



# Annual Report 2022

Moonee Valley Legal Service

# OUR COMMUNITY

*Moonee Valley Legal Service provides free legal advice, information and referrals to anyone who lives, works or studies within the City of Moonee Valley.*

**Main Office**  
13A Wingate Ave, Ascot Vale, VIC 3032

## OUTREACH LOCATIONS

**Avondale Heights Library**  
69-79 Military Rd, Avondale Heights, VIC 3034

**Broadmeadows Family Relationship Center**  
L1 1/1100 Pascoe Vale Rd, Broadmeadows, VIC 3047

**Niddrie Library**  
483 Keilor Rod, Niddrie VIC 3402

**Travencore PARC**  
50 Flemington St, Travencore, VIC 3032

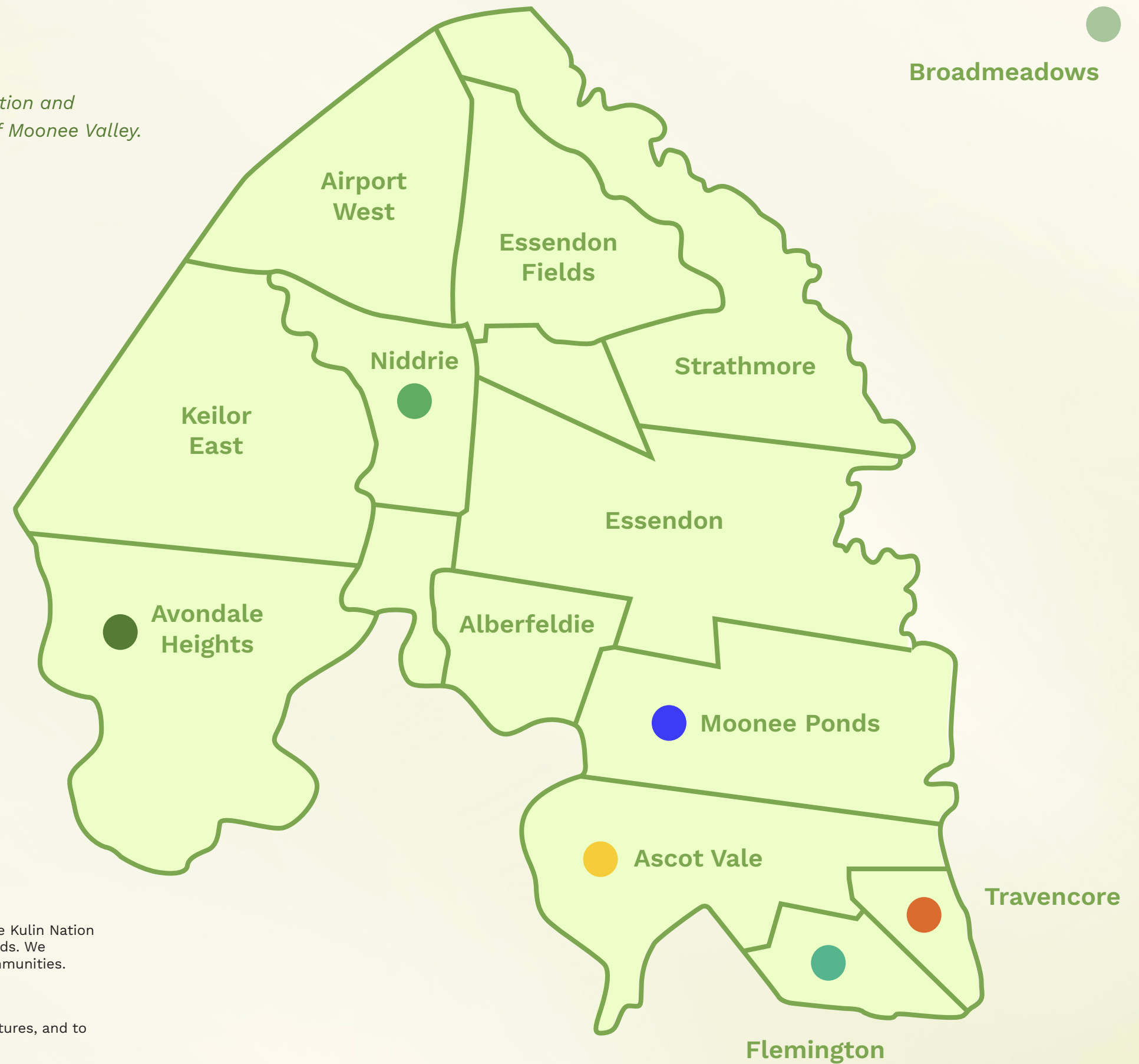
**Flemington Public Housing**  
29 Crown St, Flemington, VIC 3031  
120 Racecourse Rd, Flemington VIC 3032  
126 Racecourse Rd, Flemington VIC 3032

**Sam Merrifield Library**  
762 Mt Alexander Rd, Moonee Ponds, VIC 3039



We acknowledge the Wurundjeri and Woiwurrung people of the Kulin Nation as the Traditional Owners of the land on which our service stands. We recognise their continuing connection to lands, waters and communities.

We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past, present and emerging.



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# OUR BOARD AND STAFF

## Board Members

**Helene McNamara**  
*Chairperson*

**Ben Wyatt**  
*Vice Chairperson*

**Margaret Gannon**  
*Secretary*

**Roy Burrows**  
*Treasurer*

**Marita Dunbar**  
*Board Member*

**Tim Jeffrie**  
*Board Member*

**Karen Fogarty**  
*Board Member*

**Paul Bray**  
*Board Member*

## Staff Members

**Daniel Long Nguyễn**  
*Manager*

**Joanne Carlton**  
*Principal Lawyer*

**Katia Lallo**  
*Community and  
Partnership Lead*

**Erin Lockington**  
*Integrated Service Lead*

**Anita Khoder**  
*Lawyer*

**Brian Burton**  
*Lawyer*

**Darren Boon**  
*Community  
Outreach Lawyer*

**Luci Williams**  
*Family Violence Lawyer*

**Yuka Nishikawa**  
*Social Housing Lawyer*

**Daniel Cashmore**  
*Administration and  
Volunteer Coordinator*

**Justin Dao**  
*Administration Officer*

**Sabrina Adem**  
*Youth Engagement Officer*

**Najat Mussa**  
*Community Engagement*

**Yasmeen Mussa**  
*Community Engagement*

**Esset Kahsey**  
*Community Engagement*

**Nada Osman**  
*Community Engagement*

**Ester Egal**  
*Community Engagement*

**Jan Thorpe**  
*Finance Officer*



# ABOUT US



## Our Purpose

We exist for our local community, providing free, accessible services to enhance wellbeing, fairness, equality and social justice within the legal system. We work to empower our clients and to improve legal outcomes. We work with our community to connect people to, and promote, understanding of the law. We work to bring about positive change and to address injustice and inequality in systems and laws.

## Our Values



**Community:** We value, and are part of our vibrant and diverse local community, and we promote empowerment and respect for all. Our clients are at the core of what do.



**Quality:** We are passionate, strive for continuous improvement and are committed to the provision of high quality, responsive legal services.



**Collaboration:** We work in partnership with others to achieve our vision. We are committed to the involvement of community members and volunteers.



## Our Vision

To contribute meaningfully to a vibrant community legal sector. To ensure legal help is accessible to all who require it, with a focus on those who would not otherwise be able to get legal assistance. To be recognised by our local community as a reliable and resourceful service that meets the community's needs. To make the most of technological opportunities, build upon our unique service offerings and be adaptive and responsive to social change.



## Our Mission

To work with, and empower our diverse community, to improve outcomes by providing high quality, culturally appropriate legal services, community legal education and advocacy.



# CHAIRPERSON'S REPORT



*On behalf of the Board of Management of the Moonee Valley Legal Service (MVLS), I congratulate the staff and volunteers for their consistent performance and innovation in delivering much needed services to our clients and community. Being able to adapt to changing work demands and maintaining standards of work during lockdown has been a remarkable achievement. The Board is grateful for the professionalism and energy of the team during the past twelve months and also appreciates the contribution of volunteers, who provide so much support to our service.*

The Community Legal Centre sector comprises 47 Community Legal Centre's across Victoria and MVLS, as a stand-alone service, operates out of the Wingate Avenue Community Centre in a unique environment servicing the Moonee Valley local government area.

Our new Manager, Daniel Nguyễn, has proven to be an excellent public speaker and has added to the profile of MVLS in our community. He and his team have extended our partnerships and connections with other agencies and been successful in securing several grants for new projects. Daniel projects a very positive image of our service and we value having a good reputation with our peer agencies.

## Board Changes

In June, Kieran Barns-Jenkins left the Board due to his new work commitment with a State politician, where potential for conflicts of interest were envisaged. We wish him well and thank him for his work as Secretary and assisting with selection panels for Board members. His contribution was highly valued.

After several years on the Board, Kirsty McIntyre stepped down in July due to her moving to a new home on the other side of town. We are grateful for her generous time commitment and extracurricular work as a Board member, assisting with reviews and policy improvements.

We wish her well with her demanding professional commitments and new home and community.

It is with regret that I advise Ben Wyatt is stepping down after 10 years of service to the Board. Ben has acted as Treasurer and Deputy Chair. He has been very generous with his time outside of meetings, assisting with reviews, interviews, and providing guidance and sound advice on governance and compliance issues. His input has always been of the highest standard and he will be sorely missed. We all owe him thanks for his tenure and the quality of his work.

Recently we have welcomed three new Board members including Marita Dunbar, Paul Bray and Karen Fogarty who bring diverse skills and professional experience which will strengthen our capacity for governance and support for new initiatives.

## Key work to be done

This year we will commence work on a new Strategic Plan for the years 2023-26. Overall there has been good progress in meeting the objectives of the existing plan including:

- Diversifying our funding sources and
- Connecting with new community agencies and promoting our services to clients.

MVLS continues to deliver incredibly responsive services to the community. Keep up the good work!

One new Board member, Karen Fogarty will add value to our commitment to promote our service in the northern parts of the Moonee Valley municipality.

We have also agreed to undertake a review of the Constitution to ensure it is fit for purpose and maintains compliance with legislation and industry standards.

## Staff and Services

The staff team, led by Daniel Nguyễn, has continued to provide continuity of service during lockdown and has worked hard to re-start the night service, which is a necessary and vital service. It was not possible to continue this walk-in after-hours service during the Covid lockdowns. Staff continue to work from home part-time partly due to preference and partly due to capacity of our building to cater for all staff. New staff will create new demands which will require solutions in the near future. Some options are already extending our access to space and new options are being explored.

The Principal Lawyer, Joanne Carlton, and Finance Officer, Jan Thorpe, are also providing stability and support to staff, and advice to the Board which informs and skills up Board members in understanding the finances and the challenges and achievements of the core work of the legal service to clients. Another vote of thanks for our Administrative Assistant, Daniel Cashmore, who staff find very efficient, capable and a friendly face at the front desk for our clients. He supports the volunteers, usually law students, who enjoy learning in a real life legal setting.

## Our partners include

- Wingate Avenue Community Centre staff have assisted MVLS in making space available when the need arises, and our partnership with them continues to be highly valued. We thank the staff and management of Wingate for their ongoing support and collaboration.
- Once again we thank the Councillors and staff at the Moonee Valley City Council for their support and local connections with our service.

We are always grateful to our local Members of Parliament for their long term commitment, support and encouragement, including:

- The Hon. Danny Pearson, Assistant Treasurer, Minister for Housing, Minister for Government Services, Minister for Regulatory Reform.
- The Hon. Ben Carroll, Minister for Public Transport, Minister for Roads and Road Safety, Minister for Business Precincts, Minister for Industry Support and Recovery.
- And our local Federal member, the Hon. Bill Shorten, and Minister for the National Disability Insurance Scheme (NDIS) and Minister for Government Services.

## Summary

In summary, the service continues to thrive despite the challenges and workload ahead. The staff and Board continue to deliver a range of essential supports and services to those most in need. This work relies on sustaining a sound governance structure to ensure compliance and performance and high standards.

**Helene McNamara—Chairperson**



# MANAGER'S REPORT



***Building Back Better** has encapsulated the response of the MVLS team which has used the opportunities created by the COVID disruption to rethink its impact and continue to innovate to be responsive to its diverse community. “Business as Usual” was certainly not on the agenda, instead a challenge to channel one of our services key values, passionately striving for continuous improvement, provided the foundation for the year.*

Whilst the uncertainty of the COVID environment remained with us for the last 12 months, I have been incredibly proud of the team's commitment and resilience, which has seen us not only maintain our high standards but also expand and deliver new programs for our community.

The number of clients seen, and legal assistance provided by our lawyers continues to astound me every year. By delivering nearly 1000 advice appointments, and opening 250 casework matters, our lawyers are operating at an efficiency level which is right at the top of our sector. A key highlight for the legal practice has been the establishment and ongoing development of our new Flemington Housing Estate legal outreaches which is being delivered 3 times a week.

Our commitment to community legal education and engagement continued to amplify. Even in the midst of COVID lockdowns, we continue to break all our service records with 131 separate programs delivered by the team. A key focus on public housing communities has paid dividends, with accessibility of our service for those most at need, clearly improving significantly. Public housing residents now account for almost 40% of our clients (12% previous year).

On the topic of data, our administrative team has worked tirelessly as part of our digital transformation, implementing new website, practice management systems and data collection/evaluation processes. We can't wait for these to go live in the new year!

The focus on an integrated approach which delivers legal and non-legal supports to our communities

“Partnering with  
MVLS has been  
an absolute  
pleasure.”

only continues to become more sophisticated. The establishment of an in-house social work program to go along with the additions to our co-located service hub of a financial counsellor and specialist family violence support will continue our aspiration of providing holistic and tailored supports.

One of the most inspiring developments has been our aim to create a truly diverse workforce that reflects the community we serve. MVLS is unique as the only community legal centre in Victoria based on a public housing estate with over one third of clients living in public housing. As a former housing resident myself, I'm proud to lead a workforce where our senior leadership, through to our lawyers and project staff has such an overwhelming representation of current/former housing residents (60% of MVLS workforce).

All of this would not been possible without the support and collaboration from our amazing partners and the community. We can't thank them enough!

MVLS is ready for whatever comes our way in the next 12 months and look forward to continuing to work for the community.

**Daniel Long Nguyễn—Manager**





# LEGAL SERVICE SNAPSHOT

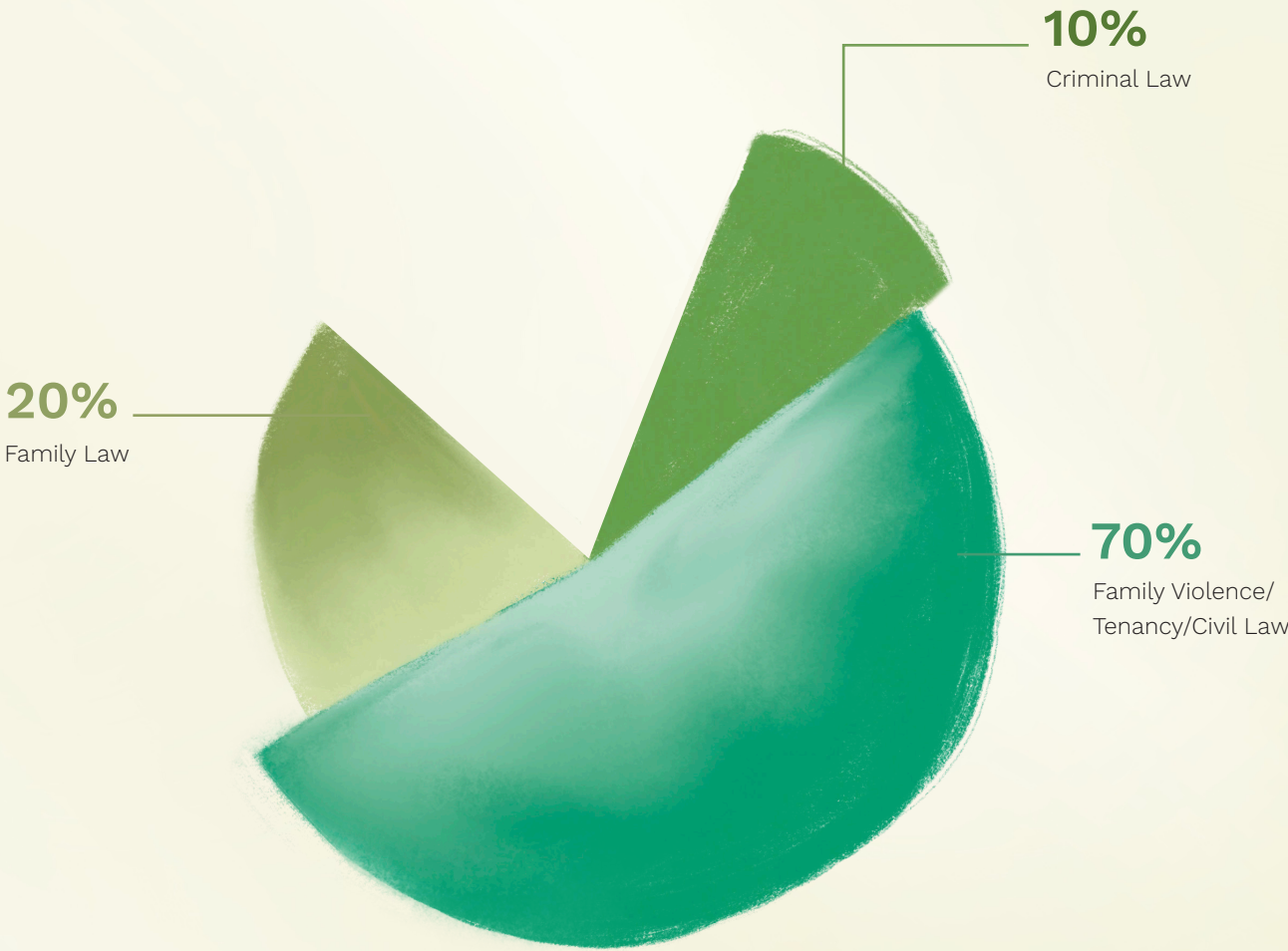
## Our Clients



## Legal Assistance Provided



131  
Community  
Legal Education  
Programs delivered



## Percentage of Work



# PRINCIPAL LAWYER'S REPORT



*Our way of servicing our clients may have changed, but not our commitment to providing legal assistance to members of our community. Currently face to face appointments make up the majority of appointments, however there is a large demand for telephone advice. **MVLS** has been working to provide the clients with their preferred method of contact where possible.*

The innovation and courage being shown is clearly benefitting your clients.

MVLS remains a generalist gender neutral service that does not income test clients for initial appointment advice and provides ongoing assistance (where possible and appropriate) for those who are disadvantaged.

Clients have presented with many issues in addition to their legal needs such as social and financial pressures, addictions, isolation, mental health issues, speaking little or no English: these barriers can lead to, or exacerbate, their legal problems.

MVLS clients required assistance in family law and family violence, parenting issues, fines (often multiple), special circumstances applications, motor vehicle accident claims and debts.

Our lawyers have a mixture of general and specific skills that enable MVLS to assist a broad range of people. While it is not possible to assist everyone, we are able to give initial information and advice in relation to our case guidelines and refer out to appropriate agencies or private lawyers as required.

We provide appointments to the community during our day service, night services and outreaches. Not all outreaches were able to be operated through the whole year for various reasons such as COVID, sickness, venues not allowing third parties into their buildings and staff shortages. This year outreach services

were provided at Moonee Valley Libraries, Flemington high rise buildings and Wellways PARC. We also had Gadens provide pro-bono lawyers one afternoon per week to assist with Tenancy-related issues.

During the past financial year our Tenancy and Safe from Harm projects have been running successfully and our Fine Fixer website continues to generate demand with many people accessing it.

Our collaboration with the Family Relationship Centre continued throughout the year with MVLS providing successful lawyer-assisted mediation sessions and appointments by telephone or zoom to their clients.

MVLS participated in Law week by running information sessions, providing free legal health checks and mini appointments to members of the public at Moonee valley Libraries (Avondale Heights, Niddrie and Sam Merrifield).

Our staff have had challenging times throughout the year however they have made adjustments as required without complaint. So, I would like to say a big thank you to all of them.

We have had a steady stream of Deakin University students. MVLS has given them valuable experience and in return they have assisted the lawyers and enabled a larger number of clients to be able to access MVLS.

MVLS also acknowledges and thanks all our volunteers who assist with both our night service and during office hours.

**Joanne Carlton—Principal Lawyer**





# SAFE FROM HARM REPORT

**Moonee Valley Legal Service** 'Safe from Harm' initiative is a culturally-specific family violence education and legal assistance service for residents in the City of Moonee Valley, Flemington and Kensington.

Moonee Valley Legal Service's 'Safe from Harm' initiative is a culturally-specific family violence education and legal assistance service for residents in the City of Moonee Valley, Flemington and Kensington. Safe from Harm offers local residents legal advice and assistance in connection with family law and family violence matters, with services accessible from discreet locations across the municipality.

In the 12 months prior to June 2022, MVLS supported 92 clients with legal advice through this program. The main advice we provided centred around supporting applications for family violence intervention orders. Of these clients, we know that other intersecting needs were also impacting on their lives, with 90% experiencing financial hardship and 16% either homeless or in unstable housing.

With the support of MVLS social work students, as well as the addition of co-locating services at Wingate, the Safe from Harm program has been able to better support the holistic needs of such clients accessing our service. MVLS has been able to enhance its integrated support to several women experiencing family violence with complex co-presenting needs.

Through subsequent collaborative work between our lawyers and social work students, longer-term casework and advocacy supports assisting women and linking them in with family violence services and other community supports have been crucial. This integrated approach addresses both legal and social needs that lead to positive outcomes for the clients.

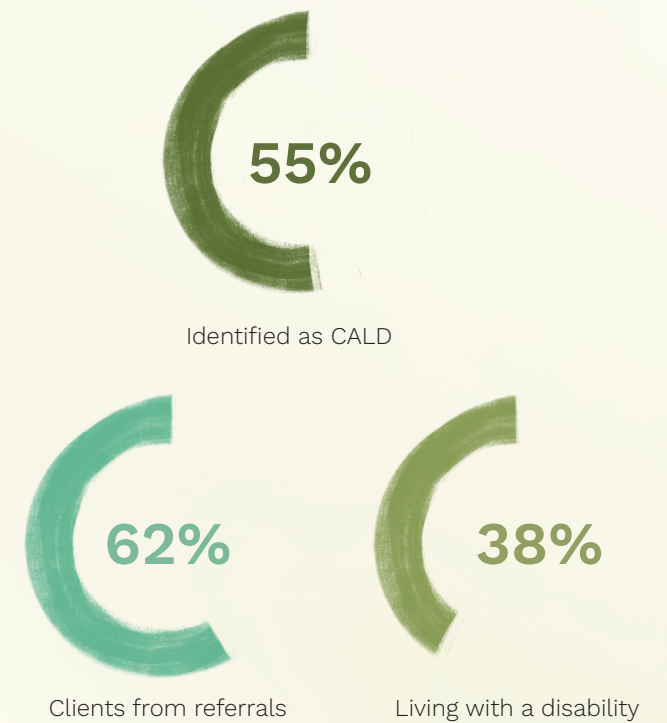
I couldn't have  
gotten through  
that period  
without your help.

In addition to our direct client legal assistance, Safe from Harm also provides culturally specific community legal education to groups and organisations in the local area. We have delivered several education sessions specifically around family violence in the last year, particularly through requests from local women's groups. These engagements help support our communities in identifying and responding to family violence at an early stage, and being informed about their rights and avenues for accessing support.

We must thank our project partners Flemington Kensington Community Legal Centre for their support in this joint initiative.

## Safe from Harm Clients

92  
Clients  
assisted



Our new partnership is already  
showing some amazing outcomes.



# TENANCY PROJECT REPORT



Working in partnership with our communities has been the key driving agenda of the Tenancy Project this year with over 103 clients assisted and 50 cases opened. The program primarily focuses its legal assistance on helping people who are faced with eviction, in rent arrears and in housing options not fit for purpose.

Our Tenancy Project is vital as it works with members of our community who are experiencing intersecting and complex challenges. With over one third of clients either homeless or at risk of homelessness, 40% living with a disability and 95% meeting financial disadvantage indicators, it is imperative that we continue to provide this crucial service.

That's why this year we established three further outreaches in the Flemington estate to join our Seniors Legal Outreach Clinic at Crown St and the Gadens Pro Bono clinic.

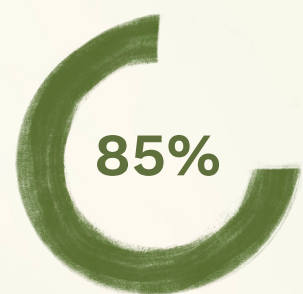
# 103 Clients assisted

We have also responded to feedback from our clients and attempted to provide more culturally responsive legal appointments. With 80% of our clients born overseas, we have recruited a multilingual workforce and we are now able to deliver legal appointments and education sessions in Arabic, Amharic, English, Mandarin, Somali, Tigrinya, Tigre and Vietnamese.

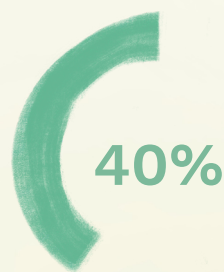
The Ascot Vale and Flemington redevelopments remain an ongoing focus for our service, and we continue to work with the Redevelopment Project Team to ensure that our clients are well informed and empowered to assist their decision making.

The success of the last 12 months has seen an expansion of funding and commitment from the Department of Justice and Community Safety to pilot an Integrated Social Housing legal program with our partners at Inner Melbourne Community Legal. We look forward to being able to achieve even greater outcomes for our community.

**Yuka Nishikawa—Social Housing Lawyer**



Living in social housing



Living with a disability



Identified as CALD

# INTEGRATED SERVICES



*Over the past 12 months, **Moonee Valley Legal Service** has committed itself to better supporting the holistic needs of our clients and communities.*

Legal issues rarely exist in isolation, and we know that underlying social and financial concerns can drive and exacerbate ongoing legal interventions. With this understanding, we have dedicated resources into building an integrated social work service, with strong partnerships to other community agencies to ensure our clients are given access to inclusive supports when they engage with MVLS.

In partnerships with RMIT and Monash University, we have commenced a social work student placement program. Through the direct integration of social work in the legal service, we can increase the identification of underlying issues that may cause future harm and reduce the likelihood of recurring crisis interventions. In particular, clients experiencing family violence have been a focus of this service, and we look forward to continuing to expand our support.

Furthermore, MVLS has built up the number of co-locating services within its office. Staff from agencies that provide support for financial counselling, financial coaching, elder abuse, and youth homelessness support now attend the MVLS office on scheduled days to offer on-site support. Further services specialising in family violence and disability will be joining shortly, in addition to employment, social groups, education, and material aid offered by the wider Wingate Community Centre.

This co-location of services has increased the ability to make warm referrals for clients at a location familiar to them and reduced barriers in following through with supports, particularly at times of crisis and stress. The diversity of services not only addresses crisis needs but offers longer term recovery supports as well. Through building strong inter-agency relationships between these staff, we can improve confidence in referral pathways, secondary consultations, and encourage both formal and informal capacity building opportunities.

In addition to the direct client work undertaken by MVLS, our coordination of the Moonee Valley Family Violence Network alongside Council has strengthened local agency linkages and offered increased community awareness of services. The Network has continued regular online meetings to support updates and awareness of key family violence services and reforms.

The Network has also engaged in several key community events. This included a Senior's Day targeted at older residents of the Flemington housing estate that aimed to address issues connected with elder abuse and provide access to appropriate services. In July this year, the Network also held a forum and community lunch at Avondale Heights library, with the aim of better engaging in regions of Moonee Valley that have historically received less service engagement. This event had a dual purpose of increasing networking between local services, as well as promoting service accessibility for local residents. Guest presenters spoke to the spectrum of family violence interventions and specifically how men and boys can be part of this change. The lunch and activities were open and advertised to all community members, with residents able to engage in an informal way with services and information stands.

In the following year, important family violence reforms for our region will see the roll out of The Orange Door and the Specialist Family Violence Courts. Supporting and integrating our work into these structural reforms will be a key focus for MVLS. We look forward to continue expanding the holistic services we offer clients, and ensuring we strengthen integration with our local service systems.

**Erin Lockington—Integrated Service Lead**



# COMMUNITY LEGAL EDUCATION



MVLS Community Engagement (CE) program is the newest facet of MVLS' 35+ years of community education and engagement. The program trains and employs young people who are current and past residents of the Moonee Valley public housing estates. The program empowers participants with knowledge of the law and legal processes, while also providing training on public speaking, presentation planning, and community organising skills.

Once trained, members of the CE team act as 'community paralegals' and, with MVLS staff, develop and deliver interactive legal education and information sessions, act as community interpreters, and facilitate referrals to MVLS and specialist service partners working primarily with residents of public housing estates. With their community connections, cultural understanding, and language skills, the CE officers help reduce many of the barriers to seeking legal assistance faced by Moonee Valley's residents.

MVLS prides itself on a place-based service model approach which centres the voices of its community. By embedding the lived experience of communities who access our service into our paid workforce, MVLS ensures its services and programming are culturally appropriate, person-centred, and responsive to our community's needs. The outcome achieved by this team for our service, partners and communities we work with have been truly remarkable.

Some key achievements from this team include:

- Engaging with Flemington residents and referring over 100 legal matters to MVLS lawyers for appointments (double our previous high for clients from Flemington)
- Community survey feedback showing that 96% of participants would attend subsequent events.
- Contributing to delivery of 131 community legal education/engagement events, doubling the service record set the year before.

Training and employing young people from our community has established mutual benefits. In addition to the overwhelming improvements in our service delivery, this program has also demonstrated critical

employment outcomes. For many participants, the program has been their first employment experience in a professional setting related to their university studies. Not only have we developed employment pathways into our own service, but we have also collaborated with our partners to create further professional opportunities for our CE team. These include our pro bono partner Gadens who hosted one CE officer in a 4-week corporate law internship and the Brotherhood of St Laurence who have hosted numerous internships as part of their First Jobs Project. We hope that many of the program participants will graduate one day into our full-time workforce as lawyers, social workers, and leaders in our service.

With the support of funding partners including Department of Families, Fairness and Housing, the Paving the Way Forward Program and the Brotherhood of St Laurence we will be able to grow this program even further over the next 12 months. Exciting times lie ahead!

## Ensuring Community Access to Vaccine Certificates: Community Engagement Team Case Study

In 2021, several Community Engagement officers (CE's) received enquiries from public housing community members regarding Government COVID announcements. The CE's identified the specific need for information on rights regarding vaccinations and assistance to obtain vaccination certificates. MVLS lawyers developed and delivered specific training for the Community engagement team, empowering the CE's with a legal understanding to communicate community members' rights regarding vaccination certificates and plan access to support.

The CE team then contacted MVLS partners at Cohealth and the Department of Housing to plan engagement efforts on the Flemington Estates. The CE team also developed and translated information about MVLS support into 5 key languages. This was distributed through Cohealth, the Department, and key community leaders.



Additionally, six CE's and three MVLS lawyers, held a day of information and one-to-one support onsite on the Flemington estate. In the one day, over 50 people were supported with their vaccine certificates. To expand this support, the CE team also developed a vaccine certificate support guide utilised by Wingate Community Centre, Cohealth and Moonee Valley City Council Library. The team also later assisted over 100 community members in drop-in sessions—over 95% from CALD backgrounds—who were not able to work, study, or access childminding due to the inability to obtain a certificate.

Without the CE officers acting as an 'ear to the ground' for community members' needs, MVLS would not have been aware of this urgent and considerable need in our community. Further, this issue could be solved without significant lawyer time, and still made a considerable difference for the protection of residents' rights and livelihoods.

**Katia Lallo—Community and Partnership Lead**



# DIGITAL TRANSFORMATION

*MVLS is undertaking a comprehensive review of our existing service data and data collection processes in order to maintain our responsive service delivery. Our digital transformation will guarantee sustainable and appropriately tailored support for our clients and our community.*

Initially this began by amending current feedback forms including our Generalist, Safe from Harm, and Tenancy client surveys in line with Federation of Community Legal Centres (FCLC) best practice. A new Community Legal Education (CLE) survey was developed in preparation of MVLS' increased CLE creation and delivery. The surveys have been digitised and will be trialed in face-to-face and telephone surveys in late 2022.

MVLS has also engaged a pro bono consultant to further develop our data management policy. This policy will guide the de-identification, secure storage, and ethical use of client data for improving service delivery.

As MVLS migrates to our new practice management platform, we are also updating our data entry definitions, intake forms, referral forms, and file closure forms to ensure an accurate baseline and appropriate indicators for service delivery monitoring and evaluation. The revised data entry definitions complements MVLS' utilisation of Microsoft Power BI for more efficient resource allocation. Staff have upskilled on the software and MVLS will use de-identified practise data for real-time visualisation of client needs.

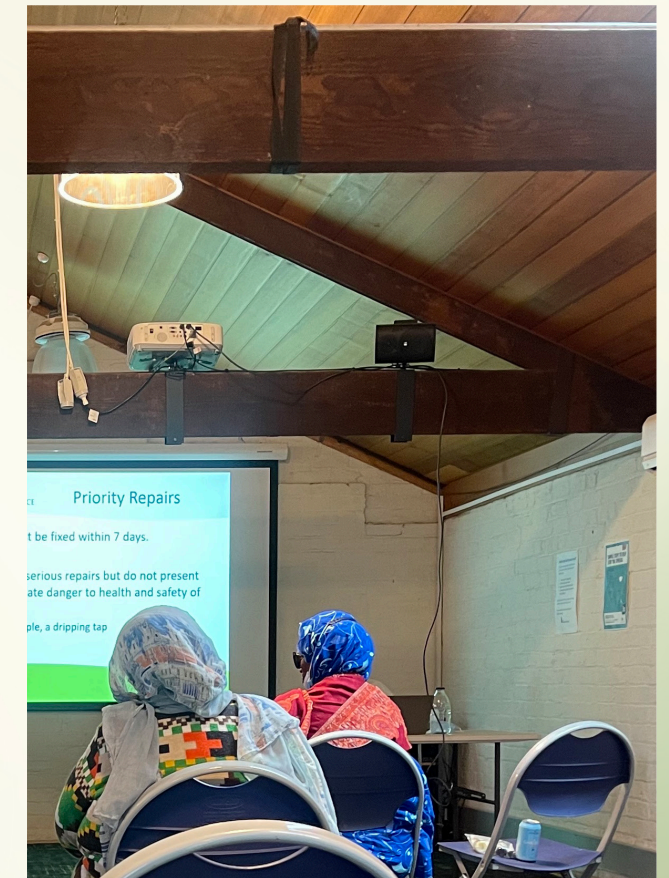
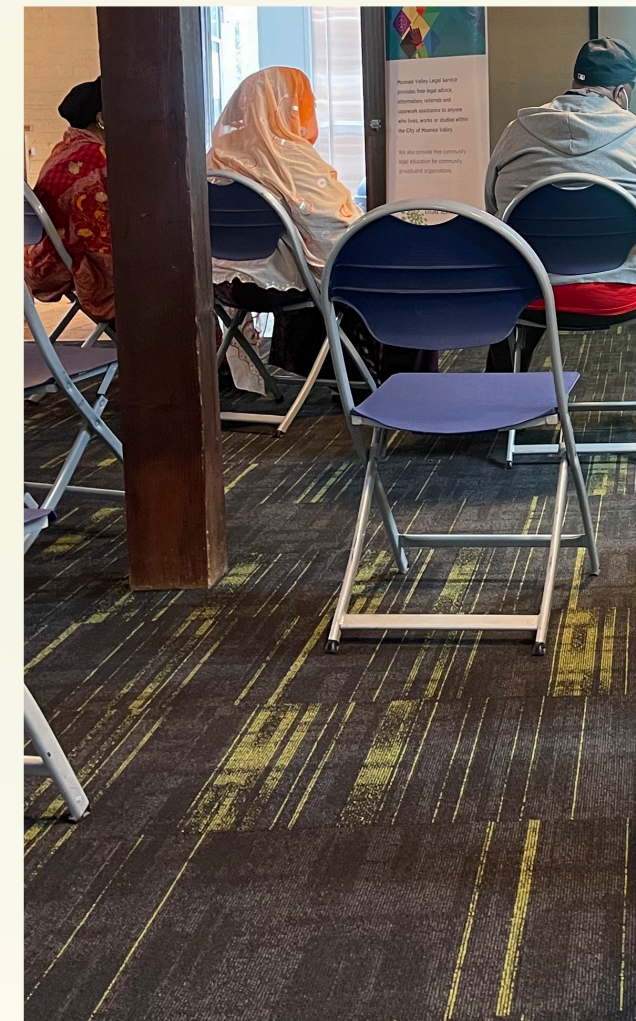
Further, a new intake form specific to advice-only clients will assist in triaging legal needs and pinpointing non-legal needs. A streamlined referral form will mean that all clients can be efficiently referred to relevant services for wraparound support. Through this streamlined process, MVLS can monitor and improve referrals to existing service partners—including specialist family violence, financial, employment, education, housing, and Centrelink—as well as develop new partnerships as required by clients' needs.



The data investment will make a real impact.

# CASE STUDIES

1 MVLS conducted a session on employment law and casual conversion for a group of North African women living on the Flemington public housing estate. These women had experienced changes to their employment contracts and were confused about changes to their pay and hours. They also wanted to be aware of their rights regarding complaints. The CLE Lawyer conducted a zoom session with eight women on navigating workplace laws. After the session the women reported feeling more confident to address their workplace rights with their manager and two women booked in for further advice. MVLS was able to provide legal advice on unique issues regarding part time contracts and casual conversion with the outcome that both clients felt empowered to negotiate future employment with their employers.



2 Charles came to our service seeking advice as to whether to report to police about abuse he suffered as a child. Charles told the lawyer he was sexually assaulted by his stepmother at around the age of 5 years old and at the age of 9 by his older sister. Charles was advised on the prospects of successful prosecution of the people involved. Charles was also advised of his rights to make an application for compensation for the sexual offending against him. As the offending was alleged to have occurred in Western Australia, we applied to the Criminal Injuries Compensation Scheme of Western Australia. Ultimately, the scheme was satisfied of the offending against Charles and awarded him total compensation in the amount of \$205,000.00.

Charles expressed his deep gratitude to our service and we are pleased to have assisted him along his road to recovery.



# THANK YOU TO ALL OUR VOLUNTEERS



## Legal Support-Volunteers

Rocky Gao  
Zainab Raza  
Olivia Weinberg  
Maddison Brown-Graham  
Jarrara Atkinson  
Braedon Waddell  
Mohamed Abdinuur  
Razan Balla  
Rebecca Kennedy  
Esset Kahsay  
Nada Osman  
William Payton  
Stasi Romano  
Elizabeth Vu  
Skye Arnold  
Dana Diamataris

Evan Fabiatos  
Lisa Leng  
Janavi Wijesundara  
Oviya Sabashan C  
ampbell Dawes  
Justin Dao  
Nakita Allen  
Lachlan Duke  
Isabella Hitchcock  
Cindy Kov  
Kelly Bray  
Alana Doolan  
Charissa Bennett  
Janna Baggio

## Volunteer Lawyers

Alex La Roca  
Bianca Baliviera  
Benjamin Haber  
Catherine Farres  
Greg Doran  
Ilsa Kuiper  
Jacki Holland  
Jacqui Paterson  
Leticia Rodriguez  
Marcus Boere  
Molly Lynch  
Rachel Yard  
Sibel Islay  
Tugba Cicek  
Turgut Ozcitti  
Sibel Sidawi (née Islay)  
Anne Salt





# VOLUNTEER REPORT



*With a return to the office we have had in-person appointments as our main point of contact. We have had a full complement of student volunteers as part of their internship, conducted in partnership with **Deakin University**, in addition to other students who attend regularly, helping with clients calls and client casework.*

Our night service was able to resume and return to full capacity. Lawyers who may have worked all day, volunteer their evening to provide advice to clients about a varied range of issues. With lawyers from such a variety of practices and backgrounds, we have been able to make the most of their abilities and specialisations. Some, such as Greg Doran and Ilsa Kuiper, have volunteered for many, many years, and we continue to have new applicants. Our volunteers have been very eager and have allowed us to expand our services.

Without volunteers we would not have been able to expand our outreach to Flemington, delivering client appointments there, as well as events engaging with the Flemington community. Administratively, we have kept many of the advances we made during COVID

lockdowns. We have continued to provide assistance with appointments in-person, as well as over Zoom and telephone. We have online forms for clients, and facilities for uploading of documents and digital materials for convenience. We regularly make use of translators for clients not confident in speaking English, and have increasingly had volunteers who speak more than one language, who are able to assist interpreting.

We thank our volunteers for all their assistance. By helping us they are helping our clients, people in need who may otherwise not receive the legal assistance they require.

**Daniel Cashmore—Administration and Volunteer Coordinator**



# STUDENT REFLECTION



*Driven by my desire for social justice and equality for all, the opportunity provided by the **Deakin University Legal Internship Program** not only left me excited, but also nervous for what was to come.*



community to better their circumstances and improve the understanding of their rights, especially those who face disadvantages.

The skills I learnt are highly transferrable, from drafting court correspondence, to file noting appointments, I will undoubtedly retain and develop these skills throughout my career. I have not only built a relationship with my colleagues, but also with our clients, whom I have helped to navigate through legal issues, our courts, and the justice system.

My work also involved non-legal tasks, building my resourcefulness, independence and creativity. I was given the opportunity to contribute to and connect with the community, learning about the wider issues they face, and providing legal information and assistance wherever I could. This experience eventually allowed me to lead my own engagement programs for the community, where my colleagues and I would be able to speak directly to people with differing socio-economic backgrounds and cultures.

Exposed to a plethora of experiences, I learnt about the unfortunate situations that people are forced to live in, and the neglect and mistreatment that our clients have endured. I was given the opportunity to make a positive impact for both our clients, and the community.

Absent in an academic setting, MVLS has provided me with a practical and holistic view of the inner workings of the Victorian legal system through guidance from a team of friendly and supportive legal practitioners. Under the tutelage of experienced legal practitioners and colleagues, I have developed the necessary skills and knowledge to advocate for and assist the surrounding

Interning at MVLS is more than just gaining experience, it is also about using your skills and knowledge to make a difference in the lives of those we serve. This is what I find to be truly rewarding, and what encouraged me to continue volunteering well after the conclusion of my internship.

**Justin Dao—Deakin Intern**



# TREASURER’S REPORT

- We ended the year in a strong financial position thanks to the leadership and sound financial management of our Manager (Daniel Long Nguyễn) and our skilled Financial Officer (Jan Thorpe).
  - The year ended with a surplus of just under \$17,834 after originally budgeting for a deficit of \$22,054.
  - As of the end of the Financial Year we have term deposits totaling \$219,457.89 which means we are still well placed regarding our ongoing financial viability and the ability to support new programs such as the NDIS initiative.
  - Currently, our financial situation has significantly improved due to the recent notification of several
- successful grant applications, resulting in a total projected income for the 2022–2023 Financial Year of \$1,265,520.26 and a budgeted deficit of \$78,914.88. This includes core CLSP funding of \$622,201 for the Financial Year 2022–2023.

  - Finally, we are grateful for the support we receive from our core funding source, Victoria Legal Aid (VLA) administered by Community Legal Services Program (CLSP) on behalf of the Commonwealth and State Governments. We also thank the Moonee Valley City Council, the Office of Bill Shorten MP, and the Office of Danny Pearson MP.

Roy Burrows—Treasurer



# FINANCIALS REPORT

## Income and Expenditure Statement

For the year ended 30 June 2022

	2022 \$	2021 \$
<b>Income</b>		
Covid-19 Grants		171,500
Fine fixer		7,970
Interest Recieved	1,140	2,258
Sundry Income	22,384	41,927
Other Grants and Donations Recieved	21,150	22,898
Deakin Students	13,000	2,000
VLA Recurrent Grants—Commonwealth	126,532	124,240
VLA Recurrent Grants—State	331,552	325,048
Dep't of Families, Fairness and Housing	29,000	
Moonee Valley Council Grants	52,436	9,718
Victorian Law Foundation Grant	6,552	
DPC Grant	74,745	
LAFDR	16,364	17,296
VLA Family Violence	103,744	103,744
Tenancy Project	51,872	51,872
Grants—CLSP Carried Forward	(16,464)	(102,000)
Grants and Other Income brought forward	102,000	91,838
<b>Total Income</b>	<b>936,006</b>	<b>870,310</b>



# Income and Expenditure Statement

For the year ended 30 June 2022

	2022\$	2021\$
<b>Expenses</b>		
Accountancy	1,289	1,129
Audit Fees	3,590	2,375
Bank Fees and Charges		32
Committee of Management/AGM	2,028	637
Comm Legal Education	15,787	8,503
Contractors	73,821	70,500
Depreciation-Other	6,787	6,240
Holiday Pay	(4,421)	5,880
Insurance	3,206	2,956
Internet		84
Library Resources	9,092	5,569
Long Service Leave	4,745	(4,548)
Membership	1,304	4,059
Minor Equipment	1,114	890
Portable Long Service Leave	11,087	10,263
Postage		94
Printing and Stationery	2,119	5,555
Practising Certificates	882	1,728
Programming and Planning	1,522	10,046
Rent	16,855	12,641
Repair and Maintenance	2,475	628,310
Salaries	688,105	955
Staff Amenities	646	914
Staff Recruitment	272	3,124
Staff Training		810
Storage Fees	1,160	66
Sundry Expenses	596	58,039
Superannuation	67,534	4,585
Telephone	4,715	21
Travelling Expenses		909
Volunteers		1,175
Workcover	1,922	
<b>Total Expenses</b>	<b>918,172</b>	<b>843,541</b>

# Statement of Financial Positions

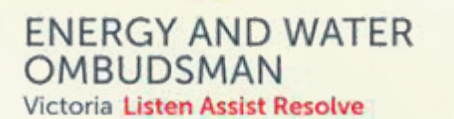
For the year ended 30 June 2022

	2022 \$	2021 \$
<b>Assets</b>		
<b>Current Assets</b>		
Cash assets	320,748	322,286
Other	222,394	218,627
<b>Total Current Assets</b>	<b>543,142</b>	<b>540,913</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	17,899	24,686
<b>Total Non-Current Assets</b>	<b>17,899</b>	<b>24,686</b>
<b>Total Assets</b>	<b>561,042</b>	<b>565,599</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Payables	35,124	31,762
Current tax liabilities	31,312	21,153
Provisions	27,977	32,398
Other	163,872	200,109
<b>Total Current Liabilities</b>	<b>258,285</b>	<b>285,421</b>
<b>Non-Current Liabilities</b>		
Provisions	55,704	50,959
<b>Total Non-Current Liabilities</b>	<b>55,704</b>	<b>50,959</b>
<b>Total Liabilities</b>	<b>313,989</b>	<b>336,381</b>
<b>Net Assets</b>	<b>247,052</b>	<b>229,218</b>
<b>Members' Funds</b>		
Retained earnings	247,052	229,218
<b>Total Members' Funds</b>	<b>247,052</b>	<b>229,218</b>



# OUR PARTNERS AND FUNDERS

*Moonee Valley Legal Service acknowledges and thanks our partners and funders for their ongoing support.*





THANK YOU  
FOR

YOUR  
SUPPORT

