

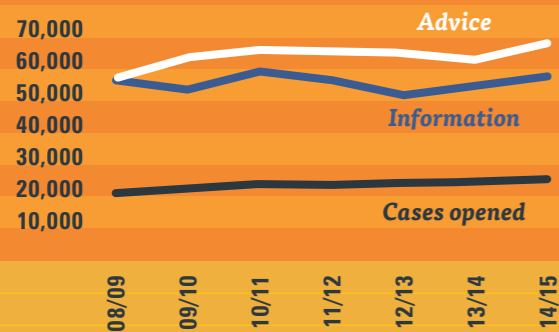
# Victorian CLC services

## TOP 5 LEGAL PROBLEM TYPES



### CLC information, advice and casework for individuals

	10/11	11/12	12/13	13/14	14/15
Information	59,094	56,605	51,841	54,688	57,853
Advice	65,945	65,506	64,937	62,725	68,093
Casework	23,998	23,439	24,283	24,694	25,282



**Volunteer contributions**  
**1,906 volunteers**  
 contributed 4,671 hours of work per week

**Partnerships**  
**80% of CLCs**  
 have partnerships with non-legal community organisations to deliver legal services

**67% of CLCs**  
 have ongoing pro bono partnerships

**Outreach**  
**84% of CLCs**  
 provided legal services at a location other than their main offices

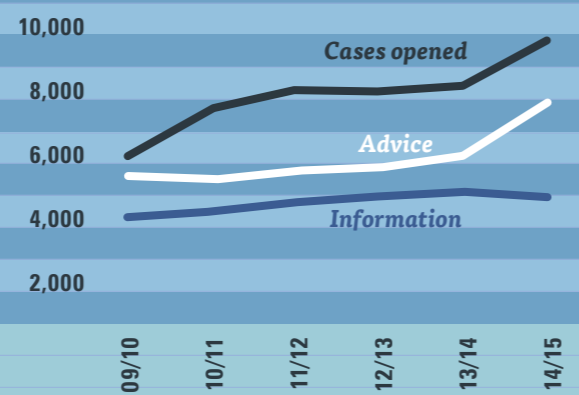
**Accreditation**  
**46 Victorian CLCs**  
 are now certified under the National CLC Accreditation Scheme

### Family violence

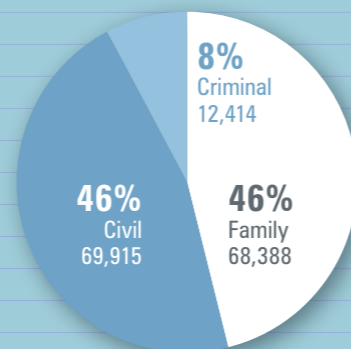
**27% spike**  
 in advice compared to the previous year

**17% increase**  
 in cases opened compared to the previous year

	09/10	10/11	11/12	12/13	13/14	14/15
Information	4,310	4,492	4,801	4,964	5,101	4,938
Advice	5,605	5,497	5,723	5,875	6,218	7,893
Cases opened	6,219	7,718	8,353	8,274	8,431	9,857

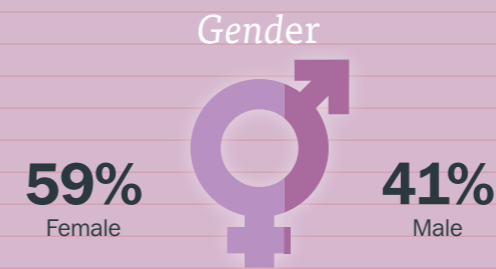


### Broad law type

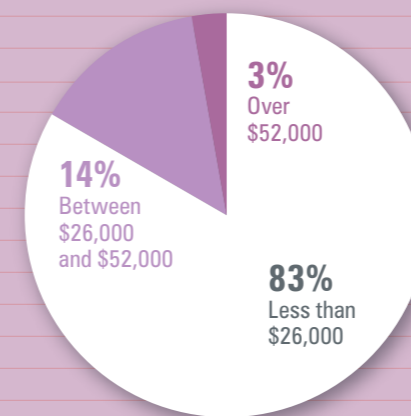


### Client demographics

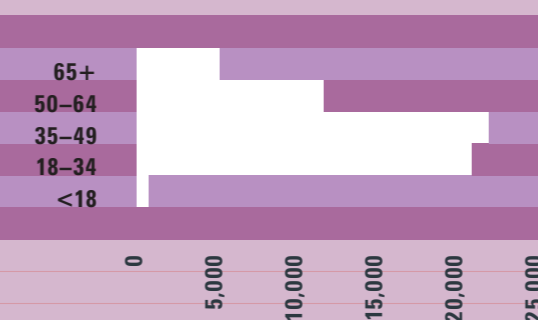
**20%**  
 of CLC clients identified as having a disability



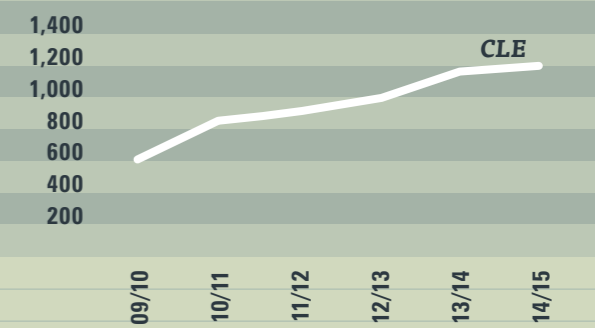
### Client income



### Client age



### Community legal education activities



### Systemic advocacy & policy reform

**86.5% of CLCs**

- reported undertaking policy work and systemic advocacy including
- preparing submissions to inquiries (96.9%)
  - meeting with MPs (62.5%), and
  - consulting with and appearing before inquiries and reviews (59.4%)

### Federation information & referral service

We assisted  
**1,372 Victorians**  
 in 2014/15

### Top 5 Federation referrals

- Employment law
- Traffic and motor vehicle offences
- Consumer issues
- Family law
- Domestic violence orders



Elsie Stokie from Barwon Community Legal Service and Antoinette Braybrook from Aboriginal Family Violence Prevention and Legal Service (Victoria) receive their LIV Awards from President, Katie Miller.

## Outstanding CLC leaders recognised

Flemington Kensington Community Legal Centre (FKCLC) won the prestigious 2014 Tim McCoy Award amidst a strong field of nominees at the 27th Annual Tim McCoy Dinner, held at the Richmond Town Hall on Friday 7 November 2014.

FKCLC was nominated for its work redressing police violence, in particular its work representing Corinna Horvath all the way to the United Nations. “It’s a great honour, not only to be in the fine company of such nominees, but to be recognised by the Tim McCoy trustees for our work. These awards essentially recognise the collective impact of the community legal sector and we thank our many supporters, our brave clients, partners and allies who have walked alongside us,” said Anthony Kelly, Executive Officer of Flemington & Kensington Community Legal Centre, in responding to the Award.

Other nominees were:

- » Anna Brown, of the Human Rights Law Centre, for her work to promote and protect the rights of lesbian, gay, bisexual, transgender and intersex people in Victoria, Australia and worldwide;
- » Eastern Community Legal Centre for its innovative partnerships through the Family Violence Integration Project;
- » Meghan Fitzgerald, of the Fitzroy Legal Service, for her work on the East West Link Challenge; and
- » Knowmore, for its independent service giving free legal advice to people considering telling their story

or providing information to the Royal Commission into Institutional Responses to Child Sexual Abuse; and

- » Inner Melbourne Community Legal for its innovative health–justice partnerships with, in particular, the Royal Women’s Hospital for the *Acting on the Warning Signs* project.

In May, the Law Institute of Victoria’s 2015 Community Lawyer or Organisation of the Year Award was won by Elsie Stokie from the Barwon Community Legal Service. Elsie established the Geelong Community Legal Service (now Barwon Community Legal Service) in 1986. The LIV noted Elsie’s work on the *Family Law Booklet* and her work on a number of group actions including her role as the lead litigator on behalf of consumers against the credit practices of Waltons Stores in the 1980s and 1990s.

Also recognised was Antoinette Braybrook, CEO of the Aboriginal Family Violence Prevention and Legal Service (Victoria) who won the Access to Justice/Pro Bono Award. Since its founding in 2002, Antoinette has grown the FVPLS from one staff member to more than 30 people statewide and expanded the organisation to four office locations. Antoinette is a passionate advocate for access to justice for Aboriginal and Torres Strait Islander women, particularly women facing family violence.

Glenn Ludbrook, principal lawyer at the Central Highlands Community Legal Centre, was awarded a LIV Certificate of Service.

## Victoria Law Foundation Community Legal Centre Fellowship

The 2014–15 CLC Fellowship was awarded to Agata Wierzbowski, a lawyer at the Consumer Action Law Centre and a graduate of the Federation’s Adaptive Leadership Program. Through the Fellowship project, titled *‘Keeping Them Honest’*, Agata undertook a review of Victorian, and selected national and international, strategic legal practices carried out by CLCs. The aims of the review were to reflect on what strategic lawyering is, the reasons for doing it, and to draw on the experiences of lawyers to propose a best practice framework for this work.

Through this project, Agata spoke to close to 100 lawyers and leaders in this area, and travelled to Johannesburg, London, Vancouver, New York and Los Angeles.

The report from this project will set out seven best practice principles of strategic lawyering, and is due to be launched in November 2015. This work will start a conversation in the sector about how we can run strategic cases better and the Federation will work with Agata on a series of activities to encourage CLCs to focus on strategic lawyering. Some of Agata’s findings are also set out in the project blog – [keepingthemhonestblog.com](http://keepingthemhonestblog.com)

Over the past decade, the Victoria Law Foundation CLC Fellowship has supported research and development of new ideas among community legal sector practitioners. Each Fellowship has added new areas of CLC expertise. Sadly, the Victoria Law Foundation has announced that the CLC Fellowship will not be funded in 2015–16.

# Federation members



Sector development manager Katie Fraser meeting with colleagues from Gippsland Community Legal Service.

## Federation members

The Animal Law Institute joined the Federation in May 2015. The Animal Law Institute is a community legal centre (CLC) dedicated to protecting animals and advocating for their interests through the legal system. Muslim Legal Services Victoria ceased membership at the end of the 2014–15 financial year and three CLCs – Western Suburbs Legal Service, Footscray Community Legal Centre, and Wyndham Legal Service – amalgamated to form Western Community Legal Centre.

### Generalist centre members

ARC Justice (incorporating Loddon Campaspe Community Legal Centre and Goulburn Valley Community Legal Centre); Barwon Community Legal Service; Brimbank Melton Community Legal Centre; Broadmeadows Community (CLC) Legal Service; Casey Cardinia Community Legal Service; Central Highlands Community Legal Centre; Darebin Community Legal Centre; Eastern Community Legal Centre (incorporating Yarra Ranges Community Legal Centre); Fitzroy Legal Service; Flemington & Kensington Community Legal Centre; Footscray Community Legal Centre; Gippsland Community Legal Service; Hume Riverina Community Legal Service; Inner Melbourne Community Legal; Monash Oakleigh Legal Service; Moonee Valley Legal Service; Moreland Community Legal Centre; Murray Mallee Community Legal Service; Peninsula Community Legal Centre;

Southport Community Legal Service; Springvale Monash Legal Service; St Kilda Legal Service; West Heidelberg Community Legal Service; Western Suburbs Legal Service; Whittlesea Community Legal Service; and Wyndham Legal Service.

### Specialist centre members

Aboriginal Family Violence Prevention and Legal Service (Victoria); Animal Law Institute; Association of Employees with Disability Legal Centre; Asylum Seeker Resource Centre; Consumer Action Law Centre; Disability Discrimination Legal Service; Emma House Domestic Violence Services; Environmental Justice Australia; Family Law Legal Service; First Step Legal Service; Human Rights Law Centre; inTouch Multicultural Centre Against Family Violence; Job Watch; Justice Connect; Melbourne University Student Union Legal Service; Mental Health Legal Centre; Muslim Legal Services Victoria; Refugee & Immigration Legal Centre; Seniors Rights Victoria; Social Security Rights Victoria; Tenants Union of Victoria; Victorian Aboriginal Legal Service; Villamanta Disability Rights Legal Service; Women’s Legal Service Victoria; and Youthlaw.

### Associate member

Domestic Violence Resource Centre Victoria.

## Federation member benefits

In 2014–15 members paid an annual membership fee of \$440 to the Federation plus a contribution to the National Association of Community Legal Centres (NACLC) which is normally 0.5 per cent of the CLC’s annual income. Supported by Victoria Legal Aid, the Federation provides its members with a range of services and benefits, including:

- » representation of the sector’s interests to stakeholders and advocacy around funding and sector change;
- » accreditation, including access to best practice templates for organisational policies and procedures;
- » facilitation of networking and collaboration across the sector through working groups and networks;

- » support for CLCs’ client-informed law reform and policy work, and advocacy on law reform and policy issues relevant to CLC clients;
- » free telephone industrial relations advice;
- » free counselling services through the employee assistance program for all CLC employees and their families;
- » free management support services for CLC managers through a manager hotline;
- » free or low-cost professional development; and
- » online legal resources and low-cost insurance organised by the NACLC.