Villamanta Disability Rights Legal Service Inc.

Annual Report 2020 - 2021



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Staff Members

| Deidre Griffiths | Principal Lawyer & Executive Officer (5 days per week until April 2021) |
|------------------|---|
| Carolyn Stuart | Acting Principal Lawyer & Executive Officer (3 days per week — from April 2021) |
| Naomi Anderson | Casework Lawyer (5 days per week) |
| Stephen Grainger | NDIS/Casework Lawyer (5 days per week) |
| Mae Mactier | Casework Lawyer (5 days per week) |
| Elise Almond | Casework Lawyer (5 days per week) |
| Kate McGrath | Casework Lawyer (4 days per week) |
| Viv Nicol | Administration Worker (3 days per week) |
| Sue Wolter | Royal Commission Advocate (4 days per week) |
| Baxter Lyons | Royal Commission Advocate (2 days per week) |
| Darrell Harding | Accounts Administration & Finance (2 days per week) |
| Bianca Failla | Royal Commission Advocate (1 day per week) |
| Viv Nicol | Administration Worker (3 days per week) |
| Sharnee Crain | Para-legal Worker (5 days per week) |

ACKNOWLEDGMENTS

- Villamanta Disability Rights Legal Service Inc. is part of the Australian Network of Disability Advocacy Services funded by the Australian Government under the National Disability Advocacy Program. We thank our funder, the Department of Social Services.
- We thank the Victorian Government for our project funding.
- Villamanta also thanks Deakin University for its positive collaboration and generous support in providing us with a home at Deakin Waurn Ponds.



Australian Government Department of Social Services





About Villamanta Legal Service Inc.

Our Mission

Villamanta is a Community Legal Centre operating throughout the state of Victoria on disability related legal and justice issues. Our focus is on intellectual disability.

Villamanta's mission is to protect and advance the rights of Victorians who have a disability, by advising, informing and representing them and acting as an advocate on disability related legal and justice issues.

Our Vision

Villamanta's vision is to be recognised as a leading provider of legal and justice related services for people who have an intellectual disability and through our work, significantly contribute to creating an environment in Victoria in which people who have a disability, are acknowledged, recognised and respected equally with other Victorians and do not face discrimination.

Villamanta provides these free services to people who have a disability:

- Telephone advice, information and referral service
- Legal assistance on disability related issues
- Community legal education
- Policy and law reform

Some of these services are also provided to people who do not have a disability who are involved in supporting people with disabilities.

Villamanta Disability Rights Legal Service Inc. is committed to the rights of people who have a disability. Villamanta believes people who have a disability have a right to be treated in ways that are fair and reasonable, and which result in opportunities, freedoms, and a standard of living that are equal to those existing for people who do not have a disability.

Villamanta aims to make it possible for people who have a disability to use the law to ensure that their legal rights are recognised and acted upon by others.



Dominique Saunders is the President of Villamanta's Committee of Management and has been a lawyer for almost 30 years, she was previously a social worker. She has held positions as General Counsel at Barwon Health, the Australian Health Practitioner Regulation Agency (AHPRA) and Western Health, deputy president the Mental Health Tribunal and of special counsel in the health and aged care team of a respected mid-tier law firm. For her achievements in the law she has been \recognised by Australian Women Lawyers/ Women Barristers Association for General \Excellence In -House Government Law, as well as by the Law Institute of Victoria for General Excellence in Human Rights and Government Law.

She moved to Geelong in the summer of 2018 and runs a home based legal practice with a focus on health, ethics and diversity.



Cameron Bray is Villamanta's Treasurer and he has worked in social services and government since the early noughties. He spent over five years in London working to improve the social, health and housing services for disvantaged people. This included a time working at a not-for-profit agency providing support to people with a disability and those experiencing homelessness.

Since 2008 he has held a variety of executive roles in the Victorian Public Service, with a focus on law reform in the criminal justice system. He has a particular interest in therapeutic justice and finding ways to prevent people – particularly young people – from entering the gaol system.

Cameron is a comparatively new (and very happy) Geelong resident, having moved with his family from Melbourne in 2017.



Amanda Millear, Villamanta's Deputy President, has been a member of the Committee of Management since 1995, 26 years and has been the Deputy President for at least 22 of those years.

Amanda is the second longest serving Committee member and

longest serving Deputy President and a person who has a disability. In her role as Deputy President, Amanda sometimes chairs the bi-monthly committee meetings, which she enjoys and even got through the Zoom meetings this past year.

Amanda wanted to congratulate all the staff for continuing their good work through this tough COVID year.

Amanda has been involved in other groups and with their activities but, due to COVID, they have been on hold and she has been attending these meetings online. This year has been a new planet. Amanda says: *"Villamanta is a unique service being one of the first organisations to have people who have a disability on their Committee of Management and everyone gets a say."*

Amanda reminds us not to use jargon words and to think about other people's needs at meetings. When she hears a jargon word she always asks for plain English and the meaning of the word.

Amanda did not attend the 2021 "Having a Say" Conference, run by VALID, due to COVID and it is still unknown if the Conference will be held "face to face" in 2022?

Amanda has a big interest in the law, human rights and legal issues for people who have a disability. Amanda has been involved in the disability movement since April 1980 and was part of the first self-advocacy group in Australia. Amanda has been a very powerful self-advocate over many years in the disability sector and is familiar with and has used both State and Federal laws.

Since the lockdown in March 2020 and ongoing, all staff and students and Committee Members have been working from home and still providing a great service to Villamanta's clients.

Amanda also wanted to wish Deidre Griffiths all the best for her future endeavours. Amanda hopes you have enjoyed reading her Deputy President's Report and looks forward to a more "normal" year ahead...we hope .



Shirley Humphris Ordinary Member is an of Villamanta's Committee. Shirley has young а granddaughter who became an NDIS participant in July 2013. Getting the right plan for intense, complex needs has taken two AAT full 3 day hearings and has been an exhausting process for the family. That journey has been an eye-opener into the struggles for disability rights and the battle of bureaucracy.

Shirley recently retired after 29 years as a Radiographer with Barwon Medical Imaging, University Hospital Geelong.

She studied at Deakin University and has a BA major in psychology. Shirley was a stay at home mum with her four children and passionate about supporting new mums and their babies. She was active in the Childbirth Education Association, the establishment of Geelong Montessori kindergarten, formed the Leopold Nursing Mothers' Association (now Australian Breastfeeding Association) and was a qualified breastfeeding counsellor for 9 years.

With a background in the difficulties many parents face without the complication of disability, Shirley has become a disability activist to help enable the support for families who are managing their own and/or their child's disability.

Shirley's particular focus has been on sharing her experiences and learnings online re. NDIS, and seeing the distress of many struggling with lack of support. The imbalance of power dealing with government bodies, for those with intellectual and psychosocial disability, is particularly disturbing.

Shirley hopes to be of assistance to Villamanta's work in addressing the legal rights of people with disabilities.



My name is Jackie Cruickshank, I am the parent of an adult with Cerebral Palsy and other complex needs. Also growing up in a family with a sibling with a disability, I have always been aware of the many challenges families of disabled people face.

A few years back our family had the need to use Villamanta legal services and we found the service exceptional. So I am proud to have been accepted to become a committee member of Villamanta and hope my contribution can be of value to others.



Brenda McKenzie is an Ordinary Member of Villamanta's Committee and currently lives in Geelong West after moving from Melbourne around six years ago. For 25 years, her professional life involved working with young people and adults who seek support and guidance to achieve their personal, educational and career goals.

Brenda's work has lead to the development of strong networks in the youth, education and disability sector. She has worked in the Education and Welfare sectors both in Melbourne and Geelong. Brenda worked in a volunteer capacity for Villamanta for around two years. Brenda's son has complex disabilities so she has a broad knowledge of the disability sector.

In her working life she had a strong commitment to supporting the families of young people by introducing them to options that will improve their relationships and communications and foster a positive way forward for their family. Brenda's interests are swimming, tango, reading, film and walking.



Les is currently president of AdamSupport Inc, a non-profit organisation whose main focus is empowering and supporting his son Adam. In the 1980-90's, Les was a founding member and Chairman of 'Chandler Co-operative', one of 13 disability groups forming the Victorian Parent Advocacy Collective (VPAC). VPAC in-serviced school communities and supported children with disabilities to access their local schools through the Victorian School Integration program. This enabled Adam to complete his VCE, after which he decided he never again wanted to be segregated. His high needs and the families experience in those early years was instrumental in his success for early access to the NDIS. The NDIS now provides him with the supports he needs to live an independent life.



Neville Porter is an Ordinary Member of Villamanta's Committee of Management. Neville has been on the Committee since it started 30 years ago. Except a 1 year break in 2020.

Neville attends acting classes at Karingal which he has been doing for a number of years, which he really enjoys.

Neville works at Douro Street GENU in North Geelong. Neville is good at his job and is a member of the Geelong Football Club cheer squad. "Go Cats!" Nev also sings in a choir once a week at the Wesley Church.



Jody Barney is a proud Birri-Gubba/Urangan Deaf Woman from Queensland but has lived in Victoria for over 30 years. Working as an expert communications consultant for Deaf Mob with Disabilities locally, state and nationally. Jody's multifaceted communication approaches are based on expert collaboration and practical application skills developed over 35 years in the industry.

Jody provides cultural overlaid experiences to ensure that First Nations People with Disabilities are able to participate, adapt and confidently overcome barriers and complex communication challenges in their lives. Jody enhances the capacity of First Nations People with Disabilities using a combination of direct service delivery, cultural ways of knowing, doing and being. Jody mentors, cultivates and provides a network of First Nations People with Disabilities and their Allies to hone their skills and create belonging in their communities.

Jody is the first Deaf Aboriginal person who is a part of the Global alumni of Atlantic Fellows program, Current chair of an all First Nations community led philanthropy in Victoria (Koondee Woogna-gat Toor-rong) and a proud Birri-Gubba/ Urangan mother and grandmother.



Jan Vetma is a mother of 6 adult children, one with high complex needs to whom she is legal guardian. Jan has accessed Villamanta's services numerous times in her role as a member of her son's support team. Jan is hoping to contribute back to Villamanta in her role as a Committee Member. Jan lives in a coastal town, were she has lived for many years. She enjoys bike riding occasionally and has an interest in art and is hoping to explore more interests in the near future.

President's Report



Dominique Saunders President Much like last year when in my report I wrote that we would never have imagined that we would face such a testing time in the months of 2020. Here we are 12 months later still managing the impact of COVID-19 on our personal and professional lives.

Along with these circumstances the Treasurer and I initiated a Culture and Wellbeing Report conducted by an independent expert. Commissioning this Report was an endeavour to understand what appeared to be both a decline in employee wellbeing, and a breakdown of the communication chain across Villamanta. At the time this was most troubling to past committee members and those newly appointed at the AGM in 2020.

The Committee of Management (Committee) members appointed in November 2020 were:

Dominique Saunders, President Amanda Millear, Deputy President Cameron Bray, Treasurer Deidre Griffiths, Secretary* Ordinary members - Brenda McKenzie, Carolyn Stuart*, Jackie Cruicshank, Jan Vetma, Jody Barney, Les Cope, Nev Porter, Ria Strong* and Shirley Humphris

An induction was held for Committee members In February 2021. Following the induction and the acceptance by the Committee of the Culture and Wellbeing Report there were significant changes at Villamanta: Deidre Griffiths, Villamanta's long standing principal lawyer and executive officer resigned; Carolyn Stuart took leave from the Committee to Act as the Principal Lawyer and Executive Officer; and Ria Strong resigned from the Committee.

Looking ahead from the end of June 2021, we can see more change for Villamanta, the loss of more staff, the recruitment of new staff and a relocation of Villamanta's premises form Deakin University to the central location of Latrobe Terrace in Geelong.

Personally, I wish to recognise the expertise of Deidre Griffiths who had been at Villamanta for over twenty years. Deidre was highly regarded by the legal profession and was, for many years the 'go to' person for her input on the inclusion of people with a disability in the law and social justice.

On behalf of the Committee of Management I sincerely thank the staff, and the Committee members for their ongoing commitment and dedication to Villamanta and our clients.

Acting Executive Officer & Principal Lawyer's Report



Carolyn Stuart Acting EO & Principal Solicitor Following Deidre Griffith's resignation, I commenced at Villamanta in April 2021 in the acting Executive Officer/ Principal Solicitor role.

It had been a difficult year due to COVID restrictions, as Villamanta was effectively locked out of our offices on the Deakin Campus, since July 1, 2020. Although the office was able to reopen in April, for a few months, we still had restrictions on the number of staff allowed in the office.

Most staff welcomed the opportunity to return and to be back in contact with their colleagues, to discuss issues and get different views and opinions on the casework they were involved in. The intake team also benefitted by having instant access to colleagues when they received complex questions from callers. Everyone settled back extremely well.

After working from home for such a long period of time the previous supervision and management of intake and casework procedures had to be reviewed and improvements made to streamline the process. This required a readjustment by all the staff who had become accustomed to working autonomously. They all quickly responded to the new challenges.

To avoid waiting lists as much as possible, there were major changes made to the processes and procedures for dealing with new enquiries and requests for assistance. These were readily accepted and the transition went smoothly. We have continued to make changes in line with our responsibilities as a member of Community Law Australia (the national CLC body and the Risk Management Guide).

It was discussed that the role of EO/Principal should be split as they were very different jobs. The Committee of Management were to vote on this proposal and agreed to the change which commenced in August 2021. Naomi Anderson was appointed Principal Lawyer and I took on the Executive Officer role.

Until that time I acted as both EO and Principal and saw first hand that this was a challenging dual role, as each position required different skill sets. We thank Deidre for her work in juggling the two positions until April this year and for all the years before 2020-2021.

While COVID meant we were locked down and working from home, we continued to maintain the office on the Waurn Ponds Campus at Deakin University, and thank Deakin for their continued support throughout this difficult time. We are looking forward to getting back to pre-Covid normal.

Policy & Law Reform Report

Quality & Safeguards Commission

Villamanta continued to engage with issues raised by clients, around the Quality & Safeguards Commission and made a submission to the Inquiry.

Following the submission Naomi Anderson was asked to appear before the House of Representatives Joint Standing Committee on the National Disability Insurance Scheme to discuss the problems our clients were facing. In particular we were being told that:

- there were significant delays in responding to complaints;
- that the Commission did not speak to our clients but instead spoke to the service provider being complained about and came to the conclusion that there was no issue and the matter was finalized without speaking to our clients at all.

We were contacted by the Commission and had discussions about how the processes could be improved to better assist client complainants.

It was agreed that there would be quarterly meetings to ensure there was continuous improvement. Since then there has been a decrease in clients raising issues with us so we are hopeful that things are on the right track. We will continue to meet regularly with the Commission.

Independent Assessments for NDIS

The focus this year has been on proposed changes to the National Disability Insurance Scheme (NDIS), with one of our client's being the named participant in a tribunal decision directly relevant to the proposed changes.

On 28 August 2020 the Federal Government announced their intention to require NDIS participants to undergo an independent assessment of the functional capacity and support needs to "ensure equity and consistency in decision making". This was widely understood to be a cost cutting exercise which would undermine the individualised that is central to the NDIS, and in time was termed "robo-planning" by the disability community.

On 8 September 2020 the Administrative Appeals Tribunal (AAT) handed down their decision in the matter of *Ray and National Disability Insurance Agency* [2020] AATA 3452.

The AAT compared the evidence of and independent assessor and Mrs Ray's treating psychologist, Ms Barry, stating:

The Tribunal considers the observations made by Ms Barry are more reliable than those made by (the independent assessor), as Ms Barry has seen Mrs Ray on approximately 50 to 60 occasions, including out of the comfort and familiarity of her home environment, whereas (the Independent Assessor) had only seen Mrs Ray once for a period of three hours in her home environment.

The Tribunal noted that the opinions of the Independent Assessor were at odds with those allied health professionals who knew Mrs Ray and had carried out multiple assessments over an extended period, concluding that the Tribunal had:

"(lost) confidence that (the Independent Assessor's) opinions were based on an accurate understanding of Mrs Ray's background past achievements and her current state".

Policy & Law Reform Report

A period of significant advocacy and activism followed, while the NDIA still sought to implement the assessments, we collaborated with other advocacy organisations to:

- Release a joint statement from 25 advocacy organisations about the problems with independent assessments
- Respond to the NDIA consultation about independent assessments (and changes to the planning process)
- Write to the Joint Standing Committee about the proposed independent assessments

The federal government did not budge on their position in the period of this annual report, announcing a change in direction only on 9 July 2021.

We also spoke out about the significant increase in NDIS Appeals, and the issues this caused for participants.

Lastly, we made a submission to the Joint Standing Committee's Enquiry into the NDIS Quality and Safeguards Commission, and were called to appear before them to give evidence about NDIS participants in forensic detention.

State Trustees

We assisted a client to make an application to the Victorian Ombudsman about the Account by Administrator (ABA) process for review by State Trustees of VCAT appointed administrators handling of clients financial matters.

Centrelink

Villamanta assisted a number of clients with Centrelink debt matters that were not their fault.

Case study

We assisted a number of clients before the Administrative Appeals Tribunal, Centrelink debt was ordered to be waived and deductions from payments refunded.

These matters involved individual's with an intellectual disability who work in an Australian Disability Enterprise (**ADE**). ADE's support people with moderate to severe disability, and employees are often paid at rates well below the minimum wage. This was not an isolated case, but a problem which has affected other employees.

Centrelink claimed that the employees did not report changes to their income despite their employer having reported directly to Centrelink on their behalf.

These are people who may not be able to independently understand these letters, and contact Centrelink, or who are aware that they could challenge if these debts were correct or not. Villamanta has successfully challenged these debts. These are people who may not be able to independently understand these letters, and contact Centrelink, or who are aware that they could challenge if these debts were correct or not. Villamanta has successfully challenged these debts.

Policy & Law Reform Report

Following this story being published in the media Villamanta was connected with a Commonwealth disability organisation that assists with policy, advice and representation for issues impacting the lives of people with a disability The two organisations worked together to raise this issue directly with Centrelink. This resulted in the organisations being able to address this issue on a more systemic basis and led to the debts being waived for others in the workplace who were not comfortable to engage with a lawyer or who did not appreciate that you could challenge these debts. This was a great outcome for Villamanta's client base.

Community Legal Education

Due to COVID we were unable to do Community Legal Education(CLE) presentations but in February 2020 Mae Mactier presented to the intake team at Eastern Community Legal Centre by zoom.

Mae talked about the adjustments we make in our own service for people with a disability and there was a discussion about the way they could improve their processes in the future. We hope to be able to do more once Victoria has opened up.

Volunteers

Thanks to our volunteers Emily Russell and Kate Ammitzboll who assisted us until COVID meant work in the office was no longer possible.

Thanks also to Katy Gagliardi who volunteered her time and expertise from Melbourne helping with submissions for the Disability Royal Commission. Katy also prepared some easy read material to explain to clients what the Royal Commission was all about enabling them to decide if they wished to make a submission.

Disability Royal Commission

COVID has made this year a very difficult year for us all. It has been particularly difficult in not being able to have face to face meetings with clients and Private Sessions with the Commissioners. I believe this has slowed the process down and people have just not felt like telling their stories.

Many clients have been concerned about confidentiality when preparing their submission. The good news is that on 30 August 2021 the Government has amended the Royal Commissions Act 1902 (CTH) to improve confidentiality protections for information given to the Disability Royal Commission outside of a private session. Previously the Royal Commission could only guarantee that information and documents marked 'restricted' would be kept fully confidential for the life of the Royal Commission, exempt from FOI requests until the open access period in 99 years. The provisions also apply retrospectively to submissions marked 'restricted' or confidential.

These amendments also specifically protect information about policies, procedures or practices that may have contributed to a person experiencing violence, abuse, neglect or exploitation.

This year we have submitted many DRC written submissions and have attended Private Sessions on a variety of matters including:

- Neglect and physical, psychological and financial abuse within supported accommodation;
- Neglect at the hands of the NDIS and various medical professions;
- Abuse within accommodation and neglect from Service Provider to assist
- Neglect at the hands of the NDIS;
- Abuse, neglect and exploitation by parents and medical professionals;
- Harassment, bullying, threatening behaviours and privacy breaches by various government agencies;

Systemic neglect of homebound and bedridden people;

Abuse and neglect from service providers.

We have had some terrific feedback from those clients who have spoken with the Commissioners in person or via zoom. Clients have said that they felt very comfortable and unthreatened when discussing their matters with the Commission. Clients have also said that it was such a relief to have their stories heard.

Hopefully we will be able to get out and take down submissions face-to-face and spread the word by holding sessions with service providers etc., to reach more people.

During COVID we have mailed out information and held zoom interviews and meetings.

Access to NDIS Project

In 2020 Villamanta in collaboration with State Trustees identified that many potential NDIS participants were not accessing the services they needed or were entitled to. These clients were often isolated and vulnerable and did not have the personal resources to make an application to become NDIS participants. State Trustees as their administrators realized there was a significant number who needed assistance and referred them to Villamanta.

Using part of the funds provided as a special COVID 19 grant from VLA Villamanta set up a clinic with Melbourne University Law School where students, supervised by Villamanta and the law school, made applications for access to the NDIS. 81 clients were assisted in one 19 week semester. 8 were referred for other assistance more appropriate for their circumstances and 73 gained access to NDIS funding for necessary supports and services.

With the success of the program, Villamanta continues to work with State Trustees to assist clients with making applications to the NDIS. Due to the lack of ongoing funding which would allow us to continue the work with Melbourne University Law School, we are working on these matters internally.

Villamanta made an application to the Victorian Disability Award for excellence in promoting rights fairness and safety and was shortlisted. Due to the pandemic delaying the announcement of the award we did not know the outcome until September 2021. Although not announced until the next financial year we can advise that we were the winners. We are delighted.

ACKNOWLEDGEMENT

Villamanta thanks Phil Grace of Grace IT for his great assistance throughout the year.



Casework Report

While COVID again disrupted our services by not being able to meet face to face with clients we were able to assist 265 clients with ongoing casework. The cases were made up of:

- 133 National Disability Advocacy Program funded matters which included Guardianship & Administration, problems with housing, particularly for those in group homes, Supervised Treatment Orders and issues with Centrelink
- 66 Appeals to the Administrative Appeals Tribunal regarding NDIS the internal review process to continue rejecting all or part of decisions made by the NDIS, not to fund our clients for various reasons. These matters were time consuming as they tended to require many case conferences at the Tribunal without a final decision on the merits of the rejections being made. Often the NDIS instructed large legal firms to represent the Agency which was challenging for Villamanta due to our size and lack of comparable resources.
- 66 Access to the NDIS in collaboration with State Trustees and the Melbourne University Law School.

CASE STUDIES

National disability advocacy program (NDAP)

Centrelink

Centelink claimed that the employees did not report changes to their income despite their employer having reported directly to Centrelink on their behalf.

These are people who may not be able to independently understand these letters, and contact Centrelink, or who are aware that they could challenge if these debts were correct or not. Villamanta has successfully challenged these debts.

State Trustees as VCAT appointed Administrators

Kerry is a long-time client of State Trustees under a financial administration order. All of Kerry's bills usually go directly to State Trustees. One day her electricity company contacts her to speak about a \$5,000 debt.

Kerry had no idea the debt existed. Villamanta looked into the matter and made a detailed complaint to State Trustees over their handling of Kerry's electricity account.

As a result, State Trustees contacted the electricity company requesting the debt be waived, made an application for a government grant, organised a consultation to locate the source of high electricity usage and educate Kerry on energy saving tips, agreed to retrain staff and provided a formal apology to Kerry.

Casework Report

- COVID brought challenges with people unable to access Commonwealth services like Centrelink during lockdown, problems with access to group homes by necessary supports and close family, with people in group homes being allowed out to exercise or to engage in activities which the community were allowed to engage in, contingency arrangements for people who could no longer attend group based programs but could not stay home unsupported, and a range of inquiries around mask exemptions, consent for vaccinations, and other pandemic/disability queries.
- As always, there were individuals who needed support to prevent others making decisions on their behalf, coercing them, financially controlling them, or simply refusing to allow them age appropriate independence.
- We are seeing ongoing issues with disability service providers, most recently with providers of both SIL and SDA seeking to limit the choices of lresidents, and with service providers in regional areas substantially over-servicing clients who lack the capacity to understand the implications of this, resulting in NDIS plans being depleted of all funding and the participant being left without supports. There continue to be issues with assistive technology supplied under NDIS funding, with occupational therapists, suppliers, third parties such as engineers or installation staff all involved, all receiving payment, and yet the participant is left with a piece of equipment that is unusable, and all relevant materials of the various accountabilities held by the NDIA.
- We continued to see people being threatened with eviction from various forms of disability specific accommodation, and people subjected to supervised treatment orders requiring representation for their reviews.

National Disability Insurance Scheme (NDIS)

NDIS in aged care

Micah was a young person living in an aged care home with early onset dementia. Micah's brother Elias was appointed his guardian, but Elias had left Australia and was stuck in Sweden due to COVID19. Elias had very limited English knowledge. The aged care home told Micah and Elias that he could not receive NDIS supports while he lived there. This was incorrect and Elias was very worried that Micah would soon run out of money to live at the home. Villamanta organised for Micah to see his doctor to complete the NDIS form and obtained existing hospital records as further evidence of his disability. Villamanta completed all of the NDIS forms and explained them to Elias for him to sign.

Villamanta then liaised with the NDIA to successfully grant Micah access to the NDIS. The NDIS was then able to contribute to Micah's aged care fees, specialist allied health therapy and support workers to take him out of the home regularly.



Casework Team



Deidre Griffiths Executive Officer & Principal Lawyer



Naomi Anderson Casework Lawyer



Stephen Grainger NDIS/Casework Lawyer



Mae Mactier Casework Lawyer



Elise Almond Casework Lawyer



Kate McGrath Casework Lawyer



Sharnee Crain Para-legal Worker



Sue Wolter Royal Commission Advocate



Baxter Lyons Royal Commission Advocate

Our Casework



- We continue to experience a significant increase in demand, and we have been working hard to improve our processes to improve efficiency.
- In 2020-21 we helped more people with more legal matters than ever before
- Reduction in how many matters we could assist each person with

Our Casework



- Problematic because we know people with disabilities have high numbers of unresolved legal issues, and have difficulties accessing assistance if they have managed to access our service we would hope to assist them with as many of their issues as we can. Referring them elsewhere risks them receiving no assistance.
- While we have worked hard to create efficiencies so we can try to keep up with the increased demand, we have lost our capacity to assist more complex and disadvantaged clients with their issues that fall outside our priority areas.
- We need to continue to advocate for additional funding, particularly state based funding, to support clients with matters under state legislation, including infringement notices, intervention orders, family violence, simple criminal matters, and consumer matters. Currently we receive no funding for this.

Our Casework



- Most obvious is a significant increase in the demand for assistance with NDIS matters
- NDIS has also caused a reduction in matters about disability service providers because the NDIS participant has the ability to take their business elsewhere
- We have seen an ongoing reduction in the number of "other" matters we have assisted with. As discussed above, as demand has increased, we have been less able to assist people with their other legal issues.
- This year was have seen an unprecedented reduction in guardianship matters. While both guardianship and administration matters increased last year due to our duty lawyer project, administration matters dropped back to a number consistent with previous periods; guardianship matters did not.
- The reasons for this are unclear, but may be related to both the delays in VCAT hearings due to COVID lockdowns, and difficulty contacting Villamanta during lockdowns.
- Supervised treatment order numbers remain steady, although these are taking more and more time to complete. One such matter has required a significant investment of time and is ongoing into the new financial year. This is an area where we need to commence systemic advocacy.

Telephone Advice Service Report

Villamanta offers a state-wide, free-call Telephone Advice Service (1800 014 111) where it provides advice, information and referrals to people with a disability, their carers and support persons. The advice line is open each week-day from 10:00AM - 4:00PM.

The number of issues dealt with via our Telephone Advice Service in 2020-2021 was 1,035.

Through this Telephone Advice Service, Villamanta staff work with the callers to clarify their issues, provide advice and give them information that may assist to resolve the situation they are facing. Through this service we aim to empower people with the information and confidence to advocate for themselves where possible, and if we are unable to assist, we try to link people with an appropriate advocacy organisation or other supports to assist with their issues.

Out of all the calls that come through the Telephone Advice Service, only a small proportion fall within the definition of a disability related legal issue. Some of these clients are assisted by Villamanta's lawyers and become casework files.



Sharnee Crain Para-legal Worker



Vivienne Nicol Administration Worker

Telephone Advice Service



We have had a significant increase in enquiries in the last year, but a smaller increase in the number of people calling us. This is potentially reflective of two factors:

- Communication challenges during COVID lockdown; calls all went through to voicemail and we then returned calls. If we were unsuccessful at speaking to them after 3 attempts, we closed the enquiry; if they called back sometime later we may not have connected it to the past query. We hope that these issues begin to resolve now that we have a telephone line which can be answered directly.
- Our reduced capacity to keep up with the demand. This applies especially in relation to NDIS matters where we have attempted to assist more people by providing a legal advice call in the first instance, and only contemplating opening a casework file after the first AAT case conference. While this has allowed us to assist more people than we otherwise would, it has meant that people need to contact us more times to access assistance.



Telephone Advice Service



This data shows the number of casework files relative to the enquiries, or the proportion of requests that we were able to assist with.

We have assisted a higher proportion of people that contacted us, due to:

- Helping each person with fewer matters we spread our service more thinly
- An increase in the volume of contacts required before we could assist the person

However we have assisted with a lower proportion of enquiries, due to:

- Higher numbers of enquiries; and
- Less capacity to assist with matters outside of our priority areas

As with previous years we have seen an increase in contacts by support co-ordinators. While in previous periods this has meant people with disability have been able to access advice and representation for the first time due to the support accessing our service, in this period it has been an increase in requests for assistance with AAT Appeals.

Financial Statements

Villamanta Disability Rights Legal Service Inc

Page 4

Income and Expenditure Statement For the year ended 30 June 2021

| NDIS Appeals 193,436 192, Disability Royal Commission 252,634 95, VLA(Covid-19) DHHS 129,078 137, Other income 44,646 11, Interestreceived 3,176 6, ATO Cash Flow Boost 50,000 50, Total income 1,249,940 1,061, Expenses Administration 21,120 7, Consultancy 5,995 10, Depreciation 5, 5, Employment expenses 955,147 907, Library Memberships 7,474 5, Motor vehicle & travel costs 5,630 14, Office expenses 42,106 22, Occupancy 13,410 16, Stafftraining & development 429 1054,330 993, Total expenses 1,054,330 993, 993, Surplus from ordinary activities 195,610 67, Income tax revenue relating to ordinary activities 195,610 67, Net surplus attributable to the associa | | 2021 \$ | 2020 \$ |
|---|---|------------|------------|
| NDIS Appeals 193,436 192, Disability Royal Commission 192,078 Disability Royal Commission 252,634 95, DHAS 137, Dtherincome 44,646 11, Interestreceived 3,176 6, ATO Cash Flow Boost 50,000 50, Total income 1,249,940 1,061, Expenses 44,646 11, Expenses 5,995 10, Depreciation 5, 5,995 Employment expenses 955,147 907, Library Memberships 7,474 5, Motor vehicle & travel costs 5,630 14, Office expenses 42,106 22, Occupancy 13,410 16, Stafftraining & development 429 7, Total expenses 1,054,330 993, Surplus from ordinary activities 195,610 67, Income tax revenue relating to ordinary activities 195,610 67, Income tax revenue relating to ordinary activities 195 | ncome | | |
| Disability Royal Commission 252,634 95, VLA(Covid-19) 129,078 137, Other income 44,646 11, Interestreceived 3,176 6, ATO Cash Flow Boost 50,000 50, Total income 1,249,940 1,061, Expenses 44,646 11, Administration 21,120 7, Consultancy 5,995 10, Depreciation 5, 5, Employment expenses 955,147 907, Library Memberships 7,474 5, Motor vehicle & travel costs 5,630 14, Office expenses 42,106 22, Cocupancy 13,410 16, Staff training & development 429 2, Total expenses 1,054,330 993, Surplus from ordinary activities before income tax revenue relating to ordinary activities 195,610 67, Income tax revenue relating to ordinary activities 195,610 67, Net surplus attributable to the | Grants - Recurring | 576,970 | 567,635 |
| VLA (Covid-19)129,078DHHS137,Other income44,646Interestreceived3,176ATO Cash Flow Boost $50,000$ Total income $1,249,940$ Iterestreceived $3,176$ ATO Cash Flow Boost $50,000$ Total income $1,249,940$ Iterestreceived $3,176$ Administration $21,120$ Consultancy $5,995$ Depreciation $5,$ Employment expenses $955,147$ Memberships $7,474$ Memberships $5,630$ Ithrany $42,106$ Office expenses $42,106$ Staff training & development 429 Telephone $3,019$ $2,$ $1,054,330$ Surplus from ordinary activities before income $195,610$ Net surplus attributable to the association $195,610$ Opening retained eamings $311,091$ 243, | VDIS Appeals | 193,436 | 192,402 |
| DEHHS137,Other income $44,646$ 11,Interestreceived $3,176$ 6,ATO Cash Flow Boost $50,000$ $50,$ Total income $1,249,940$ $1,061,$ Expenses $21,120$ 7,Consultancy $5,995$ 10,Depreciation $5,$ $5,$ Employment expenses $955,147$ $907,$ Library M $5,630$ 14,Office expenses $42,106$ $22,$ Occupancy $13,410$ 16,Stafftraining & development 429 Telephone $3,019$ $2,$ Total expenses $1,054,330$ $993,$ Surplus from ordinary activities before income tax $195,610$ $67,$ Net surplus attributable to the association $195,610$ $67,$ Opening retained earnings $311,091$ $243,$ | Disability Royal Commission | 252,634 | 95,088 |
| Other income $44,646$ 11 Interestreceived $3,176$ $6,$ ATO Cash Flow Boost $50,000$ $50,$ Total income $1,249,940$ $1,061,$ Expenses $21,120$ $7,$ Consultancy $5,995$ $10,$ Depreciation $5,$ Employment expenses $955,147$ Memberships $7,474$ $5,$ Motor vehicle & travel costs $5,630$ Office expenses $42,106$ Occupancy $13,410$ Stafftraining & development 429 Telephone $3,019$ $2,$ $1,054,330$ Surplus from ordinary activities $195,610$ Net surplus attributable to the association $195,610$ Opening retained earnings $311,091$ $243,$ | JLA(Covid-19) | 129,078 | |
| Interest received 3,176 6, ATO Cash Flow Boost 50,000 50, Total income 1,249,940 1,061, Expenses 21,120 7, Administration 21,120 7, Consultancy 5,995 10, Depreciation 5, 5, Employment expenses 955,147 907, Library 7,474 5, Memberships 7,474 5, Motor vehicle & travel costs 5,630 14, Office expenses 42,106 22, Occupancy 13,410 16, Stafftraining & development 429 105,610 Telephone 3,019 2, Total expenses 1,054,330 993, Surplus from ordinary activities before income tax 195,610 67, Income tax revenue relating to ordinary activities 195,610 67, Net surplus attributable to the association 195,610 67, Opening retainedeamings 311,091 243, <td>DHHS</td> <td></td> <td>137,785</td> | DHHS | | 137,785 |
| ATO Cash Flow Boost $50,000$ $50,$ Total income $1,249,940$ $1,061,$ ExpensesAdministration $21,120$ $7,$ Consultancy $5,995$ $10,$ Depreciation $5,$ Employment expenses $955,147$ $907,$ LibraryMemberships $7,474$ $5,$ Motor vehicle & travel costs $5,630$ $14,$ Office expenses $42,106$ $22,$ Occupancy $13,410$ $16,$ Staff training & development 429 $7,019,$ Total expenses $1,054,330$ $993,$ Surplus from ordinary activities before income tax $195,610$ $67,$ Income tax revenue relating to ordinary activities $195,610$ $67,$ Net surplus attributable to the association $195,610$ $67,$ Opening retained earnings $311,091$ $243,$ | Otherincome | 44,646 | 11,467 |
| Total income $1,249,940$ $1,061,$ ExpensesAdministration $21,120$ $7,$ Consultancy $5,995$ $10,$ Depreciation $5,$ Employment expenses $955,147$ Library $7,474$ Memberships $7,474$ Motor vehicle & travel costs $5,630$ Office expenses $42,106$ Cocupancy $13,410$ Stafftraining & development 429 Telephone $3,019$ $2,$ $1,054,330$ Surplus from ordinary activities $195,610$ Net surplus attributable to the association $195,610$ Opening retained earnings $311,091$ 243, | nterestreceived | 3,176 | 6,774 |
| ExpensesAdministration21,1207,Consultancy5,99510,Depreciation5,Employment expenses955,147Jubrary907,Library10,Memberships7,474Motor vehicle & travel costs5,630Office expenses42,106Occupancy13,410Stafftraining & development429Telephone3,019Total expenses1,054,330Surplus from ordinary activities195,610Net surplus attributable to the association195,610Opening retained eamings311,091243, | ATO Cash Flow Boost | 50,000 | 50,000 |
| Administration21,1207,Consultancy5,99510,Depreciation5,Employment expenses955,147907,Library1907,Memberships7,4745,Motor vehicle & travel costs5,63014,Office expenses42,10622,Occupancy13,41016,Staff training & development429Telephone3,0192,Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Net surplus attributable to the association195,61067,Total changes in equity of the association195,61067,Opening retained eamings311,091243, | [otal income | 1,249,940 | 1,061,151 |
| Consultancy5,99510,Depreciation5,Employment expenses955,147Library907,Library100,Memberships7,474Motor vehicle & travel costs5,630Office expenses42,106Qccupancy13,410Staff training & development429Telephone3,019Z,1,054,330Surplus from ordinary activities before income tax195,610Net surplus attributable to the association195,610Opening retained earnings311,091243, | Expenses | | |
| Depreciation5,Employment expenses955,147Library907,Library907,Memberships7,474Motor vehicle & travel costs5,630Office expenses42,106Qccupancy13,410Stafftraining & development429Telephone3,019Total expenses1,054,330Surplus from ordinary activities before income tax195,610Income tax revenue relating to ordinary activities67,Net surplus attributable to the association195,610Opening retained earnings311,091243, | Administration | 21,120 | 7,707 |
| Employment expenses955,147907,Library1907,Memberships7,4745,Motor vehicle & travel costs5,63014,Office expenses42,10622,Occupancy13,41016,Stafftraining & development429Telephone3,0192,Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Opening retained earnings311,091243, | Consultancy | 5,995 | 10,337 |
| LibraryMemberships7,4745,Motor vehicle & travel costs5,63014,Office expenses42,10622,Occupancy13,41016,Staff training & development429Telephone3,0192,Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Opening retained earnings311,091243, | Depreciation | | 5,085 |
| Memberships7,4745,Motor vehicle & travel costs5,63014,Office expenses42,10622,Occupancy13,41016,Staff training & development429Telephone3,0192,Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Opening retained earnings311,091243, | Employment expenses | 955,147 | 907,763 |
| Motor vehicle & travel costs5,63014,Office expenses42,10622,Occupancy13,41016,Staff training & development429Telephone3,0192,Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Total changes in equity of the association195,61067,Opening retained earnings311,091243, | Library | | 408 |
| Office expenses42,10622,Occupancy13,41016,Staff training & development429Telephone3,0192,Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Total changes in equity of the association195,61067,Opening retained earnings311,091243, | vlemberships | 7,474 | 5,645 |
| Occupancy13,41016,Stafftraining & development429Telephone3,019Total expenses1,054,330Surplus from ordinary activities before income tax195,610Income tax revenue relating to ordinary activities67,Net surplus attributable to the association195,610Total changes in equity of the association195,610Opening retained earnings311,091243, | Motor vehicle & travel costs | 5,630 | 14,966 |
| Stafftraining & development429Telephone3,0192,Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Total changes in equity of the association195,61067,Opening retained earnings311,091243, | Office expenses | 42,106 | 22,046 |
| Telephone3,0192,Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Total changes in equity of the association195,61067,Opening retained earnings311,091243, | Decupancy | 13,410 | 16,564 |
| Total expenses1,054,330993,Surplus from ordinary activities before income tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Total changes in equity of the association195,61067,Opening retained earnings311,091243, | Staff training & development | 429 | 656 |
| Surplus from ordinary activities before income tax 195,610 67, Income tax revenue relating to ordinary activities 195,610 67, Net surplus attributable to the association 195,610 67, Total changes in equity of the association 195,610 67, Opening retained earnings 311,091 243, | ſelephone | 3,019 | 2,125 |
| tax195,61067,Income tax revenue relating to ordinary activities195,61067,Net surplus attributable to the association195,61067,Total changes in equity of the association195,61067,Opening retained earnings311,091243, | l'otal expenses | 1,054,330 | 993,303 |
| Net surplus attributable to the association195,61067,Total changes in equity of the association195,61067,Opening retained earnings311,091243, | | 195,610 | 67,849 |
| Total changes in equity of the association195,61067,Opening retained earnings311,091243, | ncome tax revenue relating to ordinary activities | | |
| Opening retained earnings 311,091 243, | Net surplus attributable to the association | 195,610 | 67,849 |
| | fotal changes in equity of the association | 195,610 | 67,849 |
| | Dening retained earnings | 311 001 | 243,242 |
| | | | 67,849 |
| Closing retained earnings 506,701 311, | • | | 311,091 |

Financial Statements

Villamanta Disability Rights Legal Service Inc

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Balance Sheet as at 30 June 2021

| 2 | 945,426 | 548,886 |
|---|---|---|
| 3 | | 133,650 |
| 4 | 1,308 | 3,386 |
| | 946,734 | 685,922 |
| - | 946,734 | 685,922 |
| | | |
| | | |
| 6 | 28,744 | 31,929 |
| 7 | 17,167 | 7,451 |
| 8 | 106,247 | 104,188 |
| 9 | 251,500 | 200,273 |
| - | 403,658 | 343,842 |
| | | |
| 8 | 36,376 | 30,989 |
| | 36,376 | 30,989 |
| - | 440,034 | 374,831 |
| | 506,701 | 311,091 |
| | 2 3 4 - - - - - - - - - - - - - - - - - - | 3 1,308 946,734 946,734 946,734 946,734 946,734 946,734 946,734 946,734 946,734 946,734 946,734 946,734 946,734 946,734 928,744 7 17,167 106,247 9251,500 403,658 8 36,376 36,376 440,034 |

The accompanying notes form part of these financial statements.

Auditor's Report

Assurance

Chartered Accountants Registered Company Auditors

Director: A.R Ager CA, BEc Registered Company Auditor

Assur Pty. Ltd. PO Box 987 Level 1, 189 Coleman Parade, Glen Waverley, VIC 3150 ABN. 78 167 481 834 T: +61 (3) 9561 6311 M: +61 419 541 727 F: +61 (3) 9562 5965 E: tony.ager@optusnet.com.au

Authorised Audit Company No. 453122

Villamanta Disability Rights Legal Service Inc

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Independent Auditor's Report to the Members

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Villamanta Disability Rights Legal Service Inc (the association), which comprises the Statement by Members of the Committee, the Income and Expenditure Statement, Balance Sheet as at 30 June 2021, a summary of significant accounting policies and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2021 and [of] its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Reform Act 2012.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Associations Incorporation Reform Act 2012 and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Auditor's Report



Chartered Accountants Registered Company Auditors Villamanta Disability Rights Legal Service Inc

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Independent Auditor's Report to the Members

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.

- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Signed on : 🕉

NOVEMBER 2021

ASSUR PTY. LTD

ASSUR PTY LTD Authorised Audit Company Number: 453122 Chartered Accountand

AL

Anthony Ager - Director Audit & Assurance Chartered Accountant

Director: A.R Ager CA, BEc Registered Company Auditor

Assur Pty. Ltd. PO Box 987 Level 1, 189 Coleman Parade, Glen Waverley, VIC 3150 ABN. 78 167 481 834 T: +61 (3) 9561 6311 M: +61 419 541 727 F: +61 (3) 9562 5965 E: tony.ager@optusnet.com.au

Authorised Audit Company No. 453122

Client feedback

I was truly blessed to have a Villamanta advocate supporting me. He was a godsend to me in the most darkest of days. As a team we worked tirelessly to sumbit "my truth" submission. The amount of hours placed towards my submission was indeed a testament to his character and due diligence I cannot praise him enough. He was always upbeat and happy to help no matter what. He will no doubt make a fine lawyer one day, one who is respected and trusted. His character and willingness to care for the most \vulnerable in our society is impressive.

My case worker from Villamanta has being outstanding, from her professionalism, her knowledge to the NDIS and my case. She is kind, understanding and listens to everything I have had to say, and always responds with Professional advice, kindness and honesty. Since\she took over my case she has being there every step of the way. Wholeheartedly I thank her so very much.

The process of applying for the NDIS has been draining, mentally and physically demanding. I'm so grateful for the services provided by Villamanta Disability Rights Legal Services.

My experience with my lawyer was very satisfactory. She explained everything clearly and the outcome was more than satisfactory. I really\appreciate all the help I was given.

Villamanta did their best with good advice and good information. Very knowledgeable.

Villamanta provided excellent support to my husband and me as our son's representatives. This was not an area with which we had any experience, so the information and support provided by Villamanta was very much appreciated. We were also treated with kindness and respect.

My lawyer worked very fast and efficiently. She was very friendly and helpful. Getting NDIS really will change my life and I couldn't have done it without her help. Thank you.

I cannot thank you enough for your service. My quality of life is now so much better. Special thanks to the lawyer who helped me.



Villamanta Disability Right Legal Service Inc.



Villamanta Disability Right Legal Service Inc.