he re-engaged MMCLS. We were then able to obtain complete instructions from our client and the numerous witnesses we intended to call at the contested hearing. During this period, we were also able to engage in negotiations with the other party's solicitor and on the day of the contested hearing, the matter was resolved in our client's favour.

The funding for our IOSS program is one of those that will be affected mid 2017 with the 30% cuts – a huge worry for us!

Our IOSS service has continued to get busier and busier, we have again found there is approx. 50-50% police to non-police applications across our catchment, evidence to support our non-police applicant IOSS service.

Kylie Walsh has taken on the reigns of this program with gusto and certainly with a commitment to travel – thank you Kylie!

The IOSS program also provides family violence appointments at the local domestic violence services, we will attend Court and provide family violence specific appointments within our own buildings that aim to intervene early in a victim's experience of violence. The service supports women who are victims of family violence at the local domestic violence services within their group work programs such as SEA (Self Esteem and Assertiveness) Change programs regularly.

The service has continued to work closely with both Victoria and NSW family violence police, local Courts and our local domestic violence service to ensure we are aware of all key service providers and continue to work in an integrated way. Our communities experience a very high rate of Family Violence and there are local networks the service is part of that are supporting a broader community response.

Lisa-Maree, as invited by Andrew Broad (Federal MP for Mallee) attended Parliament House on Monday 7th September 2015. Hot on the agenda was the issue of 'Family Violence in the Mallee' – the meeting was held with Ken

Lay, who is Chair of the Council of Australian Governments Advisory Panel on Violence Against Women and Children and the Chair of the Prime Ministers' National Ice Task Force.

Issues discussed on the day included; cross border issues and the need for a National Intervention Order; the rate of family violence in the Mallee; housing shortages in the Mallee for rental; discussion around smaller towns having limited access to legal services; the suggestion that Family Violence Unit police be co-located with Domestic Violence/Sexual Assault services like in Mildura where the Sexual Offences and Child Abuse Investigative Teams (SOCIT) and Child Protection Unit (CPU) staff are located, as an added level of support; and discussion around Ice use and drugs in Mildura and its effects on family members.

The meeting was very productive and it was enlightening to see that the Government had placed such a knowledgeable and experienced Chair on the COAG and Ice Taskforce.

Thank you to Andrew for the invite and continued support of our service.



MMCLS is very committed to preventing violence, to provide those primary prevention strategies by continuing to advocate for law and policy changes that directly challenges views on family violence and by undertaking community education and development work in our large catchment area.

It was due to our demonstrated commitment and quality service provision in Family Violence that we were chosen as one of the twelve Community Legal Centre's Nationally by the Commonwealth Government to be a provider of the Women's Safety Package pilot project as noted in the next pages.

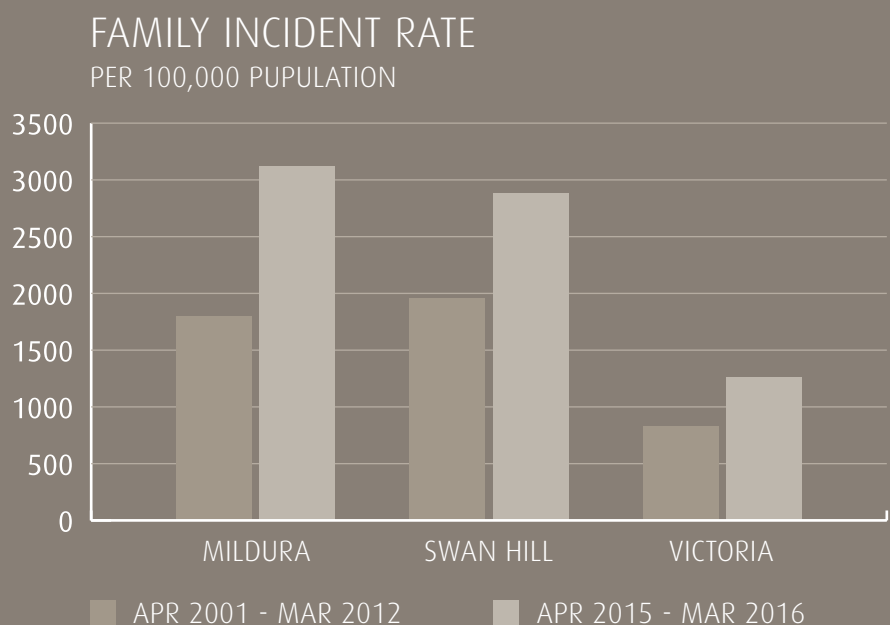
Our Support for applicants in Family Violence Intervention Order matters

IOSS	
TOTAL CLIENT NO.	176
ADVICES	54 (9 at court)
CASE OPENS	162 (new in period) (147 at court)
IOSS AT COURT	156

Women's Safety Package – Chosen Provider!!

The Murray Mallee Community Legal Service (MMCLS) gained funding from the Federal Government's Women's Safety Package (WSP) as announced late 2015 due to the high

rates of family violence in our catchment area. The following graph compares the growth rate of family violence incidents reported to Victoria Police between 2012-2016 and in particular higher rates in Mildura and Swan Hill compared to the rest of the state average per 100,000 population.



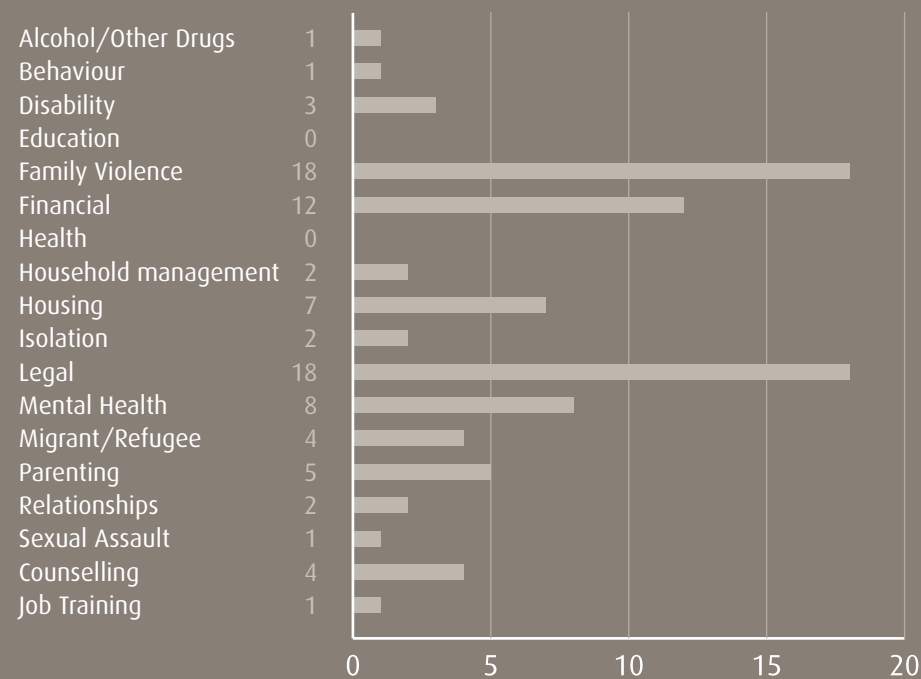
MMCLS Director, Lisa-Maree Stevens, saw this funding as an opportunity to act on an identified need to place a legal service within the Mallee Sexual Assault Unit- Mallee Domestic Violence Service (MSAU-MDVS). The WSP funding resulted in the establishment of the Family Violence Legal Unit (FVLU) and as of June 2016 became fully staffed with two solicitors and one social worker operating

in both the Mildura and Swan Hill MSAU-MDVS sites providing 'timely on the ground legal assistance' to women who are victims of family violence.

Up to June 30, 2016 the service supported 18 women with their legal needs. The data in the following graph, although limited at this time, lists a range of other needs the clients were also experiencing in terms of

legal issues; Creating links with services both locally and in the broader Mallee catchment as well as other rural and metropolitan programs is a key task of the FVLU. This has been essential in building wider support options for women and children experiencing family violence. These were created utilising Community Legal Education and meetings with key stakeholders. It also identified opportunities for early intervention and partnering in working towards the provision of a holistic service to the community.

FVLU COMPLEX NEEDS OF CLIENTS MAY/JUNE 2016



The project coordinates legal and non-legal supports for women and their children.

LEGAL ASSISTANCE UNDERSTANDING

MSAU-MDVS staff have commented that the availability of a solicitor has increased legal referrals for clients. This has made it easier for clients to gain legal advice and preventing issues from escalating as well as accessing legal safety options. Two examples of FVLU support include firstly, where multiple services involved consulted with the client and each other and

allowed her to build trust and feel confident to gain an IVO four months after initially accessing services. The second example resulted in a client having extensive fines (over \$15,000) attributed to her by her partner removed following support from the FVLU solicitor in court.

The co-location, collaboration and flexible service options are

aligned with the recent Victorian Royal Commission into Family Violence recommendations released in March 2016.

The project will continue to develop these opportunities in working towards a community free from family violence.

Janet Bonython
Project Coordinator
Family Violence Legal Unit

LEGAL NEEDS

Our first Interim Legal Needs Analysis (LNA) report journey was fantastic, we were able to publish this report in late 2015. In terms of assisting us with future planning for our service the report was very instrumental. In the Murray Mallee region, legal need is complex. The isolation of the region along with the particular needs of diverse communities with high levels of disadvantage and, importantly, the lack of legal services, all compound to create a situation where legal need is high and requires a distinct, locally-driven response. The Interim Legal Needs Analysis is the first step in unravelling the complexity of legal need in the catchment area of the Murray Mallee Community Legal Service. Primarily, it reveals the shortage of legal service provision in the region and the high reliance on MMCLS as the only free, generalist legal service in the area.

For 2016 our plan was to expand our services distribution across the region and to focus on young people and older

community member's access to legal assistance and information sessions.

The service has provided a significant increase in delivery of community legal education sessions to our outer lying catchment areas and to older community members – a very pleasing result, see CLE education sessions list. This work has assisted with further referrals to our advice service by both phone and face to face, see LGA areas coverage. We have assisted 7% more young people this year than in previous years – a great success for our Mallee Kids and the Law project.

The legal needs analysis demonstrated the excellent ability of MMCLS to reach those clients with the greatest likelihood of legal need as well as to respond to the two primary legal issues in the area, specifically family violence and family law. A continued success in 2016.

Most importantly, the Interim LNA reveals the need for more extensive research into legal needs in the region. It is hoped that this interim version will provide the impetus for a comprehensive Legal Needs Analysis to be fully funded and undertaken so that an evidence-based, true account of legal need across the region is obtained to guide future service delivery. We are looking for future funding to undertake this research.

From the Legal Needs Analysis we knew we were not servicing young people as a priority.

Mallee Kids and the Law, which is funded by the State Attorney-General's Office, aims to educate young people on a variety of legal issues around their rights and responsibilities. The project provides legal education, advice and links young people with the statewide service Youthlaw.

The project is a great opportunity for young people in the Mallee to access legal assistance and information about issues that affect them.



MALLEE KIDS AND THE LAW

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, rights and responsibilities when dealing with police. To date, Mallee Kids and the Law has provided advice sessions, conducted community education at local schools as well as casework to young people both at the MMCLS' office as well as outreach locations including at the Flexible Learning Options (FLO) Connect service.

The Mallee Kids and the Law project journey began well before the official start date in October 2015. The project really began in July 2015 when MMCLS was invited to attend the Youth Service Providers Network meeting, the meeting was a great opportunity to not only flag to the various services that we wanted to launch a new project, focusing youths

but also to get feedback to help us determine what the various services thought were the most pressing legal issues faced by young people. We received great feedback from the Youth Service Providers Network meeting, in particular the survey that was completed was turned into a Youth Legal needs analysis that was then used in an application for the State Attorney General CLC funding grant.

In addition to attending the Youth Service Providers Network meeting, Mallee Kids and the Law has also attended meetings to discuss the project and to discuss working in partnership with a number of different organisations including; the Northern Mallee Local Learning and Employment Network, FLO Connect, Victoria Police, Headspace, Consumer Affairs Victoria, the Youth Action



Committee, Local Council, FLO Connect coordinators, Mildura Magistrates' Court, the Department of Health and Human Services and various local schools.

Following from a successful meeting with the FLO Connect coordinator, Mallee Kids and the Law was invited to conduct interactive community legal education sessions on a monthly basis to young people, covering issues that would be determined by young people. Topics that have been presented to young people at FLO Connect to date include; sexting and the law, cyberbullying, criminal records, rights and responsibilities when dealing with police, age of consent and driving without a licence.

Mallee Kids and the Law at FLO Connect – What has this meant?



The outreach program provided by Mallee Family Care has been a very successful addition to

Since the first Youth Service Providers Network meeting, Mallee Kids and the Law has continued to attend the monthly meetings to contribute and participate in discussions with other youth service providers and agencies as well as to network and share information, knowledge, skills and expertise.

the curriculum and activities that the young people at FLO Connect have participated in. It has provided relevant, timely and legal information that has empowered our youth to make informative and educated decisions regarding the law and the impact particular issues have on their lives. The success is derived from expert delivery to the young people, in their educational setting, around issues and situations that are, or have previously affected them (social media, family law, alcohol and other drugs, age of consent just to name a few). Having a voice and being part of the choice of content and the delivery mode, has encouraged young people to participate and to be actively involved in each session, and as a result

became familiar with up to date, expert advice. FLO Connect looks forward to continuing the partnership with this program as an integral part of providing legal information that can make a huge difference in the lives of our youth. Many thanks to Lisa and Lisa-Maree for providing this opportunity.



Bernadette Warburton
FLO Connect Campus Co-ordinator
78 Pine Ave Mildura

Mallee Kids and the Law has also worked together with Allie Collyer, community legal education worker - MMCLS. In particular, we have attended meetings to discuss co-presentations on the topic of Sexting and the Law at various local schools.

Mallee Kids and the Law was invited by the Youth Resource Officer from Victoria Police to co-present together with Allie Collyer, at a community legal education session that was conducted in front of a large number of students from year 7 to year 10 at the Chaffey Secondary College. The session covered a number of legal issues including sexting, child pornography, cyberbullying, sexual harassment, assault, privacy, vandalism, carrying weapons and drugs and alcohol.

Mallee Kids and the Law was also invited to be a member of a panel at both the Red Cliffs Secondary College and the Irymple Secondary College. Each school had a presentation that was shown to the year 9 students. The presentation covered the topics of sexting and cyberbullying. Mallee Kids and the Law was there to answer questions from a lawyer’s perspective, there was also a representative from Victoria Police, the assistant principal and the wellbeing officer.

Mallee Kids and the Law was also invited to attend and provide an information session on a number of legal issues to 5 year 11 students at Mildura Senior College in the Clontarf Academy.

To date, Mallee Kids and the Law has provided advice and ongoing casework to approximately 35 young people.

ADVICE - PROBLEM TYPES WE HAVE ASSISTED YOUNG PEOPLE WITH	
Parenting Plan	1
Child contact or Contact Orders	2
Separation	1
Property De Facto	1
Credit Debt owed by Client	2
Credit Debt Information/Privacy	1
Consumer Complaints Products	1
Motor Vehicle Accident	3
Motor Vehicle Property Damage	1
Injuries Assault	1
Injuries Compensation	1
Employment	3
Employment Unfair/Dismissal	2
Other Civil Violence Restraining Orders	1
Acts intend to cause Injury	1
Sexual Assault & Related Offences	1
Illicit Drug Offences Minor	1
Property Damage & Environmental Offences	2
Road Traffic & Motor Vehicle Reglatory Offences	2
Other & Misc Offences including Weapons & Explosives	1

CASEWORK - PROBLEM TYPES WE HAVE ASSISTED YOUNG PEOPLE WITH	
Tenancy	1
Credit debt owed to Client	1
Credit debt owed by Client	2
Govt/Admin complaints against Police	1
Govt/Admin issues relating to Fines	1
Govt/Admin Complaints Fair Trading/Trading/ Selling Practices	1
Motor Vehicle Property Damage	1
Other Civil Contracts	1
Other Civil Violence Restraining Orders	1

Lisa Nguyen
Youth Solicitor
Mallee Kids and the Law

Community Legal Education ‘Mallee Kids and the Law’ Overall 37 Activities Presented to over 600 participants				
Presentation	Details	Client Group	Location	Date
Youth Services Providers Network	General Mallee Kids and the Law	Agency staff	Mildura	18 Nov 2015
Northern Mallee Local Learning and Employment Network	General Mallee Kids and the Law	Agency staff	Mildura	13 Jan 2016
FLO Connect Mildura	General Mallee Kids and the Law bullying, housing, family law, criminal record, family violence, police powers, sexting	Youth	Mildura	3 Feb 2016
Flo Co-ordinators meeting at Chaffey Secondary College	General Mallee Kids and the Law	Agency staff	Mildura	18 Feb 2016
FLO Connect Mildura	Cyberbullying and sexting	Youth	Mildura	2 Mar 2016
Chaffey Secondary College – jointly with Guy Fincher (Victoria Police) and Allie Collyer (MMCLS)	Sexting, cyberbullying, sexual harassment, assault, privacy, vandalism, theft, carrying weapons, drugs and alcohol	Youth years 7, 8, 9 and 10	Mildura	7 Mar 2016
FLO Connect Mildura	Criminal records	Youth	Mildura	13 April 2016
Red Cliffs Secondary College together with Allie Collyer	General Mallee Kids and the Law, cyberbullying and sexting	Agency staff	Mildura	4 May 2016
FLO Connect Mildura	Police caution and driving without a licence	Youth	Mildura	11 May 2016
Red Cliffs Secondary College – panel member	Sexting	Youth – year 9	Mildura	17 May 2016
Department of Health and Human Services	General Mallee Kids and the Law	Agency staff	Mildura	18 May 2016
FLO Connect Mildura	Age of consent	Youth	Mildura	8 June 2016
Red Cliffs Secondary College jointly with Guy Fincher (Victoria Police), Allie Collyer (MMCLS) and Sarah Hammond (Dispute Settlement Centre)	Social media, cyberbullying and sexting	General community	Mildura	15 June 2016
Irymple Secondary College – panel member	Sexting	Youth – year 9	Mildura	20 June 2016
Mildura Senior College – Clontarf Academy	Cyberbullying and sexting, police rights/powers, motor vehicle accidents, debts, child pornography, sex offenders register, personal safety intervention order and criminal records.	Youth – year 11	Mildura	21 June 2016

NSW OUTREACH

NSW OUTREACH – Our Continued Commitment

The Murray Mallee Community Legal Service has continued to provide outreach services to both Dareton and Wentworth in NSW with phone advice to Balranald clients. We are scheduled to see clients out of Mallee Family Care buildings once a month formally and attend together with a financial counsellor.

Although we are scheduled to provide our outreach service once a month, we are available to see clients when needed. We are flexible in our approach as we understand that at times there are issues which need immediate attention.

Our service has worked closely with a number of different organisations, services and people to best assist our clients. We have worked with the NSW Legal Aid civil outreach team, our Indigenous team at Mallee Family Care, Tenant Support and Education Project, Homes out West and the Indigenous Customer Service Officer from the Department. Our service has also attended other community events and in particular with NSW Legal Aid for the “Money Worries Event” in February 2016, “Make a will and plan ahead” community event in September 2015 and ‘Fix your Fines’ day in April 2016.

We provide legal advice and open cases on a range of legal issues including family law and de facto relationships, family violence and intervention orders, motor vehicle accidents, debt and fines and consumer issues.

Cross border issues continue to be a major issue in our work due to our location.

Our service has supported over 56 clients from NSW in legal advice and casework.

What does the Outreach mean for the Community?

“Murray Mallee Community Legal Service outreach to NSW Mallee Family Care is extremely valuable for the Wentworth Shire community. The service provides a professional, timely and responsive service to residents who may not otherwise be able to access support for their legal issues, due to isolation. Being able to access professional services in a culturally sensitive environment is paramount to the early resolution of sensitive matters. The flexibility and professionalism of Murray Mallee Community Legal services when needed has been fantastic. We would like to thank the team for their ongoing contribution to NSW Community.”

MFC NSW Team

MMCLS PARTICIPATES IN THE FOLLOWING LOCAL WORKING GROUPS AND COMMITTEES

Rivers Interagency Group (TRIG)

- Balranald Interagency Group (BIG)
- Robinvale Early Years Network (REYN)
- Local Aboriginal Justice Action Committees
- Mildura Court User Group
- Robinvale Service Providers Group
- Mallee Sexual Assault Unit/ Mallee Domestic Violence Service Inc. (Committee of Management)

- The MMCLS Manager is the President of this Committee.
- Loddon Mallee Takes A Stand - MMCLS Community Legal Education Worker is a Facilitator in this primary violence prevention project that is based upon a model developed by Women’s Health Victoria.
- Links to the Mallee Family Violence Executive

- Continued Link Virtual Outreach partner to the Women’s Legal Service Victoria.
- The University of Melbourne Law School partner in the ARC Linkage Project grant titled “Harmful financial products: analysis of their impact and regulation”.



REFLECTION FROM CATHY PLT STUDENT TO STAFF MEMBER

Having grown up about three hundred kilometers from Mildura, in the Ivanhoe area, Mildura was our main shopping Centre. For those that know that area there is not much between here and there except corrugations!

When considering the options for undertaking practical legal experience I was keen to come to Mildura to do a month's practical experience as I wanted to work in a community legal Centre and having an affiliation with Mildura I was keen to return. Even though I hadn't been here for many years I could still relate to Mildura as the 'oasis in the desert.' I vividly remember as a child our regular trips here, firstly seeing the citrus and then the expanse of the river and the green, well-kept gardens – all still well etched in my mind.

So the Murray Mallee Community Legal Service seemed a good option if they would have me for a month as a student and fortunately for me they were, which is testament to MMCLS, as not everyone is willing

to have students, and as welcoming.

The month at MMCLS (July 2015) proved a wonderful experience and it confirmed my aspirations to work in a community legal Centre. Another bonus of being in Mildura was that I was able to reacquaint myself with family and friends, many of which I had not seen for years.

Some months after leaving MMCLS in 2015 I was fortunate enough to have Lisa-Maree and Steven ask me if I would like to work here for six months. Before we had finished the telephone conversation I had decided to come with eager anticipation.

During the time I was here in 2015 I was given the book, *Harder the Ground Softer the People* by Rob Linn. In preparation for my return I read the book and was even more impressed with Mallee Family Care than I was already and felt humbled to be part of the MFC community. The reasons for founding Mallee Family Care were most honorable and the idea that the needs of the children in the region and the problems facing their families was the driving force behind the implementation of Mallee Family Care said it all. For these reasons I felt it a most humbling

experience to part of Mallee Family Care; the community oriented culture it resembles and the pivotal role that MFC plays in the Mildura region.

Being part of the Murray Mallee Community Legal Service has been the most rewarding experience and while I had always aspired to work in a community legal Centre, the sense of satisfaction and enjoyment of working here has far exceeded all my expectations. There have even been times when I was even highly amused such as when an older client came to seek advice and whilst taking down his details about his living arrangements he told me that there was a vacancy if I was interested in filling the position!

Our small team assists a broad range of clients across diverse matters and it has been the most wonderful learning experience and an absolute pleasure to be able to be part of: hence my leaving with a heavy heart.

For anyone that is thinking about a 'Murray Mallee change' Murray Mallee Community Legal Service is unsurpassed and while regional Mildura is regional it is remarkably self-sufficient and a true 'oasis'.

Cathy McNickle

OUR CLIENT'S CASE STUDIES

Pam is an elderly client who came to see us seeking advice about the possibility of reclaiming the title of her house.

She alleged that she had been tricked into transferring the title over to the other party in the belief that she was signing something to do with maintenance of her house. Pam has considerable medical and physical issues, is on a pension and has concerns relating to her longer term housing as she instructs that she was planning to sell her house to move closer to family. It seems the person who tricked Pam had often done maintenance jobs around the house that Pam had paid for (estimate >\$30,000) and one day he took her in his car to his solicitor to sign some papers which were in fact the Transfer of Land. Pam was under the impression that she was signing something relating to the repairs to her house.

In early 2016 Pam received an agreement from the other party stating that the property had been transferred to him the year before. This agreement outlined the conditions relating to our client's continued residence in

the house. The other party had undertaken to be liable for all utilities and services as well as upkeep and maintenance of the property. Around this same time Pam received a letter from an organisation that she had contacted for assistance regarding reclaiming her house. This organisation undertook a title search that confirmed that the title of her house had been transferred to the other party.

This letter also stated that a mortgage had been taken out over the property for the benefit of the other party and a transfer document had been signed by both parties in 2015, including the nominated consideration payable. Pam alleges that she has never been paid any money.

This matter depicts the vulnerability of many of our elderly clients and the ramifications of this vulnerability. This matter is still proceeding with the final outcome unknown- our support has ensured Pam is being legally represented, creating a more equitable position for her.

The other party had a key to the house and would freely access the house at his discretion. Pam alleges that the other party told her not to tell anyone about the house as it was not anyone else's business. During the appointment we advised Pam of her rights and that we were not able to pursue the matter ourselves in full casework but one option would be for us to try and find a legal firm that would pursue the matter on a pro bono basis. Pam instructed us to do this and within a few weeks the matter was referred to a large legal firm willing to proceed on a pro bono basis. We accompanied Pam to meet with the Crime Investigation team of the Victorian Police in order for them to pursue this matter from a criminal perspective.

OUR CLIENT'S CASE STUDIES (cont)

Consumer law issues - multiple

We have had several clients who had signed up to photography packages in excess of \$5,000 and some of these clients had been referred to us from other areas of Mallee Family Care such as financial counselling. Some clients have had their debts referred to a debt collector whereas others are seeking assistance due to the cost of the package and the lack of co-operation from the other party to amend or cancel their contracts. Our clients have been either approached or have approached the other party in shopping malls and have been offered a variety of enticements including free photographs and packages based on weekly payments by direct debit. Our clients have instructed that they were not provided with options about the different packages or prices and not informed of the total price although this was written in the contract.

Our clients have instructed that they made numerous attempts to amend the cost of their packages and were told that there were no provisions to do this; instead they were only able to reduce the amount payable per week. The clients instructed that they were not informed about the cooling off provisions and were not provided with opportunities to seek financial or legal advice prior to signing the contract.

Our clients' instructions alleged that the contractual terms were unfair and there was a significant imbalance between the parties' rights and obligations arising under the contract with the terms of the contract harsh and oppressive. Our clients were in a weaker bargaining position than the other party, they were not familiar with negotiating contracts or terms of a contract; and our clients' vulnerability was exemplified as they allegedly were not informed about the terms of the agreement nor did the representative provide them with any less expensive options or options to amend or

terminate their contract. The other party was contacted with regard to these allegations and settlements proposed for our clients. The settlements resulted in our clients being able to reduce their packages considerably, as they initially requested; and the cost of their liability dramatically reduced; and the debt collection cancelled.

In summary, we were able to negotiate settlements for our clients that they had tried to negotiate in the initial stages of their contracts themselves with no luck!

Victorian Fines And Special Circumstances Where's the Fairness? Now that's Post Code Injustice!

Julie was referred by NSW Legal Aid who assisted with her consumer law matters in NSW but were unable to assist with her Victorian infringements. Julie had 4 enforcement orders and 41 warrants outstanding to over \$12,000. The majority of the infringements were related to driving an unregistered vehicle in toll zone. Julie left the family home due to family violence at the age of 12. She was mentally and physically abused by her father, then moved to an outer lying town to live with her mother and stepfather. At another point Julie moved to another area to live with her mother. For the next several years Julie had been couch surfing and living out of her car with her two young daughters as it was difficult to find suitable long term, stable accommodation.

Julie instructed that one of the primary reasons she incurred the fines was due to not being able to find adequate accommodation for her daughters and herself. Due to her lack of funds and skills, she had to drive to various areas to find a place to sleep. Julie's main priority was to shelter her daughters and provide them with safe accommodation and as she did not have the financial means to fund an e-tag account, this contributed to incurring a number

of infringements relating to driving unregistered in a toll zone.

Furthermore, Julie's lack of long term, stable housing had placed significant pressure on her and thus had relocated her family to Mildura. The period when a number of infringements relating to driving unregistered in a toll zone coincides with the period when Julie was relocating to a Regional Centre out of Melbourne. In addition to Julie's experiences of homelessness, she was suffering from anxiety and depression. During the offending period mental illness affected her ability to understand and control the conduct which constituted the offending.

While living in Melbourne, Julie instructed MMCLS that she was a victim of family violence and sought police intervention to assist her in applying for and subsequently granted an intervention order against her ex-partner. Julie instructed that due to the stress and anxiety around her physical and mental health, it has significantly affected her behaviour. Julie has also suffered from physical health problems with recent hospital admissions.

Our service assisted Julie in contacting all the support services she had been engaged with to gather evidence to support her application to revoke the enforcement orders. The Infringements Court revoked the enforcement orders and referred the matter to the agencies who initially issued the client with

the infringements. One of the agencies (a local council) withdrew and finalised the client's fines, however the two other agencies (Victoria Toll Enforcement Office and Traffic Camera Office) decided to have the matters referred to open court. **This meant that Julie, our very unwell, vulnerable, disadvantaged client needed to arrive in Melbourne to attend court to gain the 'benefits of the Special Circumstances List' – at her own cost. After several attempts at figuring out how to do this with the help of many others Julie did attend court in Melbourne.**

Our service was informed that we could send briefs or memorandums to VLA's duty lawyer who represents clients from other community legal centres and services in the Special Circumstances List at the Melbourne Magistrates' Court. We contacted the VLA's duty lawyer and sent a memo together with all the supporting documents so that the client would have legal representation in court. Julie attended the hearing in Melbourne and was assisted by the VLA duty lawyer.

The judicial registrar dismissed all of the fines after considering the material presented in the special circumstances application.

Family Violence Support Co-Ordination – that’s how it should be done!

Janine is married with three teenage children. Over previous years female family members had been stalked and intimidated by a male relative. The stalking and intimidation had increased where the male relative was photographing the client and made accusations of infidelity to her husband. Recently Janine became aware of abuse and threats made towards her daughter. The male relative had a history of AOD use and had allegedly vandalized property and killed pets of family/neighbors he was in conflict with. The legal service, through both its solicitors and social worker, assisted Janine by giving legal information/advice and support before, during and after court to apply for a Personal Safety IVO, facilitated referrals to the Mallee Domestic Violence Service for herself and daughter to co-ordinate future support need and counselling, assisted with liaison to Victoria Police regarding safety planning and identifying safe places for refuge as well as self-care planning. This collaborative approach of legal and non-legal services working together supports the intentions of the Intervention Order Support Service and the Women’s Safety Package Legal Support in providing tailored services to meet the individual needs of client’s and affected family in family violence cases.

Homelessness Risk/ Financial Issues and Family Violence – Our Advocacy

Laura came to see us for assistance with housing and was in desperate financial circumstances, due to a combination of family violence, poor financial planning skills and family health issues. Laura was unable to obtain a place on the public housing waiting list due to a significant housing debt owed the Department of Health and Human Services. Laura was renting privately but could not afford the high rent and was concerned that she may become homeless. On several occasions when Laura attended the Department’s offices to seek help she was put under significant pressure to sign an acknowledgement of debt form and enter into direct debit arrangements to repay the debt. This was despite being unable to afford any payments whatsoever due to her desperate financial circumstances. Laura was in an emotional and fragile state at this time.

Our service negotiated with the Department for the debt to be written off so that Laura could be placed on the waiting list for public housing. Eventually, we were able to obtain written confirmation from the Department that they would formally write off the debt and that they had placed Laura on the waiting list for public housing. Laura was very grateful for our help and although she still has significant financial issues to resolve feels more hopeful of

obtaining affordable housing. Our service also connected Laura to a support counsellor and she is also working with a financial counsellor at Mallee Family Care to resolve significant financial issues and develop financial planning skills for the future. (All names changed).

All clients are sent feedback forms – here are some comments on our service

“Thank you for all your help I was nervous and my solicitor was very understanding and it is a very good service”

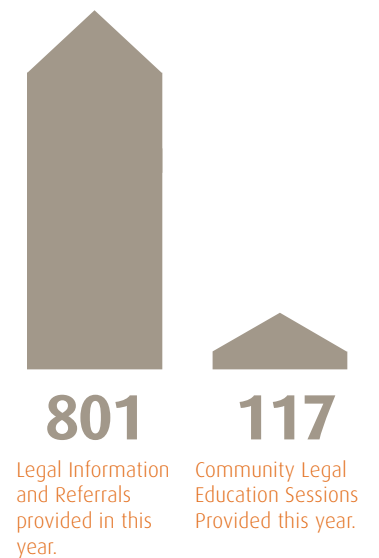
“I was really happy with the service. My solicitor was lovely and got my legal issues sorted very quickly this in turn took a lot of stress and financial burden off myself and my family thank you so much.”

“Amazing and very helpful. Thankyou!”

“Thankyou amazingly helpful!”

“My solicitor was an absolute gem. He helped me understand my position better and I felt he fully helped me in every way he could.”

COMMUNITY LEGAL EDUCATION 2015-2016



Information from our Interim Legal Needs Analysis (LNA) drove our CLE work for the year. We concentrated on delivering information to youth, elderly, the Aboriginal community and Culturally & Linguistically Diverse populations. The LNA also showed that we had some locations that we had not yet visited and so made a commitment to visit these towns which are located in the outer reaches of our catchment area. Additional hours for the CLE worker from 0.5 FTE to 0.8 FTE enabled more travel to be undertaken.

This year we delivered information sessions in our outreach locations of Robinvale and Swan Hill and also delivered CLE in Murrayville, Manangatang, Lake Cullulleraine, Nangiloc, Kerang, Hopetoun, Woomelang, Balranald and Ouyen. In the more remote locations we fostered relationships with local service providers to ensure that we reached the targeted audiences and raised our profile with workers who may wish to make referrals.

An example of this stakeholder engagement was in Hopetoun where we worked closely with the Hopetoun Neighborhood House to assist with local promotion, liaison with local schools and a venue. It was a very busy but rewarding few days with 5 sessions in total delivered in 24 hours. We held an evening Parents and Carer’s session after hours on Social Media, Cyberbullying and Sexting then followed up with similar sessions the following day with students from three local schools. The following night a Wills and Powers of Attorney information session was delivered to the general public. The community was extremely appreciative of our visit and it has resulted in several appointments with the service from this area.

It can take some time to make and foster connections in these communities before sessions are booked, however the efforts are rewarded with the increase in awareness of our services in our more remote areas and the resultant assistance we may be able to provide.

This year we also engaged more with community workers to increase their knowledge of our services with the aim of improving referral pathways and increasing client outcomes. The workers are an important link as they are often the only person that a disadvantaged client is engaged with. **In our Legal Health Check training we encourage the workers to think of themselves as “problem noticers” or “issue spotters” and to look at what other problems the client may be experiencing rather than only the presenting problem.** Our work has shown an increase in client referrals from community workers and we will continue to work further in this area in the future. Our work with youth continued with 12 sessions on Cyberbullying and Sexting delivered, 4 parent information sessions and 3 for teaching staff. We have worked with Victoria Police to deliver some of these sessions and we thank Youth Resource Officer Guy Fincher in particular for his collaboration in these sessions. The parent sessions have come from demand from the

schools and have had excellent feedback. We cover social media and cyber-safety in general as well as the legal ramifications of cyberbullying and sexting. Parents are often way behind in knowing what their children's social media habits are and this session encourages them to be more proactive as well as encouraging them to talk to their teens about online safety and their ongoing digital footprint. There has been extensive coverage in the media this year of some disturbing incidents involving teens and naked photos and we will continue to engage with young people around this topic.

In May 2016, we were invited to attend a **Model United Nations Conference at Robinvale College facilitated by United Nations Association of Australia (Victorian Division)**. Our Principal Solicitor Steven Bliim was asked to deliver a speech based on the conference topic 'Ending Violence against Women and Girls'. There were 160 Years 9-12 Legal Studies students from 8 schools

around the district in attendance who were very interested in the local perspective of how our services assists victims of violence.

We continued our work with the Aboriginal community with a series of information sessions with Elders at Mildura and District Aboriginal Services. The topics were driven by questions from the participants and we covered Funerals and Insurance, Wills and Powers of Attorney and Protecting yourself from Scams. The sessions were delivered in an informal manner with great engagement by the Elders and lots of discussion particularly around funerals and wills. Together with the Federation of CLC's, we have managed to secure the services of Gilbert + Tobin from Sydney who will be conducting a free Aboriginal Wills Clinic in Mildura in October 2016. We have worked for a number of years to bring this to fruition and it will provide a very important service to this community. The Elders have mentioned that most of them cannot afford to

make a will with a solicitor so this will enable them to have peace of mind and ensure that cultural artifacts and precious family heirlooms are passed on according to their wishes.

The travel involved in servicing our catchment area of 120,000+ square kilometers can be significant and travel time needs to be taken into consideration when looking at numbers of CLE presentations delivered. Some presentations may require a 6 hour round trip and overnight stay however it is very important that our service continues to deliver information sessions in our most remote locations. Wherever possible, multiple sessions in one location or individual sessions in towns in one travelling direction are arranged to ensure best use of resources.

Allie Collyer
CLE Worker

OUR COMMUNITY CONNECTIONS

Law Week – May 2016

Law Week was once again a very busy time for the MMCLS staff. The week began by attendance at the Court Network Volunteers presentation night by our staff along with many other local services, court staff and private practitioners. The service continued its focus on training community workers on legal issue spotting ('Legal Health Check') and provided a session in our Swan Hill building for all staff internal and external. The service also provided an Information session to the Irymple Rotary Club members around our legal service and that of Mallee Family Care – a wonderful event.

Our aim for Law Week 2016 was to bring Family Violence issues into the forefront of our Community and Awareness.

Our goal; Towards a Community Free From Family Violence

This year we had a more targeted strategy around community awareness raising on issues such as Family Violence and Intervention Orders. In Mildura and Swan Hill the service provided an information session on these topics alongside our partners; Victoria Police, Court Registrars, Domestic Violence workers and RAMP (Risk Assessment Management Panel) coordinator. All key supporters of our service and its work in family violence support to victims and children. Both sessions were attended by record numbers and excellent discussions were held around our community and safety.

COMMUNITY LEGAL EDUCATION PRESENTATIONS 2015/2016

Mallee Family Care	Police Receipting trial	Community workers	Dareton	15 Jul 2015
Mildura District Aboriginal Service	Funerals and Insurance	Aboriginal Elders	Mildura	28 Jul 2015
Mildura Rural City Council	LMTAS – Family Violence	Workers	Mildura	4 August 2015
Mildura District Aboriginal Service	Wills & Powers of Attorney	Aboriginal Elders	Mildura	12 August 2015
St Joseph’s College	Social media and sexting	Students and parents	Mildura	12 Aug 2015
Mildura Rural City Council	LMTAS – Family Violence	Workers	Mildura	17 Aug 2015
Mallee Family Care	LMTAS – Family Violence	Executive	Mildura	18 Aug 2015
Mallee Family Care	LMTAS – Family Violence	Workers	Mildura	18 Aug 2015
Mildura District Aboriginal Service	Avoiding scams, telemarketing	Aboriginal Elders	Mildura	25 Aug 2015
Sunraysia schools Legal Studies students	Law Talks with VLF – Australian Consumer Law	Secondary students	Mildura	26 Aug 2015
Mildura Rural City Council	LMTAS – Family Violence	Workers	Mildura	7 Sep 2015
Mildura Rural City Council	LMTAS – Family Violence	Workers	Mildura	9 Sep 2015
St Joseph’s College	Sexting & the Law	Yr 7 students	Mildura	18 Sep 2015
Seniors Expo presentation	Protect Yourself from Scams	Seniors	Mildura	7 Oct 2015
Seniors Expo presentation	Wills & Powers of Attorney	Seniors	Mildura	8 Oct 2015
FLO Connect	Sexting and the Law	Disengaged students	Mildura	12 Oct 2016
Murrayville Neighborhood House	Wills & Powers of Attorney	Seniors/disability	Murrayville	13 Oct 2015
Murrayville P12 College	Sexting and the Law	Yr 7-12 students	Murrayville	13 Oct 2015
Manangatang P12 Parents Club	Social media, Cyberbullying & Sexting	General community	Manangatang	14 Oct 2015
Community Safety Expo	General legal information	General community	Lake Cullulleraine	17 Oct 2015
SUNITAFE Mildura Cert 1	Credit and debt, budgeting basics	Students/disability	Mildura	21 Oct 2015
Sunraysia Mallee Ethnic Community Council	Law basics	Multicultural	Mildura	21 Oct 2015
Community Safety Expo	General legal information	General community	Nangiloc	24 Oct 2015
Sunraysia Mallee Ethnic Community Council	Tenancy	Multicultural	Mildura	28 Oct 2015
Catholic Women’s Group	Wills and Powers of Attorney	Seniors	Mildura	10 Nov 2015
Victims of Crime Forum	General legal information	Workers/community	Mildura	12 Nov 2015

Community Safety Expo	General legal information	Community	Mildura	14 Nov 2015
Mallee Family Care	White Ribbon event	Workers	Mildura	23 Nov 2015
Mildura District Aboriginal Services	White Ribbon event	Aboriginal/community Mildura	Mildura	25 Nov 2015
Robinvale District Health	Family Violence	Workers	Robinvale	15 Feb 2016
Dareton Money Worries	Debts, consumer credit	Aboriginal community	Dareton	15 Feb 2016
Early Years Pop Up	General legal information	Community/parents	Mildura	25 Feb 2016
TAFE Swan Hill AMES students	Safe Mobile Phone Use (sexting)	Multicultural	Swan Hill	2 Mar 2016
TAFE Swan Hill Diploma Community Service	Family violence, intervention orders	TAFE students	Swan Hill	2 Mar 2016
Headspace Swan Hill	General legal information	Workers	Swan Hill	2 Mar 2016
Northern District Community Health	Child protection with LCCLC	Workers	Kerang	3 Mar 2016
Chaffey Secondary College	Sexting and the Law	Students Yr 9 & 10	Mildura	7 Mar 2016
Chaffey Secondary College	Sexting and the Law	Students Yr 7 & 8	Mildura	7 Mar 2016
Court Network Volunteers	Intervention orders, IOSS	Community	Mildura	11 Mar 2016
La Trobe University	General legal information	Students	Mildura	16 Mar 2016
Vision Australia	Protecting yourself from Scams	Seniors/disability	Mildura	30 Mar 2016
Hopetoun District Neighborhood House	Social media, cyberbullying & sexting	Parents/community	Hopetoun	11 Apr 2016
Woomelang Group School	Sexting and the Law	Students Yr 5 & 6	Woomelang	12 Apr 2016
Hopetoun P12 School	Sexting and the Law	Students Yr 5-7	Hopetoun	12 Apr 2016
Hopetoun P12 School	Sexting and the Law	Students Yr 8-12	Hopetoun	12 Apr 2016
Hopetoun District Neighborhood House	Wills & Powers of Attorney	Community	Hopetoun	12 Apr 2016
Robinvale Carer Support Group	Wills & Powers of Attorney	Seniors/disability	Robinvale	13 Apr 2016
Robinvale Communitiy Workers Forum	Credit and debt	Workers	Robinvale	14 Apr 2016
Mallee Family Care playgroup	General legal information, credit & debt	Multicultural/Aboriginal	Robinvale	14 Apr 2016
Mildura Rural City Council	LMTAS – Family Violence	Workers	Mildura	19 Apr 2016
Mildura Rural City Council	LMTAS – Family Violence	Workers	Mildura	19 Apr 2016
Mallee Family Care	Legal Health Check	Workers	Mildura	27 Apr 2016
Mildura Specialist School	General legal information	Students & parents	Mildura	4 May 2016
Mildura Specialist School	Sexting, General legal information	Teachers	Mildura	4 May 2016
Red Cliffs Secondary School	Sexting & the Law	Teachers	Red Cliffs	4 May 2016
Parkinson’s Support Group	Wills & Powers of Attorney	Seniors/disability	Mildura	6 May 2016
Balranald Secondary School	Sexting & the Law	Students Yr 7 & 8	Balranald	11th May 201
Balranald Secondary School	Sexting & the Law	Students Yr 9-12	Balranald	11 May 2016

COMMUNITY LEGAL EDUCATION PRESENTATIONS (cont)

Balranald Secondary School	Sexting & the Law	Teachers	Balranald	11 May 2016
Mildura Law Courts	Intervention Orders	Community/workers	Mildura	17 May 2016
Swan Hill Law Courts	Intervention Orders	Community/workers	Swan Hill	18 May 2016
Mildura Rural City Council Libraries	General legal information	Community	Mildura	20 May 2016
Robinvale Secondary College	Family violence-mock UN	Students	Robinvale	26 May 2016
Ouyen Forward Planning Forum	Powers of Attorney	Seniors	Ouyen	31 May 2016
Red Cliffs Secondary School	Social media, Cyberbullying & Sexting	Parents	Red Cliffs	15 June 2016
Elder Abuse Awareness Expo	Family violence, elder abuse	Community	Mildura	17 June 201
TAFE Swan Hill Diploma Community Service	Legal ethics and conflicts of interest	Students	Swan Hill	22 June 2016
Mallee Family Care Swan Hill	Legal Health Check	Workers	Swan Hill	22 June 2016
Kerang & District Community Centre	Wills & Powers of Attorney	Community	Kerang	23 June 2016
Stomal Therapy Support Group	Wills & Powers of Attorney	Seniors/disability	Mildura	3 June 2016



HOW CLIENTS HEARD ABOUT US:			
Referred By	Family Law	Civil & Admin Law	Criminal
Other CLS	27	5	2
Private Solicitors	17	19	3
Legal Aid Commission	20	13	4
Court/Tribunal	82	49	2
Community Support Service	39	47	3
Centrelink	9	2	0
Police	6	6	1
Government Other	6	28	0
Dispute Resolution Service	107	8	1
Other Referrals	295	311	44

WHERE WE CONNECTED OUR CLIENTS TO:			
Referrals To	Family Law	Civil & Admin Law	Criminal
Other CLS	41	24	2
Private Solicitors	273	118	26
Legal Aid Commission	43	14	10
Court/Tribunal	40	36	4
Community Support Service	16	53	17
Centrelink	3	8	4
Police	27	18	12
Government Other	14	82	7
Dispute Resolution Service	184	19	1
Other Referrals	26	44	7

President
Mr. Ross Lake

Vice President
Mrs. Marie Schlemme

Treasurer
Mr Larry O'Connor

Members
Mr. Peter Greed
Rev. Michael Hopkins
Mr. Max Noyce,
Mr. Keith Richards
Mrs. Margaret Thomson
Dr. John Cooke
Mrs. Jenny Hilton
Mr. Jim Kirkpatrick
Mr. Chris Riordan
Ms Michelle Oates
Ms Rachel White

^ BOARD MEMBERS ^ PROFESSIONAL DEVELOPMENT

Steven Bliim

Employment Law Workshop
NCAT Conference
NCAT Training Day
MMCLS Divorce w/shop
CALC Workshop
MMCLS Volunteer training
LIV Ethics CD
LIV Letters of Demand CD

Lisa Nguyen

Living Ethics Video
VCAT Residential Tenancies
user forum
Section 29A panels training -
Youth crime subset
Family Law Parenting Disputes
Training Day
North West Law Association
Conference - Full Day – Ethics
and New Powers of Attorney
Legislative amendments training
- Children, Youth and Families
Amendment Act 2014

Domestic Violence and
immigration
Cyberbullying
Understanding privacy law: your
obligations as an organisation
PLE lecture: DHHS case planning
in the context of Children's
Court Proceedings
Negotiating with Energy
Companies
DIY Divorce Workshop
Volunteer and Staff Training
Ethics - Recent cases
and development
Youth and the Law
Presented DIY Divorce Workshop
Drafting effective letters
of demand
Taking Children Overseas
and Recovering them
LinkedIn for Lawyers - Boosting
your brand and protecting
your profile

Kylie Walsh

Family Violence Risk Assessment
& Risk Management Framework
Family Violence Duty
Lawyer Training
Family Violence Duty
Lawyer Training
Living Ethics Video
Victims Support: Reviewing
and Appealing Decisions
AVO's: Varying & Extending
Child Protection Training
Ethics – Recent cases and
developments



Amanda Morrison

Australian Consumer Law & VCAT
Wills and Estates
Family Violence, Family Law
and Children
Family Law Travelling
overseas with children
VLA Family Law Training Day
Living Ethics online seminar
North West Law Association/LIV
Regional CPD Day

Katie-Elouise White-Spier

Drafting effective letters
of demand

Ed Laginha

Child Support Legal Service
DV alert - FV training, Lifeline

Murray Mallee Community Legal Service

Haselgrove House
122 Ninth Street,
Mildura Vic 3500

Postal Address:
PO Box 1870,
Mildura Vic 3502

Telephone (03) 5023 5966
Fax (03) 5021 7357
Free Call Country Victoria:
1800 243 002

Email
mmcls@malleefamilycare.com.au

SOURCE OF INCOME RECEIVED FROM OTHER BODIES

- MALLEE FAMILY CARE

Program of Mallee Family Care	Funder	Department
Regional Family Dispute Resolution	Commonwealth of Australia	Department of Social Services
Family & Relationship Services	Commonwealth of Australia	Department of Social Services
Murray Mallee Child Contact Service	Commonwealth of Australia	Department of Social Services
Family Relationship Centre	Commonwealth of Australia	Department of Social Services
Post Separation Cooperative Parenting	Commonwealth of Australia	Department of Social Services
Financial Counselling	Commonwealth of Australia	Department of Social Services
Financial Counselling	Victoria	Consumer Affairs Victoria
Out Of Home Care	New South Wales	Family and Community Services
Early Intervention and Placement Prevention	New South Wales	Family and Community Services
Safe Aboriginal Youth	New South Wales	Attorney General
Safety and Wellbeing	Commonwealth of Australia	Department of Prime Minister and Cabinet
Children and Schooling	Commonwealth of Australia	Department of Prime Minister and Cabinet
Family Preservation	New South Wales	Family and Community Services
Children’s Services Pre-School Program	New South Wales	Family and Community Services
Out Of Home Care	Victoria	Department of Health and Human Services
Cradle to Kinder	Victoria	Department of Health and Human Services
Stronger Families	Victoria	Department of Health and Human Services
Family Preservation	Victoria	Department of Health and Human Services
Integrated Family Services	Victoria	Department of Health and Human Services
Supported Playgroup Swan Hill	Victoria	Education and Early Childhood Development
Mildura Early Intervention Service	Victoria	Education and Early Childhood Development

Program of Mallee Family Care	Funder	Department
Kindergarten Inclusion Support Service	Victoria	Education and Early Childhood Development
Pre-School Field Officer	Victoria	Education and Early Childhood Development
CIRCLE Therapeutic Foster Care Program	Victoria	Department of Health and Human Services
Mental Health Community Support Services	Victoria	Department of Health and Human Services
Mental Health Respite Carer Support Program	Commonwealth of Australia	Department of Social Services
Partners in Recovery	Commonwealth of Australia	Department of Health and Ageing
Australia Disability Enterprises	Commonwealth of Australia	Department of Social Services
Personal Helpers and Mentors Program	Commonwealth of Australia	Department of Social Services
Disability Respite	Victoria	Department of Health and Human Services
Independent Living Skills	Victoria	Department of Health and Human Services
Dementia Outreach Services	Golden City Support Services Inc.	-
Specialist Homelessness Services	Victoria	Department of Health and Human Services
Refugee Settlement Program	Commonwealth of Australia	Immigration and Citizenship
Humanitarian Support	Victoria	Premier and Cabinet
Chances For Children	Public and Philanthropic donations (wide variety of sources)	-
Reading Discovery	Reading Foundation	-
Total Learning Centre; Mildura, Merbein	Commonwealth of Australia	Department of Social Services
Chances for Children Administration	Multiple Philanthropic and Donations	-
Communities For Children - Robinvale Facilitating Partner	Commonwealth of Australia	Department of Social Services
Communities For Children - Robinvale Direct Service	Commonwealth of Australia	Department of Social Services



Staff

Lisa-Maree Stevens (Manager)
 Steven Bliim (Principal Solicitor)
 Amanda Morrison (Generalist Solicitor – December 2015)
 Nicole Thomas (Administration Officer)
 Allie Collyer (Community Legal Education Worker)
 Chena Sparkes (Generalist Solicitor – August 2015)
 Lisa Nguyen (Generalist Solicitor/Youth)
 Kylie Walsh (IOSS/FV Solicitor)
 Cathy McNickle (Generalist Solicitor)
 Ed Laginha (Family Violence Legal Unit Solicitor)
 Katie-Elouise White-Spier (Family Violence Legal Unit/Generalist Solicitor)

Volunteer Lawyers (Evening)

Robyn Croydon
 Ryan Maddox
 Tyler Wolff

PLT Students

Cathy McNickle
 Mystery Toefoki

Law Student/Volunteer

Nicholas Fellows

DIY Divorce Workshop Volunteers;

Robyn Garsed
 Bernadette Edmanson
 Milliscent Farnsworth

We would like to take this opportunity to thank all our Volunteers. Without the support of our volunteers, we would not be able to continue to offer late night advice appointments nor deliver our effective Do-It-Yourself (DIY) Divorce Workshops throughout the year:

Impact of our Volunteers

Over the past year our volunteers have;

- Assisted with 100 clients in 'advice' sessions
- Contributed over 4800 hours
- Run 6 Do It Yourself Divorce Workshops = 18 hours for 53 clients

MMCLS wish to thank the following services who have assisted us with Pro Bono work for clients:

Ashurst - Sydney
 Women's Legal Service Victoria – Link Project
 Dunstan Law - Swan Hill

MMCLS would like to thank the following for their continued support:

- Victoria Legal Aid
- Commonwealth Attorney-General Department
- Federation of Community Legal Centres
- National Association of Community Legal Centres
- Mallee Family Care
- Mildura Family Relationship Centre
- Mallee Sexual Assault Unit Inc & Mallee Domestic Violence Service
- Hume Riverina Community Legal Service
- Consumer Action Law Centre
- Mildura Magistrates Court
- Maloney Anderson Legal
- Dunstan Law – Swan Hill
- The University of Melbourne Law School
- Consumer Action Law Centre



AUDITOR'S CERTIFICATION

Name of Organisation: Murray Mallee Community Legal Service, Mallee Family Care Inc.

Financial Year Period: 1/7/2015 to 30/6/2016

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 Statement of Financial Performance) and Notes to the Financial Statements of the above-mentioned Organisation, and, if general purpose reports are provided, a Statement of Cash Flows, for the stated Financial Year Period are:
 - i. Based on 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
 - ii. In accordance with the terms and conditions of the Agreement between Commonwealth of Australia, Victoria Legal Aid and Murray Mallee Community Legal Service, Mallee Family Care Extension of Agreement to 30 June 2016, a copy of which has been made available to me, in relation to the provision of community legal services.
- c. The fourth quarter 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 Terms and Conditions of the Agreement referred to in b.ii. above for all Funding Categories.

This is an 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: Kathie Teasdale

Name of the Company: RSD Chartered Accountants

ABN Number: 60 616 244 309

Registered Auditor: Yes

Registration No: 453 006

Signature:



Date: 19th October 2016

INCOME AND EXPENDITURE REPORT
2015/16 FINANCIAL YEAR
Consolidated

NET SURPLUS/DEFICIT FROM PREVIOUS YEAR	2015/16 \$	2014/15 \$
Surplus/Deficit from previous year	(\$505)	34,146
Approved Expenditure from Surplus	0	-
Net Surplus Deficit from previous year	(505)	34,146
CLSP INCOME		
Commonwealth	514,074	476,989
State	178,843	167,875
Service Generated Income	2,312	1,152
Total CLSP Income	695,229	646,016
CLSP General Purpose Income (Total CLSP Income plus Net Surplus/Deficit)	694,724	680,162
CLSP EXPENSES		
Salaries	446,702	490,425
Superannuation	42,102	38,770
On Costs	9,406	8,940
Rent	4,006	4,781
Repairs and Maintenance	2,255	1,842
Other Premises Costs	10,930	11,223
Staff Training	7,133	12,369
Staff Recruitment	15,100	22,030
Communications	7,848	7,859
Office Overheads	38,549	43,830
Insurance	6,153	5,986
Finance, Audit & Accounting Fees	-	-
Library, Resources & Subscriptions	2,082	1,106
Travel	21,488	15,541
Programming and Planning	24,331	14,348
Client Disbursements	-	-
Leases	-	152
Minor Equipment	-	1,465
Depreciation	-	-
Other	-	-
Salary and Related Expenses	498,210	538,135
Total Operating Expenses	139,875	142,532
Total CLSP Expenses	638,085	680,667
Surplus/Deficit for Current Year	57,144	(34,651)
OTHER INCOME (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	56,639	(505)

BALANCE SHEET
as at 30 June 2016

CURRENT ASSETS	2015/16 \$	2014/15 \$
National Australia Bank Operating Account	140,280	56,747
TOTAL CURRENT ASSETS	140,280	56,747
NON-CURRENT ASSETS		
Fixed Assets		
Furniture and Equipment	16,866	16,866
Less Provision for Depreciation	16,866	16,866
TOTAL NON-CURRENT ASSETS	-	-
TOTAL ASSETS	140,280	56,747
CURRENT LIABILITIES		
Creditors		
Accrued Wages	12,946	10,273
Employee Entitlements Annual Leave	37,504	19,923
Long Service Leave	15,250	5,855
TOTAL CURRENT LIABILITIES	65,700	36,051
NON-CURRENT LIABILITIES		
Employee Entitlements		
Long Service Leave	13,063	16,323
TOTAL NON-CURRENT LIABILITIES	13,063	16,323
TOTAL LIABILITIES	78,763	52,374
NET ASSETS	61,517	4,373
ACCUMULATED FUNDS		
Retained Surplus/(deficit) at Begining of Year	4,373	39,024
Surplus/(deficit) for Year	57,144	(34,651)
	61,517	4,373

CASHFLOW STATEMENT
Year Ended 30 June 2016

CASH INFLOWS (OUTFLOWS) FROM OPERATING ACTIVITIES	2015/16 \$	2014/15 \$
Receipts		
Operating grants from Government	762,209	709,350
Other income	2,543	1,267
	764,752	710,618
Payments		
Payments to employees	(471,821)	(520,933)
Payments to suppliers and providers	(153,863)	(156,785)
GST paid	(55,535)	(50,348)
	(681,218)	(728,067)
NET CASH FROM OPERATING ACTIVITIES	\$ 83,533	(17,449)
Cash flows from investing activities		
Payments for fixed assets		-
Net cash used in investing activities		-
Net cash from financing activities		-
Net increase(decrease) in cash for year	83,533	(17,449)
Cash at beginning of financial year	56,747	74,196
Cash at end of financial year	140,280	56,747
(a) Reconciliation of net cash from operating activities to surplus from operating activities:-		
Net (deficit) surplus for the year	57,144	(34,651)
ADD (LESS):		
Depreciation		-
Increase (Decrease) in employee provisions	23,716	14,478
Increase (Decrease) in creditors	2,673	2,724
NET CASH FROM OPERATING ACTIVITIES	83,533	(17,449)

FINANCIAL REPORT

ORGANISATION'S CERTIFICATION

I certify that:

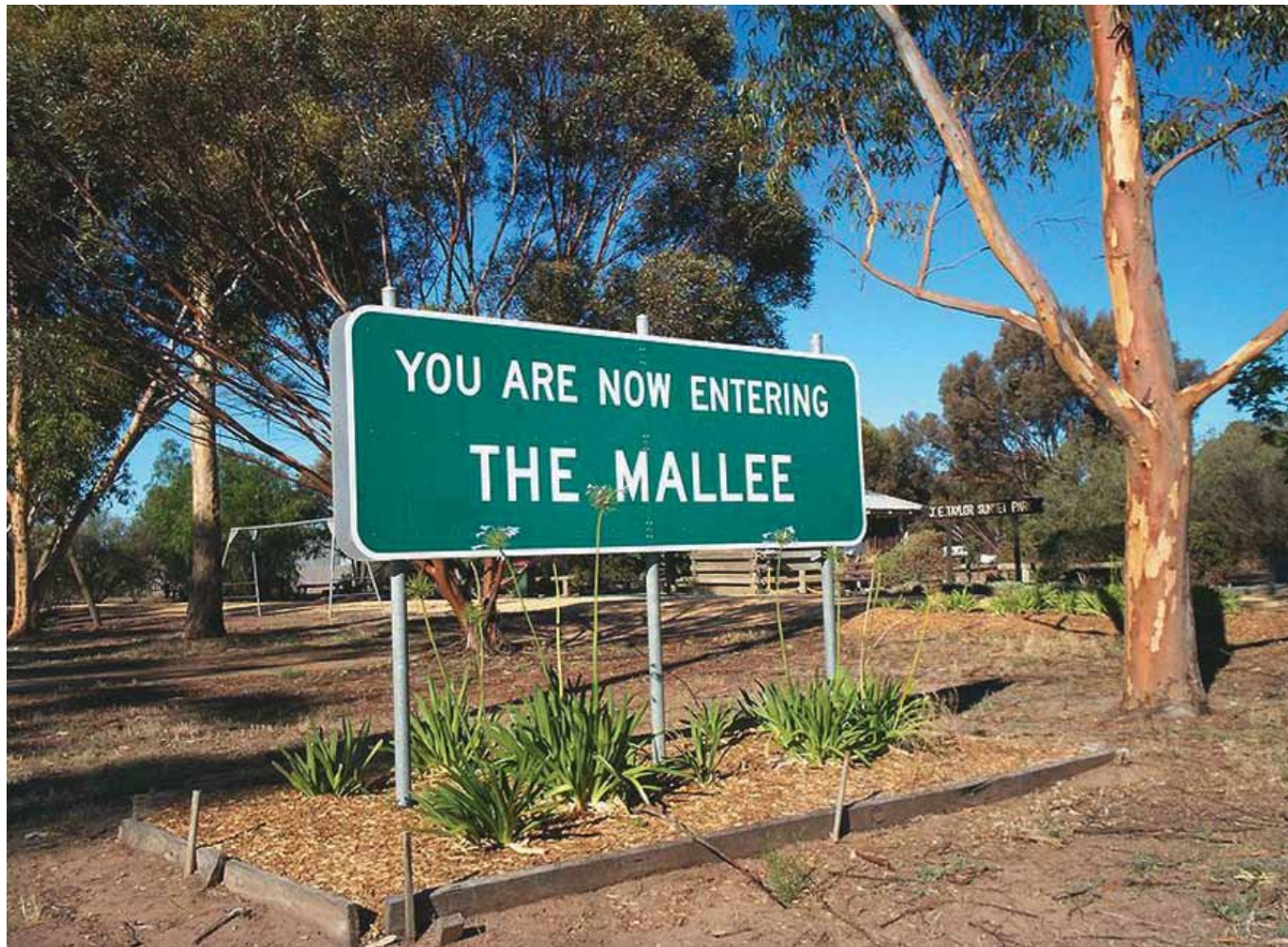
1. These financial statements present fairly, in all material respects, the financial position of Murray Mallee Community Legal Service as at 30 June 2016 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1.
2. The financial statements 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

COMPANY SECRETARY

Signature: 10 AUGUST 2016



MURRAY MALLEE COMMUNITY LEGAL SERVICE

HASELGROVE HOUSE

122 NINTH STREET MILDURA VIC 3500

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