

KINGSVILLE

FAMILY VIOLENCE

MARIBYRNONG WEST FOOTSCRAY

YARRAVILLE

EMPLOYMENT

JUSTICE
COMMUNITY
FOOTSCRAY
COMMUNITY LEGAL
CENTRE INC

VOLUNTEERS

TENANCY

TAXI CLINIC

MAIDSTONE

BRAYBROOK

ANNUAL REPORT 13-14

REFUGEES

RIGHTS

FOOTSCRAY SEDDON

CONSUMER

YOUTH

FINANCIAL COUNSELLING

LAW

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

Address: Level 1, 72 Buckley Street
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 of Ahalya Thiru, An Huynh, Anjali Suriyakumaran, Banafsheh Abedali, Carol McNair, Catherine Dow, Denis Nelthorpe, Heather Neilson, Kristina Sajfar, Jenni Smith, Juliet Akello, Melissa McShane-Murphy, Michael McKiterick, Michelle Chumbley, Pa Hmun, Parvathi Suriyakumaran, Priyanka Shetty, Neng Boi 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 Ali Yildiz, Anita Smith, Bethany King, James Leckie, Jane Berry and Marie Collard. 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

The Committee of Management would like to thank our funders for the ongoing financial support. Without the funding Footscray Community Legal Centre ('Centre') would not be able to provide the necessary services to the communities in the west and in particular, our contribution of published reports on public policy matters. The Centre's overall performance is a reflection of its talented staff and invaluable volunteers. Staff and volunteers have provided great enthusiasm and energy in their delivery of the Centre's services and the countless research hours going into the Centre's published reports.

Centre's financial performance for the financial year ended 30 June 2014 is on track with its budgetary plans. Although the Centre has a net loss of a little over \$26,000, this loss was intended to dip into retained earnings of \$112,000 (as at 1 July 2013).

Income

The Centre's total income of \$996,600 is approximately \$123,000 less than last financial year. This is due to the reduction in a number of one-off grants we received in the 2013-2014 financial year. Approximately 74% of the Centre's income is comprised of recurrent funding, which is a remarkable increase from last year's 46.6%. The shift is a result of the Centre receiving further funding for projects that were funded on a semi-recurrent funding in the last financial.

Expense

The Centre's total expense for the financial year is a little over \$1,022,000. Salary, Salary Packaging Expense and Superannuation collectively account for 83.9% of its total expense. This is a decrease of 4.6% from last year.

Overall Financial Performance

The financial 2013-2014 year saw a number of changes to Centre's funding composition as a number of projects shifted from semi-recurrent to recurrent. However, the changes in Federal Government's funding for financial counselling services has cast a shadow over the future of this grant and as a result the Centre is unsure whether it will receive further funding for the service after February 2015.

On a more positive note, the Centre has received funding for new projects due to commence in the new calendar year. The Centre has entered into a Memorandum of Understanding with the Fire Levy Services (FLS) Monitor in order to be a recipient of the funding. The money received is part of the FLS Monitor's resolution process for Fire Services Levy over-collected by insurer in 2012-2013.

In the 2013-2014 financial year the Centre welcomed a change in our bookkeeping system, moving from in-house to external booking services provided by Community West. The Centre has also welcomed TST Audit & Assurance Pty Ltd as our new financial auditor.

CHELSEA TRANG

Treasurer

MANAGER'S REPORT

The 2013-14 financial year saw a period of consolidation after several years of rapid growth. The Centre did not look for new funding or projects but concentrated on the review and refinement of services established in past few years. The Centre continued to move towards a clinic model which allowed staff to develop expertise in a smaller range of legal areas at the expense of the previous generalist approach which required staff to see a broader range of client problems with a limited capacity to fully respond to those problems.

The Centre benefited from stable funding arrangements from a number of funders and that in turn ensured a high level of staff morale and commitment to the clients of our service. The highlights of year were:

- The initiation of the Victoria University Law School Court Order Helper Pilot Project at the Sunshine Court under the supervision of Su Robertson;
- The publication and launch of the report "Home Sweet Home – Act for the House not the Tenant" written by Jane Berry. The report highlighted the experiences of tenants in the Western suburbs who were seeking repairs to their properties.
- The launch of our new employment law clinic for workers from newly arrived communities and the publication of the Overview of Preliminary Findings of our research and consultations by employment solicitor Catherine Dow.
- Saying goodbye to Principal solicitor Ali Yildiz after six years of valuable service and welcome to Jenni Smith in the same role;
- The change from a drop in to an appointment based night service – after 30 years of the same model of client service. Thanks to all our volunteers who assisted with the change!

The Centre was once again assisted by a wonderful team of law student and lawyer volunteers at both day and night services. The profession and legal centres may be unique in the assistance provided to the community by this fabulous volunteer army. The value of this volunteer commitment may never be fully understood by the broader community but the results outlined in this report could not be achieved without this volunteer dedication.

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

DENIS NELTHORPE

Manager

PRINCIPAL SOLICITOR'S REPORT

Introduction

At the beginning of 2014 we made some positive changes to our service delivery. It had become very clear that whilst our day clinics were working extremely well our night service was in need of some attention. Moreover we thought we could be even more efficient in both our day and night service as we observed that many clients often did not attend appointments.

It had become apparent that whilst our open door system for night service was ensuring a huge number of people attended on both the Tuesday and Thursday nights, it was often chaotic; people were attending without a real legal problem, some had to be turned away on the night as there was a legal conflict and often when clients did have a legal issue we did not have volunteer lawyers who had experience in the specific areas of law working on those nights, this was particularly the case for family and criminal law. In response we sought to recruit more experienced volunteer lawyers and over a period of a month we moved the service to an appointment based service with all appointments being made by our skilled intake team. This ensured that appropriate referrals were made to appropriate community and other services; conflict checks were carried out prior to the person turning up on the night and clients booked into appointments with volunteer lawyers who had knowledge of the area of law required.

Our fantastic volunteers have reported that the night service now runs more smoothly, the clients are less frustrated as they no longer have to hang around waiting to be seen and the volunteers are seeing clients with legal rather than social issues.

We have also instigated a sms messaging system by installing computer software which enables our staff to quickly send reminder messages to clients resulting in a greater number of clients attending.

Casework and Advice

The positive results of the service delivery changes are corroborated by changes in our statistics this year. For example we have seen a decrease of around 20% in the number of advices provided, however the number of referrals has more than doubled. Moreover the number of cases opened has increased by 17.2%. The total number of clients (new, repeat and existing) seen at our Centre has also increased from the previous year. What this indicates is that we are "hitting the mark". We have been able to direct our staff resources appropriately to the most vulnerable, whilst at the same time ensuring that legal advice through the night service is accessible to the whole community and that those in need of other supports are appropriately directed.

The Centre continues to provide the majority of its legal services in the most needed areas; family violence, debt, consumer matters, tenancy, fines, motor vehicle accidents, civil litigation, family law and employment law. Family Violence continues to be the dominant area of law provided with over 20% of our clients in this area of law with most of them being seen at our Intervention Order Duty Lawyer Service at the Sunshine Court. We are now prioritizing more follow through with these most vulnerable clients and working better with family violence support services to ensure the legal protection of victims.

Suzie's story

Suzie attended our service with the assistance of a refuge worker. Prior to this appointment our staff had visited the refuge to discuss the kind of support we could provide to their clients. Suzie had fled a violent incident where her husband had punched her whilst she had their child in her arms. She was staying in the refuge with her young child. With the assistance of the refuge workers she had applied for an Intervention Order for herself and her daughter. The matter was listed in the

Magistrates Court several days after we had seen her. On the same date as the Intervention Order hearing was a hearing in the Family Law Court as her husband had applied for a recovery order. We quickly organized for a private lawyer to represent her in the family law hearing doing all the documentation to ensure that she had a grant of legal aid. We attended the Intervention Order hearing at a Magistrates Court in the east of Melbourne and by doing so were able to argue against submissions by the husband's barrister that the child be removed from the Intervention Order. As a result the child remained on the Intervention Order and no interim family law orders were made that allowed the husband to spend unsupervised time with the child.

Conclusion

We look forward in the future to working at better integrating all of our services so that those most in need can get the wrap around service they need. For example, if they are victims of family violence who also needs assistance to get out of their lease, our tenancy and family violence lawyers will work together to provide the best outcomes or if they are a newly arrived migrant being underpaid and as a result have accrued debts, our financial counsellor and employment lawyer can work hand in hand to achieve the best results.

JENNI SMITH

Principal Solicitor

OUR PEOPLE

THE COMMITTEE OF MANAGEMENT

Peter Renwick: Chairperson
Liz Ng: Vice-Chairperson
Chelsea Trang: Treasurer
Annabelle Parsons: Public Officer

Meseret Abebe: Member
Poly Kiyaga: Member
Raviro Nzenga: Member
Sarah Strapps: Member
Lee Archer: Member

STAFF MEMBERS

Denis Nelthorpe: Manager
Jenni Smith: Principal Solicitor

Ahalya Thiru: Solicitor
An Huynh: Administration Assistant
Anita Smith: Financial Counsellor
Anjali Suriyakumaran: Night Service Co-Ordinator
Banafsheh Abedali: Community Development Worker
Bethany King: Federation of CLCs Law Graduate 2013/14
Carol McNair: Administrator
Catherine Dow: Employment Project Solicitor
Heather Neilson: Financial Counsellor

Kristina Sajfar: Financial Counsellor/Solicitor
Jane Berry: Solicitor
Juliet Akello: Solicitor
Melissa McShane-Murphy: Manager Finance
Michael McKiterick: Solicitor
Michelle Chumbley: Senior Advocate and Advocacy Services Manager
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:

Anita Smith: Financial Counsellor

We were pleased welcome back Anita Smith for a couple of months in late 2013. Anita provided mentoring and training to our new financial counsellor Kristina. Anita has been kept busy in retirement teaching at Victoria University. Her experience of more than 20 years has proven once again to be invaluable resource at the Centre.

Bethany King: Federation of CLCs Law Graduate 2013/14

Beth commenced at the Centre in August 2013, undertaking her first four month placement as part of the 2013/14 Federation of CLCs Law Graduate Scheme. Beth was admitted to practice in 2013, and has previously worked and volunteered at the Asylum Seeker Resource Centre and the Human Rights Law Centre. She assists with the Centre's taxi and refugee tenancy clinics, and with its new Employment Law Project.

Jenni Smith: Principal Solicitor

Jenni took over the role of Principal Solicitor in February 2014. Previously she worked as the managing lawyer at Aboriginal Family Violence Prevention and Legal Service and Eastern Community Legal Centre and was before that the managing lawyer of the Independent Children's Section at Victoria legal Aid. Jenni has also worked and volunteered at other Community Legal Centres over the last 20 years.

Kristina Sajfar: Financial Counsellor/Solicitor

Kristina commenced working at the Centre on a part time basis in December 2013, supervised by Anita Smith. She then became full time in February 2014. To date Kristina has engaged in both financial counselling and legal case work. She has also held community education information sessions on debt matters and organised a Bring Your Bills day with ISIS Primary Care, St Albans.

Kristina runs the generalist financial counselling clinic at our Centre and is now working in the motor vehicle accidents clinic as a Lawyer also.

We offer our thanks and best wishes for the future to the staff who have left us during the 2013-2014 period.

- Ali Yildiz (November 2013)
- Anita Smith (January 2014)
- Bethany King (December 2013)
- James Leckie (December 2013)
- Jane Berry (April 2014)
- Marie Collard (October 2013)
- Martin Stevens (September 2013)

VOLUNTEERS

The Centre has three types of volunteer programs; during office hours to assist in the running of the Service, in the evening to assist with the provision of legal advice and the Committee of Management. 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 wish to thank all of our volunteers – the service would not be possible without their commitment and efforts:

Day Service Volunteers:

Alina El-Jawhari
Allie Sutherland
Anna Thwaites
Becky Smith
Caitlin Louth
Cemile Turkmen
Clea Cole
Don McKenzie
Elizabeth Yick

Dushan Stevic
Geordie Fung
Helen de Silva Joyce
Jessica Hogg
Katherine Stewart
Katina Stefanidis
Ken Kour
Mavis Tan
Phoebe Churches

Sarra Bakhiet
Scott Schneider
Sepideh Sadri
Sonari Fernando
Tamana Shahabi
Thuy Nguyen
Tom Mainwaring
Victor Liaw
Vincent Shin

Night Service Volunteers:

Adele Stefanidis
Alice Smith
Alistair Robertson
Andrew Smith
Austin Virathone
Becky Smith
Bella Lockey
Brendan Donohue
Bronte Strong
Carmela Quimbo
Cassandra Castillo
Charlotte Ahearne
Claire Holden
Colette Corr
Danielle Randall-L'Estrange
Davey Wallace
David Boston

David Ng
Elise Tuffy
Emma Henderson
Esan Pilai
Farris Derrij
Franceska Leoncio
Gloria Ozougwu
Grace Park
Iva Ninkovic
Jacinta Andrews
Jacinta Smith
Jacob Begg
James Finnigan
James Francis
James Leckie
Jamila Cruz
Jayr Teng

Jenni Mandel
Jennifer Lay
Jessica Dawson-Field
Jessica Dolan
Jessica Leigh
Jim Horsley
Jo Poole
Joe Buckley
Justin Boyd
Katina Stefanidis
Kaitlin Ferris
Kimberley White
Kot Monoah
Krish Kumar
Lauren Taylor
Lisa Archbold
Liz Grey

Lucy Larkins
Margot Eliason
Maria Pham
Mariana Maroky
Mark Unger
Melanie Schleiger
Marina Leikina
Mirjana Medic
Nick Cooper
Olivia Ridley
Owen Bradfield
Paola Crofts

Phil Heaven
Prue Elletson
Rachana Rajan
Rachel Hui
Rachel Liebhaber
Remziye Hussein
Robert De Angelis
Rourke Puksand
Sai Ranjit
Shardae Galati
Sharon Yeo
Subha Godagama

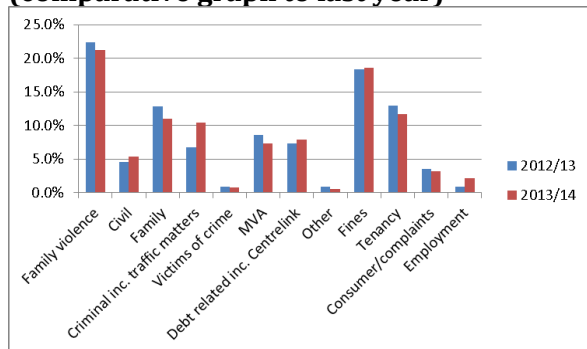
Sukrit Sabhlok
Taboka Finn
Tamsin Khor
Tamsin Webster
Tanya Tang
Tarni Perkal
Tess Lynch
Turgut Ozcitti
Vanessa Reinehr
Victor Tse
Vincent Shin
Yassin Nouredine

2013 – 2014 LEGAL SERVICE STATISTICS

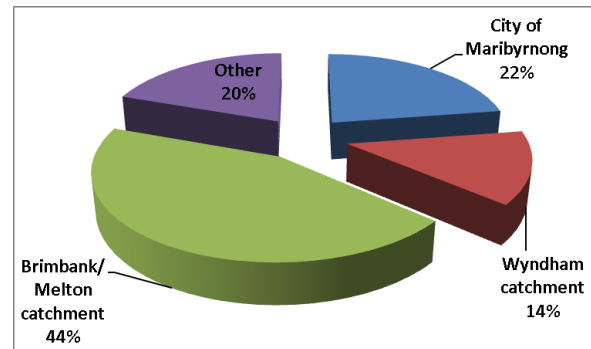
Total Service Centre Service Stats for 1/07/13 – 30/06/14	
Total number of clients (new, repeat and existing)	2281 (2.5% increase)
Total number of new clients only	1474
Total advice activities	1902
Total cases open during period (open and new)	1546 (5.1%)
Total information activities	1147 (58.6%)
Total cases closed during the period	1085 (5.5%)
Total non-casework (CLE) projects (open and new)	66 (50%)
Total non-casework (CLE) projects completed	23

	Generalist Service	Family Violence Service (IVO)
Total number of clients (new, repeating and existing)	1772 (4.9%)	414
Total advice activities	1695	25
Total cases open during period (open and new)	974 (17.2%)	556
Total cases closed	535 (23.6%)	535

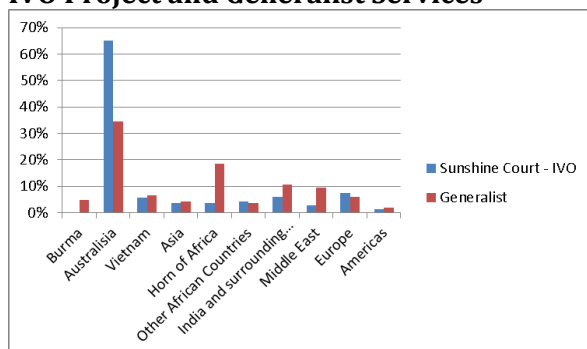
2013 – 14: All services by problem type (comparative graph to last year)



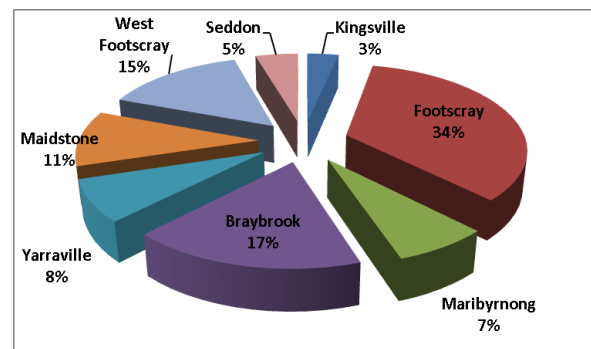
2013 – 14: All Services by locality



2013 – 14: Services by country of birth – Comparison between the Sunshine Court IVO Project and Generalist Services



2013 – 14: City of Maribyrnong



THE YEAR THAT WAS...

Employment Law Lunchbox Session, February 2014

On 27 February 2014, at Footscray Library, we launched the preliminary findings of the Employment Law Project: Stage One Results & Service Update in a report: 'Employment is the heart of successful settlement'. Hosted by the Human Rights and Social Justice Steering Group, Maribyrnong City Council, the Employment Law Lunchbox Session attracted over 50 attendees from various community organisations and government agencies.



Bring Your Bills Day, June 2014

In partnership with ISIS Primary Care, Kristina Sajfar organised a Bring Your Bills Day on St. Albans. The 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, TIO and CWW 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.

We wish to thank all the volunteers, interpreters and community workers that helped make the day a success.



FCLC staff

Community Legal Education examples:

- Family Violence to Indian community leaders (Priyanka Shetty)
- Contract law and Debt to AMES (Kristina Sajfar)
- Tenancy Stall at Centrelink (Kristina Sajfar)
- Employment and Discrimination Law to community workers, AMES and Victoria University (Catherine Dow)
- Driving and owning a car at Sunshine Library (Catherine Dow)
- Tenancy rights and responsibilities with Women's Health West to Burmese women (Ahalya Thiru)

THE DAY SERVICE

MOTOR VEHICLE ACCIDENT & INSURANCE CLINIC

This 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 \$690,766.65.

Tony's story:

Tony was involved in a motor vehicle accident. Although Tony had third party cover at the time of the accident, his insurance company denied the claim as Tony was found drink driving. The other party's insurance company, CGU pursued Tony for \$17,836.03. We requested a waiver based on financial hardship as Tony was in receipt of Centrelink and had no assets. The debt was waived.

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 Lawyers whom continue to provide pro-bono solicitors on a fortnightly roster, and the Generalist Refugee Legal Service, where advice is given on other legal matters affecting the refugee community (ranging from family issues to debts).

EMPLOYMENT LAW PROJECT

The Employment Law Project aims to explore and document the working experiences of newly arrived and refugee communities in Melbourne's Western suburbs. In Stage One of the project, we sought to learn about key problems at work for newly arrived and refugee communities; what services are currently available; and how FCLC could best meet identified community needs. We did this by undertaking a literature review, conducting semi-structured interviews with 39 key stakeholders and collating results from 105 surveys generously completed by community workers and community members. Please refer to *The Year That Was...* section for an overview of the launch on the findings.

Building on this period of consultation and research, the Project is currently delivering two linked programs: a pilot employment law service; and a targeted community legal education program (Stage Two). The employment law service operates on both an appointment and drop-in basis, and offers day and night appointments. The service has benefitted greatly from the input of our volunteers and pro bono partners, who have assisted with drafting a service manual and precedent system, designing and delivering training, and providing ongoing assistance to clients of the Service. We have also developed a suite of targeted community education materials, and this financial year delivered 16 presentations to community members about employment laws and their rights and responsibilities at work. We also worked with Victoria Legal Aid to present a discrimination law information session for community workers.

We are looking forward to the coming year, where thanks to generous support from the Helen Macpherson Smith Trust and Victorian Women's Trust, we have been able to engage another solicitor, Genevieve Auld, and are able to expand our services to include outreach in Sunshine and Werribee, a train-the-trainer program, and a women's outreach project.

We wish to thank each of our volunteers for contributing their expertise and dedication to the Project, as well as AMES, New Hope Foundation, Spectrum Migrant Resource Centre and Wyndham Community and Education Centre, Ashurst, K&L Gates, Justitia, Maurice Blackburn, Ryan Carlisle Thomas, JobWatch, Springvale Monash Legal Service, The Employment Law Centre of WA and the Victoria Legal Aid Equality Law Team for their continued support of the Project.

CONSUMER AFFAIRS VICTORIA (CAV) FUNDED PROGRAMS

The Advocacy Services are provided by Michelle Chumbley (Senior Advocate and Advocacy Services Manager), Ahalya Thiru (Consumer and Tenancy) and Parvathi Suriyakumaran (Tenancy) and supported by dedicated volunteers.

We provide varying degrees of assistance ranging from one-off advice, to supported self-help, through to casework, Victorian Civil and Administrative Tribunal (VCAT) 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, small appliance purchase and gym memberships', education fees, and services including solar panels and heating.

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 Area's (LGS's): Banyule, Brimbank, Darebin, Hobsons Bay, Hume, Maribyrnong, Melbourne, Melton, Moonee Valley, Moreland, Nillumbik, Whittlesea, Yarra and Geelong.

One repeat offender we have seen this year is Harvey Norman. These are two matters:

Mr Nguyen's story:

Mr Nguyen purchased an Electrolux Vacuum Cleaner which, after having it repaired twice, again stopped properly working. The store refused to issue a refund, or to uphold the warranty. He took the matter to VCAT. The tribunal ordered that the store pay \$565.00 to Mr Nguyen. Five months later, and after many phone calls and a letter by Mr Nguyen, he still hadn't received a cent.

Mr Nguyen came to our night service for assistance to enforce the order.

One problem faced is that many Harvey Norman stores are franchised, meaning that each store – often each section of a large store – is operated by a different business owner. Most consumers would assume that the Harvey Norman brand name would take some responsibility – or could at least make the store or franchisee pay a tribunal order, but neither of these options was available in this instance. After talking to the Harvey Norman head office, and to people at the store, I still wasn't able to speak to the person responsible.

After six months, Mr Nguyen finally received a cheque for \$565.00 from Harvey Norman, but only after numerous phone calls and a letter from the FCLC to the Harvey Norman directors, head office and calls to the franchisee in question.

Writing and calling all these people after a tribunal order is extremely burdensome for community legal services, but our only other option would have been to transfer the order to the Magistrates' Court for enforcement. Perhaps the court sheriff might have been able to get our client's money sooner – but to require a consumer to go to this trouble and expense is outrageous.

Under the Australian Consumer Law (ACL), consumers have a right to obtain a refund or replacement if goods are not of acceptable quality. To be of acceptable quality, the goods must be fit for the purpose it is commonly used for, and free from defects. This is not the responsibility of the manufacturer, but a legal obligation on the retailer.

We issued a press release warning consumers that if they have problems with a purchase from a “Harvey Norman” store, their complaint may fall on deaf ears explaining nine judgments by the ACCC at the time against the retail giant incurring penalties of \$234,000 with the Court finding that each franchise had made false or misleading representations to consumers about their consumer guarantee rights under the Australian Consumer Law.

We lodged a complaint with the ACCC about the treatment our client received by Harvey Norman.

Casey’s story:

Casey purchased two premium portable space heaters and found when she used one that the extension cord literally melted. The heater was not damaged so she then tried to use the heater with an industrial type extension cord that also burnt out the wires in the head of the cord and caused the safety switch in the house to activate.

She took the heaters back to the retailer Harvey Norman and at first was refused a refund being told “the heater isn’t at fault that the extension cord must have been faulty”. Not accepting this she was then told that the manufacturer recommended the extension cord must be 15 amps or higher.

Our client went to Bunnings and was told that the type of extension cord recommended does not fit into a standard power point and she would need an electrician to upgrade the power point to fit the industrial extension cord recommended.

With our involvement Harvey Norman did finally agree to provide a refund on the basis “that nothing was mentioned in the paperwork provided by the manufacturer about the use of extension cords”.

A very interesting article that points out the danger of using extension cords with portable heaters can be found at <http://electrical.about.com/od/wiringcircuitry/a/extensioncordchoices.htm>

There are many warnings against the use of extension cords on the net but we are not aware of any retailers who warn customers of the dangers and there appears to be no positive obligation on traders to provide warnings in relation to heaters. Under section 104 of the Australian Consumer Law, the Commonwealth minister can make a safety standard for consumer goods of a particular kind specifying (among other things) the form and content of accompanying warnings and instructions.

However there is currently no mandatory safety warning for heaters.

We wrote to the ACCC, Energy Safe Victoria and the Commonwealth minister raising this safety issue and lack of mandatory warnings and asking for action to warn consumers of the danger of using an extension cord with a portable heater.

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.

Maryam’s story:

Maryam is a 47 year old refugee from Sudan who came to seek our assistance in relation to numerous repairs required at her rental property. The main issue was severe black mould in 2 of

the 3 bedrooms which eventually made sleeping in those rooms impossible for Maryam and her family. The mould had spread to her goods and had damaged her bedroom furniture as well. FCLC advocated for Maryam with the landlord and represented her at VCAT in relation to multiple hearings for the repairs.

The result was that all repairs were completed at the property including mould removal, treatment and repainting of the bedroom walls and ceiling. FCLC also advocated for Maryam at VCAT in relation to compensation and she was awarded over \$1000 for the inconvenience she had suffered.

COURT DUTY SERVICES

INTERVENTION ORDER DUTY SERVICE

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 Ahalya Thiru provide the duty lawyer service every Tuesday and Wednesday at the Sunshine Magistrates' Court and sees 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 and Victoria Legal Aid for their continued funding.

WERRIBEE VCAT DUTY SERVICE

This Service began in October 2012 as part of Tenancy Advice and Advocacy Program funded by CAV. We have assisted 112 tenants to date. During this financial year, 64 tenants were given advice or represented at the weekly Duty Service at Werribee VCAT.

SUNSHINE DUTY LAWYER SERVICE FOR DEBTORS

Kristina Sajfar, Financial Counsellor/Solicitor has taken over the Debt Court, where we 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 36 advices. The numbers have dropped due to staff changes and fewer matters being referred to Court.

COURT ORDER HELPER PROJECT

Since August 2013, a group of FCLC volunteers have been at Sunshine and Werribee Magistrates Courts looking out for self-represented community members and helping them with their court orders. Recognising that court orders are complex in both structure and language, containing meaning that is often unspoken in court, assistance is designed to focus on clarification before the community member leaves the court precinct.

This project is a partnership between FCLC and the VU College of Law and Justice and is staffed by a team of volunteers that consists of six-seven law students supervised by Su Robertson, a lawyer/academic, attending court two-three mornings per week. This team works from inside the Mention Court at each location, sitting in the public gallery watching for litigants who need help. While each self-represented matter is running, extensive notes are created, recording details stated in court about the subject of the appearance, legal and other issues discussed between the Magistrate and the self-represented person, and court-ordered outcomes. As each matter is being finalised, Court Order Helpers leave the courtroom and greet the litigant outside as they exit. The litigant's outcome is discussed with them, explaining the meaning of their court order, language used by the Magistrate, responsibilities, rights and consequences.

This is really rewarding work. The vast majority of people we have helped are really confused about everything to do with their court appearance and leave court with lots of questions and significant

anxiety. After sitting down with the Court Order Helpers, these community members not only have a clearer understanding of what happened in court and what to do next, but also have visible reduction in stress levels, are incredibly grateful and sometimes even hug us.

This project is ongoing, as a FCLC service to community members in the West, as a clinical legal education program for the VU law students and as a basis for future access to justice research.

OTHER SERVICES

SUNSHINE YOUTH LEGAL CENTRE

The Sunshine Youth Legal Centre is auspiced by FCLC. It is located at the Sunshine Visy Cares Youth Hub, Australia's largest co-located youth service centre. The Centre provides information, referrals and undertakes casework for young people aged 25 years and under. The Centre has seen 320 clients this financial year, almost a 30% increase from last year. The most common problems were infringements and criminal matters.



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 McKitterick, Solicitor. We wish to thank all the students and senior placements for their assistance this financial year.

FAMILY RELATIONSHIP CENTRE

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

Ali Yildiz, Principal Solicitor sees clients referred to us at FCLC on Tuesdays and at Sunshine FRC on Fridays. This service is now run by Jenni Smith, Principal Solicitor. We have assisted 85 clients in the financial year. Common issues include child related matters (including contact, consent and parenting orders), separation and intervention orders. We wish to thank FRC staff for their work.

THE NIGHT SERVICE

GENERALIST NIGHT SERVICE

Our Night Service is run by Anjali Suriyakumaran who took over the role as Night Service Co-ordinator. It operates every Tuesday and Thursday evening, 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. The night service is made possible by a group of enthusiastic, dedicated and talented solicitors and students stemming from all areas of the profession.

Most common matters:

- Motor vehicle accidents
- Infringements
- Debts
- Intervention Orders
- Driving offences
- Divorce

The night service remains an important element of Footscray Community Legal Centre's overall service delivery. It is one of the few Centres in the West that provides an evening advice service. 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.

TAXI DRIVER LEGAL SERVICE

The Centre has continued to work on behalf of taxi drivers. The Centre has contributed to provide submissions in regard to the legislative changes being introduced in July this year. We are particularly pleased with the success of our submissions that drivers should not be required to contribute to excesses on insurance claims by owners and operators.

The Centre continues to run the Taxi Driver Legal Service on a fortnightly basis on Monday evenings. From the Legal Services Board grant, we were able to employ solicitor Juliet Akello two days per week to focus on the casework of the Clinic, which has increasingly become more complex in nature. By focusing on civil matters including, motor vehicle accidents, insurance matters and driver accreditation issues, we have been able to develop our specialisation.

The Centre decided to pursue a litigation strategy designed to protect taxi drivers from liability for motor vehicle accidents. The Centre issued a number of third party notices in the Magistrate's Court to force owners, operators and taxi clubs to accept liability for motor vehicle accidents. These matters are still before the courts but we are confident that the outcomes will lead to significant change within the taxi industry.

James' story:

James was an Australian Taxi driver with 20 years experience with the same operator. James was a very large man who needed specialist clothing in the large size range. His employer introduced a standard uniform and advised that any driver not wearing the uniform would not be allowed to continue with the operator. The uniform was offered free to all drivers but the sizes were too small to fit James. His employer advised that he would have to pay for his own uniform or cease driving. We advised the employer that the threat of dismissal based on size would breach anti-discrimination laws and was illegal. The employer reconsidered and reached a compromise with James that allowed him to continue his employment as a taxi driver.

FINANCIAL COUNSELLING

GENERALIST FINANCIAL COUNSELLING SERVICE

Our financial counselling service is generously funded by the Department of Social Services (DSS). Financial counselling is a service which assists individuals who are experiencing financial problems, through advocacy, negotiation and support to help them take control of their own financial situation. Over two thirds of the clients we assisted were on Centrelink benefits and 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.

Nick's story:

Nick attended our service earlier this year in relation to a debt matter resulting from a house fire at his property which was uninsured at the time. He presented to our service with court documents for a claim amount of approximately \$17,000.00. The debt was incurred as a result of the fire brigade attending his property. FCLC was able to assist the client by placing a stay on legal proceedings and attempting to resolve this matter before Judgment was entered into against the client. After assessing our clients circumstances it was determined that the client has no capacity to pay the claim amount once his immediate living expenses, mortgage and credit card payments were made. FCLC requested that the other party not pursue this matter in court and waive ('excuse') the full debt amount on grounds of financial hardship.

The other party made a decision to excuse our client from full payment of the above claim amount on grounds of their financial hardship and closed the matter.

BURMESE REFUGEE FINANCIAL COUNSELLING SERVICE

The Burmese refugee financial counselling service is headed up by Heather Neilson, Financial Counsellor and supported by our valuable Hakha Chin and Burmese speaking community workers/leaders. It is these trusted community leaders that are able to connect the Burmese community to the Clinic and making sure they feel supported to discuss the issues that impact upon them. Usually the issues that present can be resolved by the Clinic. It is also a great initial contact point for the community and referrals to other services are made if deemed appropriate. The clinic is run once a week and between 4 to 5 interviews are conducted.

"I really enjoy working for the Burmese Financial Counselling Clinic and other services offered by Footscray Community Legal Centre. It is very important for me to advocate for the rights of newly arrived settlers. My work experience at the Clinic provides me with the opportunity to increase my knowledge in many areas and then use this information to help others." – Neng Boi, community worker

Throughout the year the most commonly occurring matters involved utility, fines and telecommunication issues. There were several Centrelink matters too. Many of the referrals to the Clinic come via referrals from the community workers who act as interpreters during the sessions.

The Newsletter project has continued discussing:

- Promotion of the clinic;
- General debt information;
- Promotion of the employment clinic and
- Fines matters.

Future Trends

The community workers warn that some of the more established members of the community are buying properties with little or no real knowledge of the financial commitment involved with home purchase; such as payment of land rates. They report that these people may not be able to meet their mortgage repayments if interest rates rise. People could be using their credit cards to pay expenses related to buying their homes.

Community workers also report that some people are withdrawing cash from their credit cards which will significantly impact on their level of overall debt. A few of the community mistakenly assume that their credit card is the same as their debit card and interest does not apply to monthly unpaid balances.

Thank you to the valuable contribution of Neng Boi, Za Tuah Ngur and Pa Hmun and the Burmese community who have attended the Clinic.

May's story:

May presented to the Clinic with a utility bill from an unknown energy retailer. She speaks little English however could discern that the name on the account was not her retailer's. May's daughter had tried to address the problem by phoning the retailer whose name was on the new account. Her complaint was not resolved. May was distressed by the experience.

FCLC determined that May had been a victim of door-to-door sales ploy. The door-to-door sales person actively confused May and misrepresented who had employed him as an agent. He took advantage of her little knowledge of English.

The financial counsellor contacted the new retailer and was told that the call centre contact would apply for a retrospective transfer to the original retailer. The retailer, who used the services of this door-to-door agent, was asked to provide May with compensation.

FCLC were able to advocate for May. She was eventually transferred back to her original retailer however an apology or compensation has not been forthcoming.

AUDIT REPORT AND FINANCIAL STATEMENTS

Footscray Community Legal Centre Inc
ABN 57 056 348 794

Independent Auditor's Report to the Members

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Footscray Community Legal Centre Inc (the association), which comprises the Statement by Members of the Committee, Income and Expenditure Statement, Balance Sheet, notes comprising a summary of significant accounting policies and other explanatory notes for the financial year ended 30 June 2014.

Committee's Responsibility for the Financial Report

The committee of Footscray Community Legal Centre Inc are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Associations Incorporation Act of Victoria 2012 and is appropriate to meet the needs of the members. The committee's responsibilities also includes such internal control as the committee determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance 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 association's preparation of the financial report that gives a true and fair view, 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 association'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.

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

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Footscray Community Legal Centre Inc as at 30 June 2014 and 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 of Victoria 2012.



**TST AUDIT
& ASSURANCE**

Director:
A. R. Ager CA, BEc, FTIA
Registered Company Auditor
Registered SMSF Auditor

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Registered company auditors



**Chartered
Accountants**

Liability limited by a scheme approved under Professional Standards Legislation. ABN: 78 167 481 834

Footscray Community Legal Centre Inc
ABN 57 056 348 794

Independent Auditor's Report to the Members



Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Footscray Community Legal Centre Inc to meet the requirements of the Associations Incorporation Act of Victoria 2012. As a result, the financial report may not be suitable for another purpose.

Signed on : 30TH OCTOBER, 2014

Director:
A. R Ager CA, BEc, FTIA
Registered Company Auditor
Registered SMSF Auditor

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Registered company auditors

TST AUDIT & ASSURANCE PTY. LTD

TST Audit & Assurance Pty Ltd

Authorised Audit Company Number: 453122

Chartered Accountants



Anthony Robert Ager

Director – Audit & Assurance

Chartered Accountant



Footscray Community Legal Centre Inc ABN 57 056 348 794
Detailed Balance Sheet as at 30 June 2014

	Note	2014 \$	2013 \$
Current Assets			
Cash Assets			
Cash At Bank - Bendigo		113,658	25,133
Cash at Bank - CBA		19	19
Cash on hand		465	81
		<u>114,142</u>	<u>25,233</u>
Receivables			
Trade debtors		8,191	38,447
		<u>8,191</u>	<u>38,447</u>
Other			
Short term deposits		266,683	112,131
Prepayments		-	6,212
Interest Receivable		1,445	-
Rental Bond		6,126	6,126
Security Deposit		3,660	3,660
		<u>277,913</u>	<u>128,129</u>
Total Current Assets		<u>400,246</u>	<u>191,809</u>
Non-Current Assets			
Property, Plant and Equipment			
Equipment & Furniture at cost		56,840	147,358
Less: Accumulated depreciation		(44,385)	(125,440)
		<u>12,455</u>	<u>21,918</u>
Total Non-Current Assets		<u>12,455</u>	<u>21,918</u>
Total Assets		<u>412,701</u>	<u>213,727</u>
Current Liabilities			
Payables			
Unsecured:			
- Creditors & Accruals		29,255	18,208
		<u>29,255</u>	<u>18,208</u>
Current Tax Liabilities			
GST payable control account		24,053	4,918
Input tax credit control account		(6,736)	-
		<u>17,317</u>	<u>4,918</u>
Provisions			
Annual Leave		56,963	78,434
		<u>56,963</u>	<u>78,434</u>
Other			
Grants Received In Advance		200,040	-
		<u>200,040</u>	<u>-</u>
Total Current Liabilities		<u>303,574</u>	<u>101,560</u>
Non-Current Liabilities			
Provisions			
Long Service Leave		23,322	-
		<u>23,322</u>	<u>-</u>
Total Non-Current Liabilities		<u>23,322</u>	<u>-</u>
Total Liabilities		<u>326,896</u>	<u>101,560</u>
Net Assets		<u>85,805</u>	<u>112,167</u>
Members' Funds			
Accumulated surplus (deficit)		85,805	112,167
Total Members' Funds		<u>85,805</u>	<u>112,167</u>

The accompanying notes form part of these financial statements.

Footscray Community Legal Centre Inc ABN 57 056 348 794
Income and Expenditure Statement
For the year ended 30 June 2014

	2014 \$	2013 \$
Income		
Grants received		
- FV Project - State	118,516	-
- Commonwealth Grant - FC	146,958	175,757
- State Grant - VLA	227,825	345,872
- FR Commonwealth	29,100	-
- FR State	883	-
- CAV Consumer Casework	67,420	60,834
- SACS ERO - State (VLA)	22,041	-
- CAV Tenancy Casework	211,684	193,676
- SACS ERO - Commonwealth (VLA)	2,672	-
- City West Water	-	5,060
- Department of Families, CS & I	3,279	-
- Consumer Advocacy Panel	-	8,000
- Reichstein Foundation	3,212	-
- Consumer Affairs CCF 2	-	48,940
- Lentara Uniting Church	-	14,524
- R E Ross	-	10,000
- Taxi Project	24,603	57,327
- University of WA	-	5,600
- Victoria University	85,000	85,000
- VLF grant	-	2,688
- Western Region Health Centre	13,636	15,000
- Wyndham Legal Service	23,010	66,400
- Insurance Project (Monitor)	389	-
	980,231	1,094,678
Sundry Income	12,343	18,021
Interest received	7,437	7,132
Loss on property, plant, equip scrapped	(3,411)	-
Total income	996,600	1,119,831
Expenses		
Accountancy & Audit Fees	14,921	2,850
Advertising & Marketing	147	-
Bank Fees And Charges	191	-
Client Disbursements	-	900
Catering & Meeting costs	795	-
Cleaning Expenses	8,519	-
Communications	-	2,914
Computer & Software Maintenance	10,953	-
Conference/seminar costs	3,968	-
Consultants & Temp staff	2,270	-
Depreciation - other	6,052	7,577
Employment Expenses	1,401	-
Holiday pay	2,716	-
Insurance	2,475	3,288
Internet & Web	4,757	-
Library, Resources & Subscriptions	-	21,283
Legal fees	607	-
Other Premises Costs	-	10,099
Office Overheads	-	21,588
Payroll Processing	1,440	-
Printing & stationery	9,114	-
Program Resources	7,745	-
Programming & Planning	-	5,602
Postage & Freight	2,255	-
Rent	50,032	43,475
Repairs & maintenance	422	-
Salaries	568,695	884,919
Salary Packaging Expense	225,426	-
Salaries On Costs	-	31,578
Staff Amenities	3,955	-
Staff Recruitment	-	137
Staff training	2,684	3,842
Storage	1,283	-
Subscriptions & Memberships	10,285	-
Sundry expenses	100	-
Superannuation	67,164	73,126
Telephone & Fax	2,762	-
Travel expenses	8,135	5,451
Workcover	1,692	-
Total expenses	1,022,963	1,118,629
Profit (loss) from ordinary activities before income tax	(26,362)	1,202
Income tax revenue relating to ordinary activities	-	-
Net profit (loss) attributable to the association	(26,362)	1,202
Total changes in equity of the association	(26,362)	1,202
Opening retained profits	112,167	110,965
Net profit (loss) attributable to the association	(26,362)	1,202
Closing retained profits	85,805	112,167

The accompanying notes form part of these financial statements.

Footscray Community Legal Centre Inc ABN 57 056 348 794
Statement of Cash Flows
For the year ended 30 June 2014

	2014 \$	2013 \$
Cash Flow From Operating Activities		
Receipts from customers	1,021,580	1,087,987
Payments to Suppliers and employees	(784,112)	(1,133,937)
Interest received	5,993	7,132
Net cash provided by (used in) operating activities (note 2)	<u>243,461</u>	<u>(38,818)</u>
Net increase (decrease) in cash held	243,461	(38,818)
Cash at the beginning of the year	<u>137,364</u>	<u>176,182</u>
Cash at the end of the year (note 1)	<u>380,825</u>	<u>137,364</u>

Note 1. Reconciliation Of Cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

Cash At Bank - Bendigo	113,658	25,133
Cash at Bank - CBA	19	19
Cash on hand	465	81
Short term deposits	<u>266,683</u>	<u>112,131</u>
	<u>380,825</u>	<u>137,364</u>

Cash at the end of the year per Cash Flow Statement	380,825	137,364
Closing balances of Cash (bank) accounts	<u>380,825</u>	<u>137,364</u>
	-	-

Note 2. Reconciliation Of Net Cash Provided By/Used In Operating Activities To Operating Profit After Income Tax

Operating profit after income tax	(15,307)	1,202
Depreciation	6,052	7,577
(Profit) / Loss on sale of property, plant and equipment	3,411	-
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:		
(Increase) decrease in trade and term debtors	16,506	(24,712)
(Increase) decrease in prepayments	6,212	4,688
Increase (decrease) in trade creditors and accruals	11,047	(63,469)
Increase (decrease) in other creditors	200,040	-
Increase (decrease) in employee entitlements	1,851	30,978
Increase (decrease) in sundry provisions	<u>13,649</u>	<u>4,918</u>
Net cash provided by operating activities	<u>243,461</u>	<u>(38,818)</u>

The accompanying notes form part of these financial statements.

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 which has allowed us to continue our valuable services.

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
Ashurst
Australian Multicultural
Community Services
Braybrook Maidstone
Neighbourhood House
Clayton Utz
Department of Social
Services

Financial Counselling
Australia
Finrea Pty Ltd for Technical
Support
Helen Macpherson Smith
Trust
HWL Ebsworth Lawyers
JobWatch
Justitia
K&L Gates
King & Wood Mallesons
Legal Services Board
Maurice Blackburn
New Hope Foundation
Phoenix Youth Centre
Russell Kennedy Solicitors
Ryan Carlisle Thomas
Springvale Monash Legal
Service
Sunshine Spectrum Migrant
Resource Centre
Tenants Union Victoria
The Employment Law
Centre of WA
Uniting Care Sunshine
Mission
Victoria Law Foundation
Victoria University – Su
Robertson
We Like Small – web
developer
Western Region Health
Centre
Wyndham Community and
Education Centre
Wyndham Legal Service Inc