

Justice Connect's third Annual Impact Report assesses and presents the evidence available to show the changes made to people's lives and to the capacity of not-for-profit organisations, from their access to justice through pro bono legal services. It details trends observed since last year and shares insights and learnings.

# Impact Report FY16/17

Justice Connect

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## 1. About Justice Connect

Justice Connect exists to help build a world that is just and fair – where systems are more accessible and accountable, rights are respected and advanced, and laws are fairer.

Justice Connect’s unique contribution to this vision is to partner with pro bono lawyers to develop and strengthen pro bono capacity and strategically match this with unmet legal need.

### 1.1. What Justice Connect does

Justice Connect delivers access to justice by providing free legal help, using pro bono legal services, to people experiencing disadvantage and the community organisations that support them.

Justice Connect contributes to the quality of pro bono services through training and capacity building of pro bono lawyers, and to availability by building, supporting and engaging a strong commitment to lawyers’ pro bono responsibility.

Justice Connect challenges and changes unjust and unfair laws and policies, using evidence from casework and the stories of clients to bring about reform. Where possible Justice Connect collaborates with law and policy makers.

### 1.2. How Justice Connect does it

Justice Connect has three program streams:

- i. **Referral Services** facilitates referrals of individuals experiencing disadvantage to pro bono member lawyers in Victoria and NSW and manages the pro bono programs of the Law Institute of Victoria and Victorian Bar. This program stream comprises the **Self Representation Service**, which provides advice to people who are without legal representation in the Federal Court and Federal Circuit Courts in the ACT, New South Wales, Tasmania and Victoria.
- ii. **Legal Services** comprises a number of programs and projects that target particular client groups: **Seniors’ Law** participates in three Health Justice Partnerships (with a fourth under development in NSW), whereby a lawyer is incorporated into a health care team that aims to improve legal and health outcomes for older clients by minimising the incidence and impact of elder abuse; **Homeless Law** operates a specialist outreach-based service for clients experiencing or at risk of homelessness, as well as the Women’s Homelessness Prevention Project (WHPP) and a tenancy and housing project for Victorian prisoners. Through legal representation combined with in-house social work support, and targeted evidence-based advocacy, Homeless Law works to prevent homelessness and reduce the negative impact of the law on people experiencing homelessness.
- iii. **Not-for-profit Law** is a specialist legal service that provides information, training, advice and pro bono referrals for not-for-profit community organisations. By helping those involved in running not-for-profits and social enterprises to navigate the full range of legal issues that arise during the lifecycle of their organisation, Not-for-profit Law saves their time and resources, thereby allowing them to focus on achieving their missions (e.g. helping vulnerable people, environmental conservation, or working towards social cohesion).

Several Justice Connect programs have undergone some small changes in the last financial year, including the addition of some new service offerings:

- **MOSAIC** completed its transition from an outreach model and into the Referral Service NSW.

- In the third quarter of the financial year, **Referral Services** launched **Stage 2 Access**, a free service to assist trans- and gender diverse youth to access stage 2 hormone treatment and in the final quarter established the new **Domestic Building Legal Service (DBLS)**. The DBLS program is designed to assist homeowners who are involved in, or who are considering commencing legal proceedings against a builder, and who are unable to afford a lawyer. A team of two legal professionals and one paralegal have been recruited, three Justice Connect member firms have agreed to participate in delivering the service and five construction barristers have agreed assist.<sup>1</sup> The DBLS launched on 3<sup>rd</sup> July 2017.

*Expanding services through digital innovation  
– The Legal Help Gateway project*

Justice Connect has been working to scale its impact through digital innovation and in 2016 was a finalist in the Google Impact Challenge, receiving \$250,000 of seed funding towards a digital project, the Legal Help Gateway. The key aims of the Legal Help Gateway project are to:

- provide more free legal help and the ability to participate in legal systems to people in Australia with unmet legal needs
- provide more free legal help to charities and not-for-profits with unmet legal needs;
- transform the experience of seeking legal assistance for help-seekers, making it more accessible (day or night, in any location where they can access internet) through intuitive guided online intake;
- improve the experience of making referrals to Justice Connect for referrers through guided online referral processes and increase the number and quality of referrals made to Justice Connect;
- increase participation in pro bono by barristers and law firms and increase Justice Connect's capacity to match help seekers with available pro bono lawyers;
- free staff time from burdensome administrative tasks to focus on higher impact work (e.g. client and law reform work); and
- improve data capture and analysis capabilities to identify trends to inform law reform and policy work and contribute to national service planning.

Taking a user-centred design approach, the Project has so far held 14 workshops and consultations and created over 80 designs for feedback. The dialogue with service users and stakeholders has provided user-derived evidence to back insights that were previously only speculations. Significant further philanthropic funding has been secured to support ongoing development and design work for the Gateway project through FY17/18. To date the Project has launched a series of simple online service entry points, and in the upcoming year plans to launch more sophisticated online intake applications.

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<sup>1</sup> Two construction barristers have agreed to draft factsheets, one has agreed to review factsheets, and two have agreed to accept possible referrals of clients for representation at the Victorian Civil and Administrative Appeals Tribunal (VCAT).

## 2. How Justice Connect understands and demonstrates impact

This is Justice Connect’s third annual impact report. The organisation has continued to use the methodology developed three years ago, informed by “best practice” in social impact reporting<sup>2</sup> and established principles from the field of impact evaluation, and has refined the approach to incorporate lessons learned and insights gained along the way.

The key elements of Justice Connect’s approach to impact reporting are shown in Figure 1.



Figure 1: Key elements of Justice Connect's approach to measuring and reporting impact

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<sup>2</sup> E.g. United Way's "Seven Principles for Impact Reporting" <http://unitedway.com.au/2014/07/seven-principles-of-impact-reporting>; The Good Analyst's "Guidelines for how to measure and report social impact" <http://www.goodanalyst.com/resources-and-tools/impact-measurement-and-reporting/>

## 2.1. What impact and for whom?

The term “impact” is used in this report to refer to the differences in people’s lives and civil society that occur as a result of obtaining access to justice. It includes the realisation of people’s rights, improvements in their mental, physical and economic well-being, and the enhanced ability of not-for-profit community organisations to fulfil their missions.

## 2.2. Access to justice

For Justice Connect, access to justice means access to timely, high quality and effective legal assistance, which allows a client – an individual or an organisation – to understand their legal position, make decisions based on this understanding and where possible, achieve an outcome which is fair and just in all the circumstances.

Justice Connect provides legal assistance in a range of ways, from general and specific legal information, capacity building programs and self-help tools, through to legal advice and/or representation via a lawyer-client relationship, seeing all methods along this spectrum as playing an important role in an accessible justice ecosystem.

The NSW Law and Justice Foundation’s Access to Justice and Legal Needs Project describes access to justice as “the ability of disadvantaged people to:

- obtain legal assistance
- participate effectively in the legal system through access to courts, tribunals and alternative dispute resolution
- obtain assistance from non-legal advocacy and support, and
- participate effectively in law reform processes.”<sup>3</sup>

Justice Connect assists individuals and organisations to access justice in each of these ways, though primarily via the first two. This is consistent with the aims of the Victorian Government’s Department of Justice and Regulation “to ensure that the most disadvantaged and vulnerable in our community receive the support they need when engaging with the law and the justice system.”<sup>4</sup>

## 2.3. Framing change – Theory of change

Justice Connect uses the Theory of Change (ToC) approach to describe, monitor and measure the changes it aims to bring about<sup>5</sup>. Each program has a ToC map that articulates its intended impact, the long-, medium- and short-term changes that are preconditions to that impact, along with the causal linkages between those changes. Each program also has a monitoring and evaluation (M&E) framework that guides regular and systematic collection of data to monitor and demonstrate progress towards achievement of key changes along the ToC causal pathway. The ToC approach is used to support programs to track, describe, measure and better understand the changes they bring about.<sup>6</sup>

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<sup>3</sup> Schetzer, L, Mullins, J & Buonamano, R 2003, Access to justice & legal needs, a project to identify legal needs, pathways and barriers for disadvantaged people in NSW. Background paper. Law and Justice Foundation of NSW, Sydney, 2002, <http://www.lawfoundation.net.au/report/background>

<sup>4</sup> Department of Justice and Regulation, *Access to Justice Review* (2016) Victoria State Government, <https://myviews.justice.vic.gov.au/accesstojustice>

<sup>5</sup> Theory of Change is a method for planning and evaluating initiatives that has its roots in theory based approaches to program evaluation.

<sup>6</sup> This approach is suitable for programs of all levels of maturity. Established programs that can demonstrate their contribution to change at all stages along the change pathway can tell a compelling story of their contribution to social impacts, while newer programs that can show they have brought about changes early in

In addition, the organisation has a high level ToC comprising three outcomes that the organisation believes are essential for bringing about access to justice and in turn, impact for its clients. As shown in Figure 2, these are: i) access to pro bono services; ii) pro bono capacity and commitment in the legal profession; iii) policy and law reform (see Figure 2). Each program contributes to these three outcomes<sup>7</sup>.



Figure 2: Justice Connect's high level Theory of Change

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Justice Connect is currently developing its new strategy which will guide operations from late 2017. The strategy review process revisited the themes of 'access to justice' and 'pro bono' and structure of the organisation. The emerging themes of partnerships, outreach, research and evidence, system and structural change, learning, impact and design and innovation have been identified. These themes are recognised as core to Justice Connect's new strategy, building on what it does well and creating an organisational framework to support more of it. As part of this process, the organisation will revisit its program and organisational level theories of change to ensure they reflect the thinking in the new strategy about how lasting client impact can be achieved.

#### 2.4. Method – Data collection and analysis

This report was produced through the systematic analysis of purposefully collected data in order to critically assess and transparently share the main, planned impacts of the work of Justice Connect over the last financial year. There are two main sources of data:

- Quarterly reports prepared by each program for FY16/17
- Policy and Law Reform Annual Reflection Reports prepared by each program at the conclusion of the financial year.

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the change pathway can convincingly show they are progressing toward creating impact because they have created the necessary preconditions.

<sup>7</sup> I.e. These outcomes also form part of a program's ToC, cascading upwards to contribute to the organisational goal of increasing access to justice.

Data in the quarterly reports is collected specifically to monitor progress against each program's ToC as well as contribution to shared organisational outcomes (see Figure 2) that contribute to access to justice. The use of common metrics enables quantitative data to be aggregated across programs.

Quarterly reports contain case stories which document the impacts that result when clients obtain access to justice. NVivo 11<sup>8</sup> was used to analyse the case stories, using a general inductive approach, whereby each was read at least twice and then coded by themes identified through last year's Annual Impact Report, as well as by new themes that emerged from this year's stories. Case studies were also given an overall impact rating using the same rating system used in previous years<sup>9</sup>.

Annual reflection by each program upon its policy and law reform goals, progress and achievements, enables both an organisation-wide "stocktake" of the year as well as documentation and sharing of insights to inform planning and strategies in subsequent years. This is the second year this process has been followed and again the results are shared by way of vignettes and a summary of key learnings about strategies for effecting policy and law reform.

Program managers reviewed a draft of this report to ensure accuracy of data and interpretation of reports. Feedback was incorporated into the final report.

## 2.5. Limitations

The caveats to be considered when reading this report remain consistent with last year. Importantly, it must be remembered that what is captured herein are the main impacts of the organisation and its programs. While examples are provided to give an indication of the diversity and richness of impacts achieved, the report remains a summary.

- Data was analysed from each program's quarterly report and annual policy and law reform reflection report without the collection of any additional data. The findings presented here are limited to what is contained in those documents and thus some unintended impacts (positive or negative) may not have been captured.
- As with last year, case stories prepared by each program are the key source of data for assessing and understanding the impacts the organisation has on clients. While some improvement has been observed in story quality, a story template was not used and so there remains considerable variability. Some stories lacked the following: sufficient detail about what the impact for the client was; clear account of the extent to which the program contributed to or caused the changes that ensued; weak explanation of additionality (i.e. "but for" the program, change would have been unlikely). It is the situation again that some stories demonstrate impact better than others, not for want of impact necessarily but for difference in writing quality, thus it is possible that the case stories for this year again under-describe actual impact.
- Procedures and tools used to collect feedback from clients vary across the organisation and the proportion of clients completing feedback surveys is low. Conclusions about the experience of the wider client population should therefore be drawn with some circumspection.

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<sup>8</sup> Qualitative data analysis software.

<sup>9</sup> Each story was rated on three dimensions of impact: 1. Extent to which changes/implications for the client were described. 2. Evidence that the program contributed to the change (contribution or attribution). 3. Evidence that the change would not have occurred without the program (additionality). See Appendix C for further details.

### 3. Access to pro bono services

*Justice Connect aims to give people experiencing disadvantage, and the organisations who support them, access to timely, high quality pro bono legal services.*

#### 3.1. Services provided

Justice Connect programs deliver a range of legal and non-legal pro bono services to clients. More than one type of service might be received by a client as part of a holistic response. For instance, a client might receive legal advice or ongoing representation, social work support, be given legal information and be referred to a non-legal support service.

**i. Legal assistance** is provided to clients in three main ways across Justice Connect's programs. Legal assistance includes: i) one-off advice, ii) casework and iii) referral to a pro bono lawyer for representation and advice. Some clients need one-off advice, which is given by phone, appointment, clinic appointment, or face to face at court. Other clients need ongoing legal representation, and for them a legal casework file may be opened, which typically involves advice, negotiation and representation at courts and tribunals. Finally, legal assistance may be provided by way of referral to a pro bono solicitor or barrister. Legal assistance types i) and ii) are provided directly by or under the banner and oversight of a Justice Connect program, while for assistance under iii) matters are referred by a Justice Connect program and then run by the firm or barrister.

This year legal assistance was provided to **2,475** clients (1,987 people and 488 not-for-profit organisations) and included:

- **1,696** one-off advices to **1,445** clients
- **510** new legal casework files opened; 12% Koori clients<sup>10</sup>
- **928** referrals to pro bono lawyers

**ii. Legal information** includes a range of resources (e.g. fact sheets, videos) produced by Justice Connect as well as by other organisations such as Legal Aid, that help people understand the law, their legal issues, rights and responsibilities. Legal information is provided by Justice Connect to clients and the general public in a range of ways.

- **Direct** – legal information may be provided directly to clients (in person or by phone) by a lawyer or caseworker when an individual or representative of a not-for-profit organisation makes an enquiry or attends a consultation with Justice Connect or a Health Justice Partner. While most clients are given legal information along with legal advice, for some clients, legal information alone will meet their legal needs. This year, legal information alone (without advice) met the needs of **609** individuals and **1,097** representatives of not-for-profit organisations who made an enquiry and spoke to a lawyer or caseworker.
- **Online** – Justice Connect provides online resources that people can access without needing to make a legal enquiry with Justice Connect<sup>11</sup>. These resources received **380,350** unique page views over the year, primarily accounted for by visits to the Not-for-profit Law

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<sup>10</sup> Homeless Law accounts for the vast majority of files opened (472; 93%) and has deliberately worked to improve accessibility for Aboriginal and Torres Strait Islander clients, through targeted projects and partner relationships. For Homeless Law, 13% of open matters (62) were for Koori clients. This is a significant increase from previous years: 39 (8%) of 445 new matters in 2015–16 and 17 (3.8%) of 446 new matters in 2014–15. It is a 364% increase in matters opened for Koori clients since 2014–15.

<sup>11</sup> These include service fact sheets and info on how to obtain assistance from the service.

Information Hub website<sup>12</sup> which received **364,710** page views. Eighty-eight new (or significantly updated) resources were added to the Hub this year, which now hosts 294 legal information resources<sup>13</sup>, 10 videos, and two interactive web applications<sup>14</sup>. Referrals Service online resources received **7,591** views (up 1,641; 27.5%) and the Self Representation Service's resources received **8,049** views (up 15%).

- **Legal secondary consultations** – under the Health Justice Partnership model, a health professional who recognises that a patient has a legal issue can consult a lawyer and then relay the relevant legal information (but not legal advice) to the patient. This year the Seniors Law Health Justice Partnerships provided **351** clients with legal information via legal secondary consultation with health professionals.<sup>15</sup>

**iii. Training and legal education** on a range of common legal issues faced by not-for-profit community organisations and by clients who access Justice Connect's services, is provided in various formats. Across **162** sessions, training was delivered to **3,744** people - **2,435** representatives from not-for-profit organisations (in person and via webinar), and **1,309** individuals (including healthcare staff and workers and family violence and housing services).

**iv. Social work support**<sup>16</sup> is provided by the Homeless Persons' Liaison Officer and the Women's Homelessness Prevention Project Liaison Officer, to people experiencing or at risk of experiencing homelessness. These social workers – key members of Justice Connect's Homeless Law program – assist clients with issues including housing, mental and physical health, family violence, drug and alcohol issues and employment<sup>17</sup>. This year they assisted **199** clients: **143** clients were helped directly, while **56** were assisted via secondary consultations to pro bono lawyers or other workers to help them understand and assist clients with non-legal issues. Lawyers could then provide more holistic support that addressed both the legal and non-legal needs of clients. The Homeless Law program's social workers spent an estimated **1,872** hours<sup>18</sup> supporting clients in 2016/17.

**v. External referral** to a legal service outside of Justice Connect or to a non-legal community support service (e.g. financial counselling, mediation, and family violence support services) is offered in response to any enquiry as needed. Such referrals can be made in addition to the different types of assistance described above, as part of a holistic response. As shown in Figure 3, **2,447** clients were referred to other services for support.

(See Appendix A for details by program.)

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<sup>12</sup> The Hub is accessed both organically by people running google searches, as well as in response to enquiries.

<sup>13</sup> This is an increase of at least 59 since last year (when the Hub hosted 210 legal resources) as in some instances resources have been streamlined into a single resource (e.g. a new duty guide once completed will be the one guide with attachments for each State and Territory – rather than having a guide for each State and Territory and the Commonwealth).

<sup>14</sup> This includes the new Live Chat service through which users of the Hub can speak in real time via web-based live chat to a Not-for-Profit Law team member about a particular question. Users are provided legal information (not advice) and may be directed to a telephone advice session or referred elsewhere for assistance. Not-for-Profit Law hosted 327 live chat sessions this year.

<sup>15</sup> Although the primary purpose of secondary consultations under the HJP model is to provide legal assistance to patients, there is the added benefit of further improving the capacity of health professionals to identify legal issues.

<sup>16</sup> This is equivalent to "Non-legal support" in the 2016 Annual Impact Report.

<sup>17</sup> A snapshot of non-legal support provided to WHPP clients in Q4 shows that 17 women were provided 18 linkages to services, 18 provisions of brokerage (mainly for storage, removals and rental arrears), three VCAT support letters and three lots of food vouchers.

<sup>18</sup> See Appendix A for further details.



### 3.2. Enquiries and responses

This year, Justice Connect received 7,708 enquiries and most (89%) were helped in some way: 57% of enquiries were assisted by one of Justice Connect's programs while 32% were outside the eligibility criteria or scope of support provided by the various programs and were referred to either a legal service external to Justice Connect or to a support service that assists with non-legal issues (e.g. employment, financial planning, alcohol or other drug issues, etc.). Approximately 6% of enquiries were withdrawn or contact was lost before assistance could be provided<sup>19</sup>, and approximately 5% could not be assisted in any way because they did not meet the organisation's guidelines (including conflict or capacity) or there was no other service they could be referred to.

<sup>19</sup> Not all programs documented clients who withdrew or with whom contact was lost. Those programs who did, counted number of clients. For the purposes of this estimate, one client is counted as one enquiry, however it is possible that lost or withdrawn clients may have had more than one enquiry. This figure therefore may slightly underestimate the total number of enquiries not assisted because they withdrew or contact was lost.

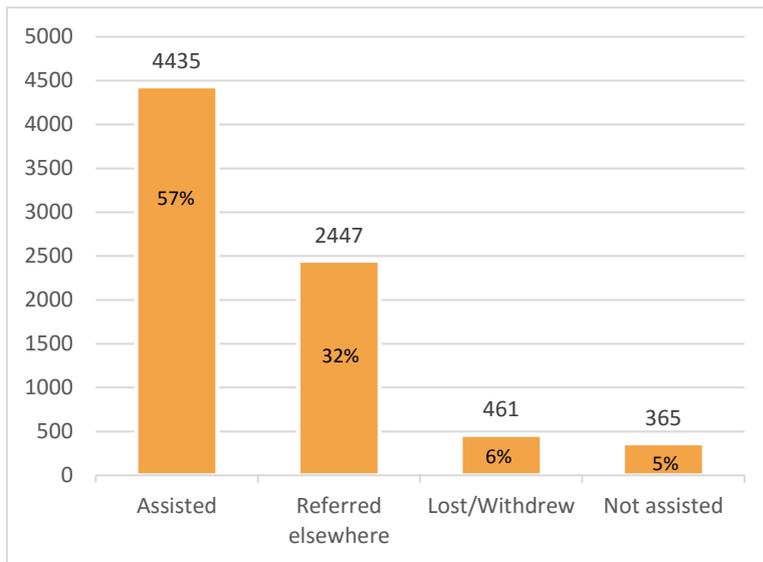


Figure 3: Outcomes of enquiries received during FY16/17

### 3.3. Quality of services

#### Quality assurance processes

Various processes are used across the different programs to ensure the quality of services delivered.

**Homeless Law** prepares detailed intake memoranda for pro bono lawyers to assist their understanding of complex client needs and backgrounds prior to initial client interviews and to provide direction and support to the pro bono lawyers in running the legal matters<sup>20</sup>. This year 416 memos were prepared (one or more for each of the 406 new casework clients, as well as some that were prepared for people who did not end up attending their appointment) and 97.6% of pro bono lawyers and graduates who completed the Annual Homeless Law Pro Bono Survey, reported that the memos were helpful. Homeless Law also continues to update and maintain its detailed online resource Homeless Law in Practice ([www.hlp.org.au](http://www.hlp.org.au)), a practice-based website containing checklists, precedents, and best practice tips for running Homeless Law files. In addition, Homeless Law's in-house team further supports pro bono lawyers to deliver high quality work by providing guidance via phone and email in relation to the running their legal matters, including regarding negotiation, hearing preparation, human rights advocacy and managing complex clients. On average, 32 hours were spent each month providing support to pro bono lawyers<sup>21</sup>.

**Not-for-profit Law** has continued its practice of following up with clients whose matters have been referred to member firms, three months after the referral is made. The program checks whether the matter is progressing appropriately and contacts the relevant firm if suitable progress has not been made. For matters that have been finalised, clients are asked to complete an online feedback form (results reported below), and as and where appropriate, that feedback is shared constructively with the lawyer(s) involved to help improve their practices with pro bono clients.

<sup>20</sup> Each memo is prepared by a lawyer or secondee and signed off by the senior lawyer.

<sup>21</sup> This figure is based on the annual snapshot of support to pro bono lawyers. In March 2017, the Homeless Law team of 5 lawyers (3 x full time; 1 x 0.8 EFT; 1 x 0.6 EFT) had 88 contacts with pro bono lawyers, and recorded approximately 25.4 hours of support. Together with administrators and social workers, support was 32 hours. This does not include the time spent on intake (including memos) or direct client work.

The **Self Representation Service** continued with the approach used for the last two years to ensure all advice provided to clients is comprehensively reviewed and checked for quality. Justice Connect lawyers are onsite during the appointments between SRS pro bono lawyers and clients, and provide supervision and guidance as needed. They also conduct a pre-appointment discussion and a post-appointment debrief with SRS pro bono lawyers about the advice provided and check the file note for correctness and completeness. As needed, Justice Connect lawyers follow up with the SRS pro bono lawyer to clarify and provide feedback, and will also contact the client to clarify/correct the advice if necessary. Finally, in all cases, the Justice Connect lawyer completes a “post appointment review form” and in some cases, also sends a letter to the client confirming the advice in writing.

The **Seniors Law** program has a practice of following up with firms who have received a referral three months after the referral is made, and every three months after that. The program checks whether the matter is progressing appropriately. For matters finalised as part of the HJP with cohealth, clients were provided with an evaluation form to be completed in private and sent directly to an external evaluator.

#### *Client feedback*

Measuring **client satisfaction** is another way that Justice Connect seeks to monitor and track the quality of the services it provides. At a minimum, each program obtains feedback through the process of documenting client stories. These stories provide many examples of clients who report deep gratitude for pro bono assistance and support that enabled them to obtain good legal and personal outcomes amongst others (see section 6 below).

In addition to documenting case stories, most Justice Connect programs – Homeless Law, Not-for-profit Law, Self Representation Service and Seniors Law – survey their clients at the conclusion of the service provided (e.g. after closure of a matter or after telephone advice) to obtain feedback about the quality of the service. While some response rates were very low (e.g. ranging between 5% and 34%; see Appendix B) feedback nonetheless provided valuable insights to inform program development and improvement.

Most clients surveyed rated the service they received highly and indicated that it made a difference to their understanding of their legal issues and the outcomes they achieved. Several also gave constructive feedback that pointed to improvements the program might make. Examples of client feedback:

- 82% of Not-for-profit Law client respondents strongly agreed that “Accessing Not-for-profit Law’s services improved my understanding of the relevant legal issues/topic”
- 89% of Homeless Law client respondents indicated they got a better outcome than they otherwise would have, as a result of Homeless Law’s assistance.
- 94% of Seniors Law clients reported that they felt they had more options to help them than before the lawyer assisted them.
- 83% each strongly agreed that “Accessing Not-for-profit Law’s services increased my confidence to deal with my organisation’s legal issue/questions” and that “Accessing Not-for-profit Law’s service saved me time and/or money”
- 100% of Homeless Law clients who gave feedback rated their overall experience as good (24%) or excellent (76%).
- 92% of Self Representation Clients surveyed were satisfied with the Service.

*“The work of Justice Connect has set us up for success and ensured our limited funds can be focused on supporting our community. I am enormously grateful for this service. If we were not able to access we would have struggled to afford legal assistance and I would have need to spend significantly greater time finding out where to go, even potentially taking an approach risking our chances of success.” (Not-for-profit, telephone advice client)*

*“[The lawyer was] really good, efficient and sympathetic and helpful”  
(Homeless Law client)*

*“The difference is the outcome. I was looking very much at being kicked out on the street. Having you involved has meant I've had the owner [of the rooming house] contact me and we've been able to work things out. It's a 180 degree turn around. It looks like I can be here for years”. (Homeless Law client)*

*“Absolutely brilliant service from everybody we have had to deal with, and we have a complete new understanding of what is going on and have a clear understanding of how to deal with it all. A very distressing matter has turned into a very positive matter, thanks ... Will always be grateful.” (Self Representation Service client)*

*“[Venue was] easy to find, but a bit of hassle to get to as had to park at the top of the city and got a parking ticket.” (Homeless Law client)*

### 3.4. Trends and comparisons

#### *Enquiries*

The last financial year saw an overall increase of 16% in the number of **enquiries** received by Justice Connect. Enquiries to Seniors Law nearly doubled since last year, attributable to the commencement of a third Health Justice Partnership and to the two existing HJPs now being well established. Enquiries to both the Self Representation Service and Not-for-profit Law also increased, with each receiving nearly 1,800 enquiries last year, representing an increase of 42% and 35% respectively. An overall 9% increase in enquiries across the Referral Services (Victoria and NSW) is wholly attributable to expansion of the NSW Service. Referral Service Victoria actually took 681 fewer enquiries compared to last financial year (33% reduction), due to a decision to limit to three, the number of days that enquiries are taken directly from the public, to enable the service to focus on building relationships with stakeholders (e.g. CLCs and VLA) to improve the appropriateness of enquiries received, and to spend more time making referrals. Enquiries received by MOSAIC fell by nearly half (44%), a result expected as the program transitioned to a referral model.

As shown in Figure 4, the overall outcomes of enquiries was similar to last year. Approximately nine out of ten enquiries both this year and last, were either assisted by one of Justice Connect's programs or through Justice Connect making a referral to another legal service or to a support service that assists with non-legal issues. There was a small increase in the percentage of enquiries not assisted, up from 1% to 5%, however this may be due to increased accuracy in recording rather than an actual increase in enquiries the service was unable to assist in anyway. Analysis of these figures again next year should confirm this or shed further light.

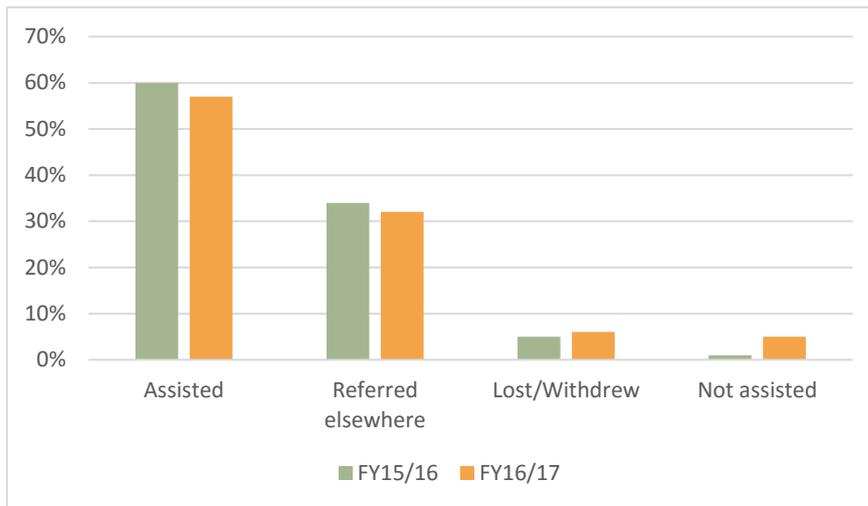


Figure 4: Outcomes of enquiries received – comparison of the last two years

### Services

There was a 9% increase in the overall number of clients provided with direct legal assistance this year (i.e. advice, casework file or referral to pro bono lawyer), up from 2,268 to 2,475. While more individual clients were helped in this way (up 20%), fewer not-for-profit organisations received this type of assistance (down 20%). This is due to the increase in the breadth and depth of legal information available on the Not-for-Profit Law Information Hub, which saw more organisations referred to online resources who previously might have required advice to access that information.

The number of **advices** given rose 36% across the organisation. Both Self Representation and Seniors Law gave more advices than last year<sup>22</sup>, while MOSAIC, Homeless Law and Not-for-profit delivered fewer than last year<sup>23</sup>.

The overall number of **case files** opened decreased by 25% since last year due to the MOSAIC program changing from a clinic to a referral service delivery model, which involved fewer pro bono lawyers and therefore reduced capacity on the previous year. The two programs that continue to run case files however, both opened more files than last year (Homeless Law up 6% and Seniors Law up 90%).

Justice Connect made 21% more **referrals to pro bono** lawyers this year than last year (up from 766 to 929). The Referral services<sup>24</sup>, Seniors Law and Self Representation Service all made more referrals to pro bono lawyers than last year<sup>25</sup>. The Victorian Referral Service made 23% more referrals than last year even with enquiries reduced by a third as noted above, giving support to the new approach taken. Not-for-profit Law made 31% fewer referrals than in FY15/16, due to an increase in the proportion of enquiries that needed legal information only – 63% this year, compared with 39% last year.

There was a 66% increase across the organisation in the number of clients whose legal needs were met by provision of **legal information without advice** (up from 1,029 to 1,706). Homeless Law and

<sup>22</sup> Increases of 78% (up to 1,130) and 186% (up to 63) respectively.

<sup>23</sup> Decreases of 78%, 24% and 7% respectively.

<sup>24</sup> Including MOSAIC, operating under its new referral model within the Referral Service NSW.

<sup>25</sup> Up 28% (from 525 to 671), 81% (from 32 to 58) and 200% (from 2 to 8) respectively.

Seniors Law gave legal information (without advice) to more clients than in previous years, with numbers increasing 72% and 95% respectively, while Self Representation gave legal information (without advice), to 31% fewer clients than the previous year. This was due to a decrease in the proportion of Self Representation enquiries who needed information only (down from 21% to 10% of enquiries) and an increase in the proportion who required legal advice (up from 51% to 64% of enquiries).

The number of clients provided **social work assistance** through one of Homeless Law's in-house social workers increased by 26% from last year.

Some of these variations are explained by changes to the proportions of enquiries requiring different types of responses. While the proportion of enquiries **referred** to a pro bono lawyer remained at approximately one in ten (12% this year, 11% last year) there was change in the following:

- This year **case files** were opened for one in every 15 enquiries (7%), compared with one in ten last year.
- Approximately one in five enquiries were given **legal information without advice**, compared with one in six last year (up from 15% to 22% this year).
- Approximately one in five enquiries were given **legal advice** compared with one in six last year (up from 16% to 22%).

Use of Justice Connect's online information resources continued to grow, almost doubling since last year. Unique page views rose by 166,231 (78%). The Not-for-profit Information Hub this year received 364,710 page views which represents an increase of 163,548 or 81%, on last year. The five most visited pages remain consistent with last year: legal structure, constitution, governance, getting started and fundraising. Views of Referral Service resources increased by 28%, up to 7,591 and views of Self Representation Service resources increased by 15% to 8,049.

#### *Client feedback*

There is again evidence that many clients were satisfied with the service they received and felt that assistance from Justice Connect enabled them to achieve a better outcome than they otherwise would have. Feedback from clients does remain quite limited however and work remains to develop efficient ways of collecting meaningful feedback from more clients. Some progress was made this year in increasing the consistency of feedback collected, with Not-for-profit Law devising a succinct set of feedback questions that they now use with all clients and for all services they provide.

## 4. Pro bono capacity and commitment

***Justice Connect aims to increase the number and the skills of lawyers who have capacity to address the particular needs of people experiencing disadvantage, and the organisations who support them, and who are committed and available to provide pro bono services.***

### 4.1. Pro bono capacity

All Justice Connect programs deliver training to legal professionals to enhance their capacity to provide high quality legal advice and representation in the program areas in which Justice Connect specialises. For example, following the launch of Stage 2 Access Project, the Referral Services

Victoria and NSW, with the support of Transgender Victoria and member firm Lander & Rogers, ran training to build the capacity of pro bono lawyers on transgender legal issues.

During FY16/17 training session attendance by legal professionals across all Justice Connect programs totalled 1,225<sup>26</sup>. More than two thirds of attendances were to training delivered by Homeless Law.

The programs routinely collect feedback from the legal professionals who participate in their face-to-face or webinar training. This information is used to inform training development and monitor the extent to which participants' needs and expectations are being met. For example:

- Informed by feedback from pro bono lawyers, including as part of the Annual Homeless Law Pro Bono Lawyer Survey, Homeless Law delivered a revamped induction training program in May 2017. The program was made up of five two-hour modules, each delivered twice to allow for smaller groups, and included practice-based client scenarios, scripted by Homeless Law, played by an actor and video recorded;
- The Self Representation Service is currently reviewing and refreshing its training, guided by feedback and suggestions from participants.

Feedback collected this year indicates high levels of satisfaction among training participants<sup>27</sup>:

- **Homeless Law** received overwhelmingly positive feedback on the induction training it ran this year, with participants giving it an average rating of 4.7 out of 5. Feedback included that *“Training was targeted, useful and interesting”* and *“Generally excellent and eye-opening training.”*
- Pro bono lawyers who received training from the **Self-Representation Service** reported being satisfied with the training they received (NSW, 90% and Victoria, 95%) and that it increased their knowledge (on average by 21% for those in NSW and 26% for those in Victoria).
- **Seniors Law** training was rated highly by pro bono lawyers attending, with almost all reporting that the training improved their knowledge of legal issues associated with ageing and gave them greater confidence in their capacity to respond to those legal issues (99% and 98% respectively).

#### 4.2. Pro bono commitment

Justice Connect works to engage a strong commitment among lawyers to their responsibility to provide pro bono legal assistance to people experiencing disadvantage (and the groups that support them) who are unable to pay for legal help or get assistance from another source. Justice Connect's key indicator of pro bono commitment is the number of lawyers and firms participating across the different programs. During FY16/17 involvement in Justice Connect programs was as follows:

- **Homeless Law** worked with eight member firms, each with a team comprising file lawyers, supervising lawyers and team leaders. A total of 504 lawyers provided clinic services and

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<sup>26</sup> The individual number of lawyers who attended one or more training sessions with Justice Connect cannot be calculated from the data available but is less than the total figure; depending on the program, lawyers may attend one training session or a series of training (e.g. lawyers and graduates who attend Homeless Law training sessions attend at least five sessions, which counts as five attendances).

<sup>27</sup> Not-for-profit Law usually collects feedback on the legal professional development trainings it delivers, however there were no records of this for FY16/17. This oversight will be addressed in FY17/18.

ongoing legal representation to Homeless Law clients. In total, these teams undertook 21,622 hours of free legal work for Victorians who were homeless or at risk of homelessness.

- **Not-for-profit Law** had 53 member firms who were able to take a referral during FY16/17 and of them 34 accepted a referral, as did five corporate in-house legal teams. Referrals to provide legal advice to not-for-profit organisations were accepted by 31 firms and five corporate in-house teams and 18 firms accepted a referral to complete an education piece (e.g. developing online resources or delivering training for not-for-profits).
- **Referral Service Victoria** had 89 member firms, 94 LIVLAS firms and 1,227 barristers available to take referrals during the year. Of them, a total of 245 different firms or barristers accepted one or more referrals: 41 member firms, 25 LIVLAS firms and 179 VBPBS barristers.
- **Referral Service NSW** had 89 member firms and 57 Barristers to whom it could make referrals during the year. One or more referrals were accepted by 32 firms and 43 barristers. The **MOSAIC** program, located within the Referral Service, was assisted by 25 lawyers.
- **Self-Representation Service** had 221 lawyers enrolled to participate in the service (152 in NSW/ACT and 69 in Victoria/Tasmania<sup>28</sup>) with an average of 53% of them providing appointments each quarter.
- **Seniors Law** made 58 referrals to eight different firms and one barrister for advice and representation. One additional barrister provided training<sup>29</sup> to Justice Connect staff and other pro bono lawyers at firms who take referrals from Seniors Law. While the program can refer to any member firm or LIVLAS firm, referrals are mainly made to those who were previously involved in the clinics run by Seniors Law who have expertise and a particular interest in elder abuse work.

Two of the programs this year, during a time bound period, conducted a survey of their pro bono lawyers to gauge **satisfaction** with, and understand **motivation** for, participation in the program. Surveys were completed by 27% of Homeless Law lawyers (i.e. 134 lawyers and graduates) and by three Seniors Law team leaders, responsible for receiving and directing referrals from cohealth<sup>30</sup>.

Seniors Law team leader lawyers all reported that they felt their work made a positive difference for their clients as did 78% of Homeless Law lawyers. For example, *“It empowered people to make choices, reduced anxiety” (Seniors Law lawyer)*.

The top three motivations for doing Homeless Law work were: providing access to justice for vulnerable clients, using skills to address disadvantage, and experience in running files and deciding strategy<sup>31</sup>. Lawyers from both programs reported benefits to their own practice as well, with all surveyed Seniors Law lawyers identifying that involvement in the Older Persons Legal Service (i.e. the cohealth HJP) work assists their fee for service work, and approximately half of Homeless Law lawyers reporting that they gain skills in each of advocacy and appearance work, client management skills, file management and client interview skills<sup>32</sup>.

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<sup>28</sup> The higher number of lawyers participating in NSW/ACT is due to the Migration List Assistance work being done there. Approximately 40% (61) of lawyers enrolled in that state are Migration List Volunteers.

<sup>29</sup> Legal training session on representing clients in the VCAT guardianship and administration list.

<sup>30</sup> It was intended that team leaders forward the survey to the pro bono lawyers working on Seniors Law files, however this did not occur. The results must therefore be treated with some circumspection with regard to the extent to which they reflect the experience of other pro bono lawyers involved with the service.

<sup>31</sup> Reported by 87%, 72% and 63% respectively.

<sup>32</sup> Reported by 62%, 53%, 52% and 49% respectively.

*“I have found the work I did in Homeless Law to be the most impactful both on my development as a practitioner and for the client.” (Homeless Law lawyer)*

*“I find the work incredibly important and fulfilling, albeit challenging at times given the issues facing our clients.” (Homeless Law lawyer)*

Other programs documented ad hoc feedback received from pro bono lawyers as matters are concluded. Similar themes emerged in feedback from pro bono barristers around a sense of personal reward felt in helping a disadvantaged client obtain access to justice, improving skills (e.g. negotiation) and gaining experience in a different area of law or jurisdiction.

*“I had the opportunity to practise negotiation and mediation skills within my area of expertise. I also found it personally rewarding to assist those who might otherwise be unrepresented and disadvantaged in the process.” (Pro bono barrister)*

*“Pro bono work provides a good opportunity to gain more hands on experience at a junior level. It can also be very rewarding.” (Pro bono lawyer)*

*“I gained further experience in [a different] jurisdiction and also felt like I assisted a person in need of legal assistance.” (Pro bono barrister)*

#### 4.3. Trends and comparisons

During FY16/17, training session attendance by lawyers across the programs totalled 1225, representing an 8% increase on last year (1134). Training continues to be valued and rated highly by lawyers attending.

The overall number of lawyers engaging with Justice Connect to provide pro bono legal services continued to rise. Since last year, the number of member firms increased by 78% to 89, LIVLAS firms increased 11% to 94 and the number of Barristers participating in the pro bono schemes (in Victoria and NSW) rose by 7% to 1,284.

The Self Representation Service saw a doubling in the number of lawyers participating in its clinic program, rising from 111 to 221 and Homeless Law now has 504 lawyers, an increase of 72 (16%) since last year. Firms participating in Not-for-profit Law increased from 42 to 53 (up 26%) and the program has continued to engage corporate in-house counsel for pro bono referrals and the development of information resources.

Annual surveys and ad hoc feedback collected from pro bono lawyers continued to show that lawyers gained great satisfaction from assisting Justice Connect clients gain access to justice, as well as opportunity to gain or refine their professional practice skills.

## 5. Policy and Law Reform

***Justice Connect aims to bring about change to laws and policies that cause or perpetuate disadvantage or which are unduly complex and burdensome.***

### 5.1. Main goals for FY16/17

*Each Justice Connect program undertakes both proactive and reactive policy and law reform work in areas that impact their areas that impact their clients. This year, all programs had specific policy and law reform goals towards which they proactively worked. The main goals are summarised in*

Table 1.

Table 1: Justice Connect's main policy and law reform goals for FY16/17

Goal	Program
To reduce the negative impact of laws regulating public space on people experiencing homelessness	Homeless Law
To reform laws, policies and practices to prevent evictions into homelessness and reduce barriers to accessing housing	
To reform Australia's out-for-date, complex and inconsistent fundraising law regime to provide clearer protections for donors and reduce red tape for charities and other not-for-profits (#fixfundraising)	Not-for-profit Law
To improve legal structures for not-for-profit organisations and social enterprises	
To ensure current and proposed legal and policy frameworks that Australia's not-for-profit sector operates under enable not-for-profits to focus their time and energy on achieving their missions	
For transgender and gender-diverse teenagers to be able to receive Stage 2 medical treatment (the use of testosterone or oestrogen to transition to the gender they identify with) without needing an order from the Family Court.	Referral Service
Self Representation Service model to be replicated in state courts and tribunals in NSW & Victoria, funded by state governments.	Self Representation Service
To demonstrate and promote the effectiveness of the HJP model to prevent and respond to elder abuse	Seniors Law
To promote the decision making of older people and improve the oversight of substitute decision makers	

### 5.2. Building organisational capacity

The programs purposefully invest in building the capacity of program staff to undertake policy and law reform work. This year numerous staff have been given training in submission writing and strategic advocacy, Not-for-profit Law this year commenced work on a new five-year strategy for its law and policy reform work, and for the first time, a staff member has been supported to undertake

Master’s level study relevant to the sustainability of not-for-profits. Homeless Law also established new partnerships with University of Queensland and University of Melbourne, as part of research projects related to homelessness, public space and criminalisation. These partnerships will build capacity through a robust research-base that can inform advocacy work in coming years.

Capacity building strengthens the organisation’s ability to effectively undertake new and continuing policy work.

### 5.3. Organisational approach to policy and law reform

Justice Connect’s main strategies for influencing policy and law reform are threefold: identifying trends and systemic legal issues, strengthening relationships with partners/sector and decision makers, and raising awareness of systemic issues and ways they can be addressed (see Figure 5).

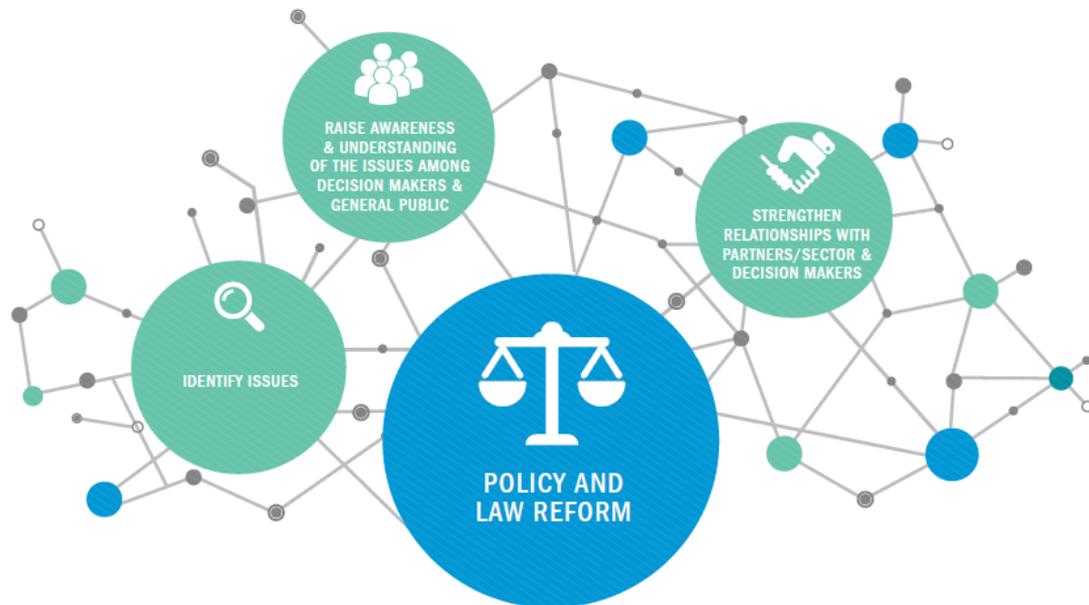


Figure 5: Justice Connect’s main strategies for influencing policy and law reform

### 5.3.1. Identify issues

All Justice Connect programs systematically identify and monitor trends and systemic legal issues that emerge through their enquiries and casework, and at least twice per year report and share with the other programs what has been observed. The programs document the observed impacts on their client group of unjust laws and procedures, using a range of evidence, including case stories, consumer insights, service delivery and outcome statistics, legislative analysis, review of judgments, and specific research. From this collated evidence, a range of materials (e.g. letters, campaigns, submissions, position papers etc.) were developed that were then used to raise awareness of the issues among decision makers and the public, and to influence decision makers to make positive changes.

In December 2016, Homeless Law released [Keeping Women and Children Housed: Two years, ten client stories and ten calls for change](#). The report is based on analysis of two years of data and insights from providing legal representation and social work support to 102 women experiencing or at risk of homelessness, through the Women's Homelessness Prevention Project. Ten systemic changes to reduce the risk of homelessness for Victorian women and children were identified. The content of this report was then used to develop a public facing campaign, [10 days, 10 calls for change](#), which included a video and was launched online and via social media on International Women's Day 2017.

### 5.3.2. Strengthen relationships with partners/sector and decision makers

Justice Connect undertakes much policy and law reform work in collaboration with key partners in the sector, seeing this as an effective way of maximising reach, credibility and influence. Collaboration is most via working groups and advisory groups – approximately 28 this year – collaborative projects – more than 30 this year – as well as ongoing or short-term coalitions (i.e. formed to undertake a specific activity or piece of work). In some instances Justice Connect is the lead agency, while in others, another organisation is a more natural lead and Justice Connect a smaller, but important contributor.

The programs have continued to build relationships and work in a range of different ways with **stakeholders** in their respective sectors to prepare for and undertake policy and law reform advocacy. Key highlights for each program include:

- **Homeless Law** coordinated an alliance of 54 organisations to prepare and endorse the ['Proposed Framework for Responding Effectively to Homelessness in the City of Melbourne'](#) to encourage the Melbourne City Council not to proceed down a path of criminalising homelessness through proposed amendments to its Activities Local Law 2009. Homeless Law staff also participated in 13 working, reference or advisory groups (including co-convening the Infringements Working Group, comprising 36 organisations from the legal and financial counselling sectors), seven joint projects and had 70 meetings with government decision-makers regarding systemic issues and reform.

- **NFP Law** this year brokered a coalition of powerful peak sector and professional groups<sup>33</sup> to run a concerted campaign to improve fundraising laws Australia-wide (#fundraising). The coalition agreed upon a reform proposal which enables consistent messaging across the campaign partners. NFP Law staff also had membership on five committees or expert groups and formed a partnership with the Centre for Social Impact to collaborate on a research project to develop appropriate legal models for Australian social enterprises.
- **Seniors Law** this year undertook more collaborative work than in past years, with the established HJPs presenting opportunities for collaboration with health organisation partners on work such as policy development, clinics and practice fora. The Seniors Law manager was also contracted to develop a resource on enduring powers of attorney for the Office of the Public Advocate and to map legal pathways for the prevention of, and response to elder abuse for the Department of Health and Human Services Aged Care Branch. Seniors Law was consulted by Monash University and the Victoria Institute of Forensic Medicine on practice guidelines for aged care providers. In addition, Seniors Law staff participated in 18 different groups<sup>34</sup>, including seven networks across Victoria that address elder abuse, family violence.
- **Referral Service** built relationships with LGBTI parent/youth support organisations (e.g. Transcend, Parents of Gender-diverse children, and Minus 18) and with the Gender Service team at the Royal Children’s Hospital for its Stage 2 Access policy work. The program also worked closely with the Human Rights Law Centre to convene a roundtable discussion amongst stakeholders and hosted training sessions across Victoria and NSW to engage non-family lawyers to assist trans- and gender-diverse youth.
- **Self Representation Service** participated in the NSW Civil Justice Strategy Collaboration Group and the program was approached by VCAT to recruit a project officer to scope the needs of self represented litigants in the tribunal.

Most of the programs also reported that they invested time developing respected relationships with government officials and decision makers relevant to their sector, so they can engage in the reform process and inform the conversation as early as possible. Staff from Homeless Law, Not-for-profit Law, Seniors Law and Self Representation Service reported both regular and one-off meetings with a range of government agencies and decision makers including local councillors, statutory authorities (e.g. Public Transport Victoria, Australian Competition and Consumer Commission), Police, Victorian and NSW government departments, Senators and Ministers, and Ombudsman’s representatives. Close to 100 such meetings were attended, though it must be noted this is a conservative estimate given that not all meetings were necessarily tallied in quarterly reports.

### 5.3.3. Raising awareness

Programs use evidence from casework, analyses of legal enquiries and advice data, client feedback and legal research to inform communications and develop materials to raise awareness about unjust laws, policies or practices and proposals for reform.

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<sup>33</sup> The coalition includes the Australian Institute of Company Directors, ACOSS, Governance Institute of Australia, Community Council of Australia, CPA Australia, Chartered Accountants Australia & NZ, Philanthropy Australia, Fundraising Institute of Australia and the Public Fundraising Regulatory Association.

<sup>34</sup> This includes eight networks, four working groups, three committees, two roundtables and one advisory group.

Across the organisation, programs prepared approximately 28 submissions in response to reports, discussion papers, draft legislation, etc., for consideration by **decision makers**. These covered a range of issues including infringements, tenancy and housing debts, responses to homelessness, charitable fundraising, social impact investing and elder abuse. (See Appendix E – List of submissions made by Justice Connect programs)

PROGRAM	SUBMISSIONS AND POSITION PAPERS
Homeless Law	<ul style="list-style-type: none"> <li>• Submission to the Future Melbourne Committee in February 2017</li> <li>• Detailed submission to the Melbourne City Council Submissions Committee in March 2017</li> <li>• Co-ordination and drafting of the joint submission by the Infringements Working Group</li> <li>• Co-ordination and drafting of the joint submission by the Justice Access Advisory Group</li> <li>• Working with law firms and academics to make submissions</li> <li>• Co-ordination of Framework for Responding Effectively to Homelessness in Melbourne, endorsed by 54 organisations</li> <li>• Co-ordination of joint letters to all Melbourne City Council councillors</li> <li>• Working with the United National Special Rapporteur on the Right to Adequate Housing regarding the communication with the Australian government</li> <li>• #askingforchange position paper calling for a more effective response to begging in Victoria</li> <li>• Two-year report on the Women’s Homelessness Prevention Project, <i>Keeping Women and Children Housed: Ten client stories and ten calls for change</i>, which contains data from <b>102</b> clients and 10 case studies</li> <li>• 10 Days, 10 Calls for Change, which converted the two-year report on the Women’s Homelessness Prevention Project into a more public facing campaign</li> <li>• Joint submission by a coalition of ‘non-traditional allies’ (e.g. REIV, CHFV, VLA, and TUV) advocating for an internal right of rehearing in the Residential Tenancies List at VCAT</li> <li>• Submission to the Ombudsman and DHHS of six confidential but identified client cases for consideration in the investigation regarding Office of Housing debts</li> <li>• Detailed position paper, <i>Through the Roof: Improving the Office of Housing’s Policies and Processes for Dealing with Housing Debts</i></li> <li>• There’s No Place Like Home: Submission on the Dispute Resolution Issues Paper to the review of the Residential Tenancies Act</li> <li>• Detailed submission to the Victorian Government regarding the Options Paper for reform of the Residential Tenancies Act.</li> </ul>
Not-for-profit Law	<ul style="list-style-type: none"> <li>• Submission to the Productivity Commission Issues Paper: Consumer Law Enforcement and Administration (August 2016)</li> <li>• Submission to the NSW Charitable Fundraising Review Discussion Paper (this was a selected consultation, (August 2016)</li> <li>• Submission to the Lotteries and Art Unions Act 1901 (NSW) Discussion Paper (September 2016)</li> <li>• Response to the Interim Report of the Australian Consumer Law (December 2016)</li> <li>• Submission on the Regulatory Impact Statement for the proposed Associations Incorporation Regulation 2016 (NSW) (July 2016)</li> <li>• Response to Federal Government’s Social Impact Investing Discussion Paper (March 2017)</li> <li>• Submission to the ACT Red Tape Reduction Amendment Bill 2017 (April 2017)</li> <li>• Response to Federal Governments draft legislation on Crowd Sourced Equity Funding for Proprietary Companies (June 2016)</li> </ul>
Seniors Law	<ul style="list-style-type: none"> <li>• In response to the ALRC Issues Paper released 15 June 2016 Seniors Law made: <ul style="list-style-type: none"> <li>○ a joint submission with cohealth in response to the role of health professionals in addressing elder abuse and the value of a health justice partnership</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ a submission by Seniors Law with 26 recommendations on a range of issues including appointed decision makers</li> <li>• The ALRC then released a Discussion Paper in December 2016. Seniors Law made a submission in response to this paper, responding to a variety of questions and proposals in the Discussion Paper.</li> <li>• In relation to this Inquiry Seniors Law also consulted with other key stakeholders including Seniors Rights Victoria and Eastern Community Legal Centre, and submitted content for the Law Council of Australia submission and contributed to the NACLCL Older Persons and the Law submission.</li> </ul>
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Appendix F – List of media coverage and public events for full list of submissions.) Content from several of these submissions was then used or quoted in subsequent amendments or reports (see for example, Seniors Law submissions to the ALRC in section 5.4)

Justice Connect programs made even greater use this year of **mainstream media and public events** to raise awareness among the **general public** about laws and policies affecting their client groups. Homeless Law achieved extensive media coverage with its work in relation to the proposed changes to the Activities Local Law in the City of Melbourne. An estimated 30-40 media items quoted or referred to Homeless Law’s work, including articles in The Age, The Guardian and various television and radio interviews, including SBS News and The Project (see Appendix F for details). Not-for-profit Law developed two videos as part of its #fixfundraising campaign, the first of which has received 2.1k views to date. Seniors Law were interviewed and published in The Senior newspaper, while Referral Service staff appeared on radio stations (ABC Melbourne, ABC Adelaide, RRR, RTRFM, 3CR) and SBS TV speaking about Stage 2 Access. (See Appendix F.)

#### 5.4. Policy and law reform “wins”

There are various challenges when it comes to measuring the effectiveness of policy and law reform work – decision makers are influenced by multiple actors and factors and the relative importance of each can change quickly and may not even be known. A policy “win” however, along with sufficient cumulative evidence demonstrating plausible influence, enables a conclusion to be drawn that an important contribution to change has been made. Similarly, articulating a Theory of Change for how a program or project will influence policy and law reform, and tracking indicators of changes expected along the way (“milestones”), allows an organisation to give a credible account of their contribution to progress toward long-term change.

Justice Connect programs this year documented a range of “wins” along the policy and law reform spectrum, from successfully raising awareness and understanding of an issue, through to sought after legislative change occurring. The following are examples of important policy and law reform “wins” for Justice Connect in FY16/17.

**GOAL:** To reform Australia’s out-for-date, complex and inconsistent fundraising law regime by providing clearer protections for donors while reducing red tape for charities and other not-for-profits

**#fixfundraising**

**WIN:** Increased support across sectors and jurisdictions for the Australian Consumer Law (ACL) to be the sole law applying to the fundraising activities of charities and other not-for-profits.

The need for reform to fundraising laws had been identified by multiple inquiries and research reports, as far back as the 1995 Industry Commission Report and Not-for-profit Law’s client data, plus feedback from training participants and peak bodies, has consistently highlighted the burden that out-of-date, complex and inconsistent laws have for the sector, and its small NFP clients in particular.

In 2016, Not-for-profit Law brokered a powerful coalition of peak sector and professional groups to run a concerted campaign on this ‘wicked’ sector-wide issue. A wide range of work has been undertaken by Not-for-profit Law, both independently as well as with the coalition, including meetings with government officials, submissions, forums and extensive media.

As a result, thinking has been shifted quite dramatically – the issue of fundraising was not even mentioned in the ACL Review Discussion Paper and many didn’t even think the ACL applied to fundraising by or for NFPs (including the peak body for fundraisers!). As a direct result of Not-for-profit Law’s submission (which was quoted extensively in the Interim Report) and coordinating the relevant parts in the submission of the campaign partners, the need for reform has now been recognised in the Interim and Final reports of the ACL review. In particular, the Final Report notes:

- the ACL does apply to fundraising activities of not-for-profits and charities; this was also made clear in the interim report of the ACL review where the report responded directly to each of the scenarios we raised as grey areas;
- there is a lack of regulator guidance and recommend that this be immediately addressed in 2017;
- recommendation that further work be done to establish if further reform to the ACL is needed.

While the final outcome of these recommendations will not be known until 31 August 2017, it appears that for the first time in history the states and territories have all agreed on the need for fundraising reform, and they support the Australian Consumer Law as the framework for that reform. Significantly, the campaign has gained public and political profile for a cost-neutral and implementable policy solution.

**GOAL:** To reduce the negative impact of laws regulating public space on people experiencing homelessness: City of Melbourne’s proposed changes to the Activities Local Law 2009

**WIN:** Increased public awareness and understanding, increased support and vote on proposed changes deferred

Proposed changes to the Melbourne City Council's Activities Local Law 2009 would make it an offence “camp” in or on any public place or to leave items unattended without a permit, for which a person could be given an infringement notice for \$250 or charged and brought before the Magistrates' Court. This effectively criminalises homelessness and has potential to impact harshly on rough sleepers.

Homeless Law combined evidence from its direct casework, consumer insights, public events, a high level of mainstream media coverage (at a level unparalleled in Homeless Law’s history), strong and diverse existing partnerships, as well as some new partnerships (e.g. with faith-based organisations and academics), respected relationships with decision-makers and constructive recommendations, to help inform the conversation around homelessness and the law. For example, the program coordinated development of the [Framework for Responding Effectively to Homelessness in Melbourne](#) (endorsed by 54 organisations), launched the Homeless Law webpage “Melbourne, don't criminalise homelessness”, produced the video “10 things Melbourne could do instead of making it illegal to sleep rough”, co-ordinated the development, implementation and evaluation of an alternative approach (two bags and a swag trial), and made detailed written and oral submissions to Melbourne City Council.

In these ways, Homeless Law worked hard with partners to encourage people to participate and help the community understand the concerns with the proposed laws. Approximately 2500 people and organisations contributed their views to the City of Melbourne’s consultation regarding the proposed changes to the Activities Local Law 2009 and 84% opposed the proposed changes. [City of Melbourne’s ‘summary of outcomes report’](#) states:

*“The legal services, including Victorian legal Aid, the Law Association of NSW, Youth Law centre, Justice Connect and Clayton Utz, all expressed concern that the proposed Local Law was in breach of the Human Rights Charter, the unintended criminalisation of disadvantage and would likely lead to more pressure on their agencies around pro bono work to waive fines incurred by homeless people.”*

Melbourne City Council deferred the recommendation and vote on the proposed changes to the Activities Local Law 2009 twice to further consider the evidence and human rights implications of the local laws. The Melbourne City Council Submissions Committee will reconvene on 20 September 2017.

While the ultimate measure of success will be that the proposed laws are not introduced, Homeless Law believes that the quality and depth of their work on this issue will have a long term impact in terms of increased understanding on this question of whether enforcement-based mechanisms are an appropriate response to homelessness.

**GOAL:** To have the Supreme Court rules amended to provide that litigation guardians are not personally liable for costs

**WIN:** Statutory rules amended as of 1 January 2017

The position in Victoria has long been that litigation guardians were personally liable for costs, which made it very difficult for people with compromised decision making capacity to access the justice system. Since 2012, **Seniors Law** has gathered evidence, highlighted the issue at conferences and created a coalition of people and agencies (working group) committed to addressing the problem. In 2015 the working group were involved in briefing the Supreme Court Masters Office and assisted to draft a proposed amendment to the Supreme Court Rules. The amendment provides that a litigation guardian is not personally liable for costs unless, for special reason, the court orders otherwise, meaning that people requiring a litigation guardian are more likely to be able to find someone to take on the role.

In 2016, Seniors Law were advised that the amendment had been accepted and received a letter from the Supreme Court, sent on behalf of the Senior Master Associate Justice Efthim, acknowledging its role in bringing about this change. The letter stated: *“I am very pleased to say that the Supreme Court Rules have now been amended and that could not have been achieved without your input”*.

### 5.5. Lessons learned – Effective strategies for policy and law reform

Each program reflected upon what they observed to be their most effective strategies for influencing policy and law reform for FY16/17. Five main factors were identified:

- i. Coalitions and partnerships – working with others was identified as the most important factor for effective influence. It was noted that collaborating with others brings additional skills and influence and can facilitate consistent policy calls from the sector which are more likely to be accepted by decision makers. Working with non-traditional partners was also highlighted as important for increasing credibility and influence.
- ii. Evidence from practice – the use of data and case studies to highlight systemic issues and inform development of constructive recommendations is highly valued by decision makers and other organisations and is critically important to Justice Connect’s credibility and influence. It was noted that framing evidence-based contributions as ‘position papers’ (proactive) rather than submissions (reactive) may give them further weight and that there is value in using publications that have been prepared for proactive work to develop publications and campaigns for responsive policy and law reform work.
- iii. Relationships with decision makers – developing and maintaining strong relationships with decision makers enabled policy and law reform conversations to be entered at their earliest stage and also resulted in the advice and input of Justice Connect staff being actively sought by decision makers. The importance of targeted engagement with decision makers was also noted.
- iv. Multi-strategy approach – a range of combined approaches to raising awareness and influencing decisions is usually necessary; change is unlikely from a single strategy. Working

in coalitions, holding public events, meeting with and writing to decision makers, as well as using mainstream media<sup>35</sup> were all described as adding value to a multi-strategy approach.

An important observation this year made by several of the programs, was that policy and law reform work involves considerable time, both in terms of how long it takes for change to occur, as well as the number of staff hours (in and outside of working hours) that it takes to do the work. Both Homeless Law and Not-for-profit Law undertook major and time consuming campaigns last year (see section 5.4), which while valuable and effective, impacted on staff workloads and for some periods placed an unsustainable burden on resources. These experiences have provided insight into the level of time and resource allocations that are required to support this scale of work in the future.

The strategies identified by Justice Connect programs this year as most effective, are again consistent with political science theories about how policy change occurs, particularly Coalition Theory and Power Politics Theory and with the tactical approaches of Agenda-setting Theory and Diffusion of Innovations Theory<sup>36</sup>.

## 6. Access to justice – What are the impacts?

Justice Connect continues to document the impacts of its programs on individual clients via case stories. Throughout the year each program identifies matters appropriate for use as case stories. Appropriate matters are those that illustrate outcomes for clients (e.g. intended legal and non-legal outcomes), ways that policies and laws adversely impact clients or sector collaboration. Case stories are generally written up once a matter has concluded and are included in the program's next quarterly report. Client consent to use the case story is always obtained. This section presents the analysis case of stories prepared across all six programs during FY16/17.

### 6.1. Assessing the evidence of impact – Case stories

Across the six program this year, 52 case stories were documented. As in the previous two years, a thematic analysis of the stories was conducted and each received a rating for the level of impact evidence it presented. Ratings were obtained by assessing each case story on three dimensions – amount of change, contribution/attribution and additionality<sup>37</sup>. Case stories that provided the most compelling examples of program impact received a rating of six and the least compelling were rated zero.

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<sup>35</sup> It was noted that policy makers and governments appear more inclined to respond to mainstream media than sector media.

<sup>36</sup> Stachowiak, S. (2013) "Pathways for change: 10 theories to inform advocacy and policy change efforts. ([http://orsimpact.com/wp-content/uploads/2013/11/Center\\_Pathways\\_FINAL.pdf](http://orsimpact.com/wp-content/uploads/2013/11/Center_Pathways_FINAL.pdf)) Coalition Theory proposes that coordinated activity by coalitions of individuals/groups with shared policy beliefs leads to policy change, while according to Power Politics Theory, power is held by small numbers of people and successful advocacy depends upon having relationships with those few and being considered credible by them. Agenda-setting theory proposes that media is key to influence as it determines what issues the public have awareness of and consider the most important agenda items. Diffusion of Innovation Theory refers to a change process that involves developing clear solutions, making their advantages clear and communicating widely.

<sup>37</sup> See Appendix C for details of assessment and scoring system.

Ratings were slightly higher than last year, though not significantly so<sup>38</sup>:

- 5.3 = average impact rating out of six
- 46% of case stories rated 6/6 (Very high impact)
- 65% of case stories reported outcomes that were only possible through the program's assistance

## 6.2. Types of impact for clients

As with last year, from the wide range of impacts experienced by clients who obtained access to quality legal assistance through Justice Connect, six main categories emerged. The most frequently reported impacts were:

- i. Positive personal outcomes
- ii. Good legal outcome
- iii. Better experience of the legal system
- iv. Improved ability to make informed choices
- v. Improved not-for-profit operational capacity
- vi. Reduced organisational exposure to risk

### 6.2.1. Positive personal outcomes

Nearly all of the case stories documented this year (47 out of 54) described positive effects on the personal circumstances of clients who obtained access to justice. As with last year, reduced stress was the most commonly reported positive personal benefit. For nearly all of these clients, the cause of their stress was financial. Several clients faced claims against them for significant hospital costs (up to \$150,000), others were frustrated by inability to recover loans made to family members, while others had no means to pay accumulated fines. Justice Connect programs helped clients address these issues, thereby removing or alleviating the emotional and/or financial stress they caused. The case stories show that depending on a client's circumstances, assistance with a \$700 debt can be as impactful on an individual's wellbeing as receiving help to recover a loan of many thousands of dollars.

The other major personal impact, achieved mainly through the assistance of Homeless Law, was that clients were able to retain existing housing and avoid eviction into homelessness. This housing stability provided a range of positive outcomes, enabling individuals to better address their health issues (especially AOD and mental health) to feel safe and allowing for parents and children to be reunited or stay living together<sup>39</sup>.

Several case stories documented instances where assistance empowered clients, mainly elderly clients assisted by Seniors Law, to make and enforce decisions about their own lives. Clients regained a sense of independence, confidence and satisfaction from being able to manage their own affairs.

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<sup>38</sup> See Appendix D for comparison with previous year's ratings.

<sup>39</sup> Detailed evidence and insights about the benefits of integrated legal service provision can be found in Homeless Law's [two year report on the Women's Homelessness Prevention Project](#) and through the "10 days, 10 calls for change" campaign.

### 6.2.2. Good legal outcomes

Nearly all of the case stories (46 out of 54) also described that clients obtained a good legal outcome as a result of the pro bono assistance they received. The most commonly reported outcome was settlement of a claim, negotiated either by the pro bono lawyer, or by the client with the pro bono lawyer's assistance. In this way clients obtained a result they were satisfied with and avoided court. Other legal outcomes achieved included avoiding conviction (through diversion), recovery of unpaid wages (\$20,000 in one case), fines or infringements dismissed (totalling \$33,000 for one individual), debts waived (\$150,000 for one client), eviction into homelessness avoided<sup>40</sup> and prison sentences avoided.

Homeless Law's annual infringements snapshot provides further insight into the impact of legal representation for clients. Among the 20 infringements files reviewed, all clients were homeless, 75% had mental health issues and two thirds of the women were victims of family violence, when their fines were incurred. Across the files, fines totalled \$96,787. Homeless Law representation resulted in \$85,692 worth of fines (85%) being dismissed unconditionally at the Magistrates' Court and \$11,094 worth of fines (15%) dealt with through payment plans.

### 6.2.3. Better experience of the legal system

Almost two thirds of case stories described that pro bono assistance helped clients have a better experience of the legal system than they otherwise would have. For most of these clients, assistance enabled them to pursue their legal rights in instances where cost, complexity or personal circumstances (e.g. health) were proving a barrier to doing so. The support of pro bono legal assistance helped redress power imbalance experienced by various clients and thereby increased their confidence to pursue their legal matters. Homeless Law clients receive social work support in combination with legal assistance. Numerous case stories described how assistance with housing, Centrelink, mental health and AOD issues enabled clients to engage better with the legal system and vice versa.

*"I felt intimidated and out of my depth. It felt good to have someone on my side." (Self Representation Service client)*

*"The lawyers provided tremulous [sic] support in a situation that was out of my control. They were really supportive and were very interested in helping me with the debt." (Referral Service client)*

### 6.2.4. Improved ability to make informed choices

One quarter of the case stories documented this year showed how access to pro bono assistance gave clients a clearer understanding of their legal issues and important insights that helped them decide how to proceed. Some clients were made aware of alternative courses of action they had not known about, while others were given advice about the likely costs and outcomes of their present course of action. This was most common among clients of the Self Representation Service which has reported that merits advice and procedural advice are the most frequently given types of advice. Regardless of whether clients then chose a different approach, in all instances they then felt more comfortable and confident with their decisions about how or whether to proceed.

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<sup>40</sup> Homeless Law data shows that the program helped 121 clients and their families avoid eviction into homelessness. This is a 9% increase on last year.

*“[I have] a completely new understanding of what is going on and a clear understanding of how to deal with it all.” (Self Representation Service client)*

#### 6.2.5. Improved not-for-profit operational capacity

Four case stories from Not-for-profit Law, and one from the Referrals Service, described a variety of ways in which pro bono legal assistance improved the operational capacity of not-for-profit organisations. Three organisations were given assistance (e.g. telephone advice and information resources from the Not-for-profit Information Hub) that enabled them to adopt an incorporated structure that better suited the work they wanted to do. Several case stories highlighted how pro bono assistance enabled not-for-profit organisations to continue to direct their scarce resources to service delivery rather than having to reduce core operations to pay for legal fees.

*“We are really grateful for the services of [law firm] and Justice Connect. As a small not-for-profit, doing big things with very few resources, having someone to assist with legal matters ... allows us to use our time and resources to do what we’re actually good at.” (Not-for-profit Law client)*

#### 6.2.6. Reduced organisational exposure to risk

Five case stories demonstrated how pro bono legal assistance gave not-for-profit organisations a better understanding of relevant laws (e.g. incorporation, intellectual property) and their legal responsibilities (e.g. vis-à-vis volunteers) that enabled them to make informed choices and changes to reduce the levels of risk their operations were potentially exposing them to. Several organisations were referred to pro bono lawyers who updated important documents such as contracts and policies, thereby ensuring appropriate protections to staff, volunteers, clients and partner organisations.

*“[Pro bono lawyer] addressed our questions and laid out some options... advising the likelihood of defence and some mitigating strategies to support the defensibility of the claim. Thank you for connecting us. His advice has shaped [our organisation’s campaign]. Big thanks to you and the referrals team for your rapid response connecting us to much needed opinion advice.” (Referral service client)*

### 6.3. Case stories – Examples of impact

One case story has been selected from each program as an example of a story with a high impact rating and to provide further insight to the main types of impact experienced by Justice Connect clients from obtaining access to justice. Pseudonyms are used to protect the privacy of clients.

### **Holistic services in practice: Mother facing eviction from public housing sustains housing and avoids prison**

Denise had lived in her Office of Housing (OOH) property with her three children for 17 years. Her youngest son was still in school in the local area. She had battled a heroin addiction and was on the methadone program.

She sought help from **Homeless Law** when she received a notice to vacate for 'illegal use' of the property. Supported by Homeless Law's in-house tenancy and criminal law experts, as well as pro bono counsel, the pro bono lawyers negotiated with the OOH on the basis of Denise and her family's rights under the Charter of Human Rights and also questioned the legality of evicting her on the basis of criminal charges that had not yet been proven. The OOH would not negotiate, but at the hearing, the VCAT member indicated they would accept Homeless Law's submissions that the notice to vacate was invalid. The OOH withdrew the eviction notice.

Homeless Law continued negotiations to avoid the OOH issuing a fresh notice, including on the basis that Denise was seeking support with her rehabilitation and mental health. The Homeless Law social worker assisted to obtain a psychologist's report and supported Denise to get to her appointments.

The Homeless Law senior criminal lawyer represented Denise in relation to 23 charges, 10 of which were withdrawn. For the remaining 13 charges, recognising the mitigating material put forward by the criminal lawyer, Denise received a treatment focussed sentence, including a 15 month Community Corrections Order, as well as 50 hours of community work.

Denise avoided prison and she and her family have kept their housing, leaving her in a much stronger position to address her substance use problems and find her feet again.

### **Mahmood**

In August 2016, Mahmood was involved in a minor car accident whilst driving when he rear-ended the car in front of him. He was suddenly faced with the unforeseen debt of paying for the repair of the other driver's vehicle. Mahmood was on a Bridging Visa E, unemployed, and dependent on SRSS payments as his only source of income. He did not have comprehensive car insurance. A few months after the accident, he received a letter from the NRMA saying that he owed \$700 to cover the cost of damage to the other car. Mahmood knew he would be unable to afford payment and felt a great deal of anxiety and stress. At Mahmood's caseworker liaised with the insurance company and was able to reduce the amount to approximately \$600, but only on condition that Mahmood pay the full amount within one month. Mahmood could not afford to make this repayment due to his financial circumstances, and the debt wound up with a debt collection agency. In January 2017, Mahmood received a letter of demand from the agency requesting payment of the full amount of \$700 within 7 days. Mahmood feared being taken to court and was concerned about the impacts of this debt on his immigration status.

At this point Mahmood was referred by his case worker to Justice Connect to get assistance, and he was provided with an appointment with a **MOSAIC** volunteer lawyer. The lawyer assisted Mahmood to try to dispute the amount claimed by the other driver of the damage to her vehicle. Unfortunately these attempts were unsuccessful. At a second MOSAIC appointment, Mahmood was assisted to negotiate with the debt collection agency to enter a payment plan he could afford. They eventually agreed that Mahmood could repay the debt at a rate of \$10 per month over 6 years. This alleviated financial pressure on Mahmood and provided some peace of mind.

### **Thurgoona Community Centre**

Thurgoona Community Centre is a not-for-profit organisation that supports the local Thurgoona community through a number of vital services, including child and family health services, financial counselling and a youth program. The Centre relies on volunteers to provide many of its services.

Sherylyne, the Centre's coordinator, attended a **Not-for-profit Law** training webinar on the topic of emerging issues in working with volunteers. Following the webinar, Sherylyne was able to identify a number of legal issues in relation to the Centre's volunteers, on which she sought telephone advice from a Not-for-Profit Law lawyer.

The Centre's legal issues related to defining the role of a volunteer, risk management for volunteer-run programs and how civil liability law interacts with volunteers and the organisation. As the Centre is located on the border of NSW and Victoria, Sherylyne also sought advice about whether their legal obligations were affected by inconsistencies in the laws of those two states.

A Not-for-profit Law lawyer was able to provide almost an hour of telephone advice to Sherylyne to discuss each of the issues in full and provide tailored legal advice. The lawyer also sent Sherylyne a follow-up email with useful legal information resources on volunteers from Not-for-profit Law's Information Hub ([www.nfplaw.org.au](http://www.nfplaw.org.au)).

Not-for-profit Law's assistance through training, telephone advice and legal information resources helped Thurgoona Community Centre understand their legal obligations in relation to volunteers, and manage risks that arise out of their volunteer activities and programs. This assistance has enabled Sherylyne to update their volunteer programs and focus on other important duties at the Centre.

After receiving assistance from Not-for-profit Law, Sherylyne said "Thank you so much for your help. It has given me more confidence to go forward with developing new services here. You were very thorough, patient and comprehensive."

### **Hospital debt for a grieving son**

John\* worked full time and had been experiencing some financial hardship being the sole income earner for his wife and young child. John's mother, Claire\* had visited him from overseas having purchased the necessary health insurance cover for her journey. While in Australia, Claire suffered a heart attack and was admitted to the hospital. Worried about the possible financial costs for Claire's care, John had informed the hospital where he was told to "worry about it later". Claire passed away not long after.

John assumed the costs of Claire's medical expenses were covered by her visitor health insurance however, John was informed only days after his mother had passed away that an invoice would be issued for the sum of approximately \$30,000-\$40,000. Claire's insurance company had paid a small contribution towards this amount but refused to pay the total amount due to there being a pre-existing illness that related to Claire's cause of death. John was also unable to afford sending his mother's body back overseas.

The **Referral Service** referred the matter to a member firm. On behalf of John, the firm negotiated with the hospital to withdraw the costs of treatment. As a result, John was able to mourn the loss of his mother and make proper arrangements for her funeral.

### **Migrant worker achieves unlikely win in wage theft case**

Tessa worked long hours in a busy restaurant in Melbourne's CBD. Tessa was highly vulnerable to exploitation – she spoke very limited English, was in Australia on a working visa and did not understand her legal rights. She was paid \$12 per hour for the first few months of her employment. This rate was then increased to \$14 per hour, which was still well below the award she was entitled to. She worked for her employer for 10 months in total on a casual basis.

She came to the **Self Representation Service** having been referred by the Fair Work Ombudsman. Her visa was due to expire in six weeks and she was concerned about being able to have her matter heard before she had to leave the country. When she came to the Service, she believed she was owed \$13,000 in unpaid entitlements. She rejected an offer of \$3,000 by her former employer while the matter was being handled by the Fair Work Ombudsman.

The Service provided Tessa with three appointments. During these appointments she was provided with advice about the merits of her claim, and advice about how to conduct her matter. and She also received assistance in drafting court documents, and writing a letter to the Federal Court Registry requesting that she be added to the Small Claims list prior to her visa expiring. With the assistance of the Service, Tessa worked out that the quantum of her unpaid entitlements was actually just over \$20,000.

Tessa was granted an earlier hearing in the Court's Small Claims division and was successful in obtaining orders requiring the Respondent to pay the \$20,000 within 21 days. Since returning to her home country her former employer has paid her \$17,000. She is currently in contact with an Australian union in order to recover the remaining \$3,000.

### **Maya's story**

Maya used to travel the world collecting exotic fabrics – she has been everywhere and these are her prized possessions. She has settled in Australia to be closer to her daughter, Gabby. As she speaks minimal English, has impaired hearing, and has not had a formal education, she has become increasingly reliant on Gabby, who she lives with.

Out of the blue, Gabby offered to hold onto Maya's valuables to keep them safe. While Maya was a bit confused about this request, she trusted Maya knew what was best and handed over \$25,000, her pass book, and two bags of scarves. A few weeks later, Maya had second thoughts and asked for them back. In response, Gabby brushed her off: "what are you talking about, Mum?"

Within a matter of months, Gabby asked Maya for money to buy a car. Maya obliged – she just wanted her daughter to be happy. Later that week, Gabby picked Maya up with her new purchase and asked her if she wanted to go for a spin. They did – Maya was driven to an aged care facility and left on a bench outside. Maya hasn't seen Gabby since.

While at the facility Maya developed depression, which she believes triggered a diagnosis of mild dementia. With no family, Maya was then subject to an order appointing an independent financial manager and guardian. They told her she can't go home and they don't know where her belongings are. She doesn't like the facility – she can't eat traditional Mexican food and finds it difficult to communicate with the staff.

Maya has a sister, Veda, who only recently found out about Maya's situation. After months of discussions, they agreed Maya would move to facility in Victoria where Veda lives. Veda's daughter drove interstate to collect Maya. Veda is pleased to have her sister so close to her. She brings Mexican food in for Maya every two days – a welcome reprieve from the facility's food –

and provides her with much needed company. Veda, a pensioner herself, has met the costs of moving Maya and providing daily essentials. The financial manager and guardian are unresponsive to Maya's requests for ongoing assistance. Veda didn't know how she could help her sister.

Veda attends a monthly craft group run by cohealth. Before doing craft, they get to hear about local services in the area. One month Faith, a lawyer from Justice Connect **Seniors Law**, attended and spoke about legal rights for older people. Afterwards, Veda showed Faith how to weave a traditional Mexican basket. She also told Faith about Maya's situation. Within days, Faith had arranged to meet with Maya at her aged care facility. The first meeting was difficult: the manager initially refused Faith entry, an onsite Spanish interpreter was not available, and Maya found it difficult to speak to a Spanish interpreter over the phone because of her hearing difficulties and the translator spoke a different dialect.

Faith then arranged for a meeting with Maya and an onsite Spanish interpreter at cohealth's offices. Veda picked Maya up from her aged care facility. At the meeting, Maya said she wanted to have Veda appointed her financial manager and guardian – and she wanted her scarves back!

Using Justice Connect's network of pro bono lawyers, Faith connected Maya with lawyers interstate to apply for Veda to be appointed Maya's guardian and financial manager. They were able to communicate with Maya by phone, while Justice Connect arranged onsite Spanish interpreters and rooms at cohealth. The lawyers appeared on Maya's behalf at various hearings, while Veda attended by teleconference. Veda was finally appointed Maya's guardian and financial manager.

With Veda's assistance, Maya is now empowered to manage her own finances – and she could finally get her scarves back.

## 7. Conclusion and recommendations

Justice Connect's third Annual Impact Report documents how during FY16/17 Justice Connect provided access to justice for a variety of clients who otherwise would not have it and the wide range of meaningful differences this made to their lives (or for not-for-profit organisations, to their capacity to serve their clients).

The data show that collection, reporting and reflection processes are well embedded in the organisation, and even more than last year, the quarterly reports provide evidence that evaluative thinking guides program decisions and that a culture of reflective practice and continuous improvement flourishes.

Of note this year was a large increase in policy and law reform activities across the programs. All programs reported more work than last year in this space, including two very large campaigns – one by Homeless Law and one by Not-for-profit Law. This work and its results gives the organisation both pause and encouragement to consider how to sustain and grow this work further to take advantage of the unique and powerful position of influence Justice Connect can have.

Also noteworthy is that various programs have explored different ways of managing their service delivery to increase both efficiency and impact, and some encouraging results have emerged.

Finally, it is now three years since the common performance measures used by the organisation to measure and understand impact were determined. Most of the teams have seen some change

during this period in the services they deliver and how they do so, such that in some instances, some of the measures now used are an uncomfortable fit that inadequately represents the program's work.

To continue strengthening programs and the ability to provide access to justice to people experiencing disadvantage and the community organisations that support them, it is recommended that Justice Connect consider the following recommendations:

- i. It is timely for the organisation to review and revise the current organisation-wide performance measures. Given that the organisation is soon to finalise a new strategy which itself has implications for what the programs will be delivering and hence measuring, it is recommended this happen during FY17/18.
- ii. This year saw the number of enquiries not assisted in any way rise from 1% to 5%. Whether this is a product of improved reporting or an actual increase should be closely monitored during the upcoming year.
- iii. An approach to collecting both quantitative and qualitative feedback from clients that is consistent across the organisation remains to be developed. It is recommended that the set of standard questions developed and now used by Not-for-profit Law to collect client feedback, be considered for use across all programs. In this way the organisation can progress toward the goal of developing a set of core questions used organisation wide, along with a pool of optional questions for use as needed by individual programs. This will allow programs to collect data that can be compared across years to test for change and it will allow Justice Connect to understand and describe as an organisation the experience of clients on targeted, priority variables. Furthermore, multiple data collection methods should be devised to ensure feedback mechanisms suit different types of clients and capture both positive and negative client experiences.
- iv. The process for documenting case stories remains to be revised. It is recommended that as a matter of priority, a case story template be developed that includes sub-headings/prompts and greater guidance to ensure that each story captures the following elements: client's situation, client's legal issue(s), assistance provided, legal outcome(s), impacts of pro bono assistance and the links between the assistance provided and the outcomes and impact achieved. This will allow for impact to be more accurately reported (most likely it is underestimated at present due to the brevity of some case stories) and for the full collection of case stories to be analysed each year using the Most Significant Change method as recommended last year. This approach would provide for selection of one significant story per program for inclusion in the annual impact report that reflects the values and changes most important to each program<sup>41</sup>.
- v. Collecting feedback from pro bono lawyers
  - o Develop a set of standard survey questions for collecting feedback from lawyers on legal professional training delivered by the organisation. These should be used by all programs, in addition to program specific questions, to allow better reflection on training as a whole and to allow comparisons across programs.

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<sup>41</sup> The MSC process involves a series of discussions and votes to choose "the most significant" story from among many. The approach surfaces people's values about what they think is important (e.g. one story might be chosen as "the most significant" because it was about changing a discriminatory law that affected many people, while another might be chosen as most significant because of the lifelong changes it meant for one family). MSC could be a useful exercise for the organisation to understand how well aligned staff values are with program objectives as described in the organisation's strategy and each program's theory of change.

- It is recommended that Justice Connect trial an annual or twice-yearly survey of all pro bono lawyers participating in the different programs to better understand their experiences, motivations and recommendations for improvement. The survey would be conducted by Justice Connect rather than individual programs and would be designed to gather information about attitudes toward pro bono work generally, as well as specific feedback about participation in individual programs. It may be necessary to employ differing approaches to invite participation in the survey to different cohorts of lawyers, however the same survey should be used regardless. In this way the organisation can deepen its understanding of lawyers' motivations to participate in pro bono work and simultaneously collect feedback that will allow programs to improve their operations and enhance the experience and commitment of participating lawyers.

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## 9. Appendices

## Appendix A – Pro bono legal services delivered by each program

ACCESS TO PRO BONO LEGAL SERVICES		Performance measure	Homeless Law	Not-for-profit Law	MOSAIC	Referral Service NSW	Referral Service Victoria	Seniors Law	SRS	TOTAL	
Enquiries		# enquiries received	1203	1749	278	861	1347	511	1759	<b>7708</b>	
Responses to enquiries	Legal assistance – One-off advices	# advices given to clients	51	442	10	NA	NA	63	1130	<b>1696</b>	
		# clients given advice	50	379	36	NA	NA	49	931	<b>1445</b>	
	Legal assistance – Ongoing casework (By in-house lawyers and clinics)	# new files opened	472	NA	NA	NA	NA	38	NA	<b>510</b>	
		Total # hours spent on files by in-house lawyers	304.8	NA	NA	NA	NA	499.5 <sup>42</sup>	NA		
	Legal assistance – Referrals to pro bono lawyers	# referrals – Advice and Representation	0	134	54	154	516	58	12	<b>928</b>	
		# referrals – Community Legal Education <sup>43</sup>	NA	163	NA	NA	NA	NA	NA	<b>NA</b>	
	Legal information, no advice <sup>44</sup>	# clients given legal information only	62	1097	Not tracked	NA	NA	363 <sup>45</sup>	184 <sup>46</sup>	<b>1706</b>	
	Non-legal assistance <sup>47</sup> (Homeless Law only)	# clients given direct non-legal assistance	143	NA	NA	NA	NA	NA	NA	NA	<b>143</b>
		# secondary consultations	56	NA	NA	NA	NA	NA	NA	NA	<b>56</b>
Total # hours spent on direct non-legal assistance		1872 <sup>48</sup>	NA	NA	NA	NA	NA	NA	NA	<b>1872</b>	
External referral – legal or non-legal <sup>49</sup>	# Enquiries referred elsewhere	324	NA <sup>50</sup>	138	381	830	219	555	<b>2447</b>		
Not assisted	# enquiries not assisted in any way	8	105	44	33	7	0	168	<b>365</b>		
Lost contact or Client withdrew	# clients lost / withdrawn before assisted	89	100	2	127 <sup>51</sup>	4	14	125	<b>461</b>		
Training and legal education for community members and not-for-profit organisations		# people/NFPs attending	619	2435	NA	NA	NA	690	NA	<b>3744</b>	
		# sessions run	16	108	NA	NA	NA	38	NA	<b>162</b>	
Online information resources		# visits to JC online resources	NA	364710	NA	7591	NA	NA	8049	<b>380350</b>	

<sup>42</sup> This figure is an estimate, based on an extrapolation from recording for one week the time in-house lawyers spent on casework files.

<sup>43</sup> Community Legal Education referral, includes delivering training (e.g. to the public) and developing or updating fact sheets.

<sup>44</sup> Referred to resources or receives explanation from Justice Connect.

<sup>45</sup> 351 via secondary consultation.

<sup>46</sup> This is number of enquiries rather than number of clients, therefore the total for this performance measure is slightly inflated.

<sup>47</sup> Direct non-legal support by social workers employed by Justice Connect.

<sup>48</sup> This was calculated by our two in-house social workers estimating time spent on files for clients they are working with directly over a 1 week period.

<sup>49</sup> Legal – a service outside of Justice Connect, e.g. LIV, CLC, etc. Non-legal – a support service that assists with non-legal issues, e.g. employment, financial planning, AOD, etc.

<sup>50</sup> Not-for-profit Law did not count “referred elsewhere” separately from “given legal information only”, therefore the total for this performance measure slightly underrepresents the number of clients who received a referral elsewhere.

<sup>51</sup> This comprises 29 clients who withdrew and 98 lost contacts (mostly immigration matters).

## Appendix B – Client feedback by program

### *Homeless Law*

Over the 12 month period 1 July 2016 – 30 June 2017, there were a total of 208 closed matters from whom consumer feedback could be sought. A total of 35 clients (17%) were successfully contacted during the bi-annual client feedback survey, 15 short of the target of 50 clients. The main reason for being unable to survey eligible clients was phone disconnection (approximately 33%), no answer and client not wanting to participate in the survey.<sup>52</sup>

#### Key findings:

- 89% of all respondents indicated they got a better outcome than they otherwise would have, as a result of Homeless Law’s assistance.
- All clients rated their overall experience as good (24%) or excellent (76%).
  - 83% of the clients who received non legal support (36% of respondents) indicated this support was good (17%) or excellent (67%).
- 97% of respondents felt that their lawyer helped them to better understand their options regarding their legal issue.
- 100% of respondents felt that communication with the lawyer over the course of their matter was good or excellent.
- 91% of respondents said their initial contact with Homeless Law via the phone was good (51%) or excellent (40%).

### *Not-for-profit Law*

This year Not-for-profit Law settled on a set of questions to ask across all services, allowing consistent reporting on satisfaction, understanding and confidence. These are included in the [NFP Law client feedback form](#), a link to which is sent to all telephone advice clients at the conclusion of the telephone advice and to all referral matters when the file is closed<sup>53</sup>. Twenty clients completed feedback this year (19 telephone advice clients and one referral client), giving a response rate for telephone advice clients of 4.6%<sup>54</sup>.

#### Key findings:

- 83.3% Strongly agree, “I am satisfied with the service I accessed from Not-for-profit Law”
- 82.4% Strongly agree, “Accessing Not-for-profit Law's services improved my understanding of the relevant legal issues/topic”
- 83.3% Strongly agree, “Accessing Not-for-profit Law’s services increased my confidence to deal with my organisation’s legal issue/questions”
- 83.3% Strongly agree, “Accessing Not-for-profit Law’s service saved me time and/or money”

### *Self Representation Service*

The Service provides feedback surveys to clients who attend appointments wherever practical. The Service received 169 responses in the period, giving a response rate of approximately 34%. Satisfaction with the Service was determined by averaging responses across all questions where clients were asked about their level of satisfaction with aspects of the service (e.g. the quality of the

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<sup>52</sup> Data required to calculate response rate were not available at the time of print.

<sup>53</sup> Responses are rarely received from referral clients whose matters close up to a year after they originally contacted Not-for-profit Law.

<sup>54</sup> Among the literature on online surveys, Nulty (2008) indicates that response rates between 5-8% can provide adequate evidence for the types of accountability and improvement purposes that this program is using the data for.

advice, the ease of accessing the Service and whether the Service assisted the client to understand the legal process, etc.). Almost every client surveyed (92%) was satisfied with the Service.

### Seniors Law

For matters finalised as part of the HJP with cohealth, clients were provided with an evaluation form to be completed in private and sent directly to an external evaluator. A total of 23 evaluation forms were provided to clients, and 19 were completed and forwarded to the evaluator, giving a response rate of 83%.

#### Key findings:

- All clients agreed that they knew more about their legal rights after receiving help from the lawyer.
- 94% felt they had more options to help them than before the lawyer assisted them.
- 61% reported that their health was being affected by their legal issue before they saw the lawyer
- All clients reported that they could understand the information the lawyer gave them, that they had time to ask all the questions they had and that the lawyer treated them with respect all or most of the time.

### Appendix C – Case story scoring system

Quarterly reports for FY15/16 contained 51 case stories. These were reviewed, analysed for emerging themes, and rated according to the level of impact the story demonstrated. Impact ratings were obtained by asking three questions for each case story, and giving each answer a score:

- How much change was described? (None = 0, Some = 1, Many = 2).
- Is there evidence that the program contributed to the impact? (None = 0, Some evidence of contribution = 1, Evidence that change is wholly attributable to the program = 2).
- Is there evidence of additionality? (None/Unclear = 0; Some/Change would have been unlikely without the program = 1; Strong/The result would not have been achieved without the program = 2).<sup>55</sup>

Case stories that provided the most compelling examples of program impact received a rating of six and the least compelling were rated zero.

### Appendix D – Comparison of case story ratings FY15 – 17

	FY17	FY16	FY15
<b>Average impact rating out of 6</b>	5.3	5.2	4.6
<b>% of stories rated 6/6</b>	46%	45%	29%
<b>% of stories that reported outcomes that were only possible through the program's assistance</b>	65%	65%	53%

<sup>55</sup> Because Justice Connect programs are specifically designed to address an identified unmet legal need, it is the case that most clients would not have been able to obtain assistance through any other service or by any other means access and therefore most case stories score 1 or above on this impact measure.

## Appendix E – List of submissions made by Justice Connect programs

PROGRAM	SUBMISSIONS AND POSITION PAPERS
Homeless Law	<ul style="list-style-type: none"> <li>• Submission to the Future Melbourne Committee in February 2017</li> <li>• Detailed submission to the Melbourne City Council Submissions Committee in March 2017</li> <li>• Co-ordination and drafting of the joint submission by the Infringements Working Group</li> <li>• Co-ordination and drafting of the joint submission by the Justice Access Advisory Group</li> <li>• Working with law firms and academics to make submissions</li> <li>• Co-ordination of <a href="#">Framework for Responding Effectively to Homelessness in Melbourne</a>, endorsed by 54 organisations</li> <li>• Co-ordination of joint letters to all Melbourne City Council councillors</li> <li>• Working with the <a href="#">United National Special Rapporteur on the Right to Adequate Housing</a> regarding the communication with the Australian government</li> <li>• <a href="#">#askingforchange position paper calling for a more effective response to begging in Victoria</a></li> <li>• Two-year report on the <a href="#">Women’s Homelessness Prevention Project</a>, <i>Keeping Women and Children Housed: Ten client stories and ten calls for change</i>, which contains data from <b>102</b> clients and 10 case studies</li> <li>• <a href="#">10 Days, 10 Calls for Change</a>, which converted the two-year report on the Women’s Homelessness Prevention Project into a more public facing campaign</li> <li>• Joint submission by a coalition of ‘non-traditional allies’ (e.g. REIV, CHFV, VLA, and TUV) advocating for an internal right of rehearing in the Residential Tenancies List at VCAT</li> <li>• Submission to the Ombudsman and DHHS of six confidential but identified client cases for consideration in the investigation regarding Office of Housing debts</li> <li>• Detailed position paper, <a href="#">Through the Roof: Improving the Office of Housing’s Policies and Processes for Dealing with Housing Debts</a></li> <li>• There’s No Place Like Home: Submission on the Dispute Resolution Issues Paper to the review of the Residential Tenancies Act</li> <li>• Detailed submission to the Victorian Government regarding the Options Paper for reform of the Residential Tenancies Act.</li> </ul>
Not-for-profit Law	<ul style="list-style-type: none"> <li>• Submission to the Productivity Commission Issues Paper: Consumer Law Enforcement and Administration (August 2016)</li> <li>• Submission to the NSW Charitable Fundraising Review Discussion Paper (this was a selected consultation, (August 2016)</li> <li>• Submission to the Lotteries and Art Unions Act 1901 (NSW) Discussion Paper (September 2016)</li> <li>• Response to the Interim Report of the Australian Consumer Law (December 2016)</li> <li>• Submission on the Regulatory Impact Statement for the proposed Associations Incorporation Regulation 2016 (NSW) (July 2016)</li> <li>• Response to Federal Government’s Social Impact Investing Discussion Paper (March 2017)</li> <li>• Submission to the ACT Red Tape Reduction Amendment Bill 2017 (April 2017)</li> <li>• Response to Federal Governments draft legislation on Crowd Sourced Equity Funding for Proprietary Companies (June 2016)</li> </ul>
Seniors Law	<ul style="list-style-type: none"> <li>• In response to the ALRC <a href="#">Issues Paper</a> released 15 June 2016 Seniors Law made: <ul style="list-style-type: none"> <li>○ a <a href="#">joint submission</a> with cohealth in response to the role of health professionals in addressing elder abuse and the value of a health justice partnership</li> <li>○ a <a href="#">submission</a> by Seniors Law with 26 recommendations on a range of issues including appointed decision makers</li> </ul> </li> <li>• The ALRC then released a <a href="#">Discussion Paper</a> in December 2016. Seniors Law made a submission in <a href="#">response</a> to this paper, responding to a variety of questions and proposals in the Discussion Paper.</li> <li>• In relation to this Inquiry Seniors Law also consulted with other key stakeholders including Seniors Rights Victoria and Eastern Community Legal Centre, and submitted content for the</li> </ul>

	Law Council of Australia submission and contributed to the NACLC Older Persons and the Law submission.
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## Appendix F – List of media coverage and public events

PROGRAM	MEDIA, PUBLIC EVENTS & PRESENTATIONS
Homeless Law	<ul style="list-style-type: none"> <li>• Interview with Raf Epstein on ABC Drive regarding homelessness, public transport, fines and begging</li> <li>• Rethinking homelessness in Melbourne: <a href="http://melbournecatholic.org.au/MC/2016/2016June/index.html#44">http://melbournecatholic.org.au/MC/2016/2016June/index.html#44</a></li> <li>• <a href="#">#askingforchange joint position paper</a> received media coverage via <a href="#">ABC Radio</a>, <a href="#">The Age</a> and <a href="#">Pro Bono News</a> (the Facebook video has also been viewed 3500 times)</li> <li>• Extensive media coverage in relation to the proposed changes to the Activities Local Law in the City of Melbourne, which quote or refer to Homeless Law’s work. We estimate there were 30 – 40 pieces of media coverage, including (not an exhaustive list): <ul style="list-style-type: none"> <li>• Interview with Jon Faine regarding City of Melbourne and proposed framework (and an earlier interview regarding City of Melbourne)</li> <li>• Huffington Post, <a href="#">We can’t arrest our way out of this homelessness crisis</a></li> <li>• Huffington Post, <a href="#">Melbourne’s Law’s Outlawing Homelessness, and the Campaign to Reverse Them</a></li> <li>• Interview on 3RRR Grapevine</li> <li>• TV interviews for the Project and the Weekly</li> <li>• SBS, the Australian, news.com (via AAP: <a href="#">Lawyer says Vic homeless ban won’t work</a>)</li> <li>• 4 – 5 articles in <i>The Age</i> e.g. ‘<a href="#">Violation of human rights</a>’: UN condemns Melbourne’s camping ban; <a href="#">Homeless law is dangerous, misguided and doomed to fail; plan to ban homeless people from camping in the city</a></li> <li>• ABC news <a href="#">Melbourne homelessness: Proposed by-laws to make it easier to move rough sleepers ‘harsh’</a></li> <li>• ABC PM regarding UN report</li> <li>• Television: ABC news 24, SBS news, Channel 9</li> </ul> </li> <li>• Launch of Homeless Law webpage, <a href="#">Melbourne, don’t criminalise homelessness</a></li> <li>• <a href="#">Video, 10 things Melbourne could do instead of making it illegal to sleep rough</a></li> <li>• Celebrating 15 years of Homeless Law’s work on 27 October 2016. Senator Jane Hume and ABC journalist, Rafael Epstein, spoke at the event and a video, <a href="#">Stopping Homelessness before it Starts</a>, featuring Homeless Law client, Rema, and Julian Burnside QC AO was screened to help reflect on Homeless Law’s work and impact</li> <li>• Street Soccer, bringing together The Big Issue Street Soccer players with our law firm, community and philanthropic partners (<a href="#">this video captures the day</a>)</li> <li>• Moderated LIV Homelessness and the Law Panel Event, <a href="#">Homelessness and Human Rights: An Evidence Based Response</a></li> <li>• Official launch of <i>Parity</i> edition featuring Homeless Law article ‘Closing the Revolving Door: Preventing Homelessness for Victorian Prisoners through Legal Representation’</li> <li>• Address at the University of Melbourne Law School alumni breakfast, <i>Using the law to tackle homelessness and poverty: the good, the bad and the ugly</i></li> <li>• Press conference regarding proposed framework for responding effectively to homelessness in the CBD, endorsed by 54 organisations (live streamed on Facebook)</li> <li>• Panel event at the <a href="#">Wheeler Centre</a> on homelessness and criminalisation, attended by approximately 200 people</li> </ul>
Not-for-profit Law	<ul style="list-style-type: none"> <li>• Completed numerous interviews with both sector media and <a href="#">mainstream media</a> (print and radio)</li> <li>• Published 4 media releases available <a href="#">here</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="#">Published</a> more than 20 “FAQs” including ‘video’ responses involving Norman O’Bryan AM SC</li> <li>• Developed and published a <a href="#">30-second video</a> that explained the ‘issue’ on social media. This ‘explainer’ video has now received 2.1k views</li> <li>• Part developed a second video (published in 2017-2018) involving prominent people calling for Governments to fix fundraising - Simon McKeon AO (former Australian of the Year, Chair MS Research Australia), George Savvides (Chair, World Vision and prominent businessman), Tim Costello AO, Paul Ronalds (CEO, Save the Children)</li> <li>• Direct correspondence through emails to those that had signed up to <i>#fixfundraising</i> on our website, and regular updates on our website: <a href="https://www.justiceconnect.org.au/fundraisingreform">https://www.justiceconnect.org.au/fundraisingreform</a></li> <li>• Numerous posts on Facebook as to our campaign</li> <li>• Numerous twitter posts (leading at one point to <i>#fixfundraising</i>, trending at number 7 on the day of “Statement on Fundraising Reform” launch)</li> <li>• “Statement on Fundraising Reform” issued in September 2016 – see link from this page <a href="https://www.justiceconnect.org.au/fundraisingreform">https://www.justiceconnect.org.au/fundraisingreform</a></li> <li>• “Open letter to the Prime Minister” launched in April 2017 (signed by more than 180 charities: many household names e.g. World Vision, RSPCA, Girl Guides, and others like Altona Bowling Club)</li> <li>• Organised a forum in Melbourne, with the Hon Marlene Kairouz MP, the Hon Dr Andrew Leigh MP, Tania Burston, CEO MyCause, Paul Ronalds, CEO Save the Children. The current Federal Assistant Minister responsible for charities, the Hon Michael Sukkar MP provided a short video presentation. Senator Siewert provided a written statement. It was attended by more than 50 people from the sector. The ‘explainer video’ and ‘open letter’ (see below) were launched at the forum.</li> </ul>
Referral Service	<ul style="list-style-type: none"> <li>• Staff appeared on radio stations (ABC Melbourne, ABC Adelaide, RRR, RTRFM, 3CR) and on SBS TV to raise awareness of this issue, and the profile of our Stage 2 Access program.</li> <li>• Participated in a panel discussion as part of a gender dysphoria forum hosted by Inner City Legal Centre and NSW Legal Aid.</li> </ul>
Seniors Law	<ul style="list-style-type: none"> <li>• Interview and publication in The Senior newspaper in December.</li> <li>• Manager presented to the Victorian Government on Family Violence and Older People on 25 July 2016. The session provided a valuable opportunity to showcase our work across the sections of government responsible for delivery of the Victorian government’s response to family violence.</li> <li>• Co-presented with Inner Melbourne CLC at the NACLCL conference, “Taking the Centre out of Community Legal Centres”.</li> <li>• Participated in a panel session on the impact of financial problems on health, speaking about the HJP model at the Financial Counsellors Conference on 7 September 2016.</li> <li>• Presented to senior Managers at Caulfield Hospital on the launch of the new HJP on 20 September 2016.</li> <li>• Co-presented at the Occupational Therapists <b>Conference</b> on 2 September 2016, “Empowering people to optimise their capacity: an innovative approach between OTs and lawyers in community health”.</li> <li>• Contributed to Health Justice Australia’s webinar on “<a href="#">How to start up a health justice partnership</a>”, which went live on 11 November 2016.</li> <li>• Co-presented various internal presentations at cohealth, including one to the entire Child, Youth, Family &amp; Aged Care directorate on 7 December 2016 as well as to a delegation of representatives from South Korea’s health department on 15 December 2016.</li> <li>• Presented at a Financial Counsellors Professional Development session on 12 December 2016.</li> <li>• Presented to senior managers at Caulfield Hospital to introduce the HJP on 20 December 2016.</li> </ul>