



Annual Report

FY21-22



Our vision is a world where
everyone can access justice.

Our mission is to provide free legal
assistance to people who can't
access it, through practical legal
education and trusted partnerships.





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CEO's message

While vulnerable renters were finding their feet during the aftershocks of the pandemic, new quakes kept on coming. Renters struggled to keep a roof overhead during the ongoing housing affordability crisis. Many who did could only afford poorly insulated homes and were forced to choose between exorbitant heating bills or freezing in the coldest start to winter in 100 years. It's increasingly important that renters can access innovative services that empower them to maintain a safe, secure home.

As of 2022 Anika Legal has assisted over 500 vulnerable renters. By working with our clients, we understood that they are unable to access the support they need elsewhere. We also learned what happens when they are locked out of the justice system. Without adequate support they are often ignored or overpowered by their real estate agent or rental provider. They are made to feel disrespected and powerless. Made to feel like they can't provide for their family, or aren't deserving of a safe home. Anika exists to fight this injustice. In the past 12 months the team has worked tirelessly to uphold renters' rights and their dignity.

The bedrock of Anika's impact is our human-centred casework services. In 2022 we launched the Bond Recovery service and saw client demand double. The spike in demand pushed the team to forge new partnerships with RMIT and Leo Cussen Centre for Law - both to grow the student programs that support our lawyers, and to fund the provision of desperately needed services. These partnerships are exciting prospects for the efficiency of our impact, and its financial sustainability, in the years ahead.

This year, Anika took its first steps into advocacy, and published a report examining systemic problems which create a power imbalance between renters and rental providers. We examined 285 cases which provided an evidence base for the housing injustice entrenched within the legal system. It is apparent that without systems-level change, even the most effective services cannot solve the problems which underlie the root causes of housing injustice. We look forward to further contributing to the sector's advocacy efforts for a fairer system.

I feel incredibly fortunate to work with a team, partners, and supporters who are so passionate about Anika's mission. It is only through this collective belief and hard work that Anika's impact is possible. This includes funders who took a chance on bold, innovative projects, referral partners who worked with us to ensure the right services reach vulnerable renters, and volunteers who continue to amaze me by generously donating their expertise and energy. I must also thank Anika's leadership - Lucy Majstorovic, Zoe Chan and Jacqui Siebel - for their unwavering determination, which has made a successful year both inspiring and immensely enjoyable. Perhaps most of all, I would like to acknowledge the many renters who have taken the time to share their experiences with us, so that we may continue to improve as an organisation, for future clients.

Because of you, we're a step closer to our vision of a world where everyone can access justice.

Noel Lim





Chair's message

In the words of the Dalai Lama, "In order to carry a positive action we must develop here a positive vision". At Anika Legal, surely nothing could be truer of all our team, whose passionate commitment to ongoing action and ethical service, has been consistently underwritten by the highest values; compassion, integrity and justice. These core frameworks within our organisation and community, have enabled us to bring much to fruition for so many. Today, the dedication of all at Anika enables us to reflect on a year of profound impact in the lives of numerous, vulnerable renters. A cause for considered acknowledgement and celebration, the past year has seen significant solidification within our organisation, details of which will be featured in the pages to follow.

It has been a privilege for me to serve as Chair of the Anika Board, and together with all the Anika Directors, oversee and support the mission and works of our organisation. I would like to take this opportunity to acknowledge and express warmest thanks to all our Directors, Mike Choong, Noel Lim, Denis Nelthorpe and Tessa Ramanlal for their time, efforts and contributions. Many thanks also to Kate Parkinson for all the support she has provided, as Secretary to the Board.

While there is no doubt in my mind that the year ahead will deliver continued challenges – I am confident that the efforts of all the Anika community, from leadership, operational staff and volunteers, will together bring continued growth, success and sustainability. I look forward to the delivery of greater resilience and dignity for our client base, and advancement of the Anika vision of a world where everyone can access justice.

Marcia Pinskier FAICD





President's message

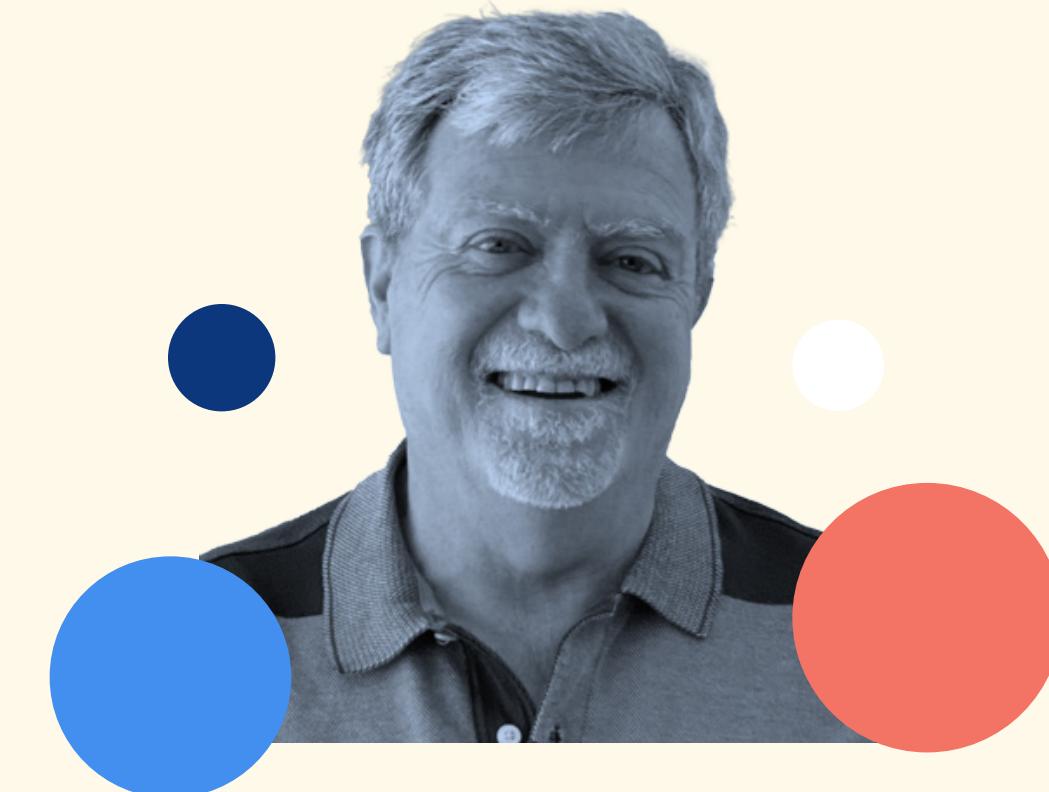
In the past year Anika Legal has taken significant steps to consolidate the capacity of the organisation to provide assistance to vulnerable renters in the long term. A new fundraising strategy together with new and expanded partnerships with university law schools and Leo Cussen Centre for Law will enable the organisation to increase its impact in FY 22/23 and beyond.

As a new legal service there is no guarantee that Anika will attract recurrent funding from government in the short term, despite growing need for significantly more tenancy lawyers and advocates to assist renters faced with significant rent increases, exorbitant energy bills caused by energy inefficient properties, and housing in serious disrepair.

Over the past three years Anika has shown that it is possible to launch new legal services with the support of talented and committed young lawyers and students without the guarantee of recurrent funding. There will be a continuing need for new services like Anika to meet the needs of vulnerable members of the community who cannot afford to access the justice system and cannot access the limited number of free services that might assist them.

The next few years will be challenging and exciting as the staff and volunteers explore innovative ways to assist the increasing number of renters who will need assistance to ensure that they have an affordable, energy efficient and safe roof over their heads.

Denis Nelthorpe AM





About Anika Legal



The problem: access to justice

Each year, over 600,000 Australians miss out on the legal help they need because they can't afford a lawyer, but aren't eligible for traditional legal aid.

These are people like [Louise](#), pregnant and weeks away from the birth of her second child, who for months pleaded with her landlords to repair a leaking roof, broken oven, and dangerous exposed wiring.

Anika Legal is a non-profit that provides free legal assistance to people who are falling through the cracks of the justice system.

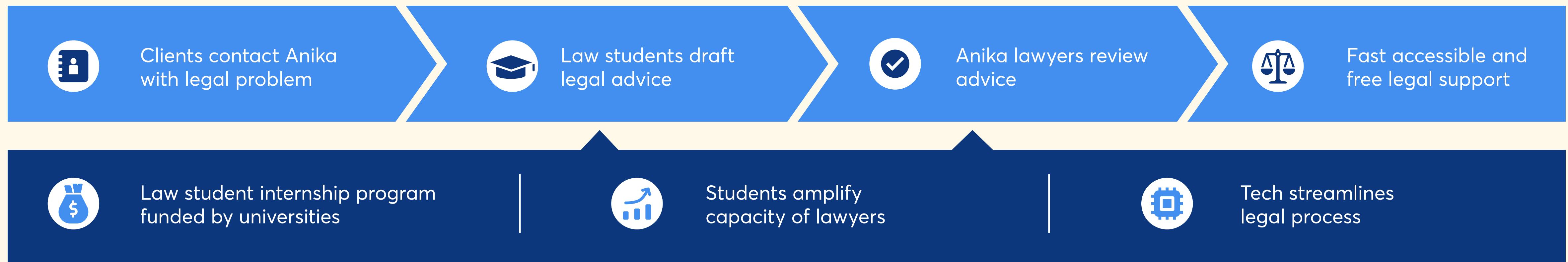
For Louise, we negotiated with her landlord and helped her prepare for her court hearing. The repairs were completed the week before her second child's birth so she had a safe home to welcome her child into.

Our solution: a new service model

We help people like Louise who need legal support by connecting them with law students who need practical experience, through an internship program that is supervised by lawyers and funded by universities. Our model is powered by three innovative elements:

- Eager law students who amplify the capacity of our lawyers
- Funding from universities to support our operational costs
- Technology to streamline the legal process

With our unique model, we can help hundreds of people with just a few lawyers, and deliver ongoing legal support that is fast, accessible and free.





Supporting underserved renters



Everyone needs a safe home

Right now there are more Australians renting long-term and with families than ever before. A growing number of people will be renting when they retire. It's more important than ever that people who have been locked out of home ownership have a secure place to call home.

But renting in Australia has become increasingly hard. Housing affordability and rental vacancy rates have hit an all-time low, meaning vulnerable renters are struggling to keep a roof over their heads.

The housing crisis has exacerbated the power imbalance between renters and landlords, and it has become harder for renters to advocate for their rights. Up to 1 million Australian renters are living in homes so unsafe they are harmful to their health. Yet seven in ten fear that asking for a repair will lead to their landlord retaliating by increasing their rent. Almost half fear they would be evicted.

That's why Anika Legal is focused on providing free legal support to vulnerable renters, to help them maintain safe housing.

The last three years have illustrated the staggering number of vulnerable renters with legal needs that aren't being met. We've received more than 1,000 requests for assistance, and have provided legal support to over 500 renters.

In 2022, when we launched our new Bond Recovery service, demand for assistance doubled. Housing injustice is a complex and growing issue, and we must collaborate with other services to meaningfully address it.

How we work with other services

We work closely with our network of community legal centres and support organisations to ensure renters seeking help are directed to the most appropriate service.

Over our time working within the sector, we've identified the specific cohort of renters who benefit most from our support - people who are ineligible for traditional legal aid, but require a legal service to negotiate with the other side to resolve their legal problem. **We've found that ongoing casework is necessary for many in this cohort. People experiencing disadvantage often don't obtain a fair outcome without a legal service to advocate for them.** Indeed, a survey of our client base indicated that ongoing casework was significantly more helpful than online tools or one-off legal advice.

Anika Legal maximises our impact by providing ongoing casework to renters who would otherwise slip through the cracks of the justice system.

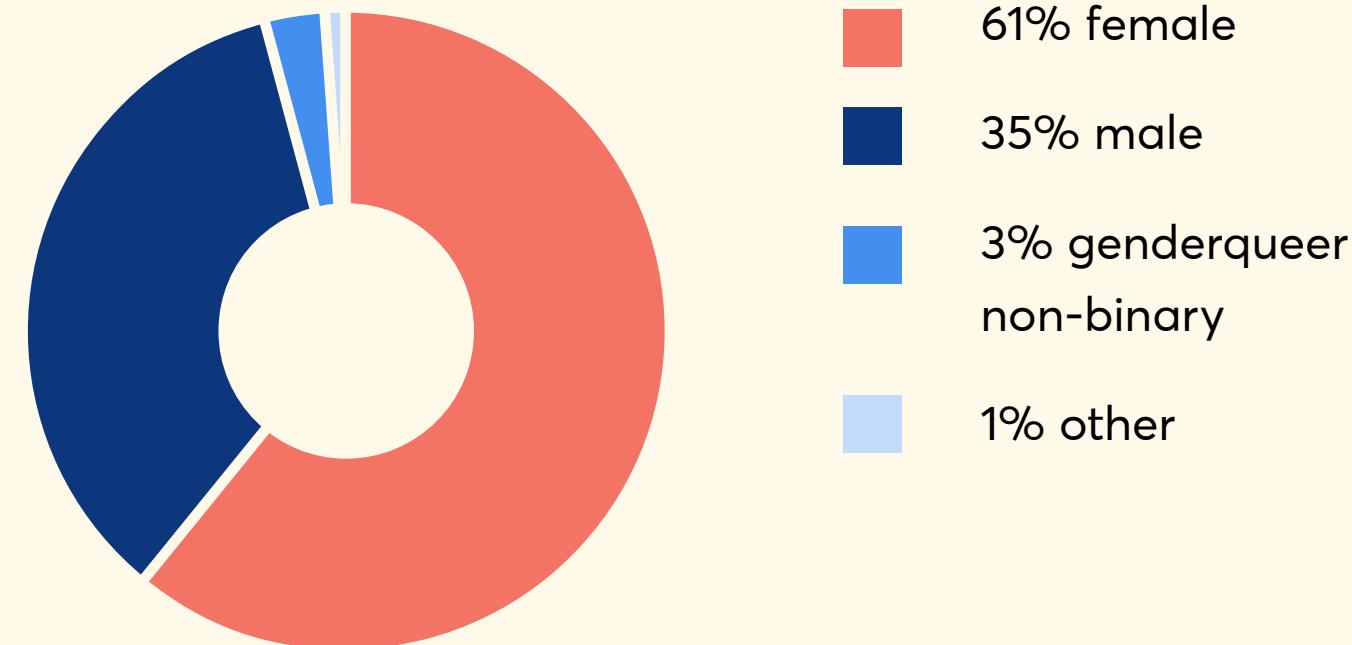
How we fit into the sector



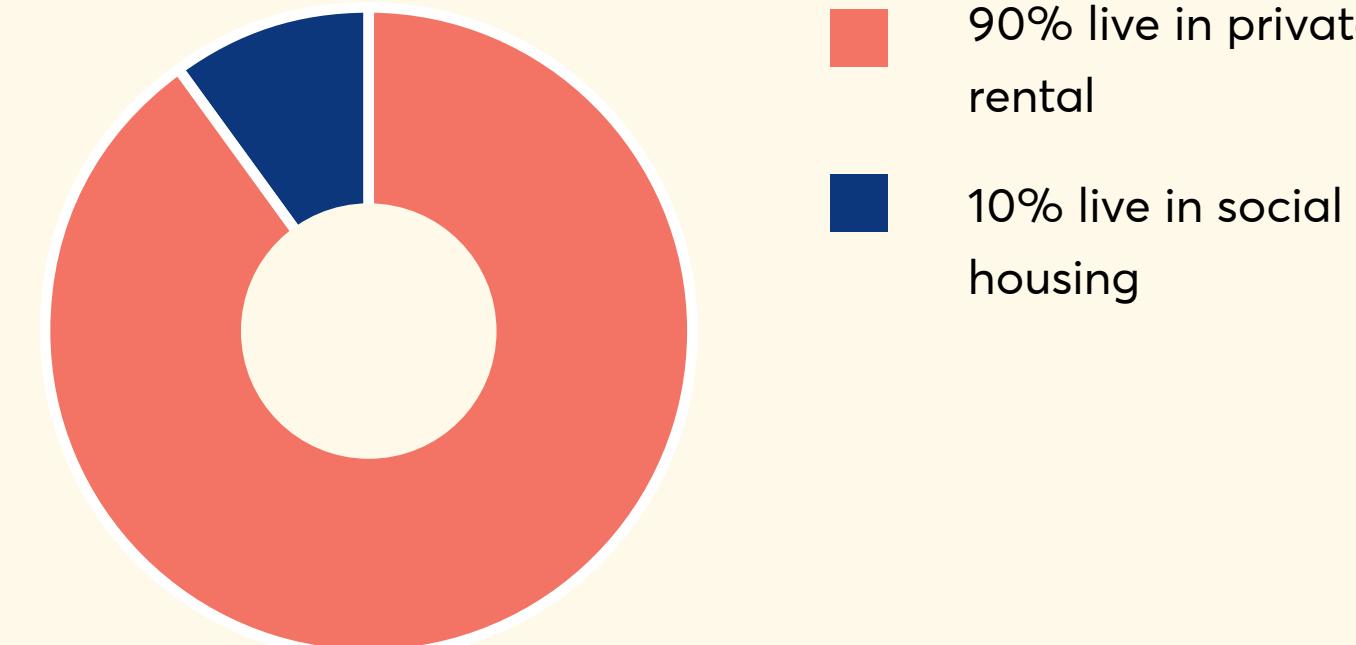


The people we help

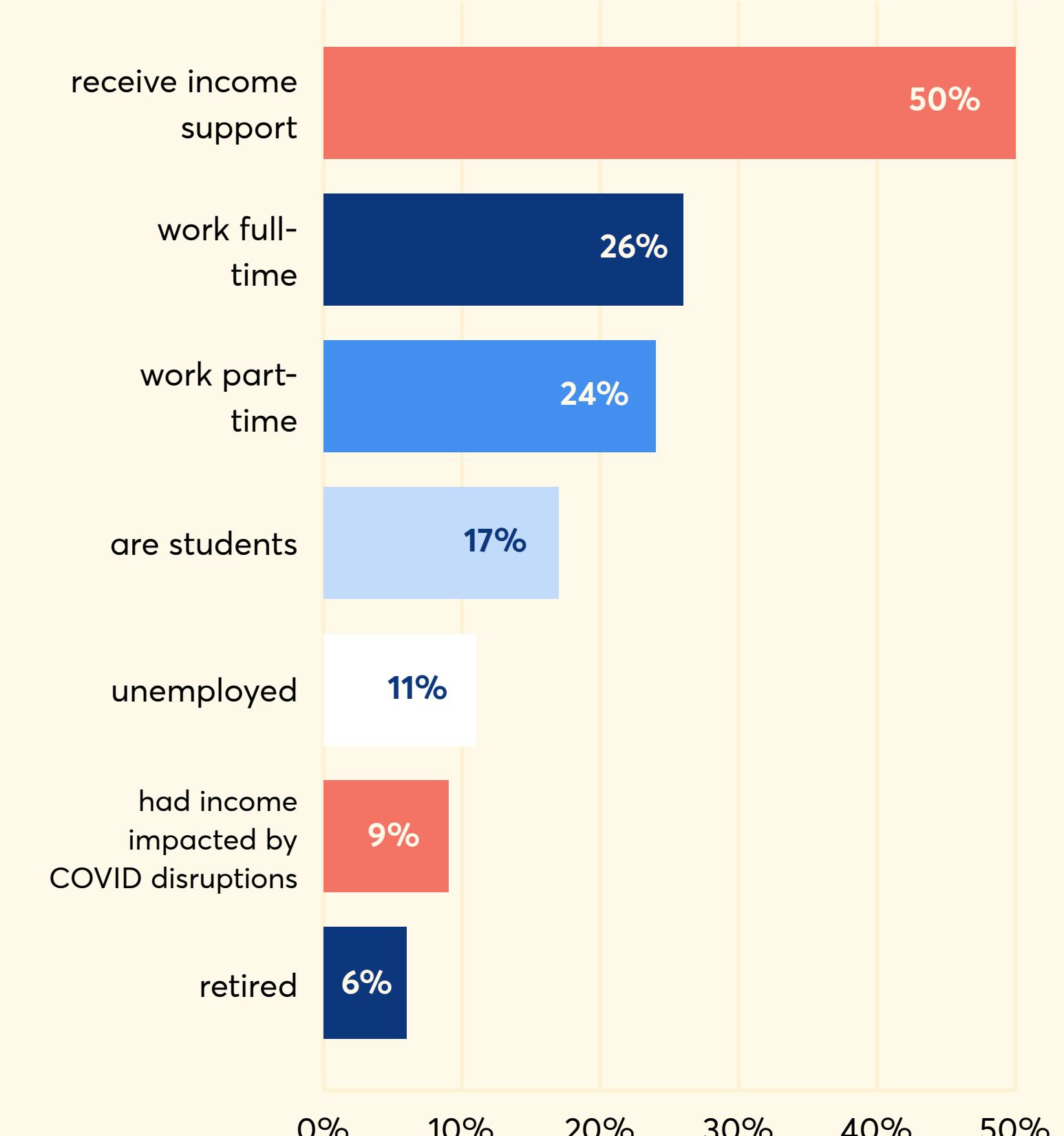
Gender breakdown



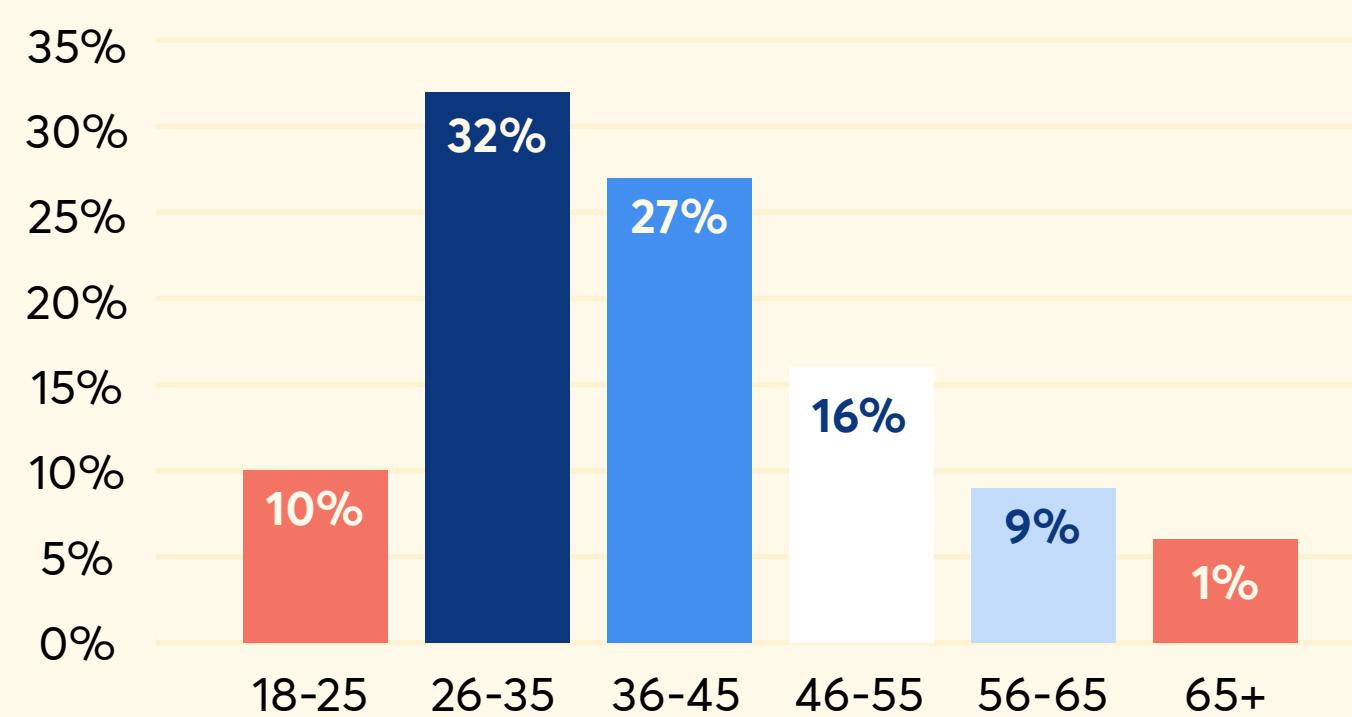
Living situation - Private/social housing



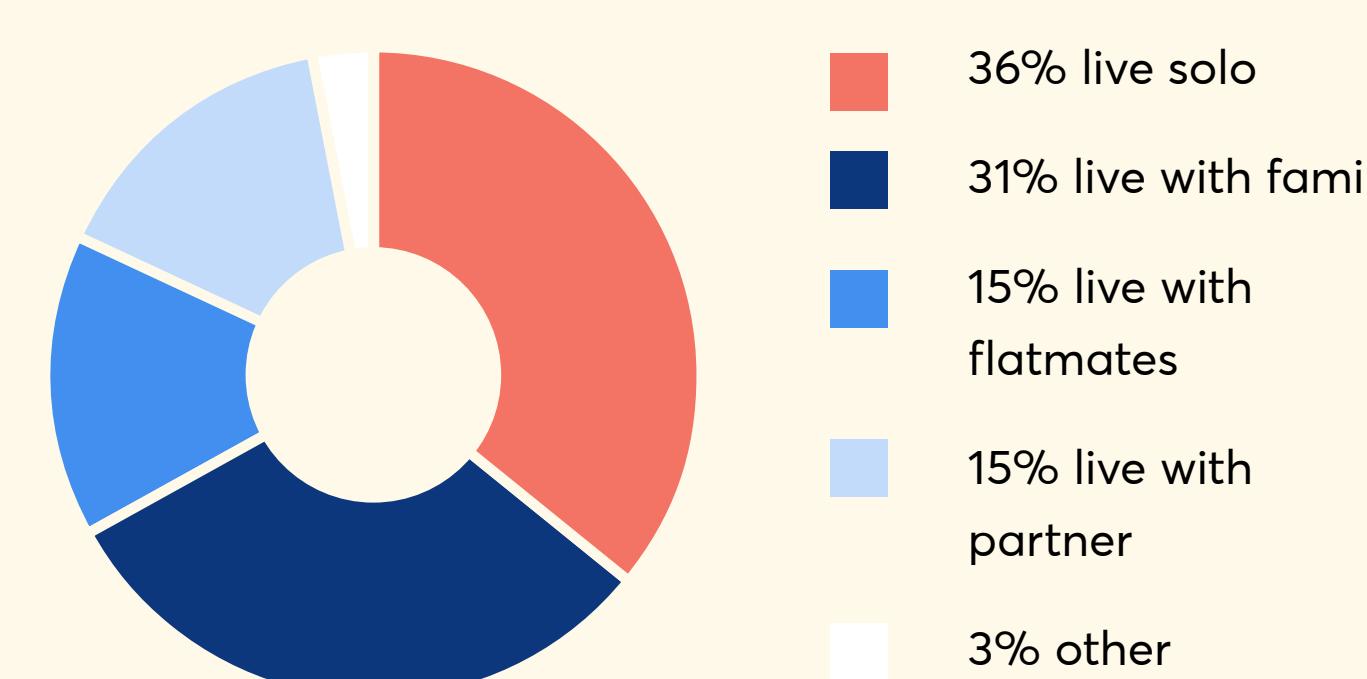
Employment/income



Age breakdown



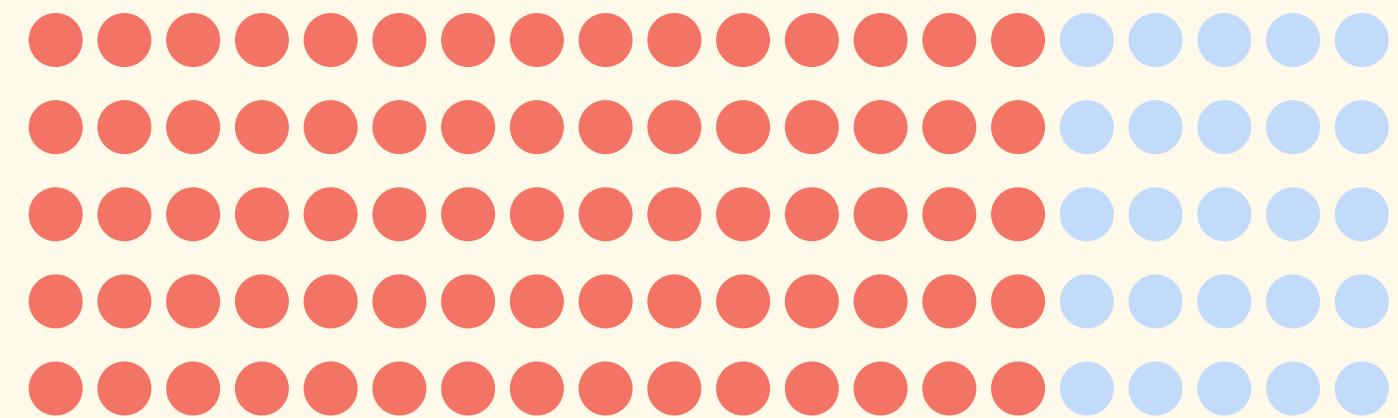
Living situation- Solo/family/flatmates/partner



Note: options do not add up to 100% because clients can select multiple options.

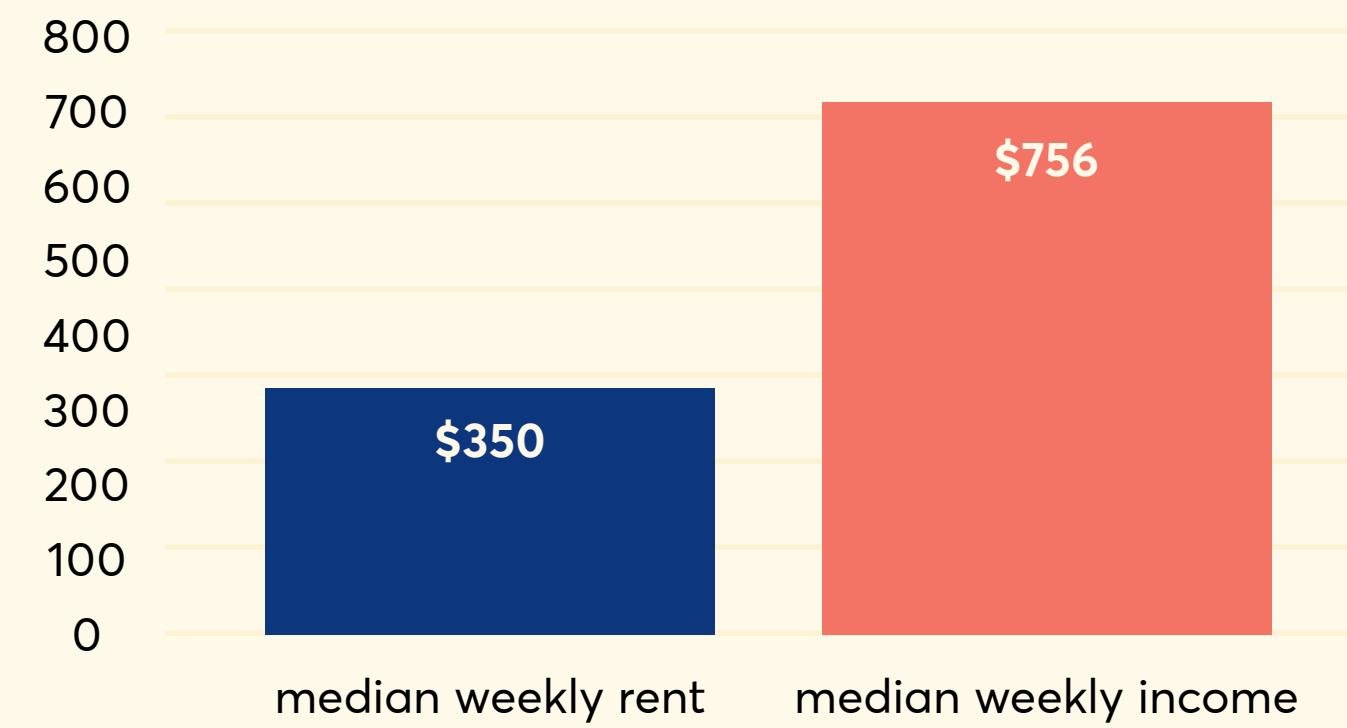


75% live in rental stress

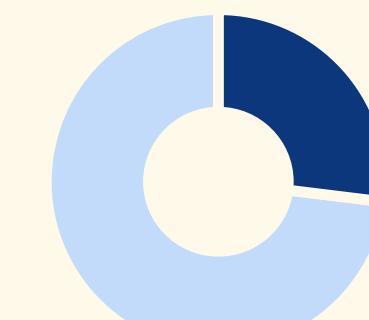
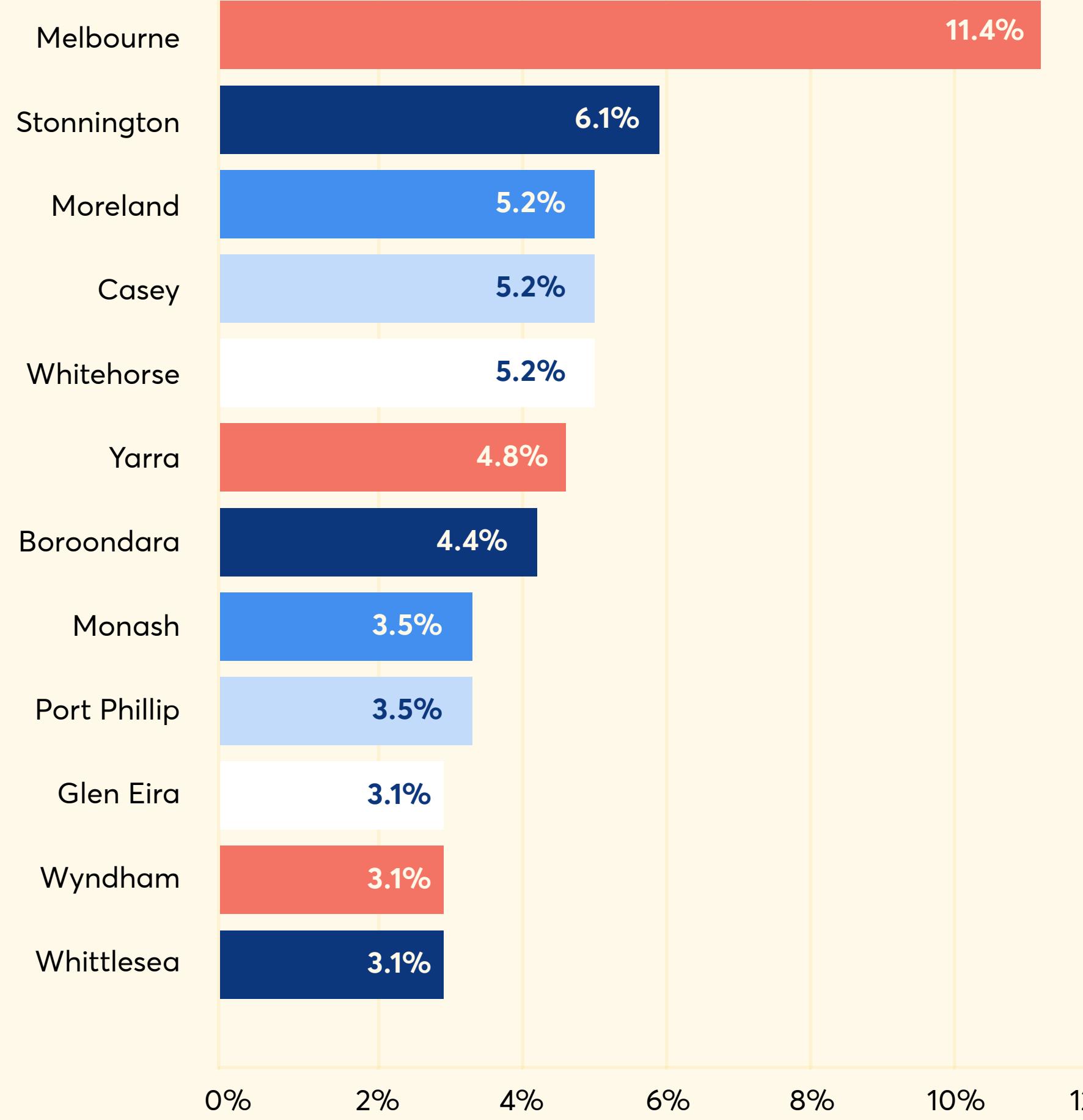


Note: "rental stress" is defined as spending more than 30% of income on rent

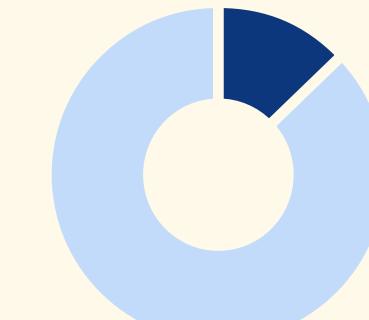
Income vs rent



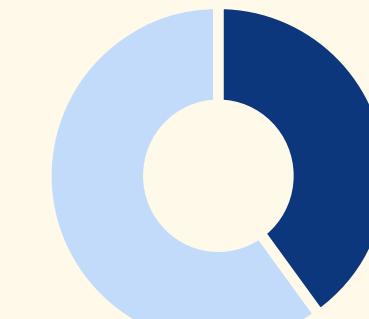
Location



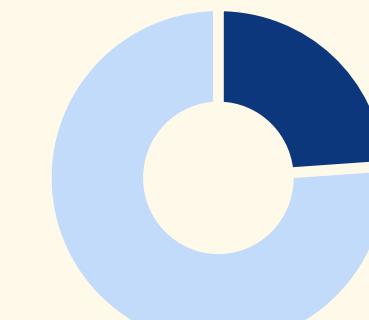
27% have a primary language other than English



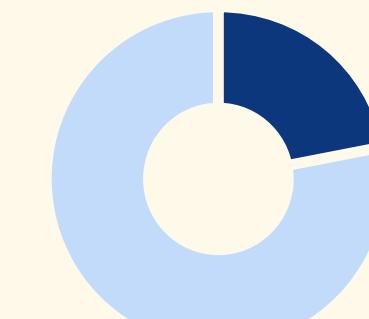
13% have caring responsibilities



40% have dependents



24% live with mental illness or intellectual disability



22% live with chronic health condition or physical disability



Our impact

Rental Repairs 16

Eviction Support 17

Bond Recovery 18



229

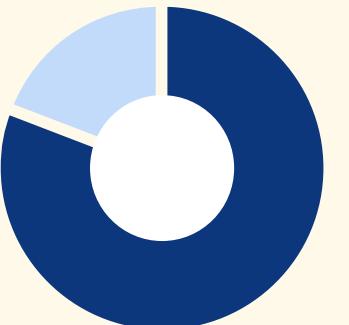
229 vulnerable renters provided with legal assistance

1

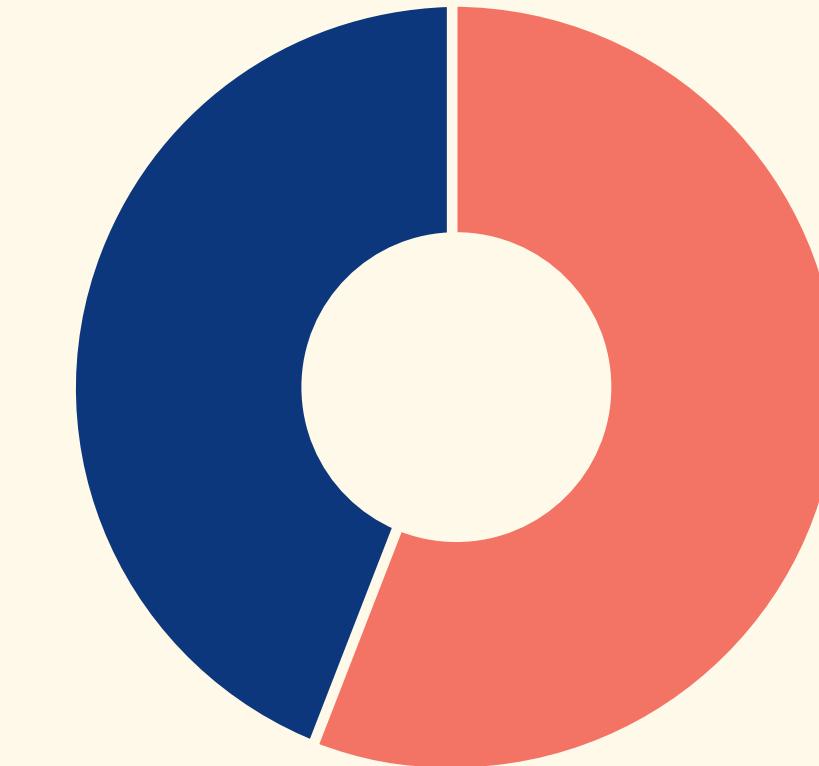
1 new free legal service launched

87%

87% all-time client satisfaction score



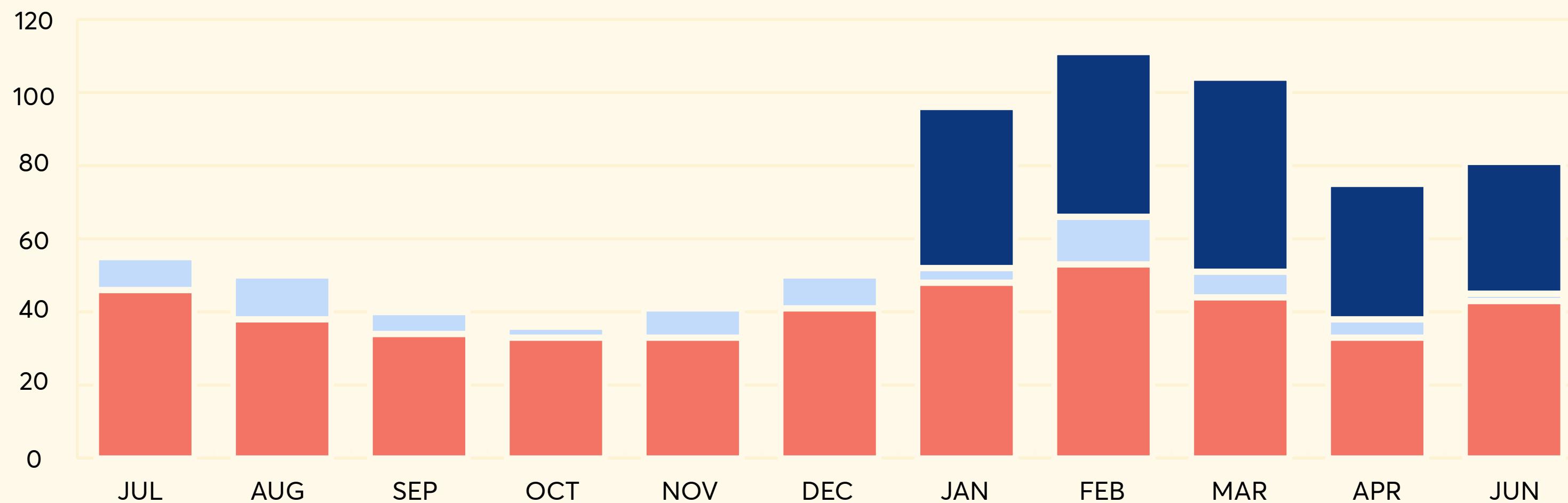
81% of clients surveyed felt confident to handle a similar rental issue in the future



56% of clients referred by our trusted partners, and 44% found us through search, marketing and word of mouth.

Requests for assistance by month

Repairs Eviction Bonds



25,000+

views of our online community legal education resources



Rental Repairs

Living in a safe home in good repair is the foundation for good mental and physical health - and every Australian's right. Yet more than half of those who rent live in a home in need of repairs.

Our Rental Repairs service assists renters seeking repairs to understand their rights, negotiate with their agents to perform the repairs, and for the minority of cases which go to VCAT, prepares them to self-represent at their hearing.

142

renters assisted to obtain repairs

Most common reasons for needing a repair

Repairs Type	Total Requests	Percentage of Repairs Requests
Water	145	33%
Roof	109	24%
Heating or Cooling	98	22%
Mould	94	21%
Gas	94	21%
Electricity	71	16%
Toilet	59	13%
Cooking	51	11%
Laundry	36	8%
Fire	18	4%
Other	161	36%
Total Repairs Requests	446	

“

Very dedicated, professional and helpful service.”



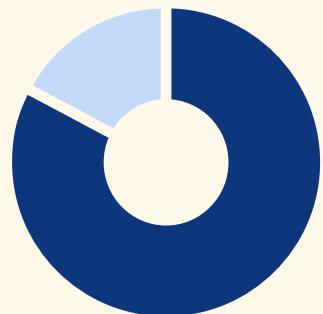
Eviction Support

1 in 5 of private renters' moves happen due to a notice to vacate from their rental provider. Unexpected eviction can cause significant financial stress, as renters must cover the costs of removalists, cleaning and time off work to find another home, and can lead to housing insecurity and homelessness.

Our Eviction Support service assists renters who have received a notice to vacate due to rental arrears to understand their legal options, negotiate a payment plan with their landlord, and prepare them to self-represent at their VCAT hearing. Our aim is to help renters avoid eviction, or buy them extra time in their current home so they can organise their next accommodation.

21

renters assisted through eviction



83% of renters assisted to the completion of their matter avoided or delayed eviction

“

I really appreciated the support... in addressing the many questions I had... I would recommend them to anyone who is experiencing difficult circumstances while renting to help them understand and protect their rights.”



Bond Recovery

1 in 3 renters lose all or part of their bond at the end of their tenancy. In 2021, significant delays at VCAT meant many more waited months for a hearing. Losing hundreds or thousands of dollars, or waiting for months to recover that money, can disadvantage vulnerable renters who rely on it to maintain financial stability.

We launched our Bond Recovery service in 2022 with the aim of assisting renters to recover unfairly withheld bond money so they could live securely in their next home. Demand for support doubled in the month after launch - highlighting the significant need for this service.

Our Bond Recovery service assists renters at the end of their tenancy where their landlord has unfairly claimed their bond by advising whether they can dispute the bond claim, negotiating with their landlord, and preparing them to self-represent at their VCAT hearing.

68

renters assisted to recover unfairly withheld bond money

Most common reasons for bond claims

Bond Claim Reason	Total Requests	Percentage of Bond Requests
Damage	84	39%
Unknown or unstated by renter at the time of application	72	33%
Cleaning	58	27%
Rent	39	18%
Other reasons	39	18%
Rent of other money owing	28	13%
Locks	6	3%
Unknown or unstated by renter at the time of application	72	33%
Total Bond Claim Submissions	215	

Note: Options do not add up to 100% because rental providers may make claims on bonds for multiple reasons.

“

Anika provided me with support when I felt defeated and frustrated. The attentive consultation and follow-up... was a real comfort during an otherwise stressful time.”



Client stories

Emily 20

Matt 21

Igor & Dominique 22



Emily

After moving out of their long-term rental, Emily and her flatmate weren't expecting any trouble. They had been model tenants, and had spent 10 hours cleaning before they left - so it came as a surprise when their agent told them they weren't getting all of their bond back.

"There was one cupboard which we forgot to wipe down, which was reasonable, but everything else... the images that were sent to us as proof of non-cleanliness were like a hair on the floor. There were petty comments made about the state of cleanliness, like the sink had never been cleaned. Obviously we'd lived there for several years, we'd cleaned it."

The agent was claiming \$300. It was only about 10% of their bond, but Emily felt like they were being bullied into paying money for nothing. She was also worried it would mean a black mark on her record, making it harder to find a rental in the future.

As someone dealing with anxiety and mental illness, Emily felt completely overwhelmed.

"I was struggling to do my day-to-day work while this was hanging over me."

For weeks Emily and her flatmate tried to negotiate, but agents would reply to their emails repeating the first claim and completely ignoring what they had said. They started getting bombarded with calls, even though they had specified they wanted to correspond in writing.

"It felt very David and Goliath. We felt overwhelmed by the resources of this agency, to just keep throwing agents at us."

Feeling like they'd hit a stalemate, Emily reached out to Victoria Legal Aid and was referred to Anika. Finally, her concerns were heard.

"Ser-Main, the paralegal in charge of my case, was very responsive. I had a lot of stress about dealing with the whole thing, but Ser-Main was very patient and happy to give me any information I needed... she reassured me that my concerns were valid, that I wasn't being unreasonable."

Anika commenced negotiations with the agent, but they refused to give in. After this, Anika advised Emily to apply for the bond, so the agent would have to decide whether they wanted to pursue the case at VCAT, or come back to the negotiation table.

Finally, the agent accepted Emily and her flatmate's offer. They received their entire bond except for \$50, which they agreed to give up in good faith for the cupboard that hadn't been wiped down.

"I felt really relieved that it was over and I didn't have to deal with the stress and anxiety anymore. It improved my feelings about the capacity of the system to hold people in power accountable."

"In the end, it was about fairness, it was about justice for us, not just about the money."





Matt

After a regular gas test, Matt and his family found out the ducted heating in their rental was leaking carbon monoxide, and had to be decommissioned. He expected his landlord would replace it quickly - winter was approaching, and they had a young child and another baby on the way. But then they found out their landlord wasn't going to replace it.

The landlord's reasoning was they had split system heating in the living room, so they didn't need ducted heating. But it was an old, closed plan house, and the air didn't flow freely. The split system heating just wasn't enough.

"The bathroom was getting to 11 degrees. It was freezing. And because you couldn't heat it adequately... and we're breathing, we're creating a lot of moisture in the house that can't go anywhere... the house ended up filling up with mould."

Matt felt sure they had to have ducted heating, so he looked through the legislation, but he still didn't know what to do. After months living in unbearable cold, he finally found Anika.

Anika advised that they were entitled to a repair, as their rental contract specified that their rent included ducted heating. They also helped them find the right forms and communicate with their agent.

"Anika was incredibly supportive, and gave us the right information and the right direction."

Finally, just as winter was starting, their landlord replaced the heating.

"It made an instantaneous difference. As soon as they finished installing it and they turned it on and heated the house... we were incredibly happy. It makes a world of difference when you're living in a warm house."





Igor & Dominique

Igor and his wife Dominique's rental home was completely unsafe. The doors weren't locking, their smoke alarms hadn't been replaced in years, the garden kept flooding, their oven and stove were broken and the taps wouldn't stop dripping. But after six months begging their agent to fix these issues, they had gotten nowhere.

"I had sent emails and letters and made phone calls, and nothing was coming back. They weren't even acknowledging my calls."

Igor felt their agent was irresponsible, and failing to perform their due diligence. But as a pensioner, he couldn't afford to consult a lawyer - so it was a relief when, after a quick internet search, he found Anika's free legal service.

Their online questionnaire was simple and easy to fill out, and the legal process was very fast.

"Anika sent a letter to the agent - and that was just like dynamite. Suddenly, everything started to happen."

In just two weeks, the repairs were finally completed.

"We felt a lot more comfortable. I'm a chef, so having a faulty stove and oven, that was a real handicap. And it was good to be able to shut the front door and have taps not dripping."

Since using Anika, Igor and Dominique have found it much easier to get problems fixed in their home.

"Anika was fantastic. Always ready to help, questions to the point, and also helping with understanding what my rights were."





A new business model for access to justice



Hundreds of thousands of vulnerable Australians can't access the legal support they desperately need. Thousands of law students want practical legal experience but can't secure an industry placement. University law schools want to offer hands-on opportunities to their students but are constrained by the high costs of clinical supervision.

Our solution is simple - connect people who need legal support with law students, through an internship program supervised by lawyers and funded by universities.

After three years building this business model from the ground up, the pieces came together and we confirmed it will sustainably fund the provision of access to justice.

We have proved that, under the supervision of experienced lawyers, law students are capable of delivering high-quality legal assistance. Students have eagerly provided attentive, compassionate support, giving our clients a sense of control and dignity throughout the process. Further, we have validated that, by developing educational materials and technology to streamline the legal process, we can leverage the power of law students to amplify our lawyers' capacity, enabling them to provide legal support to far more people than they otherwise could.

In 2020, we secured our first commercial partnership with Deakin University. In 2022, we commenced commercial agreements with RMIT University and Leo Cussen Centre for Law that will fund the operation of our student programs.

We are excited to continue growing this unique business model, and confident that it will enable us to rapidly scale our impact and change the way Australians access justice.





Empowering law students



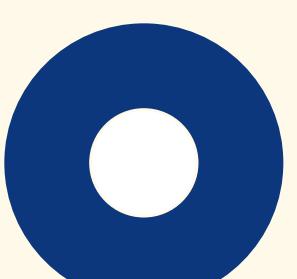
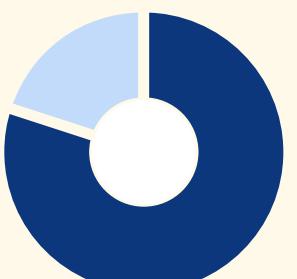
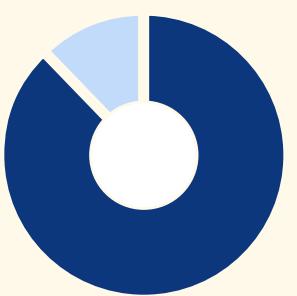
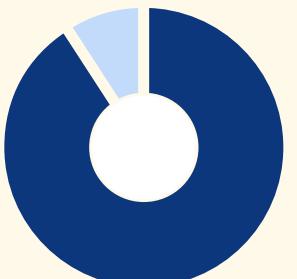
We believe that law students - the next generation of lawyers, policymakers and leaders - can create the systemic change needed to build a world free from injustice.

Law students are smart, eager for practical experience, and passionate about helping people access justice.

Anika Legal's internship program empowers students to do the work of a real lawyer in a safe, supervised environment. By managing actual cases, they learn practical skills such as interviewing, drafting advice and negotiation, and develop an understanding of how access to justice affects real-world outcomes. Students leave the internship feeling significantly more prepared to enter the workforce, and excited about the impact they'll be able to create in their future career.

We've found that our student interns are excellent at taking the time to provide patient, empathetic support to our people in need. And with guidance from supervising lawyers and Anika's learning management system, they provide indispensable support to our lawyers and have a genuine impact in their clients' lives.

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students provided with practical legal education through our internship programs

91% student satisfaction score

88% left feeling more prepared to enter the workforce

80% are more likely to contribute to access to justice through their career

100% left feeling they better understood the difficulties people face in accessing justice





Student stories

Sharon 28

Aurora 28



Sharon

My internship at Anika not only prepared me to work in the legal sector - it also reignited my passion for the law. By supporting real clients through their legal problems, I developed my communication skills and confidence, and learnt how to conduct legal research and apply the law to find solutions for clients. But my favourite part was the opportunity to make a real difference in vulnerable renters' lives, and actually stop injustice.

Before starting my internship, I had an unhealthy work experience, so I felt anxious going in. But by the end of the first week, I felt completely reassured. Everyone I met was kind and supportive - and most importantly, it was okay to make mistakes. When I did, I received thoughtful feedback and advice on how to improve. It was a genuinely supportive community, and exactly what I needed.

After my internship, I was offered the opportunity to volunteer as a Paralegal Lead, which I happily accepted. Now I'm assisting with intaking helpseekers, assigning cases and supporting junior Paralegals. I'm so grateful for my experience at Anika, and truly excited for my legal career.



Aurora

One of my favourite things about Anika was gaining first-hand experience working with clients and building trust and rapport with them. I was able to apply a range of practical skills, including legal writing, interviewing clients and best practice when working with clients in crisis.

My internship absolutely made me feel more equipped to work in the law. It also gave me a deeper understanding of legal issues around tenancy and how they impact people's personal lives. It was really gratifying to be able to help people through these issues and have a direct positive impact on them.

I enjoyed how Anika gives interns the opportunity to contribute to the organisation in meaningful ways. Through their design thinking workshops, we learnt about methods for developing innovative solutions to tackle social issues. It felt like your perspectives were really valued. The management team took interns' ideas on-board and often implemented them.





Harnessing technology



From the start, Anika Legal has used technology to amplify our impact, building solutions such as a user-friendly website, a 10-minute online questionnaire to intake helpseekers, and automated dashboards to quickly and effectively analyse client demographics and needs.

For our first two years, we discussed, but never seriously considered, building our own case management system to run legal cases. At the time, we were using an off-the-shelf system built for community legal centres and law firms, which didn't facilitate the supervision and mentorship of student interns. We were able to supervise our students using other systems, but this was taking lawyers' and students' time that could be spent working with clients.

The screenshot shows the 'Email template' section of the software. At the top, there are tabs for 'Cases', 'Inbox', 'Review', 'Parties', 'Paralegals', 'Accounts', 'Templates', and 'Logout'. Below the tabs, it says 'Email template' and 'Case Type: Bonds'. There is a text input field for 'Name' containing 'Template 13' and another for 'Subject' containing '[B####] - Case Closure'. A note below says 'Emails can be formatted using Markdown. See [here](#) for a basic reference.' The main area contains a template message:
Hi Coordinators,
I have completed our service for [insert your client's full name]. Please close their case on Clerk.
Thank you,
[insert your full name]
At the bottom is a blue button labeled 'Update email template'.

The screenshot shows the 'Cases' dashboard. At the top, there are tabs for 'Cases', 'Inbox', 'Review', 'Parties', 'Paralegals', 'Accounts', 'Templates', and 'Logout'. Below the tabs, it says 'Cases' and 'Showing 14 of 1397 cases'. A search bar is present with the placeholder 'Find cases with the name or email of paralegals and clients, or by using the file ref'. Below the search bar is an 'Advanced search' button. The main area is a table with columns: File Ref, Topic, Client, Paralegal, Lawyer, Created, Stage, Advice, and Outcome. The table lists 14 cases, such as R0070 (Repairs, your name, Not started), R0069 (Repairs, Matthew Segal, Not started), and E0119 (Eviction, special circumstances, Not started). The 'Stage' column includes status icons like a yellow square with an orange X and a yellow square with a green checkmark.

In FY 21/22, our Tech team finally embarked on our biggest project yet - designing and coding Clerk, a bespoke case management and learning management system that would enhance our lawyers' ability to effectively run cases and supervise law student interns.

The benefit of creating our own in-house system has been enormous. Using a ready-made system was like trying to fit a square peg in a round hole - it didn't fit with our student-powered model. Since developing Clerk, we have observed increased efficiency in the provision of legal assistance and significantly improved output from student interns.

And because we built Clerk ourselves, it is able to evolve with our organisation. We take feedback from clients, students and lawyers and use it to continuously iterate the system. Right now, we're working on building out the capabilities of the system to handle more lawyers, and provide our student interns with an even more valuable learning experience.

The influence of Clerk is a testament to the skills and determination of our Tech team and all other volunteers involved in the development and continuous improvement of Clerk. Their hard work has enabled us to assist more clients with less resources, and will only continue to grow our impact in the years to come.





Our partners



Powered by partnerships

As we have come to understand that our university business model can fund the operation of our student programs, we have also learnt that philanthropy, corporate sponsorship and community fundraising play an important part in our growth.

We have received generous donations that have enabled us to build new free legal services, grow our business model and accelerate our impact. We have partnered with law firms to second their lawyers to assist with the provision of free legal support, and work together to deliver exciting projects such as the development of accessible community legal education. We have collaborated with corporate partners to better market our services and reach more people in need.

We have also worked closely with other community organisations to develop referral pathways and execute transformational projects to tackle barriers to access to justice and maximise our collective impact.

Our partners

We are grateful to every partner that has been part of our journey. Their belief in our vision has kept Anika going and meant hundreds of vulnerable people have received the legal support they need.

Education partners



Corporate partners

MinterEllison.



Philanthropic partners



Man Kit (David) Yu

Marcia and Henry Pinskier

Community partners



Providing safe, secure,
affordable housing choices.



Carry On >
Every Veteran Matters



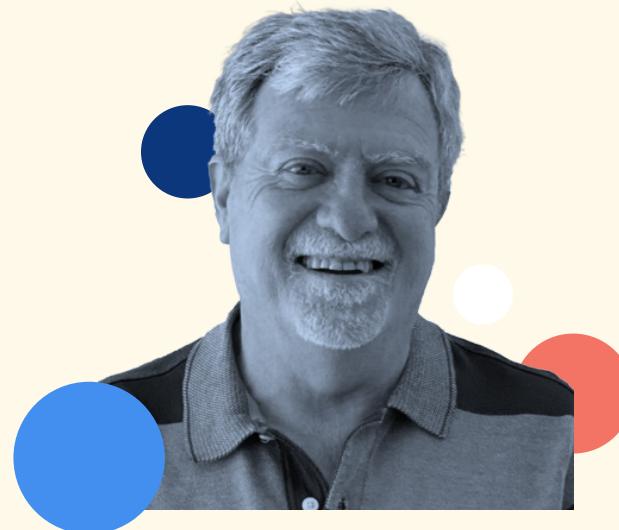
Our people

Board	34
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Employees	35
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Interns	36
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Volunteers and secondees	36
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Advisors and mentors	36



Board

Our Board oversees and supports Anika's work towards its vision. Their expert insights, hard work and belief have led to considerable growth over the past year, and enabled us to create impact in ways we previously never thought possible.



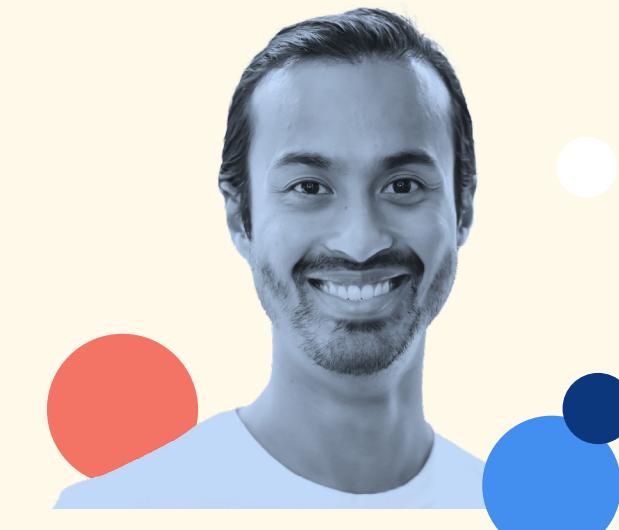
**Denis Nelthorpe AM,
President**

Denis brings a wealth of experience from over 40 years in the legal assistance sector including as the CEO of WEstjustice and other leadership roles. He is currently also the Chair of St Kilda Legal Service and the Deputy Chair of the National Consumer Advisory Committee at the Insurance Council of Australia.



**Marcia Pinsky FAICD,
Chair**

Marcia is an expert on good governance in the not-for-profit sector. She is a Fellow of the Australian Institute of Company Directors and has chaired numerous not-for-profit boards. Marcia is currently a Doctoral Candidate at Monash University, researching Leadership and Institutional Child Sexual Abuse.



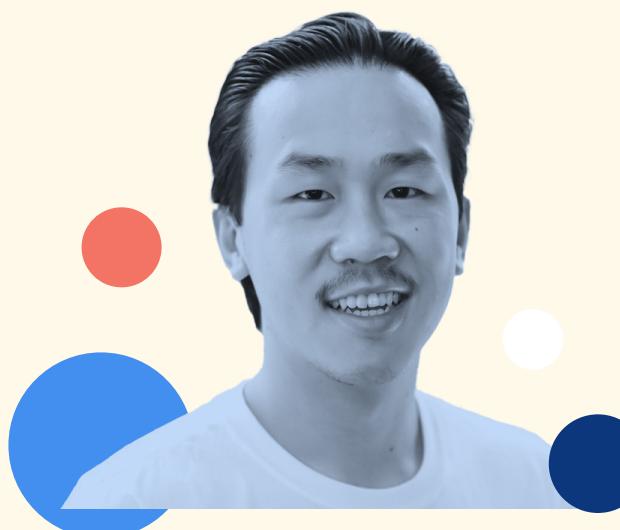
Noel Lim

Noel is the Chief Executive Officer and co-founder of Anika Legal, and has led the founding team to become an organisation of 66 volunteers, and to receive successive AFR Client Choice Awards for Startup of the Year (2019, 2020).



Tessa Ramanal

Tessa has over five years of experience in legal and technology sectors. She has practised as a Corporate lawyer / Innovation lawyer at Herbert Smith Freehills and is currently an Enterprise Partnerships Manager at DoorDash. She is also a co-founder of Anika Legal.



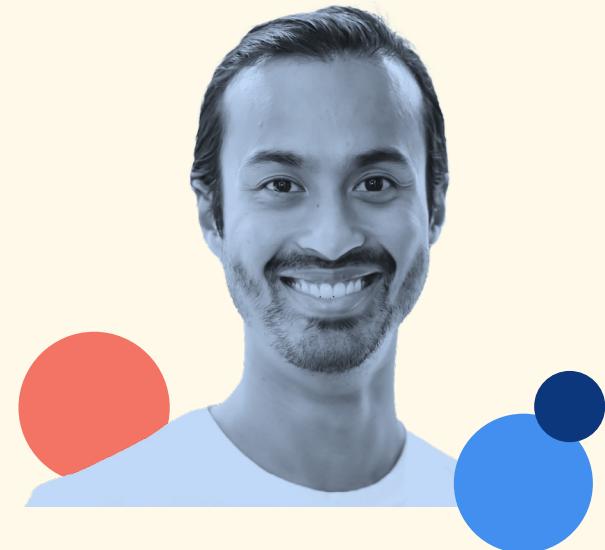
Michael Choong

Michael has over six years of experience across the technology, retail, and not-for-profit sectors. He is currently a Strategy Manager at SEEK, responsible for supporting their Latin American businesses. He joined Anika Legal's leadership team in January 2020.



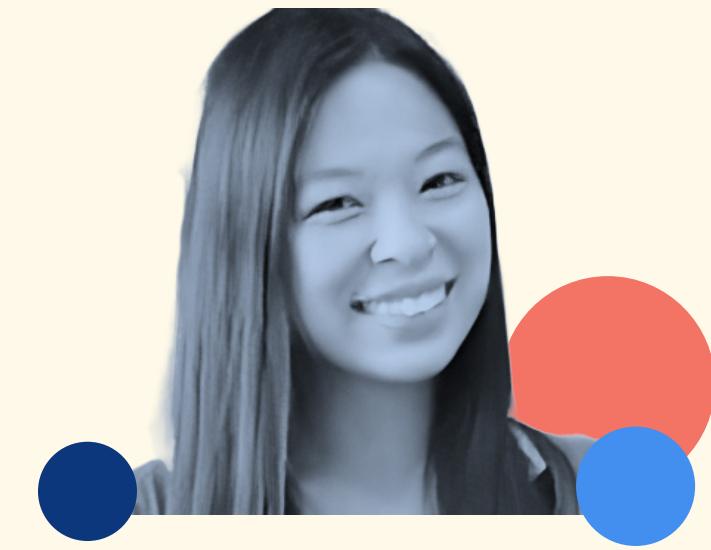
Employees

Our first employees took a chance on a non-profit startup. Their determination has seen Anika provide free legal support to hundreds of vulnerable renters, pioneer a unique service model and develop exciting new partnerships. Anika wouldn't be here without their courage and grit.



Noel Lim
Chief Executive Officer

Noel is a co-founder of Anika Legal and has led the founding team to become an organisation of 66 volunteers, and to receive successive AFR Client Choice Awards for Startup of the Year (2019, 2020).



Zoe Chan
Principal Lawyer

Zoe is responsible for managing and innovating the legal services we provide. Zoe was previously a lawyer at Justice Connect, where she gained experience in civil litigation, pro bono projects, and designing user centred service improvements.



Jacqui Siebel
Head of Operations

Jacqui leads Anika's operations portfolio, keeping the engine of our legal practice running. Jacqui was previously a Project, Data & Engagement Lead at Justice Connect and has considerable community legal sector experience in project management, innovation, monitoring and evaluation.



Lucy Majstorovic
**Head of Partnerships &
Philanthropy**

Lucy works with our trusted partners to maximise Anika's impact. Lucy previously worked in consumer goods, where she gained experience in relationship management, marketing and analytics.

Interns

Our student interns are on the frontlines, fighting for our clients. By dedicating their time and skills to casework, they have produced real impact in the lives of hundreds of people. They leave us excited for what the next generation of legal leaders will achieve.

Volunteers and secondees

Our 66 volunteers comprise professionals and students from a variety of disciplines, from software developers to accountants. We are continuously impressed by their energy, and incredibly grateful to them for generously donating their skills and time. More than half have volunteered for more than 12 months - a testament to their dedication to a world where everyone can access justice.

Advisors and mentors

We have been fortunate to receive guidance from brilliant minds across the non-profit and private sectors. With their generous support, we've built a model many thought impossible, and taken many steps closer to our vision of a world where everyone can access justice.





Financials



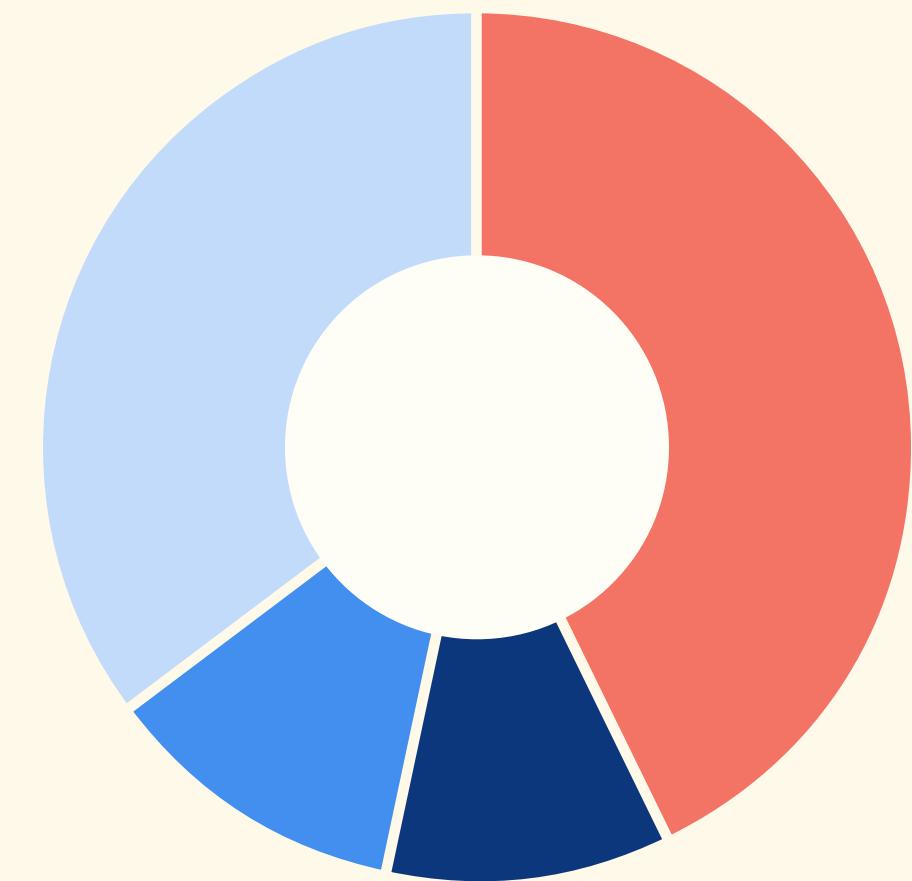
Anika Legal reported a net loss of \$2,524.67 this financial year, representing 0.7% of our annual income. Our annual income is \$369,199, a 57% increase from \$234,419 in the last year. At 30 June 2022 we maintained net assets and retained earnings of \$171,256.

We have diversified our funding sources with the majority of our revenue coming from private philanthropy, corporate sponsorship, and community donors. Our university business model continues to grow, comprising 10.6% of our total revenue. Having undertaken two pilot programs with RMIT and Leo Cussen in FY 21/22, both of which will continue in FY 22/23, we expect this revenue stream will continue to grow in the next financial year.

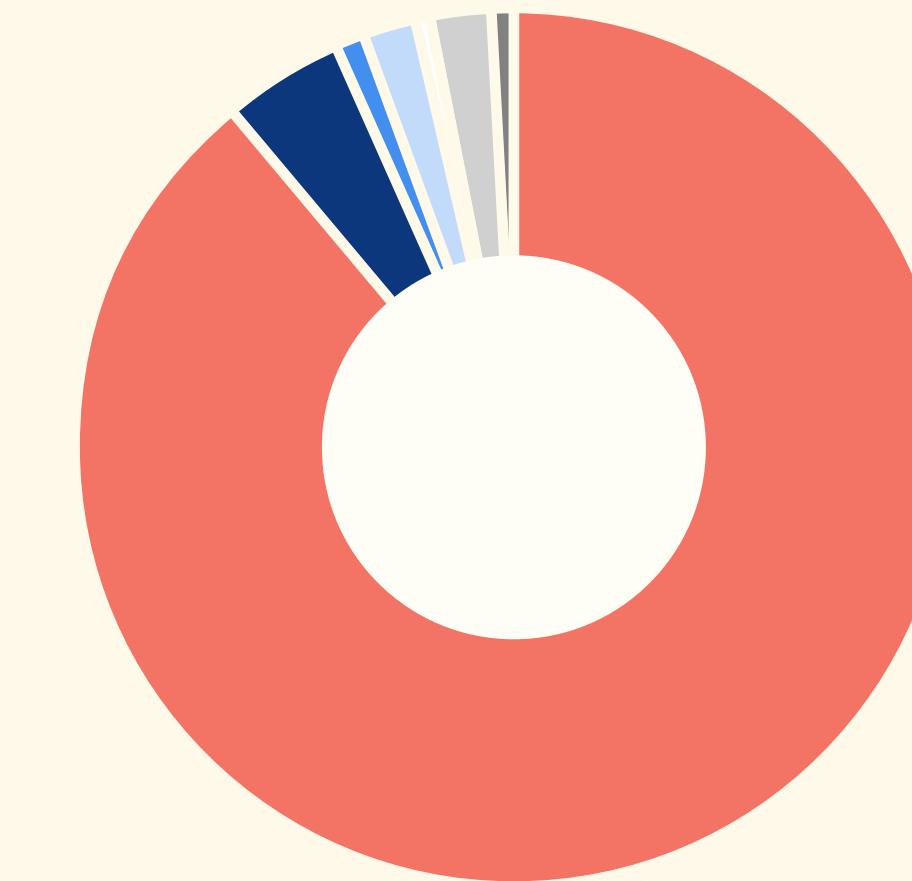
As a service-based organisation, employee expenses continue to be our major expense. We minimise spending on overheads in order to dedicate as much of our earnings as possible to creating impact.

This positive financial picture is possible because of the philanthropists and corporate partners who believe in the importance of innovation, and the potential of our unique service and business model. The impact we've had so far and the growing impact the Anika model will continue to have is possible only through their financial support at early stages and now as we grow. Their contributions have given our organisation certainty which has allowed us to focus on creating scalable, long-term solutions for improving access to justice.

Income



Expenses



Donations and Fundraiser Revenue	157,970.00	42.79%
Education Provider Sales	39,000.00	10.56%
Government Funding Grants	42,338.00	11.47%
Private Funding Grants	129,891.00	35.18%
Total Income	369,199.00	100.00%

Employees	327,477.00	88.04%
ICT	16,386.00	4.41%
Insurance & Audit	8,378.00	2.25%
Fundraising expenses	7,293.00	1.96%
Volunteer expenses	5,878.25	1.58%
Administration	4,064.00	1.09%
Contractors & Consultants	2,218.31	0.60%
Advertising	287.99	0.08%
Total Expenses	371,982.55	100.00%



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-  linkedin.com/company/aniklegal
-  aniklegal.com

What's next?

Check our FY23-FY25 Strategic Plan at
aniklegal.com/about/annual-reports.