



community legal service

Linking the Community with the Law

Albury Wodonga

ANNUAL REPORT
2007 - 08

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WHAT WE ARE ALL ABOUT!

Vision

To ensure just and equitable access to legal services and resources for individuals and the community in North East Victoria and the Southern Riverina of New South Wales.

Values

To provide safe, reliable and quality legal services respecting the diversity of the community.

Mission

To empower and educate individuals and groups in the community through a broad range of free legal services including legal education, particularly to those who are disadvantaged in their access to justice.

Objectives

1. To increase and enhance access to the law by the provision of legal advice and education to individuals, groups and the wider community.
2. To encourage and facilitate community involvement in the activities of the Community Legal Service.
3. To advocate for and actively work towards changes which redress injustices and inequities in the law;
4. To continually seek to enhance and expand service provision;
5. To ensure the Community Legal Service is able to operate effectively.

PRINCIPAL SOLICITORS REPORT

Well another year (an extremely busy one at that) has passed us by and the staff of the Community Legal Service (CLS) are to be congratulated for continuing to provide access to justice in our large catchment of the Southern Riverina of NSW and North East Victoria. We have had to find larger premises due to our expansion of staff, so we have moved again, on 4 June 2008, to a more central office at 12 Stanley Street, Wodonga! We also have an addition to our letterhead, a phrase that we thought summarised the essence of the service, ***"Linking the Community with the Law"***.

Our beautiful new office—12 Stanley Street,
Wodonga



This year the highlights have been:

- ♦ Welcoming, in early December 2007, Karen Keegan who commenced employment as a generalist solicitor at CLS, her position funded by the Victorian government. Karen has taken over all Victorian outreach clinics and is using her past experience as a private family law practitioner to full advantage. Her first job was completing our casework audit before taking on community legal education seminars, casework and participation in community network meetings. She was also the Great Organiser of our Team Building weekend (see Raw Law Autumn 2008) in Beechworth, soon to be a regular event! We appreciate her enthusiasm, knowledge and experience.
- ♦ We are pleased to also welcome Julie Garner as our full time receptionist. Julie's quiet and calming manner have been an asset to our service and all the clients with whom she has contact. Julie is a qualified relaxation therapist, and has a range of work experiences that she brings to our service. She has also become our brochure guru, ordering and organising all the information brochures that we distribute to clients.
- ♦ Due to requests from service providers, beginning in 2008 we increased our NSW outreach locations from one to six and visit them once a month instead of every 2 months. We now give face to face advice at Deniliquin & Finley (3rd Thursday), Corowa & Howlong (2nd Thursday) and Lavington & Holbrook (4th Thursday). As a result of this increased service we were able to successfully lobby the NSW government with the assistance of the Combined Community Legal Centres Group (NSW) for additional funding to provide an extra solicitor to assist with these outreach services.
- ♦ Our Raw Law Newsletter is now a vibrant and informative quarterly newsletter thanks to Sarah Yates, a social science student at RMIT, who during a placement at our CLS, completed an evaluation of the newsletter, and Nicole Ingram, who as our Community Project Worker, has made the newsletter her own! This newsletter is important to us as it is a means of providing information on community legal education, recruiting volunteers and increasing the profile of the CLS within the community. Thank you Sarah for your professional and thorough survey, research and report and Nicole for collating and formatting it each quarter.

Continued...

- ◆ In October 2007, our nomination of Brenda McKinnon for the NSW Law & Justice Volunteer Award, was successful. Brenda was the volunteer manager of the Community Information and Referral Centre in Wodonga for nine years before it was closed last year. Brenda established the Community Legal Aid Assistance Scheme within the Centre, helping disadvantaged clients with completing and submitting Legal Aid applications forms, to find lawyers, appeal decisions, make court appointments and attend court. The Centre was closed due to lack of funding, which was sought from both NSW and Victorian Governments. Brenda has been recognised for her contribution to the community by winning this Award. The prize, sponsored by the NSW Bar Association, was presented to Ms McKinnon by Michael Slattery QC at Parliament House in Sydney. Brenda's hard work and sacrifice for the benefit of others has always been appreciated by those she assisted, but to finally receive public recognition for her efforts is wonderful and well deserved.
- ◆ In March 2008 we had morning tea with a distinguished visitor, Ms Victoria Marles, the Victorian Legal Services Commissioner, who came to visit our CLS and sought our views on a range of topics.
- ◆ The Albury Justice Support Network, which the CLS assisted in establishing, has gone from strength to strength. The Disability Advocacy & Information Service (DAIS) has now taken over the organisation and training of the volunteers in this service who assist those with an intellectual disability who come into contact with the law via the police and court system. DAIS has found that referrals for support are coming in on a regular basis. It is great to see the service being run so professionally. Relevant service providers are looking to establish a similar service in Wagga Wagga now that the model has proved successful in Albury.
- ◆ We wish our wonderful past volunteers all the best in their new professions. Kathryn Cole is now a Case Manager with the Credit Ombudsman Service in Sydney and Sally Lean now has her law degree and is working in Adelaide having also won the Supreme Court Medal from Charles Darwin University in Darwin. Such is the high calibre of the volunteers at the CLS!
- ◆ Great news for older Victorians on the establishment of **Senior Rights Victoria (SRV)**! Funded by the Victorian Government through the Office of Senior Victorians (OSV) and Victoria Legal Aid (VLA), the service is led by Council on the Ageing (COTA) in partnership with the Public Interest Law Clearing House (PILCH), Eastern Community Legal Centre and Loddon Campaspe Community Legal Centre. This is a free service that has been established to help prevent elder abuse and safeguard the rights, dignity and independence of older Victorians. The service was launched by Minister for Senior Victorians, Lisa Neville on 27 April 2008. It provides telephone information and referral, advocacy and support, legal services and community and professional education. People who are concerned about abuse or neglect that is affecting them or someone they know can call Seniors Rights Victoria on 1300 36 8821. We look forward to working closely with SRV as a member of the Older Persons Working Group, in particular on law reform and legal issues.

I thank the CLS team for their hard work and passion throughout the past year. We look forward to 2009 when Upper Murray Family Care will celebrate its 30th anniversary and the CLS will celebrate its 10th birthday and our achievements since 1999!

Karen Bowley
Principal Solicitor

ACCESS & EQUITY

CLS seeks to provide a service which is accessible, equitable, non-discriminatory and non-judgmental.

CLS provides legal advice, information, referral, casework, community legal education and law reform activities in North East Victoria and the Southern Riverina of New South Wales. Any person who is in the region by virtue of their residing in, visiting, or legal issue arising in are eligible to receive service from CLS. No means test applies.

The service does have limited resources however, so within the general framework of eligibility for the service, special attention is paid to meeting the needs of the target groups. Broadly these are people who are considered to be disadvantaged in some way in dealing with the law.

There are two main categories of disadvantage:

- ◆ Those people who are denied access to legal assistance as a result of limited financial resources, whether they are recipients of social security benefits or in low income employment.
- ◆ Those people who are otherwise disadvantaged in their access to justice i.e. indigenous people, people from non-English speaking backgrounds, youth, people who have a physical disability or mental health problems, women living in circumstances of domestic violence or people who live in rural or remote areas.

HOURS OF OPERATION

9am to 5pm Monday to Friday

Telephone Advice & Information

Monday 9am to 12 noon

Wednesday 2pm to 5pm

Friday 9am to 12 noon

By appointment

Face to Face Clinics

Wodonga Office on Tuesday evenings

Wangaratta Office on Tuesday evenings (fortnightly)

By appointment

Family Court Clinics

Wodonga office on Wednesday mornings

By appointment

Family Law Legal Aid

Wodonga office on Tuesdays and Wednesdays

By appointment

Rural outreach

Lavington & Holbrook

Corowa & Howlong

Deniliquin & Finley

Corryong & Tallangatta

Mt Beauty & Myrtleford

Mungabareena Aboriginal Corporation

By appointment

Intervention Order Court Support Program

Wodonga Magistrates Court on Thursdays

Permanent Staff as at 30 June 2008



Karen Bowley – Principal Solicitor

Karen started as a volunteer with the service working at the Tuesday evening advice clinics in 2001 and has gradually moved into the role as Principal Solicitor full-time, working on projects and policies as well as client work. Karen has practiced law for 9 years in the private and government sector.

Beth Simpson – Solicitor

Beth works with the service two days per week running the Family Court Advice Clinic and the Intervention Order Support Scheme. Beth has been practicing law on and off since 1981 and has worked with the service since 2002.



Sharon Kim—Solicitor

Sharon started with the service in November 2006 employed by Victoria Legal Aid to do Family Law litigation work. Sharon is a relatively new solicitor having practised since 2005.

Karen Keegan—Solicitor

Karen was in the Army for 24 years prior to being admitted as a Solicitor in 2002. Karen worked at the Aboriginal Legal Service before moving into Private Practice where she worked in Family and Criminal Law. Wanting a change, Karen starting working with our service in December 2007 as a generalist lawyer.



Ashlie Mason – Coordinator

Ashlie commenced working with the service in January 2005 as the full-time Administrator. On 1 July 2006 Ashlie became the Coordinator of the service.

Nicole Ingram—Community Project Worker & Regional Coordinator Albury/Wagga Wagga CLSD

Nicole has volunteered with the service since 2005 and was then employed as the NSW Regional Coordinator in July 2007 and in early 2008 Nicole accepted the position of Community Project Worker. Nicole is also in the last stages of her Law Degree.



Tracey Walker—Legal Assistant

Tracey has now been working in the legal field for approximately 1½ years and enjoys her role very much. Before taking on her current role Tracey worked as a receptionist for Upper Murray Family Care. She is currently studying an Advanced Diploma of business (Legal Practice) .

Julie Garner—Administrator

Julie is new to the service having started in January 2008 as our part-time Administrator. Julie came to us from the Wodonga City Council where she worked as the Aged Services Officer for 2 years. In her spare time, Julie has also been studying to become a Marriage Celebrant.



Other staff employed during 2007-08:

Sally Pascoe—Community Project Worker

Yet again we have been incredibly lucky to have had **26 talented solicitors** volunteer their time on a roster basis in both our Wodonga and fortnightly Wangaratta evening clinics on a roster basis. Without them, we would not be able to run such successful and well attended advice clinics.

WODONGA

Peter Uniake (Adams Leyland)

Dirk de Zwart (Adams Leyland)

Emma Hill (Adams Leyland)

Kym Connell (Dick & Williams)

Eugene Butkowski

Sarah Newton (McHargs)

Dusan Jovetic (Trivett Keating)

Greg Duncan

Derek Norquay

Andrew Johanson (Potter Gillespie)

David Avery (Keating Avery)

Helen McGowan

Dione Garwell (Pogson Cronin)

Veronica Haccou (Nevin Lenne & Gross)

Michele Kampen (Adams Leyland)

Robert Hodda

Sarah Rogers (Kell Moore)

Tara Harpley (Robb & Associates)

Sarah Caplice (Robb & Associates)

Tom Lynch (Harris Lieberman)

WANGARATTA

Mike Noble (Stewart & Noble)

Sarah Noble (Stewart & Noble)

Jodie Humphries (Peter Dunn)

Nancy Battiato

Vic Campagna (Campagna Gray & Mallinder)

Geoff Clancy



Derek Norquay



Dione Garwell



Dusan Jovetic



Sarah Caplice



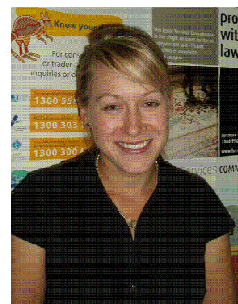
Michele Kampen



Kym Connell



Eugene Butkowski



Sarah Rogers

What a volunteer has to say.....

As part of my Social Science (Legal & Justice) Degree (RMIT University), I was required to do 30 days of placement, which I was lucky enough to do at the Community Legal Service located in Wodonga. I gained great experience at the CLS and it was a wonderful asset to have when looking for employment, which I have found at the Office of Public Prosecutions in Melbourne.

I was introduced to a number of new tasks that I had previously not performed, including things such as; new computer programs, attending various meetings, going to Wodonga Court, writing legal letters, attending seminars and workshops (eg. Demystifying Mental Health and Anti-discrimination workshop), Sitting in on legal advice sessions, drafting affidavits, administration and also participation in Community Legal Education activities and the Raw Law Evaluation - just to name a few.

My days were continually varied and any work that I was able to do was always greatly appreciated by the staff at the CLS.

It widened my eyes to the legal issues around the (North East Victoria & Southern NSW) area, particularly issues which are suffered by disadvantaged groups. The CLS is a wonderful service and I would greatly encourage other service providers to refer any people experiencing legal difficulty to the CLS, where they are guaranteed friendly legal advice.

I greatly miss my days at the CLS and encourage anyone else thinking of volunteering at the CLS to do so, because I am sure that you will have as positive experience that I did - I can not commend the working environment enough!

I also met a number of wonderful people from other services in the area - I hope you are all going well.

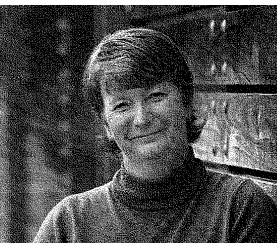
I would like to thank the CLS for having me there on placement and thank them for making my time thoroughly enjoyable.

Best wishes, Sarah Yates



Law and Justice Volunteer's Award presented to Brenda McKinnon

Brenda McKinnon was the volunteer manager of the Community Information and Referral Centre in Wodonga for nine years before it was closed last year. Brenda established the Community Legal Aid Assistance Scheme within the Centre, helping disadvantaged clients with completing and submitting Legal Aid applications forms, to find lawyers, appeal decisions, make court appointments and attend court.



The Centre was closed due to lack of funding, which was sought from both NSW and Victorian Governments.

Brenda has been recognised for her contribution to the community by winning the NSW Law and Justice Volunteer Award. The prize, sponsored by the NSW Bar Association, was presented to Ms McKinnon by Michael Slattery QC at Parliament House in Sydney last October.

Brenda's hard work and sacrifice for the benefit of others has always been appreciated by those she assisted, but to finally receive public recognition for her efforts is wonderful and well deserved.

Clayton Utz continues to be of great assistance to our service. The pro bono partners in both the Melbourne and Sydney offices are always available by email and reply promptly to our questions and requests for assistance.

Examples of our queries were:

- Were an elderly couple the subject of unconscionable conduct by their children when they agreed to be guarantors for a loan and in so doing lost their house?
- Did a blind pensioner have an equitable interest in the land on which he was living in his caravan? He stated that the original owner had said that he could live there until he died but the land was sold on that owner's death;
- Did a public servant have a claim to her unused sick leave after her resignation over 10 years ago?
- Did a client have an equitable right to the property he rented due to the amount of improvements he had made to the property?
- What was the extent of the rights over a laneway owned by an elderly home owner when adjoining owners had a right of carriageway?

Clayton Utz have also been the pro bono partner for the Cooperative Legal Service Delivery area of Albury & Wagga Wagga of which the CLS is an active member. They have offered their services to all the partners in this region, from the provision of Community Legal Education seminars to assisting community groups with their drafting Constitutions.

FAMILY LAW LEGAL AID ASSISTANCE

As of 1 July 2006 Victoria Legal Aid targeted six Victorian Community Legal Centres and gave each a grant of funds to employ Family Law Legal Aid Solicitor with administration support.

In October 2006, Sharon Kim was appointed as the full-time Solicitor with her Legal Assistant beginning in January 2007.

This program was instantly utilised by the community and service providers and continues to be a huge success. Referrals are coming from Private Solicitors, service providers and internally within the Legal Service.

Sharon offers telephone advice appointments initially and for those who are eligible for legal aid, face-to-face appointments are then available.

Sharon also attends the Wodonga Magistrates Court on a Thursday to provide advice and representation for Intervention Order matters and provides Community Legal Education to community groups on separation and children's matters.

Great relationships have been formed by Sharon with a range of local service providers such as the Family Relationship Centre [FRC], the Magistrates, Local and Family Courts, Upper Hume Community Health Service and the Family Pathways Network. The relationships are evidenced by the FRC regularly contacting Sharon to clarify legal and legislative interpretation issues and with Sharon being a regular presenter at Family Law CLE's for organisations that assist separated families.

Considering all of the above, I'm sure this program is bound to continue with its success!

ADVICE & CASEWORK

All of our advice occurs by appointment only, appointments are made between the allocated hours (noted on page 4) allowing 20 minutes for each telephone advice or half an hour for face-to-face advice.

Due to having increased the advice sessions that we provide to 3 telephone advice sessions per week and increasing not only the frequency of outreach but also the locations attended, our service has increased advices by 244 compared to last years figures.

Our "Top 5" areas of legal inquiries were:

1. *Spending time with issues*
2. *Intervention Orders*
3. *Property in marriage*
4. *Separation*
5. *Credit and debt owed by client*

2006-07

Total Advice activities (generalist)	1257
Total Advice activities (State project 3)	<u>149</u>
TOTAL	1406

2007-08

Total Advice activities (generalist)	1325
Total Advice activities (State project 3)	<u>325</u>
TOTAL	1650

Our casework this year has again included a variety of matters such as:

- Assisting a client with outstanding wages owed due to 457 visa sponsor issues, to obtain a grant of legal aid and sue for the money owed;
- Assist a client with writing a letter to a fellow unit resident about their unreasonable and harassing behaviour;
- Write numerous letters of demand for clients involved in motor vehicle accidents and explain the process of complaining about insurers through their internal dispute resolution system;
- Assist grandparents seeking orders to spend time with their children, assist with change of name applications in the Federal Magistrates Court, drafting Consent Orders, Applications and accompanying affidavits for clients seeking live with and spend time with orders and a location order and assisting clients in Intervention Order applications in the Wodonga Magistrates Court on Thursdays;
- Assist an elderly client with an outstanding bill from a telecommunication provider.

Continued...

Our "Top 5" areas of casework were:

1. Intervention Orders
2. Spending time with issues
3. Motor vehicle accident
4. Live with issues & Property in marriage
5. Credit and debt owed by client

2006-07

Total cases open during period (generalist) 249

- Open at period start	33
- New (opened in period)	216
- Still open at period end (ongoing)	29

Total cases closed during period 220

Total cases open during period (State Project 3) 39

- Open at period start	0
- New (opened in period)	39
- Still open at period end (ongoing)	24

Total cases closed during period 15

2007-08

Total cases open during period (generalist) 247

- Open at period start	32
- New (opened in period)	215
- Still open at period end (ongoing)	29

Total cases closed during period 218

Total cases open during period (State Project 3) 111

- Open at period start	25
- New (opened in period)	86
- Still open at period end (ongoing)	21

Total cases closed during period 90

DUTY LAWYER SERVICES

Intervention Order Support Scheme was provided in the Wodonga Magistrates' Court on a weekly basis by Beth Simpson and Sharon Kim. We support men and women, applicants and defendants. This is a duty solicitor scheme so we do not represent clients in contested hearings. We try to resolve the matter to avoid litigation. We give family law advice where applicable at the same time.

Our primary clients were female Applicants in domestic violence situations, but we also assisted males who were either Applicants or Defendants, and also numerous people of both genders involved in stalking allegations.

The majority of matters were finalised on the first mention date, but matters that could not be resolved were listed for defended hearing and we referred those clients to private solicitors.

Continued...

Linking the Community with the Law

A local business filed an application for a retail liquor licence in a suburban shopping centre. A group of concerned local residents became aware of the application and objected to the licence being issued. The grounds upon which they objected related primarily to adverse social impact on the area, close location to a public school and an abundance of licences already existing within the immediate area. The group lodged an objection to the Licencing Court of NSW and the matter was listed for a hearing at the Licencing Court in Sydney.

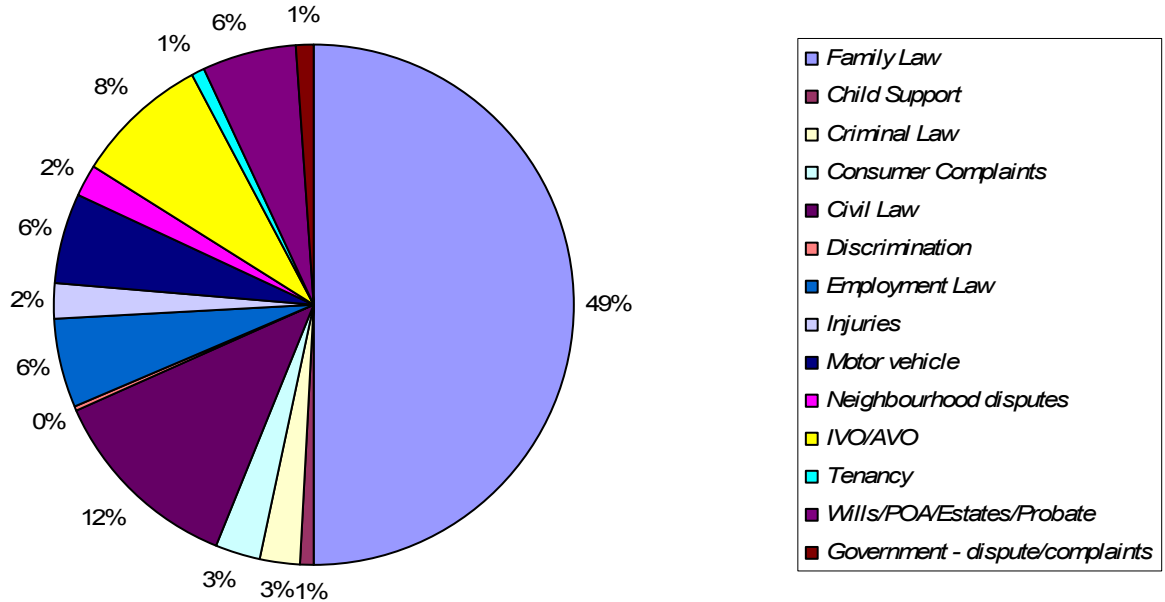
The group of residents did all of this without any legal advice, but after they had prepared their objections and filed them at Court, they were informed that they would have to attend at Court to ensure their objections were heard. The local residents who had banded together out of a common interest, then realised they would need some advice on how to go forward with this matter. The residents did not have the financial resources to pursue legal advice or representation in their own interests. In essence they had a public interest matter but did not have the financial or legal means to pursue it to the Courts.

It was at this time they sought initial advice from the CLS, as to how to proceed from that point onwards. The CLS negotiated with NSW Legal Aid and with the Public Interest Law Clearing House [PILCH] in Sydney, for pro bono assistance in representing the community group in the Licencing Court in Sydney. The negotiations were conducted by the CLS at short notice and with a view to ensuring the community group had an opportunity to have their concerns and objections heard and also to have the matter transferred to a nearby local court.

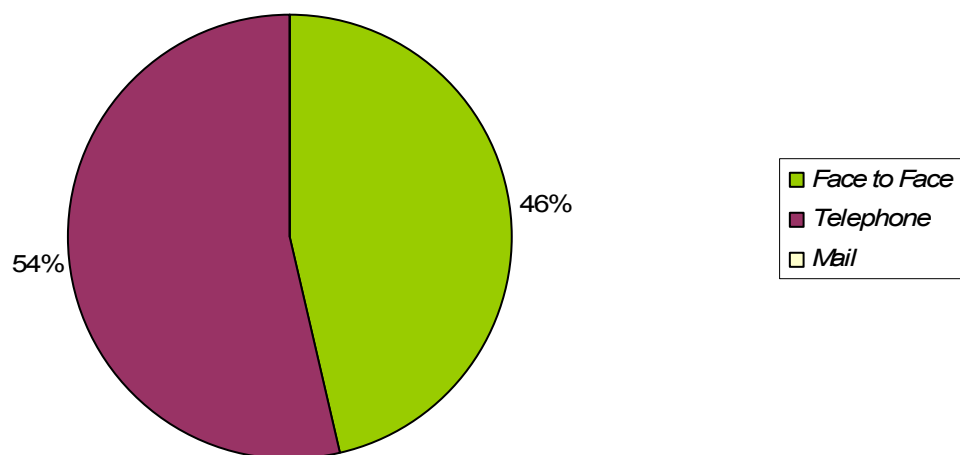
The CLS is committed to providing legal advice and assistance to individuals and community groups alike, ultimately **linking the community with the law**.

INTERESTING STATISTICS

Clients x Problem Type



Clients x Contact Type



COMMUNITY LEGAL EDUCATION

During the year, 45 community legal education projects were delivered by the service. The most popular of these proved once again to be the Life Planning Seminars which explain Wills, Powers of Attorney and Enduring Guardianship.

This year has seen a significant increase in Youth Projects in the region which will continue to be developed and enhanced over the next year.

Victorian and NSW Law Weeks were major projects this year providing a variety of events, services and resources to the region.

In response to community needs, we enhanced our outreach to now be conducted monthly to all locations and increased our NSW Outreach locations which now include Howlong, Corowa, Lavington, Holbrook and Finley.

Law Week

Annexure 1

Law week is an event that promotes greater understanding of the law, the legal system and the legal profession within the community. The aim is to improve access to the legal profession, courts, police, legal aid and government service providers.

NEW SOUTH WALES—31 March to 4 April 2008 **"Youth and Safe Driving"**

Free activities to promote the New South Wales Law Week included a shopping centre display, a talk to local high school students by the Community Legal Service, a free legal advice session on the Tuesday evening, information sessions on Wills and Powers of Attorney at the Albury Library Museum, a DIY Divorce Class and a Lawyers in the Park BBQ.



The CLS team enjoying the Law Week activities



One of our wonderful volunteers offering advice during the BBQ

Lawyers in the Park BBQ proved once again to be a popular event. A free BBQ was held in QE2 Square from 12 noon to 2 pm. Legal information tables were set up with pamphlets provided by the Community Legal Service and the Albury City Library. The BBQ provided many people, who might not normally have access to the law, an opportunity to speak to a solicitor.

Continued...

VICTORIA—12 to 16 May

“Reaching Out”

The free activities to promote Victorian Law Week included shopping centre and library displays, DIY Divorce Class, Conveyancing Information session, a free legal advice session on the Tuesday evening, a Wodonga Magistrate's Court Tour, a visit from Youth Law in Melbourne and our annual Volunteers Dinner.

The CLS were very lucky to have Anna, Tiffany, Bridie and Lisa from Youthlaw travel up from Melbourne during the 2008 Victorian Law Week. They presented to the Wodonga Senior Secondary College Year 11 students, a crowd totalling approximately 360 students. Topics covered included safe driving, alcohol issues and the implications when a law is broken.

Youthlaw also conducted a focus group for young women with the aim of researching the legal issues they face. All the girls present thoroughly enjoyed themselves and helped contribute to the ongoing research project “Visible and Vocal”.

ABC Goulburn-Murray Radio Talkback

Karen Bowley, our principal solicitor, has continued to conduct a talkback segment each month on ABC radio to discuss a variety of legal issues determined by current news or political events.

These sessions are on the first Thursday of every month at 10am.

Life Planning Seminars

Life Planning seminars explaining Wills, Power of Attorney and Enduring Guardianship have been extremely popular once again this year. Many community groups have requested the seminar which is delivered by either Karen Bowley the principal solicitor or Karen Keegan our generalist solicitor. These sessions are also held as part of the “Healthy and Wise” seminars organised by Northeast Health Wangaratta.



Family Law

In conjunction with Upper Hume Community Health Service, the Community Legal Service presents on issues to do with Family Law and separation in a workshop entitled “Back on Track”. The focus is to provide newly separated parents with information and resources which will empower them to be able to approach their situation positively to ensure the best possible outcome. It also outlines the current law that applies to matters relating to children.

Continued...

WORKSHOPS

The Community Legal Service arranged for the following workshops to be held in the Albury Wodonga region over the past 12 months.

Demystifying Mental Illness

This training session was held on 11th November 2007 in conjunction with the Cooperative Legal Service Delivery Program. Robyn Bradey, who presented the session, was a social worker with extensive & diverse experience in areas such as youth work, hospitals and the trauma field. Robyn has written & published a number of papers and three books.

Freedom of Information

This session was held on and presented by FOI Solutions, a Melbourne based niche law firm providing preeminent legal and consultancy services in the area of administrative law to government and statutory bodies. FOI Solutions has particular skill in the areas of freedom of information and privacy. The session included information on how to make a FOI application and what to do if complaints arise.

Other training sessions also held in conjunction with the Community Legal Service included a Cultural Awareness Training session on 15th November, an Access & Equity seminar on 29th November and an "Ability Day" held on 30th November which was organised with the Disability and Information Service (DAIS).

LAW REFORM & LEGAL POLICY

The Community Legal Service seeks to contribute to current legal issues that affect our community and society in general. Over the past 12 months we have been involved in creating awareness for the need for a New South Wales Human Rights Charter, provided a response to the Northern Territory Emergency Response Legislation and lobbied politicians to increase the funding for the CLS in order to meet the growing needs of our community.

Law Reform/Legal Policy projects completed

8

NSW Human Rights Charter

We raised awareness of the need for a Charter of Human Rights within our own agency through displays at our office, other Upper Murray Family Care offices and Albury Library.

This project is ongoing and we will continue to promote the need in the new reporting year through lobbying politicians and engaging speakers.

Northern Territory Emergency Response Legislation

The aim of the project was to raise this legislation as a human rights concern to the Federal government.

This was done by writing letters and while we have received written responses, there does not seem to have been any action by the government to allay our concerns. At least the government has stated that they are consulting with the indigenous community about this intervention. They have also committed to a review of the legislation in 12 months.

The following are Law Reform and Legal Policy projects that are ongoing:

- NSW Human Rights Charter
- Lobbying Politicians for More Funding

Raw Law Evaluation Project

Sarah Yates completed a 30 day placement with the Community Legal service as part of her Bachelor of Social Science (legal and justice). Sarah compiled the Raw Law Evaluation Project which sought to ascertain if there was a more effective way of distributing the CLS update information and whether the target audience was being reached.

To do so, Sarah designed and sent out a questionnaire on Raw Law to those who usually received the updates. By going back over previous editions, talking to CLS staff and researching the changing staff roles within the service Sarah was able to provide extensive feedback on the effectiveness of the Raw Law as a whole.

Several recommendations came out of the project:

- ◆ An up to date mailing list was compiled as it was found most of the current list was out of date.
- ◆ Sarah suggested that email was the best form of distribution of the newsletter for various reasons including efficiency and email being environmentally friendly.
- ◆ It was also decided Raw Law should only be sent out at the end of each season to avoid overloading the recipients with at times repetitive information.

COMMUNITY DEVELOPMENT WORK

Staff of the service are involved in the following committees/networks:

Integrated Response to Family Violence Network

Multicultural Interagency Network

Border Interagency Group for Young People (BIG 4 Youth)

Victorian Regional Rural & Remote Community Legal Service Network

Albury & District Law Society

Law Week Committee

North East Law Association

Albury & Wodonga Court Users Forums

Rural Housing Network Ltd Board

Older Persons Working Group

Cooperative Legal Service Delivery Model

Koori Interagency Network Group

Disability Advocacy and Information Service Committee of Management

Community Transport Committee of Management

Community Development and Community Legal Education Working Group

Children and Young Persons Working Group

Youth Bus

TRAINING & PROFESSIONAL DEVELOPMENT

Solicitors attended the following training/professional development:

CCLCG NSW State Conference
Legal Issues for Family Day Care Providers in Wodonga
Ethics & Professional responsibility (conflicts), Professional Skills and Practice Management (Trust Accounting) & Business skills for CLC lawyers
The Practical Aspects of Ethics and the new ethics regime
Professional Skills—Dirty Tricks & Tactics in Negotiations
Ethics & Professional Responsibility—Good Professional Conduct: It Really is Worth it
Discrimination Law workshop
Family Law & AVO's
Family Law Reform Forum
Consumer Law, Debt & Bankruptcy
FOI & Privacy Act
Communities in Control
Federation of CLC's RRR day
Employment Law
Family Agreements
Appreciative Leadership
Demystifying Mental Illness
How to Resolve a Third Party Insurance Debt
Cultural Awareness Training
Board Builders Conference
Access & Equity Showcase
Occupational Health & Safety
Child Support Act Reforms
Introduction to BFSO & current Issues in Financial Services
Family Law Superannuation Masterclass
LIV SLAC/CLAC Conference
LIV Goulburn Valley & North East Law Association Regional Conference

Administration staff attended the following training/professional development:

Equity & Access Showcase
Handling Difficult Callers
What Stresses Different Personality Types—but more importantly, what can you do about it
Introduction to the Legal Office
Introduction to Family Law
Certificate 3 in Business (new employee completing final units from former employer)
Occasional Counsellor and Handle with Care
Induction for New People to the CLC Sector
Demystifying Mental Illness
Cultural Awareness
The Ultimate Ideas Workshop
The Conflict, Criticism & those difficult People workshop
Federation of CLC's RRR Day
National Conference—Brisbane
Advanced Diploma in Business (Legal Practice)
Federation of CLC's State Conference
Employment Law

ADDITIONAL INCOME

We did not receive any additional funding during the 2007/08 financial year.



Upper Murray Family Care Incorporated

BOARD MEMBERS PROFILE & CONTACT DETAILS

President Sue Blake Dip Ed. B Ed. M Ed.	581 Cookinburra Road Barnawartha, Vic 3688	02) 6026 7155 (home) 02) 6055 6558 (fax) 0416 247 736 (mobile) sue@creativelinks.com.au susan.blake@dhs.vic.gov.au	Appointed to the board on 24 September 1999, Sue became President in 2002/3. Sue's experience is in the early childhood sector, teaching and education. Sue is a training consultant in her own business.
Vice President Jeff Wittig	1756 Warby Range Road Killawarra, Vic 3678	03) 5721 6099 (work) 03) 5721 9222 (fax) 03) 5726 9346 (home) 0428 573 075 (mobile) wangniss@netc.net.au	Appointed to the board on 30 July 1999 and has been vice-president since 2000/1. Jeff is a small business owner in Wangaratta.
Treasurer Phil Oates Dip Bus. (Acc)	7 Hall Court Wodonga, Vic 3690	02) 6024 2698 (home) philmer27@hotmail.com	Appointed to the board on 11 October 2002. Phil was appointed treasurer in 2003/4. Phil is a retired accountant who was previously with the ATO. Phil is also on the board of other organisations such as WAW Credit Union.
Member Gillian Mallinder LL.B	21 Billabong Drive Wangaratta, Vic 3677	03) 5721 4591 (work) 03) 5721 4693 (home) gillmall@bigpond.net.au	Appointed on incorporation on 14 June 1985 but was actually on the Committee of Management a couple of years prior to incorporation. Gillian is a past president of 6 years. Gillian is a family law specialist and a principal in the firm Campagna Gray & Mallinder, Solicitors in Wangaratta.
Member Lester Sawyer B.Arch. ARAIA	PO Box 830 Albury, NSW 2640	02) 6021 8484 (work) 0414 273 584 (mobile) 02) 6021 8829 (fax) 02) 6021 3394 (home) lestersawyer@bigpond.com.au	Appointed on incorporation on 14 June 1985 but was also on the Committee of Management prior to incorporation. Lester is a past president of 5 years. Lester is an architect working in his own business.
Member Wendy Cisar BSW Grad Dip Comm Dev, Grad.Dip.Adult Ed.	4 Wilca Way Wodonga, Vic 3690	02) 6056 8825 (home) 02) 6055 6504 (work) 0400 482 072 (mobile) lucasfamily@westnet.com.au wcisar@uhchs.vic.gov.au	Appointed on 28 November 2003. Wendy is a TAFE lecturer and social worker at Upper Hume Community Health Service.
Member Greg Pearl Dip Ed, B Health Admin	Deputy CEO Wodonga Regional Health Service Cnr Wilson & Vermont St Wodonga, Vic 3690	02) 60 517469 (work) 0408431253 (mobile) greg.pearl@wrhs.org.au	Appointed to the Board on 8 June 2007. Greg is currently Deputy CEO of Wodonga Regional Health Service.
Member Casual Vacancy			This board member position is currently vacant.
CEO & Public Officer Luke Rumbold BA, BSW, MSW, PhD, FAIM	C/- UMFC 27 Stanley Street Wodonga, Vic 3690	02) 6022 8030 (work) 02) 6022 8099 (fax) 0418 970 182 (mobile) lrumbold@umfc.com.au	Luke is currently the CEO of UMFC and has been with UMFC since 17 September 1984.
Director Business Services Donna Guille CPA, B.Bus (Acc), M.Comm (Acc), JP	C/- UMFC 27 Stanley Street Wodonga, Vic 3690	02) 6022 8032 (work) 02) 6022 8099 (fax) 0403 006 149 (mobile) dguille@umfc.com.au	Donna has been employed at UMFC since January 1994 and is currently the Director of Business Services in the Senior Management Group. Her responsibilities include Finance, Administration, Information Technology and Payroll services.
Board Liaison Tara Meehan	C/- UMFC 29 Stanley Street Wodonga, Vic 3690	02) 6022 8008 (work) 02) 6022 8099 (fax) 0432 706 396 (mobile) tmeehan@umfc.com.au	Tara is currently employed with UMFC as the Office Manager. Tara provides Executive and Administrative support to the Board.

Appendix 1:

LAW WEEK 2008

REPORT FOR NSW

The Community Legal Service Albury Wodonga, Upper Murray Regional Library, Albury City Library and Albury & District Law Society worked together to organise the events held in the Albury Wodonga area during Law Week.

Committee Members

Karen Bowley – Community Legal Service
Nicole Ingram – Community Legal Service
Michelle Head – Albury City Library
Dirk de Zwart – Albury & District Law Society

Events Held

Shopping Centre Displays, Monday 31 March – Friday 4 April 2008

The Community Legal Service and the Albury City Council set up a static display at West End Plaza Albury to promote Law Week and the local legal profession and services. The display received very good feedback from the community and was advertised in the Law Week Timetable in The Post on Thursday 27 March 2008 and The Border Mail on Saturday 29 March 2008.

Legal Aid Talk to School Students, Monday 31 March 2008

A talk was held at the Albury Library/Museum on Monday morning for school students in the local area to learn about their rights and responsibilities. Due to Law Week being held during school exams for older students many schools were unable to attend. The talk was still held for Border Christian College and the talk was given by Karen Keegan from the Community Legal Service in replace of Jean-Anne Searson from Legal Aid.

Free Legal Advice Clinic, Tuesday 1 April 2008

The Community Legal Service holds a free advice clinic every Tuesday evening. Promotion of the free legal advice clinic during Law Week gives the Community Legal Service a higher profile in the community and leads to more people accessing the regular Tuesday evening clinics. The clinic was a successful event and was booked out.

Wills and Power of Attorney, Tuesday 1 April 2008

The Albury Library/Museum held a class for the community with a guest speaker from KellMore, a local law firm, services through the Speakers Bureau of the NSW Law Society. There were six participants 6 and it was very well received by all people who attended. They found the speaker to be excellent, very approachable, answered their questions in a relaxed and informal style and very easy to understand.

Neighbours, Householders and the Law, Wednesday 2 April 2008

The Lavington Library held a class for the community with a guest speaker from Pogson Cronin, a local law firm. There were six participants in attendance. Comments ranged from excellent to very good and attendees considered it a very satisfactory and informative session

Law Week 2008—Report for NSW Con't

Lawyers in the Park BBQ, Friday 4 April 2008

A public BBQ was held in QE2 Square from 12 noon to 2 pm in the centre of Albury at lunchtime. Legal Information tables were set up with pamphlets provided by the Community Legal Service and the Albury City Library. Members of the Albury & District Law Society and the Community Legal Service were on hand to answer general law related questions.

The BBQ was offered as a free event for the community and was funded by the NSW Law Society and the Cooperative Legal Service Delivery program. The BBQ provided many people who might not normally have access to the law to come along to speak to one of the solicitors. Solicitors attended the BBQ over the two hour period.

The informal and social approach helped members of the community feel comfortable seeking information from the legal profession as well as providing an opportunity to get to know the resources, programs and systems available to them in the Albury Wodonga community.

Youth Night at Retro Café, Friday 4 April 2008

An information night was held at the Retro Youth Café in Albury from 5pm until 10.30pm. Information stalls were set up to display information on safe driving, the effects of alcohol and speeding, legal advice information, NRMA insurance and roadside membership. Local bands played as well as gave a talk on how unsafe driving had affected their lives when they lost a band member in a car accident 12 months ago.

Media Coverage

Please see attached copies of media release and articles. The media release was sent out to all local newspapers, radio stations and television stations.