

WYNDHAM  
LEGAL  
SERVICE INC.

ANNUAL REPORT  
13-14

# CONTENTS

Contents .....	2
Office Hours.....	3
About Wyndham Legal Service Inc. ....	4
Chairperson’s Report .....	5
Manager’s Report.....	6
Principal Solicitor’s Report .....	7
People .....	8
Committee of Management .....	8
Staff.....	8
Volunteers.....	8
Clinics .....	9
Generalist Clinic.....	9
Mortgage Stress Clinic .....	9
Motor Vehicle & Insurance Clinic .....	10
Refugee Legal Service .....	10
Family Law Clinic.....	10
YouthLaw Clinic.....	11
Court Support Services.....	12
Debt Clinic .....	12
Family Violence Duty Lawyer Service .....	12
Infringement Duty Lawyer Service.....	13
Policy, Advocacy & Community Development.....	14
Statistics.....	18
Independent Audit Report .....	19
Acknowledgements.....	26

# OFFICE HOURS

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Australian Business Number: 26 511 836 544

Incorporated Association Registration Number: A0031679U

## **Hours of Service**

### ***Office***

**Day Service:** Monday – Friday 9.30am – 5.00pm by appointment

**Evening Service:** Monday 6.00pm – 8.00pm by appointment

### ***Outreach***

Fines Duty Service

Werribee Magistrates' Court: Tuesday

YouthLaw

Youth Resource Centre: Thursday 4.00pm – 5.00pm

Family Violence Duty Service

Werribee Magistrates' Court: Thursday

Werribee Debt Clinic

Werribee Magistrates' Court: Monday afternoon

# ABOUT WYNDHAM LEGAL SERVICE INC.

## **Vision Statement**

The Wyndham Legal Service Inc.'s vision is for a fair, just and equitable legal system, which is accessible to all members of the community without discrimination.

## **Mission Statement**

The Wyndham Legal Service Inc. (WLS) is a community based legal service which provides free, accessible and equitable legal services to people who live, work or study in the Wyndham area including, Werribee, Hoppers Crossing, Wyndham Vale, Little River, Tarneit, Truganina, Point Cook, Werribee South, Williams Landing and Balliang East, particularly those who are disadvantaged in their access to justice.

Wyndham Legal Service Inc. provides a range of legal services including legal information, advice and casework, community legal education, law reform, advocacy and community projects.

# CHAIRPERSON'S REPORT

Vern Fettke, Chairperson

This financial year has been a very positive year for Wyndham Legal Service, with continued growth and success of the various clinics held. None of these achievements could have occurred without the professional administrative approach of the Committee of Management members and the dedication of the staff.

I wish to acknowledge the outstanding service of all Committee Members and recognise that we have new Committee Members in Bob Metselaar, Meredith Blackstock and Gemma Hazmi. We sadly have to say goodbye to Tony Cahill, a long time Committee member.

In the financial year, we welcomed Marijana Graljuk, Simone King, Owen Camilleri, Jenni Smith, Lorne Clements and Michael Moowahshi. They have all made a valuable impact to the Service. We said goodbye to Yassin Nouredine, Jenni Smith, Lorne Clements and Michael Moowahshi this year too. We wish them the very best.

The Centre has benefited from both an increase from government and non-government sources in the past financial year. This has ensured the finances of WLS remain very solid, enabling a 3% wage increase to staff. We wish to particularly thank the Attorney General's Department for a substantial grant, allowing us to hire more staff and run additional clinics. Our Budget has been approved by Victoria Legal Aid.

I want to thank all staff and Committee members again for making 2013/14 a year of success, consolidation and service delivery. I look forward to seeing what the future holds for the Centre.

# MANAGER'S REPORT

Denis Nelthorpe, Manager

The 2013-14 financial year has been an exciting and successful year for the Service. We have concentrated on a consolidation of the many clinics and projects initiated in recent years. The casework at the Service has become more complex and a cursory look at the many case studies in this Annual Report will confirm the significant assistance being provided to the residents of the city of Wyndham.

The continued stability in employment at the Centre and the targeting of client problems has provided staff with the confidence to take on and resolve more complex problems.

Our outreach programs and partnerships with local settlement agencies and the Humanitarian Network have led to a significant rise in the number of newly arrived persons seeking our assistance. Significantly, the number of clients from newly arrived communities returning to our service to seek advice on new matters has also risen substantially.

The most exciting development for the year has been the response of the local community to our "Out of Sight, Out of Justice" Report. The Committee for Wyndham and the Wyndham City Council have endorsed the need for an integrated justice precinct and devoted considerable resources to the campaign to establish such a precinct.



**WLS staff with Joanne Ryan MP and Attorney-General Mark Dreyfus QC**

Approximately 30% of our income comes from other bodies. We wish to thank the following organisations for their contribution to the work of the Service: Victorian Women's Trust (\$13,000), Wyndham City Council (\$45,455), Lord Mayor's Charitable Foundation (\$15,000), Attorney-General's Department (\$120,000), Legal Services Board Victoria (\$15,000) and Western Region Health Centre (\$5,000). The one cloud on the horizon has been the loss of funding in the 2015-16 financial year arising out of the Federal Government budget cuts to legal aid. The funding cut

of \$120,000 to our Service will impact on the Legal Service and may reduce our capacity to assist both the newly arrived and youth in the City of Wyndham.

As always the Centre would like to acknowledge the fantastic support provided by our Board of Management, our team of dedicated volunteers and our community partners. This support is essential for the success of community legal centres and Wyndham is no exception.

# PRINCIPAL SOLICITOR'S REPORT

Ha Le, Principal Solicitor

## **Introduction**

Wyndham Legal Service Inc. continues to grow and build on the successes of the previous years. In the last financial year we have implemented new clinics and projects as well as welcomed new staff, Marijana Graljuk (Youth Lawyer), Simone King (CALC Civil Lawyer), Owen Camilleri (Economic Violence Lawyer) and Michael Moowahshi (Community Development Worker). I would also like to extend my appreciation to Lorne Clements and Jenni Smith for being the Locum Principal Lawyer, respectively, during my six months absence.

In the last financial year, we have set up a Family Law Clinic, Karen Refugee Clinic, Neighbourhood Dispute Clinic (in partnership with Dispute Settlement Victoria) and Infringement Program (Special Circumstances) and the Economic Abuse Project with relevant caseworks for those in special need.

## **Volunteers**

Wyndham Legal Service Inc. would like to thank our volunteers for their invaluable support and commitment. Without our volunteers the Service would certainly not be able to sustain and improve on the assistance it is providing to the community.

A special mention to Ms Mondira Mukerjee who has donated her time and expertise to conduct our Infringement Program (Special Circumstances) on a minimum weekly basis which to date has helped many of our community's most vulnerable who suffers from mental illness, homeless and/or a serious addiction.

## **Placement Legal Training**

This year, the Wyndham Legal Service Inc. has placed Owen Camilleri for practical legal training and he has since been admitted to the legal profession, continuing his professional career at the Service.

The Service enjoys a reciprocal relationship with the PLT students drawing on their enthusiasm to assist the socially disadvantaged and in turn imparting on the students the skills necessary to join the legal profession as a responsible lawyer.

I'd also like to thank all of the staff and Committee of Management members for their continued work for the Service.

## PEOPLE

WLS relies heavily on the support of its volunteers including administration, law students, solicitors and committee members, whom either work, study or live within the City of Wyndham. We wish to thank our staff and all our volunteers for the time and commitment that they have provided to the Service. Without their support, the Service could not have run as effectively as it has.

### **Committee of Management**

Vern Fettke (Chairperson)	Kim McAliney (Member)
Judith Sutcliffe (Vice Chairperson)	Bob Metselaar (Member)
Meredith Blackstock (Secretary)	Gemma Hazmi (Member)
Craig Spicer (Member)	

### **Staff**

Denis Nelthorpe (Manager)	Shorna Moore (Senior Policy Lawyer)
Ha Le (Principal Lawyer)	Vu Kim (Lawyer)
Bruce Dolphin (Finance Officer)	Marijana Grajluk (Youth Lawyer)
An Huynh (Administration)	Simone King (CALC Civil Lawyer)
Michelle Moone (Administration)	Michael Moowashi (Community Development Worker)
Juliet Akello (Lawyer)	
Owen Camilleri (Economic Violence Lawyer)	

Goodbye: Yassin Noureddine, Jenni Smith, Lorne Clements and Michael Moowahshi

### **Volunteers**

Alex Babic	Danielle Helebrant	Nha Nguyen
Andrea McGrath	Gemma Hazmi	Owen Camilleri (PLT)
Andrew Marcina	Gregory MacCallum	Phillip Barone
Angela Riddle	Jeff Tran	Rachel Gopal
Ann Valos	Jessica Terrill	Rama Sharma
Anthony Shaw	Kieran Sheehan	Rohan Wijesinha
Ayse Sahinbas	Kirti Madern (PLT)	Ryan Hunter
Baljit Singh (PLT)	Linda Luc	Sandeep Mandalika
Ben Thompson	Mandy Giordanella	Sara Tanha
Chris Kaias	Maria Rigoli	Tamara Chatterton
Christian Dargatz	Marijana Graljuk	Thelma Palbas
Cristal Micallef	Mondira Mukerjee	Vanessa Fabian
Dacia Abela	Nasibai Solehi	Wendy Ng
Damian Ballan	Nathan Taylor	Zhong Wu

# CLINICS

Wyndham Legal Service Inc. runs a number of different legal service clinics that were determined to be needed in the community. The following is a brief overview of the services provided:

## Generalist Clinic

The Generalist Clinic is open to all people who live, work or study in the City of Wyndham. We see a range of matters including power of attorney, consumer issues, civil matters and infringements. One such consumer matter is Fabian's:

### Fabian's Case

Fabian, a 48 year old refugee client with limited English language skills, approached property developers XTZ to inquire about purchasing land valued at \$255,000.00. Fabian was never provided an interpreter nor was he advised to seek independent legal advice before signing the document.

Fabian paid a deposit of \$25,500.00 to secure the purchase; in payment of the deposit, he was asked to sign a document to confirm that the deposit had been paid. He was advised by the sales representative, that if he was unable to obtain a loan for the remainder of the amount owing on the land, the deposit would be refunded by XTZ.

Patrick relied on this assurance and as a result, made the deposit. The sale representative failed to explain to Patrick that he had 14 days to obtain finance and that if he does not, his deposit would be forfeited. Patrick however did not meet the bank's lending criteria and was unable to secure a home loan, therefore XTZ attempted to keep Patrick's deposit. Further, he did not explain to Patrick that he was signing a conditional contract that would become unconditional in 14 days. We contacted the other party and negotiated a refund of the deposit. The other party agreed to return Patrick's deposit \$25,500.

## Mortgage Stress Clinic

This service was started to assist people experiencing financial hardship and have received notice of repossession or mortgage default from their financial institution. Juliet Akello has been running the service for approximately two years now, with many stories similar to Jen's:

### Jen's Story

Jen attended the service having fallen behind in her repayments as a result of family violence and having to go into hiding. Jen had previously been on hardship for a period of 6 months because she lost her job as a result of the violence from an Ex partner and the stress of the violence. Jen attended our service because her bank had refused to grant her any further hardship and had threatened to repossess her house. We contacted the bank and explained the situation including sending to the bank the Intervention Orders and statements made to the police regarding the violence. The bank was then able to grant a further 6 months of hardship.

## Motor Vehicle & Insurance Clinic

It was highlighted through our casework that motor vehicle accidents were a common legal problem amongst our community. This clinic was developed to specifically deal with issues that arose from motor vehicle accidents and has allowed us to develop our expertise in insurance matters. Jonathan's story is a common one:

### Jonathan's Story

Jonathan was involved in a motor vehicle accident which left him liable to pay the other driver \$5,400 in damages caused to the latter's vehicle. Jonathan, who is a 56 year old migrant and arrived in Australia from Sudan in 2004, struggles to support his wife and children on his low income, despite working full-time. We managed to convince the insurer for the other driver to waive the debt in full that Jonathan owed, due to the latter's financial circumstances.

## Refugee Legal Service

Due to the rise in the refugee population in Wyndham, a refugee legal service was developed to provide support on common legal issues affecting this vulnerable clientele. We commonly get referrals from AMES, New Hope and Wyndham Community and Education Centre. One such case is Sue's:

### Sue's Story

Sue, who arrived from Vietnam several years ago, found herself a victim of being misled by a loan contractor into signing a loan contract for an expensive car. The creditor bank pursued her for approximately \$35,000.00.

This loan contract had been facilitated by a broker and approved by the bank despite the fact there were a number of issues that were unacceptable about the agreement. Notably, the bank and the broker involved had not taken adequate steps to ensure that Sue understood the contract, and given her financial and personal circumstances was not in a position to service the loan.

We wrote a letter of complaint to the bank stating it was in breach of section 128-131 of the *National Consumer Credit Protection Act 2009* (Cth), that the bank had engaged in unconscionable conduct, and that the loan was an unjust transaction within the meaning of section 76 of the National Credit Code.

Although the bank did initially reject our request to waive the debt based upon these grounds, upon appeal to the bank customer's advocate, our request for waiver of the \$35,000.00 was successful.

## Family Law Clinic

The Family Law Clinic runs every Monday evening by appointment. Locally based private legal practitioners volunteer on a pro bono basis. Bringing with them their valuable expertise, we are able to advise and make appropriate referrals for these clients. It continues to be heavily booked each week. For a few months, we also offered a Family Law Clinic during the day to assist with the backlog, however due to staff changes, we were unable to maintain this additional clinic. Based on the demand, we also ran a one-off Divorce workshop to learn about and complete divorce paperwork more efficiently.

## YouthLaw Clinic

Our Youth Lawyer, Marijana Grajluk runs a weekly clinic at WLS and an outreach service at the Youth Resource Centre for the youth population (25 years and under) that need support. We have been able to achieve some positive outcomes through our service, including Sarah's:

### Sarah's Story

Sarah was a 22-year-old student in receipt of Centrelink, looking to complete her Certificate in Children's Services at an Institute.

She was advised both orally and in writing that the course would be government subsidised, and at no point was she informed that she would be required to pay the full fee for completing the course.

Following the completion of her course, but prior to receiving the Certificate or completing her compulsory hours of placement, Sarah received an email stating that due to issues with the Government funding body, the course subsidy had not been approved. No explanation was given as to what the issues were in relation to the funding or when they arose.

Sarah was confused and frustrated that she was now required to pay the previously Government subsidised amount, when there was no explanation given by the Institute hosting the course previously.

The Institute that Sarah had attended misrepresented that they were providing Government subsidised courses. Following discussion with the Victorian Department of Education and Early Childhood Development and the Higher Education Skills Group, we were advised that at no point in time in the year that Sarah commenced and completed her Certificate, was the Institute in question contracted to deliver Government subsidised training in Victoria.

The service wrote to the Director of the Institute explaining the situation and our findings and requested the Institute issue Sarah with her Certificate, following her final agreed payment.

Ultimately, Sarah advised us that the Institute had contacted her and asked her to come in to collect her Certificate, following her final agreed payment. Without the assistance of our service, Sarah would not have had the ability to pay for the Certificate and therefore would have struggled to prove to any employer that she was entitled to the Certificate she had studied to achieve.

# COURT SUPPORT SERVICES

## Debt Clinic

The debt clinic in the Werribee Magistrates' Court was set up in a response to the court's request for a legal and financial service at the court to advise judgment debtors about their options to tackle escalating financial problems. It is geared towards assisting judgment debtors who attends court for a Summons of Oral Examination. Wyndham Legal Service and Anglicare (financial counselling service) work collaboratively to provide advice, casework and referral pathways.

### Eugene's case

Eugene is a 31 year old male who was involved in a motor vehicle accident (MVA) with a 3rd party. Eugene holds a Comprehensive Motor Vehicle Insurance Policy with Insurance Company.

After the Accident, Eugene lodged a claim with his Insurance Company (IC) and paid the excess. Eugene's vehicle was assessed as a total loss and was paid a sum of \$24,883.00. Eugene assumed that his insurance company would also settle the 3<sup>rd</sup> party claim who was seeking damages of \$41,972.86. Eugene's insurance company however appointed an investigation service to investigate the circumstances surrounding the claimed damages, instead of paying the 3<sup>rd</sup> party claim.

In the meantime, the 3<sup>rd</sup> party had initiated proceedings against Eugene including entering judgment. While Eugene's insurance company were requesting documents such as mobile phone records, home loan statements, bank savings account statements, vehicle registration documents, purchase documents for the subject vehicle, vehicle finance documents, service documents, tyre purchase receipts and copy of all incoming/outcoming mobile calls and also requested that Eugene participate in interviews conducted by the investigators.

We assisted Eugene with providing the requested documents to IC and organized the second interview as required by IC. The insurance company finally accepted the claim and has now paid damages claimed by the 3<sup>rd</sup> party.

## Family Violence Duty Lawyer Service

Through the generous funding from Victoria Legal Aid we are able to continue to provide a duty lawyer at the Werribee Magistrates' Court every Thursday to assist with family violence and intervention orders. We wish to thank the local police, court staff and support workers for the services that they provide to the clients to deal with issues associated with family violence.

## Infringement Duty Lawyer Service

WLS has been providing this service since mid 2012, with Vu Kim assisting clients that appear at Werribee Magistrates' Court every Tuesday in relation to infringements. We assist clients that have special circumstances, such as:

### Tina's Story

Tina is a twenty-six-year-old single mother of four. She found herself with approximately \$10,000.00 worth of outstanding infringements, the majority of which were in relation to driving an unregistered vehicle in a toll zone and parking fines. She has suffered from depression since 2006, the condition being exacerbated in 2009 by the sudden death of her mother. She was also in a physically abusive relationship whilst pregnant. Tina's partner was responsible for acquiring some of the infringements.

The warrants remained unpaid and she was subsequently arrested by the Sheriff. Tina was granted bail and asked to appear before the Werribee Magistrates' Court for a hearing under section 160 of the *Infringements Act (Vic) 2006*.

Tina approached one of our lawyers the Werribee Magistrates' Court on the hearing date. The lawyer assisted her in adjourning the matter, enabling her to see a forensic psychologist for assessment. The assessment report found that Tina had been suffering with Major Depressive Disorder during the period in which she incurred the infringements, and contributed to the acquisition of these and her inability to pay them.

The Court discharged her infringements in full on the basis of her mental health condition.

# POLICY, ADVOCACY & COMMUNITY DEVELOPMENT

Shorna Moore, Senior Policy Lawyer

## **Outer Sight, Out of Justice Project**

### *The Report*

The Outer Sight Out of Justice report, authored by Senior Policy Lawyer, Shorna Moore, was released on 9 April 2014 and launched by the President of the Law Institute of Victoria. The report was funded by the Legal Services Board Grants Program and Victoria Law Foundation. Deakin University was engaged as consultants. The report examines the challenges faced in Wyndham due to the inadequate provision of justice services and infrastructure. The report calls for the development of a Wyndham Integrated Justice Precinct that takes a broad view of the justice system needs of the community and ensures a holistic, person-centred approach to providing support to people with legal problems.

The *Outer Sight Out of Justice: Finding pathways to justice for Melbourne's outer-metropolitan areas* report can be downloaded via our website.

### *Roundtable*

In late March 2014, the WLS and the Committee for Wyndham, the peak advocacy body for the region, held a Wyndham Justice Precinct Round Table event with a large number of stakeholders including representatives from the Department of Justice, Victoria Police, Metropolitan Planning Authority, Werribee Magistrates Court, Neighbourhood Justice Centre, Wyndham Council, WLS, Committee for Wyndham and a host of senior attendees from various justice ancillary support services such as the Salvation Army. Initial discussions focused on the provision of and proposed requirements pertaining to 'bricks and mortar' facilities. The discussion ended on the notion that the group had a unique opportunity to factor in 'global best practice' and 'futurist' planning methodologies based upon lessons learned from similar opportunities across the globe, this included a distinct focus on community needs relating to the digital age.

### *Wyndham Integrated Justice Precinct Advisory Group*

The positive outcome from the roundtable was that representatives from the above mentioned organisations and entities have agreed to participate in an Advisory Group moving forward. The Inaugural meeting, chaired by the Committee for Wyndham, was held in June 2014 where the Terms of Reference established Service Development and Master-planning as the objective streams of the Advisory Group.

Since the formation of the Advisory Group, our Senior Policy Lawyer has held numerous meetings with the following stakeholders:

- Attorney General's Office
- Police Minister's Office
- Corrections Minister
- Shadow Treasurer

- State and Federal MP's
- President of the Law Institute of Victoria

All stakeholders engaged have expressed their support for this innovative initiative and group.

### **Youth Couch Surfing Project – 'Surfing in the Outer Burbs'**

The WLS, supported by UnitingCare Werribee Support and Housing, is undertaking an action research project that examines and identifies the major legal issues and experiences of homeless youth in Wyndham, with a particular focus on couch surfers in the outer urban areas. This project aims to raise awareness of issues surrounding couch surfing, particularly for young couch surfers, and to assist homeless youth and those individuals and families providing housing for couch surfers. We want to draw attention to the lack of social infrastructure (i.e. affordable housing) and the lack of options and solutions available to those currently couch surfing in Wyndham.

Between November 2013 and February 2014, 15 consultations were conducted by our senior policy lawyer with a range of state, local and community organisations to discuss issues faced by couch surfers and couch providers in the City of Wyndham; including with Government 'Reconnect' workers, Local Youth and Housing workers, Alcohol & Drug workers, Aboriginal services, Cultural youth officers, VCAL and VET social workers, Secondary school well-being teams, Homelessness community organisations and networks, Community and Legal Aid lawyers, Centrelink social workers and Vic Police – liaison officer and sexual offences & child abuse team. Consultations confirmed couch surfing as the new face of youth homelessness in the outer urban areas, including a very high number of couch surfers in Wyndham due to the high levels of family violence, drug and alcohol abuse and lack of infrastructure (housing and public transport).

In March 2014, WLS ran its first weekly outreach couch surfing clinic in Wyndham. The pilot worked closely with the local welfare and housing agency, Werribee Support & Housing and The Grange P-12 College in Hoppers Crossing. Some notable figures to date are:

- 45 homeless youth together with their 23 infant children, who are couch surfing in Wyndham, have been assisted through the pilot. Two-thirds are single mothers under the age of 23 who have been couch surfing since their early teens.
- All of the 45 young people assisted through the pilot have a history of family violence and or drug use. The majority of clients have a diagnosis of depression, anxiety or other mental illness.
- Almost \$65,000 of fines have been identified and in the process of being waived based on the young people's special circumstances.
- 12 young people have been assisted in relation to ongoing family violence and applying for an intervention order.

Whilst in its initial stages, the pilot is proving to be an effective model for preventing long term homelessness of young people and children. One client commented "It's good to be back on my own two feet now. We are looking forward and planning for the future".

### **Economic Abuse Research**

In 2013, WLS in partnership with Good Shepherd Youth and Family Services received funding from the Victorian Women's Trust and the Lord Mayor's Charitable Foundation for its project 'Restoring Financial Safety – An Investigation into Economic Abuse'. Lawyer Owen Camilleri was hired to conduct the project in partnership with Good Shepherd.

The project will contribute to the understanding of economic abuse and its prevention by looking specifically at women presenting at the Family Violence Intervention Order Court at the Werribee Magistrates' Court (FV IVO Court) and finding out to what extent ancillary legal and/or financial problems exist and what can be done to resolve them.

The project will combine innovations in community legal practice with action research to thoroughly explore and address the ancillary legal and/or financial problems experienced by women seeking Intervention Orders (IVO's).

A final report will be completed later this year with a public launch planned for early 2015.

### **November NoViolence**

This year is the second time the WLS has conducted 'November NoViolence', during the month of November to coincide with White Ribbon Day. This innovative program provides legal education regarding family violence through a series of short plays and discussions. By using a more creative and less confrontational method of delivering community legal education, via a series of role plays performed by community lawyers, the program increases participant comfort levels in discussing what is considered a sensitive and difficult area of law to teach. The program is also valuable as it is backed up by the capacity for casework.

This year the service delivered more than 20 performances to over 500 people in the Wyndham community, including:

- The Grange Secondary College
- Manor Lakes College
- Young Mum's Group - Youth Resource Centre
- Young Parents Playgroup – Uniting Care Werribee Support & Housing
- Wyndham Ambassadors of Multicultural Youth
- Multicultural Men Ambassador group – Victoria Police
- Multicultural Women's Group – New Hope Foundation
- Laverton Women's Group
- English as a Second Language (ESL) classes - Wyndham Community & Education Centre
- Victoria University – Werribee
- White Ribbon Day Event – Wayaperri House, Werribee
- Family Empowerment Training (UPSCALE Project) – Karen communities

WLS has now received funding from Gandel Philanthropy to role out November NoViolence across the western suburbs of Melbourne, including Wyndham, Maribyrnong, Hobsons Bay, Brimbank and Melton.

### **Car Project**

A series of community legal education sessions were run over a few months on the rights and obligations of buying a car for refugee and newly arrived migrant communities. A number of organisations including AMES, New Hope Foundation and Victoria University were approached to reach the targeted audience. Simone King and Juliet Akello ran sessions on three key areas of purchasing a car:

- Protections (ie. Mechanical problems)
- Finance and loans
- Insurance



### **Library Project**

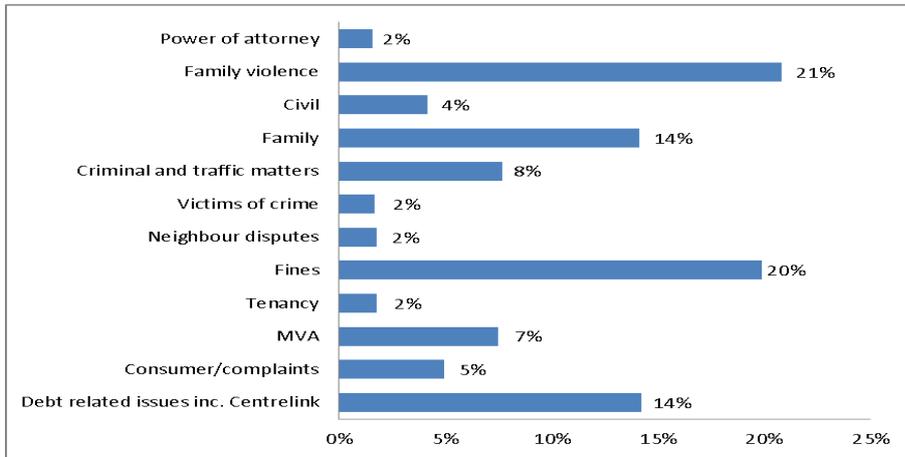
As part of the isolated suburbs project in early 2013, we had to investigate and trial innovative outreach models for the provision of access to justice in Wyndham. The libraries in the Wyndham area were identified as potential advice gateways for access to justice. As a result, in conjunction with the four libraries in Wyndham, we conducted an access to justice project funded by the Victoria Law Foundation.

The project centred on enabling library users to lodge online complaints with complaint handling agencies and schemes. Eight clinics were held across the libraries where assistance from our lawyers, library and IT staff was available. Manuals drafted by our service, outlining how to make online complaints to the various schemes, were available and helped assist the clinics.

We look forward to continuing our relationships with our community partners in the years to come.

# STATISTICS

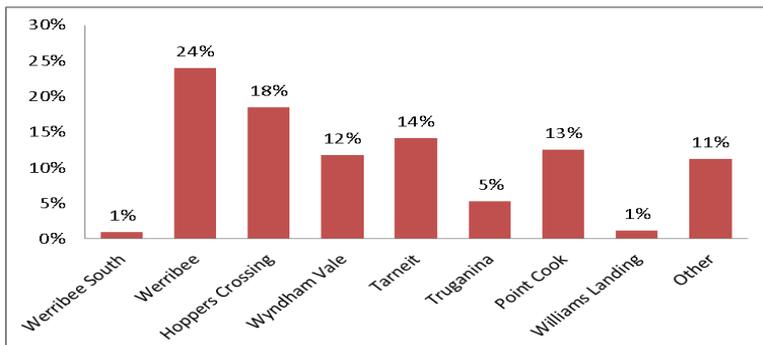
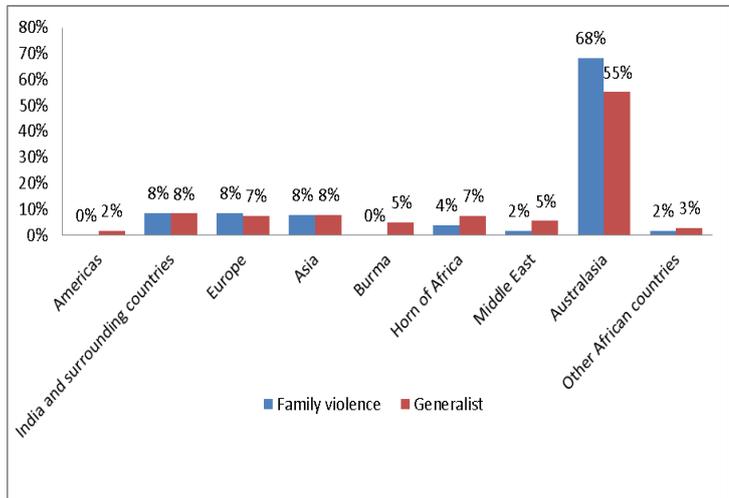
	Generalist	Family Violence
Total number of clients (new, repeat and existing)	1121 (5.7% increase)	248
Total advice activities	926 (6.4%)	23
Total case open during period (open and new)	561 (8.9%)	312
Total cases closed	258	280
Total court representations	130	275
Total non-casework (CLE) projects	10	1



**Problem Type** We see a variety of legal matters, the largest being family violence and fines. The biggest category increases have been with criminal and traffic matters and debt related issues, both increasing by 3% from last year.

## Comparative graph on Country of Birth

WLS runs two specifically funded services – Family violence (duty lawyer service at Wyndham Magistrates’ Court) and Generalist appointments. The demographics as compared to the previous financial year are very similar; It is also evident from the graph that newly emerging refugee communities (such as Burma born clients) continue to access our Generalist appointments more consistently (through the Refugee Legal Service).



**Suburbs** 44% of our clients are based in the outer suburbs of Wyndham (Point Cook, Tarneit, Truganina and Wyndham Vale).

# INDEPENDENT AUDIT REPORT



## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WYNDHAM LEGAL SERVICE INC

**Crowe Horwath (Aust) Pty Ltd**  
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### Report on the Financial Report

I have audited the accompanying financial report, being a special purpose financial report, of WYNDHAM LEGAL SERVICE INC (the association), which comprises the balance sheet as at 30 June 2014, and the income statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

### Committee's Responsibility for the Financial Report

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

### Auditor's Responsibility

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

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

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting obligations under the Associations Incorporation Act disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Crowe Horwath (Aust) Pty Ltd is a member of Crowe Horwath International, a Swiss Verein. Each member firm of Crowe Horwath is a separate and independent legal entity. Liability limited by a scheme approved under Professional Standards Legislation other than for the acts or omissions of financial services licensees.



**INDEPENDENT AUDITOR'S REPORT TO  
THE MEMBERS OF WYNDHAM LEGAL SERVICE INC**

**Crowe Horwath (Aust) Pty Ltd**  
ABN 84 006 468 351  
Member Crowe Horwath International  
Level 1 18 Synnot Street  
Werribee VIC 3030 Australia  
PO Box 2030  
Werribee VIC 3030 Australia  
Tel 03 9742 8444  
Fax 03 9741 9310  
www.crowehorwath.com.au

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

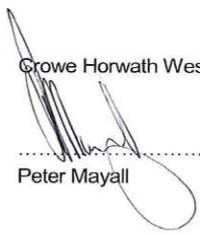
**Independence**

In conducting my audit, I have complied with the independence requirements of Australian professional ethical pronouncements.

**Auditor's Opinion**

In my opinion, the financial report of WYNDHAM LEGAL SERVICE INC presents fairly, in all material respects the financial position of WYNDHAM LEGAL SERVICE INC as of 30 June 2014 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act.

**Name of Firm:** Crowe Horwath West Vic

**Name of Principal:**   
Peter Mayall

**Address:** 18 Synnot Street, Werribee Vic 3030

**Date:** 9 October 2014

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## Wyndham Legal Service Inc

### Profit and Loss Statement

For The Year Ended 30 June 2014

	Notes	2014 \$	2013 \$
<b>Income</b>			
Net Rental Income		2,390	1,000
Interest		2,020	2,451
CLSP - Commonwealth		119,205	111,606
CLSP - State		204,835	181,556
CLSP - FVP		119,464	117,696
Youth Law		45,455	72,027
Project Funds Received		48,000	60,000
Other Income		120,000	4,679
<b>Total Income</b>		<b>661,369</b>	<b>551,015</b>
<b>Expenses</b>			
Salaries		267,852	231,393
Superannuation		43,372	28,515
On Costs		3,899	2,486
Rent		47,182	44,935
Insurance		2,895	2,180
Other Premises Costs		7,229	4,928
Client Disbursements		54	450
Consultants		5,325	5,000
Salaries - Other		220,001	157,434
Repairs		5,348	11,307
Overheads		13,239	8,686
Staff recruitment		47	125
Staff Training		96	1,304
Communications		7,478	12,141
Finance & Audit		11,187	10,411
Library & subscriptions		10,240	7,421
Travel		1,914	1,180
Depreciation		3,344	3,576
Other project expenses		1,666	1,400
Other expenses		3,815	5,929
<b>Total Expenses</b>		<b>656,183</b>	<b>540,801</b>
<b>Net Operating Profit</b>		<b>5,186</b>	<b>10,214</b>
<b>Net Profit Before Income Tax</b>		<b>5,186</b>	<b>10,214</b>

The attached Notes and Auditors' Report form an integral part of these financial statements.

2



## Wyndham Legal Service Inc

### Profit and Loss Statement

For The Year Ended 30 June 2014

	Notes	2014 \$	2013 \$
Retained profits at the beginning of the Period		121,160	110,946
Retained Profits at the end of the Period		126,346	121,160

The attached Notes and Auditors' Report form an integral part of these financial statements.

3



## Wyndham Legal Service Inc

### Balance Sheet

As at 30 June 2014

	Notes	2014 \$	2013 \$
<b>Current Assets</b>			
Cash on Hand		200	200
Cash at Bank		184,654	179,872
Sundry debtors		170,000	5,800
<b>Total Current Assets</b>		<b>354,854</b>	<b>185,872</b>
<b>Non Current Assets</b>			
Plant, Property and Equipment	2	11,770	7,797
<b>Total Non-Current Assets</b>		<b>11,770</b>	<b>7,797</b>
<b>Total Assets</b>		<b>366,624</b>	<b>193,669</b>
<b>Current Liabilities</b>			
Creditors & Accruals		186,728	33,952
Accrued Salaries		29,367	21,864
<b>Total Current Liabilities</b>		<b>216,095</b>	<b>55,816</b>
<b>Non Current Liabilities</b>			
Provisions		24,183	16,693
<b>Total Non Current Liabilities</b>		<b>24,183</b>	<b>16,693</b>
<b>Total Liabilities</b>		<b>240,278</b>	<b>72,509</b>
<b>Net Assets</b>		<b>126,346</b>	<b>121,160</b>
<b>Equity</b>			
Retained Profits		126,346	121,160
<b>Total Equity</b>		<b>126,346</b>	<b>121,160</b>

The attached Notes and Auditors' Report form an integral part of these financial statements.



## Wyndham Legal Service Inc

### Notes to the Financial Statements

For the Year Ended 30 June 2014

2014	2013
\$	\$

#### 1 Statement of Significant Accounting Policies

The financial statements are a special purpose report prepared for use by directors and the member. The directors have determined that the company is not a reporting entity.

The statements are prepared on an accruals basis. They are based on historic costs and do not take into account changing money values or, except where specifically stated, current valuations of non current assets.

No Australian Accounting Standards, Australian Accounting Interpretations Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

#### 2 Fixed Assets

##### Plant & Equipment

Plant & Equipment

11,770	7,797
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Total Fixed Assets

11,770	7,797
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**ATTACHMENT A**  
**AUDITOR'S CERTIFICATION**

**Name of Organisation:** Wyndham Legal Service  
**Financial Year Period:** 1 July 2013 to 30 June 2014

I hereby certify that:

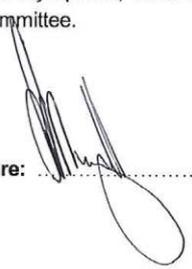
- a I am not a principal, member, shareholder, officer, employee or accountant of the Organisation or of a related body corporate as defined in Section 9 of the Corporations Act 2001.
- b In my opinion, the attached financial statements which comprise a Statement of Financial Position, a Statement of Comprehensive Income (previously known as a Statement of Financial Performance) and Notes to the Financial Statements of the abovementioned Organisation ('the Organisation') and, if general purpose reports are provided, a Statement of Cash Flows, for the stated Financial Year Period are:
  - 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, Wyndham Legal Service dated 1 July 2010, a copy of which has been made available to me, in relation to the provision of community legal services.
- c The 12 months CLSIS Funds Report, containing details of the Organisation's transactions for the financial year, including audit adjustments, and the Organisation's grant position at the beginning and end of the financial year is provided in respect of funds provided in accordance with the Terms and Conditions of the Agreement referred to in b ii above for all Funding Categories.

This is 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'S DETAILS**

**Full Name:** Peter Mayall  
**Name of Company:** Crowe Horwath West Vic  
**ABN:** 84 006 466 351  
**Registered Auditor:** Yes  
**Registration N°:** 15461  
**Dated:** 9 October 2014

**Signature:** 

## ACKNOWLEDGEMENTS

In the past year, Wyndham Legal Service has received an extraordinary level of financial and other support from Federal and State Governments, government departments, philanthropic foundations and community agencies. We wish to kindly acknowledge all our funders and community partners for their continued support which has allowed us to service the Wyndham community to the best of its ability.

Our work would not have been possible without the generosity and support of several organizations and individuals. These are not limited to:

- Attonery-General's Department
- Committee for Wyndham
- Dispute Settlement Centre Victoria
- Federation of Community Legal Centres
- Footscray Community Legal Centre Inc
- Gandel Philanthropy
- Good Shepherd Youth and Family Services
- Legal Services Board Victoria
- New Hope Foundation
- Slater and Gordon Lawyers
- The Lord Mayor's Charitable Foundation
- Victoria Legal Aid
- Victoria University
- Victorian Law Foundation
- Victorian Women's Trust
- Werribee Support and Housing
- Western Region Heath Centre
- Wyndham City Council
- Wyndham Community and Education Centre
- Wyndham Humanitarian Network
- Wyndham Youth Resource Centre
- Werribee Magistrates' Court
- UnitingCare Werribee Support and Housing