



ANNUAL REPORT

2010

Serving the community in Sydney's West

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Chairperson

John Hargrave

If the year 2010 was the start of a decade and a new millennium, then such a time is always a good time to look back to earlier days.

The calibre of an organisation depends to a large extent upon its early foundations. Who we are and what we stand for can be seen by looking to the work of those individuals whose vision, foresight and determination commenced the Macquarie Legal Centre.

Many of those early pioneers of MLC are no longer with us and the address of MLC has changed over the years yet the song that started perhaps as a gentle melody in the hearts of the Centre's early founders, still plays in the hearts and minds of those individuals - staff and volunteers - for whom the vision of providing free legal information and representation for low income earners living in the Western Sydney Region is important. The early founders of MLC are the giants upon whose shoulders we stand today and perhaps the song they heard was 'I Dreamed a Dream'.

The Macquarie Legal Centre first opened its doors in September 1978 in a small office, Astra Chambers, in "fittingly enough", Macquarie Street, Parramatta, (number 71). The Centre was initially set up by a small group of lawyers, academics and law students. In the first 8 months 319 files were opened.¹

The importance of the service was

¹ Michael Pedler & Roy Waldon undated.

recognised in late 1979 when the first grant was received - a cheque for \$27,500 - from the Federal Government. This allowed for the employment of a solicitor and a social worker/coordinator. The Centre soon outgrew the original address and MLC moved to the ground floor of 9 Smith Street, Parramatta in July 1980.

The Centre also developed areas apart from casework. Several community education workshops were held on a regular basis, covering such issues as tenant's rights, social security and credit.

In 1982 a prisoner's legal advice service was commenced at Parramatta gaol to provide legal advice to the inmates.

Children's law was also identified at an early stage as being an area of community need. In 1983 funding allowed for the provision of legal assistance for children as well as educational facilities.

With the growth in work load and the number of staff came the need to find more suitable accommodation. Such premises were finally located at 48 Darcy Street, Parramatta.

The Centre continued to grow and expand in response to community needs. By 1988 a grant of \$172,000 from the Legal Aid Commission allowed MLC to employ 3 solicitors, a social worker and coordinator.

From being a small Centre relying entirely upon volunteers for our service delivery, Macquarie Legal Centre has grown into a large and

thriving Centre. With continued funding the Centre continues to expand to fulfill its role of community service delivery for those people of western Sydney who are in positions of disadvantage.

From the past we come to the present and the people of MLC, the staff and volunteers, whose daily work keeps alive the vision of the founders of this proud organisation.

This is a large group of people who have a desire to bring to fruition the goals of MLC.

On behalf of the Management Committee I wish to thank all the staff of MLC including the areas of:

- * Administration,
- * Legal Practice,
- * Home Building Advocacy,
- * Women's Domestic Violence Court Advocacy,
- * Central West Contact Service,
- * Children's Court Assistance,
- * Youth Education, and
- * Tenancy.

Macquarie Legal Centre also has successful partnerships with Family Relationships Centre, the Parramatta Community Justice Clinic and the University of Western Sydney. I also wish to thank them for their professionalism and hard work.

I thank the Manager of the Macquarie Legal Centre, Ms. Maria Girdler for her commitment and expertise.

I thank the volunteer Law Students for their enthusiasm and willingness to give up their time to come to the centre of a Thursday evening.

I thank the volunteer Solicitors for their experience and expert knowledge of the law.

At a personal level I thank the members of the Management Committee - you have given of your time not only at the monthly Management meetings, but also at other times, bringing your experiences from a cross section of backgrounds and work fields.

From the present we look towards the future. Many of those who commenced the organisation are no longer with us, however in the work of the staff, committee and volunteers, their Spirit continues today. In the words of the song, 'I Dreamed a Dream': "I dreamed a dream in time gone by and I was young and unafraid..."

Like any other organisation, MLC is never perfect. It is an organisation of individuals who express opinions, who work together, who collectively do what they believe to be the best at any time on any day. Much like the creation of a painted canvas - each member of staff, each volunteer, each committee member - contributing their own brush work, some seeking to create a traditional landscape, perhaps another a more 'modern' look; different styles, but all contributing, none the less, to what they believe at any time to be the best for the Centre.

It is the mark of an organisation that it can recognise the value of each person's input and skills and work cooperatively to bring forth the skills of each contributing member. At the end of this year we look at the canvas that has been created during the last twelve months and reflect ...how has our

effort contributed to MLC?

What stands before us at the beginning of 2011 will be another blank canvas. As with any organisation the challenge lies before us all...how our efforts during the next twelve months will bring to fruition the goals of the founders who 30 years ago 'Dreamed a Dream'.

Fittingly, 1 January 2010 was the 200th anniversary of the installation of Lachlan Macquarie as the 5th Governor of NSW, the

person after whom Macquarie University, and later, Macquarie Legal Centre, was named.

May we all, in the year ahead, contribute to the canvas of Macquarie Legal Centre by echoing the melody that played in the hearts of our founders. May we all dream the same dream, in extending to the disadvantaged of Western Sydney a dream that for them becomes a reality, through the contribution of each person's skills, dedication and commitment.

Management Committee Attendance

July – December 2009

Attendance

Chairperson	John Hargrave	4/5
Deputy Chairperson	Elspeth Dyer	5/5
Secretary	Emily Robertson	0/5 *
Treasurer	John Moratelli	5/5
Members	Debbie Draybi	0/5
	Angelina Gonsalvez	5/5
	Jacqueline Hayles	4/5
	Rita Khodeir	3/5
	Debra Ronan	4/5

** Emily stood down from the Committee on 9.6.2009 with the Management Committee's agreement to assist CWCS with policy documents*

January – June 2010

Attendance

Chairperson	John Hargrave	5/5
Deputy Chairperson	Elspeth Dyer	1/5 – resigned 12.4.10
Secretary	Emily Robertson	0/5 – resigned 15.1.10
Treasurer	John Moratelli	5/5
Members	Eva Abdel Messiah	3/5
	Angelina Gonsalves	4/5
	Jacqueline Hayles	2/5
	Meredith MacDonald	4/5
	Debra Ronan	4/5

Manager

Maria Girdler



This year has been one of exceptional growth for the organisation. Macquarie Legal Centre (MLC) started 4 new projects, 3 of which resulted from new Federal government funding.

Family Relationship Centres Partnerships

In July 2009, the Hon Robert McClelland MP, Federal Attorney-General invited expressions of interest to provide legal services at Family Relationship Centres (FRC). The program was announced as a one-year pilot and funding was capped at \$55,000 for each tender.

MLC had initial discussions with both Parramatta and North Ryde FRCs and they were both happy to develop partnership proposals with us. MLC submitted our EOIs to the Attorney-General's Department and waited.

In December 2009, MLC received the news that we had been successful with both tenders. We recruited 2 Family Law solicitors and commenced services at the FRC's in early 2010.

On 25 May 2010, MLC was very pleased to get advice that the program would be funded for a further 2 years (until 2013).

The Australian Institute of Family Studies has been commissioned to evaluate the projects. I would hope that evaluation deals with the issue of the capped funding (which puts an artificial limit on the services we can provide).

Family Law Clinical Legal Education

In September 2009, the Federal Attorney-General announced the creation of a new funding program for clinical legal education with total funds of \$300,000 available Australia wide. Expressions of interest were invited from Community Legal Centres to partner with universities for projects focusing on Family Law.

Given the EOI MLC had submitted for the Family Relationship Centres Partnerships, I opted to develop an integrated proposal for a Family Law Clinical Legal Education at the North Ryde FRC. We held discussions with Macquarie University and the North Ryde FRC and both agencies were supportive of developing a proposal for Family Law students to undertake a Clinical course focusing on dispute resolution. We submitted our EOI.

In January 2010 the Attorney-General advised us that MLC were to receive \$30,800 as one of only 7 successful projects. With these funds we added to the hours of our Family Law solicitor, so they can provide the direct services at the FRC as well as coordination of the Clinical Legal Education program. MLC offered the course in 1st semester 2010 and found that like our other clinical placements it has been very popular with students.

Parramatta Community Justice Clinic (PCJC)

The fourth new project to start this financial year was the Parramatta Community Justice Clinic (PCJC). The PCJC was established by the University of Western Sydney (UWS) to provide legal services to the local community and provide clinical legal education for students. UWS offered to partner with us for the project and provided the funds for a solicitor to supervise at the Clinic.

Whilst MLC have had a clinical legal education program with University of Western Sydney for some years, the PCJC replaced this program. As with our other clinical programs the PCJC has been well received by clients and students.

John Rafferty, Adele Francis and I have participated on the PCJC steering committee. I have also been a member of Management Committee for the project. As the project has developed we have focused on filling gaps in legal service delivery.

All the projects have been beneficial to our organisation and offered a greater range of services to the community.

When (and if) new funding opportunities arise MLC will assess their relevance to our organisation and whether they can enhance our services to the community.

Thank you

I wish to thank all staff for their contribution to the work of MLC.

I wish to thank all the volunteers – both solicitor and student – for donating their time and energy to MLC. Their effort ensures that our services are available to as many as possible within the community.

I wish to thank the private law firms who donate their time and expertise to MLC so that we may continue to provide essential services to the community.

I also wish an especially big thank you to the Management Committee for their work throughout the year. Each Committee member contributes by being part of the organisation.

Legal Practice

*John Rafferty, Clare Mangiokas,
Adele Francis, Elfet Eid &
Elizabeth True*



John Rafferty



Clare Mangiokas

Overview

The Legal Practice (LP) has maintained its high volume (and standard) of work over the past 12 months.

LP covers a number of different areas of law, such as credit and debt, criminal law, family law, neighbourhood disputes, traffic and regulatory offences as well as, wills and probate.

Over the last year, the greatest demand was for assistance with credit and debt issues, family disputes and traffic matters. LP also assisted clients with submissions to court, drafting binding financial agreements and making consumer complaints.

Staff

John Rafferty continues as Principal Solicitor and Clare Mangiokas remains in the Practice.

Early in the year, Adele Francis moved to the Parramatta Community Justice Clinic. Elizabeth True joined the Legal Practice paralegal in August 2009.

However, in May 2010 she resigned to take up a position at the DPP. Elfet Eid moved from the Legal Practice to the Home Building Advocacy Service in September 2009.

Legal Service Profile & Statistics

Info & Referrals:	2,412
Legal Advice:	1,428
Cases Opened:	84
Cases closed:	80

Problem Type	Legal Advices
Family Law Matters	554
Road & Traffic Regulatory Offences	252
Motor Vehicle Accident Related Offences	188
Credit / Debt Matters	141
Neighbourhood Disputes	65
Personal AVO	61
Other Criminal Matters	59
Consumer Complaints	45
Other Civil Matters	38
Wills & Probate	20
Discrimination Matters	5
Total	1428

National CLC's Conference 2009

In September 2009, the National CLC's Conference was held in Perth. Maria Girdler, John Rafferty, Linda Grady and Figen Cingiloglu attended from Macquarie Legal Centre. Figen presented a paper on MLC's schools project. This involved a presentation to Year 11 school students featuring interactive sessions with students (for further details see page 29).

State Conference 2009

John Rafferty, Maria Girdler, Elizabeth True and Natasha Patney attended the State Conference at Darling Harbour on 6 May 2010.

John presented a paper entitled "*Community Legal Education – Never a Last Resort*" which outlined the problems caused by a lack of legal education to emerging communities. John compared the Australian model of Legal Education to that of the UK and Canada. This comparison showed that Australia could do much more by way of providing legal education. The paper also addressed the intervention strategies that were proposed at the 2010 National Juvenile Summit to improve Australia's legal education. John's presentation was highly commended. The feedback it received proved that it was very educational.

Community Legal Education (CLE)

During the year MLC gave 15 Community Legal Education (CLE) seminars and workshops.

Examples of MLC's presentations include:

* August 2009: John Rafferty and Figen Cingiloglu attended a number of different High Schools and Youth Centres to present important legal issues for young people. Figen prepared brochures on criminal records, the consequences of drink driving, taking illicit drugs and where to get legal help.

* Early 2010: Adele Francis spoke to the Australian Centre for Languages on *Community Legal Services in the Greater Western Sydney Area*.

* March 2010: Adele presented *the Role of Macquarie Legal Centre* to Cumberland Women's Health Centre.

* April 2010: Adele presented legal issues to young parents as part of Anglicare's Young Parents Program.

Overseas Visitors

In August 2009, MLC hosted a delegation from Oman. They were on a fact-finding mission to research the establishment of a clinical program that would provide free legal advice. This proved very successful and the delegation used MLC's system to set up a precedent for a legal service in their country.

In September 2009 MLC also hosted a seminar for a delegation from New Zealand. The seminar was entitled *The Role of MLC – A comparison with Community Law Canterbury*.

Legal Education / Clinical Programs



Rubleet Singh Walia & John Rafferty
MU Student

During the year MLC expanded the number and range of clinical legal education programs with Macquarie University (MU) and the University of Western Sydney (UWS).

In conjunction with MU, MLC continued a legal clinical program with 8 students per week over two 10 weeks period. 16 students completed this course, 8 in each semester. This program covers a number of different areas of law including:

- * Children's Court
- * Criminal Law,
- * Domestic Violence and Victim's Compensation,
- * Home Building,
- * Tenancy,
- * Wills and Family Law.

In conjunction with UWS, MLC conducted a legal clinical program involving 2 groups of 4 students. These 2 groups completed the program as part of the UWS Clinical Legal Placement Unit in Semester 2 of 2009. This program was discontinued in early 2010.

However, late in 2009, UWS started a new Clinical Legal Placement Program, called the Parramatta Community Justice Clinic (PCJC).

UWS funded a MLC solicitor to work at the clinic in March 2010. The PCJC is located in Parramatta. This program takes 2 students per week and exposes them to real client files and operations of a legal environment

Also early in 2010, MLC and MU commenced a partnership with the Family Relationships Centres (FRC) at North Ryde and Parramatta to provide legal services for clients. This partnership provides MU students with clinical legal education. 8 students completed this program over a 10 weeks period, attending either the FRC or MLC once a week for experience and education.

The continued positive feedback received by the students from both MU and UWS demonstrates that these clinical programs successfully assist the students gain practical legal experience.

Acknowledgments

MLC acknowledges the constant dedication of its team throughout 2009 and 2010. Although the Legal Team provides advice to our clients, MLC would not be able to function without our Administration Team, Front Desk and Manager. Therefore, we would like to thank all the employees of MLC for their continued efforts. These ongoing efforts and hard work enable MLC to assist hundreds of clients within our catchment area each year.

In addition LP would like to acknowledge the Volunteer Solicitors for their dedication and assistance and the pro bono law firms that make themselves available to us.

Student Feedback

MU Student – Semester 1, 2010

Just a quick note to say THANK YOU to you and your team.

The “Access to Justice” clinical program opened my eyes and challenged my mindset. By far, it is the best, most useful and practical course I have undertaken in this degree! I thoroughly enjoyed it!

Your team really impressed me. Not just Clare, Elfet, Michelle and Leah but also the volunteers and office staff. They are a happy, enthusiastic, helpful and professional bunch of people.

Thank you for looking after us during the semester.

You and your team are doing great work. Keep it up!

Client Feedback

*I am writing today to express my great appreciation toward **Mr John Rafferty** for all his help throughout the last 3 months.*

My mother past away 2 months ago and things were extremely difficult for my family and me.

My mother did not have a will and had a lot of debt that needed to be paid off. I was so stressed out and worried about what to do and thought that I had to pay off the debt from my money. I had no idea about any of the procedures for once a person dies and what my options were.

Mr Rafferty agreed to meet with me and explained everything until I completely understood.

I got the matter sorted out very quickly, the debts were paid off and her house was sold.

Thank you Mr Rafferty you have been a lifesaver at such a difficult time in my life.

Adele Francis

1. I am so happy I can go and visit my mum since the AVO was dismissed. Thank you for being in Court with me. I was so scared and nervous but you handled everything so well. I am so happy.

2. Thank you so much for helping us prepare our documents for the Court.

Case Studies

Clare Mangiokas

1. Clare acted for a client regarding his former wife's non-compliance with their family law orders. Due to her non-compliance, he had not spent time with his child for the time stipulated in the orders.

The client was hearing impaired and would have had considerable difficulty taking the matter to Court on his own. Clare prepared a Contravention Application and Affidavit for the client after negotiations between the parties and family dispute resolution were unsuccessful.

The matter was heard at the Federal Magistrates Court, Parramatta. The client's application was successful and the Court ordered compensatory contact for the time he did not spend with his child.

2. Clare acted for a client who was living in a retirement village. The client wanted a divorce but was unable to locate her husband, as she had not had any contact with him for over 5 years. Clare assisted the client make enquiries and was able to find where the husband lived.

Clare prepared and filed an Application for Divorce at the Federal Magistrates Court and arranged for it to be served on the husband. The application was successful and the Court granted the divorce.

Adele Francis

Adele assisted a client who was originally a refugee from Afghanistan. He arrived in Australia in 2009 with his wife and four children.

The client's eldest son was murdered in Afghanistan during the Civil War, his second son died following an accident in Iran and his youngest son was left with severe burns resulting from the same accident.

The client held an Afghani Driver's Licence and was not aware of the Australian licensing system and road rules. Whilst driving his youngest son to Westmead Children's Hospital for treatment he was charged with failing to display his 'L' plates and driving unaccompanied by a supervising driver.

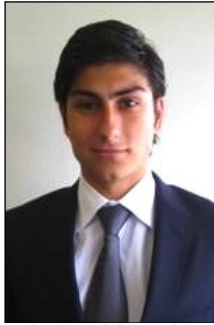
The client's only source of income was a Centrelink benefit and he had considerable expenses, which included rent and medication.

Adele represented the client in Parramatta Local Court where he pleaded guilty to both charges. The Magistrate considered his unfamiliarity with the legal system, poor financial situation and his family circumstances and only imposed a \$50.00 fine per charge. The Magistrate also waived court costs and noted the fines themselves would cause the client considerable hardship.

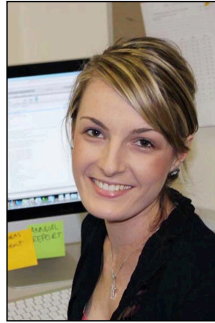
The client was extremely happy and now understands the conditions of his licence.

Legal Information and Referral

Helen Glynn-Jones, Bridget Kennedy, Mirjana Zagani, Adam Abboud & Tanja Podinic



Adam Abboud



Tanja Podinic

Staff

Over the year MLC has had a large number of staff in the Legal Information and Referral section. Many have gone on to other positions in the organisation. In April 2010, Bridget Kennedy and Mirjana Zagani moved to WESTs as tenancy advocates. Helen Glynn-Jones left MLC to take up an internship with Amnesty International.

Elizabeth True, Mabel Koo, François Brun, Truda Gray, Laurice Elten and Adam Abboud filled the role on a temporary basis until Adam Abboud and Tanja Podinic were formally offered the positions in June 2010.

The number of staff on the Front Desk was decreased to increase consistency for other staff members at MLC. This change has proved positive and successful.

Service Provision

Demand for MLC's services remained high this year. 2,919 clients were advised on legal matters. This shows an increase of 834 since the last reporting period. Of these clients, 2,371 received telephone legal advice and 540 clients received face-to-face legal advice. During this period, cases opened increased from 245 to 286.

The vast majority of referrals to MLC came from Law Access, Legal Aid and the Office of Fair Trading. MLC also referred 2,274 clients to other Community Legal Centres, including the Parramatta Community Justice Clinic (PCJC), which opened in March 2010.

Front Office staff and volunteers maintain an updated contacts folder, which lists possible referrals for different matters to ensure that clients do not get caught on a 'referral roundabout'. There does appear to be a lack of services for clients who have employment issues and fall within our catchment area because MLC no longer provides employment law advice. Despite being advised this is no longer part of MLC's service, Law Access and Fair Work Australia continue to refer people to us.

Volunteers

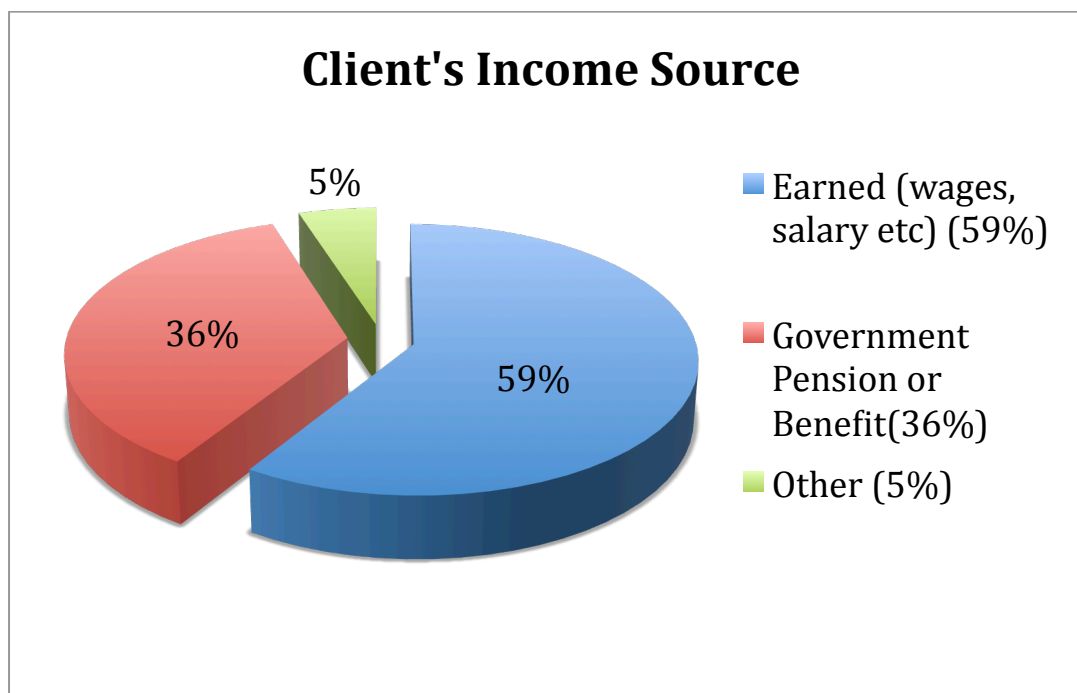
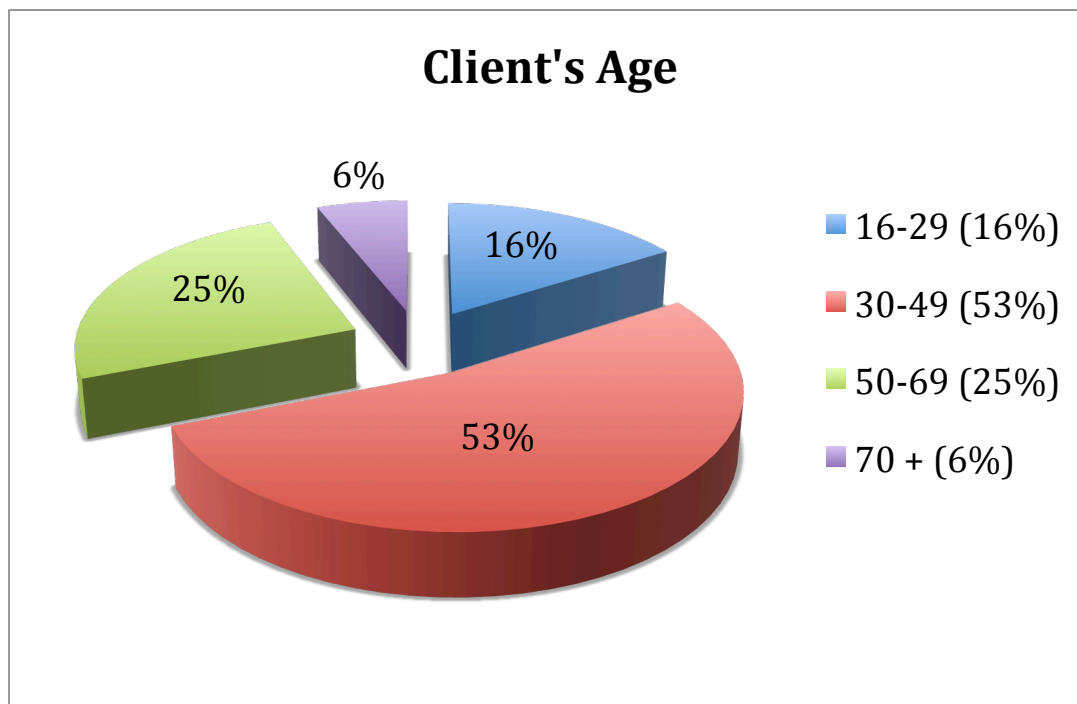
The high demand for volunteer positions among university students remains. MLC has a full roster and a long waiting list. All applications are kept on file for future reference. A number of students who completed the clinical program have expressed interest in becoming volunteers at MLC. This number has increased with the advent of the PCJC.

Our current team of volunteers are relatively inexperienced compared to past teams. This is largely due to the fact that a number of our long serving volunteers have joined MLC as employees. This demonstrates the potential value volunteers provide to MLC as well as the opportunities MLC provides volunteers.

Legal Service Profile and Statistics

Client's Country of Birth – Top 10	
Country of Birth	No. of Records
Australia	706
China	103
India	59
Lebanon	47
England	29
Afghanistan	28
Iran	27
New Zealand	27
Philippines	18
South Africa	17

Legal Service Statistics continued



Central West Contact Service (CWCS)



Lesley Humphries & Gwen Davies
Co-Ordinator & Senior Supervisor

Central West Contact Service (CWCS) is a service for families experiencing conflict or difficulties around contact and changeover arrangements for their children. CWCS provides for the safe transfer of children between separated parents and a meaningful interaction between children and their parents during contact sessions.

CWCS' philosophy is to provide a physically and emotionally safe environment to uphold the right of children to have contact with parent(s) under the "Spend Time with Parent Provisions".

Qualified and trained staff ensure that contact and changeover is free of conflict.

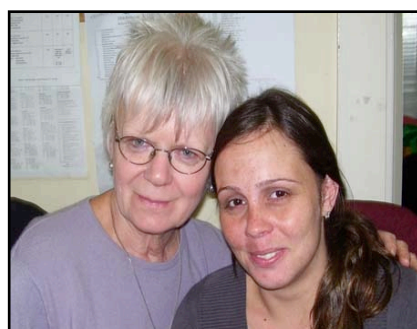
CWCS assesses applications to determine their eligibility to use our service. Assessments are based on intake interviews.

CWCS staff are vigilant in their work with families to de-escalate potential conflict. In addition

CWCS employs a safety officer whose role is to avert potential violence at the service.

Staff

CWCS employs 1 full time Coordinator, 1 full time Senior Supervisor, 2 part time administrative assistants and 4 casual supervisors. The current Team includes Lesley Humphries and Gwen Davies, pictured opposite as well as the following staff:



Vicki Vucetic & Victoria Lucas
Administrative Assistants



Lachelle Uzcataguigaymon & Ozra Meshkat
Casual Supervisors



Salwa Isreal & Madhabi Tanjea
Casual Supervisors

CWCS has bi-lingual supervisors who speak several languages, including Arabic, Bengali, French, Hindi, Persian, German and Spanish. Vicki Vucetic has also been trained as a supervisor and conducts casual supervisions.

During the period from April - October 2010 Kim Burton was employed on a contract as a Locum Casual Senior Supervisor in Gwen Davies' absence.

Sadly, Amira Francis resigned as a part time administrative assistant and casual supervisor. She is missed.

Funding

CWCS is funded by the Federal Government through the Family Relationships Services Program. Apart from CPI increases we have not received an increase in our funding. While CWCS appreciates this funding, it has not kept pace with rising costs.

Premises

CWCS' premises are in Harris Park. CWCS is accessible for

clients using both public and private transport. CWCS provides a homely environment focused on the children's comfort, safety and wellbeing. CWCS has toys, books and activities for children and a backyard that has a grass area as well as a play equipment area. Importantly, CWCS has two separate entrances, which enable parents in conflict to avoid contact with each other.

Service Provision

During 2009-2010 the client target was 330. CWCS actually assisted 389 clients (125 separated families). In addition to this, CWCS also provided supervision for families with children in the care of the Department of Human Services. CWCS supervised contact visits for 5 families giving children the opportunity to have contact with their biological/ sociological parents.

Each fortnight CWCS conducted 49 supervised/monitored contact sessions and facilitated 71 changeovers and change backs.

CWCS has a waiting list of 26 families. Intake interview appointments are booked out until 11 January 2011.

A majority number of CWCS clients have a history of domestic violence and/or mental health issues.

During 2009-2010, if was necessary for CWCS to refer clients to other services for further assistance. These included: Anglicare Parenting

Programs, Burnside's Fathers' Support Service, Cumberland Women's Health, Legal Aid, UniFam's "Keeping Contact" Program, Women's Legal Service and of course, Macquarie Legal Centre.

Reference Group

The first Reference Group meeting was held in February 2010. The response was warmly received with 12 community members/agencies expressing interest in participating.

Client's feedback

Many clients express the view that without CWCS and the service we provide, there would not have been the opportunity for many to participate in the "Spend Time with Parent and child" program. Clients have indicated that any contact that may have taken place, may have done so in less desirable or unsafe circumstances.

When CWCS closes a file, clients are sent a feedback form with a stamped self-addressed envelope. The feedback CWCS has received has been overwhelmingly positive. Please find following examples of feedback:

1. "You need more funding to enable you to provide this service to many other families, your location is perfect and child friendly, thank you so much."

2. "My son loves all the staff at the Centre. He proudly tells people that he goes to play at Lesley's house

with his daddy. Thank you for making us so comfortable within a difficult situation."

3. "This service was most helpful in re-establishing and strengthening my relationship with my children. The staff and service were so kind and allowed me to spend positive time with my children. The children loved being at Central West Contact Service so much that they asked if they could come back and play at the centre. Thank you so much."

4. "Your staff always acts in a professional manner. Your service is next to perfect, Lesley you are doing a fine job. Keep up the good work for others in the future."

The staff at CWCS would like to thank the Probation and Parole Community Service Order Program for providing a worker to clean the Centre and keep our toys clean and disinfected. This is attended to weekly. Thanks to Trish and Theo. CWCS would also like to thank Parramatta / Holroyd Family Support for providing toys at Christmas for the children of our most disadvantaged families.

Thank you also to Colleen Hirst our External Supervisor.

Conclusion

Lesley would like to thank the team at CWCS for their support during the last financial year.

Family Relationship Centre Project (FRC)



Sarah Hart



Helen Taranto

Staff

In early 2010, MLC commenced a partnership with the Family Relationships Centres (FRC) at North Ryde and Parramatta to provide legal services to clients. This partnership coincided with Helen Taranto's employment with MLC.

Helen Taranto is employed three days per week. She works with MLC's generalist team on family law advice and casework as well as on the FRC project.

In March 2010, Sarah Hart began full time employment with MLC. Sarah works with MLC's generalist team on family law advice and casework and on the FRC project.

Service Provision

The Family Relationship Centre Project was developed by the Attorney General's Department with the aim of providing better access to justice for those going through mediation and family law process.

Community Legal Centres are partnered with Family Relationship Centres around Australia to provide one on one legal advice, legal information sessions and lawyer-assisted mediation to clients of the Family Relationship Centres.

Sarah Hart is partnered with Parramatta FRC. She provides one-on-one legal advice to clients every Monday and Friday by appointment. The one-on-one advice sessions are working well and are generally booked out weeks in advance.

Sarah also provides Legal Information sessions for FRC clients. Legal Information sessions provide simple and easy to understand information about the family law process. However, many clients prefer the one-on-one legal advice, as the information sessions cannot address individual issues.

Helen Taranto is partnered with North Ryde FRC. She provides one-on-one legal advice to clients every Friday and one Thursday per month by appointment. Helen also provides Legal Information sessions once per fortnight and similarly to Sarah, Helen has received a great feedback from clients regarding the value of free access to information.



Len Kenny, Acting Manager, North Ryde FRC

The funding by the Attorney General has been extended for three years. Sarah and Helen hope to continue implementing lawyer-assisted mediation in conjunction with their respective FRC's in the future. The project has been very successful.

Macquarie University Family Law Program



Sue-Ellen Hills & Helen Taranto
MU Student

In conjunction with Macquarie University (MU), Sarah Hart and

Helen Taranto conducted a Family Law Access to Justice program. The program started in March 2010 and ran for 10 weeks. 8 students from MU attended once per week. As part of the program, the students went to the Family and Federal Magistrates Courts, Central West Contact Service (CWCS), the Family Relationship Centre at both North Ryde and Parramatta and the Local Court at Parramatta. The students were involved in both the practical and theoretical sides of the Family Law system.

The next programs will be intensive 10-day programs with the students attending every day for two weeks.

Very good feedback was received from the students who enjoyed the hands on approach and practical experience the program gave them.

Student Feedback

"The placement at the Macquarie Legal Centre was an amazing opportunity. I really appreciate the effort the Centre, and all the people involved, made to accommodate five highly enthusiastic law students".

"The programme has provided a necessary but mainly overlooked practical component of our law degree. It has given us the chance to see how the legislation, the cases and the theory are applied to real cases and real clients, and the difficulties and challenges surrounding that application".

Statistics

Feb 1 – Jun 20 2010	Legal Information Sessions	Total Number of Advices	Total Number who attended the Legal Information Sessions
Parramatta Family Relationship Centre	1	82	5
North Ryde Family Relationship Centre	7	45	33

Client Feedback

1. *To Helen and all the lovely ladies at FRC – North Ryde.*
You were great help and you all really care. Thank you so much!
2. *The Legal Information session was very good. The information about children's issues and legal obligations when separated was most useful to me.*
3. *I found the advice on my particular grandparent issue at the Legal Information session very helpful.*

Case Studies

Sarah Hart - Parramatta

I had an interview with a client in April 2010 at the Parramatta FRC. The client was a father of an eight-year-old child. The child was living in Melbourne with his mother and the client was living in Sydney.

The client had not spent much time with the child and the mother controlled access. The client had never had legal advice before. He thought that the mother was allowed to control when he spent time with and communicated with the child.

I informed the client that the Family Law Act 1975 and the Family and Federal Magistrates Court looks at children having meaningful relationships with both parents. I also advised the client that the Courts determine what is in the child's best interests. The client felt empowered by the information and was able to go into the mediation knowing that he should be seeing and spending time with his child.

The client attempted Mediation with the child's mother, to gain more time with his child. He felt he was missing out on seeing his child grow up. Before the Mediation I drafted a proposal of time that the client would like to spend with the child. The client took the proposal to the Mediation and the mother did not agree. The Mediator then advised that both parties should go away and get further legal advice.

The mother of the child had not had any legal advice before the Mediation as advised by the FRC. The mother of the child took the client's proposal to a solicitor.

During the second Mediation the mother agreed to what our client had asked for. The parties agreed to a parenting plan and further draft and file consent orders so the plan could be legally binding.

Helen Taranto - North Ryde

The client separated from her husband but because she was doing shift work she left her son living with his father who was unemployed. After their separation the father refused to allow the mother to spend a reasonable amount of time with her son.

The client attempted to reach an agreement with the father at the FRC but failed. She then filed an application to the Federal Magistrates Court to spend longer periods of time with her son.

With the help of a court Family Consultant the client reached an agreement with the father about the time that she would spend with her son. However, the client then consulted the FRC solicitor. I advised her that the agreement did not allow her as much time as she wanted. As a result of my advice, our client did not go ahead with that agreement.

Instead our client asked the Court to increase the time she would spend with her son, as this would be in the best interest of the child. A Family Report was prepared, which recommended that the child spend most of his time with our client. Consent Orders were then made giving our client most of the time with her son.

Home Building Advocacy Service (HoBAS)

Michelle Brown, Elfet Eid, Louise Coory & Peter Longfield



Elfet Eid, Michelle Brown & Reed Langrdige

Staff

Peter Longfield and Louise Coory left the service on 15 September 2009 and 17 February 2010 respectively. Elfet Eid took up the role of Solicitor on 8 September 2009 and Michelle Brown joined HoBAS on 8 March 2010.

During the reporting period HoBAS paralegals Natasha Patney, Alistair Macleod, Stephen Matulewicz and Vanessa Yung left the service to take up graduate positions. Tanja Podinic joined the HoBAS team as a paralegal on May 2010.

Service Provision

HoBAS provides a free, state-wide legal service to consumers in dispute with home building contractors and other stakeholders. Advice covers home building rights, responsibilities, dispute resolution, court processes and etiquette among other various organisations.

In the ongoing pursuit to better serve its clients, HoBAS has widened its telephone advice times from Monday and Thursday afternoons to all business hours. The feedback to the increased times was very positive and HoBAS has retained this practice.

HoBAS work to demystify and empower clients by educating them on how to navigate their way in protection of their legal rights. HoBAS also represents clients at Tribunal hearings and other Courts.

HoBAS continue to offer consumers:

- Legal advice in relation to general contractual rights and obligations.
- Negotiation of disputes between consumers, builders and other stakeholders in the home building arena.
- Assistance with dispute resolution processes in NSW, such as mediation and conciliation.
- Advice to clients regarding their prospects of success and the strength of their building disputes.
- Representation of clients at the Consumer Trader & Tenancy Tribunal (CTTT) remains a significant activity of HoBAS, with a particular focus on disadvantaged clients.

Legal research continues to be a vital activity of HoBAS. Further, investigation of home building law and case analysis is an ongoing project.

Statistics

HoBAS reported an increase of 80% in home building advice during this reporting period compared to the prior report.

HoBAS provided free legal advice to 518 clients in the 2009-2010 reporting period. Some clients required legal advice on multiple occasions throughout their building disputes bringing the total number of advices given to 616.

This financial year has seen legal advice increase almost 2.5 times since the pilot launch 2007-2008 financial year. Demand for legal services mirrors this trend and has increased at a rapid pace since HoBAS's inception.

The following table provides a summary of HoBAS advice and casework for this financial year:

	2007-2008	2008-2009	2009-2010
Total Advices	249	346	616
Cases Opened	27	30	39
Cases Closes	33	26	36
Total Cases	41	38	51

Law Reform

In February 2010, NSW Fair Trading released a consultation paper

recommending an entire re-write of the *Home Building Act 1989* (the Act).

Ms Virginia Judge MP, Minister for Fair Trading, invited HoBAS to prepare submissions on behalf of consumers on the proposed update of laws governing the home building industry.

HoBAS presented recommendations to NSW Fair Trading and discussed the strengths and weaknesses of the proposed changes. HoBAS's vision was to reflect consumer participation in today's home building market. NSW Fair Trading appreciated our experience and the protection of consumer rights. With HoBAS's continuous client contact, we were able to highlight some potential flaws of the proposed legislation that had not been considered. An example of a crucial recommendation is detailed below.

HoBAS advised NSW Fair Trading that a common practice used by contractors from insolvent commercial entities is to form a new entity to continue trading. This practice is known as "Phoenix" trading. HoBAS highlighted that the consequences of this practice left consumers with no rights or remedies.

HoBAS proposed that the Act should prevent "Phoenix" trading and treat the company and the contactor as one person. For example, the corporate veil should be lifted and the contractor held responsible for the company's actions.

Law Reform will remain a key activity in the next financial year.

Training

The education of HoBAS Solicitors continued in 2009 and 2010. There was a particular focus on damages in building contracts and gaining a deeper understanding of the *Home Building Act 1989* through attendance to home building law updates.

this financial year, HoBAS has almost doubled its advice rate and improved client satisfaction; a commendable achievement by all HoBAS staff.

HoBAS looks forward improving this year's statistics, next year. HoBAS remains an integral part of the home building community.

Moving Forward

Despite the numerous challenges,

Client Feedback

HoBAS receives feedback incidental to, or at the end of an advice session, minor or major case. Clients have provided the following feedback:

1. *"Thank you for your guidance Michelle, there are some other services but my experience with you has far surpassed my expectation and I'm really grateful".*
2. *"You have been wonderful and helpful and we wish we could give you something for your help".*
3. *"This has been very valuable as I have no experience in these matters".*
4. (I) *"really, really needed some good news like this at the moment. Thank you so much for being persistent in trying to contact me".*

Case Studies

HoBAS acted for a client who was in dispute with her builder and Home Warranty Insurance provider. The issue revolved around time limitations for non-structural defective works. The client was unable to afford private legal advice or representation.

Despite the client's belief that she had a case, the limitation period had expired under her particular policy. HoBAS explained that the client could receive a substantial cost order if the matter was not withdrawn from the Consumer Trader & Tenancy Tribunal. In this matter, the interpretation of the Home Warranty Insurance policy was of prime legal importance.

Based on HoBAS's advice, the client avoided a potentially costly and stressful experience of running a weak and unsuccessful case. The client was extremely pleased with the outcome and thankful for HoBAS's assistance.

Parramatta Community Justice Clinic (PCJC)

Adele Francis, Michelle Brown and Elfet Eid



Adele Francis

Overview

The PCJC was established with funding from the Department of Education Employment and Workplace Relations. The PCJC replaced the clinical program run by MLC for University of Western Sydney (UWS) Law students.

The PCJC came into operation in November 2009. MLC became an official partner and began its involvement in March 2010. In March 2010, UWS funded an MLC solicitor to work at the clinic.

PCJC provides free professional legal information, advice and referral services to residents of Greater Western Sydney, particularly the socially and economically disadvantaged members of the region. PCJC provides telephone legal advice, face-to-face appointments and assistance to people who drop in to the office.

PCJC also provides clinical

placement for Law students from UWS as part of their degree. Up to 4 students a week, attend the 5 day program. The students are supervised and assist the solicitor with legal research and administrative support. The students receive 'real world' experience and insight into the legal profession.

Staff

PCJC staff consists of a Manager from UWS, a MLC solicitor, students and volunteers.

Initially, 3 Solicitors from MLC Centre shared the position. They were Adele Francis (Team Leader), Michelle Brown and Elfet Eid. Currently, Adele Francis is the only solicitor from MLC permanently at PCJC. PCJC also maintains a roster of solicitors from private firms who provide pro bono legal advice every Tuesday.

PCJC would like to thank all those who have assisted in the continued operation of the PCJC.

Statistics

A summary of the work conducted by the PCJC follows:

Advices given by MLC Solicitor	51
Cases opened by MLC Solicitor	8
Advices given by a pro bono private solicitor	14
Information & Referrals	65

Client's feedback

1. *"Thank you so much for all of your help. I really appreciate it. I have listened to your advice and I'm on the way to resolving my matter."*
2. *"I read a lot of information on the Internet and thought I understood what I needed to do, but your advice has really put all the steps I need to take in the right order. Thank you for explaining everything so clearly."*
3. *"I was so worried about going to Court, but my matter went exactly the way you said it would which made me feel a lot better."*

Case Studies

1. *The client was being pursued by a Debt Collection Agency for an outstanding debt of approximately \$22,000 relating to a loan. The client admitted the debt but was not in a financial position to pay the debt in a lump sum as requested by the Agency. The Sheriff visited the client's premises, which left the client extremely worried. The client lives with her son and his wife.*

The client attempted unsuccessfully to negotiate with the Debt Collection Agency. The PCJC solicitor successfully negotiated a reduced amount with no further interest, to be paid in 3 monthly instalments. The client was happy with this outcome.

2. *The client approached PCJC for advice in relation to a Statement of Claim served on her husband. The other party's vehicle struck the client's husband while he was a pedestrian at a set of traffic lights. Four months after the incident, the client's husband received a letter of demand from the other party requesting \$480 for alleged damage to the vehicle due to the accident. The client's husband denies the damage but paid the amount out of fear of being involved in a legal battle.*

The client's husband then received a Statement of Claim for the amount already paid. A PCJC private solicitor drafted a Defence for the matter and represented the client on a pro bono basis at Court. The PCJC had the Statement of Claim dismissed and filed a Cross Claim to recover the client's husband's money. This matter is waiting a court date to continue.

Western Sydney Tenants' Service (WESTS)

Jessica Abi Khatar, Shelley Alvarez, Linda Grady, Liam Meagher, Mirjana Zagani & Bridget Kennedy



Shelley Alvarez, Jessica Abi Khattar & Liam Meagher

Staff

Over the last year, the following people have also contributed to the WESTS team:

- Dafne Ardiles
- Michelle Brown
- Elfet Eid
- Adele Francis
- Marissa Sandler

Although changes to staff have occurred, WESTS core values remain consistent. WESTS advocates are a team of diligent people devoted to making a difference in the community.

WESTS appreciate all those who have assisted in the continued operation of WESTS over the past year.

Service Provision

WESTS continues to work hard in providing free advice and assistance to tenants within the Auburn, Blacktown, Holroyd and Parramatta local government areas. The objective of WESTS is to assist clients with:

- telephone advice regarding various tenancy issues
- face to face interviews
- specific referrals to other organisations.
- community education
- advocacy
- preparation for and/or representation at the Consumer Trader & Tenancy Tribunal (CTTT).

The fundamental principle of our service is to assist tenants who encounter problems during their tenancy, with the objective of sustaining the tenancy. WESTS do not advise landlords or real estate agents under any circumstances. Furthermore, WESTS assist tenants in both private and public rental; however WESTS are not funded to assist tenants in commercial leases.

Community Legal Education

Community Legal Education is a large focus of WESTS. Ten education sessions were completed during the year.

Tenancy educational seminars were held for communities and organisations including:

- African Community
- Karen-Burmese Community
- Islamic Turkish Community

- Young Mothers Group, Anglicare
- Mt Druitt Ethnic Community Agency
- Western Sydney Regional Public Tenant Council

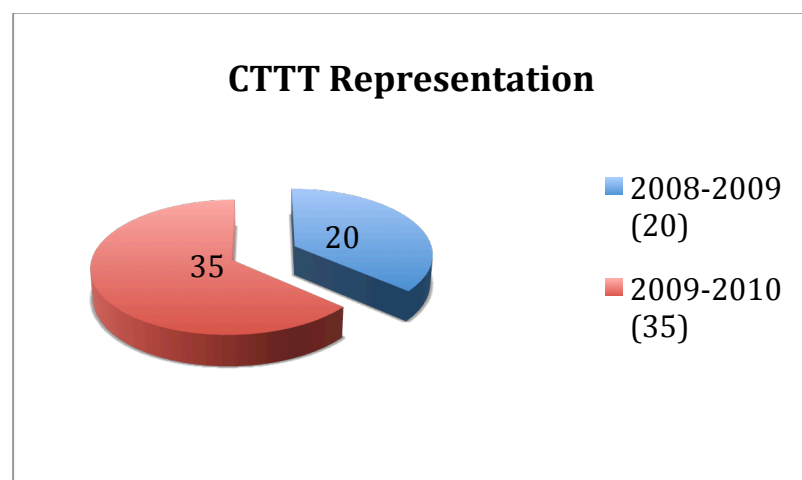
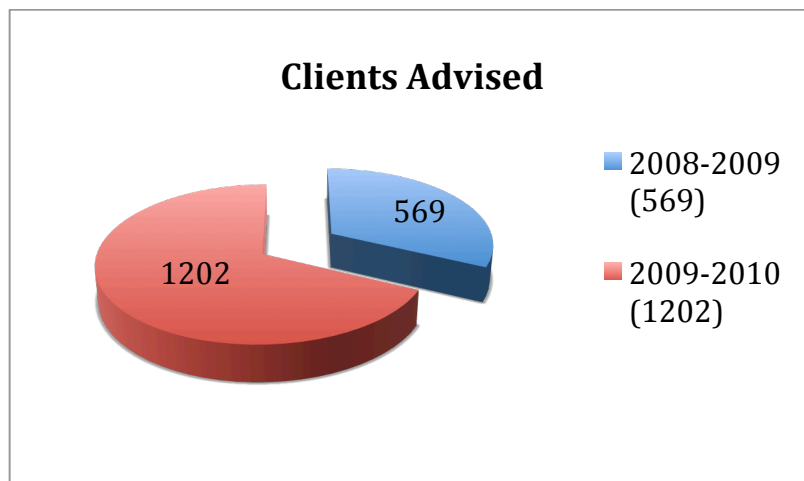
Community legal education sessions are a positive step to ensuring that tenants understand and are aware of their rights and obligations under legislation. This encourages the likelihood of sustaining a successful tenancy.

Statistics and Funding

During the 2009-2010 year WESTS advised 1202 clients. This is a

major increase from our last annual report where we had advised 569 clients. During 2009-2010 WESTS represented clients at 35 CTTT hearings. This shows an increase compared to last year when WESTS represented clients at 20 CTTT hearings.

These statistics demonstrate that the operation of WESTS is a crucial community service. As the gap between demand for rental properties and the availability of properties increases, the demand for assistance from WESTS is expected to increase.



Client feedback

"A special thank you goes to you Linda for your assistance in this matter. You gave us the confidence in relation to this matter and your knowledge and demeanour is outstanding!"

Case Studies

1. A Housing NSW tenant was issued with a Notice of Termination after she breached the Specific Performance Order. The Order stated she was not to interfere with the reasonable peace, comfort and privacy of the neighbours. The tenant had visitors to her property who were a nuisance. During the visit the tenant was assaulted and AVOs were issued against the visitors.

The tenant suffers from alcohol dependency and mental illness. She attends Alcoholics Anonymous meetings and sees a psychiatrist for assistance. The tenant also enrolled in a detoxification program at Westmead Hospital.

WESTS represented the tenant at the CTTT. WESTS asked the CTTT member to take into account that the visitors were unwanted, the tenant had been assaulted and the tenant was in rehabilitation.

WESTS was successful and the tenant was not evicted from the property and the matter was dismissed.

2. WESTS client was a Housing NSW tenant whose property was in poor condition. The walls and ceilings were cracked and the tenant had reported these issues to Housing NSW on several occasions but no repair work was done.

WESTS represented the tenant at the CTTT. The CTTT ordered Housing NSW to repair the property by a set time.

The landlord ignored these orders. WESTS applied for a renewal of proceedings to refresh the orders and the landlord continued to ignore them.

The tenant suffers from anxiety and the reluctance of the landlord to repair the property affected the tenant's emotional wellbeing. WESTS amended the tenant's application to include an order for the payment of \$3000 compensation for non-economic loss.

This application was successful and the tribunal granted an order for the payment of \$3000 compensation to the tenant. The tenant received this money with interest.

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



Samiha Alameddine, Bridget Purcell & Christine Smith



Cherri Barrett & Sanam Faiz

Macquarie Women's Domestic Violence Court Advocacy (WDVCAS) provides advocacy, information, legal representation and referral for women attending court for apprehended domestic violence orders. The scheme covers both the Parramatta and Ryde Local Courts.

Staff

Coordinator - Bridget Purcell
Assistant Coordinator - Christine Smith

Assistant Coordinator - Nicole Rush-Webb

Culturally And Linguistically Diverse Worker (CALD) - Sanam Faiz & Samiha Alameddine (maternity leave position & administrative assistant).

CALD Specialist worker - Shalini Kumari (+ acting Coordinator (holiday relief)

Aboriginal Specialist worker - Patricia Blackman (Aug to Sept)
Elva Wright (maternity leave until Feb 2010)

WDVCAS would like to acknowledge all the participating organisations, solicitors and seconded workers for their commitment to providing this service. Thank you! We could run this service without you!

The Agencies are:

- Bhanin Association
- Brighter Futures (St Michael's Family Centre)
- Christian Community Aid
- Cumberland Women's Health Centre
- Domestic Violence Crisis Line, Department of Human Services
- Erin's Place Women's Refuge
- Granville Multicultural Centre
- Hills Family Centre
- Parramatta/Holroyd Family Support
- Pendle Hill Crisis Centre
- Ryde Community Mental Health Team
- Ryde Family Support

- Social Work Department Ryde Hospital
- St Michael's Family Centre
- Telopea Family Support

Seconded Workers are April Baggett, Lana Chant, Manaya Chaouk, Sue Gronowski, Tanya Gruenwald, Emma Hamilton, Kyeong-Ae Kim, Shalini Kumari, Liz McAbe, Kathy Moran, Lisa Nero, Katie Pederson, Sophie Sphocleous, Lisa Travaglia, Agatha Treffiletti, Pamela Wise and Julie Wood.

Expansion of the Women's Domestic Violence Court Advocacy Program

Due to the expansion of the Program in July 2009, Macquarie DVCAS received a significant increase in funding. The funding has been used to increase staffing hours and to employ an Aboriginal Specialist worker.

Service Provision

During the year, the WDV CAS assisted clients in 1071 new matters. The following is a breakdown of those matters:

New Matters	
Client / Police Seeking Order	778
Other Party Charged with Criminal Offence	221
Client Defendant	20
Other Party in Breach of Order	5
Other	47
Total	1071

Children's Court Assistance Scheme (CCAS)



Leah Cruickshank & Vik Craig

Staff

This year brought some changes to the CCAS team. Stan Small and Vikram Craig continue to work with us one day a week.

Leah Cruickshank became team leader in July 2009. Leah's position entails 3-4 days a week at Court and 1-2 days a week in the office. Leah also continues her role as the Aboriginal Worker.

Sue Underwood continues to work as Court Support Worker at Bidura Children's Court.

On 15 March 2010, Chantelle Cottrell began working at Parramatta Children's Court 3 days a week as of 15 March 2010.

Vincent Doan ceased working with the CCAS team on 9 June 2010. Previously Vincent worked at Parramatta Children's Court 3 days a week.

Service Provision

2009-2010 has been a challenging year for the CCAS team. During this year, the CCAS team operated at Bidura (Monday and Tuesday) and Parramatta (Monday to Friday).

Aboriginal Legal Access Program

In addition to her work with CCAS, Leah has undertaken an analysis of the needs of young people for Court Support Services. The Report, entitled *Identifying Broken Bridges: An analysis of service gaps for Aboriginal young people at Children's Court's in New South Wales* was published in September 2009. The Report demonstrates that Aboriginal Court Support Workers are needed to assist young people at Court.

The Report was submitted to a number of State and Federal Ministers as well as our funding body, Legal Aid.

Our workers continue to provide a high quality of service to young people and their families at the children's court

Clients

There was a large increase in the numbers of young people we assisted at Parramatta. However there was a slight decrease in the number of clients assisted at Bidura.

These changes reflect the change in Police Local Area boundaries. The Police Local Area Commands covered by Parramatta have increased to cover ones previously covered by Bidura.

Statistics

	Bidura Court	Parramatta Court
Total Young people	2122	5352
Males	1606	4502
Females	516	850
Aboriginal Legal Services	665	717
Parents & Others	328	2607

Special Project – Jobs Review & Realignment Project

Truda Gray

Throughout 2010, MLC conducted a review of job descriptions of all staff (approximately 50 overall). This review coincided with the requirement to convert from the old State Social and Community Services (SACS) Award to the new Federal Social, Community, Home Care and Disability Services Industry (SCHC&DSI) 2010 Award.

The first stage of this project was to review each job description. This work was undertaken by project worker Truda Gray.

The second stage of the project was a realignment of positions from the old award to the new award. This work was undertaken by consultant John Webster, from Your HR Manager.

Youth Education Program (YEP)

Figen Cingiloglu, Truda Gray & Leta Webb



Leta Webb

The Department of Human Services, Community Services funds the part-time position of Youth Legal Educator. Figen Cingiloglu held the position until April 2010. Leta Webb replaced Figen in June 2010. Truda Gray filled the gap period.

Key projects for the year have been:

Schools Projects



Crime prevention workshops were conducted in local high schools and youth centres. The workshops in schools were conducted for year 11 students and the workshops in Youth Centres targeted 16-21 year olds. They were highly interactive,

using actors to illustrate common situations in which young people find themselves. The purpose of this was to encourage the young people to think before they act, think before they drive and think before they party. Staff from MLC and from the Police Force assisted with role plays and presented legal information. Special thanks to Police officer, Sen. Constable Catherine Reilly, Schools Liaison Officer.



Workshops were conducted in August 2009 at Holroyd High School, Merrylands High School, Merrylands Youth Centre, YWCA Parramatta, Riverwood Community Centre, Arthur Phillip High School and Parramatta High School.



Real Deal Legal Information Playing Cards

The Legal Information Playing Cards were initially developed with funding from the National Community Crime Prevention Program and the Law and Justice Foundation. Each playing card contains a legal tip relevant to young people. The cards were widely distributed and are very popular with youth.

MLC has received a grant from the Law and Justice Foundation to prepare a second edition of the cards and to evaluate their effectiveness as a means of presenting legal information to youth.

Youth Justice Book

The book entitled *Youth Justice: Your Guide to Cops and Court in New South Wales* was prepared and distributed by MLC. Copies of the third edition are still available. Funding from the Department of Human Services, Community Services for Youth Education has enabled a significantly revised fourth edition. Jane Sanders from Shopfront Legal Centre provided considerable assistance with the preparation of the fourth edition which will be published later in the year.

STAFF LIST

Macquarie Legal Centre

Manager	Maria Girdler
Executive Assistant	Leticia Marquez Gonszalez
Administrator	Giehan Gergis
Administrative Assistants	Vanita Assani Jessica Shah
Principal Solicitor	John Rafferty
Solicitors	Adele Francis Peter Longfield (1.9.09) Clare Mangiokas

Legal Information & Referral

Officers	Adam Abboud Francois Brun Laurice Elten Helen Glynn-Jones (28.4.10) Bridget Kennedy (27.4.10) Mable Koo (23.6.10) Judy Poon Mirjana Zagani (27.4.10) Monica Zaiter (15.4.10)
Paralegal	Tanja Podinic Elizabeth True
Special Projects	Truda Gray Janette Leggo (17.2.10)

Central West Contact Service

Coordinator	Lesley Humphries
Senior Supervisor	Gwen Davies
Locum Senior Supervisor	Kim Burton
Casual Supervisors	Salwa Israel Ozra Meshkat Madhabi Taneja

	Lachelle Uzcateguigaymon Vicki Vucetic	
Administrative Assistant	Amira Francis , Victoria Lucas & Vicki Vucetic	
<i>Emerging Communities Project</i>	Dafne Ardiles (31.3.10)	
<i>Family Relationship Centres & Family Law Clinical</i>	Sarah Hart Helen Taranto	
<i>Home Building Advocacy Service</i>		
Solicitors	Michelle Brown Louise Coory (17.2.10) Elfet Eid Peter Longfield (1.9.09) Theresa Simon (1.7.09)	Paralegal Reed Langride Alistair Macleod Stephen Matulewicz Natasha Patney (7.6.10) Vanessa Yung
<i>Parramatta Community Justice Clinic</i>	Michelle Brown Elfet Eid Adele Francis	
<i>Western Sydney Tenants' Service</i>	Jessica Abi Khattar Shelley Alvarez Adele Francis Linda Grady Bridget Kennedy	Liam Meagher Rosana Quach (15.3.10) Marissa Sandler Mirjana Zagani
<i>Women's Domestic Violence Court Advocacy Scheme</i>		
Coordinator	Bridget Purcell	
Locum Coordinator	Jennifer Brackman (26.11.09)	
Assistant Coordinator	Shalini Kumari (9.10.09) Nicole Rush Webb (31.3.10) Christine Smith	
Culturally And Linguistically Diverse Workers (CALD)	Samiha Alameddine Sanam Faiz	
Administrative Assistant	Cheri Barrett	
Aboriginal Specialist Worker	Patricia Blackman (22.9.09) Elva Wright	

Children's Court Assistance Scheme

Coordinator & Team Leader Leah Cruickshank

Assistant Coordinators Chantell Cotterell
Vik Craig
Vincent Doan (30.6.10)
Stan Small
Susan Underwood
David Willis

Youth Education Project Figen Cingiloglu (9.4.10)
Leta Webb

Volunteer Solicitors for 2009 - 2010

Adrian Williams Kieran Elliot

Amit Pall Michelle Brown

Carolyn Munk Rene Foshaw

Catherine McCarthy Rosemary Aloisio

Celia Oosterhoff Sabine Lorenz

Chandrika Subramaniam Steven Ng

Christopher Dunn Suzanne Derry

Christos Christaki Toufic Bazouni

Jamal Maroon

Student Volunteers for 2009-2010

Adam Abboud	Laurice Elten
Alissia Sbrizzi	Liam Meagher
Amy Shi	Mabel Koo
Elizabeth Burnheim	Maheesha Wijesuriya
Erick Culala	Marc Rossi
Fevzi Halil	
Frances O'Brien	
Francois Brun	
Judy Poon	

Clinical Programs

Macquarie University Students *Semester 2, 2009*

Alison Lyons
Bernardo Wood
Louise de Plater
Nicola Gorton
Shermara Fernando
Siddharth Mylavarapu
Tammy Leung
Wen Yang

Semester 1, 2010

Cecilia Yu
Hamish Kerr
Juanita An Siu-Scott
Julia Smith
Kimberley Mackenzie
Rubleet Walia
Stephen Cornell
Vikki Sultana

University of Western Sydney *Semester 2, 2009*

Hadayat Haddad
Shalini Matthias
Theresa Nguyen
Thuy Chien

Pro Bono Law firms

- ☞ Blake Dawson
- ☞ Clayton UTZ
- ☞ DLA Phillips Fox
- ☞ Gilbert & Tobin
- ☞ Ryan Lawyers.

Funders

Commonwealth:

- ☞ Attorney General's Department
- ☞ Department of Families, Housing, Community Services, and Indigenous Affairs

New South Wales:

- ☞ Attorney General's Department
- ☞ Legal Aid Commission of NSW
- ☞ Department of Human Services
- ☞ Office of Fair Trading, Department of Services Technology and Administration
- ☞ Aboriginal Access Program, CCLCG
- ☞ Law and Justice Foundation
- ☞ Macquarie University and
- ☞ University of Western Sydney

DENIS MERRICK

(INCORPORATING LAMB & BYRNE PENRITH)

CERTIFIED PRACTISING ACCOUNTANT
ABN: 72 306 249 090

RUSSELL MERRICK B.Bus, CPA
CONSULTANT: DENIS MERRICK FCPA

AUDIT REPORT TO THE MEMBERS OF MACQUARIE LEGAL CENTRE INC.

SCOPE

I have audited the attached Financial Statements, which consist of Profit & Loss Statements, Balance Sheet, a Statement of Cash Flows and Notes to the Financial Statements being a special purpose financial report of Macquarie Legal Centre Inc. for the year ended 30th June 2010.

The Centre's Management Committee is responsible for the preparation and presentation of the Financial Statements and have determined that the accounting policies used are consistent with the financial reporting requirements of Macquarie Legal Centre Inc. I have conducted an independent audit of these Financial Statements in order to express an opinion on them to the Members of the Centre. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the Centre.

The Financial Statements have been prepared for distribution to Members of the Incorporated Body for the purpose of fulfilling the Management Committee's accountability requirements. I disclaim any assumption of responsibility for any reliance on this report or on the Financial Statements to which it relates to any person other than the members or for any purpose other than that for which it was prepared.

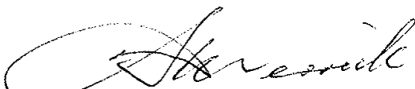
My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the Financial Statements. These procedures have been undertaken to form an opinion as to whether, in all material respects, the Financial Statements are presented fairly in accordance with the requirements of the Associations Incorporation Act.

The audit opinion expressed in this report has been formed on the above basis.

AUDIT OPINION:

In my opinion, the Financial Statements of Macquarie Legal Centre Inc. present fairly the financial position of the Centre as at 30th June 2010 and the results of its operations for the year then ended.

The policy and rules relating to the administration of the funds of the Centre have been observed.



DENIS MERRICK FCPA
PENRITH 30 August 2010
REGISTERED AUDITOR NO. 1549

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Macquarie Legal Centre Inc

FINANCIAL STATEMENTS

For the Year Ended
30 June 2010

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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>

**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

are drawn up so as to give a fair and true view of the results of the financial year ended June 30, 2010 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, 2010
- (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

- 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: 11/10/10

Member: John Hargrave

Signature: John Hargrave

Committee Position: chairperson

Date: 11/10/10

Member: M. Mac Donald

Signature: M. Mac Donald

Committee Position: Member

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

Balance Sheet

As of June 2010

ASSETS	
Current Assets	
Cash At Bank	
Cheque Account	\$138,332.05
EFTPOS CWCS	\$4,856.20
Total Cash At Bank	<u>\$143,188.25</u>
Cash On Hand	
Petty Cash Float	\$200.00
Petty Cash - CWCS	\$100.00
Cash Drawer	\$1,239.84
Petty Cash CCAS	\$40.00
Total Cash On Hand	<u>\$1,579.84</u>
Investment Accounts	
Colonial First State Inv MLC	\$130,128.44
National Term Deposit 4877	\$25,192.22
Bank Guarantee Parramatta 6970	\$20,578.76
Total Investment Accounts	<u>\$175,899.42</u>
Debtors & Receivables	
Amount Refundable	\$1,116.00
Total Debtors & Receivables	<u>\$1,116.00</u>
Total Current Assets	<u>\$321,783.51</u>
Fixed Assets	
Office Fitting	\$58,682.00
Furniture, Plant & equipment	\$36,188.00
Computer Equipment	\$26,490.00
Total Fixed Assets	<u>\$121,360.00</u>
Total ASSETS	<u>\$443,143.51</u>
LIABILITIES	
Current Liabilities	
Current Receivables	
GST collected	\$1,551.35
GST Paid	-\$13,927.39
Total Current Receivables	<u>-\$12,376.04</u>
Accrued Leave Expenses	
Sick Leave Accruals	\$20,448.86
Annual Leave Accrual	\$87,813.93
Long Service Leave Accrual	\$73,378.68
Provisions for Redundancy	\$8,500.00
Parenting Leave Provision	\$9,586.84
Grants In Advance	
Family Relationship	\$55,385.02
PCJC-UWS	\$11,309.18
Law Foundation Grant	\$13,000.00
Macquarie CLE Family Law	\$20,533.36
Total Grants In Advance	<u>\$100,227.56</u>
Deductions	
Fringe Benefits Payable	\$138.55
Group Tax Payable	\$23,122.00
Superannuation Payable	\$49.95
Total Deductions	<u>\$23,310.50</u>
Provisions	
CWCS Premises Provision	\$20,945.00
Audit Fees Provision	\$13,594.99

Macquarie Legal Centre Inc.

Balance Sheet

As of June 2010

Conference Provisions	\$3,142.20	
Training Provisions	\$6,600.00	
Equipment replacement	\$949.20	
Repairs & Maintenance	\$10,000.00	
Telephone system	\$3,433.31	
Total Provisions	<u>\$58,664.70</u>	
Total Current Liabilities		<u>\$369,555.03</u>
Total LIABILITIES		\$369,555.03
Net Assets		<u><u>\$73,588.48</u></u>
EQUITY		
Current Year Surplus	\$46,242.78	
Prior Surplus	\$27,345.70	
Total EQUITY	<u>\$73,588.48</u>	<u><u>\$73,588.48</u></u>

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

Profit & Loss Statement

July 2009 through June 2010

INCOME

Operating Grants	
LAC State Grant	\$259,029.08
FLLAD Commonwealth Grant	\$152,832.73
Emerging Community	\$7,374.08
Family Relationship	\$55,384.98
Home Building Advocacy Service	\$220,375.07
DOCS Grant	\$34,228.27
Macquarie CLE Family Law	\$10,266.64
Tenancy Advocacy Program	\$305,058.63
LAC DV Grant	\$261,930.00
Legal Income	\$3,609.50
FAHCSIA Grant	\$288,481.20
Parramatta PCJC	\$22,333.32
LAC / CCAS	\$215,378.00
Macquarie University	\$20,000.00
University of Western Sydney	\$30,000.00
Total Operating Grants	<u>\$1,886,281.50</u>
Bank Interest	\$17,721.14
Donations Received	\$110.00
Membership Fees Rec'd	\$325.00
Conference/W'shop/talk	\$155.00
Sale of Publications	\$618.80
Miscellaneous Income	\$1,032.42
Admin and management costs	
Management fee	\$78,945.00
C'bution to operating costs	\$219,168.00
Total Admin and management costs	<u>\$298,113.00</u>
CWCS Income	
Subpoenas	\$4,478.00
Admin fees	\$1,725.00
Service fees	\$109,666.19
CWCS - misc income	\$715.00
Total CWCS Income	<u>\$116,584.19</u>
Total INCOME	<u>\$2,320,941.05</u>

EXPENDITURE

Wages and Oncosts	
Direct Salaries	\$970,796.57
Casuals	\$397,257.60
Relief Staff	\$60,397.51
Superannuation	\$132,355.25
Leave Loading	\$15,603.05
Workers Comp Insurance	\$6,243.24
Training	\$11,821.00
Travel	\$7,489.89
Professional Supervision	\$4,127.58
Provisions - Annual Leave	\$9,943.16
Provisions - Long Service	\$5,850.38
Provisions - Sick Leave	-\$67,641.82
Total Wages and Oncosts	<u>\$1,554,243.41</u>
Operating Costs	
C'bution to operating costs	\$219,168.00
Consultancy Project	\$17,828.86
Conferences	\$6,403.72

Macquarie Legal Centre Inc.

Profit & Loss Statement

July 2009 through June 2010

University of Western Sydney	\$20,500.00
Macquarie University	\$16,250.00
Advertising/Promotions	\$27,555.62
Annual Report/Service Eval'n	\$769.73
Audit Fees	\$3,879.50
Bank Charges	\$1,205.33
Consumables	\$5,712.16
Electricity/Gas	\$5,348.65
Insurance	\$6,303.76
Library & Resources	\$1,409.03
Management Committee	\$4,276.03
Memberships/Subscriptions	\$7,583.81
P'copier/computer maintenance	\$9,268.10
Planning Day	\$1,573.18
Postage/Couriers	\$4,622.07
Rent and rates	\$112,817.65
Cleaning Services	\$11,695.44
Repairs & Maintenance	\$13,162.93
Security (Safety Officer)	\$30,314.71
Security/Alarm System	\$2,937.25
Stationary & Printing	\$22,409.65
Telephone/fax/internet	\$32,983.53
Total Operating Costs	<u>\$585,978.71</u>
Other Costs	
Evening Advice Expenses	\$2,551.84
Depreciation	\$53,297.27
Furniture and Equipment	\$979.71
Disbursements	\$647.81
Management fee	\$69,945.00
Practising Certificates	\$6,886.81
Workshop Expenses	\$5,848.14
Translations - Interpreters	\$622.96
Miscellaneous Expenses	\$2,196.61
Total Other Costs	<u>\$142,976.15</u>
Employee Provisions	
Redundancy Provision	-\$8,500.00
Total Employee Provisions	<u>-\$8,500.00</u>
Total EXPENDITURE	<u>\$2,274,698.27</u>
Operating Profit	<u>\$46,242.78</u>
OTHER INCOME	
Net Profit/(Loss)	<u>\$46,242.78</u>



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