



# eastern community legal centre

## Bulleen Outreach Service Evaluation and Research Report September 2011

### Executive Summary

This evaluation report aims to better understand the legal needs and barriers faced by the Bulleen and surrounding communities in the City of Manningham. It also evaluates the effectiveness of the model adopted by Eastern Community Legal Centre's Bulleen Outreach Service and explores the features of effective legal outreach services generally.

In response to a need for an accessible legal service in Manningham, the Eastern Community Legal Centre (ECLC) established a legal outreach service at Bulleen and Templestowe Community House (BATCH) with the support of a Community Development Grant from Manningham City Council.

The Bulleen Outreach has now been running since March 2010 and provides legal advice and assistance to residents in Manningham who are unable to attend the Box Hill Office. The delivery of the Outreach Service has been accompanied by a targeted program of community legal education and relationship building to develop links with key services and strong referral pathways.

The Bulleen community experiences significant disadvantage compared to neighbouring suburbs. The community has a larger proportion of people from

non-English speaking backgrounds, more low income earners, an older population and lower car ownership.

Key legal issues experienced by the Bulleen and surrounding communities include high levels of family violence, family law issues, complex debt and infringement matters, housing and tenancy issues and criminal law matters. These issues are complicated by barriers facing Bulleen residents, particularly transport and accessibility issues. Other barriers include client anxiety, community mistrust and general community awareness of legal services available.

The Bulleen Outreach is addressing these issues and barriers to a great extent by adopting a community "development model and developing a strong partnership with the local neighbourhood house and other key service providers. Nevertheless, the program's ongoing funding is uncertain and the service remains limited to one morning a month. This report calls for more sustainable funding and a range of initiatives to improve awareness and increase the effectiveness of the Bulleen Outreach in order to better meet the legal needs of the local community and address the barriers they face in accessing legal support.

\* ECLC acknowledges the support of Manningham City Council in funding the Bulleen Outreach Service through its Community Development Grants. The views expressed in this report are those of the ECLC alone.

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# Background

For over 35 years Eastern Community Legal Centre (ECLC) has provided free legal advice and assistance to residents in the Eastern Metropolitan Region of Melbourne. The Centre operates during the day and at night from offices in Box Hill and Boronia and through various outreach locations. While open to all residents, priority is given to those who are experiencing disadvantage or are on low incomes. ECLC lawyers provide advice and assistance on a range of matters, with family law and family violence matters being a major focus.

In addition to direct legal services, ECLC undertakes community development activities that empower clients, workers and the general community, raises awareness and provides education through projects and partnerships, workshops, media, events and publications.

ECLC operates outreach services in ten locations across the Eastern Region including the Intervention Order Support Service at Ringwood Magistrates' Court. The Bulleen Outreach hosted by the Bulleen and Templestowe Community House is the most recently established of ECLC's Outreach Services and the first to be held at a Neighbourhood House.

In 2009 ECLC identified a need for a local legal service for residents of Bulleen and Lower Templestowe. Community statistics and reports from community workers suggested a high level of legal need for the Bulleen and surrounding communities. While this area is technically serviced by the Box Hill office, both statistical and anecdotal evidence indicated residents do not find Box Hill to be an accessible location. In the year prior to the Bulleen Outreach Service being established, of the almost 2500 clients assisted by ECLC, only 30 were from Bulleen and Lower Templestowe.

The Outreach commenced in March 2010 with the assistance of a Community Development Grant from

## Key Objectives

- To better understand the legal needs and barriers faced by the Bulleen and surrounding communities in Manningham
- To evaluate the effectiveness of the model adopted by the Bulleen Outreach Service in reaching disadvantaged people with complex needs
- To explore the features of effective legal outreach services

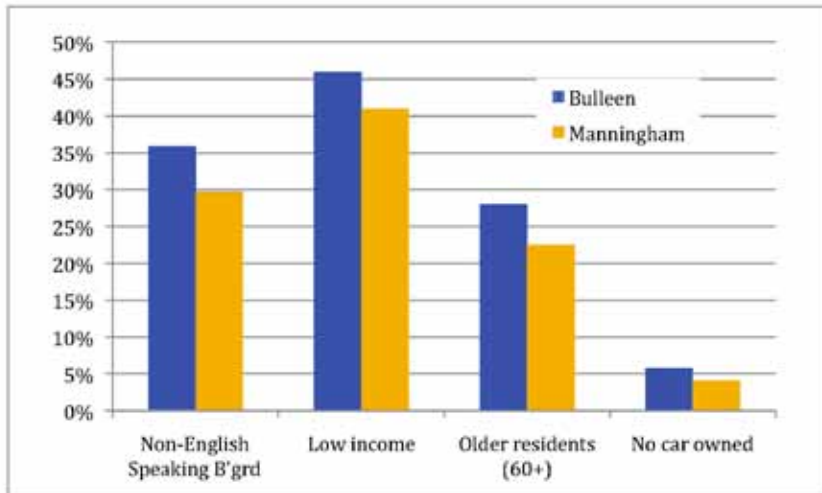
Manningham City Council and is held at the Bulleen and Templestowe Community House. An ECLC lawyer is based at the centre one morning a month, with three appointments available. ECLC spent considerable time in the project's early stages developing relationships with key stakeholders and community agencies who would act as referral points for clients with complex legal needs. The funding for this program was for an initial 12 months and at the time of writing ECLC had been notified that Council would continue to fund the service for a further 12 months.

In establishing the Bulleen Outreach, ECLC aimed to integrate a research and evaluation process with a focus on continuous improvement and developing an evidence base to use in future lobbying and campaigning for improved legal services. The research project commenced at the same time as the program to track the growth of the service and play a role in engaging and raising awareness among key stakeholders.

## Recommendations

1. That ECLC continue to foster relationships with key services to ensure that disadvantaged members of the community are referred appropriately.
2. That ECLC continue to target Community Legal Education to community services and groups in Manningham to raise awareness of relevant legal services.
3. That ECLC continue to work closely with Family Violence services in the region.
4. That ECLC target Community Legal Education to reflect legal needs of the Manningham community as identified by services and residents in the region.
5. That the Bulleen Legal Outreach service be ongoing and secured by a more sustainable funding source, in recognition of the importance of a locally based accessible service.
6. That the Bulleen Legal Outreach service increase the number of days of operation to be able to better serve the local community and respond more immediately to clients in crisis.
7. That a Supported Legal Case Manager model be explored to work with clients with complex needs.

# Bulleen Community Profile



The suburb of Bulleen is situated in the City of Manningham in Melbourne's eastern suburbs and is home to over 10,282 residents. Census data indicates that there is significant disadvantage experienced by many in Bulleen, including:

- A larger proportion of people from a non-English speaking background: Thirty-nine percent of people living in Bulleen were born overseas and 35.9% of residents are from non-English speaking backgrounds (compared with 31% and 22% across Melbourne). Eighteen percent of those born overseas identified themselves as not speaking English well (compared with Melbourne – 13.9%).
- More low income earners: A larger proportion of the population (46.0%) earned a low income (less than \$400 per week), compared with greater Manningham (41.3%). This data was also mirrored in average household income data with a larger proportion of the households in Bulleen earning less than \$500 per week (20%).
- A larger proportion of residents aged 60 and over: Twenty-eight percent of the population was aged 60 and over compared with 22.5% in the City of Manningham and 17% across Melbourne.
- Lower car ownership: More Bulleen households did not have a car (5.8%), compared with 4.1% of the City of Manningham
- More disadvantage: While the general Manningham community enjoys a SEIFA Index rating of 1081, making it the 5th least disadvantaged municipality in Metropolitan Melbourne, the SEIFA index for Bulleen is considerably lower than the Manningham average (1057), indicating more disadvantage than other parts of Manningham. The SEIFA Index is derived from attributes such as low income, low educational attainment, high unemployment, jobs in relatively unskilled occupations and variables that reflect disadvantage.

(‘Community Profile’ City of Manningham, based on 2006 ABS Census data).

## Methodology

‘Qualitative research is the most appropriate methodology to explore experiences of a participant in an intervention while an economic or quantitative study best addresses the cost of the intervention.’<sup>11</sup>  
*Forell and Gray 2009*

The data for this evaluation was collected through a targeted survey created by ECLC. The survey asked a range of questions including awareness of legal services, what barriers clients face in accessing services and common legal issues experienced by clients. The survey was completed in an interview with the coordinators of various services including:

- Bulleen & Templestowe Community House
- Doncare
- Keystone Mental Health
- Manningham YMCA Youth Services
- Manningham City Council

It was also distributed online and promoted through the Manningham Council Community Services Planning Group, with responses returned anonymously.

The interviews were undertaken by Claire Collins, a final year social work student at RMIT University completing a field education placement with ECLC.

These interview responses combined with an analysis of demographic data, client statistics and the reflections of the Community Lawyer and Community Development Worker formed the basis of this report.

# Findings and Recommendations

The findings from the research can be grouped into four key themes:

1. Awareness of legal services
2. Legal issues facing Bulleen and surrounding communities
3. Barriers to accessing legal services
4. Strengths of the Bulleen Outreach model

## Awareness and Referrals

All services interviewed were aware of both Eastern Community Legal Centre and the Bulleen Outreach and many had referred clients for assistance. Doncare reported that ECLC is considered an essential referral pathway and the service makes at least three referrals to ECLC each week. Manningham City Council has promoted both the general and the outreach service widely and other services including the local YMCA Youth Services also make ECLC brochures available in their waiting areas.

Before the introduction of the Bulleen Outreach and the accompanying community development activities, Manningham residents represented 6.8% of ECLC clients. This has since increased 60%, to 10.4% of clients in less than six months. This is likely due to the work undertaken to promote the service, including significant community legal education

Nevertheless, several services felt that some of their workers were not as aware of relevant legal services as they could be. BATCH commented that the service must operate for longer in order to gain more clients and raise greater awareness. That is, the service needs a substantial amount of time to be truly effective.

Other legal services that were known by Manningham community service providers included:

- Victoria Legal Aid
- Youthlaw
- Consumer Affairs
- Mental Health Legal Centre
- Family Relationship Centre (Ringwood)
- Eastern Domestic Violence Outreach Service
- Private lawyers

Nevertheless, Doncare reported that overall Manningham is starved of direct services, despite having a similar proportion of need to other regions, and that the Bulleen Outreach has already established itself as a vital service in the community.

## Recommendations

1. That ECLC continue to foster relationships with key services to ensure that disadvantaged members of the community are referred appropriately
2. That ECLC continue to target Community Legal Education to community services and groups in Manningham to raise awareness of relevant legal services.

## Legal Issues

‘Accurate quantification of legal needs is often problematic... Failure to seek a legal resolution does not indicate the absence of legal needs, but may instead reflect ignorance or legal remedies, systemic failures or the availability of non-legal avenues of resolution.’<sup>2</sup>

Through an analysis of client data, demographic information and interviews with key stakeholders, ECLC has attempted to gain a better picture of the legal issues facing the Bulleen and surrounding communities.

Although the legal issues experienced by local residents are obviously diverse, key themes can clearly be drawn from the research.

### Family law and family violence

All services interviewed for this research reported a high incidence of family violence in Manningham. Doncare had referred at least three cases to ECLC in the month preceding the interview.

Victoria Police statistics indicate that despite being one of the safest municipalities in Melbourne, Manningham experiences significant family violence, with 379 ‘family incidents’ in 2009-10 and 86 Safety Notices or Intervention Orders issued/applied for. Family violence assaults make up to 30% of total assaults in Manningham.<sup>3</sup> However, ECLC is concerned that the actual rates of family violence are much higher due to a reluctance to report incidents to police.

Services also reported concerns about the difficulties facing families in relation to separation and family law, particularly child support and legal rights to custody following family violence.

Single parent families make up almost 20% of families with children in Bulleen. <sup>4</sup> Following significant changes to family law in recent years<sup>5</sup> and a new Family Violence Protection Act that broadens the definition of family violence, ECLC is aware that many families (and services) are still grappling with a new system and often require a high level of legal and social support.

This trend is reflected in the legal issues presenting to ECLC. Family violence and family law amounts to 60% of staff workload, particularly through the Intervention Order Support Service at Ringwood Magistrates Court. ECLC also participates in a range of local and regional family violence initiatives to improve the service response to families experiencing violence. The Bulleen Outreach has seen a high proportion of cases involving family violence and family law since its commencement in March 2010 with over 50% of clients seeking advice for these issues. The service continues to be staffed by ECLC's Family Law Co-ordinator.

#### Debt and unpaid fines

Services in Manningham stated that they work with clients experiencing a wide range of debt related legal issues. These include fines and infringements, rights in relation to debt collectors, seizure and sale of property and gambling related issues. These issues have potentially been exacerbated by the Global Financial Crisis and can lead to further legal issues including tenancy, family breakdown and even criminal matters.

Again, the reports of service providers regarding debt issues are consistent with the work of ECLC generally, and particularly the Bulleen Outreach. Clients have presented to the Outreach service with extremely complex debt and infringement matters and a clear majority of clients have low incomes.

#### Housing and tenancy

Tenancy rights were raised by several services interviewed as a key concern facing Bulleen residents. Legal issues including evictions and a growing number of illegal rooming houses were discussed, with Doncare concerned that tenants are not aware of their rights.

ECLC has not traditionally provided advice on tenancy matters, with referrals made instead to the Tenants Union. However, the clients presenting to the Bulleen Outreach have highlighted the complex nature of people's legal problems, often dealing with a 'bundle' of issues including family violence and/or debt which can lead to tenancy issues.

#### Criminal matters

Services interviewed also discussed criminal law issues facing Bulleen and broader Manningham

residents.

These included:

- Traffic offences
- Warrants
- Breach of parole
- Issues for young men such as assault and trafficking and possession of drugs.

Minor criminal and traffic offences are the 3rd most common issue presenting to ECLC, with 11% of clients seeking advice and assistance. For more serious matters clients are referred to Legal Aid Victoria or a private lawyer. Nevertheless, the Bulleen Outreach service has seen clients with complex infringement matters, drink driving offences, motor vehicle accidents, property damage and assault.

#### Other legal issues

In addition to the four key areas discussed above, services also raised the following issues:

- Neighbourhood disputes
- Legal issues facing seniors- superannuation, elder abuse, wills, understanding contracts
- Stalking in non-intimate relationships and electronic stalking.

Of note in the client statistics for the Bulleen Outreach is the absence of other common legal issues including neighbourhood disputes which traditionally present in high numbers at the Box Hill and Boronia offices. Instead, the service has seen a significant number of cases involving family violence, complex debt and infringement matters, with high rates of mental health issues among the clients and over 50% from immigrant and refugee backgrounds. This suggests the service is successfully targeting the client group for whom it was established. Doncare highlighted the importance of legal advice for these clients, stating that it can act as a preventative measure in staving of crises. Research has also shown that 'advice through outreach may prevent legal issues from escalating in seriousness which occurs when problems remain unaddressed.'<sup>6</sup>

### Recommendations

1. That ECLC continue to work closely with Family Violence services in the region
2. That ECLC target Community Legal Education to reflect legal needs of the Manningham community as identified by services and residents in the region.

# Barriers and Access to Services

Services interviewed identified a range of barriers preventing clients from accessing legal advice and assistance. These included:

## Transport, parking and accessibility

Services raised issues related to mobility, lack of public transport and difficulties finding and paying for parking in Box Hill or other busy areas. Research has shown that a defining feature of an effective legal outreach service is that it must be easily reached by public transport.<sup>7</sup> Manningham is the only municipality in Melbourne without a tram or rail line and as identified above, Bulleen experiences lower car ownership than other areas. Nevertheless, the Bulleen Outreach is based at a local venue near a bus route. The Outreach lawyer identified that all clients to date had experienced transport issues to some extent and might have not otherwise accessed a legal service were it not for the outreach location.

## Client anxiety and mistrust

A range of barriers relating to client anxiety and mistrust were highlighted by services. The Box Hill office of ECLC was described as ‘too far’ from Bulleen, particularly for unwell clients. Services described community distrust, common perceptions of the legal system and a disinclination to engage with authority figures as barriers to accessing legal services. An issue for any new service is how to build trust and a positive reputation in the community. BATCH observed that people generally don’t trust services that come and go, and the longer a service is in operation the better the chances of building trust within the local community. This can mean it takes a substantial amount of time to be truly effective because people may experience ‘pilot program fatigue’ relating to services constantly coming and going. ECLC knows from its work in other LGAs that an outreach model of legal service delivery takes time to establish in new communities.

Such a model requires an investment of a significant amount of time to develop and grow, and cannot be a ‘quick fix’. ECLC has been extremely successful in operating similar outreach services in Boroondara, Knox and Yarra Ranges and has found it can take several years to truly embed the service. Clients’ previous experiences with services were also identified as a barrier. Keystone felt that clients may avoid services in general because there are often long waiting times or they are passed on to different services continuously which can cause a great deal of stress. Doncare also raised concerns about waiting times and the availability of services for clients in crisis.

## Legal Case Manager Model

A number of services called for the introduction of a legal ‘case manager’ or legal case work assistance as the complexity and urgency of the client issues present-

ing to the Bulleen Outreach service is often beyond the resources of the one day a month service staffed by the Outreach Duty lawyer. Services reported wanting a direct referral point such as a social worker at ECLC that they could link clients to for support around their legal issues. The need for a holistic approach to service provision for those with high needs is well-recognised in the literature and such a model has been adopted by a number of Community Legal Centres around Australia, including Caxton Legal Centre in Queensland, where a Social Work Services Team operates alongside the legal services to provide casework, counseling and emotional support, advocacy, court support and referral to other services. The service in that case is funded by the Department of Communities in Queensland.

Overall, the services interviewed agreed that accessing legal advice at BATCH is less threatening and less stressful because it is local, well known and there is no stigma attached to going to a community house. BATCH identified that residents may feel more comfortable at a neighbourhood house than a specific legal service and can see a lawyer without being obvious because there are other activities held at the same venue.

## Community awareness

Awareness was a key barrier raised by services. General community awareness and community worker awareness are not as high as they could be. Council noted that residents are probably unaware the service is free to all people. Encouragingly, all services interviewed were aware of both ECLC and the Bulleen Outreach and to date, all available appointments have been filled by clients with complex needs and from the intended target group. Nevertheless, as a new service, ECLC will need to continue to work with the community to improve awareness, particularly among key community services who act as referral sources of appropriate clients.

It is clear that the provision of a local, accessible legal service is absolutely essential to addressing the barriers identified above and preventing further problems for economically, socially and culturally disadvantaged families and groups within Manningham. Most of the clients who have already accessed the service in Bulleen have presented with extremely complex cases and were not previously able to access a legal service. A high proportion of cases has been opened and are ongoing for this client group.<sup>8</sup> That is, they will require continuous support, intervention and representation from the Community Lawyer.

# Strengths of the Bulleen Outreach Model

‘Legal services need to form and maintain strong links with target communities and the agencies which support them.’<sup>9</sup>

## Recommendations

1. That the service be ongoing and secured by a more sustainable funding source, in recognition of the importance of a locally based accessible legal service.
2. That the service increase the number of days of operation to be able to better serve the local community and respond more immediately to clients in crisis
3. That a supported legal case manager model be explored to work with clients with complex needs.

## Community development model

Feedback from services emphasised the importance of community development and relationship building activities that must accompany the development of a new service such as the Bulleen Outreach. BATCH appreciated the relationship they have developed with the outreach lawyer, and Manningham Council and Doncare commented that they have found ECLC to be cooperative, accountable and responsive and willing to partner. This has no doubt led to better outcomes for clients, with Doncare acting as a key referral pathway and both Doncare and Council partnering with ECLC on a number of community education projects in 2010. Well exceeding the original proposed number of sessions (5), ECLC delivered 16 community education sessions in Manningham in 2009-10. Many of these were about common legal issues, some about ECLC services and others about a specific topic, such as ECLC’s participation in Doncare’s series of Money Stretchers Forums dealing with debt issues. Clearly, the community development approach to this project has contributed to its effectiveness in addressing the needs of disadvantaged clients.

## Partnership with Neighbourhood House

The other key strength of this model has been locating the service at a Neighbourhood House. Other ECLC Outreach services are generally based at Community Health Centres across the eastern region. However, ECLC worked with BATCH in this case due its central location and strong reputation in the local community. This arrangement has been a strength of the service, as people appear to be comfortable accessing support when it is based at their local neighbourhood house. Services reported that it is a local, well-known and non-threatening space to seek assistance. ECLC looks forward to continuing its relationship with BATCH and exploring the same model in other communities in the future.

## Conclusion

Research has suggested that ‘legal assistance through outreach services can provide positive legal outcomes and improve client circumstances’.<sup>10</sup>

Although still in its early stage, the Bulleen Outreach certainly seems to be meeting the legal needs of the local community by addressing some significant barriers residents face in accessing legal services. The service is quite well-known considering the short time it has been operating and will continue to build community trust and develop its reputation as a quality and reliable local legal service. However, a key challenge facing this service is sustainable funding.

At the time of writing ECLC had received a further 12 months funding from Manningham City Council to continue the Bulleen Outreach. The future of the service after this period is uncertain. This report calls for more sustainable funding and a range of initiatives to improve awareness and increase the effectiveness of the Bulleen Outreach in order to better meet the legal needs of the local community and address the barriers they face in accessing legal support.

# Key Principles of the Bulleen Outreach Project

## Promoting Community Inclusiveness and Connectedness

While legal support for people in time of need should be accessible to all this is not always a reality. For a significant number of residents in the Bulleen area (and other 'pockets of disadvantage' in Manningham), their lack of income, education and even cultural background prevents them from enjoying the choices for assistance available to many other residents. Very limited free legal services are available, while their location and availability create problems of accessibility. This project provides a free legal advice service in the community itself, encouraging all residents to connect to a local service for legal support, and is consistent with the Council Plan Objective of social inclusion. That is, the project supports and promotes a connected community through an accessible service and strong community partnerships.

## Embracing Diversity

ECLC is culturally sensitive service with close partnerships with several agencies that specifically focus on CALD communities. Existing programs and workshops target specific cultural groups and engage with socially diverse audiences to provide appropriate community legal education. Given the diversity of the Bulleen community, it is anticipated that this project will continue to involve participants from numerous cultural backgrounds and continue to build links in Manningham to strengthen services and build relationships with future projects and services.

## Promoting Innovation

Using an outreach model is an innovative approach to service provision that ECLC has had success with in numerous municipalities. The Centre has outreach services in ten locations in four other LGAs and the establishment of each service has not only seen the number of clients from that area grow but the local community also provided with the opportunity to engage in local community education. While parts of Manningham are quite accessible to the Box Hill office, ECLC has identified a need for direct service provision in Bulleen to improve access for potential clients identified in this area, particularly where public transport can be difficult and expensive. While the initial project has been operating for only four months, this need has been confirmed.

## Responsive to Community Need

This project delivers services to a demonstrated community need and fills an identified service gap.

## Encourage Sustainability

ECLC encourages sustainability in all its programs, through the development of strong partnerships and an asset-based community development approach linking to local resources and strengths. To ensure effective service provision ECLC believes in high-quality evaluation of programs and is undertaking research into outreach services. However, although the work in Manningham has led to an increase in client numbers and a highly successful community legal education program, the long term outcomes required for sustainable practice have not yet been achieved. ECLC knows from its work in other LGAs that an outreach model of legal service delivery takes time to establish in new communities. Such a model requires an investment of a significant amount of time to develop and grow, and cannot be a 'quick fix'. ECLC has been extremely successful in operating similar outreach services in Boroondara, Knox and Yarra Ranges and have found it can take several years to truly embed the service. ECLC hopes to work closely with Manningham Council and other stakeholders in the coming months and years to make this a reality for the Bulleen community.

## Building Community Capacity

ECLC hopes to build the Manningham community's capacity to identify and resolve legal issues themselves and seek help where appropriate. This will be achieved through the delivery of community legal education and development of relationships with key community agencies to encourage appropriate referrals and develop clear referral pathways. The identification and encouragement of volunteers within Manningham will be facilitated by this project.

## Encouraging Community Partnerships

This project will be delivered through a key partnership with the local neighbourhood house. However, ECLC also expects to further develop relationships with other community organisations in the planning and delivery of this project. ECLC has already worked with Council, Doncare, Neighbourhood Houses and the National Seniors (Doncaster branch) to deliver successful community legal education sessions. Relationships have also been developed with a wide range of community agencies to improve referral pathways with service information sent to over thirty key services in the area. ECLC looks forward to further developing these relationships and working in partnership to deliver an effective service.

# APPENDICES

## Survey completed in stakeholder interviews

### 1. Which of the following best describes you?

- I work for a direct community service organisation in Manningham  
 other

### 1. Which services do you know that provide legal assistance to residents in Manningham?

- Eastern Community Legal Centre Box Hill  
 Legal Aid Victoria  
 Consumer Affairs  
 Youthlaw  
 Tenants advice service phoneline  
 Private Lawyers  
 Financial Counselling services  
 other

### 1. Are you aware of the Eastern Community Legal Centre's Bulleen Outreach service?

- Yes  
 No

### 1. Have you made referrals to the Eastern Community Legal Centre at either the Box Hill or Boronia office?

- Yes- I have referred clients to the Box Hill office  
 Yes- I have referred clients to the Boronia office  
 No- I have not referred clients to either office

### 2. Have you made referrals to the Bulleen Outreach service?

- Yes  
 No

### 3. Are ECLC brochures available to clients in your service?

- Yes  
 No

### 1. What type of legal issues are your clients presenting with?

- Family Law  
 Intervention orders/Family Violence  
 Tenancy or housing related disputes  
 Neighbourhood disputes  
 Traffic or public transport fines  
 Motor vehicle accident  
 Criminal matters  
 Consumer law issues  
 Employment law issues  
 Personal issues  
 Other

### 1. Do any of the following impact on whether your clients can access legal services?

- Age  
 Cost  
 Difficulty of court processes/waiting time  
 Lack of awareness of legal services  
 Language ability  
 Mental health issues  
 Mobility issues (related to disability)  
 Transport/distance to travel  
 Other (please specify)

### 1. Do you think your Client's would be more likely to use the local Bulleen Outreach service if they were aware of the service?

### 1. Any other comments?

## Endnotes

1. Forell and Gray 2009
2. Stubbs 2010
3. [www.vicpolicenews.com.au](http://www.vicpolicenews.com.au)
4. Manningham Community Profile
5. Including the 2006 amendment to the Family Law Act with an increased focus on family dispute resolution prior to court proceedings.
6. Forell and Gray 2009
7. Forell and Gray 2009
8. A reflection of the complexity of the issues presenting. The majority of ECLC's work is advice, with cases opened for about 20% of clients, usually those with high needs and complex legal issues.
9. Forell and Gray 2009
10. Forell and Gray 2009

'Community Profile' City of Manningham, based on 2006 ABS Census data

ECLC acknowledges the support of Manningham City Council in funding the Bulleen Outreach Service through its Community Development Grants. The views expressed in this report are those of the ECLC alone.

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Hours of operation

Monday to Friday 9:00am to 5:00pm

Tuesday to Thursday evenings

Inner East: serving the communities of Boroondara, Manningham & Whitehorse

Outreach to:

Ashburton, Hawthorn, Bulleen, Ringwood FRC & Ringwood Magistrates' Court.

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Hours of operation

Monday to Thursday 9:00am to 5:00pm

Tuesday evenings

Outer East: serving the communities of Knox, Maroondah & Yarra Ranges

Outreach to: Rowville, Lilydale, Healesville, Yarra Glen and Yarra Junction,

Ringwood FRC & Ringwood Magistrates' Court

