

Annual Report 2014



PARRAMATTA COURT H



Serving the
community
in
Western
Sydney



Macquarie Legal Centre (MLC)

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*MLC acknowledges the traditional custodians of this land,
the Darug people, and pays respect to their elders, past and present.*

Funding bodies

Commonwealth

Attorney-General's Department
Department of Social Services (DSS)

New South Wales

Attorney-General's Department
Department of Human Services
NSW Fair Trading
Legal Aid Commission of NSW
Public Purpose Fund

Non-Government

Macquarie University
University of Western Sydney

Designed and edited by
Elizabeth Wulff & Wendy Chandran
Final edit Maria Girdler

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Macquarie Legal Centre *Annual Report 2014*

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Chairperson's Report

Debra Ronan

I am very pleased to present a mostly positive Chairperson's report for 2014. This year has been a very busy and productive year for the staff, management, and management committee of Macquarie Legal Centre. We have met the challenges that 2014 brought, and whilst 2015 will bring new challenges, I have optimism for the year to come.

Last December Julia Murray resigned from the committee due to work commitments; and we welcomed a new member, Lisa McLoughlan, from Law Access. John Hargrave, Sylvia Sant and I continued on the management committee.

The management committee has continued throughout the year to work on policy reviews, staffing issues, financial management and strategic planning; and I would like to acknowledge the ongoing commitment of my fellow committee members in supporting and developing the interests of MLC.

There have been negative and positive funding developments this year. You are all aware that the new Federal Government cut funding to the community sector. Consequently, MLC will only retain the previously offered 4-year funding in the domestic violence, family law and civil law areas until June 2015. The practical outcome of this is that services in those areas will be reduced until further funding is sourced and staff positions will be lost.

A positive funding outcome was achieved when WESTS re-tendered for NSW Fair Trading funding for tenancy advice and advocacy services in Western and North Western Sydney. The tender was won, WESTS service delivery area increased by 3 local government areas, and funding was increased to accommodate the increased area. The expanded service commenced in January 2014. MLC has recruited new staff to assist existing staff with the increased workload. The service is progressing very well and providing quality support to clients in North Western and Western Sydney. Another positive outcome of winning the tender is that MLC was able to take on more office space in the building which has helped overcome the issue of having a slightly crowded office. From January WESTS and WDVCS moved into the new space, and a staff/student training/seminar area was created.

Another positive outcome is that the Children's Court Assistance Scheme (CCAS) received top up funding from NSW Treasury. Legal Aid NSW distributed the funding.

There have been developments this year that will have unknown effects on MLC and CLCs more generally. The Productivity Commission engaged in another review of CLCs, and MLC participated in a submission coordinated by the National and State CLC offices.

The State Government raised its concerns about CLC law reform and lobbying functions. The NSW Attorney General proposed new funding principles restricting CLCs participation in 'political advocacy' and 'political activism', and for the first time, the Federal Government funding agreement has proposed different restrictions for CLCs in areas of 'law reform' and 'policy work'.

In August 2013 MLC successfully completed 'Crosscheck', the annual legal audit of compliance with service standards for CLCs. Due to funding cuts to the sector, this year's Crosscheck has been delayed until November to coincide with the NSWCLC quarterly meetings.

There have been a number of notable events at MLC this year. We were visited by the then State Attorney General the Hon Greg Smith MP, the Hon Stuart Ayres MP, Minister for Western Sydney and then Minister for Fair Trading, and local member Dr Geoff Lee MP, Member for Parramatta.

MLC staff participated in the Federal Government funded Suicide and Mental Health Awareness training conducted by the Salvation Army; John Rafferty was appointed to Home Building Advisory Council by Minister for Fair Trading for the second time; and the Youth Education Project (YEP) "Think Before You Act" Education kit was distributed to CLCs and High Schools in Sydney.

In conclusion, I would like to acknowledge the contribution of all staff to the continued success of Macquarie Legal Centre. I extend my gratitude to those who work closely with and assist the management committee. Maria Girdler leads the organisation with strength and steadfastness; and along with Elizabeth Wulff, John Rafferty and Giehan Gergis continues to run and develop the organisation, and give invaluable support to the Committee in its work. Finally, I would like to express my deep appreciation to all solicitors, program co-ordinators and staff, administration staff and volunteers, for their team and individual contributions to the success of the programs that collectively make MLC such a prominent and successful organisation.

I wish you all the best for 2015.

Management Committee Membership 2013-2014



Debra Ronan,
Chairperson 2013, 2014
Attendance: 5 of 7

John Hargrave,
Treasurer 2013, 2014
Secretary 2013, 2014
Attendance: 7 of 7



Sylvia Sant,
Deputy Chair 2013, 2014
Attendance: 7 of 7



Julia Murray,
Secretary 2013, Treasurer 2013
Attendance: 4 of 4 (resigned Dec 2013)

Lisa McLoughlan,
Secretary 2014, Treasurer 2014
Attendance: 4 of 4 (joined Dec 2013)



Manager's Report

Maria Girdler

When I reflect on this year, I'm pleased to say its one where we have continued to serve our community; indeed we have expanded our services to disadvantaged people in Western Sydney.

For accountability purposes this report includes lots of facts and figures; how many clients we assisted in each program, what assistance we gave these clients, what suburbs our clients lived in, and what countries our clients have come from.

While these statistics are impressive I feel its not enough to just provide figures. We also want to show some of our clients' stories. With this in mind our report also gives case studies that give brief accounts of our clients' problems and how our assistance helped them (being careful of course to not include any identifying information).

For many clients if we had not been there to give them advice and assistance its likely that many would not have had their legal issues resolved – more tenants may have lost their housing, more fines may have gone unpaid and more family and neighbour disputes may have escalated.

In our legal advice programs our service model remains one in which we offer legal information, advice and referral to the largest number and representation to a relative few. Where possible we make referrals to pro-bono firms to do the more complex work.

We have also expanded the service options for clients by enlisting the assistance of volunteers. Many law students give up half-day a week to volunteer on our reception desk and take client inquiries. For many it is their first encounter with real client problems. By showing these students the human stories (which are part of every legal problem) I believe we contribute to creating better lawyers.

Another small group of volunteers has been solicitors who offer us some of their 'free' time to see clients on Thursday nights. These volunteers value add to our service and allow us to offer more services to clients. A full list of our volunteers is included on pages 5 and 6.

I believe this way of working makes our service cost-effective and efficient.

Funding instability

The lack of certainty about our funding has been a constant fact of our existence and 2014 was consistent with other years.

In May 2014 we were advised (by email) that a 4-year contract (with another 3 years to run) had been cancelled from June 2015. We were advised that the cut was part of a \$43.1 million cut to Federal funding in the community and legal services sector. Prior to the email we were not given any opportunity to report on the effectiveness of the work we did with the funding.

The funding was offered in 2013 "to participate in a project to assist vulnerable young people with civil law issues and to provide enhanced legal assistance services to clients with domestic violence and family law matters".

The areas specified continue to be important and the loss of the funding has increased the unmet legal need.

As with many other funding decisions, we will present our best case for the funding to be restored, because we believe our clients need us, and the services that we can provide them. In the longer term I believe we need to move to a model of assessing unmet legal need and having needs-based planning.

New project

In my last report, I advised that the Coordinated Family Dispute Resolution (CFDR) pilot project had been discontinued which ended some important work we were doing with families in high conflict situations to keep them safe post-separation. The services offered included legally assisted mediation.

While the CFDR project has finished, the value of mediation in family disputes has been recognised with the commencement of another pilot project, the Family Dispute Resolution (FDR) Service. This project has been an initiative of NSW Legal Aid. Macquarie was invited to participate in the pilot, along with a small number of CLCs and private practitioners. Under the model both parties to a family dispute were offered lawyers for a family dispute resolution conference (whereas the previous model was for LAC to only assist one party). We were very pleased to be invited to partner with LAC as we believe the model is a good one and should produce good outcomes for clients. An integral part of the project has been the commitment to evaluation (which has not yet been completed).

Investing in staff

In 2014 we have continued to invest in our staff by providing quality training and supervision. All staff have been offered training on suicide prevention and mental health awareness. Our tenant advocates have undertaken LEADR training, which has assisted them in their work. During the year we increased the number of staff who have been offered external supervision.

Valuing our staff

We value all our staff. I should however make particular mention of the Honour roll of staff.

The roll for 10 years or more reads as follows:

Stan Small	16 years
Vicki Vucetic	15 years
Ozra Meshkat	15 years
Clare Mangiokas	15 years
Giehan Gergis	14 years
Gwen Davies	12 years

Another group are those with over 5 years service:

Sue Underwood	8 years
Leah Cruickshank	7 years
John Rafferty	6 years
Vanita Vekaria	6 years
Samiha Alameddine	5 years

The professionalism of our team is enhanced by the long service many have contributed to the Centre; their depth of knowledge enhances our organisation.

During the year we have had staff leave; that's inevitable. For many the move has been to other work opportunities, with LAC, with private firms and some to travel and have new experiences. It has been particularly satisfying to see student volunteers complete their studies, become members of staff and later move into other areas.

Thank yous

Throughout the year I have worked closely with the Management Committee and I acknowledge the valuable work they have done; reading many hundreds of pages of reports, perusing financial reports, creating and reviewing a great many policies, taking part in Selection Committees and of course responding to countless emails. All of this is on top of their other jobs. So a big thank-you to them for taking this time to be part of our organisation. To our Chairperson Debra Ronan, I say a particular thank-you for the extra time she has contributed in leading the Committee.

To all the staff, I say 'we could not have done it without you'.

In this our 36th year, I can say with confidence that we are a strong professional organisation that offers quality services. We hope to have the staff and resources to do so for many years to come.

Staff

Jessica Abi-Khattar*
Justin Abi-Daher^
Samiha Alameddine
Ali Amini
Tamara Bailey
Sabna Balakrishnan
Sarah Boustani
Wendy Chandran
Lita Chiv
Ben Chung^
Susannah Coles
Leah Cruickshank^
Gwen Davies
Brooke Dell-Sewell
Rachel Dobson
Alexander Dovan*
Renate Dwyer
Daniel Byrne
Elfet Eid
Michelle Ericoli
Giehan Gergis
Anne Gillian
Maria Girdler
Marina Girgis
Carrol Hakim*
Sarah Hart
Tracey Hollywood
Jimmy Huang^
Laura Hugh
Lesley Humphries*
Charizma Jarque
Katy Jenkins*
Yvet Jones



Lisa Kastropil
Rose Khattar
Nina Lau
Courtney Lor*
Emily MacLoud*
Clare Mangiokas
Jamal Maroon
Ozra Meshkat
Thomas Mortimer
Lauren Newcombe
Beatriz Patino
Tanja Podinic*
John Rafferty
Jayd Raffoul
Franya Repolusk
Karen Rose*
Carolina Saez^
Sadia Sheikh*
Stan Small
Christine Smith*
Esther Song*
Helen Taranto
Julianne Tiglao
Susan Underwood
Lachelle Uzcateguigaymon*
Vanita Vekaria
Vicki Vucetic
Kristen Vuleta*
Jasmine Wang*
Nawal Wehbe
Elva Wright*
Tamara Wright*
Elizabeth Wulff



* Staff member left during the year
^ Staff member transferred to another project

Volunteer Students

Justin Abi-Daher*
Ali Amini*
Roya Aran*
Savreena Bual*
Daniel Chun*
Susannah Coles*
Carmelle Cuanan
Natalie Dalpadado
Ali Darabi*
Aaron Duke*
Aaron Edmonds*
Jimmy Huang*
Carla Ianni*
Trishna Kashyap
Saad Khan*
Heela Khatiz
Rose Khattar*
Annabelle Lloyd*
Courtney Lor*
Anna McNamee
Emily MacLoud*



Patricia Montecinos*
Bilal Nasri*
Lauren Newcombe*
Andrew Novak*
Matthew O'Connor*
Mary-Ann Pham
Maryanne Pollifrone*
Maya Shallita*
Rohan Shukla
Esther Song*
Miriam Succar*
Sophie Swart
David Thai
Michael Themis*
Matthew Thomas*
Julianne Tiglao
Carmen Van Zyl
Eric Vuu
Jasmine Wang*



* Volunteer left during the year

Volunteer Solicitors



Chris Baker
Keiran Elliot
Ray Finch
Angie Godden
Cathy Grew
Mark MacDiarmid
Carolyn Munk
Jaclyn Nelson*
Linda Rogers
Chris Trieu*
Nick Wendon*
Nidah Youssef



Pro Bono Law Firms

Ashurst
Gilbert & Tobin
Henry Davis York

Acknowledgements

MLC would like to thank the following individuals & organisations for their generous support throughout the year



Christopher Haseldine, Solicitor
Cumberland Women's Health Centre
Domestic Violence Line
Dr William Higgs, Barrister Elizabeth Street Chambers
Erin's Place
Family Relationship Centre, Anglicare, Parramatta
Family Relationship Centre, Relationships Australia, North Ryde
Family Relationship Centre, Relationships Australia, Northern Beaches
Horizons Community Legal Centre
Interrelate, Bella Vista
Justice Harman, Federal Circuit Court
Legal Aid WDVCA Unit
Legal Aid NSW
Marrickville Community Legal Centre
NSW Police Domestic Violence Liaison Officers
(Rosehill, Parramatta, Castle Hill & Ryde Local Area Commands)
NSW Police Regional Domestic Violence Coordinators
NSW Police Domestic Violence Prosecutor
Parramatta / Holroyd Family Support Services
Rada Nair, Barrister
Ryde Family Support Service
Sean McNamara, MacAssist
Silvia Genoveses, Solicitor
South West Sydney Community Legal Centre
Tenant's Union NSW
The Shopfront Youth Legal Centre
Tim Heenan, Solicitor
UnitingCare Unifam Counselling & Mediation



Legal Information & Referral

Staff

Ben Chung^, Charizma Jarque,
Rose Khattar and Laura Hugh
(Legal Information & Referral Officers),
Justin Abi-Daher^, Esther Song*,
Jasmine Wang*, Jimmy Huang^,
Lauren Newcombe and Julianne Tiglao
(Casual Relief)

Front Desk

The Legal Information & Referral Officers (LIRO) are the gateway to advice and assistance at MLC. LIRO supervise a roster of volunteers. All volunteers are law students from Universities across the Sydney region. LIRO manage up to 20 volunteers at a time, with two or three rostered per half day shift. MLC is very grateful for the interest and support of these bright young scholars. Their commitment to social justice and recognition of legal disadvantage bodes well for their future and ours.

Client Location

32% Central Western Sydney

19% Blacktown

16% Outside MLC Service Delivery Area

13% Central Northern Sydney

9% Lower Northern Sydney

7% Outer Western Sydney

2% Inner Western Sydney

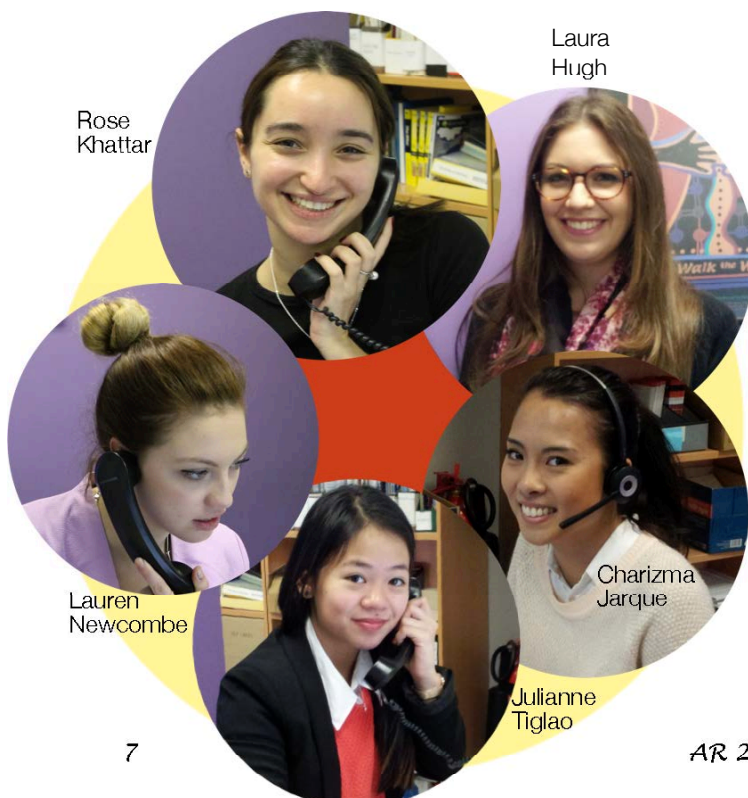
1% Fairfield-Liverpool

1% Canterbury-Bankstown

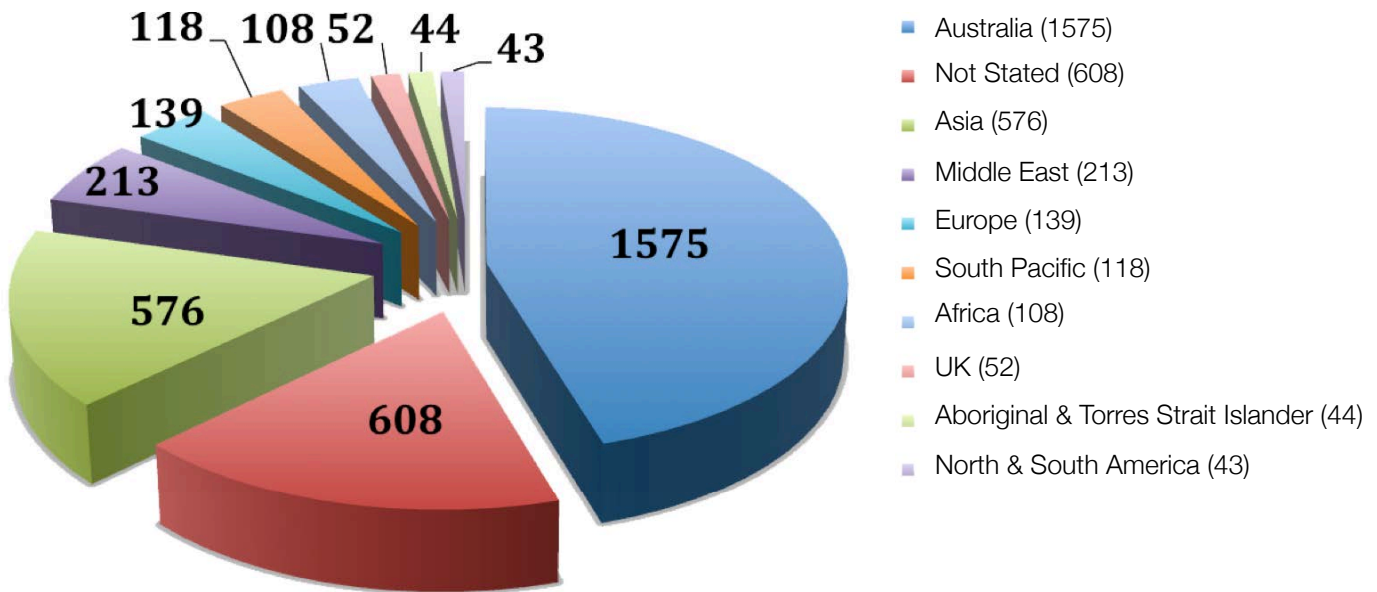
Information & Referrals
1329

MLC's Data across all programs represents the advice and casework provided to clients for the financial year 2013-2014. Clients were provided with assistance on a range of different legal problem types. For 2013-2014, the most requested legal problem type was tenancy. The number of advices provided to tenants nearly doubled compared to last financial year due to an expansion in the service delivery area of the tenancy program. During 2012-2013, there were 976 tenancy advices compared to 1609 advices in 2013-2014.

Similarly, clients with credit and debt issues increased by approximately 60%. The increase reflects external data which indicates a growing legal need in this area of law within our extensive service delivery area, most particularly Central Western Sydney. On average, the number of clients MLC assisted across the different legal problem types increased by approximately 30%.



Country of Birth & Indigenous Status



Legal Client Matter Types

(these figures represent the overall work of MLC)

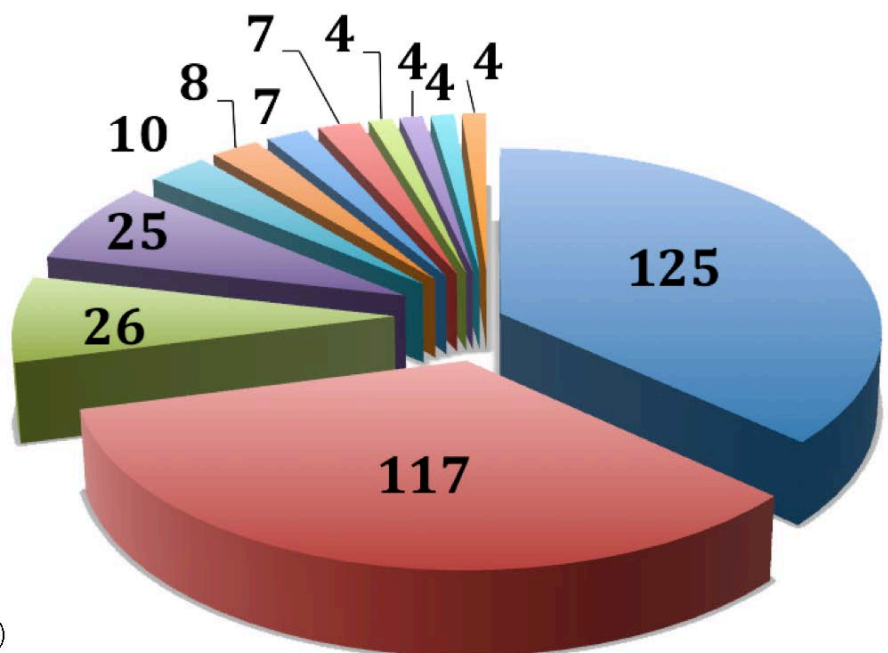
44%	Tenancy	2%	Criminal Matters
17.5%	Family Law	2%	Govt, Consumer, Victims Compensation & Misc
13%	Home Building	1.5%	Wills & Probate
10.5%	Motor Vehicle, Roads & Traffic	1%	Civil Issues
5%	Credit & Debt	1%	Domestic/Family Violence
2.5%	Neighbourhood Disputes		

Total Advices: 4430

Total Casework: 436

Health Status

Physical	(125)
Psychiatric	(117)
Type not specified	(26)
Other	(25)
Hearing Sensory	(10)
Neurological	(8)
Acquired Brain Injury	(7)
Dual disability	(7)
Intellectual	(4)
Specific Learning	(4)
Vision Sensory	(4)
Autism/Developmental delay	(4)



Legal Practice

Staff

John Rafferty (Principal Solicitor),
Clare Mangiokas, Jamal Maroon,
Nina Lau^, Sarah Hart, Helen Taranto,
Karen Rose* and Tamara Bailey (Solicitors),
Susannah Coles (Paralegal)

Legal Practice

Macquarie Legal Centre's Legal Practice provides legal advice, minor case assistance and casework for economically disadvantaged clients in various areas of civil and criminal law.

Community Events

- * Community Services Expo, Parramatta
- *Community Services Expo, Holroyd
- *Parramatta Local Court Law Week 2014
- *Reconciliation Week Event, Federal Circuit Court
- * Legal Information session at the University of Western Sydney on Elder Law
- * Speakers Night: "Cuts to Justice" hosted by Macquarie University Students for Community Legal Engagement

Pilot Project -

"Legal Support for Both Parents"

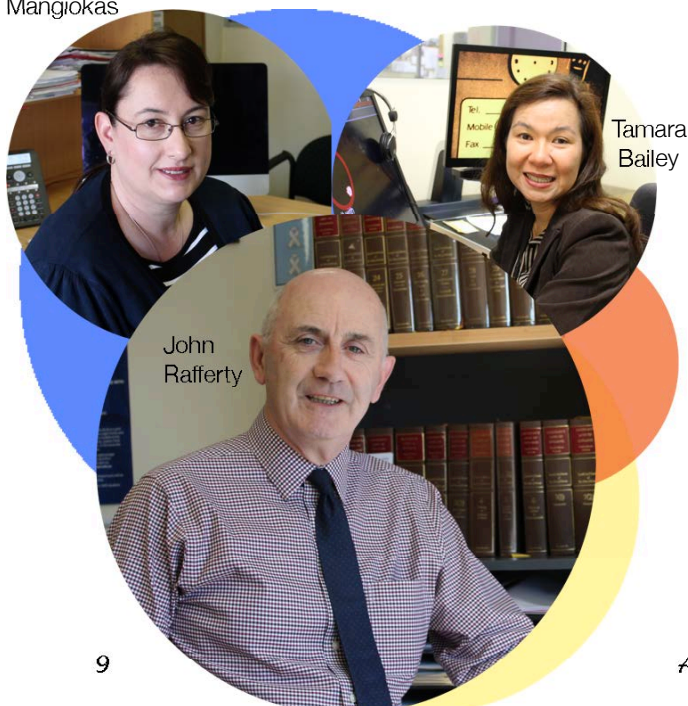
MLC partnered with Legal Aid NSW in a new pilot project for Family Dispute Resolution (FDR). The project provides legal support to both parents. The project aims to:

- * Compare the experience and outcomes of parents who receive legal support with those who don't.
 - * Understand how parents experience the FDR process when legally supported.
 - * Discover whether supported parents achieve better outcomes for their children.
- Solicitors first complete a legal advice session with parents and then represent them for FDR. Results from data analysis of the project will be available in December 2014.

TOTAL ADVICES
1124

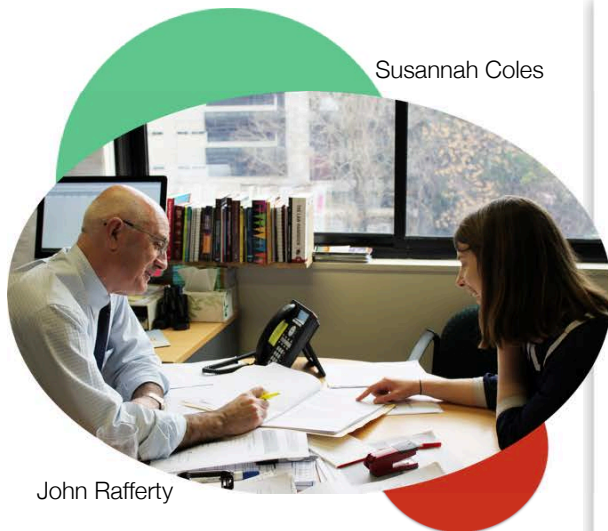
TOTAL CASES
121

Clare
Mangiokas



Student Programs

In partnership with Macquarie University, MLC conducted two sessions of the generalist legal program in 2013-2014. One session was held each semester. MLC also conducted three intensive sessions of the family law clinical program in conjunction with our FRC project. A number of the clinical program students are now volunteering at MLC. Feedback indicates the experience provides students with a clearer insight into the professional realm. The students develop a greater understanding of people in less fortunate circumstances. Overall, the students enjoy the clinical programs. MLC provides outstanding student clinical programs, staffed by highly trained, passionate professionals.



Susannah Coles

John Rafferty

Case Study - Family Law

MLC's client (the spend time with parent) was the father of three children who reside with their mother. The MLC solicitor attended the first Family Dispute Resolution (FDR) session with the client where an agreement was reached in relation to communication between parents and trial contact arrangements for the children. The matter was set down for a second FDR session for further discussion regarding the contact arrangements. At the second session, the matter was deemed unsuitable to continue with the process and the parties were issued with Section 60I Certificates. The MLC solicitor continued to negotiate with the other party's solicitor in relation to parenting arrangements. During these negotiations, agreement was successfully reached for MLC's client to have contact with his children.

Case Study -Victims Compensation

The MLC solicitor acted for a client who was the victim of a serious physical assault. An application to Victims Services (VS) for counselling and victims compensation was prepared on behalf of the client. The client had lodged an application for compensation in 2012 under the previous Victims Support & Rehabilitation Act 1996 and VS had approved counselling for the client. The current application was determined under the Victims Rights & Support Act which came into effect in 2013 and was retrospective. The client's application was successful and VS awarded the client a recognition payment of \$1,500. However, because the application was lodged under previous legislation, VS also awarded the client a special payment of \$5,000. The total amount awarded to our client was \$6,500. In addition, VS awarded MLC costs and disbursements for the matter.

Case Study - Credit and Debt

The MLC solicitor drafted a Statement of Claim (SoC) for a client who worked as a nanny in relation to money owed. The Court granted judgment in favour of the client. The other party was ordered to pay the money to our client. However, enforcing the judgement was difficult. A Garnishee Order was imposed on the other party but they did not provide correct banking details. This resulted in the order being invalid and no funds being garnished. The MLC solicitor negotiated with the other party to secure payment through other methods. Initially, the other party was unwilling to negotiate. MLC persisted and secured payment by cheque from the other party for the client.

Legal Client Matter Types

(These figures represent the work of the Legal Practice only)

29.5% Family Law

27.5% Motor Vehicle, Roads & Traffic

14% Credit & Debt

6% Neighbourhood Disputes

5.5% Criminal matters

5% Wills/Probate

4.5% Family/Domestic Violence

4% Govt, Consumer, Victims Comp & Misc

4% Civil Issues

Family Relationship Centre (FRC) Legal Services

Family Relationship Centre (FRC) Legal Services offer legal advice, information, lawyer-assisted mediations and assistance to separated families at North Ryde and Parramatta FRCs. The solicitors provide legal advice to parents which helps them reach agreements in the best interests of their children. Legal advice prior to participation in mediation is a crucial element in helping parents prepare and reach an agreement which will work well for the family. The legal advice allows parents to be informed about family law and what the likely outcomes could be if the matter went to Court. The aim of mediation is to focus parents on the best interests of their children and reduce conflict between them. Many clients are dealing with difficult issues including domestic violence, mental illness, drug and alcohol problems, as well as unrealistic expectations about potential parenting arrangements. The FRC solicitors advise and support clients with highly complex problems at lawyer assisted mediations.

Staff

Sarah Hart, Helen Taranto,
Katy Jenkins* and
Nina Lau^ (Solicitors)

TOTAL ADVICES
367

TOTAL CASES
65

Helen
Taranto

Sarah
Hart

North Ryde FRC FDR
Practitioners David Hipsley
and Louise Elkington with
Macquarie University
Clinical students
Julie Nhi Thuy Thi Le and
Rebecca Smith

Macquarie University Students - Family Law Clinical Program

The FRC Solicitors run three programs a year for Law Students on family law and the family dispute resolution process. The program is an intensive two weeks completed at MLC. The program includes visits to:

- * Family Relationship Centre at North Ryde,
- * Family Law Courts,
- * Local Court, and
- * Central West Contact Centre (CWCS).

Students observe the FRC solicitors giving face-to-face and telephone advice to clients. Students also participate in practical exercises including a family law moot (mock trial) where they practise their advocacy skills.



Case Study -

Court Application to travel overseas with Children

Our client had lived in Australia for 14 years and was an Australian Citizen. The client had 2 children born in Australia. However, the client's parents, siblings and extended family all lived in the United Kingdom (UK). Our client had been separated from the children's father for 4 years. Previously, the children's father had consented to the client travelling to the UK with the children. In 2014 there was an incident which caused our client to seek an Apprehended Violence Order (AVO) against the children's father. A final AVO granted our client protection for 1 year. After the AVO, our client sought agreement from the children's father to visit her family in the UK with the children. The father refused, and our client felt that he was attempting to control her by isolating her and the children from her family overseas. Our client commenced mediation but the father failed to attend. The FRC Solicitor prepared a Court Application to allow her to travel overseas with the children. It was filed at the Federal Magistrates Court. The father did not file a Response to the Application in Court. The Judge made an Order giving consent for our client and children to travel and visit their family in the UK.



Community Legal Education

Three times a month the FRC solicitor presents Family Law Information Sessions to clients going through the mediation process at the Parramatta FRC. The sessions are delivered as part of the FRC's "Children in Focus" seminars and often leads to clients making appointments for individual legal advice.

Case Study - Child Safety

The FRC Solicitor represented the client in a Lawyer-Assisted Mediation at Parramatta FRC. The client has two children aged five and seven. There were no Family Court Orders in place, but there was a verbal agreement that the children spend every second weekend with their father. Our client had serious concerns for the children's safety when they spent time with their father. The father lived with his parents and brother. The brother, in his 20s, was developmentally delayed. He functioned at the intellectual level of a four or five year old child. Our client held particular concerns for her seven-year-old daughter as the father's brother had been infatuated with little girls, was known to have approached them and tried to kiss and hug them. Our client had lived with the father's family for some time during their relationship. During that time she observed the father's brother behave inappropriately. Our client witnessed the brother follow her daughter around the house while naked. She had also witnessed him grab her daughter and kiss her on the mouth. The father of the children held no concerns for his children's safety while spending time with his brother. Our client stopped the children spending time with their father because he would not agree to keep his brother away from them. During the Lawyer-Assisted Mediation at Parramatta FRC, the parties had a very heated discussion about the children and what was in their best interests. The mediation had to be suspended due to the level of aggression from both parties. After a break to calm down and obtain legal advice, the parties were able to agree that the children could continue to spend time with the father in a safe environment away from his brother. Our client was happy with this arrangement. The parties drafted and signed Consent Orders which were then filed at Court.

Home Building Advocacy Service (HoBAS)

Staff

Elfet Eid, Michelle Ericoli,
Jessica Abi Khattar*, Nina Lau^,
Kristen Vuleta* and
Rachael Dobson (Solicitors)

Home Building Advocacy Service (HoBAS)

provides a state wide legal service to consumers in disputes with home building contactors. HoBAS empowers consumers to settle their legal disputes. HoBAS provides advice and assistance with the following:

- * Consumer rights and responsibilities
- * Contract advice
- * Dispute Resolution
- * Preparation of evidence
- * Information about NSW Civil & Administrative Tribunal (NCAT) and Court processes
- * Defective and incomplete works
- * Delays in building work
- * Terminating building contracts
- * Progress payments
- * Variations to building contracts
- * Transferring matters from the Local Court to NCAT

Networking, Training and Community Events

- * Meeting with the Hon Stuart Ayres MP,
Minister for Fair Trading
- * Meeting with the Hon Matthew Mason-Cox MP,
Minister for Fair Trading
- * Western Sydney Community Cabinet,
NSW Government
- * National Community Legal Centres
Conference, Cairns
- * NSW Community Legal Centre Quarterlies,
Legal Training

Client feedback

1. "We would like to express our gratitude for your help and advice with our complex Home Building matter. We would not have been able to lodge such a correct and appropriate response had it not been for your advice and assistance. Your experience with Tribunal (NCAT) procedures is immeasurable, as private lawyers do not have the same level of understanding of this system. So, thank you again to you and everyone at Macquarie Legal, HoBAS Parramatta. This is a very valuable and appreciated community service".
2. "I will remain forever grateful to you for informing me of the Home Building Act 1989 and identifying the requirements of a contract. I am so grateful that at no expense, I was able to be the recipient of your expertise and passion for good."
3. "Thanks again for all your help and support. You're amazing and I appreciate it very much."





NCAT
NSW Civil &
Administrative Tribunal

Case Study - Vulnerable Client

Our client was a disability support pensioner who suffered from chronic depression and anxiety. Our client had engaged the services of a Builder (now deceased). The situation was difficult to manage. Our Solicitor assisted the client obtain monetary orders for unfinished works through NCAT against the Builder's Estate. This allowed the client to make a claim under Home Warranty Insurance.

TOTAL ADVICES
583

TOTAL CASES
63

TOTAL MATTERS IN URBAN AREAS
279

TOTAL MATTERS IN RURAL
& REGIONAL AREAS
125

Case Study - No Contract

Our Solicitor assisted a low-income client who hired a builder but did not have a written contract. The builder carried out work that was defective. The builder also had no Home Warranty Insurance. As the owners of the property were separated, specific legal issues to do with 'standing' to bring a home building claim were dealt with throughout the course of the matter. Our Solicitor was able to negotiate a moderate settlement for the client which allowed him to arrange rectification works for some of the defective and unfinished work.

Case Study - Incomplete and Defective Works

Our client was a single mother with three children. The client, a victim of domestic violence, had suffered an injury in a car accident for which she had received compensation. With the money she purchased a house. The Vendor, an unlicensed contractor, had conducted renovations that were not in accordance with the Home Building Act and Australian Standards. The incomplete and defective works were so substantial that the residence was at risk of being deemed unfit for habitation by the local council. Council were ready to issue a demolition order as there were considerable health and safety risks for our client and her children. Declaring the house uninhabitable would render the young family of four homeless. At the NCAT Hearing, our Solicitor successfully assisted the client gain a monetary order for \$91,837 to conduct the appropriate rectification works to her home.

Parramatta Community Justice Clinic (PCJC)

Parramatta Community Justice Clinic (PCJC) is a social justice initiative established by the University of Western Sydney in partnership with MLC in 2009. PCJC is located at MLC and the Parramatta Local Court. PCJC provides free legal advice and casework to eligible residents of Western Sydney. PCJC also delivers a practical legal education program for UWS law students with Student Legal Services (SLS).

Staff
Jamal Maroon,
Solicitor

TOTAL ADVICES
685

TOTAL CASES
63

TOTAL ON-GOING CASES
43

TOTAL CASES CLOSED
20

Student Clinical Legal Placement (CLP)

142 UWS students completed the CLP elective. In 2013 weekly placements increased from 2-4 students. Several UWS students expressed a high degree of satisfaction with their experience at PCJC and SLS and applied to become volunteers following their elective.

Community Events

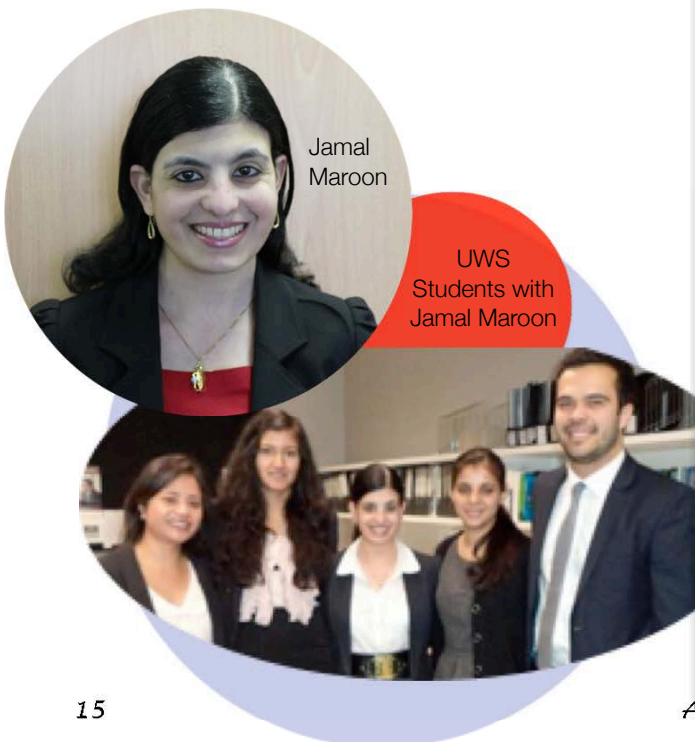
- * Law Week Expo at Parramatta Local Court
- * Tara Anglican School toured PCJC on a visit to Parramatta Local Court

Client Feedback

1. "I am very thankful to you for your help and support. I could not have done this without your help and support."
2. "I must take this opportunity to thank you again for the efforts you have put in this case to make my application so successful."

Student Feedback

1. "PCJC provides a great service to clients and ensures that they are able to attend Court equipped with all the correct documentation as well as all forms filled out correctly."
2. "The client interviews were fantastic. They allowed me to have my first contact with real clients. The Solicitor encouraged us to ask questions and actively contribute."
3. "The Solicitor gave us opportunities to research information and ask questions (to get involved). It was great hearing the matters that PCJC deal with every day as it made me aware of what is occurring in society."



Case Study - Neighbourhood Dispute

Another party commenced proceedings in the Local Court of NSW against PCJC's client to recover shared costs for a dividing fence. Our Solicitor assisted the client prepare a Defence which included submissions to the Court raising questions of law, as well as policy and procedure pertaining to the Dividing Fences Act 1991 (NSW). The submissions sought to strike out the other party's Statement of Claim on the grounds that the pleadings were frivolous and vexatious. The Statement of Claim was successfully struck out by the Court and the matter against our client was dismissed.

Case Study - Motor Vehicle Accident (MVA)

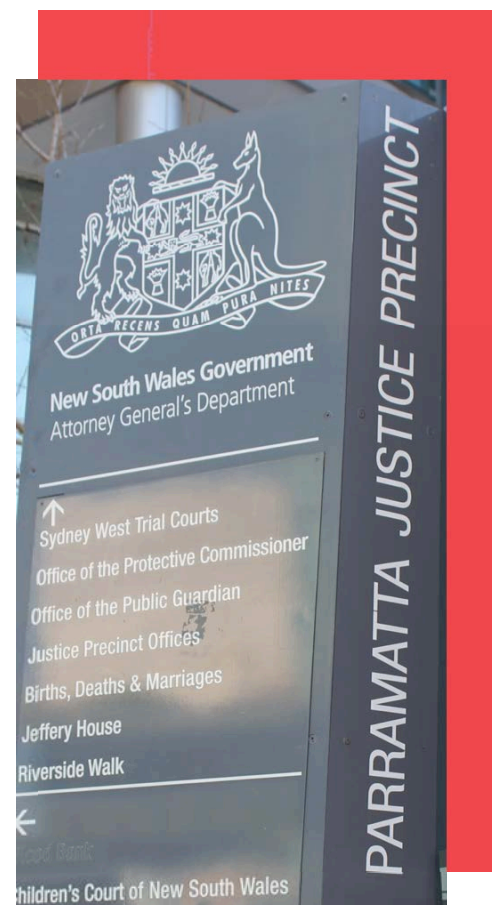
Our client was involved in a MVA. The client requested assistance to recover their financial loss as a result of the other party's negligence. After the other party displayed an unwillingness to negotiate a resolution, our Solicitor prepared a Statement of Claim (SoC) for the client seeking \$4,215 in damages. When the other party failed to respond to the SoC our Solicitor assisted the client to obtain default judgment against the other party. Enforcement action against the other party was subsequently commenced. Our Solicitor then prepared a Writ for the Levy of Property and Sheriff Officers attended the other party's property to execute the Writ. At that time the other party accepted liability and paid the \$4,215 to our client.

PCJC Client Matter Types

42%	Motor Vehicle, Roads & Traffic
18.5%	Credit & Debt
11.5%	Neighbourhood Disputes
10.5%	Govt, Consumer, Victims Comp, Misc
7.5%	Family Law
5.5%	Criminal Matters
3.5%	Civil
1%	Wills & Probate

Case Study - Dog Attack

Our client was a dog owner whose dog allegedly attacked the victim. The victim commenced civil proceedings for compensation for personal injury. Our Solicitor assisted the client to review available evidence and correspond with the other party's solicitors. Our Solicitor identified inconsistencies in the alleged victim's evidence. As a result, the civil proceedings against our client were discontinued because the alleged victim had failed to satisfy the requisite standard of proof for the cause of action to proceed.



Student Legal Services (SLS)

Staff

Tanja Podinic*,
Jessica Abi Khattar*,
Nina Lau and Jamal Maroon,
(Solicitors)



TOTAL ADVICES
62

TOTAL CASES
15

Student Legal Services (SLS) was established in 2013 by the University of Western Sydney (UWS) in partnership with MLC with funding from UWS Student Services Administrative Funds (SSAF). SLS provides UWS students with legal assistance on matters such as motor vehicle accidents, tenancy, credit and debt, employment, consumer rights and traffic offences. SLS does not provide advice on university matters such as parking fines, university housing and disputes involving grades. In conjunction with PCJC, SLS delivers a practical legal education program* for UWS law students.

* See PCJC for details

Community Legal Information & Events

SLS attended Student Services Fairs on all UWS campuses:

- * Bankstown
- * Campbelltown
- * Hawkesbury
- * Kingswood
- * Parramatta

SLS published an article in the UWS Student newspaper crUWSible entitled "So, you copped a Fine. What do you do next?!"

Networking

- * UWS Student Welfare Teams
- * Student Welfare Office, all Campuses
- * Student Representation & Participation, Bankstown Campus



Tanja Podinic

Nina Lau

Jessica Abi Khattar



SLS Client Matter Types

44%	Motor Vehicle, Roads & Traffic	6%	Criminal matters
21%	Govt, Consumer, Victims Comp & Misc	2%	Family/Domestic Violence
9.5%	Tenancy	2%	Wills & Probate
7.5%	Credit & Debt	2%	Civil issues
6%	Family Law		

Case Study - Assault

SLS assisted a student in a common assault matter. The student was physically abused by a colleague's husband. The student suffered lacerations to the inside of his lip and three loose teeth. The student worked part time as a security officer. He was able to control his anger and not retaliate at the time of the assault. Instead, the student attended the local Police Station and reported the crime. Unfortunately, the Police initially considered they did not have enough evidence to charge the perpetrator as he denied having had any physical contact with the student. Our Solicitor collected as much evidence as possible to assist the Police who then took on the case. Further, our Solicitor assisted the student file a claim through Victim's Services to repair his teeth. He received partial payment towards the costs of repairing his teeth.

Case Study - Contract

SLS assisted a student who had been living overseas. Prior to returning to Australia the student had shipped her personal belongings. She had paid the shipping company on the agreement that it would be a door-to-door delivery. When the student returned to Australia, the student was informed by the Australian receiver of the shipped goods that shipping had not been paid for. The student tried to contact the original shipping company but did not get a response. In the meantime, the Australian receiver informed the student that the goods would be held in storage at a cost to her if the shipping fees were not paid. Our solicitor assisted by drafting a letter of demand to the overseas shipping company. The company conceded following which the student was able to collect her goods. Although it was not a door-to-door service as previously promised, the student was happy that she was able to regain her personal belongings.

Case Study - Fine

A UWS law lecturer referred a student to SLS for assistance in relation to a fine for driving a prohibited vehicle. The student was on his Provisional Licence. Prior to purchasing the vehicle the student had made numerous enquiries at the car dealership and through the Roads & Maritime Services to check the car was not on the prohibited vehicle list. After driving the vehicle for some time, the student was pulled over for a random breath test and was issued with a fine for driving a prohibited vehicle. This caused the student considerable distress as the vehicle had not been on the prohibited list when purchased. The student applied for an exemption, which was granted, and he was able to continue to drive the vehicle. However, the Police requested the student accept the fine together with demerit points which would have resulted in the student losing his licence. The student elected to take the matter to Court and our Solicitor assisted with drafting submissions. At the Hearing, the Magistrate found in favour of the student and the matter was dismissed.

Western Sydney Tenants' Service (WESTS)

Staff

Jayd Raffoul, Kristen Vuleta*, Sarah Boustani (Coordinators), Carol Hakim*, Ben Chung^, Esther Song*, Franya Repolusk, Tamara Wright*, Thomas Mortimer, Ali Amini (Tenant Advocates), Justin Abi-Daher, Jimmy Huang, Roya Aran (Information & Referral Officers)

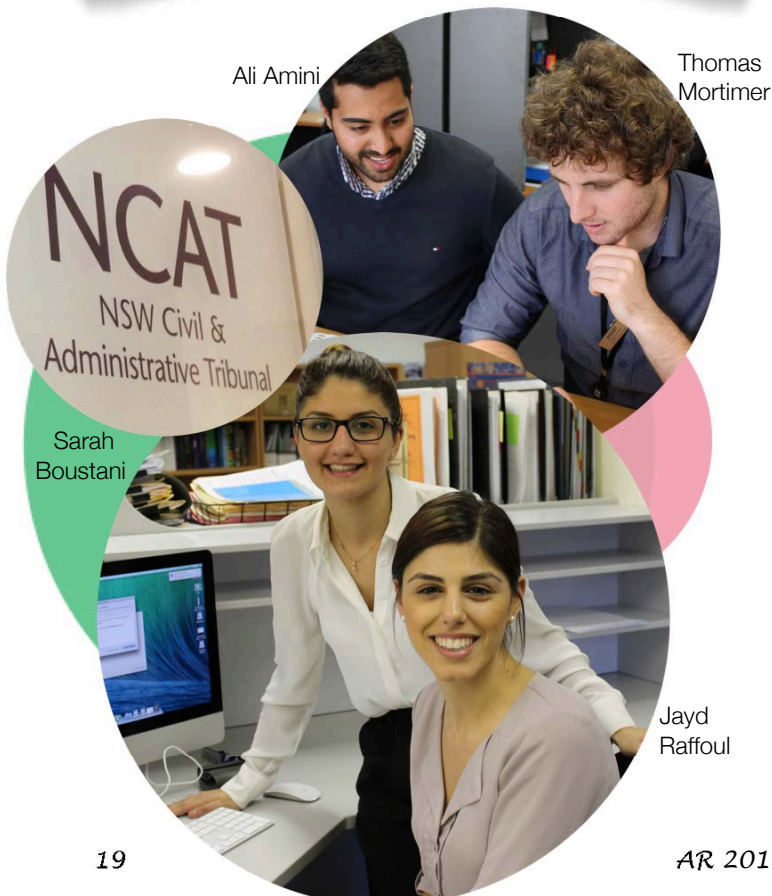


Western Sydney Tenants' Service (WESTS) provides legal advice, advocacy, community education, representation and referrals to residential tenants in the North Western and Western areas of Sydney. WESTS won the tender for an expanded service delivery area in North Western Sydney in January 2014 which now includes the following local government areas:

Auburn, Baulkham Hills, Blacktown, Hawkesbury, Holroyd, Parramatta and Penrith

TOTAL ADVICES
1609

TOTAL CASES
109



Community Legal Information & Events

- * Red Cross Migrant Support Program Sydney
- * Red Cross Support Workers Sydney
- * Red Cross Parramatta
- * Macquarie Community College, Blacktown and Mt Druitt
- * The Auburn Centre for Community
- * Anglicare Parramatta
- * Mt Druitt Library for Law Week
- * 'Auburn Welcomes You' CLE to four different language groups
- * Homeless Connect Parramatta
- * Auburn Town Hall Law Week

Case Study - Termination of Tenancy

A WESTS' client had been a tenant of Housing NSW for 37 years. Housing NSW brought an application to the NSW Civil and Administrative Tribunal (NCAT) for termination of her tenancy on the basis that her son was using the premises for an illegal purpose. Although there was no direct evidence implicating the tenant in the illegal activity, there was strong evidence against her son. A pill press was found in the laundry, and drugs and money in common areas of the house. Although the illegal activity was serious, WESTS argued that the Tribunal should consider relevant discretionary factors for the client: the absence of a criminal history, the tenants' medical and financial circumstances, the likelihood that further drug activity would not occur, and that it was inappropriate to make the tenant vicariously responsible for her son's conduct. The application was dismissed and the tenant continues to live in the premises.

Case Study - Repair and Compensation

WESTS successfully assisted a tenant who applied to NCAT for Repair and Compensation Orders. At the initial hearing, the landlord was ordered to pay for the tenant to move out of the property temporarily, to pay for the treatment of the tenant's personal property for asbestos, and to allow the tenant to live rent-free for the repair period. As the landlord failed to comply with the Orders, the tenant was advised to vacate the property and remove her personal belongings. At the second hearing, WESTS negotiated for the tenant to be compensated for the loss she suffered. Final Orders were made for the tenant to receive \$3,500 as full and final settlement of all matters within the tribunal jurisdiction. The landlord paid the tenant.

Case Study - Rental Bond Dispute

WESTS had previously assisted a tenant obtain a refund of over-paid rent from her landlord. On this occasion the tenant's landlord made an application to withhold the entire rental bond due to the fact that the tenant ended the rental agreement early. The tenant did this because the premises were to be sold. The NCAT Hearing involved a complex area of law and the WESTS advocate made both oral and written submissions. We achieved a successful outcome for our client and she was awarded her entire rental bond.

Total Enquiries
804

Auburn/Blacktown/
Holroyd/Parramatta
LGAs
361

Baulkham Hills LGA
57

Hawkesbury LGA
69

Penrith LGA
225

Referrals to
NSW Fair Trading
276

Outside of LGAs
(referral to appropriate
service)
94



Central West Contact Service (CWCS)

Staff

Lesley Humphries* (Co-ordinator),
Leah Cruickshank (Acting Co-ordinator),
Gwen Davies (Senior Supervisor),
Nawal Wehbe (Part Time Supervisor),
Ozra Meshkat, Lachelle
Uzcateguigaymon*, Beatriz Patino and
Daniel Byrne (Casual Supervisors),
Vicki Vucetic and Sabna Balakrishnan
(Administrative Assistants)

Networking

Staff attend regular interagency and network meetings to raise awareness of the services provided by CWCS. Staff regularly network with other Children's Contact Centres.

- * Lets Get Connected: Indigenous Interagency
- * Child Protection Interagency
- * UnitingCare Unifam
- * Anglicare Parramatta
- * Relationships Australia
- * Catholic Care
- * Burnside
- * Cumberland Women's Health Centre

Central West Contact Service (CWCS) is committed to providing a safe, positive, child-orientated service to families. CWCS creates an environment for children which is experienced as respectful, relaxed, non-threatening and empowering. CWCS provides parents with the support they need to maintain positive contact with their children. Where appropriate, CWCS supports and encourages families to transition to changeover and changeback.

CWCS aims to assist families who:

- * Are unable to resolve conflict around Contact and Changeover arrangements.
- * Have Court Orders in place requiring the use of a Children's Contact Centre.
- * Have children in the care of the Department of Human Services where contact visits between parents and the children are arranged at CWCS.

CWCS is located in Harris Park.



TOTAL CLIENT NUMBERS
3018

CLIENT INTAKE INTERVIEWS
140

SUPERVISED CONTACT
928

CHANGEOVER/CHANGEBACK
1807

ATSI CLIENTS
14

CLIENT CASE MANAGEMENT
67

CLIENT REFERRALS
76

Case Study - Supervised Contact

The child's parents had a brief relationship which deteriorated when the woman became pregnant and they then separated. The *Live With Parent* (LWP) mother, was fearful for her safety and that of her newborn baby so sought protection in a women's refuge. Following the birth of the child the *Spend Time with Parent* (STWP) father, visited the child under the supervision of a member of the LWP's family. The matter went to Court and supervised visits at CWCS began between the STWP and his son. During the initial contact sessions, the child cried on separation from the LWP. The STWP was keen to apply the age appropriate suggestions offered to him by Supervisors and a bond developed between father and son. The son soon became excited to see his father each contact session. To further enhance the relationship, referrals were made for the STWP to attend *Parenting After Separation* and *Engage For Dad*, courses which he took advantage of. The STWP's interaction with his son was always positive and the child was happy to see his father. The LWP also benefitted from the time her son spent at CWCS. The contact sessions reassured the LWP about the child's safety. Within nine months the family progressed to Court Ordered Contact outside CWCS, with changeover occurring elsewhere. Reports to date indicate that this is occurring successfully.

i like the contact
center because it is fun
riding scooter and
bike to see dad



Child's
feedback

Case Study - Supervised Contact

A family presented at CWCS with Orders for weekly Supervised Contact between the *Spend Time With Parent* (STWP) father and his child. The *Live With Parent* (LWP) mother had two other children from a previous relationship that were not included in the Orders for Contact. During the marriage there had been issues of family violence, stalking, and threats of abduction. Contact sessions were allocated at CWCS. The LWP accepted a referral for the children to attend counselling with UnitingCare Unifam's Keeping Contact program. She also accepted a referral to attend domestic violence counselling and post-separation programs with Cumberland Women's Health and Anglicare. The STWP was also referred to post-separation and anger management programs with Relationships Australia. The STWP became actively involved with the Father's Support Program facilitated by Burnside. The LWP continued to have concerns about safety but CWCS reassured her that her child was safe and supervised at all times. The LWP suffered post-traumatic stress due to her experiences. Initially, Supervisors escorted her to and from the gate to ensure she felt secure. The STWP was very reserved when Contact commenced, but soon started to accept the support offered to him. The child became more eager to see her father and the relationship became positive and trusting. Staff highlighted the responsibility of each parent in making contact successful. The LWP was eventually able to put aside her fears and anxiety with our support.

Children's Court Assistance Scheme (CCAS)

Staff

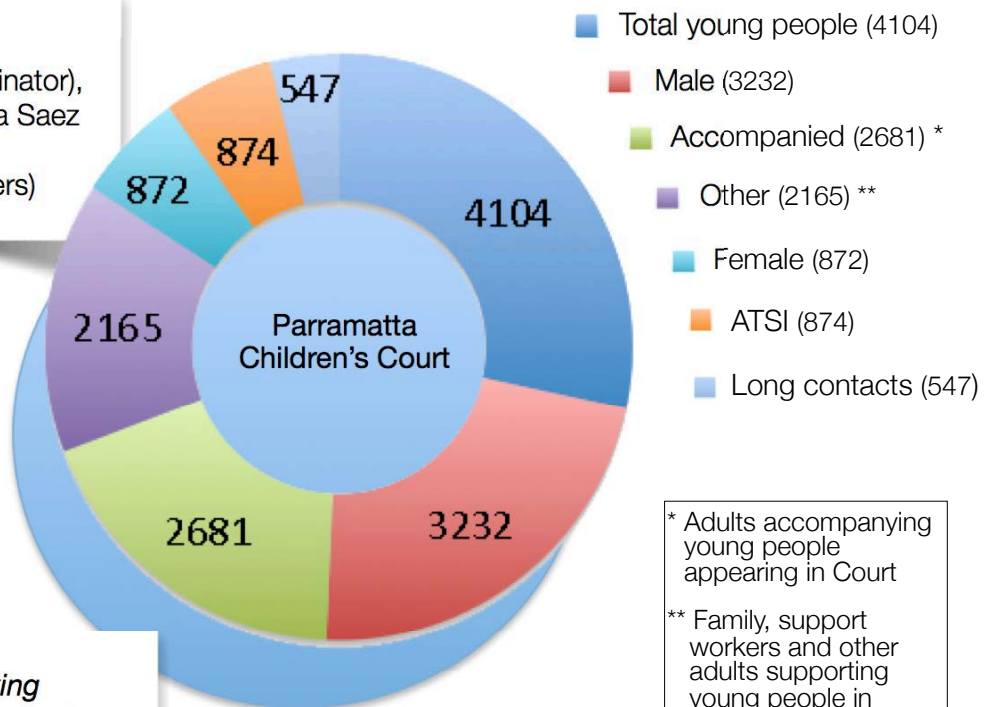
Stan Small (Acting Coordinator),
Sue Underwood, Carolina Saez
and Alex Dovan*
(Court Support Workers)

Children's Court Assistance Scheme (CCAS) provides support, assistance and referrals for legal advice as well as welfare related services to young people at Parramatta and Bidura Children's Courts.

Referrals / Networking

Significant community connections continue to provide young people with support in areas of family dispute, homelessness, family violence, educational disadvantage, drug and alcohol abuse.

- * Youth Connections
- * Centrelink Outreach
- * Daramu (Aboriginal specific)
- * Parramatta Reconnect



* Adults accompanying young people appearing in Court

** Family, support workers and other adults supporting young people in custody appearing in Court

Case Study - Parramatta Children's Court

A mother attended Court to support her teenage son who faced robbery charges. The client was refused bail and held at a juvenile detention centre. The client's mother had engaged a private solicitor but struggled to pay the legal fees. In addition to coping with her son's situation, she was also supporting her family while her husband was overseas. The mother had little support from her own community and was worried about their reaction to her son's situation. CCAS referred the mother to Children's Legal Service (CLS) to get legal advice for her son assuring her that the matter would be confidential and that her son's identity would be protected. The mother later advised CCAS that CLS represented her son and the matter was finalised. CLS also referred the mother to Legal Aid Civil to assist with the excessive private solicitor charges. The mother thanked CCAS for their support.



* Adults accompanying young people appearing in Court

** Family, support workers and other adults supporting young people already in custody appearing in Court

Total young people (1205)

Accompanied * (969)

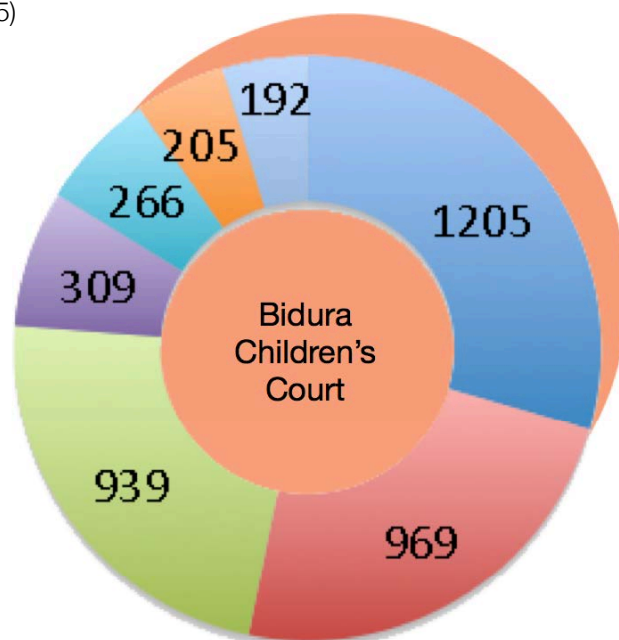
Male (939)

ATSI (309)

Female (266)

Long contacts (205) **

Other (192)



New initiative - Koori Court

CCAS is involved in developing a pre-sentencing Koori Court. The NSW model will be based on the current Victorian model for young Aboriginal people who have pleaded guilty to an offence. The model includes community connections in culturally appropriate ways to services for education, employment, mediation and rehabilitation. The completed case plan for each young person will form the basis of Court sentencing and associated welfare support.

Case Study - Parramatta Children's Court

A 15 year old youth came to court for an assault charge and associated Apprehended Violence Order (AVO). He was charged with assaulting his mother and sister. His mother had told him to leave home and he had nowhere to live. The young person was a New Zealand citizen with an intellectual disability. He had not been in trouble with the police before. Through negotiation, his mother agreed to let him remain in the family home. Initially, CCAS referred the family to Parramatta Reconnect for support. Unfortunately, the family did not follow up the referral. The young man had not been going to school but had started working at a panel-beating workshop detailing cars. Work began at 5am each day and was regular. The young man wanted to work in construction. Unassisted he obtained the necessary White Card for construction work. CCAS met him on numerous occasions when his matters came to Court. He was able to talk through many issues relating to his family, such as gang affiliations. He does not use drugs or alcohol due to the effects he has seen on family members. When his case came before the Court, he received a good behavior bond. He was extremely grateful for the support CCAS provided and said if he feels unable to cope in the future he will return for more assistance.

Case Study - Bidura Children's Court

A mother and son attended Court at a time when the whole family was in crisis. The parents had separated and did not communicate with one another regarding the needs of the children. Care of the children alternated weekly between the parents. There was an Apprehended Violence Order (AVO) that the mother had initiated against her son, with associated assault and malicious damage charges. The mother was extremely distressed and intimidated by the Court process. The son was not communicating with his mother and was truanting. CCAS supported and informed the mother about the Court processes. CCAS also spoke to the son about his family issues, coping mechanisms for anger, drug use and truanting. CCAS suspected there may also be associated mental health issues. CCAS referred the mother for support with regards to her children, and the son for support with his suicidal thoughts and coping mechanisms. As a result of the referral the son was diagnosed with depression. The mother was grateful for the support and referrals offered by CCAS. She was previously unaware of the services that were available to her. Eventually the mother and son agreed to go to counselling together and with other family members. The family continue to receive support and are now moving forward.

Macquarie Women's Domestic Violence Court Advocacy Service (WDVCAS)

Staff

Sadia Sheikh* (Coordinator),
Leah Cruickshank^ (Acting Coordinator),
Samiha Alameddine (CALD Worker & Coordinator), Christine Smith* (Assistant Coordinator), Elva Wright* (Aboriginal Worker),
Yvet Jones, Katy Jenkins*, Lisa Kastropil,
Renate Dwyer, Brooke Dell-Sewell (Court Support Workers), Tracey Hollywood (Administrative Assistant) Esther Song* (Casual Administration Assistant)

Macquarie WDVCAS is a service that assists women and children who are victims of domestic violence obtain protection from the Court. Macquarie WDVCAS covers the Parramatta Local and Children's Courts. Since Ryde Local Court closed in December 2013, Macquarie WDVCAS supports victims of domestic violence who live in the Ryde local area at Burwood Local Court. WDVCAS offers support to all women, including Culturally & Linguistically Diverse (CALD) women and Aboriginal and Torres Strait Islander (ATSI) women.

Community Events

International Women's Day Events, Koori Interagency Meetings, Women's Legal Speak Up Launch, Close the Gap Aboriginal Health Forum, Family Court Reconciliation Week Event, Harmony Day Event, Community Migrant Resource Centre Meetings, Ryde / Hunter's Hill DV Event Top Ryde, State Government Community Cabinet Forum

Networking / Training / Conferences

Information sessions:

- * Cumberland Women's Health Centre, DV Network, Auburn Salvation Army, Merrylands Youth Centre, Parramatta Community Migrant Resource Centre
- * Network meeting: 'Staying Home Leaving Violence' program Parramatta Holroyd Family Support Service
- * National CLC Conference, Cairns
- * Working with Emerging Communities Conference
- * Legal Aid NSW: new Domestic and Family Violence Reforms
- * Legal Aid WDVCA Core and Refresher Training
- * Salvation Army Mental Health Awareness & Suicide Prevention Training
- * Family Worker Training & Development Program Inc: Aboriginal Cultural Awareness Training

Samiha
Alameddine

Lisa
Kastropil

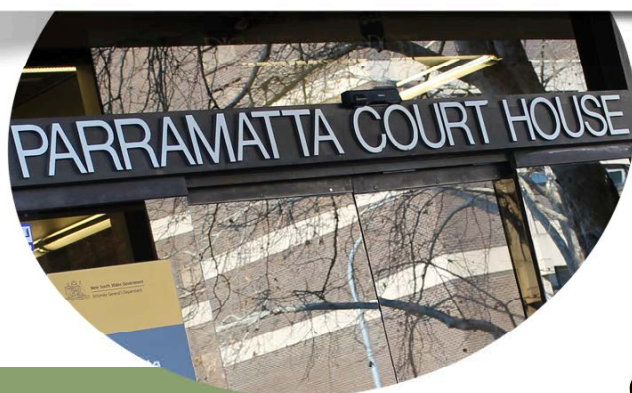
Brooke
Dell-Sewell

Tracey
Hollywood



Case Study - ADVO: no contact

Macquarie WDVCS assisted a mother and daughter who both had Apprehended Domestic Violence Order's (ADVO's) against the same defendant. The daughter had been in a relationship with the defendant and had lived with him at her mother's residence. There had been a history of domestic violence within the relationship. The clients were anxious to have no contact with the defendant. The clients had ADVO conditions that prevented the defendant from residing at the mother's home and having contact with the daughter. However, the defendant continued to reside near the clients' home. At times, the defendant would appear at places the daughter visited. The clients were provided with information about the Court process and given referrals for counselling and support. In addition, they were provided with information regarding the effects of domestic violence. The clients came to Court seeking variations to their Orders. The clients remained in the safe room until their Matter was dealt with. The ADVO was varied to stop the defendant appearing at places the daughter visited.



TOTAL CLIENTS
868

ADVO
815

CALD CLIENTS
430

ATSI
28

VARIABLY ABLED
CLIENTS
42

CLIENT REFERRALS

Counselling/Welfare:
802

Legal Services:
957

Police:
622

Family Relationship
Centre:
163

Interpreters:
44

Accommodation:
69

Govt Agency:
50

Case Study - CALD & Child Safety

Macquarie WDVCS assisted a client at Court whose English was limited. A Translating & Interpreting Service (TIS) interpreter was arranged. The client had an ADVO against her husband that included Mandatory Orders as well as an additional Order not to destroy or damage property. There were no charges. At first, the client would not reveal too much about her situation, other than she no longer wanted the ADVO against her husband. WDVCS explained the Court process to her. The client was informed that whatever her decision, the Police would listen, but that realistically she may not be able to remove the ADVO on the day. Over time the client revealed she had two children and that the family had recently arrived in Australia. She had no support from family, friends or other services. The client was under pressure from her husband and extended family overseas which included threats to cancel her visa. The client was also concerned about the effects of the ADVO on her children. The client's husband controlled all the finances and in the past had been physically abusive towards her. This had not been reported previously. WDVCS arranged for a Domestic Violence Practitioner Scheme (DVPS) solicitor to provide initial family law advice on her property and child issues. Referral to Immigration Advice was also provided. The Police and DVPS explained that the information her husband had given her was incorrect. WDVCS discussed with the client her concerns and provided support throughout the process. Once the client was fully informed, she decided to continue with the ADVO. Further referrals for on-going legal advice and family support services were provided. The client was empowered by the process which was designed to protect her and her children.

Youth Education Project (YEP)

Staff

Carolina Saez^, Leah Cruickshank^,
Anne Gillian (Legal Educators) and
Alex Dovan, (Administrative Assistant)

Community Legal Education

'Think Before You Act' Workshops were presented to young people and Youth Workers at:

- * Auburn Youth Interagency
- * Migrant Youth Access, Granville TAFE
- * Community Migrant Resource Centre, Parramatta

Networking

- * Auburn Youth Interagency
- * Cumberland Combined Services Network
- * Youth Justice Coalition
- * International Women's Day
Holroyd City Council

Youth Education Project (YEP)

provides legal education, training and resources to young people and those who work with young people. YEP aims to educate young people about the law and legal issues that affect them through interactive training sessions and workshops.



'Think Before You Act' Education Kit

YEP developed an education kit to accompany the 'Think Before You Act' short films.

The Kit helps young people understand their legal responsibilities in relation to issues relevant to them. Topics include dangerous driving, bullying, stealing and assault at parties, as well as other issues. The kit is designed for educators to use with the films to present legal education workshops to young people.

The Education Kit includes:

- * A DVD with three short films,
- * A USB with a power-point presentation,
- * An information guide for presenters, and
- * 1 pack of Youth Justice Playing Cards

The Education Kit was distributed free to 30 local High Schools and all CLCs in New South Wales.

It is available for purchase for \$35 + postage.



Alex Dovan

Anne Gillian

Carolina Saez's article about YEP's
 "Think Before You Act" Education Kit
 published in Legal Aid's *Verbals*



33



Think before you act

In July 2012, the Youth Education Project at Macquarie

Legal Centre embarked on a project never before undertaken by our centre – to make three short films based on the three scenarios presented in the popular *Think Before You Act* legal education workshops. The films will be used in legal education workshops for young people aged 16 and over. Each film presents a new topic for discussion with the workshop audience:

- *Party Hard* deals with partying, fighting and getting arrested;

- *iRob* works through the consequences of bullying at school; and
- *Death Race* examines the issues of getting your driver's licence and a young driver's responsibilities to his passengers.

The three short films were produced in collaboration with the Information and Exchange Service (ICE), with the assistance of the NSW Police Force and the support of the Department of Families and Communities. Despite the relatively small budget, the resulting films are of a high standard (with some cameos from well-known Australian actors to boot!).

The story-telling resonates with the target audience and youth workers. Legal Aid has purchased a number

of the DVDs and distributed them to regional offices. MLC thanks Legal Aid for its support.

The films are now part of an education kit that contains all the information needed to present a *Think Before You Act* workshop. The kit includes the DVD of the three short films, presenter's notes, discussion notes, and a PowerPoint presentation. For further information please contact the Youth Education Project on (02) 8833 0994.

Carolina Saez, Youth Education Officer,
 Youth Education Project



Financial Statements

Macquarie Legal Centre Inc

FINANCIAL STATEMENTS

For the Year Ended

30 June 2014

Contents

Statement by Management Committee

Auditor Report

Consolidated Profit & Loss Statement and Balance Sheet

Individual Grant Profit & Loss Statements

MLC	<i>Macquarie Legal Centre</i>
DVCAS	<i>Macquarie Women's Domestic Violence Court Advocacy Services</i>
YEP	<i>Youth Education Project</i>
CWCS	<i>Central West Contact Service</i>
CCAS	<i>Children's Court Assistance Scheme</i>
HoBas	<i>Home Building Advocacy Service</i>
TAAP	<i>Tenants Advice Advocacy Program</i>
FRC	<i>Family Relationship</i>
PCJC	<i>Parramatta Community Justice Clinic</i>
Maq Family	<i>Macquarie University Family Law Clinic</i>
SLS	<i>UWS Student Legal Service</i>
CCSC	<i>Service Capacity Children</i>
FLF	<i>Family Law Fund</i>

**STATEMENT BY THE MANAGEMENT COMMITTEE
OF
MACQUARIE LEGAL CENTRE INC**

In the opinion of the members of the Management Committee

- (a) The accompanying Income & Expenditure Statements of:

MLC	Macquarie Legal Centre
DVCAS	Macquarie Women's Domestic Violence Court Advocacy Services
YEP	Youth Education Project
CWCS	Central West Contact Service
CCAS	Children's Court Assistance Scheme
HoBas	Home Building Advocacy Service
TAAP	Tenants Advice Advocacy Program
FRC	Family Relationship
PCJC	Parramatta Community Justice Clinic
Maq Family	Macquarie University Family Law Clinic
SLS	UWS Student Legal Service
CCSC	Service Capacity Children
FLF	Family Law Fund

are drawn up so as to give a fair and true view of the results of the financial year ended June 30, 2014 and the state of affairs as of that date.

- (b) The accompanying balance sheet is drawn up so as to give a true and fair view of the state of affairs of the Centre as at June 30, 2014
- (c) At the date of this statement there are reasonable grounds to believe that the organisation will be able to pay its debts as and when they fall due.

The Centre has, during the financial year:

- i) Kept such accounting records as correctly explain the transactions and financial position of the Centre;
- ii) Kept its accounting records in such a manner as would enable true and fair accounts of the organisation to be prepared from time to time: and

- ii) Kept its accounting records in such a manner as would enable true and fair accounts of the organisation to be prepared from time to time: and
- iii) Kept its records in such a manner as would enable the accounts of the Centre to be conveniently and properly audited in accordance with Australian Auditing Standards;

The Accounts for the Centre have been properly prepared by a competent person.

Signed in accordance with a resolution of the committee.

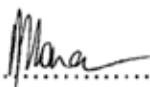
Place: Parramatta, NSW

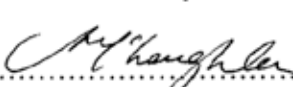
Date:.....24-11-17.....

Date:....24.11.2014.....

Member:.....Debra Ronan.....

Member:.....Lisa McLaughlan.....

Signature:..........

Signature:..........

Committee Position:.....Chairperson.....

Committee Position:.....Treasurer.....

Audit Solutions Pty Limited

Chartered Accountant

ABN 65 143 005 967

20 November 2014

Mr. Benjamin Dougall
A/Manager
CLC Program
Legal Aid NSW
PO Box K847
HAYMARKET NSW 1238

Dear Mr Dougall

**MACQUARIE LEGAL CENTRE INC.
COMMUNITY LEGAL CENTRE FUNDING PROGRAM**

We the attached Statement of Income and Expenditure ("Statement") for the year ended 30 June 2014 in respect of the Community Legal Centre Funding Program.

The Administrator of Macquarie Legal centre Inc. is responsible for the preparation of the statement.

As part of our audit of Macquarie Legal centre Inc. we conducted a procedural audit of the accounting and recording procedures. Our procedures included examination, on a test basis of evidence supporting the amounts and other disclosures in the statement. Further we note that certain items of overhead expenditure have been allocated to the grant on the basis of estimated usage, which we have reviewed for reasonableness.

In our opinion, the statement of income and expenditure for the year ended 30 June 2014 is in accordance with the books and records of Macquarie Legal Centre Inc.

Yours faithfully
Audit Solutions Pty Ltd



ROBERT TESORIERO FCA

Tel: (02) 4736 3868	<i>All correspondence to</i> PO Box 606 Kingswood NSW 2747	Website: www.superfundauditing.com.au
Fax: (02) 4736 3868	Email: rob@superfundauditing.com.au	
Liability limited by a scheme approved under Professional Standards Legislation		

Audit Solutions Pty Limited

Chartered Accountant

ABN 65 143 005 967

Auditor's Certification

Name of Organisation: Macquarie Legal Centre Inc.
Financial Year Period: 01 / 07 / 2013 to 30 / 06 / 2014

I hereby certify that:

- (a) I am not a principal, member, shareholder, officer, employee or accountant of the Organisation or of a related body corporate as defined in section 9 of the Corporations Act 2001;
- (b) In my opinion, the attached financial statements which comprise a Statement of Financial Position, a Statement of Comprehensive Income (previously known as a Statement of Financial Performance), and Notes to the Financial Statements of the above-mentioned 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 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 between Commonwealth of Australia and Legal Aid Commission of NSW and Macquarie Legal Centre Inc., a copy of which has been made available to me, in relation to the provision of community legal services.
 - iii.
- (c) The 12 Months CLSIS Funds Report, containing details of the Organisations transactions for the financial year, including audit adjustments, and the Organisation's grant position at the beginning and end of the financial year is provided in respect of funds provided in accordance with the Terms and Conditions of the Agreement referred to in b.ii. above for all Funding Categories.

This is 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 DETAILS

Full Name:
Name of Company (if applicable):
ACN or ABN Number:
Registered Auditor:
☒ Yes ☐ No

Robert G. Tesoriero FCA

Audit Solutions Pty Limited
65 143 005 967

If Yes:

Registration No.: 1632

Signature:

Date:

20-11-14

Tel: (02) 4736 3868

Fax: (02) 4736 3868

All correspondence to
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Macquarie Legal Centre Inc.
P O Box 23
Parramatta NSW 2124

Profit & Loss Statement

July 2013 through June 2014

INCOME		
Operating Grants		
LAC State Grant	\$291,819.66	
FLLAD Commonwealth Grant	\$167,114.48	
Family Law Fund	\$120,000.00	
Family Relationship	\$119,214.22	
Home Building Advocacy Service	\$244,885.35	
Family and Community Services	\$45,928.51	
Macquarie CLE Family Law	\$33,148.02	
Service Capacity of Children's	\$70,186.67	
UWS Student Legal Services	\$115,000.00	
Tenancy Advocacy Program	\$530,506.86	
LAC MDVCAP Grant	\$295,136.22	
Department of Social Services	\$312,431.35	
UWS PCJC	\$84,088.66	
LAC - CCAS	\$203,653.48	
Commonwealth - CCAS	\$40,000.00	
Clinical - Macquarie University	\$20,000.00	
Total Operating Grants		\$2,693,113.48
Bank Interest		\$19,181.99
Donations Received		\$50.00
Legal Income		\$2,857.27
Membership Fees Rec'd		\$295.00
Sale of Equipment		\$500.00
Sale of Publications		\$522.08
Miscellaneous Income		\$4,696.73
Admin and management costs		
Management fee	\$103,676.04	
C'bution to operating	\$321,051.00	
Total Admin and management costs		\$424,727.04
CWCS Income		
Subpoenas	\$4,860.00	
Admin fees	\$1,165.00	
Service fees	\$94,652.28	
Total CWCS Income		\$100,677.28
Total INCOME		\$3,246,620.87
EXPENDITURE		
Wages and Oncosts		
Direct Salaries	\$1,678,522.35	
Casuals	\$203,899.03	
Relief Staff	\$35,581.69	
Superannuation	\$183,984.26	
Leave Loading	\$30,540.03	
Workers Comp Insurance	\$7,752.14	
Training	\$18,539.59	
Travel	\$9,532.07	
Conferences	\$13,230.78	
Total Wages and Oncosts		\$2,181,581.94
Operating Costs		
C'bution to operating costs	\$321,051.00	
Consultancy - supervision	\$33,631.31	
Macquarie University	\$16,450.00	
Advertising/Promotions	\$14,159.54	
Annual Report/Service Eval'n	\$714.54	
Bank Charges	\$2,596.28	
Consumables	\$10,818.99	
Electricity/Gas	\$9,563.23	
Insurance	\$9,140.01	
Library & Resources	\$966.14	
Memberships/Subscriptions	\$11,355.91	
P'copier/computer maintenance	\$21,442.88	
Planning Day	\$2,258.30	

Macquarie Legal Centre Inc.

Profit & Loss Statement

July 2013 through June 2014

Postage/Couriers	\$6,000.87	
Rent and rates	\$146,374.23	
Cleaning Services	\$32,597.48	
Repairs & Maintenance	\$9,822.52	
Security/Alarm System	\$1,668.27	
Stationary & Printing	\$27,726.41	
Telephone/fax/internet	<u>\$47,868.67</u>	
Total Operating Costs		\$726,206.58
Other Costs		
Evening Advice Expenses	\$2,335.91	
Audit Fees	\$18,856.00	
Depreciation	\$85,562.17	
Furniture and Equipment	\$33,229.26	
Disbursements	\$1,438.24	
Management fee	\$103,676.04	
Practising Certificates	\$16,426.53	
Moving Expenses	\$1,600.00	
Publication Expenses	\$2,483.01	
Translations - Interpreters	\$1,918.18	
Miscellaneous Expenses	<u>\$4,375.77</u>	
Total Other Costs		\$271,901.11
Employee Provisions		
Annual Leave Provision	\$37,916.26	
Long Service L/ Provision	\$16,896.05	
Prov for Parenting Leave	\$6,750.90	
Redundancy Provision	<u>\$6,132.52</u>	
Total Employee Provisions		\$67,695.73
Total EXPENDITURE		<u>\$3,247,385.36</u>
Operating Profit		<u>-\$764.49</u>
OTHER INCOME		
Net Profit/(Loss)		<u><u>-\$764.49</u></u>

Macquarie Legal Centre Inc.
P O Box 23
Parramatta NSW 2124

Balance Sheet

As of June 2014

ASSETS			
Current Assets			
Cash At Bank			
Cheque Account	\$59,222.75		
Business Payments Card	\$1,642.58		
Electronic Clearing Account	\$1,413.89		
EFTPOS CWCS	\$3,389.49		
Total Cash At Bank		\$65,668.71	
Cash On Hand			
Petty Cash Float	\$200.00		
Petty Cash - CWCS	\$200.00		
Cash Drawer	\$735.68		
Petty Cash CCAS	\$40.00		
Total Cash On Hand		\$1,175.68	
Investment Accounts			
Colonial First State Inv MLC	\$1,016,564.53		
National Term Deposit 4877	\$25,192.22		
Bank Guarantee Kuei-Jung Hsieh	\$9,662.62		
Bank Guarantee NASUS GROUP69	\$23,667.40		
Total Investment Accounts		\$1,075,086.77	
Total Current Assets			\$1,141,931.16
Fixed Assets			
Furniture, Plant & equipment	\$20,719.93		
Computer Equipment	\$26,490.57		
Total Fixed Assets		\$47,210.50	
Total ASSETS			\$1,189,141.66
LIABILITIES			
Current Liabilities			
Current Receivables			
Accounts Payable	\$8,554.29		
GST On Sale (Collected)	\$1,725.93		
Total Current Receivables		\$10,280.22	
Accrued Leave Expenses			
Sick Leave Accruals		\$20,500.00	
Annual Leave Accrual		\$190,642.40	
Long Service Leave Accrual		\$82,960.65	
Provisions for Redundancy		\$12,250.00	
Parenting Leave Provision		\$20,445.00	
Grants In Advance			
PCJC-UWS	\$6,694.52		
UWS Event Fund	\$14,402.00		
Home Building Advocacy Service	\$160,598.26		
Tenancy Advocacy Services	\$457,054.92		
Mag Uni	\$10,000.00		
UWS Student Legal Services	\$90,000.00		
Total Grants In Advance		\$738,749.70	
Deductions			
Fringe Benefits Payable	\$951.17		
Total Deductions		\$951.17	
Provisions			
Audit Fees Provision	\$17,092.89		
Computer replacement	\$4,228.18		
Telephone system	\$3,367.45		
Total Provisions		\$24,688.52	
Total Current Liabilities		\$1,101,467.66	
Total LIABILITIES			\$1,101,467.66
Net Assets			\$87,674.00
EQUITY			
Current Year Surplus		-\$764.49	
Prior Surplus		\$88,438.49	
Total EQUITY			\$87,674.00



Macquarie Legal Centre

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