



12/13

Footscray Community Legal Centre Inc • Annual Report

Footscray Community Legal Centre Inc (FCLC) is a non-profit, community-managed association providing legal and financial counselling services to the community. Our legal services are funded by the Commonwealth legal services program through the Attorney-General's Department and by the State Government through Victoria Legal Aid. Victoria Legal Aid administers this funding. We have also received recurrent funding from Consumer Affairs Victoria for three years. Our financial counselling service is funded by the Commonwealth Department of Family and Community Services.

Our purpose is to address systemic injustice by providing free legal and financial counselling services on an individual level and more broadly through community education, law reform and advocacy.

We assist people who live, work or study in the City of Maribyrnong. Our service gives priority to those who cannot afford a private lawyer, and/or do not qualify for legal aid. We also focus on providing legal advice and financial counselling to refugees and new arrivals in the wider Western Region of Melbourne.

Office

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Footscray, Victoria 3011
Telephone: 03 9689 8444
Fax: 03 9689 8155
Email: admin@footscrayclc.org.au
Website: www.footscrayclc.org.au

Australian Business No. 57 056 348 794
Incorporated Assoc. Registration No. A0020395F

Hours of Operation

Day Service: Monday to Friday 9.30am – 5.00pm by appointment
Night Time Service: Tuesday and Thursday from 7.00pm drop-in service

We acknowledge that we are on the traditional lands of the Wurundjeri tribe of the Kulan Nation. We offer our respect to the Elders of these traditional lands and, through them, to all Aboriginal people.

*Names of clients have been changed

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CHAIRPERSON'S REPORT

It has been another productive and challenging year at the Footscray Community Legal Centre. The Centre continues to attract new funding and has once again expanded the range of services to meet the needs of our community.

The staff comprising Denis Nelthorpe, Ali Yildiz, Ahalya Thiru, An Huynh, Anjali Suriyakumaran, Banafsheh Abedali, Carol McNair, Catherine Dow, Heather Neilson, James Leckie, Jane Berry, John Collard, Juliet Akello, Marie Collard, Martin Stevens, Michael McKitterick Michelle Chumbley, Neng Boi, Pa Hmun, Parvathi Suriyakumaran, Priyanka Shetty, and Za Tuah Ngur, continue to provide a valuable service to the residents of the City of Maribyrnong and the western suburbs.

This year we said goodbye to Amaar Ali, Atem Biar, Emily Singh, Laura Berta and Michelle Moone. They have provided a wonderful service to our clients and we thank them for their efforts and wish them well for the future.

The Committee wishes to acknowledge the effort of the very large number of volunteers and students that offered their time and expertise to the Centre. Without their commitment the Centre could not operate as it does.

The Committee also wishes to acknowledge our funders and pro bono partners HWL Ebsworth Lawyers, King & Wood Mallesons Lawyers, Russell Kennedy Solicitors and Allens for their support of the Centre. The Centre greatly appreciates their dedication and support.

On behalf of the Committee of Management I wish to thank all of the staff, all of the volunteers and the members of the Committee of Management for their efforts over the past twelve months.

PETER RENWICK

Chairperson

TREASURER'S REPORT

Chelsea Trang, Treasurer

Footscray Community Legal Centre has been through a period of growth for the past few financial periods. The 2012-2013 financial year saw the Centre refining, and consolidating current and past projects. This process is necessary to ensure that the Centre is adjusting accordingly to the growth in funding, staff members and projects.

The Centre did not apply for any new significant funding in the 2012-2013 financial period and as a result, the Centre had to operate strictly within budgetary limits.

Income

The Centre's total annual income was a little over \$1.119 million without additional new grants. This is a significant milestone for the Centre, and a reflection of the Centre's outstanding performance.

Approximately 46.6% of the Centre's income is comprised of recurrent Federal and State Government Grants for legal and financial services. This has decreased from the previous period of 52.0%. The remaining balance comprise of 30.3% recurrent, and 23.1% of non-current funding.

Expense

The Centre's total expense for the year ended 30 June 2013 is a little over \$1.118 million. Salary, superannuation and on-costs accounted for approximately 88.5% of total expense. This is an increase of 3% from last year.

Overall Performance

The Centre ended the financial year with a surplus of \$1,204.00. This is a reflection of the Centre's budgetary constraint for the 2012-2013 financial period as there were no new funding source. Nevertheless, the Centre has planned to make fresh funding applications for a number of our current projects, which are due to finish within the 2013-2014 financial year. The Centre and its staff members are confident that a number of these applications will be successful given our track record to date.

The Committee of Management would like to thank our funders and partners for their support throughout the year. The Centre's success is made possible by our team of brilliant staff members and the Centre's Manager, Denis Nelthorpe.

MANAGER'S REPORT

Denis Nelthorpe, Manager

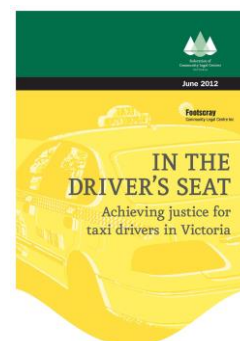
The 2012-13 financial year saw the initial of a three year recurrent funding agreement for the provision of tenancy and consumer services funded by Consumer Affairs Victoria. The Centre also received a grant to fund the Taxi Driver Legal Service from the Legal Services Board of Victoria.

The increased funding enabled the Centre to assist a record number of clients with increases in all categories of client services.

Our increased capacity to provide targeted and specialist services contributed to high staff morale and a continuing low turnover among staff.

The past year was also notable for the completion of work on a number of community development and policy projects. The highlights were:

- The publication and launch of the report “In the Driver’s Seat” written by Lucie O’Brien of the Federation of Community Legal Centres. The report highlighted the experiences of taxi drivers who attended the Taxi Driver Legal Service.
- The adoption of the recommendations in our report by the Fels’ Taxi Inquiry and the Victorian State Government.
- The presentation of a story about the taxi legal service by Damian Carrick on the Radio National program: The Law Report.
- The publication and launch of our report “Strangers are Calling! – The experience of door-to-door sales in Melbourne’s refugee communities”.
- We recognised and rewarded the commitment and contribution of our dedicated night service volunteers with increased mentoring, supervision, opportunities for day time involvement and, even the provision of some food!



Once again the staff received wonderful support from our Committee, pro bono partners, funders and volunteers. We value and recognise that support.

PRINCIPAL SOLICITOR'S REPORT

Ali Yildiz, Principal Solicitor

Introduction

We have in recent times seen a substantial change in our casework service delivery model. We are now more willing to litigate and defend cases in a variety of areas. In the past we would avoid defending or initiating proceedings because of a lack of resources. This paradigm shift is encouraging and likely to result in better legal outcomes for our clients.

Casework and Advice

We have seen a significant increase in our key performance indicators for the 2012-2013 financial year. The total number of clients (new, repeat and existing) seen at our Centre has increased by 18.6% from the previous year. This is an excellent result and it is the most clients the Centre has ever seen. The total number of advice only clients has also increased by 13.7%. The number of cases opened has increased by 39.3% from the previous year.

The Centre continues to provide the majority of its legal services in the areas where it is needed the most; debt, Intervention orders, consumer matters, tenancy, fines, motor vehicle accidents, civil litigation and family law. By and large these are areas of law which Victoria Legal Aid tend not to focus on or have specialized experience in. An example of a case seen by myself is:

Deng's Story

Profile: Born in Sudan, Arrived in Australia 2005, Unemployed, Does not own any property and has no savings, Lives in transitional housing and therefore considered homeless.

Summary: Deng lent his car to a friend. On 23 April 2010 his friend was involved in a motor vehicle accident while driving Deng's car. The accident involved another vehicle (Ford Falcon taxi) which was owned by the plaintiff.

Deng subsequently received a Magistrates' Court Complaint and Statement of Claim listing him as defendant. In it, the plaintiff claimed that the accident was a result of his negligence and sought damages in the sum of \$21,250.42 for the cost of repairs to their vehicle and loss of income.

On 13 June 2013, Deng approached FCLC for assistance. We immediately contacted the lawyers for the plaintiff and requested that they discontinue their legal action against our client. They refused. On the same day, FCLC filed a Notice of Defence with the court on Deng's behalf. In the Notice of Defence our client denied the plaintiff's claim that the accident was caused by his negligence, on the basis that his friend was driving his vehicle at the time of the accident.

On 27 June 2013, Footscray CLC served a Notice for Discovery on the solicitors for the Plaintiff.

Outcome: The plaintiff only agreed to discontinue their legal action against our client once we threatened to file an application to have their claim struck out on the basis that they did not have a cause of action against our client.

Secondment

Our legal centre is looking forward to welcoming Bethany King as a secondee lawyer under the Federation of Community Legal Services' Law Graduate Scheme in the next financial year.

Farewell

This year we bid farewell to Amaar Ali, Atem Biar, Emily Singh, Laura Berta and Michelle Moone. The Centre thanks them for their experience, dedication and hard work. We wish them all the best. It was a pleasure working with them all. They will be greatly missed by the staff and volunteers.

Conclusion

We have a stable of dedicated volunteers who are involved in a variety of casework and law reform. The Centre thanks these volunteers for the commitment they have given to the Centre.

OUR PEOPLE

THE COMMITTEE OF MANAGEMENT

Peter Renwick: Chairperson and Public Officer

Liz Ng: Vice-Chairperson

Chelsea Trang: Treasurer

Annabelle Parsons: Member

Meseret Abebe: Member

Poly Kiyaga: Member

Raviro Nzenga: Member

Sarah Strapps: Member

STAFF MEMBERS

Denis Nelthorpe: Manager

Ali Yildiz: Principal Solicitor

Ahalya Thiru: Solicitor

An Huynh: Administration Assistant

Anjali Suriyakumaran: Administration Assistant

Banafsheh Abedali: Community Development Worker

Carol McNair: Office Manager

Heather Neilson: Financial Counsellor

Juliet Akello: Solicitor

Marie Collard: Financial

Administration/Bookkeeper

Martin Stevens: Financial Counsellor

Michael McKiterick: Solicitor

Michelle Chumbley: Senior Advocate & Advocacy Program Co-ordinator

Pa Hmun: Burmese Interpreter/Community Development Worker

Parvathi Suriyakumaran: Solicitor

Priyanka Shetty: Solicitor

Neng Boi: Financial Counselling

Trainee/Community Development Worker

Za Tuah Ngur: Burmese

Interpreter/Community Development Worker

Welcome to the team:

Catherine Dow: Employment Project Solicitor

Catherine commenced at the Centre in June 2013. Her role involves managing an Employment Law Project for newly arrived and refugee communities in the Western suburbs. Previously, Catherine worked as a lawyer in the Workplace Relations team at a private firm and as a research assistant and Research Fellow at the Centre for Employment and Labour Relations Law at the University of Melbourne. Catherine is passionate about employment and anti-discrimination laws, advocacy, research and social justice and is excited to be involved with FCLC and the Employment Law Project.

James Leckie: Night Service Co-Ordinator

Having started volunteering at the Centre in December 2012, James took on the role of Night Service Co-Ordinator in May 2013. James is passionate about community law and dedicated to achieving the best results for our clients. He is currently also doing his Practical Legal Training (PLT) at the Centre.

Jane Berry: Community Projects Solicitor

Jane returned to the Centre in February 2013 after three years. She originally played a major role in developing the Tenancy Service in 2010 and has come back to work on various projects, including organising the *Strangers are Calling* report launch.

We offer our thanks and best wishes for the future to the staff who have left us during the 2012-2013 period.

- Amaar Ali (September 2012)
- Atem Biar (August 2012)
- Emily Singh (May 2013)
- Laura Berta (January 2013)
- Michelle Moone (June 2013)

VOLUNTEERS

The Centre has two types of volunteer programs; during office hours to assist in the running of the Service and in the evening to assist with the provision of legal advice. The day volunteers assist with both front office administration and the provision of legal services under the supervision of the Principal Solicitor. Volunteers in the evening act as reception workers, interpreters and legal advisors.

Volunteers are an important resource for the Legal Centre. We encourage the participation of volunteers and hope that the experience for our volunteers is of mutual benefit; one in which not only our clients benefit, but also something which provides a positive and rewarding experience for those who volunteer their services. In 2012-13, we pay a special thank you to our volunteers – the service would not be possible without their commitment and efforts:

Day Service Volunteers:

Becky Smith	Eda Girin	Madeline Edwards
Bradley Jones	Emma Henderson	Natalie Pereva
Brendan Lacota	Esther Böhmer	Phillip Heaven
Celeste Brook	Fariha Zaima	Raviro Nzenga
Chanelle Schiavone	Funmi Olasoji	Sen Mai Bolton
Christian Dargatz	James Leckie	Scott Schneider
Christina Nguyen	Kathryn Sutherland	Thuy Nguyen
Clare McIlwraith	Keerththana Jeyakandan	Tom Mainwaring
Cynthia Farran	Kevin Tran	Vincent Shin
David Adam	Lisa Chan	
David Easteal	Louise Goh	

Night Service Volunteers:

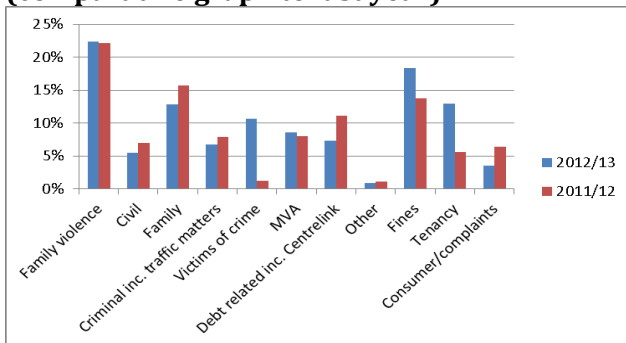
Amanda Nyondo	Jasmin Dhillon	Nik Tan
Andrew Lam	Jayr Teng	Owen Bradfield
Andrew Smith	Jeevi Mather	Pekeri Ruska
Becky Smith	Jennifer Lay	Philip Heaven
Bells Lockey	Jenny Sharpe	Raviro Nzenza
Brad Jones	Jessica Pham	Reena Dandan
Brendan Lacota	Jessica Williamson	Robert Glavas
Caleb Leimanatis	Jinane Ghazale	Sarah Campbell
Celeste Brooks	JoJo Tao	Sharon Taylor
Chanelle Schiavone	Lauren Taylor	Simon Leske
Claire Holden	Lucie O'Brien	Sophie Ellis
Colette Corr	Lucy Larkins	Surkit Sabhlok
Dinka Dekaris	Luke Bartram	Tanya Nguyen
Dr Lola Akin Ojelabi	Magdalena Howell	Theodora Neave
Emily Singh	Margot Eliason	Thu-Trang Tran
Farris Derrij	Marial Akech	Tom Lynch
Havva Goztepe	Mark Unger	Turgut Ozcitti
Hayley Parkes	Matt Elvin	Vanessa Reinehr
Ian Munt	Max Hume	Vincent Shin
James Francis	Mondira Mukerjee	Will Dwyer
James Wardlaw	Natalie Perrera	Zoe Kent
Jan Motherwell	Nicole Khoo	

2012 – 2013 LEGAL SERVICE STATISTICS

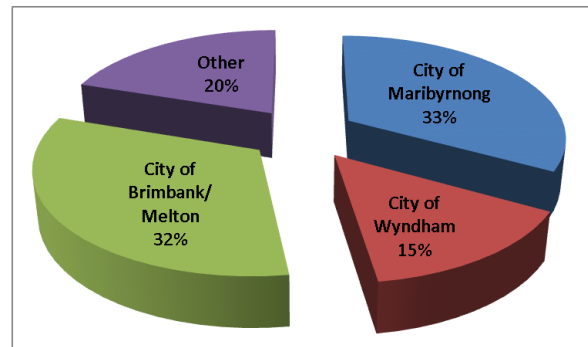
Total Service Centre Service Stats for 1/07/12 – 30/06/13	
Total number of clients (new, repeat and existing)	2226 (18.6% increase)
Total number of new clients only	1576 (13.6%)
Total advice activities	2349 (13.7%)
Total cases open during period (open and new)	1471 (39.3%)
Total information activities	723
Total cases closed during the period	1028 (19.4%)
Total non-casework (CLE) projects (open and new)	47
Total non-casework (CLE) projects completed	3

	Generalist Service	Family Violence Service (IVO)
Total number of clients (new, repeating and existing)	1689 (21.4%)	455 (16.1%)
Total advice activities	2145 (13.1%)	55 (111.5%)
Total cases open during period (open and new)	831 (61%)	638 (18.4%)
Total cases closed	433 (23.7%)	593 (16.3%)

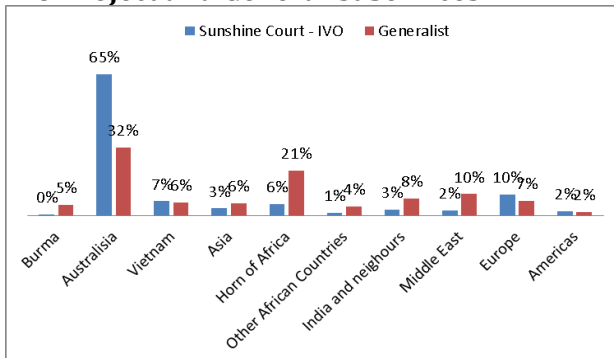
2012 – 13: All services by problem type (comparative graph to last year)



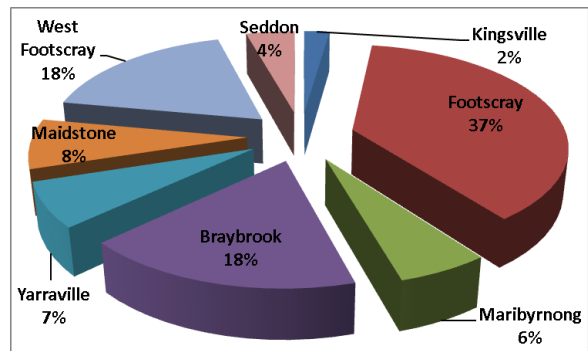
2012 – 13: All Services by locality



2012 – 13: Services by country of birth - Comparison between the Sunshine Court IVO Project and Generalist Services



2012 – 13: City of Maribyrnong



THE YEAR THAT WAS...

March 2013 – June 2013

Strangers are Calling! – The experience of door-to-door sales in Melbourne's refugee communities.

The Strangers are Calling report was launched in June 2013. Jane Berry, Community Projects Solicitor was hired to prepare for the launch. She prepared and sourced proof readers, desktop publishing and finally printing of the report by Allens Linklaters. Guests from prominent regulatory bodies were invited to attend the launch at the AMES Multicultural hub in the city.

The report was enthusiastically received and received multiple media coverage including articles in the Age and the Sydney Morning Herald.



Africa Day Celebration



Team Building Day - Ashcombe Maze

March 2013 – August 2013

Act for the House not the Tenant Project

The Act for the House not the Tenant project began in 2012. Originally, the project required us to visit rental properties identified as repeat offenders, namely in repair issues. The first attempt at the project was not as successful as hoped but it did reinforce an already well known theory that tenants were not exercising their rights to seek repairs.

In March 2013, Jane took over the project and decided to take a different approach. Footscray Community Legal Centre, Brimbank Melton Community Legal Centre and Wyndham Legal Service conducted a total of 120 surveys. Those people surveyed lived and rented in the Western Suburbs of Melbourne.

The surveying conducted between March and July aimed to collect data detailing the state of rental property, profile the people who lived in these properties and

Community Legal Education examples:

- Motor Vehicle and Insurance to Springvale Monash Legal Service (Priyanka Shetty)
- Tenancy – Tibetan, AMEP students, Burmese and Karen communities (Ahalya Thiru)
- Motor Vehicle Manual to Federation of Community Legal Centres (Ali Yildiz)

give reasons as to why they did or did not seek repairs. The surveying was hugely successful. Of the 120 surveys conducted 100 could be used for the analysis. Some of the findings were expected but some were surprising. The findings exposed the issues surrounding landlords' attitudes towards maintaining their rental properties as well as other important aspects of the issue.

The data was analysed and written up in a report titled, *Home Sweet Home – Act for the House, not the Tenant*. The report also details recommendations for law reform so the issue is addressed on an ongoing basis.

The report is currently in the proof reading stage and we will be launching it in late 2013.

THE DAY SERVICE

MOTOR VEHICLE ACCIDENT & INSURANCE CLINIC

The clinic is conducted by Ms Priyanka Shetty who assists clients who are in dispute with insurance companies for the payment of debts. We have been successful in getting a significant number of waivers for the clients; the biggest single waiver being \$52,427.64 to date. The amount of debts saved for the period from March 2007 to present, totals at \$635,302.70.

Akot's story

Profile: Working as a chef, No assets, Private Rental, Arrived in Australia 2007

Summary: Akot was sleeping in her rental property when a fire went through it. Akot did not see the fire start and had no direct knowledge as to the cause of the fire. Akot told the fire brigade that a mosquito coil she believed had been extinguished may have reignited after being blown into a bush. Akot received a letter of demand from the landlord's insurer seeking payment of \$52,427.64. Akot denied negligence. Akot did not have contents insurance and lost many of her belongings in the fire. We advised the other party's solicitor that any comment made to the fire brigade was a wild guess made under pressure. Furthermore there was no evidence admissible in court as to how the fire started or that her negligent action led to the fire.

We requested the debt be waived based on her financial circumstances. Bankruptcy would be the only option if Akot was found negligent.

We lodged a complaint with the Financial Ombudsman Service (FOS) after the insurance company failed to respond, having advised that they would refer the matter to Internal Dispute Resolution (IDR).

Outcome: The insurance company have ceased to pursue recovery action against our client and have closed the file.

REFUGEE LEGAL SERVICE – FINES & GENERALIST

In 2007, the African Legal Service was established to address the needs of the growing African refugee communities in the Western suburbs. Due to the success and generous support from philanthropic foundations, FCLC were able to expand the service to further support the growth in emerging refugee communities, particularly the Burmese, Afghani and Iranian population.

We run two branches of the service – the Refugee Fines Legal Service, specialising in infringements matters and run by King & Wood Mallesons and HWL Ebsworth whom continue to provide pro-bono solicitors on a fortnightly roster, and the Refugee Legal Service, where advice is given on other legal matters affecting the refugee community (ranging from family issues to debts).

"I started working at FCLC in February 2012 and I enjoy working with clients of refugee backgrounds and helping them. I found it very challenging in some cases and very useful as well. Given the low English proficiency of the newly arrived refugees, there are many needs that could be supported by us such as; helping them communicate via a Community worker in the same language, providing information sessions in their own language to inform them about the law in the new country, following up their issues at the Legal Centre and normalizing these challenges, and supporting them in case of referral to the other free available services.

I found all of above support services very effective. I guess they feel more comfortable in the country when they can find some of their community members in the relevant helping organizations and also they can trust and use the available facilities more often." – Banafsheh Abedali, community worker

CONSUMER AFFAIRS VICTORIA (CAV) FUNDED PROGRAMS

The Advocacy services are provided by Michelle Chumbley (Consumer and Program manager), Ahalya Thiru (Consumer and Tenancy) and Parvathi Suriyakumaran (Tenancy) and supported by dedicated volunteers.

Through the provision of advice, negotiation, support and representation at the Victorian Civil and Administrative Tribunal (VCAT), FCLC's Advocacy Team assisted 243 people to address tenancy matters and 52 consumers to resolve disputes relating to the purchase of goods and services. We provide varying degrees of assistance ranging from one-off advice, to supported self-help, through to casework, duty service (Tenancy only), outreach, representation and enforcement proceedings. We also deliver Community Legal Education (CLE) under this program.

CONSUMER ADVICE AND ADVOCACY PROGRAM (CAAP)

Consumers were assisted with matters related to, motor vehicle purchase, parts and repairs; apartment purchase, education fees, services including concreting, plumbing, solar panels, computers and personal services and products.

The consumer service is available to all clients of FCLC and consumers referred from CAV and Consumer Action law Centre (CALC) covering the following Local Government Areas (LGS's): Banyule, Brimbank, Darebin, Hobsons Bay, Hume, Maribyrnong, Melbourne, Melton, Moonee Valley, Moreland, Nillumbik, Whittlesea, Yarra and Geelong.

Stanley's story

Profile: Elderly man who suffers from chronic kidney failure which requires dialysis treatment three times a week, Owns his own home and only personal assets, Centrelink Income.

Summary: This client was referred by CAV as they were unable to resolve the matter with the trader. Stanley was visited by a door to door sales representative from the trader company offering the sale of eight solar panels for an amount of \$13,585 and then discounted during the sales pitch to \$10,608.

The sales representative advised Stanley that the sale price was very low, that day only and that he would receive substantial savings on his electricity and gas bills once the panels were installed, and that the panels would generate sufficient power to cover more than his total usage, thus putting his account in credit. Further, the sales representative advised Stanley that for the energy fed back into the grid, he would be compensated at the rate of 66 cents.

Stanley agreed to purchase the solar panels at the advised cheaper price of \$10,608 and signed a contract for the installation of the panels, along with a credit agreement with a linked credit provider, in the understanding he would be better off and more money would be available to him week to week due to the savings in power bills promised.

Following the installation of the panels, Stanley made enquiries and found out that comparable solar panels would cost between \$3,000 and \$4,000 following the application of the government rebate. Stanley was only able to obtain a rate of 60 cents (as opposed to the rate of 66 cents advised by the sales representative) for energy fed back into the grid following much difficulty and negotiation with his energy provider.

Further, Stanley's energy account did not end up in credit as promised, rather our client estimates that his electricity bills have only reduced by approximately \$100 per month. The additional cost to pay the loan without the promised reduction in bills put considerable financial pressure on him.

In assisting Stanley, we wrote a letter of demand to the trader company, seeking an amount of \$7,000 to settle the matter. As the matter remained unresolved, the Centre applied to VCAT Civil

Claims list for the dispute to be heard. We also liaised with the third party credit provider to ensure that debits from Stanley's account were suspended while the dispute was on foot.

Outcome: The matter was settled a few days prior to the VCAT hearing on the basis that the trader would pay our client an amount of \$6,000 in full and final settlement of the matter, with no admission of liability in relation to the matters alleged. Stanley was very relieved as paying the credit contract was causing financial hardship and the settlement allowed him to clear the debt entirely and keep the solar panels.

TENANCY ADVICE AND ADVOCACY PROGRAM (TAAP)

People with private tenancy agreements, rooming house residents and people living in public housing were assisted with a range of tenancy matters such as notices to vacate, compensation, rent arrears and lease breaks.

Our Tenancy service is available to all clients of FCLC and tenants referred from CAV and VCAT covering the following VCAT sitting venues Sunshine and Werribee. Please refer to *Court Duty Services* section for the Werribee VCAT Duty Service.

Representation provided at 125 VCAT hearings
67 Tenants assisted at Duty Service at Werribee

Juan's story

Profile: Male, 39 years old, English is his second language, Moved from Peru to Australia in 2007 to study and start a better life, Temporary Visa, so not entitled to Centrelink benefits, therefore is working at a cleaning company for a very low wage to make ends meet.

Summary: Juan moved into the property mid January 2013. On this day, he signed a lease agreement to rent a room at the property, paid the bond and filled out a condition report. He was asked to give the signed documents back to the agent and was told to come pick up the copies the next day at the office. When he attended the address provided, the people at the office didn't know the property or the person he had been dealing with.

The client came to the Centre to seek urgent advice as his landlord had left a letter asking him to vacate the premises within 5 days. The letter advised that the locks would be changed if he had not vacated by this time.

In the week preceding this, building inspectors from the council had attended the property. They advised that the property was a one bedroom apartment which the landlord had illegally subdivided into a 3 bedroom apartment. We believe that this inspection caused the agent/landlord (LL) to begin the eviction process.

We assisted Juan by representing him at VCAT for an urgent hearing of an application for a restraining order the day after his first appointment. Juan was given an interim restraining order and the matter relisted for a full hearing. We represented Juan at the full hearing of the matter a few days later, where Juan was given a restraining order against the agent/LL which prohibited entry to the property and the changing of the locks. It was also found that the LL had not given proper notice to vacate and had not registered the bond.

Outcome: The client was not illegally evicted and was able to leave in his own time.

COURT DUTY SERVICES

FAMILY VIOLENCE/INTERVENTION ORDER COURT

The 'Family Violence Solicitor Advice Program and Duty Lawyer Representation' at Sunshine Magistrates' Court continues to run since its inception in 2007. Priyanka Shetty and Parvathi Suriyakumaran provide the duty lawyer service every Tuesday and Wednesday at the Sunshine Magistrates' Court and see clients in relation to intervention orders, which are used to protect people who have experienced violent, threatening or abusive behaviour. We take this opportunity to thank all volunteers who assisted with the service.

"Priyanka Shetty, has been so very kind and helpful and very patient and such a delightful lady."

WERRIBEE VCAT DUTY

This Service began in October 2012 as part of Tenancy Advice and Advocacy Program funded by CAV. We have assisted 67 tenants to date. One such example was:

Maisy's story

Profile: 27 year old woman, Centrelink Income, Partner had been diagnosed with a brain tumour and had been told he had 6 months left to live.

Summary: Due to the medical expenses, Maisy and her partner fell into arrears and needed to go into crisis accommodation. They were advised by their agent to give their notice of intention to vacate. They did so and then vacated their property.

When we saw Maisy at the duty service, her landlord had lodged an application for her bond, alleging that the client had broken the lease. They sought rent up until a new tenant was found, reletting fees, advertising costs and cleaning costs. As of the date of the hearing, the loss had not finalised as the property had still not been relet.

In the course of the appointment, it was established that the agent had issued Maisy with a notice to vacate for rent arrears prior to the client providing her notice of intention to vacate.

We argued that it was the landlord who had in fact sought to end the lease, so Maisy had vacated in response to that. The agent argued that the notice was withdrawn at the point she gave her notice of intention to vacate. We argued successfully that the notice to vacate was still on foot as it has not been withdrawn in accordance with the Act.

Outcome: The landlord was allowed a nominal amount for cleaning but all claims relating to break lease were dismissed and Maisy was refunded the majority of the bond, money that they were in desperate need of.

SUNSHINE DUTY LAWYER SERVICE FOR DEBTORS

Ali Yildiz, Principal Solicitor and Martin Stevens, Financial Counsellor currently provide an independent legal and financial counselling advice service to unrepresented litigants in the civil debt jurisdiction of the Sunshine Magistrates' Court, every Wednesday afternoon. In the financial year, we have provided 56 advices.

In partnership with the Federation of Community Legal Centres (Victoria), we published a report around our work in December 2012 titled, *Council Debt Collection: Alternatives to suing ratepayers in hardship*, which examined the high number of clients, experiencing financial hardship, who are being sued by local councils for unpaid rates.

OTHER SERVICES

BRING YOUR BILLS DAYS

Funded by the Consumer Credit Fund, the Bring Your Bills (BYB) Program is a direct assistance, advocacy and referral process that brings appropriate community, government and dispute resolution agencies (such as the Energy and Water Ombudsman and Centrelink) together at a central location for one day for the purpose of assisting low income disadvantaged customers. The service provides direct outcomes for clients with problems arising out of the provision of energy, water and telecommunications services and contractual issues due to door knocking to name a few.

The attendance at the BYB events run across Victoria in 2012-2013 (including events in Sunshine, Werribee, Footscray, Broadmeadows and Flemington) have indicated there is a high need for this model of service, and the interest from multiple aid/legal/financial counselling/community agencies in running their own days shows there is energy and desire from the sector to continue to provide the service. Unfortunately due to funding restraints, we are unable to respond to future requests for assistance in running these events.

We wish to thank all the volunteers, interpreters and community workers involved and in particular we wish to thank Emily Singh, Events Coordinator for running the events.

SUNSHINE YOUTH LEGAL CENTRE (SYLC)

Located at the Visy Cares Youth Hub in Sunshine, the Centre provides information, referrals and undertakes casework for young people aged 25 years and under. The Centre assisted 242 clients; double that of the previous financial year.

The SYLC has a close relationship with the Victoria University Law School, where students attend the Centre either as a legal placement or as part of the Law in Practice subject. Students engage in advice and casework and manage files under the supervision of Michael McKiterick, Solicitor. We wish to thank the following students for their assistance this financial year:

Students:

Alexander Donnan
Annastasia Kyriakidis
Ayse Sahinbas
Brendan Moore
Daniel Krause
David Lovelock
Denise Cremona
Dino Beslagic
Fiona Lee

Irene Miljkovic
Jane Apostolopoulos
Jenni Truong
Jennifer Grey
Jessica Roberts
Julee Ng
Megan Sammut
Mitchell Latham
Noura Yaoko

Paola Crofts
Racheal D'Rozario
Rami Addus
Reena Dandan
Ross Fitzpatrick
Ryan Witnish
Scott Schneider
Siobhan Doyle

Senior Placements:

Anthony Graham
Jacklyn Zakkour

Magda Howell
Michael Boal

Stephen Thomas
Susan Ryan

FAMILY RELATIONSHIP CENTRE

The partnership with the Sunshine Family Relationship Centre (FRC) began a few years ago. The services provided include information and referral, and legal advice.

Ali Yildiz, Principal Solicitor sees clients referred to us at FCLC on Tuesdays and at Sunshine FRC on Fridays. We have provided 149 advices and conducted 2 mediations in the financial year. Common issues include child related matters (including contact, consent and parenting orders), separation and intervention orders.

THE NIGHT SERVICE GENERALIST NIGHT SERVICE

Our Night Service operates on a drop-in basis Tuesday and Thursday each week, attracting clients mainly from the inner-western suburbs. This is an immensely popular service, owing to ease of access and generally speedy and efficient resolutions to legal problems. We see approximately 7-12 clients per night, with numbers having increased from the previous financial year. The night service is made possible by a group of enthusiastic, dedicated and talented solicitors and students stemming from all areas of the profession. James Leckie has coordinated the services since May 2013, with special mention going to Michelle Moone and Emily Singh for their coordinating efforts through 2012-2013.

Most common matters:

- Infringements
- Consumer
- Criminal matters
- Tenancy
- Fencing/neighbour disputes
- Divorce

The night service remains an important element of Footscray Community Legal Centre's overall service delivery. We process a high volume of clients in a limited amount of time, and provide advice and access to the legal system generally to those most vulnerable. The service faces significant challenges in the short term, including volunteer recruitment and retention. However, while demand remains strong, the quality of advice high and the calibre of volunteers exceptional, the night service stands in good stead to meet these challenges into the future.

"I started volunteering at Footscray in December 2012 and commenced my practical legal training placement in July 2013. Over the past 15 weeks I have engaged in tenancy, consumer, taxi and infringement matters at all stages, from initial interviews to hearing preparation and attendance. This has been an incredibly rewarding and insightful experience – I have learnt a great deal about the law and the profession, about how to be a better lawyer, and to appreciate the difficulties vulnerable people have in engaging with the legal system. This placement leaves me passionate about using the law for good, and helping achieve a more just society for all members." – James Leckie, PLT placement student

TAXI DRIVER LEGAL SERVICE

The Centre was fortunate to receive a further grant from the Legal Services Board to support the work of the Taxi Driver Legal Service. The grant enabled us to employ solicitor Juliet Akello one day per week to focus on the casework of the clinic.

Juliet was able to co-ordinate and mentor a small team of volunteers under the supervision of our Principal Solicitor.

The additional resources enabled the Centre to bring a successful closure to many of our cases, especially in relation to vehicle accident insurance disputes. Below is one such example.

We also initiated a number of complaints to regulators including Consumer Affairs Victoria, Legal Services Commissioner and Victorian Taxi Directorate.

Importantly, the grant also allowed the Centre to continue to employ Lucie O'Brien from the Federation of Community Legal Centres to provide written submissions in support of the recommendations for reform contained in our report *In the Driver's Seat*.

Our clients' story

Summary: Our clients were the owner and driver of a taxi that was involved in a motor vehicle accident in October 2010. Police attended the scene and stated the taxi driver was at fault for the accident.

Our clients had been members of the Victoria Taxi Club for 6 months and had paid the \$1,400.00 annual premium. After the accident, the owner reported the accident to the taxi club and provided details as required by the insurance policy. Our clients paid a double excess of \$3,000.00.

The taxi club paid our client \$6,430.70 as compensation for the loss of his taxi as it was a write off. Unbeknownst to our clients, the taxi club did not pay the loss/damage caused by the accident to the other party.

The driver of the other vehicle, issued proceedings against our clients for damages and loss caused by the accident. The Solicitor representing the Victoria Taxi Club in this proceeding, also purported to represent both our clients. However, neither our clients were advised that the court case was taking place nor were instructions sought by the solicitor purporting to act for them.

The proceeding resulted in the Magistrate making an order that our clients pay the other party \$33,141.71 damages in the absence of our clients and the solicitor purporting to act did not appear in the matter. It was not until our clients received the letter advising them that judgment had been entered that they became aware of the proceedings.

After the judgment, a Creditor's Petition was filed with the court, seeking a Sequestration Orders against our clients' to effect payment of the judgment debt and interest, totaling \$37,012.47.

Outcome: Our clients attended our office seeking advice in relation to the bankruptcy proceedings. We confirm that we negotiated with the Victorian Taxi Club and the Solicitor for the other party. The taxi club agreed to pay the judgment debt to the other party in instalments and the solicitor consented to the instalments payments, with the final instalment to be paid by 25 June 2013.

We then applied to the court for a series of adjournments to the hearing of the bankruptcy proceedings until the debt was paid.

On payment of the final instalment, proposed minutes of consent orders requesting that the bankruptcy proceedings against both our clients be discontinued were signed by both parties and were filed with the Court.

FINANCIAL COUNSELLING

GENERALIST FINANCIAL COUNSELLING SERVICE

Our financial counselling service is generously funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). It is run by Martin Stevens, Financial Counsellor. Financial counselling is a service which assists consumers who are experiencing financial problems, through advocacy, negotiation and support to help them take control of their own financial situation.

In this financial year, the most common problems we have seen were issues with credit card debts, bills (particularly electricity) and budgeting. Approximately two thirds of the clients we assisted were on Centrelink benefits and almost 80% were of non-English speaking backgrounds.

We wish to highlight the valuable support of our outreach partners and their staff for their assistance – Braybrook Maidstone Neighbourhood House, Australian Multicultural Community Service and Brimbank Melton Community Legal Centre.

BURMESE REFUGEE FINANCIAL COUNSELLING SERVICE

It has been another successful year thanks to Heather Neilson, Financial Counsellor and supported by our valuable Hakha Chin and Burmese speaking community workers who are an initial source of contact for any problem solving in the community. Interviews at the Clinic are conducted on a welcoming basis and every effort is made to see people who present at the service without an appointment. The clinic is run once a week and between 4 to 5 interviews are conducted.

“I enjoy working with the Burmese community and I love helping people with their problems. I like working with the financial counsellor and am learning more about financial matters. As we are new settlers we are exposed to many new experiences and challenges, so it is really helpful to have a service that looks after our needs. The clients are very happy when we can assist them and say the service really supports them.” – Neng Boi, community worker

The numbers of financial counselling matters presenting at the service has increased over the last twelve months. Many of the people seen by the clinic return to the service repeatedly either to seek further assistance from the financial counsellor or to ask for referrals to resolve a separate problem.

Our experience at the service has been that clients want to pay their bills on time and be in control of their finances. Most clients do extremely well to manage their limited economic resources. The primary financial problems that they face are accommodation costs, utility and telecommunication expenses. Fines related to public transport ticketing, parking and road traffic matters is an emerging issue in the community.

The vast majority of clients that present at our service have problems relating to utilities including:

- Connection issues
- Payment of utilities
- Recording concession entitlements, and
- Large accounts that have been back billed, causing great distress (refer to *Mr and Mrs Htoo's story*)

Many of the matters seen by the service have been referred to the Energy Water Ombudsman Victoria (EWOV) for assistance with a timely and fair resolution of the issue. The escalating cost of utilities in Australia, an essential family expense, is of concern for low income families.

Typical Client Profile:

Refugee
30 to 45 years old
Centrelink recipient
Two adults with dependent children
Private rental

Mr and Mrs Htoo's story

Profile: Two dependent children, Centrelink Income, Private Rental, Arrived in Australia 2009

Summary: Mr Htoo came to the service last year because he had been wrongfully disconnected from his gas due to an administrative error by the retailer. He returned to the service because an alternative retailer's account had not been issued for four months and he was concerned about disconnection. The retailer was contacted by the service but was told that there were accounting errors and that an account would be sent out soon.

In May 2013, three accounts for his electricity usage arrived; two specifying the same amount and one with a different amount. Three weeks later another account arrived and it was for a sum in excess of \$700. Mr Htoo was distressed and concerned because he had previously paid accounts on time. Now the amount specified on the account was too large for his limited savings to accommodate.

Outcome: A Utility Relief Grants Scheme was submitted and we await the outcome.

The second most common presenting issue is telecommunications, with approximately 60% of this group facing "bill shock". These matters are usually referred to the Telecommunications Industry Ombudsman (TIO) for their assistance. People in Victoria frequently struggle to compare offers between utility retailers without the added language barrier experienced by most of our Burmese clients, making negotiating a reasonable and comprehensible contract with a retailer even more difficult. It has been noted by the service that many telecommunication plans do not seem to be appropriate for the consumer and little or no effort has been made to use interpreters to explain the terms and conditions of the contract.

"We highly value the financial counselling service and legal service. It is very useful because what ever is the presenting matter it will be dealt with or clients are referred to another service. People come from all over the West because the needs of the Burmese are met by the service. Our people feel comfortable with the Footscray Community Legal Centre and we hope that the financial counselling service and the refugee clinic continue in the future." – Pa Hmun and Za Tuah Ngur, community workers

AUDIT REPORT AND FINANCIAL STATEMENTS



J L COLLYER & PARTNERS
ACCOUNTANTS & AUDITORS

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Email: jan@collyerpartners.com.au

INDEPENDENT AUDITOR'S REPORT

To the members of FOOTSCRAY COMMUNITY LEGAL CENTRE INC

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

Management's Responsibility for the Financial Report

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

Auditor's Responsibility

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

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

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

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

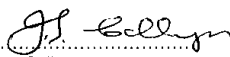
Independence

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

Auditor's Opinion

In our opinion the financial report of **FOOTSCRAY COMMUNITY LEGAL CENTRE INC**

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


Janet Collyer
J L COLLYER & PARTNERS

25th September 2013



Chartered Accountants

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

LIABILITY LIMITED BY A SCHEME APPROVED
UNDER PROFESSIONAL STANDARDS LEGISLATION

FOOTSCRAY COMMUNITY LEGAL CENTRE INC.
BALANCE SHEET
AS AT 30TH JUNE 2013

	2012/2013	2011/2012
CURRENT ASSETS		
Cash on Hand	81	283
Cash at bank		
Bendigo Bank	137,264	175,880
CBA	19	19
Accounts Receivable	38,447	13,735
Prepayments	6,212	10,900
Rental Bond	6,126	6,126
Security Deposit	3,660	3,660
	<u>191,810</u>	<u>210,601</u>
 NON CURRENT ASSETS		
Equipment & Furniture - at cost	147,358	147,358
Less accumulated depreciation	-125,440	-117,863
 Total Non-Current Assets	<u>21,917</u>	<u>29,494</u>
 TOTAL ASSETS	<u>213,727</u>	<u>240,096</u>
 CURRENT LIABILITIES		
Creditors		
Creditors and accruals	23,126	81,677
Employee Entitlements		
Annual Leave	78,434	47,456
Sunshine Legal Service		
TOTAL CURRENT LIABILITIES	<u>101,561</u>	<u>129,133</u>
 NON CURRENT LIABILITIES		
Employee Entitlements		
Long Service Leave	-	-
TOTAL NON CURRENT LIABILITIES	<u>-</u>	<u>-</u>
 TOTAL LIABILITIES	<u>101,561</u>	<u>129,133</u>
 NET ASSETS	112,167	110,963
 Retained Surplus/(deficit) at Beginning of Year	110,963	193,935
Surplus/(deficit) for Year	1,204	-82,973
 RETAINED SURPLUS/(DEFICIT) FOR THE YEAR	<u>112,167</u>	<u>110,963</u>

FOOTSCRAY COMMUNITY LEGAL CENTRE INC.
TOTAL SERVICE FUNDS
INCOME STATEMENT
FOR THE YEAR ENDED 30TH JUNE 2013

	2012/2013	2011/2012
TOTAL INCOME		
Commonwealth grant (VLA recurrent)	85,757	83,292
State grant (VLA recurrent)	345,872	326,765
Commonwealth One Off Grant (VLA)	-	25,000
State One Off Grant (VLA)	-	43,920
Commonwealth grant (FC recurrent)	90,000	90,000
Other Grants		
CAV Consumer Casework	60,834	47,860
CAV Tenancy Casework	193,676	78,368
City of Maribymong	-	3,000
City West Water	5,060	-
Consumer Advocacy Panel	8,000	29,900
Consumer Credit Fund	-	-
Consumer Affairs - CCF 2	48,940	37,566
Vietnamese Project	-	12,500
Lantara Uniting Church	14,524	-
Law Foundation Fellowship	-	-
Melbourne Community Foundation	-	-
Myer Foundation	-	-
Law Foundation Small Grant	-	-
Helen MacPherson Trust	-	-
R F Ross	10,000	-
Scanlon Grant	-	-
William Buckland	-	-
Uniting Church Sunshine Mission	-	21,708
Pilot Light	-	-
Reichstein Foundation	-	-
Taxi Project	57,327	-
ACCAN	-	22,745
AFCORA	-	5,000
University of WA	5,600	-
Victoria University	85,000	65,000
Victoria Law Foundation	-	16,304
VLF Grant	2,688	-
Western Region Health Centre	15,000	-
Wyndham Legal Service	68,400	23,104
Service Generated Income:	-	-
Disbursements Recovered	-	2,880
Fundraising/Donations	-	-
Interest	7,132	8,765
Sundry Income	18,021	15,296
TOTAL INCOME	1,119,832	958,974
EXPENDITURE		
Salaries	884,919	812,262
Superannuation	73,126	70,213
On Costs	31,578	8,971
Workcover	-	2,454
Rent	43,475	42,934
Repairs and Maintenance	-	-
Other Premises Costs	10,099	7,085
Staff Training	3,842	10,624
Staff Recruitment	137	100
Communications	2,914	4,745
Office Overheads	21,588	24,586
Insurance	3,288	1,611
Finance, Audit & Accounting Fees	2,850	2,311
Library, Resources & Subscriptions	21,283	20,276
Travel	5,451	4,348
Programming and Planning	5,602	40,020
Client Disbursements	900	-
Leases	-	-
Minor Equipment	-	-
Depreciation	7,577	7,349
TOTAL EXPENDITURE	1,118,628	1,041,946
SURPLUS/DEFICIT	1,204	- 82,973

FOOTSCRAY COMMUNITY LEGAL CENTRE INC.
STATEMENT OF CASH FLOWS
AS AT 30TH JUNE 2013

	2012/13	2011/12
	\$	\$
Cash flows from Operating Activities		
Receipts from Government Grants - recurrent	521,629	471,094
Receipts from Government Grants - non-recurrent	-	68,920
Receipts from Other Sources	571,047	443,055
Interest received	7,132	6,718
Payments to suppliers and employees	(1,138,624)	(1,026,622)
Net cash provided by/(used in) operating activities	<u>(38,816)</u>	<u>(36,835)</u>
Cash flows from Investment Activities		
Payments for purchase of plant and equipment	39,954	(14,803)
Payments for leasehold improvements	-	(150,000)
Net cash provided by/(used in) investment activities	<u>39,954</u>	<u>(164,803)</u>
Cash flows from Financing Activities		
Proceeds from Borrowings	-	-
Repayment of Borrowings	-	-
Net cash provided by/(used in) financing activities	<u>-</u>	<u>-</u>
Net Increase/(Decrease) in Cash Held	1,138	(201,638)
Cash at the Beginning of the Reporting Period	<u>24,158</u>	<u>225,796</u>
Cash at the End of the Reporting Period	<u>25,296</u>	<u>24,158</u>
Notes to the Statement of Cash Flows		
Reconciliation of Cash		
Cash on Hand	81	283
Cash at Bank	25,215	23,875
Other (specify):		
	<u>25,296</u>	<u>24,158</u>
Reconciliation of Net Cash Used in Operating Activities to Operating Result		
Operating Result	1,204	(84,996)
Increase/(Decrease) in Sunshine Legal	-	(22,727)
Depreciation	7,577	7,349
Increase/(Decrease) in Provisions	30,978	(6,517)
Increase/(Decrease) in Creditors	(58,551)	51,961
(Increase)/Decrease in Receivables	(24,712)	32,837
(Increase)/Decrease in Prepayments	4,688	(9,508)
(Increase)/Decrease in Bond	-	(5,234)
Net Cash provided by/(used in) Operating Activities	<u>(38,816)</u>	<u>(36,835)</u>



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AUDITOR'S CERTIFICATION

ATTACHMENT A

Name of Organisation : FOOTSCRAY COMMUNITY LEGAL CENTRE INC.

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


I hereby certify that :

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

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

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

AUDITOR DETAILS

Full Name: Janet L Collyer
Name of Company: J L Collyer & Partners
ACN or ABN: 15 082 813 812
Registered Auditor Reg No.: 9110
Signature:  **Date:** 15-10-2013

JanC/Auditors Cert 2012

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

LIABILITY LIMITED BY A SCHEME APPROVED UNDER PROFESSIONAL STANDARDS LEGISLATION



Chartered Accountants

ACKNOWLEDGEMENTS

In the past year, the Centre has received an extraordinary level of financial and other support from Federal and State Governments, government departments, philanthropic and statutory foundations and business, legal and community agencies.

We wish to acknowledge all our supporters but if we have missed any please be assured that your support is appreciated and valued by our clients, committee and staff. In particular we wish to acknowledge the funding by philanthropic foundations for our refugee legal clinic, refugee financial counselling clinic, and our refugee tenancy clinic. These valuable services would not have been possible without the very generous philanthropic funding provided by the organisations.

Victoria State Government – Department of Justice
Victoria Legal Aid
Consumer Affairs Victoria
City of Maribyrnong
Federation of Community Legal Centres Secretariat.
Financial and Consumer Rights Council Inc.
Allens
AMES

Australian Communications Consumer Action Network (ACCAN)
Australian Multicultural Community Services
Braybrook Maidstone Neighbourhood House
Clayton Utz
Consumer Advocacy Panel
Consumer Credit Fund
Financial Counselling Australia
Finrea Pty Ltd for Technical Support
Helen Macpherson Smith Trust
HWL Ebsworth Lawyers
Inner West Settlement Advisory Committee
King & Wood Mallesons
Legal Services Board
New Hope Foundation
Phoenix Youth Centre
Reichstein Foundation
R E Ross Trust
Russell Kennedy Solicitors
Scanlon Foundation
Sunshine Spectrum Migrant Resource Centre
Tenants Union Victoria
Uniting Care Sunshine Mission
Victoria Law Foundation
Victoria University – Su Robertson
We Like Small – web developer
Western Region Health Centre
William Buckland Foundation (managed by ANZ Trustees)
Wyndham Community and Education Centre
Wyndham Legal Service Inc