



NORTHERN
COMMUNITY
LEGAL CENTRE

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

2019

annual report

ABN 50 570 314 348



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An Introduction...

Northern Community Legal Centre's (NCLC) purpose is to ensure equal access to justice for all in the Melbourne North West region through the provision of legal services, community legal education, and law reform initiatives. We prioritise the legal needs of people living with mental illness, victim/survivors of family violence, young people, refugee and recently arrived community members, and older people experiencing abuse.

NCLC formed in 2016. In our short duration, NCLC has been able to respond successfully to the huge legal need of our community. Our catchment of Moreland, Hume and Mitchell Shire includes suburbs that are home to communities who experience the most structural and systemic disadvantage in Australia. The keystone to NCLC's success has been working closely with grassroots community, service providers and networks to develop strategies that are community-informed in order to respond effectively and sustainably.

Our vision is that the people of Melbourne's North West have access to justice and that their rights are protected.



Our Champion

Justice Rita Zammit
Supreme Court of Victoria

Acknowledgment

Northern Community Legal Centre would like to acknowledge the Gunung-William-Balluk people of the Wurundjeri, part of the Kulin Nations where our offices are based. Our catchment extends from Wallan on Taungurung Country all the way to Broadmeadows and Brunswick on Wurundjeri Country. We acknowledge the legacy of colonial resistance of Aboriginal people and pay respects to elders past, present and emerging.

our organisational values

NCLC aims to integrate our organisational values in all the work we do, in order to deliver the best social justice outcomes for Melbourne's north west community:

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



CEO & Chairperson's Report



We are now well and truly settled into our new accessible offices located at the Broadmeadows Transport Hub and have continued extending our community engagement, intensive legal support, clinics and partnerships to increase services to those who experience the most

to improve. We have undergone phase 11 of the National Accreditation Scheme for Community Legal Centres and have all the necessary updated policies and procedures in place to provide us with the foundational support to grow and expand. We are progressing into policy, research and law reform assisted this year by a Legal Services Board grant to undertake an exciting project looking at the global phenomena of Abuse of Indian Transnational Brides including visa abuse.

We provided submissions to the Royal Commission into Victoria's Mental Health System as well as the Mental Health Productivity Commission. These initiatives are possible because of the deep connection we have with our community. We were successful in securing a grant to support three grassroots

community groups in the Indian, newly arrived Syrian/Iraqi and Nepalese communities to plan and conduct Prevention of Violence Against Women programs. This community development work provides us with better connections and powerful understandings of the legal and family violence issues facing these communities.

"We are continually listening to the community and adapting our service to be responsive and meet their needs in innovative ways."

structural disadvantage. While we had slightly less clients in 2018 -19 (1961 clients), compared to the previous financial year (2020 clients), our casework has increased in complexity, demonstrating that we are now seeing those in the community with the highest legal need.

As we increase our reach to the community, we ensure the quality of our services continues

Jenni Smith, CEO and Nicole King, Chairperson



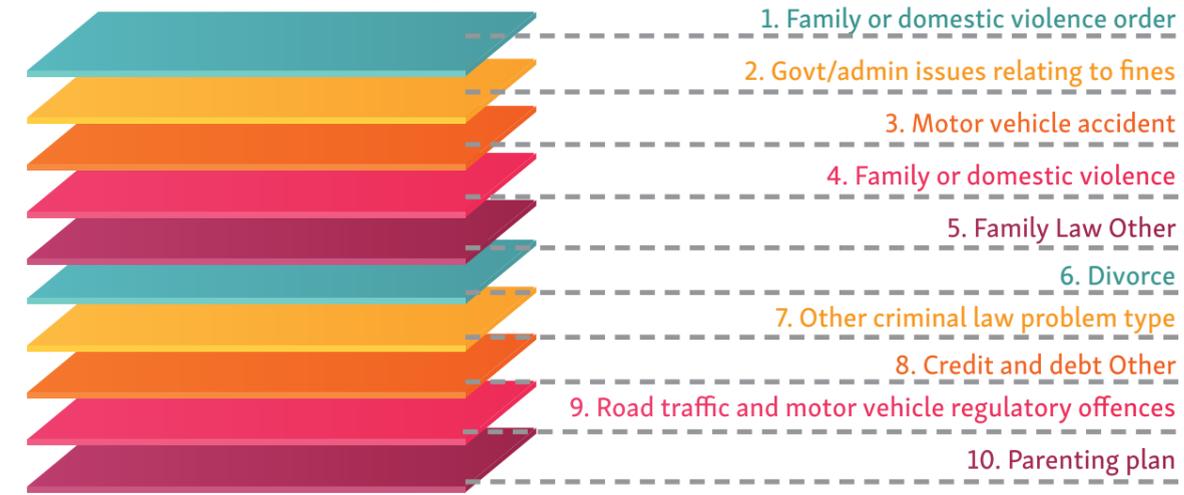
Statistics snapshot:

- 97% of our clients experienced financial disadvantage compared to the previous year of 89%.
- 39% of our clients were culturally or linguistically diverse compared to 33% in the previous year.
- 853 of our clients experienced, or were at risk of experiencing family violence. This represents 44% of our clients, compared to 37% last year.
- 527 clients were living with a mental illness or disability representing 27% of our clients, a nearly two-fold increase from the previous year.

Estimated hours on caseloads



Top 10 Problem Types



"I am so impressed by your legal service. You are to be celebrated. You have done such an amazing job and achieved so much in a very short space of time. Mergers can be so complicated and the impact can sometimes last for years after, but when interviewing the staff yesterday it was evident that it is business as usual and staff are enthusiastic, satisfied and happy to come into work each day. They are an intelligent group of individuals."

The quality of the service and its staff continues to grow as noted by the independent accreditation assessor.

Clients by local government area

Hume	1145
Moreland	481
Mitchell	84

Experiencing financial disadvantage

1908

97% of clients

2.4% increase from previous year



The percentage of clients experiencing family violence went from 37% (2017 - 2018) to 41% (2018/2019).

853

of our clients experienced family violence

+44%

Acknowledgements

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

GRATEFUL

180 Degrees Consulting
 AMES Australia
 Anglicare
 Arabic Welfare
 Assyrian Australian Social Development Group
 Australian Muslim Women's Centre for Human Rights
 Banksia Gardens Community Services
 Berry Street
 Broadmeadows Magistrates' Court

Broadmeadows Shopping Centre
 Collingwood Language School
 CommUnity Plus
 Communities for Children
 Corrs Chambers Westgarth
 Craigieburn Connections (Brotherhood of St Laurence)
 Craigieburn Education & Community Centre (Selwyn House)
 Craigieburn Sports Stadium
 Craigieburn Youth Centre
 Craigieburn Secondary College

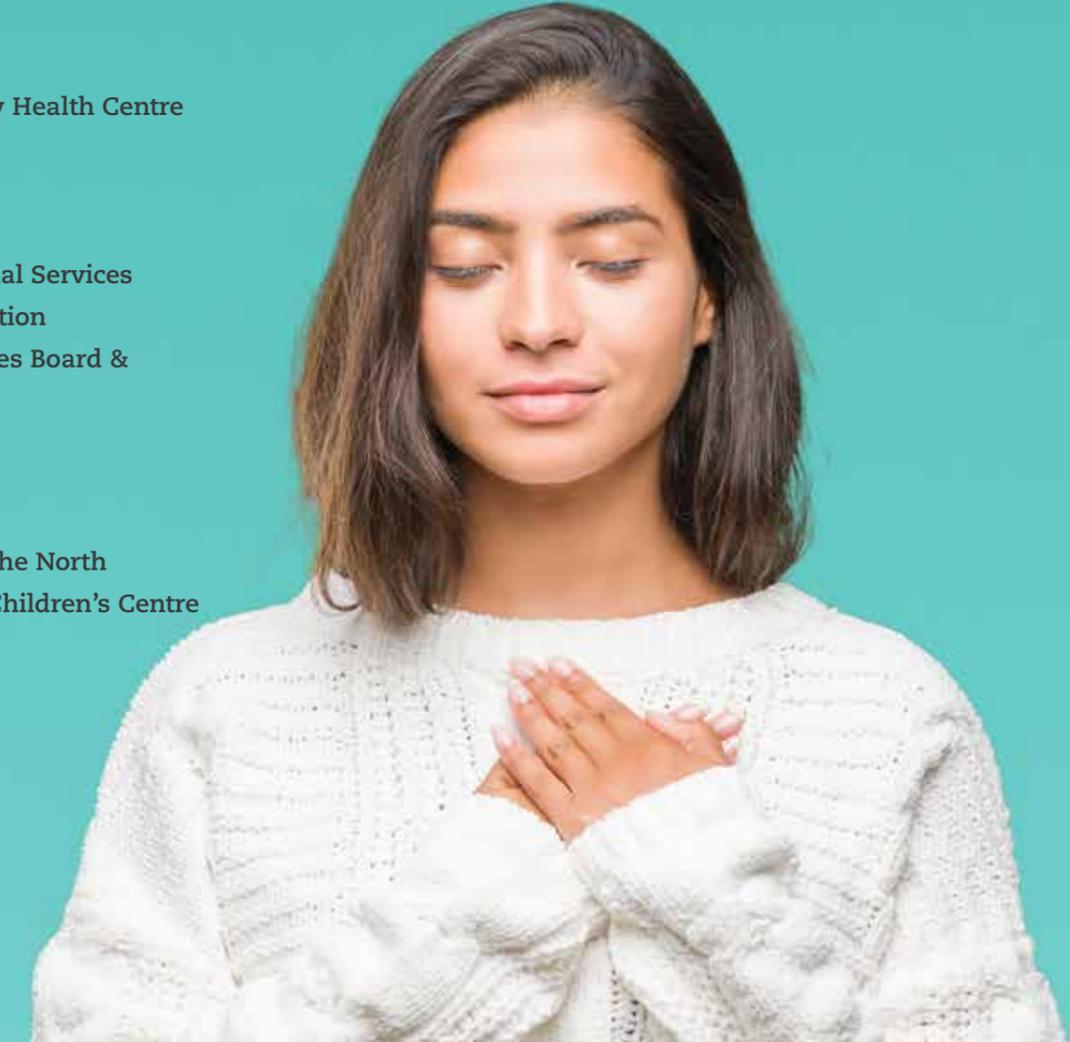
Dallas Neighbourhood House
 Deakin University
 Department of Education & Training
 Department of Education – Health, Wellbeing Specialists Branch
 Department of Justice & Community Safety
 Department of Social Services
 Dianella Health
 Didi Bahini Samaj Victoria
 DLA Piper
 Family Relationship Centre (Broadmeadows) – McKillop Family Services

Fawkner Primary School
 Federation of Community Legal Centres
 Foundation House
 Glenroy Youth Projects
 Glenroy Secondary College
 Headspace (Craigieburn Central)
 Hope Street (Brunswick)
 Hume City Council
 Hume Domestic and Family Violence Network
 Hume Whittlesea LLEN
 Iraqi Australian Friendship Association
 Kangan Institute Broadmeadows

We have
 a real
 presence
 in the
 community

Kenley Court Neighbourhood House
 Law Institute of Victoria
 Lentara Asylum Seeker Welcome Centre
 Meadow Heights Learning Centre
 Melbourne Polytechnic Broadmeadows
 Melbourne University
 Monash University
 Merri Health
 Migrant Resource Centre
 Mind Australia
 Mitchell Shire
 Monash University
 Moreland City Council
 Moreland Settlement Services Network
 Mount Ridley College
 Multicultural Centre for Women's Health
 Newbury Child and Community Centre
 Nexus Primary Health
 North West Area Mental Health Service
 Oorja Foundation
 Oxygen Youth Space
 Russell and Kennedy Law Firm

Spectrum
 Sunbury Community Health Centre
 Transurban
 Uniting
 VICSEG
 Victorian Arabic Social Services
 Victoria Law Foundation
 Victoria Legal Services Board & Commissioner
 Victoria Legal Aid
 Victoria Police
 Victoria University
 Women's Health in the North
 Wallan Family and Children's Centre



Our People

Board

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

Management

JENNI SMITH	Chief Executive Officer
MARQUITA NOLAN	Legal Practice Manager
TANIA MCKENNA	Partnerships & Community Development Manager
MILKA JANKOVIC	Administration Manager
*HEATHER MCLEAN	Community and Development Manager

* staff who have left us during the 2018 - 2019 period



Gagandeep & Anju

Administration

AJ BOND	Administration Officer
CATERINA MEDICI	Administration Officer
KARISSE SINCLAIR	Administration Assistant

Lawyers

LILLY JACKSON	Family Violence Lawyer
LILY HARDMAN	Family Violence Lawyer
ELLA DUNSTAN	Family Violence Lawyer
NHIRUSHNI SOMASUNDARAM	Immigration Lawyer
CAMERON BLOYE	Community Lawyer
DYLAN GOLDSWORTHY	Community Lawyer
LAUREN CROME	Youth Lawyer
EMMA LEE	Youth / Family Violence Lawyer
*SUZANNE CAREY-THOMAS	Family Violence Lawyer
*JOANNE CARLTON	Senior Lawyer

Community Development

TANIA CASS	Project Officer
FLORA CULPAN	Family Violence Community Coordinator
PRATICHHYA GUNI	Community Development Worker
HEYAM HADDAD	Paralegal Community Worker
FRANKIE HANMAN SIEGERSMA	Communications Officer and Project Coordinator
GAGANDEEP SHARMA	Community Development Worker
THAERA YONAN	Community Development Worker
*SHOVA LAMSAL	Community Development Worker

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

Andre De Almeida
Lois Erickson
Stacie Gull
Jessica Hellstan
Mary Higgins
Peter Higgins
Stacey Jack
Abhilasha Jha
Serenay Kalkan
John Moore

Jessica Saidel
Rachel Szydowski

PARALEGALS

Mohammad Amir
Jessica Baker
Lloyd Bitar
Oscar Cantieni
Leanne Cousinery
Bridget Coutts
Marcela Castro Farfan
Natasha Chand
Rita Charchar
Laura Di Natale
Katia El-Azar
Yasemin Erden
Shanuka Fernando
Andrew Finn
Melike Gorkem
Rubina Habib
Robby Halabi

April Heaver
Laura Hillard
Stephanie Ho
Manolya Ilanli
Devinda Johanne
Sabrina Kochary
Amanda Lekamje
Lauren Lorenzo
Emma Mackay
Shelby McLean
Derek Maota
Bridget Morales
Sabrina Nassar
Andrea Poblete
Minhal Rizvi
Lexi Savige
Hammad Shahin
Olivia Shamoon
Judgebir Singh
Emily Yates

MASTERS STUDENTS -
SOCIAL WORK
Soni Baidai

STRUCTURED
WORKPLACE
LEARNING
Sarah Russell

DLA PIPER

Cindy Bors
Vu Dang
Laura Elliot
Adiam Tsegay
Kade Sheely
Ling Zhang

*We put clients at the core of what we do
and how we deliver our service*



Thaera



Nhirushni



Partnerships & Outreaches

Health Justice partnerships

527



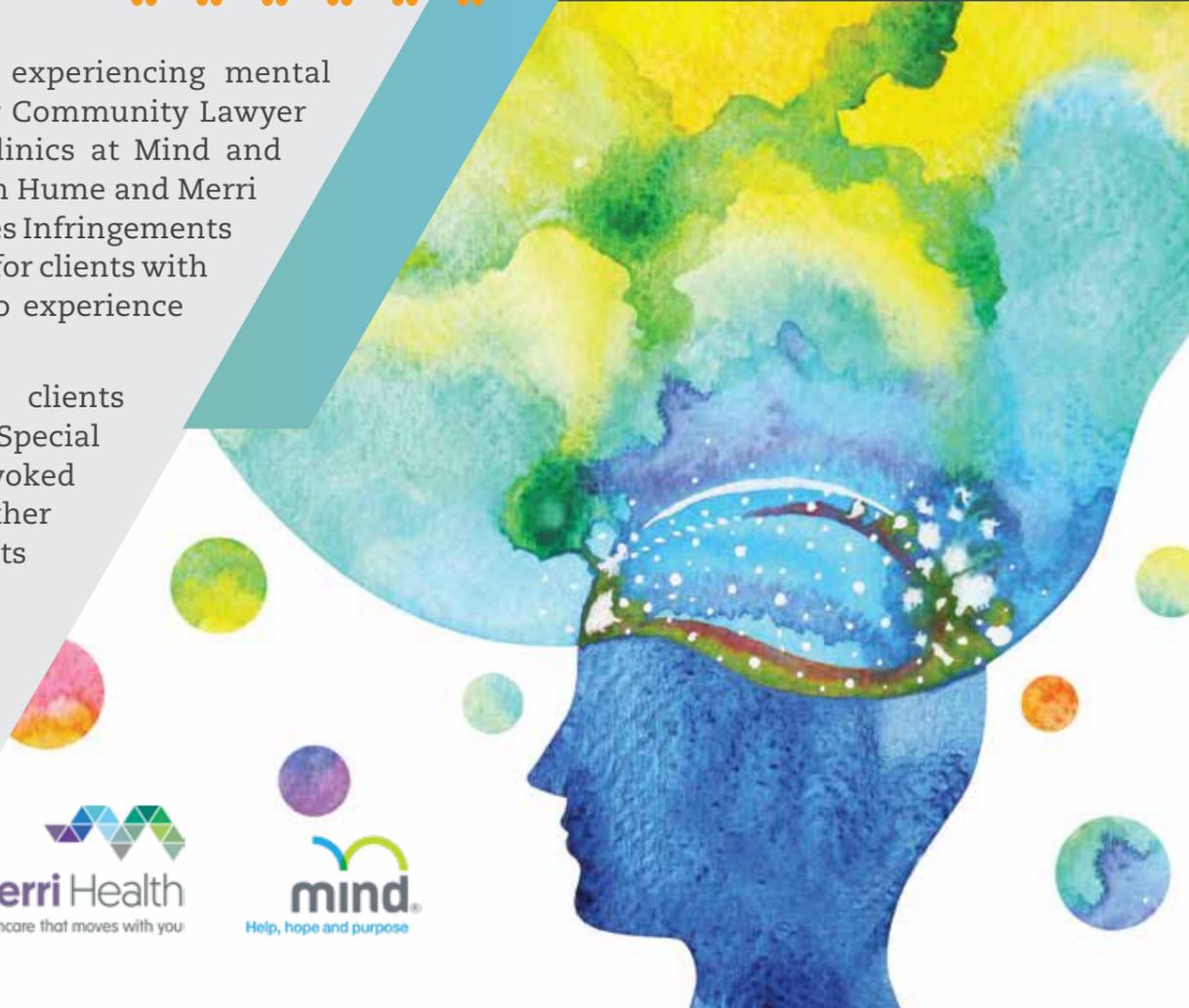
Clients with a disability and/or mental illness were assisted in the 2018/2019 period, an increase of 81% compared to last year.

PARC and CCU

We have prioritised the legal needs of people experiencing mental illness and psychosocial disability since 2016. Our Community Lawyer undertakes a range of outreaches and drop in clinics at Mind and NorthWestern Mental Health residential facilities in Hume and Merri Health in Moreland as well as a Special Circumstances Infringements Clinic. This portfolio generates significant casework for clients with complex mental health issues who commonly also experience significant and compounding legal concerns.

Through legal advocacy and representation, clients presenting to us with mental-ill health at our Special Circumstance Infringement Clinic have had fines revoked that total \$276,469. We are currently assisting a further 40 clients to request cancellation of infringements that total approximately \$438,379.

As well as these incredible outcomes for our clients, we have advocated for law reform specifically focusing on an improved health justice focus through our Submission to the Royal Commission into Victoria's Mental Health System, and ensured that our client's stories with their permission have been told.



case studies

Amira*

Amira* has a diagnosis of schizophrenia and her only income is the disability support pension.

Amira came to our service because she was receiving letters from a finance company threatening to repossess her car because she had defaulted on a car loan. In 2009 when Amira purchased the car she had been pressured into an expensive loan for approximately \$16,500 by a pushy salesperson. At the time of the purchase, as well as having not been explained properly the terms of the loan, she was a single mother of a new born baby. Over the next eight years Amira had several admissions into

mental health services, as a result she struggled to make car repayments.

We obtained the original loan documents from the car yard and argued that the circumstances surrounding this loan made it an unjust transaction under the National Credit Code. We successfully negotiated a waiver of the entirety remaining on the loan which meant Amira didn't have to pay any more money and she got to keep the car.

*name changed

Peter*

Peter* has serious mental health issues, including a diagnosis of schizophrenia, and came to us with approximately \$25,000 of infringements, primarily for using Citylink without a pass. Many of these infringements were incurred by others in his car, who were taking advantage of him and committing numerous offences in his car at a time where he was not able to effectively nominate them as the driver. Due to long periods of homelessness and lack of adequate treatment for his mental health issues, these matters had progressed to be enforcement warrants, which put him at risk of being arrested or having his car clamped.

We applied to Fines Victoria to have his fines reviewed on the basis that his mental health issues and homelessness had meant he was unable to control the use of his car by others or understand his offending conduct. Fines Victoria referred the matter to the Magistrates Court, and with the evidence and submissions we prepared Peter had all his infringements fully waived at the hearing. *name changed



Partnerships & Outreaches

Family Violence Response



This year, we sought to become as integrated as possible with relevant community services and organisations. We increased the number of family violence clients by significantly extending our outreach services across our extensive catchment. In addition to the family violence outreaches at Wallan, Craigieburn, Broadmeadows and Fawkner, we have developed an extra outreach in Glenroy, collocated at Merri Health. Our greater reach means that we are aiding in the protection and safety of more victims of family violence. As well as addressing unmet demand, we have been able to develop improved referrals through legal education with maternal health teams and managers in relation to family violence. We contributed to a young women and family violence community of practice convened by YSAS (Youth Support and Advocacy Service) and Women's Health in the North, undertaking significant family violence legal education in schools, liaising with the regional Department of Education and Training respectful relationship program. We continue to offer our duty lawyer services for survivor/victims of family violence through the Intervention Order services at Broadmeadows Magistrates Court.

853 clients who experienced or were at risk of experiencing family violence

44% of all our clients



case study



Maryam*

Maryam* was referred to our service by her Social Worker at Merri Health in Coburg for assistance with a Centrelink Debt for \$35,000. This debt was caused by her husband failing to properly report his income during their relationship.

Maryam moved to Australia when she was 18 to live with her new husband and his family. Upon arrival, she was subjected to family violence, including financial abuse and extreme control from her husband and his family. Maryam lived like this for 14 years, until a neighbor witnessed an act of violence and called the police and was supported to leave.

When Maryam left the relationship, she was aware there was a Centrelink Debt, however she didn't know any details. We found that her husband had already appealed the debt in 2013. Maryam instructed that she had attended the hearing, but her husband didn't explain anything, and spoke on her behalf. The Tribunal was not made aware of any of the family violence issues, and upheld the debt.

Maryam was entitled to appeal the case; however, her appeal was out of time. We applied and argued that the circumstances meant that the appeal should be allowed so far out of time, and that the debt should be waived as Maryam was a victim of severe economic abuse and had never received the benefits of her husband's income during their relationship. Centrelink initially opposed this application, and then offered a partial waiver of the debt. Maryam decided to reject that offer and to go a Tribunal hearing. Centrelink conceded the case and agreed to fully waive the debt, and refund \$5,000 that had already been recovered through cutting her payments. We have also assisted Maryam with two other debts which have been waived and are currently assisting with a Victims of Crime Compensation Claim.

*name changed

Partnerships & Outreaches

Youth/justice alliances in action



327 17% of our clients
young people in the last financial year



Responding to our community

This year, we were excited to develop an outreach in Glenroy, collocated at Glenroy Secondary College. We continued offering community legal education and legal services to young people engaged with headspace Craigieburn, Banksia Gardens (as a partner of the Broadmeadows Youth Justice Alliance), Youth Projects Glenroy and Hope St Youth Refuge. We have seen an

increase in the number of youth clients attending our service, and we have been able to triage their legal and social issues to provide wrap around services and referrals. By developing outreaches at trusted community organisations and schools, we work towards breaking down some of the apprehensions to the legal system demonstrated by young people who have previously been

without legal support. Delivered by our youth lawyers, our community legal education program supports young people to avoid escalating legal concerns, while promoting community understanding of the types of legal problems that young people experience.



case study

Elliot*

Elliot first came to see us when he was 12 years old. A few months earlier, he was at home when two men were trying to force their way into the house with bats, smashing the door. Elliot hid in his brother's room with a wardrobe pushed in front of the door.

Around a month later, Elliot was threatened by a teenager who held up a flick knife and demanded Elliot's "stuff".

Elliot was having difficulty sleeping and eating, and was finding it hard to concentrate at school. He began to attend counselling at Merri Health. Merri Health suggested to Elliot's mother to make a Victims of Crime Assistance Tribunal (VOCAT) Application.

We assisted Elliot with a VOCAT application which successfully resulted in him being provided with counselling to support with recovery.

* name changed



L- R: Our Youth Lawyers Emma and Lauren with volunteers Lexi, Melika and Yasemin

“When we tell our clients that we can support them to quickly access free, youth specific legal support, the relief is etched on their faces instantly.”

- Debra, Youth Projects

Partnerships & Outreaches

Legal Literacy

733 14% increase
Clients from Culturally & Linguistically Diverse backgrounds in the last year.
39% of clients



case study



In January 2019, we established our legal clinic within Kangan Institute's Adult Migrant English Program, and recruited an Arabic speaking Paralegal Community Worker to engage with students and teaching staff. Strong partnerships with lead educators have provided opportunities to deliver 21 community education activities to students who are refugees and/or recently arrived to Australia.

Education activities have enhanced the capacity of students to identify when they have a legal issue, act early before the legal issue escalates, and self-help in the resolution of legal issues. Where legal assistance is required, students are referred to the onsite legal clinic. 23 students have now been successfully assisted through the legal clinic at Kangan Institute. We continue to offer community legal education and legal services to refugee and recently arrived communities through Spectrum Migrant Resource Centre and our Broadmeadows office.



<---- Our Community Engagement Workers Thaera and Heyam providing legal information at Kangan Institute

In the press...



Kayam*

Kayam* moved to Australia in 2013 and attended our service because she was being pursued for \$8,000 after a motor vehicle accident in a rental car and she was unsure of her legal rights.

We made an application to VCAT's Civil List for orders that the hire company should be liable for all the damages from the motor vehicle accident, and we represented Kayam at the VCAT hearing, where we argued that it was unfair for the hire car to not pay for the damages after advertising and selling costly insurance that promised zero risk and zero liability.

VCAT found that Kayam was not negligent, and that in any event the hire car company was legally bound to honour the insurance that it sold to Kayam. They ordered that she was not liable for the damage to the vehicle, and that the hire company needed to pay for the third party's damages.

*name changed

Community Projects

The Indian Women's Family Violence Project

35

Indian women assisted in the first six months of the program with a range of problem types including family & domestic violence orders, separation, divorce, immigration, and child contact orders.

NCLC operates in a region with a large cohort of Indian migrants. Through our legal casework, we have identified that Indian women experience unique cultural complexities that impact upon their experiences of family violence, as well as their engagement with justice processes to access legal protection. This is particularly problematic for Indian women who are both recently married and recently arrived in Australia.

The Indian Women's Family Violence Project aims to advance the understanding of the complex problem of abuse and abandonment in the Australian Indian community; identify gaps in the family violence system and state and federal laws; and identify and advocate for effective legal and non-legal protections.

This project is a mix of action research and direct service delivery that has enabled us to expand our casework services, incorporating immigration as well as family violence legal support to Indian women who access our services. The project is funded by the Victorian Legal Services Board & Commissioner over a two-year period that commenced in 2019. By enhancing our understanding of the issues and the adequacy of protections, it is anticipated that this project will result in improved coordination of legal and non-legal responses at a local, state and national level.

Victorian Legal Services
BOARD + COMMISSIONER
Funded through the Legal Services Board Grants Program



Extending our reach into the community

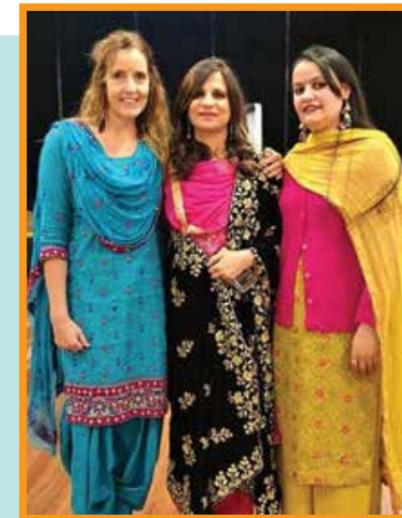
Achieving our vision of access to justice for all in our community requires that our services extend beyond the provision of legal support, and include initiatives that enhance community capacity, providing opportunities for leadership development and peer support.

In the 2018 – 2019 year, NCLC successfully applied for a grant through the Communities for Children funding stream that will allow us to facilitate and resource two existing women's groups, and one new women's group.

- **El Amal:** A group for Arabic speaking women of Iraqi and Syrian background
- **Oorja Foundation:** A group for women from Indian background
- **Didi Bahini Samaj Victoria:** A group for Nepalese women

Each group aims to build the capability of participants to lead their communities in the prevention of violence against women, and to implement initiatives that specifically address family violence.

Each group will engage in activities that celebrate culture, reduce social isolation, enhance understanding of the nexus between gender inequality and violence against women, and promote community readiness to commit to bystander action.



Increasing Community Knowledge *and advocating for change*

Marquita Nolan interview with 3RRR



Raising awareness of the impact of mental health upon legal health

With support from the Victorian Law Foundation, NCLC ran a number of activities as part of Law Week 2019. The activities were delivered in partnership with Kangan Institute (Broadmeadows), Melbourne Polytechnic (Broadmeadows) and Court Services Victoria. Kangan Institute and Melbourne Polytechnic are providers of Adult Migrant Education Programs (AMEP) to more than 900 refugees residing in the City of Hume.

The activities aimed to improve NCLC's understanding of the unmet legal need of students who are newly arrived and/or from refugee backgrounds. The activities were also designed to de-mystify legal and court processes, thereby encouraging students to access justice processes and legal support by enhancing understanding.

The activities included legal health checks administered to English Language students at both campuses and a tour through the Broadmeadows Magistrates Court where students were able to meet with court registrars and observe legal proceedings. Over 160 students participated in the law week activities.

We operate across regions where mental ill-health, psychosocial and intellectual disabilities are disproportionately high. Mental ill-health can impact a person's ability to seek legal help and can impede their ability to navigate complex legal systems.

Legal issues can cause anxiety for people with a mental illness who may already experience stresses such as: lower levels of education and employment, less stable housing conditions, discrimination and higher levels of poverty.

We identified the needs of this cohort in our submissions to the Royal Commission into Victoria's Mental Health System and the Productivity Commission Enquiry into Mental Health. In our submission, we highlighted the need for wrap-around integrated service models as vital to improved mental health outcomes.



Prevention of violence against women activities/campaigns

Promoting gender equity

We convene the Hume Domestic and Family Violence Network, formed in 1992 by family violence service providers and government agencies working within the City of Hume. The purpose of the network is to coordinate a partnership response to family violence and to promote gender equality within the Hume community.

The Hume Domestic and Family Violence Network coordinates local events for Week Without Violence and is involved in awareness raising events held during 16 Days of Activism, on White Ribbon Day and International Women's Day.



We participate in the Moreland Family Violence Network.

The Network is a group of professionals who represent Moreland service providers and government agencies. The network aims to coordinate a partnership approach to raise awareness of family violence within the Moreland community, promote respect and equality and advocate on behalf of victims and survivors of family violence.

Northern Community Legal Centre is proud to be part of Moreland Council's Gender Equality Commitment.



27

In the 2018 – 2019 year, NCLC conducted 203 CLE activities to our priority cohorts.

Education sessions to young people across our catchment on issues such as respectful relationships, technology-facilitated abuse, gender equity, cyber bullying, fair working conditions and fines.

19



Education sessions to women's groups on responding to family violence

167

In the 2018 – 2019 year we delivered:

Legal Health Checks to newly arrived/refugee community members

43

Legal education sessions to newly arrived/refugee groups that aimed to embed understanding of legal processes, prevent legal issues from occurring in the first instance and encouraging early intervention to prevent legal issues escalating.



Financial report *income & expenditure statement for the financial year ending 2019*



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Northern Community Legal Centre Inc
ABN 50 570 314 348
Independent Auditor's Report to the Members

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Signed on: 11TH OCTOBER, 2019

ASSUR PTY. LTD
ASSUR PTY LTD
Authorised Audit Company Number: 453122
Chartered Accountants

Anthony Ager
Anthony Ager
Director, Audit & Assurance
Chartered Accountant

	\$ 2019	\$ 2018		\$ 2019	\$ 2018
Income			Expenses		
Commonwealth Funding	452,304	413,118	Staff Salaries	1,137,363	1,009,936
State Funding	733,028	743,452	Staff Superannuation	103,743	89,052
Service Generated Income	89,477	30,728	Rent	102,142	59,761
Other Grants	5,399	2,600	Office Overheads	25,482	20,399
Project Funding	181,637	83,875	Depreciation	31,860	19,242
			Other Premises Costs	26,266	14,457
TOTAL INCOME	1,461,846	1,273,773	Library, Resources, Subscriptions	13,083	13,969
			Communications	12,576	13,146
			Finance, Audit, Accounting	12,552	12,512
			Program and Planning	6,771	5,507
			Travel	5,521	4,725
			Relocations Costs	0	4,019
			Insurance	4,370	3,952
			Training and Development	8,650	3,892
			Repairs and Maintenance	204	2,943
			Client Disbursements	5,961	1,137
			Recruitment	1,682	773
			TOTAL EXPENSES	1,498,226	1,275,403

	\$ 2019	\$ 2018
Surplus (loss) from ordinary activities before income tax		
Income tax revenue relating to ordinary activities	(36,379)	(1,630)
Net surplus (loss) attributable to the association	(36,379)	(1,630)
TOTAL CHANGES IN EQUITY OF THE ASSOCIATION	(36,379)	(1,630)
Opening retained earnings	154,614	156,244
Net surplus (loss) attributable to the association	(36,379)	(1,630)
CLOSING RETAINED EARNINGS	118,234	154,614

Client statistics 1962

Clients seen



CALD clients

773

14% increase from previous year

(People with language other than English spoken at home)

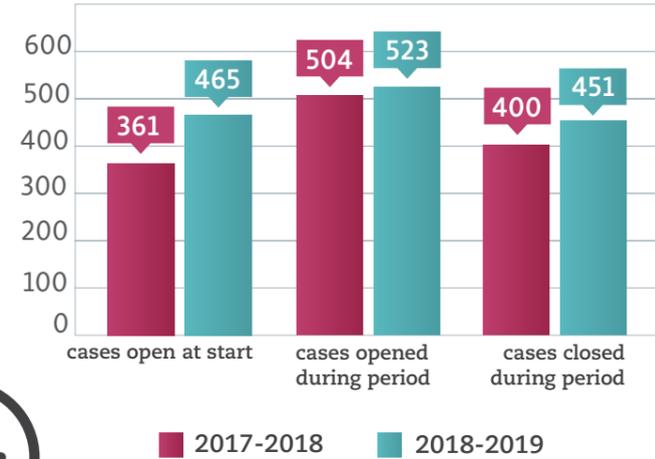
TOP 10 LANGUAGES SPOKEN AT HOME:

1. English
2. Arabic
3. Turkish
4. Assyrian Neo-Aramaic
5. Urdu
6. Punjabi
7. Hindi
8. Persian (excluding Dari)
9. Somali
10. Greek

Top 10 Countries of Birth

1. Australia
2. Iraq
3. Syria
4. India
5. Turkey
6. Lebanon
7. Pakistan
8. Iran
9. New Zealand
10. Sri Lanka

Workload comparisons from previous years



Location of Clients

Clients by Suburb (top 12 areas)

288	CRAIGIEBURN	75	COBURG
149	ROXBURGH PARK	59	FAWKNER
138	SUNBURY	59	PASCOE VALE
129	MEADOW HEIGHTS	51	GREENVALE
124	BROADMEADOWS	46	DALLAS
121	GLENROY	40	WALLAN

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



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