



NORTHERN
COMMUNITY
LEGAL CENTRE

annual report

2017/2018

ABN 50 570 314 348

equal
access
to justice
for all.



*Equal access to justice for all
in Melbourne's North West*

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& Chairperson 02

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Thoughts from our CEO and chairperson



What an exciting and satisfying year it has been for the service and our community. One of our greatest achievements this year has been our move to a new centrally located office in the Broadmeadows transport hub, which will give us an even greater ability to meet the community's legal needs. With

the support of Moreland City Council, we now have a site that is truly accessible to all our clients in the north west and allows us the capacity for future expected growth.

We have had an exponential growth in our service delivery with the support of the Department of Justice and Regulation

“Compared to responses received from clients of all participating Community Legal Centres (CLCs), respondents who were clients of Northern Community Legal Centre recorded higher agreement with positive statements related to the service they received from their CLC. They were more likely to agree that using the service has made them more knowledgeable or confident regarding handling their legal issues in future.”

with an additional 4 outreaches across our catchments delivering additional youth and family violence outreaches in Craigieburn, Glenroy, Fawkner and Wallan.

We have been able to meet an increasing demand for services in our priority areas, which we expect to continue. In the last year we have had an overall increase of clients seen by the service of 3.7%, with over 2000 clients seen by our lawyers. More impressive and significant is the

increases in the numbers of our most vulnerable clients. We have worked hard to make our service more culturally accessible and it is paying off! We have seen a 73% increase in clients from non-English speaking backgrounds. It is not just numbers however that has increased

but the quality of our service has also improved with a focus on providing a more holistic service.

We have at every point in our service delivery become more client centred. The result has been a resounding success and is evidenced by what our clients think of us. In June 2018 an independent client survey was conducted across all Community Legal Centres in Victoria. The result:

“Compared to responses received from

clients of all participating Community Legal Centres (CLCs), respondents who were clients of Northern Community Legal Centre recorded higher agreement with positive statements related to the service they received from their CLC. They were more likely to agree that using the service

has made them more knowledgeable or confident regarding handling their legal issues in future.”



The quality of our amazing team of community development and administration staff, and our lawyers is supported by the dedication and insight of our board and the many volunteers and pro bono partners that have helped us grow in the last year. We particularly thank Corrs Chambers Westgarth for their assistance with our new lease and DLA Piper lawyers whose support has allowed us to extend our night service.

We look forward to continuing to deliver for the community in the north west.

*Nicole King,
Chairperson*

OUR ORGANISATIONAL VALUES

our aim

Equal access to justice for all in Melbourne's North West

our mission

NCLC provides legal services and community legal education to the most vulnerable and disadvantaged people in Melbourne's north west, and advocates for equal access to justice for all.

our vision

The people of Melbourne's North West have access to justice and their rights are protected

our goals

1 RESPECT

Acting with integrity, inclusiveness and accountability

2 INNOVATION

Using creativity and flexibility to find the best possible solutions for our clients

3 CONNECTION

Working with our community to achieve shared goals

4 PASSION

Caring and supportive

5 OUTSTANDING

Delivering beyond expectations



Jenni with board member Ajit Singh Chauhan

Jenni Smith, CEO

“We have seen a phenomenal 2029 clients in the 2017 – 2018 reporting period”

Jenni Smith, CEO

Our People

Board

NICOLE KING	Chairperson
TONY MACAFEE	Secretary
NICOLE BROOKS	Treasurer
BROOK MCKAIL	Board Member
JOHN RUTHERFORD	Board Member
AJIT SINGH CHAUHAN	Board Member
DAPHNE HIEW	Board Member

We offer special thanks and best wishes to board members who have left us during the 2017-2018 period:

Susanna Locke, David Diviny, Natalie Sheard.

Management

JENNI SMITH	Chief Executive Officer
MARQUITA NOLAN	Legal Practice Manager
HEATHER MCLEAN	Community Development Manager
MILKA JANKOVIC	Administration Manager
*BILL GRIMSHAW	Legal Practice Manager

** staff who have left us during the 2017-2018 period*

Administration

CATERINA MEDICI	Administration Officer
KARISSE SINCLAIR	Administration Assistant
*BELINDA LEWIS	Administration Officer

Lawyers

*JOANNE CARLTON	Senior Lawyer
LILLY JACKSON	Family Violence Lawyer
LILY HARDMAN	Family Violence Lawyer
SUZANNE CAREY-THOMAS	Family Violence Lawyer
CAMERON BLOYE	Community Lawyer
*ANNICA AKERFELT	Community Lawyer
LAUREN CROME	Youth Lawyer
EMMA LEE	Youth / Family Violence Lawyer
*CRAIG STABLER	Family Violence Lawyer

Community Development

FLORA CULPAN	Family Violence Community Coordinator
SHOVA LAMSAL	Community Development Worker
THAERA YONAN	Community Development Worker

Harris and Cameron

Our volunteers

This year our volunteers were drawn from interested community members, law students, social work students and lawyers. Volunteers assist in a variety of ways including staffing night service, assisting lawyers with client files, administrative tasks, research, supporting our work in community and our role at the Broadmeadows Magistrates Court. Without these dedicated people, we would be unable to provide an extended service to our clients.

LAWYERS

Mary Agresta
Lauren Avery
Cem Cankat
Brent Casey
Andre De Almeida
George Douglas
Lois Erickson
Tugba Gocmen
Stacie Gull
Jessica Hellsten
Mary Higgins
Peter Higgins
Stacey Jack
Abhilasha Jha
Aleksandar Koteski
Joanne Lau
Rohan Lawrence
John Moore

Marquita Nolan
Zohra Noorani
Jessica Saidel
Rachael Szydowski
James Spencer
Sophie Stafford

PARALEGALS

Zainab Aboueid
Salv Angelo
Oscar Cantieni
Marcela Castro Farfan
Natasha Chand
Rita Charchar
Hayley Chester
Leanne Cousinery
Bridget Coutts
Evan Dunbar
Katia El-Azar

Gian Fantacci
Harris Gilders
Rubina Habib
Heyam Haddad
Kassandra Hall
Laura Hillard
Jacob Kairouz
Sabrina Kochary
Amanda Lekamge
Lauren Lorenzo
Kimberley McLean
Shelby McLean
Bridget Morales
Iman Mustafa
Elizabeth Najjar
Angela Nguyen
Julia Pavia
Siane Richardson
Stephanie Ritchie

Ben Schier
Harmanjot Singh
Abigail Stone
Charlotte Townsend
Thuy Vu
Madeleine Webb Liddle
Emily Yates

MASTERS STUDENTS - SOCIAL WORK

Chido Chifamba
Mayuri Mody

STRUCTURED WORKPLACE LEARNING

Brittany Duff

Striving for social justice is the most valuable thing to do in life.

- Albert Einstein



IN THE SPOTLIGHT

Our volunteer, Heyam

Heyam came to Australia in 2015 as a refugee from the conflict in Syria. In her homeland Heyam was a successful lawyer who was set to begin training to become a judge when she was forced to flee. Unfortunately, Heyam's legal qualifications are not recognised in Australia so she has had to explore pathways to a career in the broader justice system. In March 2017 Heyam met the community development team at NCLC who recognised that she had a great deal to offer to the newly arrived clients of our service. Since this time she has been a weekly volunteer in NCLC's refugee legal clinic and has worked with the community development team on projects targeted toward the large Arabic speaking community of Hume. Heyam says she loves working with community and helping people to understand the way laws differ in Australia from the laws in their country of origin. She hopes to continue to work with community and with the support of NCLC to find a way back to the law.

Organisational strategic priorities

1

Deliver high-quality legal information, advice and casework, and legal education services to our community, particularly to our priority vulnerable groups

Maintain current services by prioritising key client groups and legal needs

b. Target and expand services for identified client groups and legal needs

c. Review and restructure night services

d. Deliver an effective outreach program

e. Make strategic use of technology to provide innovative solutions for education, advice, information and referral.

2



Be a bold advocate for legal and related policy reform

a. Maintain systemic and public-interest casework as a core function

b. Draw upon casework and consultation with stakeholders to identify issues for law and policy change

c. Provide submissions to relevant law and policy reviews

d. Publish reports on emerging and public-interest issues

e. Develop and implement campaigning strategy

f. Strengthen and expand key stakeholder relationships across the broad range of community, government and commercial sectors.



3

Consolidate offices and programs in the most effective locations

a. Integrate telephone intake with relevant service providers across the north west

b. Coordinate clinics and services with relevant service providers across the north west

c. Provide accessible services in appropriate locations.

4



Strengthen organisational structure and capacity

a. Implement a staffing structure that supports the 5–10-year direction of the organisation

b. Establish and implement required policies to enable appropriate governance and management of the organisation.

5



Strengthen workplace environment and culture

a. Strengthen workplace flexibility

b. Strengthen positive workplace culture

c. Support staff development and career path opportunities.

6



Maintain financial stability at a level sufficient to support delivery of these priorities

a. Maintain appropriate recurrent/non-recurrent split on our flexible financial base

b. Continue to expand the recurrent funding base; retain existing lawyers on non-recurrent funding and retain existing non-recurrent positions

c. Develop and maintain relationships with current and potential funders

d. Develop strategies to build prudent reserve levels.



2017-2018 Organisational highlights



Significant increase in clients from our priority target groups through the development of better ways of identifying and responding to the legal needs of our clients.

- Expansion of our night service capacity and creating 4 new outreach locations.
- Establishing a central and accessible office.
- Support of sector law reform campaigns including the joint community legal sector submission to the Parliamentary Inquiry into the Public Housing Renewal Program. This ensured the voices of residents of Moreland's Gronn Place were heard.
- Expansion of our funding base with 5 new grants for legal, outreach and community legal education services.

Our clients

Victims/survivors of family violence

800

victims of family violence seen

Increase since last year

28%

Women seeking support for intimate partner violence are most likely to ask friends or family for help*.

In the last year we provided family violence awareness raising information directly to over 1000 community members in 6 community languages.

(*Australian Bureau of Statistics. (2017) Personal Safety Survey 2016.)

NCLC has had an expansion of family violence clinics across Hume, Moreland and Mitchell Shires. From the family violence service at Dallas Neighbourhood House based at the Broadmeadows Community Hub we have expanded to other sites where child and family services co-locate, providing the ideal point for cross referrals and accessibility. We are now in the Newbury Child and Community Centre in Craigieburn an ideal site as it provides an array of preschool supports to parents in the area. We have also extended service provision with Nexus Primary Health in Wallan and Merri Health in Glenroy providing family violence clinics from these locations. We also provide a regular family violence clinic at a primary school in Moreland. All of these sites provide important access points for victims/survivors.

In the right place, at the right time

As well as being in the right places to help victims and survivors of family violence, we know that our community education work is just as important. This ensures that friends and family are educated to know what family violence is and are empowered to call it out when they see it, but also know what the legal responses are and where to seek help.



case study

*Ahan**

Ahan was a victim of serious family violence over many years. As well as the physical and verbal abuse her partner subjected her to, he would constantly take her car without her consent. As a result she incurred over \$10,000 of infringements in her name. Because of the severe violence, it was not safe for her to nominate her partner as the true driver. She finally managed to leave the relationship but was being pursued

for the fines. When she first came to us she was stressed and anxious. We successfully applied to Fines Victoria for these fines to be waived on the basis of family violence, and all of the infringements were cancelled. We have also assisted her to obtain a divorce which ensures not only the emotional separation that she needed after the years of violence but also the financial.

* not real name for confidentiality

651

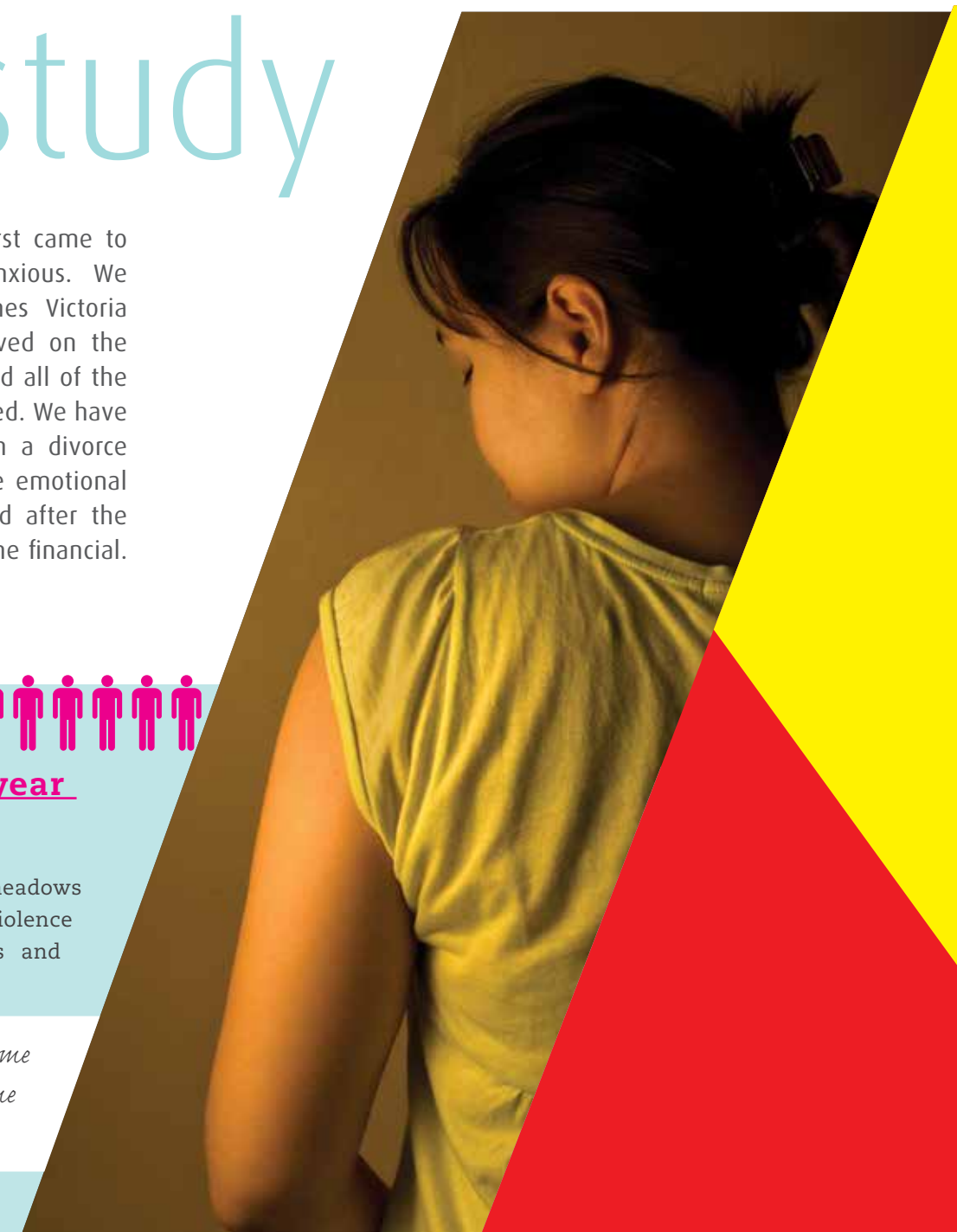
court supports - over a 100% increase from last year



Court support

We continue to provide a duty lawyer service three days a week at the Broadmeadows Magistrates Court with our three family violence lawyers and Family Violence Coordinator providing advice, support and representation to victims and survivors with the greatest sensitivity and skill.

Client's testimony: "It was a very stressful and emotional situation for me and their kindness and assistance was invaluable...the staff at court gave me the utmost assistance, compassion and empathy."



Our clients

Young people

19.6% increase



268

Total numbers we have seen

We provide the necessary wrap-around service

One of our highly successful programs this year has been the commencement of a partnership with Youth Projects in Glenroy who provide multi-disciplinary teams to work with young people with complex needs in achieving primary health and employment goals. Our youth lawyers provided intensive employment legal education which not only ensured that young people knew of their employment rights but developed trust in seeking help from the lawyers. Centre staff are now familiar with our lawyers and provide many referrals, they also work in a collaborative way by filling in forms with our mutual clients and providing necessary reports to help us assist the young people to resolve their legal issues.



Reaching out

We have partnered with Banksia Gardens, the lead agency in the Broadmeadows Community Youth Justice Alliance, a project which tackles young people's contact with the criminal justice system through a range of programs and strategic co-location of fundamental support services.

Our Youth Lawyer who is on site one day a week works closely with the co-located services who provide mental health, drug and alcohol, employment and education services, and youth justice case management support to young people living within and around Broadmeadows.



Broadmeadows Community Youth Justice Alliance - a youth crime prevention project - video case study

*Lucia**

case study

Lucia is a young woman who grew up in a household where there was significant family violence, as a result she suffered severe anxiety and depression. We first assisted Lucia with criminal law matters including some serious criminal charges. When we appeared in court for her we were able to negotiate with police to withdraw three of the more serious charges against her. After explaining Lucia's difficult personal circumstances to the Magistrate the Magistrate released her on an undertaking with a condition that she continue attending appointments with her psychologist. At the conclusion of her criminal matter she received a

'show cause' letter from the Department of Justice requesting reasons why her working with children check should not be revoked. She also subsequently disclosed to us that she had in excess of \$18,000 worth of outstanding fines, and that she had incurred these fines when she was a victim of family violence. We made submissions to the Department of Justice and Lucia was able to keep her working with children status. We also assisted her to successfully have her fines waived.

* not real name for confidentiality

Responding to the needs of our community

"Young people often experience age related legal problems but are reluctant to take action due to poor knowledge of their legal rights, uncertainty about available avenues to address legal problems and possible remedies, limited finances, and a perception that the legal system is intimidating, complicated, expensive and biased against them" (The Justice Project). Over the last year our Youth Lawyers have presented to **over 800 young people** in schools and youth programs providing information about legal rights in relation to work, consumer disputes and other civil issues as well as information about respectful relationships, family violence, consent and sexting.



Our clients

People experiencing mental health issues



About 45 per cent of Australian adults will be affected by mental illness at some time in life.

Three per cent will be seriously affected.*

People with mental health issues will often have an array of complex legal problems. Even when their legal issues are relatively simple they may lack the capacity to resolve them. This can have significant impact on their mental health. Rather than just deal with the legal issue we know that we have to provide solutions to the cause.

* Department of Health & Human Services, State Government of Victoria 2018

We resolve the legal issues and the social issues

We have successfully expanded our targeting of people with mental health issues - in the last year 291 of our clients had a disability/and or mental illness- 44% more than the previous year. We have worked with Mind Australia to extend our work into Moreland with increasing referrals from their residential services. These clients frequently have multiple legal issues that have impeded their progress. The untangling of all of the legal issues takes time and trust but has significant impact. In addition, we have assisted many people suffering mental illness to have their fines revoked and have been able to do this in large numbers because of the dedicated students working in our student fines clinic.

291

number of clients seen with a disability/and or mental illness



case study



*Melay**

Melay lives at home with her parents, and has multiple mental health diagnosis which impact on her life, making her anxious and at times paranoid. One of her great enjoyments and something that gives her a sense of independence from her parents is to travel around Melbourne on the train network. She had a myki, but was not touching on due to concerns about her movements being tracked. She knew that these thoughts were a result of her mental illness but was unable to overcome them. The result was that she accrued around \$5000 in transport fines. We worked with her mental health professional and were eventually able to have her fines waived. We went one step further and assisted Melay to obtain an 'access travel pass' which now allows her to legally use public transport without needing to touch on her myki.

* not real name for confidentiality

44.4% more than previous year

Our clients

Refugee and newly arrived communities


73% increase
 from last year

675

Clients seen whose main language is not English



Responding to our community

In 2016 NCLC made a decision to prioritise our work to meet the legal needs of the large refugee community settling within our catchment. Acknowledging that distrust of authorities and the law can pose a significant barrier for refugees, many of whom have experienced persecution or mistreatment in their country of origin, we

worked to build trust by employing bi-lingual workers to liaise directly with community and to develop the cultural competence of our staff. We have established newly arrived and refugee clinics within trusted settlement services, firstly with Spectrum Migrant Resource Centre and as a pilot project with Kangan Institute's vocational

English students. In recognition of the unique barriers this community face in accessing justice, a significant proportion of the community legal education delivered by our service in the past year has been delivered directly to refugee community members.



case study

*Soma**

Soma is a refugee who arrived in Australia with his family less than a year ago. He sought our assistance about a motor vehicle accident he had been involved in. Because of his limited English, lack of familiarity with the Australian legal system, and being in shock he didn't give his details to the other driver at the time of the accident. A few days later the police came to his house and subsequently he was charged. He came to us in a state of complete despair, he had no income and was sick at the idea of having a criminal record. We were able to argue for diversion in relation to the criminal charge and were able to persuade the insurance company to waive the debt. This had an immediate impact on his wellbeing.

* not real name for confidentiality



National review and outcome

The Australian Law Council recently undertook one of the most comprehensive national reviews into the state of access to justice in Australia. The review summarised the legal issues facing recently arrived refugees as: credit and debt, insurance, tenancy, fines, motor vehicle accidents, loans and unfair contracts and exploitation at work. **The report noted that this community is especially vulnerable to unscrupulous conduct by companies and landlords.** This reality can have the effect of making everyday tasks essential to settlement, like opening an electricity account, signing up for a mobile phone plan or organising rental repairs fraught with the potential to spiral into serious legal problems.

Making a difference

Working with our community to promote gender equality and combat gender based violence

Violence against women and their children takes a profound and long-term toll on their health and wellbeing and on society as a whole. This significant social problem is ultimately preventable. (Our Watch)

If we want a society free of violence against women and their children, we have to challenge the historically entrenched beliefs and behaviours that drive it.

Week Without Violence is a global campaign to end violence against women. Over the past two decades' organisations around the world have hosted community events to raise awareness, promote attitude change and to provide a platform for survivor's stories to be heard.

1 in 5 Australian women has experienced sexual violence.



1 in 3 Australian women have experienced physical violence since the age of 15.

1 in 6 Australian women has experienced physical or sexual violence by a current or former partner

Week without Violence – Heather McLean, our Community Development Manager, with members of the Moreland Family Violence Network



NCLC's CEO, Jenni Smith, with Peter Khalil, the Federal Member for Wills, and Councillors and staff of Moreland City Council



ON AVERAGE,
ONE WOMAN A WEEK IS MURDERED
BY HER CURRENT
OR FORMER PARTNER.



Walking alongside Melbourne's Nepalese community to promote the rights and welfare of women.



Walking with members of the Hume CREW (Hume Community for Respect and Equality of Women).



Victoria Law Foundation

With the assistance of a small Victoria Law Foundation grant and in partnership with Arabic Welfare and Banksia Gardens NCLC hosted a very successful International Women's Day event for members of our newly arrived Syrian and Iraqi community.



NCLC has continued to work closely with the Oorja Foundation in its work to promote equality and combat family violence in the South Asian community.

Week without Violence – Flora Culpan, our Family Violence Community Coordinator, with members of the Hume Domestic and Family Violence Network

We have worked in partnership with community to build leaders to champion the cause of gender equality and with survivors of gendered violence to help facilitate recovery – Legal Practice Manager, **Bill Grimshaw**, and **Shova Lamsal**, NCLC Community Development Worker, with the Didi Bahini Samaj leadership group.



Making a difference

Working with our community to build the knowledge and skills needed to avoid or resolve law-related problems



The City of Hume is home to the second highest number of newly arrived Syrian and Iraqi refugees in Australia. This community faces unique barriers to accessing legal services and is especially vulnerable to exploitation and discrimination.

This year during Law Week we hosted an event aimed at familiarising the local community with the work of an Australian Court, its protocols and the services available at Court. With the support of the Victorian Law Foundation and in partnership with Arabic Welfare and the Magistrates' Court we held a highly successful event attended by more than 40 members of the Syrian and Iraqi community.

Lyda Dankha (Arabic Welfare) and **Lynne Haultain** (Executive Director, Victoria Law Foundation)



Manal Al Ani interviewing NCLC volunteer, Heyam Haddad, for SBS Arabic radio



panel discussion



(L-R) Thaera Yonan, Flora Culpan (NCLC), Manal Al Ani (SBS Arabic), Abdul Taleb (Magistrates' Court), Simar Amad, Roba Elkadi, Lyda Dankha (Arabic Welfare), Heyam Haddad (NCLC)



"After the event I feel I would be more comfortable if I had to go to Court or deal with police or a lawyer."

We presented to students and staff at schools across our catchment letting them know how to access legal services and covering topics from bullying, partying safely, sexting and consent, to issues such as rights at work or dealing with police.



We delivered more than 80 Community Legal Education sessions to over 2,500 members of the Hume and Moreland Communities.

We hosted a community event exploring the impact of family violence and drug and alcohol abuse on young people. (**Liana Buchanan**, the Principal Commissioner for Children and Young People and **Her Honour Jennifer Bowles** of the Melbourne Children's Court)



We worked with community to empower and train emerging leaders.

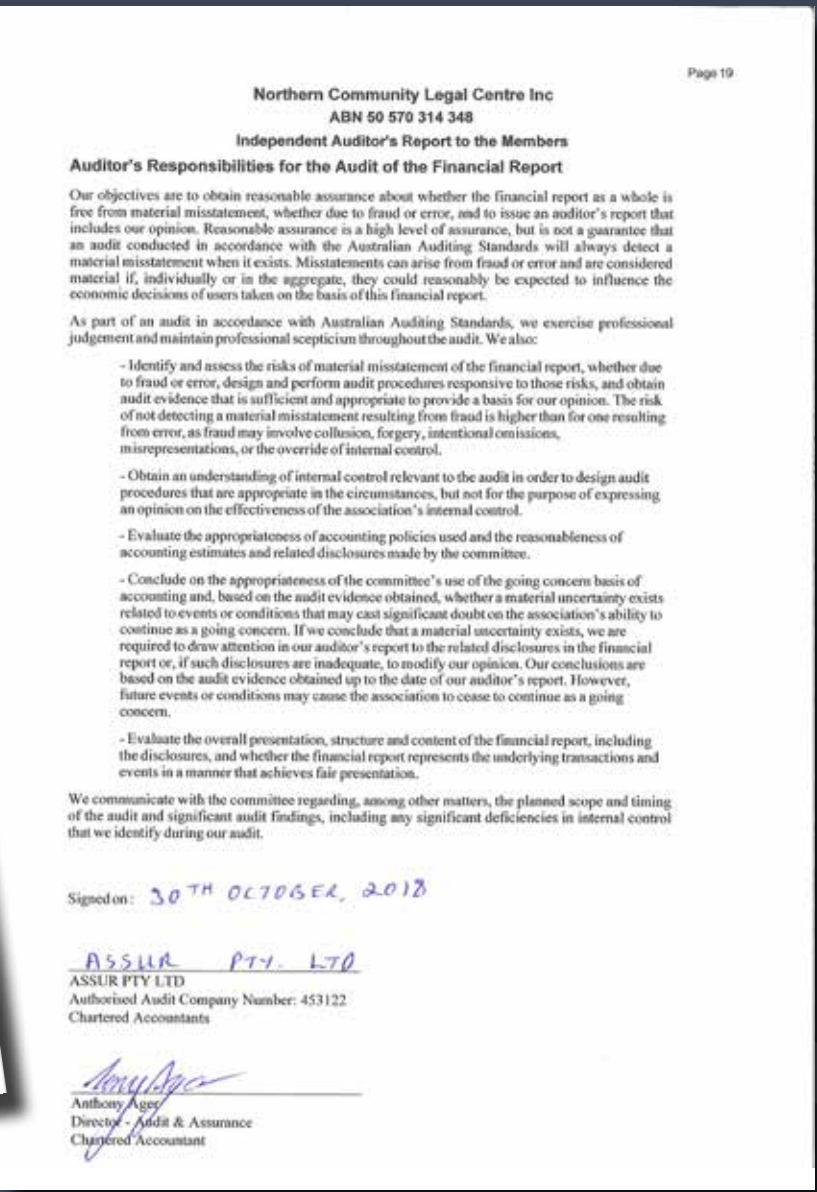


Elder Abuse Prevention and Seniors Law to Senior citizen's groups, planned activity groups, at libraries and to council workers.



We have worked to explain how laws frequently differ in Australia to those in the country of origin of many in our community. Explaining how these new laws might impact on family life.

Financial report income & expenditure statement for the financial year ending 2018



	\$ 2018	\$ 2017
Income		
Commonwealth Funding	413,118	424,680
State Funding	743,452	689,502
Service Generated Income	30,728	30,254
Other Grants	2,600	0
Project Funding	83,875	97,178
Amalgamation	0	10,135
TOTAL INCOME	1,273,773	1,251,749

	\$ 2018	\$ 2017
Surplus (loss) from ordinary activities before income tax		
Income tax revenue relating to ordinary activities	(1,630)	56,105
Net surplus (loss) attributable to the association	(1,630)	56,105
TOTAL CHANGES IN EQUITY OF THE ASSOCIATION	(1,630)	56,105
Opening retained earnings	156,244	100,139
Net surplus (loss) attributable to the association	(1,630)	56,105
CLOSING RETAINED EARNINGS	154,614	156,244

	\$ 2018	\$ 2017
Expenses		
Staff Salaries	1,009,936	923,466
Staff Superannuation	89,052	89,721
Rent	59,761	53,494
Office Overheads	20,399	13,014
Depreciation	19,242	16,757
Other Premises Costs	14,457	16,741
Library, Resources, Subscriptions	13,969	12,960
Communications	13,146	25,628
Finance, Audit, Accounting	12,512	15,957
Program and Planning	5,507	4,725
Travel	4,725	7,080
Relocations Costs	4,019	0
Insurance	3,952	6,205
Training and Development	3,892	6,583
Repairs and Maintenance	2,943	1,069
Client Disbursements	1,137	324
Recruitment	773	1,920
TOTAL EXPENSES	1,275,403	1,195,644

Client statistics



Main Language Spoken
at Home Not English
675



gender

728



1284



Top 20 Suburbs Accessing our Service

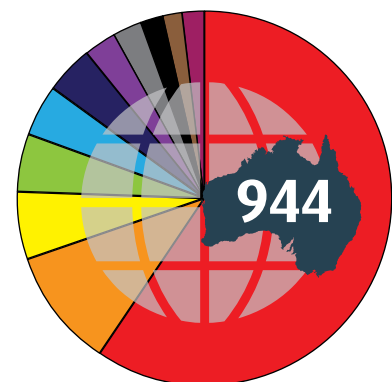
Craigieburn	292	Gladstone Park	45
Sunbury	168	Greenvale	44
Broadmeadows	139	Wallan	39
Roxburgh Park	137	Tullamarine	38
Meadow Heights	108	Brunswick	32
Glenroy	104	Coolaroo	32
Coburg	75	Coburg North	31
Fawkner	72	Campbellfield	28
Dallas	59	Jacana	25
Pascoe Vale	51	Oak Park	25

Client satisfaction survey

A Client Satisfaction Survey was conducted by the Social Research Centre with clients seen in the financial year 2017-18. The research was carried out for the Federation of Community Legal Centres Victoria (the Federation) who coordinated the survey on behalf of the sector.

Compared to responses received from clients of all participating Community Legal Centres (CLCs), respondents who were clients of Northern Community Legal Centre recorded higher agreement with positive statements related to the service they received from their CLC. They were more likely to agree that using the service has made them more knowledgeable or confident regarding handling their legal issues in future.

Countries of birth



AUSTRALIA	944
IRAQ	165
TURKEY	91
INDIA	80
LEBANON	71
SYRIA	66
IRAN	41
NEW ZEALAND	40
ITALY	33
PAKISTAN	27
SRI LANKA	27

Top 10 Languages Spoken (Other than English)



Arabic	240
Turkish	86
Assyrian	49
Punjabi	20
Persian	19
Italian	17
Urdu	17
Hindi	15
Greek	14
Somali	11

Top 20 problem types

Family or domestic violence order	498
Family or Domestic Violence	488
Fines	276
Family Law	255
Motor Vehicle Accident	233
Divorce	138
Criminal Law	113
Road Traffic Regulatory Offences	112
Credit and Debit	72
Child contacts and contact orders	50
Consumer complaints	46
Neighbourhood Disputes	31
Injuries Compensation	30
Separation	28
Tenancy	24
Other Civil matters	21
Child Support	20
Proceeds of crime	19
Motor Vehicle damage	18
Parenting plan	17

Problem types

CIVIL LAW	1229	44%
FAMILY LAW	1044	38%
CRIMINAL LAW	500	18%

Municipality Statistics

COUNCIL	CLIENTS	PERCENTAGE
Hume Council	1070	53%
Moreland Council	439	22%
Mitchell Shire	89	4%
Other	432	21%

Overall, clients of Northern Community Legal Centre recorded a higher level of agreement that they would recommend using the Centre when compared to clients across all participating CLCs.



Service statements

	Northern Community Legal Centre n=16	All CLCs total (n=600)	NPA-funded CLC total (n=514)
	% AGREE	% AGREE	% AGREE
It was easy to contact the Centre when you first needed help	100.0	77.0	75.7
The Centre listened to your legal problem(s)	100.0	86.2	85.0
The Centre helped you understand how to deal with your legal problem(s)	87.5	79.2	78.2
You felt safe and secure using the Centre	93.8	88.2	87.2
You were given appropriate referrals to other people or services that might be useful to you	75.0	61.3	59.9
The Centre cared about your individual circumstances and needs	100.0	79.7	78.4
You received support to manage any stress or anxiety you were feeling	75.0	51.8	51.9
Your personal or cultural needs were met by the Centre*	100.0	74.4	72.0
The Centre helped you to understand your rights and responsibilities	93.8	81.8	81.3
The Centre helped you to identify any legal issues you may have in future	75.0	65.5	64.8
The Centre helped you to understand your options for dealing with your legal problem(s)	93.8	80.5	79.0
You felt confident in the ability of the Centre to assist you	100.0	81.0	80.5
OUTCOME STATEMENTS	% AGREE	% AGREE	% AGREE
Better understand your legal issues	87.5	80.0	79.2
Will know where to get help if you have legal problems in the future	100.0	82.7	82.3
Will feel more confident getting legal help in the future	93.8	80.2	79.4
Feel more confident handling your own legal issues	87.5	65.7	64.0
Would recommend the Centre to other people	100.0	85.8	84.6

2029

Clients seen

89%

clients with no or low income
(1805 clients of 2029)

Acknowledgements

Thank you to all our funders, pro bono partners, community partners and supporters

180 Degrees Consulting	Department of Education – Health, Wellbeing Specialists Branch	Hume Multicultural Workers Network	North West Area Mental Health Service
AMES Australia		Hume Safety Advisory Committee	Northern Metropolitan Elder Abuse Prevention Network
Anglicare	Department of Justice and Regulation Victoria	Hume Whittlesea LLEN	Oorja Foundation
Arabic Welfare	Dianella Health	Iraqi Australian Friendship Association	Oxygen Youth Space
Assyrian Australian Social Development Group	Family Relationship Centre (Broadmeadows) – McKillop Family Services	Kangan Institute	Spectrum
Australian Muslim Women’s Centre for Human Rights	Didi Bahini Samaj Victoria	Magistrates’ Court of Victoria	Sunbury Community Health Centre
Banksia Gardens Community Services	DLA Piper	Meadow Heights Learning Centre	Transurban
Berry Street	Fawkner Primary School	Merri Health Centre	Uniting
Broadmeadows Magistrates’ Court		Migrant Resource Centre	VICSEG
Collingwood Language School	Federation of Community Legal Centres	Mind Australia	Victorian Arabic Social Services
CommUnity Plus	Foundation House	Mitchell Shire	Victoria Law Foundation
Corrs Chambers Westgarth	Headspace (Craigieburn Central)	Monash University	Victoria Legal Aid
Craigieburn Connections (Brotherhood of St Laurence)	Hope Street (Brunswick)	Moreland City Council	Victoria Police
Craigieburn Education and Community Centre (Selwyn House)	Hume City Council	Moreland Family Violence Network	Victoria University
Dallas Neighbourhood House	Hume CREW	Moreland Settlement Services Network	Women’s Health in the North
Deakin University	Hume Domestic and Family Violence Network	Newbury Child and Community Centre	Youth Projects
Department of Education and Training		Nexus Primary Health	

No act of kindness, no matter how small is ever wasted.
- Aesop



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