



Wyndham Legal Service Inc.

2012-2013

Annual Report

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OFFICE HOURS

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Website: www.wyndhamls.org.au

Australian Business Number: 26 511 836 544

Incorporated Association Registration Number: A0031679U

Hours of Service

Office

Day Service: Monday – Friday 9.30am – 4.30pm by appointment
Evening Service: Monday 6.00pm – 8.00pm by appointment

Outreach

Fines Duty Service

Werribee Magistrates' Court: Tuesday

YouthLaw

Youth Resource Centre: Thursday 4.00pm – 5.00pm

Family Violence Duty Service

Werribee Magistrates' Court: Thursday

Werribee Debt Clinic

Werribee Magistrates' Court: Friday 10.30am – 1pm

ABOUT WYNDHAM LEGAL SERVICE INC.

Vision Statement

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

Mission Statement

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

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

CHAIRPERSON'S REPORT

Vern Fettke, Chairperson

In the 2012/13 financial year, I had taken over Tim Pallas' position as Chairperson. It has been a very positive year for Wyndham Legal Service, with continued growth and success of the various clinics held. None of these achievements could have occurred without the professional administrative approach of the Committee of Management members and the dedication of the staff.

I wish to acknowledge the outstanding service of all Committee Members and recognise that we have new Committee Members in Kim McAliney and Craig Spicer, both of whom bring new skills and expertise to the Centre. We sadly have to say goodbye to Bruce Hatcher, Nelson Li, Jim Stuart, Marie Brittan and Tim Pallas, whom have all played a valuable part in the Committee and in shaping the Service.

I am pleased to see that the Memorandum of Understanding with Footscray Community Legal Centre is delivering mutual benefits where staff and expertise are being shared, services improved and duplicated administration practices removed or streamlined.

In late July 2012, a new generalist lawyer, Juliet Akello, and a new youth lawyer, Yassin Nouredine, commenced work for WLS. They have both made a valuable impact to the Service in the past financial year. We are also lucky enough to have no farewells this year.

The Centre has benefited from both an increase from government and non-government sources in the past financial year. This has ensured the finances of WLS remain very solid, enabling a 3% wage increase to staff to be applied together with increasing staff and services. Our Budget has been approved by Legal Aid.

I want to thank all staff and Committee members again for making 2012/13 a year of success, consolidation and service delivery. When I took over the role of Chair, my task was to continue to assist the Service to put it in a viable long term position to provide services for the community. I believe the Service is heading on the right path and look forward to seeing what the future holds for the Centre.

MANAGER'S REPORT

Denis Nelthorpe, Manager

The 2012/13 financial year has been exciting and satisfying for the Service. Additional funding, new staff and projects, and a strong commitment from existing staff and Committee has contributed to a high morale and positive attitude in the office.

An integral component of the Service has been the commitment to partnerships and networks within the City of Wyndham. In particular the Service has benefitted through involvement in the Wyndham Humanitarian and Youth Network.

The Service offered new and extended services to clients in the following areas:

- Duty lawyer services for debts and infringements
- Refugee Legal Clinic
- Mortgage Stress Legal Clinic
- Motor Vehicle and Insurance Clinics
- Youth Law Clinics
- November NoViolence Information Sessions

The establishment of these new clinics and duty law services has enabled staff to prioritise and target the common problems presented every day by our clients. The approach has increased the capacity of staff to specialise in those areas of law of most significance to our clients. Ultimately this will enhance staff experience and reduce turnover at the Service.

The Service has also begun to use multi and social media, and external agencies such as libraries to spread our message and provide information.

Finally I would like to acknowledge the very considerable support provided to the Service by the Committee, volunteers, funders and community partners. That support is essential to the success of the Service and the well being of our staff.

PRINCIPAL SOLICITOR'S REPORT

Ha Le, Principal Solicitor

Introduction

Wyndham Legal Service Inc. is continuing to grow and build on the successes of last year. In the last financial year we have implemented new clinics and projects as well as welcomed two new lawyers, Miss Juliet Akello (Generalist Lawyer) and Mr Yassin Nouredine (Youth Lawyer).

In the last financial year, we have set up as planned the Mortgage Stress Clinic in office, and the Fines Duty Lawyer Service and the Debt Clinic at the Magistrates' Court in Werribee.

Volunteers

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

Placement Legal Training

The Centre has also made available training positions for Postgraduate Law students who wish to complete their practical legal training (PLT) at the Centre.

The Centre has placed two students in the last financial year, Mr Baljit Singh and Ms Kirti Chakarvarti. Mr Singh was admitted to the legal profession in May 2013 and in addition to his day job, continues to volunteer one day a week at our Family Violence Duty Lawyer Service. Ms Kirti Chakarvarti has taken time out to welcome her new daughter into the world and we congratulate her on such a blessing.

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

We thank you and hope you enjoyed your time at the Centre.

PEOPLE

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

Committee of Management

Bruce Hatcher (Secretary)
Craig Spicer (Member)
Judith Sutcliffe (Vice Chairperson)
Kim McAliney (Member)

Nelson Li (Treasurer)
Tony Cahill (Secretary)
Vern Fettke (Chairperson)

Staff

An Huynh (Administration)
Bruce Dolphin (Finance Officer)
Denis Nelthorpe (Manager)
Ha Le (Principal Lawyer)
Juliet Akello (Lawyer)

Michelle Moone (Administration)
Shorna Moore (Public Interest Lawyer)
Vu Kim (Lawyer)
Yassin Nourreddine (Youth Lawyer)

Volunteers

Paralegal Volunteers

Alexandra Ashcroft
Andrew Marcina
Ayse Sahinbas
Baljit Singh (PLT)
Ben Hunt
Chris Kaias
Danielle Helebrant
Dilani Patrick

Ethalia Alekozoglou
Hamish Brown
Isa Nouredine
Jessica Terrill
John McNamara
Juliet Akello (PLT)
Kieran Sheehan
Kirti Madern (PLT)
Linda Luc

Ned Elmassry
Owen Camilleri
Rama Sharma
Roshni Cherian
Sherry Quinonnes
Susan Clark
Tamara Chatterton
Zhong Wu

Legal Volunteers

Alex Babic
Alison Trapski
Ann Valos
Christian Dargatz
Funmi Olosoji
Gemma Hazmi

Jarrold Behan
Jeff Tran
Maria Kitjapanon
Maria Rigoli
Marijana Graljuk
Mondira Mukerjee
Nha Nguyen

Rachel Gopal
Rohan Wijesinha
Sarah McMaster
Thelma Palbas
Thuy Le

A Volunteer's Perspective

Danielle Helebrant, volunteer

Having the opportunity to volunteer at Wyndham Legal Service has been a rewarding and invaluable experience. The positive atmosphere and encouraging attitude towards volunteer involvement has allowed me to actively participate and contribute to the community. It has not only broadened my own legal and communication skills, but has provided me with a broader insight into the vast amount of legal issues that affect the community, particularly for those who are vulnerable and disadvantaged.

I began volunteering in early February 2013 and was allocated to manage the motor vehicle accident clinic under supervision of lawyer Vu Kim. My expectations of the role were immediately exceeded. Initially I was sitting in interviews, studying the appropriate law and becoming familiar with the practical aspects of how a community legal centre operates. Soon after, I was able to interview clients independently, take their instructions and advise them accordingly with the helpful guidance of Vu. In cases that required further assistance, files were opened and followed up on a regular basis. This process allowed me to experience a realistic and hands-on approach, things that you can not learn from reading a textbook. Handling a file from the first interview to close, gave me a complete insight of how individual cases work and a great sense of satisfaction.

The types of clients that attend the motor vehicle accident clinic are generally those who are unable to afford car insurance or are unaware of how car insurance operates in Australia. Many clients do not understand the severity of not having insurance until it is too late. I worked with many disadvantaged clients that needed assistance negotiating with insurance companies and where necessary requested waivers, reduced lump sum payments or payment plans. These are two examples:

Mohammed's Story

Mohammed came to Australia from Iraq in 2011. With a limited grasp of English, he struggled to find employment. Unfortunately, Mohammed was involved in a car accident and had not taken out an insurance policy. As a result, the other party's insurance, Allianz Australia, requested \$9772.60 for damages. Although Mohammed admitted liability, his sole income was from Centrelink and he was unable to afford the amount requested.

We were able to successfully negotiate with Allianz and waive the debt in its entirety.

Having the opportunity to work on this case allowed me to consider and appreciate the role of community legal centres and the extent in which they can provide help for those that need it most.

Mya's Story

Mya is a single mother and arrived in Australia from Myanmar in 2007. Mya accidentally collided into a tree causing \$3,200 worth of damage to her vehicle. Mya had taken out comprehensive car insurance, however the insurance provider refused to compensate Mya and also cancelled her insurance policy on the basis that she had failed to provide them with the names of all the people she had spoken to on the date of the accident. Mya provided the insurance provider with a copy of the phone records of the day of the accident and the phone numbers in which she called, however this was determined by them to be not sufficient.

An application was made to the Financial Ombudsman Service through our office, on behalf of Ms. Y, for a determination as to whether failure to provide the names of the people that Mya had spoken to on the date of the accident enables the insurance provider to deny her claim and cancel her insurance policy. The financial services provider then reviewed this matter and reimbursed our client for the amount of \$3200 and also refunded the premium in the amount of \$847.47 to her.

This case demonstrates how members of the community often encounter legal issues, yet lack the ability to take further action in the case of a dispute.

I have thoroughly enjoyed working with such a great team of people who are very friendly and supportive. In particular, solicitor Vu Kim has assisted me significantly with running the clinic and providing helpful and constructive advice, a priceless experience that will assist me on my future endeavors. I would highly recommend volunteering to anybody who wants to contribute to the community whilst gaining a practical experience.

More importantly, I would like to acknowledge the significant contribution that Wyndham Legal Service provides to the community and the passionate group of people that are eager to assist those who are vulnerable and disadvantaged.

CLINICS

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

Family Law Clinic

The Family Law Clinic runs every Monday evening by appointment. Locally based private legal practitioners volunteer on a pro bono basis. Bringing with them their valuable expertise, we are able to advise clients and make appropriate referrals for these clients. It continues to be heavily booked each week.

Generalist Clinic

The generalist clinic is open to all people who live, work or study in the City of Wyndham. We see a range of matters including power of attorney, debt issues, civil matters and infringements.

Mortgage Stress Clinic

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

Gemma's Story

Gemma had fallen behind in her mortgage repayments and the bank had initiated court proceedings to repossess her property or demanded payment of the loan in full because she had fallen into arrears. Gemma is a single mother with adult children living at home who do not contribute to the day to day living expenses. Gemma's sole source of income is her Centrelink benefits.

Gemma had been served with a writ for repossession. In order to stay the legal proceedings, we made a complaint to the Financial Ombudsman Service (FOS) on the grounds that the bank had not genuinely considered Gemma's hardship. The FOS complaint resulted in the bank offering a resolution to the complaint and allowing Gemma to continue with her repayments and also allowed her time to pay off the arrears. The agreement was for her to continue with her contractual repayments and also make a one off payment of \$500 and then \$40 per fortnight towards the arrears until she had paid off the arrears. If the client complied with this arrangement, the bank would stop all legal proceedings.

Unfortunately for Gemma, her situation did not improve and she defaulted on this arrangement as a result of family violence issues with her former partner and the father of her children. During this period, it was very difficult to get in contact with the client because she had changed her contact details and was not living at the property, having gone to stay with her mother interstate. This resulted in the bank obtaining judgment in the Supreme Court against Gemma and continuing on with repossession proceedings. Gemma had also been served with a Notice to Vacate.

Gemma contacted the service again once she returned to Melbourne. Because the bank had obtained judgment, we were not able to make a complaint to the Ombudsman, the only avenue available was to negotiate with the bank directly and come to an agreement to allow the client to continue on with

the previous arrangement.

We were able to successfully come to an arrangement with the bank which allowed the client to keep her home and continue on with the previous arrangement.

Another example of a success story seen by Ha Le was:

Rose' Story

Rose was our first mortgage stress client. She came to our office one afternoon in March 2012 with a self-completed Notice of Appearance in response to a Writ by the bank for possession of her home. Rose had a Line of Credit ("LOC") loan over her home that which was in arrears of \$10,000. Rose suffered from mortgage stress as a result of separation from her husband and who had left the mortgage in arrears of approximately \$8,000 in 2010. With the help of financial counsellors she had some initial negotiations with the bank in late 2011. Rose had a long term, full and part-time job. She has four children. She did not want to lose the house as the alternative was to rent. We assisted Rose to negotiate with the bank through FOS. The bank's initial offer was for our client to bring the loan back to or below the limit amount within 2 months or refinance with another financial institution. We determined that no genuine consideration to financial hardship was given. The process in FOS took 8 months and culminated in a conciliation conference with the following resolution:

6 months to reduce the Line of Credit to the original limit.

Enforcement costs refund of \$2,000 to the Line of Credit.

\$7,000 discount off a \$17,000 credit card debt on a \$200 per month instalment.

Letter from bank for early release of superannuation on compassionate grounds (which we assisted our client in applying).

Motor Vehicle & Insurance Clinic

It was highlighted through our case work that motor vehicle accidents were a common legal problem amongst our community. This clinic was developed to specifically deal with issues that arose from motor vehicle accidents and has allowed us to develop our expertise in insurance matters. We are consistently booking 2-3 clients weekly. Case studies have been discussed in *A Volunteer's Perspective* section of this report.

Refugee Legal Service

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

YouthLaw Clinic

There is a large youth population (25 years and under) that need support and we are lucky enough to have a Youth Solicitor to run this weekly clinic at WLS and our outreach service at the Youth Resource Centre. This service is further discussed in the *Policy & Community Development* section of this report.

We have been able to achieve some positive outcomes through our service, including James':

James' Story

James is a 19 year old student who comes from a supportive family background. James became depressed and started smoking cannabis. He took a wrong turn and ended up being charged for 3 criminal offences involving theft, burglary and going equipped to steal. James sought advice regarding what his options were. James was very concerned about receiving a conviction and was very remorseful for his actions. James was advised that we would attempt to seek a Diversion, however it may prove difficult considering two of the offences were indictable.

The offending occurred at a school with 2 of James' friends. James succumbed to peer-pressure which resulted in him entering the premises with his friends and committing the offences.

The informant agreed to recommend the matter for Diversion. This was granted by the Magistrate; very unusual for someone charged with burglary. The Magistrate was presented with supporting letters from James' treating psychologist, employer and mother regarding his progress since the offending. These letters supported James' road to recovery and that his offending was unlike his character. If James adheres to the conditions of the Diversion, his charges will be discharged with no finding of guilt or a conviction.

The following factors were important in James being granted a Diversion - he did not have any priors, he was cooperative with the informant, he is a young offender, he is currently studying and working part-time and adamant to never put himself into the same situation.

COURT SUPPORT SERVICES

Debt Clinic

The debt clinic in the Magistrates' Court at Werribee was set up in a response to the court's request for a legal and financial service at the court to advise judgment debtors about their options to tackle escalating financial problems. Wyndham Legal Service and Anglicare works collaboratively to provide advice, casework and referral pathways.

The clinic is conducted by Ha Le and Derek Bartolo, Anglicare's financial counsellor. It runs Fridays at the court from 10.30am to 1.00pm and is geared towards assisting judgment debtors who attends court for a Summons of Oral Examination.

It is observed that there are a number of council rate matters at court. It is interesting to note that a number of these debts could have been prevented from proceeding to court if council sends out information packages to residents in arrears encompassing information such as hardship applications, payment plans and referral pathways for financial and legal services. Resident's benefit from early intervention as private solicitors fees and interests are unnecessary costs.

Infringement Duty Lawyer Service

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

Tina's Story

Between 2008 and 2011 Tina received a large number of fines worth approximately \$8,000. During this period, Tina was also diagnosed with a number of mental health conditions, including depression and anxiety. We applied to the Infringements Court to have the fines revoked.

Under the applicable legislation the person can apply to have the fines revoked or cancelled if the person suffered from a special circumstance at the time of committing the offences. The person must also prove that because of the special circumstance it caused the person to commit the offence. Special circumstance is defined to include conditions such as mental or intellectual disability, serious addiction to drugs or alcohol or other volatile substance or homelessness.

Our application for revocation of the fines was supported by a letter from Tina's treating doctor. The treating doctor is of the opinion that, because of Tina's mental condition, her insight was affected and she has had difficulty in managing her affairs at the time of the offences. The fines were all revoked by the Infringements Registrar at the Infringements Court and were then referred back to the agencies for their consideration. Those fines that were referred to open Court for a hearing were ultimately dismissed by the Special Circumstances List at the Magistrates' Court of Victoria.

Family Violence Duty Lawyer Service

Intervention orders make up a fifth of our casework and through the generous funding from Victoria Legal Aid we are able to continue to provide a duty lawyer at the Werribee Magistrates' Court every Thursday to assist with family violence and intervention orders.

Family violence, also known as domestic or relationship violence affects many people in the community, not only the victims but also the children and extended family members of the relationship. Attending court can be a stressful process, particularly in much a highly emotive situation. Therefore, this is an invaluable service that we hope to continue to be funded for.

We wish to thank the local police and court staff for the services that they provide. Also the organisations such as Women's Health West and the Applicant support worker at Werribee Magistrates' Court for their support to the clients to deal with issues associated with family violence.

POLICY & COMMUNITY DEVELOPMENT

Shorna Moore, Public Interest Lawyer

The Public Interest lawyer has been responsible for our broader policy and community development objectives. These have included community legal education initiatives, law reform and advocacy and a range of other community projects. A summary of key activities is provided below.

Isolated Suburbs (access to justice) Project

We have noticed that many of our clients who have visited our service are living further out west, in the outer suburbs of Wyndham, isolated not only by language (our refugee clients) but by location. The City of Wyndham is one of the six designated Victorian growth areas, experiencing the largest and fastest growth in Victoria.

Being the sole community legal service provider in Wyndham, we were very concerned about how accessible legal services and access to justice are to people living in the outer suburbs of Wyndham. Our concern was further compounded by the lack of public transportation running between those outer suburbs and the inner city of Wyndham.

As a result, we have been generously funded by a grant from the Legal Services Board to conduct a project that explores the lack of access to justice in the outer suburbs of Wyndham (particularly for low income and vulnerable communities) and to identify and experiment with new and improved models for legal service delivery in those isolated suburbs. This project will consider the areas of legal need in these emerging suburbs, including needs that are being met by existing services and those that are not.

As part of this research project, we ran several outreach clinics in all of the outlying local community centres including, Tarneit, Truganina, Wyndham Vale and Point Cook.

Rachel's Story provides an example of the lack of access to justice for people living in outer urban areas, especially in new growth areas and housing estates:

Rachel's Story

Rachel recently migrated to Australia with her two year old son on a spousal visa. She lives with her husband and his brother in an outlying suburb of Wyndham. Rachel has no friends or family in Australia. Since living in Wyndham, she has been suffering from physical, emotional and sexual abuse by her husband. She is not allowed to leave the house or make any phone calls without her husband's permission and or supervision.

As Rachel lives in an isolated suburb and has no access to a car, there is nowhere for her to run to

for help and it is likely to take her several hours using public transport to reach the centre of Werribee.

Rachel was able to contact the WLS for help using her private email on her smart phone. Although Rachel was unable to make calls using her mobile phone, she was able to access her emails, while she was pretending to use the bathroom.

Youth Law Project

The Youth Law Project has been generously funded for 12 months by the Wyndham City Council through their Identified Needs grant. The project employed a youth lawyer in July 2012 who ran the Youth Law Clinic (mainly criminal cases), undertook community legal education and most importantly, was emotionally engaged in the process as a way of building relationships with and overcoming barriers that prevent young people from seeking our help. The youth lawyer focused young people's attention on early intervention and preventative strategies to assist them in dealings with the criminal justice system.

This research project would not have been possible without the generosity and support of several organizations and individuals, in particular, the volunteers at the Wyndham Legal Service and the staff at the Wyndham Youth Resource Centre.

November NoViolence

Community attitudes reflect limited understanding of the nature and dynamics of family violence, particularly the refugee and newly arrived communities. This innovative program, 'November NoViolence', provided legal education regarding family violence through a series of short plays and discussions. The main idea behind the play and was to educate the Wyndham community about family violence and in particular highlight less obvious forms of family violence (i.e. emotional and financial abuse).

In addition, family violence is an area of law that is most difficult to deliver education and that is why we have decided to try a creative approach that will be less confronting for audience members. In the past we have always delivered CLE via information sessions. However with particular areas of law we feel that we need to be more creative in order to maintain audience attention, especially when we are dealing with highly sensitive areas of law such as family violence.

Three of our staff delivered approximately 16 presentations throughout November to coincide with White Ribbon Day. The program was offered to any community group or school in Wyndham. Our main bookings came from youth groups and newly arrived community groups in Wyndham.



White Ribbon Day 2012

The feedback from the program has been fantastic and as a result we plan to run the program again in 2013.

One student who participated in the program wrote the following on her feedback sheet:

"it was helpful for me because I have a memory that I lost my family cause of gambling".

Another student also wrote that:

"Was really interesting - made us think. The solicitors were really good actors - they made it fun. The issues were not the ones you would expect - violence is more than hitting and pushing. Some of the scenarios we had not thought about before - for example, when the man would not allow his wife to leave the house. That's violence too."

Community Legal Education (CLE)

This year, we provided regular CLE seminars and programs to newly arrived and refugee clients, youth groups and many members of the community living in the more isolated suburbs of Wyndham. We presented basic legal information about accessing community legal services in Wyndham and in Melbourne's west and gave participants an overview of relevant Australian law. Presentations were interactive and based around the discussion of case studies involving common legal problems experienced by new arrivals and young people in particular. Matters discussed included debt, fines and driving offences, motor vehicle accidents and insurance, utilities, dealing with the police, tenancy and family violence. The sessions also gave an opportunity for clients to be directly referred to our service or another service.



**Cr Bob Fairclough of Wyndham City
Council supporting our Hindi blog**

'Hindi Blog'

Our service teamed up with the local temples in the area to offer innovative and accessible legal avenues and education for members of the Indian community. We launched a new and exciting 'Hindi Blog' that provides online legal education in the form of short videos, covering several legal topics most relevant to the Indian community. The six short 'Hindi Blogs' have been uploaded to YouTube and shared on our Facebook Page. The videos will also be uploaded on our new website.

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

STATISTICS

	Generalist	Family Violence Service
Total number of clients (new, repeat and existing)	1061	256
Total advice activities	870	51
Total case open during period (open and new)	515	296
Total cases closed	348	270
Total court representations	157	260
Total non-casework (CLE) projects	9	1

Age

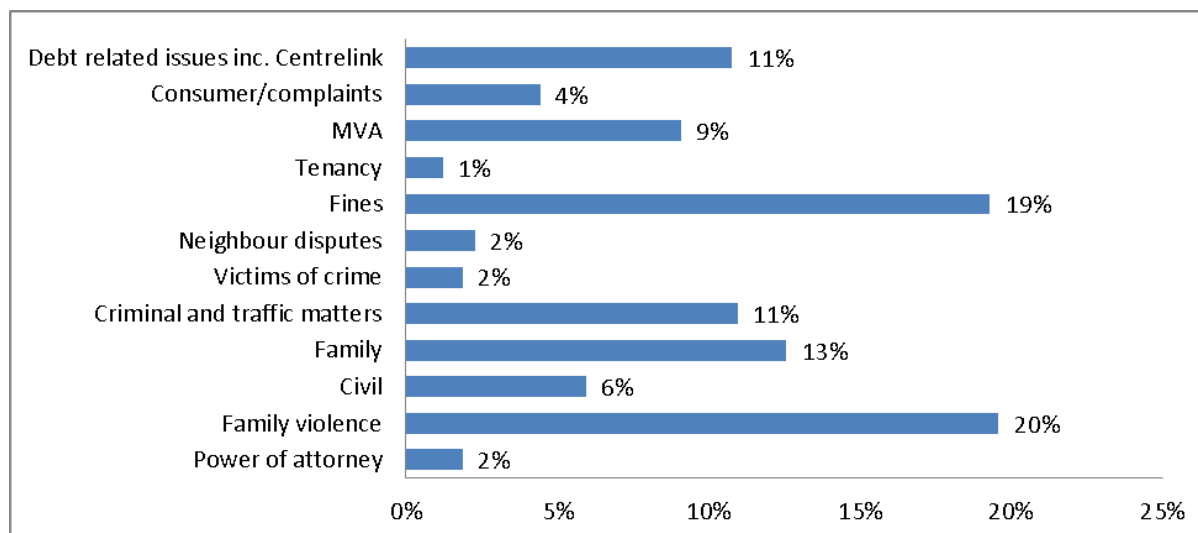
<18	24
18-34	439
35-49	314
50-64	128
65+	55

Gender

Male	479
Female	485

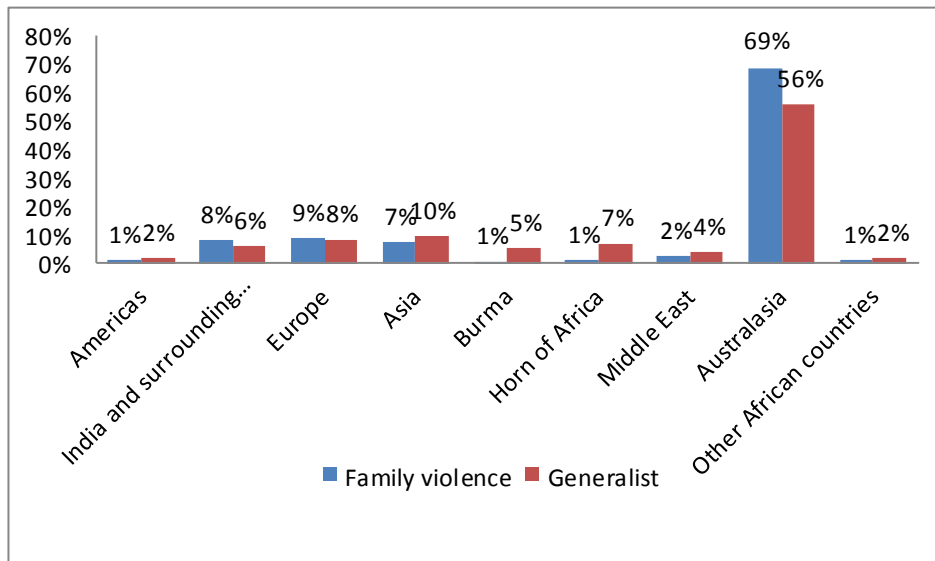
The number of youths (24yo and below) has almost doubled from the previous year (110 to 211), highlighting the importance of having a specific Youth Lawyer position.

Problem Type



We see a variety of legal matters, the largest being family violence and fines (up from 6% in the previous financial year). The number of clients we have assisted has increased by 38%, with an incredible 148% jump in the number of cases opened; a reflection of the valuable input from our two new solicitors and the rest of our hard working staff.

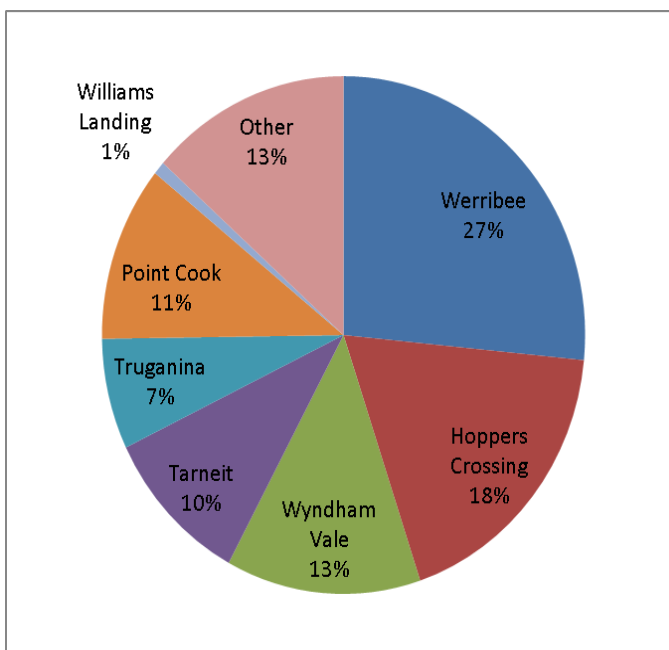
Comparative graph on Country of Birth



Wyndham Legal Service Inc. runs two specifically funded services – the Family violence (duty lawyer service at Wyndham Magistrates’ Court) and Generalist appointments (held mainly at our office). The demographics as compared to the previous financial year

are very similar; the only significant changes in family violence is that clients from India and surrounding countries have doubled their access to the duty lawyer service. It is also evident from the graph that newly emerging refugee communities (such as Burma born clients) are accessing our Generalist appointments more consistently (through the Refugee Legal Service).

Suburbs



41% of our clients are based in the outer suburbs of Wyndham (Point Cook, Tarneit, Truganina and Wyndham Vale). The Isolated Suburbs (access to justice) Project is further discussed in the *Policy & Community Development* section of this report.

ACKNOWLEDGEMENTS

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

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

- Federation of Community Legal Centres
- Footscray Community Legal Centre Inc
- Good Shepherd
- Legal Services Board
- New Hope Foundation
- Sunshine Youth Resource Centre
- Victoria Legal Aid
- Victorian Law Foundation
- Victorian Women's Trust
- Werribee Support and Housing
- Wyndham City Council
- Wyndham Community and Education Centre
- Wyndham Humanitarian Network
- Wyndham Youth Resource Centre
- Werribee Magistrates' Court
- Western Region Health Centre



Crowe Horwath (Aust) Pty Ltd
ABN 84 006 466 351

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www.crowehorwath.com.au

I have audited the accompanying financial report, being a special purpose financial report, of WYNDHAM LEGAL SERVICE INC (the association), which comprises the balance sheet as at 30 June 2013, and the income statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

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

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

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

independent legal entity. Liability limited by a scheme approved under Professional Standards Legislation other than for the act 2010 1045810 of JP financial services licensees.

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

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

Independence

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

Auditor's Opinion

In my opinion, the financial report of WYNDHAM LEGAL SERVICE INC presents fairly, in all material respects the financial position of WYNDHAM LEGAL SERVICE INC as of 30 June 2013 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act.

Name of Firm:

Crowe Horwath, West Vic

Name of Principal:

Peter Mayall

Address:

18 Synnot Street, Werribee Vic 3030

Date:

23 October 2013

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Wyndham Legal Service Inc

Profit and Loss Statement

For The Year Ended 30 June 2013

	Notes	2013 \$	2012 \$
Income			
Net Rental Income		1,000	100
Interest		2,451	2,826
CLSP - Commonwealth		111,606	108,396
CLSP - State		181,556	171,049
CLSP - FVP		117,696	115,388
Youth Law		72,027	-
Project Funds Received		60,000	23,953
Other Income		4,679	7,224
Other		-	200
Total Income		551,015	429,136
Expenses			
Salaries		231,393	127,385
Superannuation		28,515	20,733
On Costs		2,486	1,550
Rent		44,935	42,796
Insurance		2,180	1,669
Other Premises Costs		4,928	2,147
Client Disbursements		450	1,546
Consultants		5,000	-
Salaries - Other		157,434	141,683
Repairs		11,307	7,130
Overheads		8,686	4,969
Staff recruitment		125	394
Staff Training		1,304	9
Communications		12,141	9,812
Finance & Audit		10,411	11,058
Library & subscriptions		7,421	5,815
Travel		1,180	1,613
Depreciation		3,576	6,033
Other project expenses		1,400	2,946
Other expenses		5,929	4,945
Total Expenses		540,801	394,233
Net Operating Profit		10,214	34,903
Net Profit Before Income Tax		10,214	34,903

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



Wyndham Legal Service Inc

Profit and Loss Statement

For The Year Ended 30 June 2013

	Notes	2013 \$	2012 \$
Retained profits at the beginning of the Period		110,946	76,043
Retained Profits at the end of the Period		121,160	110,946

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

3



Wyndham Legal Service Inc

Balance Sheet

As at 30 June 2013

	Notes	2013 \$	2012 \$
Current Assets			
*Cash on Hand		200	200
*Cash at Bank		179,872	195,209
Sundry debtors		5,800	3,295
Total Current Assets		185,872	198,704
Non Current Assets			
Plant, Property and Equipment	2	7,797	11,373
Total Non-Current Assets		7,797	11,373
Total Assets		193,669	210,077
Current Liabilities			
Trade and Other Liabilities	3	55,816	92,754
Total Current Liabilities		55,816	92,754
Non Current Liabilities			
Financial Liabilities	4	16,693	6,377
Total Non Current Liabilities		16,693	6,377
Total Liabilities		72,509	99,131
Net Assets		121,160	110,946
Equity			
Retained Profits		121,160	110,946
Total Equity		121,160	110,946

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



Wyndham Legal Service Inc

Notes to the Financial Statements

For the Year Ended 30 June 2013

	2013	2012
	\$	\$

1 Statement of Significant Accounting Policies

The financial statements are a special purpose report prepared for use by the committee of management (The Committee) and the members. The committee has determined that the association is not a reporting entity.

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

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

2 Fixed Assets

Plant & Equipment		
Plant & Equipment	7,797	11,373
Total Fixed Assets	7,797	11,373

3 Trade and Other Liabilities

Creditors & Accruals	33,952	79,801
Accrued Salaries	21,864	12,953
Total Trade and Other Liabilities	55,816	92,754

4 Financial Liabilities

Total Financial Liabilities	16,693	6,377
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5 Capital

	-	-
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Wyndham Legal Service Inc

Compilation Report

Scope

On the basis of information provided by the committee of Wyndham Legal Service Inc we have compiled in accordance with APES 315 'Compilation of Financial Information' the special purpose financial report of the association for the period ended 30 June 2013, as set out on pages 1 to 5.

The specific purpose for which the special purpose financial report has been prepared is set out in Note 1. The extent to which Accounting Standards and other mandatory professional reporting requirements have or have not been adopted in the preparation of the special purpose financial report is set out in Note 1.

The committee is solely responsible for the information contained in the special purpose financial report and has determined that the accounting policies used are consistent with the financial reporting requirements of the association.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the committee provided into a financial report.

To the extent permitted by law, we do not accept liability for any loss or damage which any person, other than the association may suffer arising from any negligence on our part.

The special purpose financial report was prepared for the benefit of the committee and member of the association and the purpose identified above. We do not accept responsibility to any other person for the contents of the special purpose financial report.

Crowe Horwath (Aust) Pty Ltd
Chartered Accountants
Lvl 1, 18 Synnot St
Werribee, Vic, 3030

A handwritten signature in dark ink, appearing to read "Peter Mayall", is written over a horizontal line.

Principal: Peter Mayall

Werribee

30 September 2013



Crowe Horwath (Aust) Pty Ltd
ABN 84 006 466 351
Member Crowe Horwath International
Level 1 18 Synnot Street
Werribee VIC 3030 Australia
PO Box 2030
Werribee VIC 3030 Australia
Tel 03 9742 8444
Fax 03 9741 9310
www.crowehorwath.com.au

ATTACHMENT A
AUDITOR'S CERTIFICATION

Name of Organisation: Wyndham Legal Service
Financial Year Period: 1 July 2012 to 30 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:
 - i based on proper accounts and present a true and fair view of the Organisation's financial position and financial performance in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia; and
 - ii in accordance with the terms and conditions of the Agreement, Wyndham Legal Service dated 1 July 2010, a copy of which has been made available to me, in relation to the provision of community legal services.
- c The 12 months CLSIS Funds Report, containing details of the Organisation's transactions for the financial year, including audit adjustments, and the Organisation's grant position at the beginning and end of the financial year is provided in respect of funds provided in accordance with the Terms and Conditions of the Agreement referred to in b ii above for all Funding Categories.

This is an unqualified audit report.

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

AUDITOR'S DETAILS

Full Name: Peter Mayall
Name of Company: Crowe Horwath West Vic
ABN: 84 006 466 351
Registered Auditor: Yes
Registration N°: 15461
Dated: 23 October 2013

Signature: 

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