

Victorian Legal Assistance Forum (VLAF)

Date	20.04.2010
Venue	Artback Gallery and Café 6 Adelaide St Wentworth NSW
Time	10.30am to 3.00pm

Item	
Welcome to Country	Janine Wilson – Aboriginal Family Violence Prevention and Legal Service Victoria
Overview of VLAF and launch of LAF	Rachna Muddagouni – Victorian Legal Assistance Forum Project Manager
Profiles of the Key Agencies - Partnerships	Mallee Family Care <ul style="list-style-type: none"> • Vernon Knight - CEO Mallee Family Care • Tony Masterton - Murray Mallee Community Legal Service • Teresa Jayet – Manager, Mildura Family Relationship Centre
	Victoria Legal Aid <ul style="list-style-type: none"> • Justine Hyde – Director Research and Communications • Domenico Calabro – Manger, Stakeholder Relationships • Sarnia Birch – Acting Deputy Manager, Regional Offices
	Aboriginal Family Violence Prevention Legal Service <ul style="list-style-type: none"> • Antoinette Braybrook – CEO AFVPLS
	Advocacy and Rights Service <ul style="list-style-type: none"> • Alex Mactier - Manager
Focus Groups	Group Leaders <ul style="list-style-type: none"> • Client Focus – Richard Foster and Florence Davidson • Advocacy – Alex Mactier • Organisational – Justine Hyde
Profiles of the Key Agencies - Partnerships	Fitzroy Legal Service <ul style="list-style-type: none"> • Marlena Pitrone – Web and Publication Coordinator

	<p>Financial and Consumer Rights Council (Vic)</p> <ul style="list-style-type: none"> • Richard Foster - CEO
<p>Focus Group Feedback</p>	<p>Mallee Family Care Client Services NSW</p> <ul style="list-style-type: none"> • Florence Davidson – General Manager <p>Client Focus</p> <ul style="list-style-type: none"> • Increasing complexity of client issues, one issue reveals another etc. • Need for closer network connections and outcomes, needs to be outcome driven. • Relationships with funders – inputs v outcomes. It is equally our job to report back to the funder what is happening at ground level. • How Financial Counselling and CLC's engage with the Indigenous communities. Communication needs to be conducted in a cultural appropriate venue and conducted in a culturally appropriate manner. Appropriate relationship and program development within Indigenous communities. <p>Advocacy</p> <ul style="list-style-type: none"> • Mildura and Mallee be recognised as a stand alone region. • Vic, NSW and SA require standardised advocacy for access to justice. Currently border rules apply. • Regionalisation <ul style="list-style-type: none"> ○ Where is the focus point ○ Where services should be focused ○ Where services should be coming from – need for service mapping in the cross border region, i.e. Service issues between Murray Mallee Community Legal Service, Far West Legal Service, Far West Women's Domestic Violence Court Advocacy Service, Aboriginal Family Violence and Prevention Legal Service. • Challenges for migrants and refugees to access justice due to the lack of interpreters or interpreting services • Elderly people and their rights <p>Organisational</p> <ul style="list-style-type: none"> • Provision of culturally appropriate services • Swan Hill identified as being 'void' of services or service providers • Co-location opportunities – outreach service providers sharing accommodations • Case management of clients – clients moving between service providers without feedback. Need to make it easier for clients to navigate between providers. We have been good at managing our own services but need to develop better referral practices. • Thinking you are aware of what other service providers offer – but in reality, not really.