

# WEstjustice

# Systemic Impact Report

July – December 2022



**WEstjustice**

## Footscray

workspace365, Level 2, 90 Maribyrnong St,  
Footscray VIC 3011 (temporary relocation)  
Tel: + 61 3 9749 7720  
Fax: + 61 3 9749 8276  
Email: admin@westjustice.org.au

## Werribee

Level 1/8 Watton Street, Werribee VIC 3030  
Tel: + 61 3 9749 7720  
Fax: + 61 3 9749 8276  
Email: admin@westjustice.org.au

## Sunshine

Visy Cares Hub, 80B Harvester Road, Sunshine VIC 3020  
Tel: + 61 3 9091 8237  
Fax: + 61 3 9091 8207  
Email: sunshine@westjustice.org.au

*WEstjustice provides free legal help to people in the Western suburbs of Melbourne. We can help with a broad range of everyday problems. Please call (03) 9749 7720 to find out more about our services or to make an appointment.*

# WEstjustice

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Authors: Caitlin Caruana

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WEstjustice acknowledges the Peoples of the Kulin Nation as the Traditional Owners of the lands and waters of our region. We acknowledge the Kulin Peoples' ongoing connection to Country, and we pay our respects to Elders past and present. As we work to achieve a just and fair society, we acknowledge the fundamental role of First Peoples in the life of this region, as Custodians of the world's oldest living Culture.

## Westjustice Vision

Westjustice believes in a just and fair society where the law and its processes don't discriminate against people, and where those in need have ready and easy access to legal education, information, advice, casework services, systemic advocacy and reform.

## Westjustice Mission

To service the legal needs in the West in a way that addresses the systemic nature of disadvantage.



Westjustice End of Year Party, 2022

## ABOUT THIS REPORT

In the [Westjustice Strategic Plan 2020-2023](#) Westjustice committed to reporting regularly on our Systemic Impact work. This is the fifth of the reports. The previous report can be found [here](#).

In 2020-2023, we committed to focusing on the following four priority client groups:

- People from culturally and linguistically diverse communities
- People experiencing family violence or gender-based violence
- Young People
- People experiencing economic injustice.

The full text of those priorities is set out in our [Impact Areas 2020-2023](#). Under each impact area, we have set out the priorities we will focus on.

This report addresses the systemic impact work we have undertaken in line with each of those priorities for the July to December 2022 period. Across these six months, staff continued to deliver strong legal and policy outcomes for the West as the organisation came back to working on site, adjusting well to the "new normal" and achieving some incredible results for the organisation and the community.

## ORGANISATION-WIDE DEVELOPMENTS

Westjustice has had a busy and successful end to the year. We continued our advocacy in the lead up to the state election, implemented new programs, and provided support to people affected by the heavy flooding in our catchment. We have continued to deliver good outcomes for our clients and communities. Outlined below are the whole-of-organisation highlights for the year, followed by our systemic impact work for Q3 and Q4 by impact area.

- We continued to advocate for a **dedicated services Hub to properly support the new Wyndham Courts**. We welcomed the Victorian Attorney General to our Werribee Offices to discuss this issue and have continued to engage key stakeholders from community and government. The CEO, PI and CDEE teams completed an Investment Logic Map and our Hub Business Case and look forward to continued engagement on this issue in 2023.
- We conducted **significant advocacy in the lead up to the 2022 Federal and Victorian elections**. We welcomed Dr Daniel Mulino MP to our offices and met with the Hon. Brendan O'Connor MP and the Hon. Tony Burke MP to discuss issues of significance to our community, including the nexus of social and economic disadvantage and interaction with the criminal justice system.



- The EELP Director attended the **St Albans Local Jobs and Skills Summit** as one of only two worker representatives and advocated to the Minister for Skills and Training, The Hon Brendan O'Connor MP and to our local member, Dr Daniel Mulino MP, on the need to support international students and improve their working conditions.
- FVFLP received the prestigious Clayton Utz Foundations **inaugural \$50,000 Health Justice Partnership Award** for our Family Violence Early Intervention Maternity Legal Service.
- The YCPEIP Pilot has commenced, with a **focus on overrepresented young people from CALD backgrounds**. Alongside Victoria Police and a number of youth services, the aim of the pilot is to reduce the rate of offending and re-offending amongst children and young people (10- 24 years old) in the West by increasing cautions and diversions and early referrals to legal and youth service supports.
- RFS has also now **collectively recovered over \$1.1 million for economic abuse victims** and, in the reporting period, assisted 43 different clients with 137 different legal matters.
- The MSV expansion continues and is providing valuable services in the face of rising rates and a cost-of-living crisis. In the reporting, **they prevented at least 125 house repossessions and prevented at least 206 people from entering homelessness**.







**IMPACT AREA 1: CULTURALLY &  
LINGUISTICALLY DIVERSE COMMUNITIES**

## IMPACT AREA 1: CULTURALLY & LINGUISTICALLY DIVERSE COMMUNITIES

### Statement:

We recognise that culturally and linguistically diverse people experience disadvantage as a result of exclusion and racism.

### Aim:

Our aim is to assist and empower these communities to identify and enforce their legal rights and understand their responsibilities through case work, community development and education.

Our case work and educational programs inform our reform agenda and systemic impact work.

### Key Priorities:

1. Address adverse impacts caused by implied and express racism

The EELP was involved in advocacy efforts which related to migrant worker exploitation, including the issue of discrimination on the basis of visa status and nationality and racism in the workplace:

- The EELP Legal Director participated in the Department of Home Affairs Round Table consultation **on migrant worker exploitation**.
- EELP made a submission on the [Review into Australia's Migration System: A Migration System for Australia's Future](#) to Home Affairs and endorsed the submission by the Migrant Justice Institute on whistleblower visa protections for migrant workers entitled "Breaking the Silence".

2. Expose the practices of organisations, people and systems taking advantage of newly arrived people and advocate for change

In addition to the actions outlined in priority 1:

- EELP convened and chaired three meetings (July, October and December) of the **Victorian Employment Law Working Group** and the Federation of Community Legal Centres (FCLC) Victoria Working Group of community lawyers.

- The CEO, PI Director, and EELP Legal Director met with electorate office staff for Minister for Jobs and Training, the Hon Brendan O'Connor MP, to **advocate for reforms for migrant workers** including international students.
- The CEO, PI Director and EELP Legal Director met with the Adviser to the Federal Minister for Workplace Relations, the Hon Tony Burke MP, to talk about **key workplace issues for clients**, including international students.
- The EELP Legal Director met with a range of community and sector stakeholders (including the Australian Council of Trade Unions, Migrant Justice Institute, Migrant Workers Centre, Youth Affairs Council Victoria (YACVIC) and Vixen Collective, and attended the Ethnic Community Council of Victoria's policy advisory committee on employment, entrepreneurship, education and training and the Victorian Council on Social Services Policy Advisory Committee on their Victorian Budget Submission) to discuss **community law reform priorities** particularly focusing on newly arrived people.

3. Correct the systems causing financial exclusion and disadvantage for newly arrived people

- EELP led an information session for migrants during Safe Work Month (October) **on safety and pay at work**.
- EELP provided employment law CLE for case workers (working with people from CALD backgrounds) on pay and entitlements and a second for caseworkers on **safety, unfair dismissal and appropriate behaviour**.

4. Identify and address labour exploitation and unsafe workplace practices

- In addition to the advocacy work and submissions listed under heading 2:
  - o EELP signed an [open letter](#) to the Federal Employment and Workplace Relations Minister, supporting the ALP's commitment to **supporting disadvantaged migrant workers**.
  - o EELP lodged a [submission to the Employment Taskforce](#) on the Terms of Reference for the Employment White Paper.
  - o The EELP team [signed open letters](#) to the Prime Minister and other Ministers regarding the Jobs

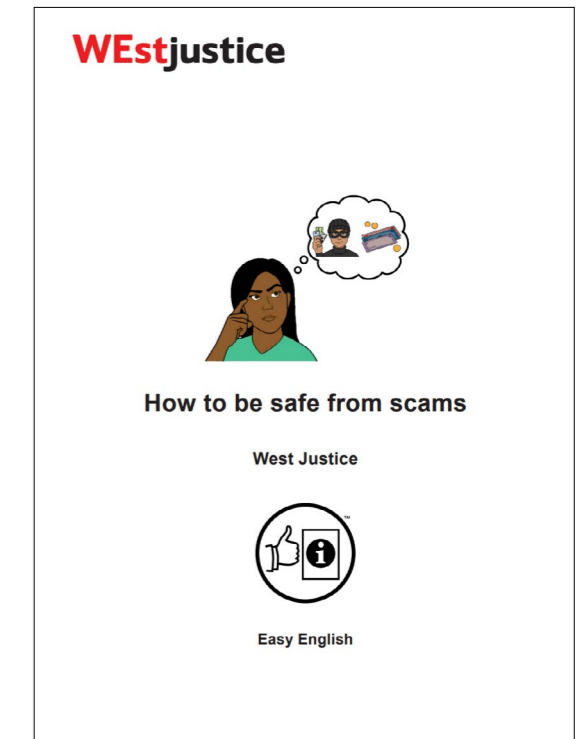
and Skills Summit alongside other CLCs, urging Summit attendees to **examine the laws and systems that lead to insecure work and the exploitation of works**.

- The EELP Director attended the St Albans Local Jobs and Skills Summit as one of only two worker representatives and advocated to the Minister for Skills and Training, The Hon Brendan O'Connor MP and to our local member, Dr Daniel Mulino MP on the need to **support international students and improve their working conditions**.
- The EELP Director and Program Manager met with the Fair Work Ombudsman to discuss investigation process, FOI requests to the FWO and approaches to **finalising underpayment matters** where partial payment has been made.
- The CEO was appointed to the **Sick Pay Guarantee Ministerial Advisory Committee** and attended meetings (with support from the EELP Director).

5. Provide a culturally safe and accessible service for our client groups

- EELP partnered with WorkSafe Victoria to investigate a new service for **tailored health and safety support for migrant workers**. They undertook consultations and have now presented a pilot service model to WorkSafe for consideration.
- EJP delivered services and education through the **SJP and MyName programs** and at year's end, were completing their report on the pilot 18 months of the project for publication in early 2023.
- **FVFLP prioritised CALD clients for ongoing family violence and family law case work**, with 9 CALD clients assisted with divorce hearings (which they would struggle to do without assistance); 6 CALD clients assisted with Further and Better Particulars; and 12 new family law case work files opened, with 10 of these clients from CALD background and also victim survivors of family violence.
- In August 2022, we concluded our WRARLSS project which was **a train the trainer program for community workers supporting CALD jobseekers**. In total we presented 4 3 day training sessions to employment brokers and community employment connectors, with a total of 36 participants. We co-delivered 12 "getting ready for work" community sessions and South-East Monash Legal Service co-delivered 3, with a total of 240 attendees across the 15 sessions.

- EJP worked with Scope to **launch an Easy English guide on avoiding scams**. This guide will go a long way to helping many in our community to be on alert for scams, and be able to seek help if they are scammed.



Westjustice's Easy English Scams Guide



**IMPACT AREA 2: PEOPLE EXPERIENCING  
FAMILY AND GENDER BASED VIOLENCE**

## IMPACT AREA 2: PEOPLE EXPERIENCING FAMILY AND GENDER-BASED VIOLENCE

### Statement:

We recognise that family and gender-based violence are serious community concerns that disproportionately affect women, gender diverse people and children.

### Aim:

Our aim is to enable and assist these groups to respond strongly to family and gender-based violence and its effects. This includes providing targeted legal services, addressing injustice in systems and institutions, and engaging in evidence based systemic advocacy.

### Key Priorities:

1. Advocate for a fairer and more equitable justice system by addressing the current inadequacies and challenges

- FVFLP continue to meet regularly with the courts and discuss ways to **improve the environment and efficiencies**, and to **advocate for Specialist Family Violence Courts to be adequately funded**.
- Westjustice staff joined the **2022 Walk to End Family Violence** and raised \$700 for Safe Steps Victoria.



Westjustice staff at the 2022 Walk to End Family Violence

- The **resistance and agency research** project has been completed with the final report expected to be disseminated widely in April 2023. This project analysed the language used in Family Violence Intervention Order applications and examined the relationships between the representation of women's agency in the context of who wrote the application. It has provided excellent findings, insights and recommendations which we hope generate knowledge to improve women's experiences of family violence legal processes. We are working on a soft launch and dissemination of the report across the sector.
- Westjustice has also been engaging with Court Services Victoria on the design and functionality of the new Wyndham Courts, on which construction has started. We attended Court design prototypes and virtual reality sessions, and have provided feedback on the design elements best suited to the Court users we deal with.



Westjustice staff at the prototype for the new Wyndham Courts

2. Address misidentification and criminalisation of victims as perpetrators

- Westjustice's Youth Law Program and Family Violence Practice continue to work on **MisID cases** with two family violence female clients assisted where they had been misidentified as the 'primary aggressor' in family violence incidents by the police, resulting in criminal charges. We have achieved some terrific results including often having charges withdrawn or less punitive dispositions agreed to, such as Diversion Plans. Now that we have some experience in this area of law and cases under our belt, Program Managers

from our youth and family violence teams are planning to collaborate on policy work to advocate for Police to change their practices and processes to prevent these MisID cases arising and taking up unnecessary court and police resources.

3. Remove economic abuse and restore financial safety and independence for those experiencing family and gender-based violence

- Financial Counsellor, Sarah Duane, **won the 2022 Rising Star Award** at the Financial Counsellor Gala Dinner. **The award recognised Sarah's excellence in service delivery to vulnerable clients.** Sarah is instrumental to the success of RFS, aiding many women facing financial insecurity and helping them to achieve life changing outcomes.
- The **RFS Program has now expanded** to deliver services and CLE at both McAuley Community Services for Women and The Orange Door Western Melbourne (newly opened as of September 2022) on **economic abuse to workers**.



Sarah Duane and Dacia Abela at the MCG with Sarah's Rising Star Award

- RFS has also now collectively recovered over **\$1.1 million for economic abuse victims**, and in the reporting period, 43 different clients were assisted with 137 different legal matters.
- EJP continued to work with McAuley Community Services for Women on the '**Jobs and Money**' and '**Safe at Homes**' campaigns.
- The Mortgage Stress Victoria team wrote an issues brief and consulted with the Australian Banking Association and a number of member banks on the need to **better assist non customer residents of properties affected by family violence**.

- The FVFLP have **increased their impact in family law property settlements** for women who have separated from abusive relationships. During this period, we serviced 97 clients in our family violence and family law day advice service, with more than 30 victim survivors receiving specific advice related to family law property disputes - of which 9 clients received ongoing casework services and we resolved 3 of these cases with settlements totalling around \$575,000.

4. Provide early intervention opportunities

- FVFLP delivered **1052 Early Resolution pre-court advice and negotiation services** in the Sunshine and Werribee Magistrates Courts.
- FVFLP serviced 97 clients through our day and night advice services where **people at risk of or experiencing family violence are prioritised for associated family law assistance**.
- FVFLP received the prestigious Clayton Utz Foundations inaugural **\$50,000 Health Justice Partnership Award for our Family Violence Early Intervention Maternity Legal Service**, and released a press release on the award.
- FVFLP serviced 23 clients through the **Werribee Mercy Hospital Family Violence Early Intervention Service** and delivered 2 CLE's to Mercy staff.
- FVFLP **provided early intervention legal assistance to clients referred to us through the new Child and Family Hubs at IPC Health in Wyndham**. This multidisciplinary service Hub focuses on families with children aged 0-8 years living in adversity. It is a co-designed local service with Western Community. The project is progressing well with our lawyers attending onsite at the Clinic and receiving referrals to assist clients.



5. Identify and address causes of family and gender-based violence

- FVFLP actively **participate in a number of targeted family violence working groups** – the ERS Working Group, Sunshine Magistrates' Court Specialist Family Violence Implementation Working Group and Stakeholder Reference Group, Wyndham Family Violence Network meetings, VicPathways Western Collaboration Group meetings, the FCLC Family Violence Working Groups and the Western Integrated Family Violence Committee (WIFVC) where we share our case work insights and policy reform objectives.
- The FVFLP Legal Director, Cleona Feuerring, was appointed to the WIFVC Governance Group for a two-year period. This group provides **strategic leadership and system development support to the sector by leading family violence initiatives** in the Western suburbs, including early intervention strategies.
- Westjustice attended all the **Women's Correctional Services Advisory Committee** meetings.



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**IMPACT AREA 3: YOUNG PEOPLE**



## IMPACT AREA 3: YOUNG PEOPLE

### Statement:

We recognise that young people (10 to 25 years inclusive) are marginalised and often excluded from the legal system and youth support services.

### Aim:

We aim to offer holistic, youth centred, multidisciplinary services as a response to a legal system that is often not appropriately designed for our youth.

We support young people to exercise their agency and legal rights in their family life, community, and society.

Our case work and educational programs provide the evidence for our reform agenda and systemic impact advocacy.

### Key Priorities:

1. Divert children and young people away from the criminal justice system, including raising the age
  - Westjustice continued to **support the Raise the Age campaign** with our Youth Legal Director appearing in the [ABC news](#) to advocate for keeping young children out of the criminal justice system, and on the [ABC Conversation Hour](#) to discuss targeting zero youth crime.
  - The YCPEIP Pilot was formally launched by the Minister for Police, Crime Prevention and Racing, the Hon Anthony Carabines MP, as well as local members Katie Hall and Sarah Connolly. They announced a \$300,000 grant to support the project. The launch was covered in the [Star Weekly](#). The pilot has now commenced, with a focus on overrepresented young people from CALD backgrounds. Alongside Victoria Police and a number of youth services, the aim of the pilot is to **reduce the rate of offending and re-offending amongst children and young people** (10-24 years old) in the West by increasing cautions and diversions and early referrals to legal and youth service supports.



Launch of the YCPEIP Pilot, July 2022

- YCPEIP continues to be a success with the interim report prepared by our evaluators Allen & Clarke showing a significant increase in the number of cautions being offered to children in Brimbank and Wyndham Police Service Areas, as well as a correlated reduction in remands and court initiations at Sunshine and Werribee Children's Courts. It is expected the final evaluation will show a related reduction in crime rate and provide a cost benefit analysis for us to make the case for ongoing funding and expansion of the pilot across other areas around Victoria.
  - The YLP Director on behalf of Westjustice co-convened SJ4YP with Youthlaw and continued to participate in its RTA Working Group. SJ4YP handed a **petition to raise the age with 65,000 signatures** to Fiona Patten MP, who handed it the Attorney General. SJ4YP also produced its key priorities in the lead up to the November state election.
2. Advocate for a fairer and more equitable system which includes better access to services
    - Our YLP Program Manager and Youth Law went on [3CR](#) to discuss crime and mandatory sentencing schemes.

3. Address discrimination, workplace exploitation and inequality affecting children and young people with a focus on the systemic drivers of disproportionate involvement with the justice system

- Westjustice continued to deliver its **Out of Home Care Legal Clinic** pilot which aims to contribute to a reduction in the contact children in residential care have with the criminal justice system. We held quarterly Advisory Group Meetings comprised of sector and lived experts and updated the project's Theory of Change.
- The YLP Director continued to convene SJ4YP's Working Group to End the **overrepresentation and overcriminalisation of particular youth cohorts in the criminal justice system**. The working group, which is made up of sector experts, meets monthly and is producing a guide for all decision-makers which includes a set of key asks.
- YLP contributed to the sector response to Stage 2 of DJCS' **current review into police accountability** as well as contributing to the broader advocacy goals of the Police Accountability Project.

4. Amplify the voice of children and young people and enhance agency through education and engagement

- YLP, PI and CDEE continued to deliver **CLE on our new Instagram page**, which now has nearly 500 followers. With support from a VLF grant, we engaged a social media consultant to understand how best to engage young people on social media. We met with key community and youth groups to discuss how young people want to receive information and legal topics they were interested in. We received detailed feedback on our posts and style, which we then factored into an Instagram guide. We then delivered training on using the Instagram to the YLP and EELP teams, with the aim being that they take over majority of the posting in 2023.
- While the consultation was in process, we continued to post on multiple topics, including **workplace rights, workplace harassment, cyber bullying, and key political issues for young people like climate change, voting and free public transport**. We also did a very successful series on introducing the youth team.



Instagram post introducing school lawyer, April Voigt

5. Collaborate with and influence stakeholders to maximise potential for positive life outcomes for young people

- **TARGET ZERO**, which launched in November 2021, now has 19 organisations signed on.
- Westjustice's Youth Law Clinics have expanded their services with additional appointments, a drop-in service clinic on Wednesdays at Sunshine Visy Cares Hub and returning to in-person clinics at the Youth Resource Centre in Wyndham. The appointments at the YRC will be after 3:30pm to support school students who need after school hour appointments.
- YLP actively participates in the Wyndham, Melton and Brimbank Empowering Communities Project Action Groups aimed at **collective impact crime prevention**.
- YLP Program Manager, Vinnie Shin, appeared in [The Age](#) to discuss his path from a low ATAR to his leadership role at Westjustice and the **many available pathways to become a lawyer**.



Vinnie Shin in The Age

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**IMPACT AREA 4: ECONOMIC  
INJUSTICE**



## IMPACT AREA 4: ECONOMIC INJUSTICE

### Statement:

We recognise that we have an intrinsically inequitable economic and legal system, a consequence of which includes the criminalisation of poverty.

### Aim:

Our aim is to assist people to navigate and enforce their rights within the justice system and effect fundamental and necessary improvements. Our case work and educational programs provide the evidence for our reform agenda and systemic impact advocacy.

### Key Priorities:

1. Challenge organisations that take advantage of people experiencing hardship or barriers to accessing economic justice

- EJP joined with CALC to advocate for a **Lemon Car Ombudsman**, including participating in a modelling exercise with Consumer Affairs Victoria for a used vehicle disputes ombudsman, meeting with the Victorian Automotive Chamber of Commerce, participating in regular working groups, and appearing on ABC radio to discuss the impact of defective car sales in Melbourne's West. The Legal Director also appeared on ABC Radio's Conversation Hour to discuss the issue and our client appeared in the [ABC News](#).
- MSV met with executive managers of a number of banks to **discuss systemic issues identified in our casework**. We advocated for more compassionate responses to hardship requests from its customers when there are alternative and better solutions.
- EJP commenced a collaboration with IPC, Health Justice Australia and Murdoch Institute to **provide wrap around services to families with young children to address the impacts of poverty**. This will initially be run from the Wyndham Vale IPC Hub.

2. Improve the systems, policies and procedures of government, industry and other parties which create economic injustice

- EJP worked closely with the Consumer Action Law Centre on a joint campaign for **reform on scams** which included a media campaign, liaising with the ACCC, and the Minister for Financial Services.
- EJP provided a submission to the Senate Economics Committee regarding the **Financial Sector Reform Bill 2022** and to Federal Treasury concerning reforms to **regulate the Buy Now Pay Later sector**.
- EJP participated in several conversations and presentations with the **Minister of Consumer Affairs**.
- Sustained action from Westjustice led to the **state government passing the Local Government Legislation Amendment (Rating and Other Matters) Act 2022** to ensure better practices from local councils on ratepayers in hardship. We are now liaising with the Essential Services Commission to determine the shape these hardship processes will take.
- EJP continue to advocate for **scams awareness and more appropriate responses from industry and government**, and for **better regulation of buy-now-pay-later, payday loans**, and consumer lease schemes and met with the Federal Assistant Treasurer's Office to discuss these issues.
- EJP sat on Telstra's CEO Consumer Roundtable with a range of national consumer participants, meeting quarterly. They used this as an opportunity to **provide suggestions and concerns on Telstra's internal processes and procedures** (including how disadvantaged clients pay for services on basic plans, how Telstra receive and triage family violence and economic abuse hardship enquiries, and how Telstra communicates with non-English speaking clients about their needs).
- EJP consulted with the ACCAN and ACMA in advance of the next **review of the Telecommunications Consumer Protection Code** in 2023.
- EJP sat on the ACMA Community Consultative Forum, at which they flagged the systemic issues they believe require regulatory oversight, including issues with **debt collection activity by telco companies, and anti-scam measures** that are within ACMA's purview.
- EJP presented at ACCAN's annual conference on the **impacts of digital divides on marginalised communities**. The video is available [here](#).

- EJP and MSV attended AFCA Consumer Advocate Liaison meetings to **advocate for improvement to AFCA's processes, including its approach to assessing loss in responsible lending complaints and its complaint registration and timeframe procedures**.
- EJP continues to sit on the Steering Committee and strategic advisory group for the Thriving Communities Partnership One Stop One Story Hub. **The Hub is a world-first cross sector digital platform connecting people in our community** to support programs simply and easily through a single-entry point in a safe and secure way. Currently the Hub is exploring expansion of the platform post the pilot period.
- EJP attended a workshop on **Consumer Affairs Victoria's 2023-26 Strategy and Impact Areas** alongside other peak stakeholders, buttressed with subsequent written submissions.
- EJP continues to participate in the **Residential Tenancy Stakeholder Reference Group, the Tenancy Coordination Group and the Tenants Working Group**.
- EJP attended 90 per cent of the **Women's Housing Alliance** and all **Safe at Homes** campaign sessions.

3. Investigate pathways to promote and protect fundamental human rights including the right to safe housing, access to food and utilities

- EJP advocated for urgent changes to **tenancy rights in Victoria, exacerbated by heavy flooding in Maribyrnong and surrounding LGAs**. Our legal director [appeared in the Age](#) on the issue of how flooding has affected tenants in our LGAs. The advocacy resulted in a **new pilot Tenancy Wellbeing Service** as both a natural disaster and rental crisis response. This service will commence in 2023.
- MSV continued to build and expand their services, and to **publicly advocate for mortgagees in stress**, including on ABC Radio's afternoon show with Raf Epstein, and on [SBS News](#). The Legal Director also joined a panel discussion at the University of Melbourne to discuss the intersections of insurance affordability, climate change and mortgage stress.

4. Enhance agency to improve people's ability to navigate legal, housing and financial systems

- EJP delivered 604 Services for **Tenancy Assistance and Advocacy Program**, including 312 legal advices, 122 legal tasks, 28 cases and 2 discrete non-legal support services.
- EJP and EELP delivered services for **ISEALS**, including 77 legal advices, 54 legal tasks, 5 cases and 4 discrete non-legal support services.
- EJP commenced the delivery of the **Victoria University student legal clinic** in June 2022. To date, the clinic has seen 25 students and provided case worker, court representation, and advice in these matters.
- EJP delivered 83 CAAP **consumer law services**.
- EJP provided financial services and safety advice through our Restoring Financial Safety Clinic, and Motor Vehicle Accident Clinic.

5. Explore methods by which to advocate for a fair and generous safety net

- The EJP Director appeared on the ABC Conversation Hour to discuss **cost of living pressures and why it 'costs more to be poor' in Australia**.



## ABBREVIATIONS USED:

### Westjustice teams

**CEO** – Chief Executive Officer

**CDEE** – Community Development, Education and Engagement

**EELP** – Employment and Equality Law Program

**EJP** – Economic Justice Program

**FLFVP** – Family Law Family Violence Program

**MSV** – Mortgage Stress Victoria

**PI** – Policy and Innovation

**YLP** – Youth Law Program

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**ACCAN** – Australian Communications and Consumer Action Network

**ACCC** – Australian Competition and Consumer Commission

**ACMA** – Australian Communications and Media Authority

**AFCA** – Australian Financial Complaints Authority

**CAAP** – Consumer Assistance and Advocacy Program

**CALC** – Consumer Action Law Centre

**CALD** – Culturally and Linguistically Diverse

**CLE** – Community Legal Education

**DJCS** – Department of Justice and Community Safety

**ERS** – Early Resolution Service

**FCLC** – Federation of Community Legal Centres

**ISEALS** – International Student Employment and Accommodation Legal Service

**LGA** – Local Government Area

**RFS** – Restoring Financial Safety

**SJ4YP** – Smart Justice for Young People

**SJP** – Settlement Justice Partnership

**VLF** – Victorian Law Foundation

**WIFVC** – Western Integrated Family Violence Committee

**WRARLSS** – Work Rights and Responsibilities Legal Service

**YACVIC** – Youth Affairs Council Victoria

**YCPEIP** – Youth Crime Prevention Early Intervention Program





**WEstjustice**