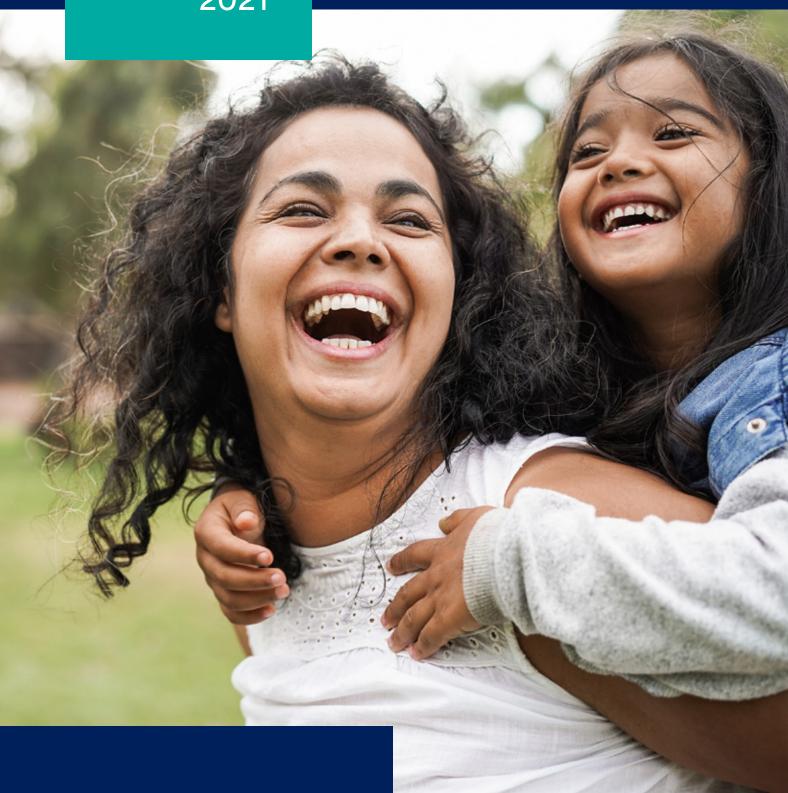
Impact Report 2021



women's legal service victoria?

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About us

We exist to help build a gender equitable society.

Our unique contribution to this vision is to work alongside women to promote their right to live free from violence and make informed choices about their relationships.

We do this by:

- Providing legal advice and representation to women experiencing disadvantage.
- Advocating for laws and policies that respect and promote the rights of women.
- Building the capacity of other professionals and the community to identify and respond appropriately to women's legal needs.

The Facts

Women who have experienced family violence are 10x more likely to have legal problems



Victoria Police are called to a family violence incident every 6 minutes



Family violence is the single biggest cause of homelessness in Victoria



Almost 10 women a day are hospitalised in Australia because of injuries caused by their intimate partner

Our Year





We trained
1048
professionals
in best-practice
family violence
response





Our complex legal casework increased by 24%

We provided
1289
duty lawyer
services for women
experiencing
violence



We helped almost 700 women with family violence intervention orders

78
committees and consultations
to advocate for change



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Chair & CEO's Report

With our clients facing yet another year of uncertainty, upheaval and increased risk of violence due to the COVID-19 pandemic, the integrated, wraparound socio-legal support we provide has never been more important. We can't remember a time since we opened our doors almost 40 years ago when women have needed our help more.

Providing a lifeline to women in crisis

Despite the challenges the year brought, Women's Legal assisted almost 3000 women across Victoria, providing them with legal advice, representation, social work support and financial counselling. For many women, our help significantly improved their lives and empowered them to make a fresh start after leaving a violent relationship.

Our outreach services increased by 67% this year, as we responded to the growing community demand by forging new connections with frontline services and generalist community legal centres around Victoria. Almost 700 women were referred to us for intensive specialist legal advice and/or representation through these arrangements, ensuring more women got the help they needed to properly recover.

Our unique cross-jurisdictional approach – where women are helped across three intersecting legal jurisdictions – was crucial in giving clients the chance to create a better future. By offering family law, family violence and child protection legal help under the one roof – often with the same lawyer supporting clients all the way through – we help women address their most pressing legal needs. Meanwhile, our integrated financial counsellors and social workers help women tackle other issues that arise due to violence, such as debt, homelessness and poor mental health.

Advocating to improve women's lives

We achieved lasting and meaningful change this year through our advocacy work and ensured that women's safety, financial security and access to justice was prioritised by decision makers.

We drew on the experiences of our clients to push for new court processes and initiatives, such as the Family Court's COVID-19 List and the Early Resolution Service at the Melbourne Magistrates' Court. This meant that women could have a safer experience at court and continue to be referred for legal help, despite the lockdowns.

We secured a fundamental change to processes in the Family Court to stop perpetrators hiding superannuation assets in Family Court proceedings. This will allow women to access their fair share of this important asset and have a more secure financial future.

With our lawyers continuing to see women misidentified by police as perpetrators of violence when they are in fact the victims, we successfully advocated for this issue to be front and centre of Victoria's next Family Violence Reform Implementation Monitor plan. We also contributed to the state's Family Violence Rolling Action Plan to ensure legal assistance is properly integrated into family violence response.

Keeping mums and babies safe and together

In Melbourne's south-east, our Health Justice Partnership (HJP) pilot with Monash Health showed great promise, with the majority of new mums leaving hospital with their baby safely in their care and appropriate supports in place. With one-third of HJP clients aged 16-24 years, this early intervention program is proving successful in supporting mums who are experiencing violence to address these issues before their baby is born.

Preventing violence in legal & justice

Our innovative prevention project, *Starts With Us*, won widespread support and engagement from Victoria's legal and justice sector, with many workplaces committing to taking real action to address the drivers of violence against women. As part of the next stage of this collaborative project, a new workplace model will be developed that can be rolled out across the 30,000-strong sector.

Training others in best-practice family violence response

This year, our Education & Engagement team trained more than 1000 professionals – from youth workers to financial counsellors – so they can quickly recognise when a woman experiencing violence has legal issues and refer them for help. Participants in our education programs reported that the training greatly improved their work practices and gave them the tools they need to better assist victim-survivors.

Finally, we'd like to acknowledge the heroic effort of our staff, who have been working from home under challenging circumstances, showing agility, adaptability and commitment to our purpose.

As we head towards our 40th birthday next year, Women's Legal looks to the future with a sense of urgency and a renewed commitment to drive change. With huge swathes of our community calling for real action to address gender inequality and violence against women, we know this is a unique moment in time and we refuse to let it get away.



Tina Lavranos Chair



Serina McDuff
Chief Executive Officer



Farewell to Joanna Fletcher

We would like to acknowledge the incredible leadership of our former CEO Joanna Fletcher, who left Women's Legal in February 2021 after more than 10 years in the role, and almost 19 years with the organisation.

As CEO, Joanna made an immense contribution to Women's Legal, overseeing a period of growth in which the organisation tripled in size and its scope of work broadened substantially. Joanna's strategic vision and her focus on driving systemic change made her a leader in the family violence and community legal sectors, too.

Joanna built our legal practice to include the intersecting jurisdictions of family violence, family law and child protection, so women and children experiencing violence could have their essential legal needs met. She oversaw the introduction of wraparound services, with a family violence financial counsellor and social worker joining the organisation to support clients with issues such as debt and mental health challenges.

She built the capacity of our policy team so we could advocate for systemic change and ensure that our clients' stories were heard by decision makers. She supported the growth of our education and engagement team so we could train other professionals to better assist women experiencing violence.

We wish Joanna well in her new role as Executive Director of Family, Youth and Children's Law at Victoria Legal Aid, where she will continue a lifetime's work advocating for fairer outcomes for women and children experiencing violence.

Impact Report 2021

Free From Violence

Disadvantaged women exercise their right to live free from violence and make informed choices about their relationships

Giving women experiencing violence the legal help they need

Victim-survivors of family violence are 10 times more likely to have legal issues than other women. Despite this, most women don't have their critical legal issues dealt with, let alone other associated problems which arise in violent relationships. This can seriously impact their long-term safety, as well as their financial and emotional recovery.

Women's Legal takes a unique approach to this problem by providing women with the socio-legal help most essential to their safety and recovery. Our lawyers provide advice and representation across several jurisdictions – including family law, family violence and child protection – so women can have their key legal needs met under one roof. Our financial counsellors and social workers give women holistic wraparound support so that other issues arising from violence – such as poor mental health, debt and homelessness – are also addressed.

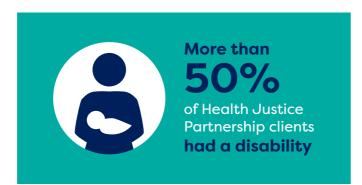
This one-woman, one-service approach provides much-needed consistency for clients and gives them the best chance of a safe, secure future.

Keeping new mothers and their babies safe and together

Women experiencing family violence can be at risk of having their newborn baby removed from their care. Together from the Start is a Health Justice Partnership (HJP) established by Monash Health and Women's Legal that aims to support mothers and babies to stay safe and together from birth.

This best-practice, early-intervention model brings together lawyers, health workers, social workers and financial counsellors to support at-risk women who attend Monash Hospital for antenatal care. Access to early legal advice as well as ongoing legal assistance and wraparound supports allow mothers experiencing disadvantage to make informed decisions about their lives and provide a safe home environment for their baby.

Launched in 2020, the HJP pilot is already having an impact: the majority of mothers referred to the program during the first year were discharged from hospital with their baby in their care and culturally appropriate services in place to support maternal and child safety and wellbeing.



Our Regional Outreach

Helping women across Victoria recover from violence

This year, more women living in rural and regional Victoria were able to access our wraparound assistance so they could move on with their lives. Our statewide outreach service extended its reach to help almost 700 women, who were referred to us through new and existing partnerships.

Our LINK Community (Domestic Violence Unit) partners include frontline services in Ararat, Horsham and Orbost, who refer women with family violence and family law issues directly to us. Women receive ongoing legal representation, social work support and financial counselling as needed.

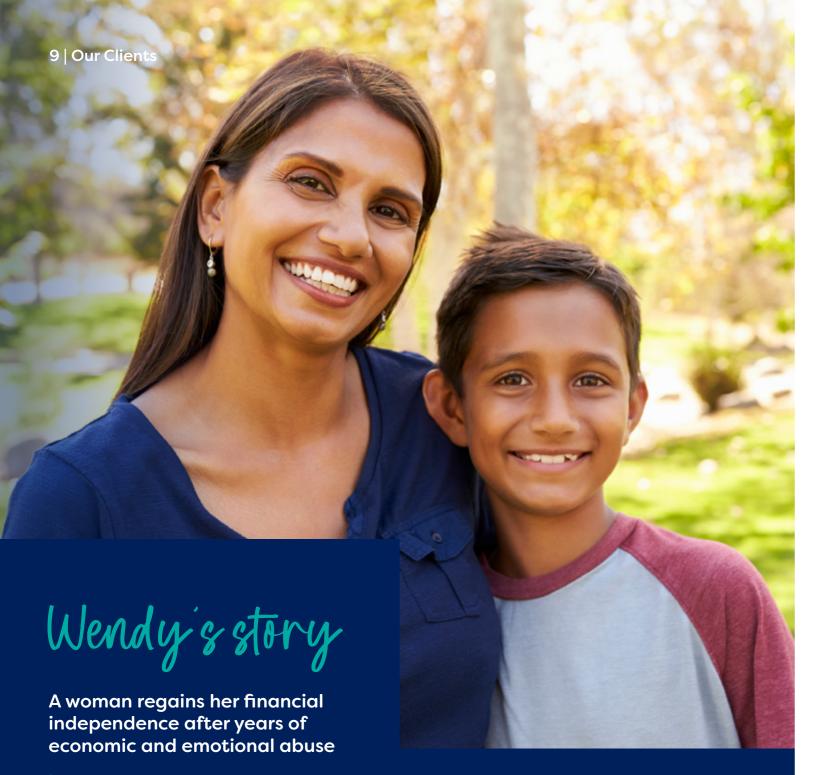
In 2020-21, our LINK virtual outreach services increased by 67%



Women experiencing violence are also referred to us by their local Community Legal Centre or by a number of family violence services around the state, including Safe Steps Family Violence Response Centre, which assists women in crisis.

With our help, women and their children have been able to start a new life free from violence wherever they call home.





Issues

Wendy's husband, Tom, was a controlling and abusive figure, yelling at her all the time and monitoring every cent she spent. Although Wendy loved her part-time job, Tom pressured her give it up and she became completely reliant on him for money. Wendy tried to leave the relationship many times but Tom always convinced her that she could not survive without him. He also threatened to take their child if she left.

Wendy eventually escaped the family home with her son and moved in with her parents. But her ordeal wasn't over - Tom wouldn't agree to sell their house, wouldn't disclose his financial assets and took on extra debt that worsened their joint financial position. He also threatened Wendy with legal action if she tried to collect her belongings from their house.

* Name and image changed to protect our client's identity

Resolution

Our lawyer worked with Wendy to secure a final property settlement and end Tom's control of their finances. After more than a year engaging with Tom's lawyers and then Tom directly, he finally disclosed his full finances. Our lawyer then negotiated a fair property settlement, which gave Wendy access to the proceeds from the sale of her former home and part of Tom's superannuation.

Four years on, Wendy is working full-time, living in her own property and her superannuation balance is healthy. She feels positive about the future and has been sharing her story publicly to shine a light on economic abuse and the impact it can have on women's lives.

Change

Decision makers change laws and policies to promote women's rights

Prioritising safety at court

Our advocacy during the pandemic has contributed to two major court initiatives that are improving safety outcomes for women experiencing violence.

The new Early Resolution Service (ERS) has improved referral pathways to duty lawyer services. Through ERS, courts and police can refer women to our Melbourne Magistrates' Court duty lawyers ahead of Family Violence Intervention Order applications being heard in court. This client-centric approach means women can discuss their family violence situation with us in more depth, so we can better identify their legal needs and advocate for court orders that prioritise safety.

The Family Law Courts' National COVID-19 List fast-tracks urgent family law issues that have arisen due to the unique circumstances of the pandemic. We worked closely with the courts to ensure the List addressed the many safety issues our clients were experiencing, such as children being withheld by controlling former partners. By sharing our clients' stories and our expertise, the court was made aware of how the pandemic was being weaponised by family violence perpetrators.

Helping women recover financially after separation

Women separating from a partner are entitled to a fair split of family assets to help them move on with their lives. For low-income families, superannuation is often the largest - or only - asset, but it can be complex to split. Abusive partners often hide details about their super accounts, and the paperwork to split super is complex, requiring help from a lawyer.

To tackle this issue, Women's Legal has been advocating for reforms that will simplify the super splitting process and allow the family courts to find out exactly how much money people have in their super accounts.

Working with a coalition of superannuation industry stakeholders, legal and pro bono partners, we have achieved reforms that will make splitting superannuation much simpler, fairer and faster. Once finalised, the reforms will lead to improved financial outcomes for women experiencing family violence and relationship breakdown.

87% of ongoing clients were experiencing financial hardship

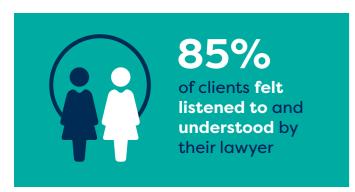


Advocating for reform that reflects client experiences

Women's Legal draws directly from the experiences of our clients to identify issues that need to be remedied, and advocate for solutions. We regularly share this expertise with government to push for system reform that reflects clients' needs.

This year, we successfully advocated for legal assistance to be fully integrated into Victoria's family violence system, so women can have their legal issues addressed early. The new Family Violence Rolling Action Plan 2020-2023 commits to doing this, and also to training professionals to better respond to victim-survivors' legal needs.

We also provided input to the Family Violence Reform Implementation Monitor on the issue of misidentification of victim-survivors as perpetrators of family violence. Our lawyers continue to see the consequences of misidentification on our clients, including the risk of having their children removed from their care. We successfully advocated that misidentification and its child protection impacts should be key priorities for the Monitor; this issue will be the first piece of research undertaken in the 2021-22 monitoring plan.





32% of ongoing clients were homeless or at risk of homelessness



26% of ongoing clients were from a culturally diverse background





Lilly's story

A mum gets the wraparound support she needs to keep her newborn baby in her care

Issues

Lilly was referred to the Health Justice Partnership by Monash Health when she was 22 weeks' pregnant. Lilly had struggled with mental health and drug issues in the past, due to family violence. However, Monash Health staff identified that Lilly was making substantial efforts to address child protection concerns, including undertaking counselling and repeatedly providing negative drug screens. She was attending all her hospital appointments and working closely with Monash staff involved with her pregnancy. Despite the progress Lilly had made, there was a risk that the Department of Families, Fairness and Housing (DFFH) would remove the baby at birth.

Resolution

Our lawyer immediately made contact with DFFH practitioners to let them know about Lilly's progress and make sure ongoing support was provided. We worked with Monash Health midwives and staff at the mental health antenatal clinic to plan for the birth of the baby. Lilly continued to provide negative drug screens and engage with support services.

Once the baby was born we represented Lilly in the Children's Court, advocating for an order which would allow the baby to remain in Lilly's care. The Court agreed. Lilly has now completed treatment with a number of services and has been drug-free for 18 months. Lilly's baby is thriving in her care.

Women's Rights

Institutions, service providers and the courts respond appropriately to women experiencing violence and respect their rights

Building the capacity of family violence and community services

Women experiencing violence can have complex issues that must be addressed early to ensure the best outcomes. That's why our training programs build the capacity of frontline workers to respond appropriately when victim-survivors come to them for help.

Our Critical Legal Issues Map (CLIM) training gives family violence and community sector practitioners the tools they need to identify when their clients need legal help, and what steps to take to get that help. This year, through ongoing funding from the Centre for Workforce Excellence at Family Safety Victoria, we trained more than 400 practitioners across the state, including in Swan Hill, Gippsland, Wodonga, Bendigo and Geelong. As well as family violence workers, this year we also trained Orange Door workers, youth workers, mental health workers and alcohol and drug workers, extending our reach and impact.

Through training funded by Consumer Affairs Victoria (CAV), we built the capacity of financial counsellors to identify and respond to family violence and legal need, and work with lawyers and other services to improve outcomes for clients. The training, presented in conjunction with WIRE, was delivered to practitioners around the state.

Also supported by CAV was training for 99 financial counsellors and tenancy workers on the State Government's Family Violence Information Sharing Scheme. The scheme aims to improve women's safety by allowing authorised practitioners to share information so that family violence risk is identified and managed.

Preventing violence against women in legal & justice

Starts With Us is a cross-sector collaborative project that aims to drive action to prevent violence against women in Victoria's legal and justice sector. Now progressing into a new stage, our project is developing:

- > Comprehensive workplace programs to prevent violence against women
- > Better understanding, knowledge and skills across all organisational levels to address workplace drivers of violence against women
- > Best-practice evidence on prevention of violence against women in the legal and justice sector
- A workplace model with the potential to reach more than 30,000 employees in the sector.

This ambitious project has secured both Victorian government funding and widespread engagement and support from Victoria's legal institutions, who are committed to tackling the outdated, sexist and harmful structures and behaviours that allow the perpetuation of gender inequality and, therefore, violence against women.



professionals were trained to recognise when their clients need legal help

I feel more prepared to provide legal information to my clients and knowing when and where to refer.

> **Critical Legal Issues Map** training attendee

Capacity building for the community legal sector

As a specialist service, Women's Legal is uniquely placed to share expertise with colleagues at generalist community legal centres (CLCs) to improve access to justice for disadvantaged clients.

Our Safer Families training provides community lawyers with the tools they need to identify and confidently discuss family violence with clients, provide legal advice and link women with family violence services. This means that family violence is addressed early leading to safer outcomes.

This year we launched a new program, Family Law Access, which is a family law capacity-building program that boosts lawyers' skills at three CLCs - Barwon, WEstJustice and Brimbank Melton. Run in conjunction with Victoria Legal Aid, the pilot program aims to improve financial recovery and safety for vulnerable families in these fast-growing regions by training local community lawyers in family law.



of people who **Families** training could better identify trauma in their clients



A woman misidentified as a perpetrator of family violence gets to clear her name

Issues

Talia was young and homeless when she met her partner David in youth crisis accommodation. David was violent and manipulative and this severely impacted Talia's mental health, to the point where she had to be hospitalised.

We met Talia through our duty lawyer service at Melbourne Magistrates' Court, where the police had named her as the aggressor in a family violence intervention order application. The police had been called after Talia and David had a fight and David picked up a knife and physically threatened her. Talia shoved him so she could get away. When police arrived Talia was very distressed and David told them she was crazy and had assaulted him. Police accepted David's version of events.

* Name and image changed to protect our client's identity

Resolution

Our lawyer quickly realised that Talia had been misidentified by police as the aggressor. Not only were there previous police reports of violence by David, but there were additional incidents of family violence that Talia had never reported.

We liaised with the police prosecutors at court and advocated for them to withdraw the application against Talia. In court, we highlighted the inconsistencies in the police reports and demonstrated that Talia was not an ongoing risk. We also argued that the police's application put Talia at risk of having a criminal record, which could impact her study plans and volunteer work. After several court appearances, the police withdrew their application.

With our advocacy and the ongoing support of her family and psychologist, Talia slowly took back control of her life. She has now separated from David and her mental health and confidence have dramatically improved.



Our Clients | 16

I can't stress how much I appreciated [your help] and I was thrilled that I actually had someone who I could speak with comfortably enough to express how I felt.

Women's Legal client



Our Supporters

Funders

Women's Legal is funded by the Indigenous Justice and Legal Assistance Division, Attorney General's Department, Canberra, and Victoria Legal Aid.

We also received project funding and in-kind support this year from Consumer Affairs Victoria, Department of Families, Fairness and Housing, Department of Health and Human Services, Department of Premier and Cabinet, The Centre for Workforce Excellence at Family Safety Victoria, Ecstra Foundation, Federation of Community Legal Centres, Victorian Legal Services Board, Lord Mayor's Charitable Foundation, Municipal Association of Victoria, Victoria Law Foundation and the Victorian Women's Trust.

We rely on volunteers, pro bono lawyers, barristers, donations and in-kind support to extend and enhance our services. Thank you to the many people and organisations who supported us and our clients this year. We also thank those who contributed their time and expertise to various committees and working groups to further action on gender equality and legal and justice system reform.

Transformational Partners

Baker McKenzie Colin Biggers & Paisley Holding Redlich Lander & Rogers

Strategic Partners

Hall & Wilcox
Herbert Smith Freehills
Justitia
Victorian Bar Association

VidVersity

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Megan Aylett
Megan Hodgson
Michelle Petrovski
Natalia Todorovic
Rachell Davey
Renata Alexander
Rose Smith
Sarah Wainwright
Stephanie Doyle
Tamara Cook

Victoria Byrne

Emily Krelle

Student volunteers & student placements

An Pham
Faizee Nathan
Harriet Horrocks
Nivedita Jaggi
Tabea Hansen

Public donations

We also acknowledge the generosity of the many individuals who made donations to Women's Legal over the past year.

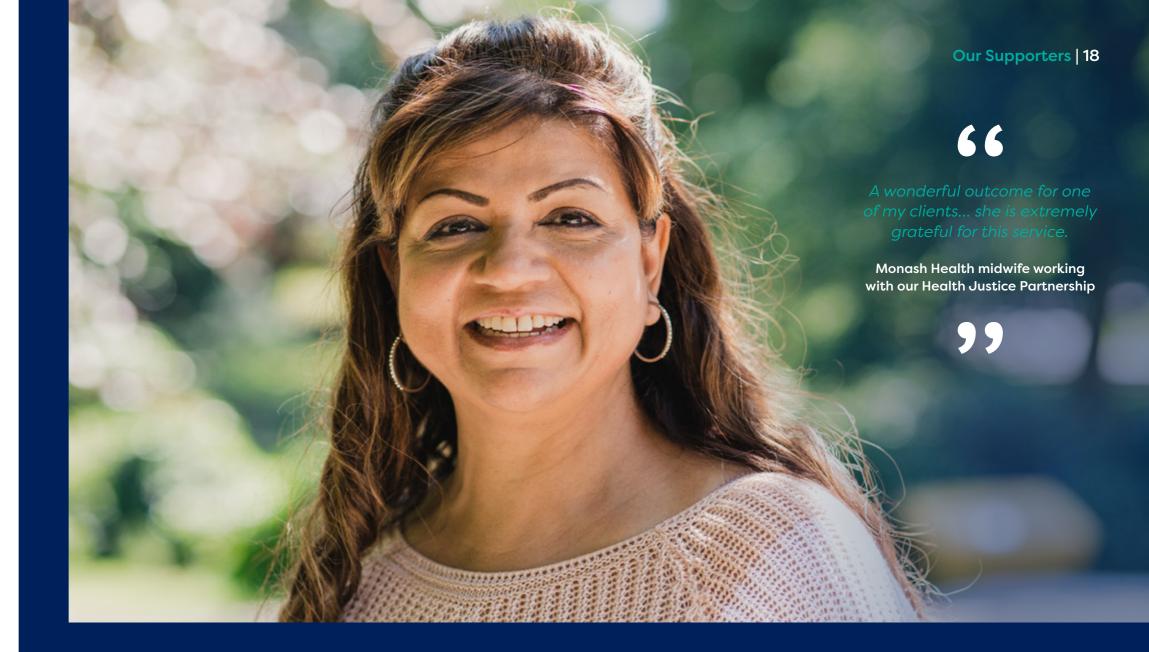


In memory of Tabea Hansen

Tabea Hansen was a super bright, compassionate and articulate young law student who contributed so much to Women's Legal. Tabea joined us as an intern in early 2019, while studying at The University of Melbourne.

After her intern placement, she stayed on as a volunteer, assisting staff across all departments with a variety of tasks that she learnt quickly and performed with finesse. Tabea's calm manner and compassionate nature was also appreciated by clients, many of whom who were going through difficult times.

Tabea's loss has been felt by many at Women's Legal and we extend our deepest condolences to her family. The generous donations made in her memory will assist us in continuing to provide support to the women and children Tabea was so passionate about helping.



Impact Report 2021



Lena's story

A woman recovers her child from her violent ex-husband and his parents

Issues

Lena's husband John physically, sexually, verbally and emotionally abused her throughout their marriage. John's parents were heavily involved in the family's life and constantly pressured Lena to smooth things over with John, despite his appalling treatment of her. As Lena spoke little English, had no income of her own and no support network around her, she was completely reliant on John and found it difficult to permanently leave him, despite trying many times. Lena soon gave birth to a daughter, Meg, and John was violent towards Meg, too. After child protection officers became aware of this, John sent Meg to his home country to live with his parents. Lena finally separated from John and pleaded for him to return her daughter, but he refused.

* Name and image changed to protect our client's identity

Resolution

We first met Lena through our duty lawyer service at the Family Law Courts, where she was trying to have Meg returned to Australia. We liaised with overseas officials to make contact with John's parents, who eventually brought Meg home after more than a year. However, on arrival, John's parents argued that Meg should remain in their care and only have visits with Lena and John, who was now in prison for a serious assault on Lena. After presenting our arguments, the court agreed with us that Meg should be returned to Lena.

We continued to work closely with Lena over the next six years and more than 20 court hearings. We argued that Lena should have sole parental responsibility for Meg, and that John and his parents have no contact with her due to the risks they posed. The court agreed with us. We then worked with Victoria Police to have the family violence intervention order extended until Meg turns 18 years old. This was an important final step that will allow Lena and Meg to safely move on with their lives.

Our **People**

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Jane Welsh Member

Leonie Mayson Member

Mia Llovd Member

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Vanessa Shambrook Lawyer

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Zoe Leishman Financial Counsellor

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Monica Campo Manager

Ilana Faivel Senior Education & Engagement Coordinator & Lawyer

Natasha Belmont Education & Engagement Coordinator

Nina Ulasowski Education & Engagement Coordinator & Lawyer

Rachel Shulkes Education & Engagement Coordinator

Sophie Gale Education & Engagement Coordinator

Tasha Lloyd Administrator/ Education & Engagement Coordinator

Vanessa Giorgetti Administrator

Operations

Nuzhat Lotia **Director Operations**

Emily Werner Partnerships Manager

Emma Miller Communications Manager

Lauren Wellington People & Culture Manager

Menaka Bandara Finance Manager

Abril Garcia Negron Data Analysis & Evaluation Coordinator

Genie Abramoff Finance Coordinator

Sarah Thomas EA to CEO & Administrator

Vicki Gazzola Receptionist

Eila Pourasgheri *Director*

Education & Engagement

Lynda Memery Manager **Education & Engagement**

Education & Engagement





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