



Annual Report

FY22-23

**Our vision is a world where
everyone can access justice.**

**We support Victorian renters to live
in safe, secure, affordable homes
that support their quality of life.**



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CEO's message

The housing crisis has made two things undeniable. One, more renters are facing tougher challenges than ever before. And two, we need innovative, large-scale solutions if we are to meaningfully address these challenges.

Through Anika's casework we noticed a large and underserved cohort of private renters living in unsafe or insecure homes. They were unable to access ongoing legal assistance elsewhere, but needed a legal service to advocate on their behalf to enforce their tenancy rights. **This year we set out to build new solutions that could fill this unmet need.**

In partnership with Launch Housing and ANZ, we piloted our Housing Health Check service to support renters to avoid legal risks that could destabilise their housing in the future. The preventative approach enabled renters to build their capacity to sustain a tenancy. To build on the Housing Health Check's success we will explore how we can offer the service as an online tool and can make it accessible to all renters.

Technology continued to help us push the limits of doing more with less. We found groundbreaking ways to increase the capacity of community lawyers and leverage law students using our bespoke case management system, Clerk. The efficiencies generated enabled Anika to support more renters while using less resources, and has exciting potential for its application throughout the social sector. We're proud that our digital innovations were recognised as Anika won the 2022 Australian Legal Technology Association Social Impact award, and our Head of Technology, Matt Segal, was named the 2023 Technology Volunteer of the Year.

Ultimately our vision is for a just housing system where renters don't face barriers to safe housing, and don't need assistance from Anika in the first place. This year we made great strides towards this vision. We reconstructed our service map to align with our systemic advocacy goals. **Going forward, every single case we run will both assist our client to maintain a safe home, and build the evidence base for a system reform.**

Our partners were integral to innovating to address the housing crisis. MinterEllison, Hall & Wilcox and Maddocks embraced Anika's flexible secondment model to enable any lawyer to contribute to access to justice. Growing partnerships with Leo Cussen, RMIT and Deakin University illuminated the cross-sector potential of Anika's student-powered service model. The Victorian Legal Services Board, Victoria Law Foundation, StreetSmart and The Diana Browne Trust provided funding pivotal to developing creative solutions capable of tackling the scale of the housing crisis.

With crisis comes the opportunity for change. The opportunity to recognise that **everyone deserves a home**, and to make that a reality. Anika's clients, team, partners and supporters continue to inspire me through their unwavering dedication to achieving our vision of a world where everyone can access justice. Thank you all from the bottom of my heart. You have given Anika vital support, and the hope that things will change for the better.

Noel Lim



Chair's message

It is with pride that I reflect on the distinctive contributions of Anika Legal - particularly amid a year of escalating housing crisis for so many. As our organisation matures, we continue to provide greater resilience, dignity and positive impact in the lives of vulnerable renters.

This year we have launched a new three-year strategy, hired a second lawyer and extended the message of our services through the launch of a Rental Information Hub in 10 languages.

It is only with the heartfelt efforts of our committed, hard-working staff and volunteers, along with our donors, partners and many stakeholders, that Anika can achieve and serve as we do.

I would like to highlight the outstanding commitment and capacity of our CEO, Noel Lim, who has been widely recognised through a series of acknowledgements this year. These include as a Finalist for both the 2023 Young Victorian of the Year and 2023 Not-for-Profit Emerging Leader Award.

I also express great appreciation to my board colleagues, Denis Nelthorpe, Mike Choong, David Mandel and Noel Lim, a leadership team providing exemplary guidance and stewardship to Anika Legal. Together, they bring consistency, dedication and ongoing thoughtful and wise input to our deliberations. Tessa Ramanlal has departed the board and we thank her for her efforts while with us. Many thanks also to Kate Parkinson for her continued support as our Board secretary.

We continue to do our very best...

Marcia Pinskier FAICD



"You must be the change you wish to see in the world."



President's message

This year Anika Legal has taken major steps to engage in strategic advocacy on behalf of renters. Whilst direct assistance to individual renters is our primary function, we also have a responsibility to identify the systemic issues that undermine the capacity of renters to find adequate housing. The organisation has established an advocacy committee, determined priority areas for advocacy and put in place a theory of change to measure outcomes and success.

This work enabled Anika to successfully pitch a funding proposal to The Funding Network for over \$100,000 to develop a capacity to assist renters facing energy debt due to poor quality or energy inefficient properties. We have commenced this work by developing a new relationship with Thriving Communities Partnership and joining their One Stop One Story Hub to assist renters with energy and water debts.

Finally, we have made a number of submissions urging tenancy reforms. I look forward to working with the other Board members, staff, volunteers and law students to meet this challenge to ensure renters can access energy efficient, reasonably quality housing stock.

Denis Nelthorpe AM



Renters in Australia are in crisis

1 million Australian renters live in homes so unsafe they could be harmful to their health.

These are people like our client Elina, stuck in a home so cold she could see the fog from her baby's breath. For months on end, she emailed, texted and called her agent asking for repairs to the floorboards and walls. She was forced to run the heater all night to keep her baby warm, even though she couldn't afford it.

These problems can start a cycle of disadvantage which leads to financial hardship, homelessness and worse.

The housing crisis means many renters are struggling to find homes and pay rent, let alone advocate for their rights. Renters need legal support to prevent housing insecurity before it happens.

But most people in Australia can't afford a lawyer, and 8% are eligible for legal aid. This means only one tenth of the community's legal needs are met. There are simply not enough resources to go around.



Our unique solution

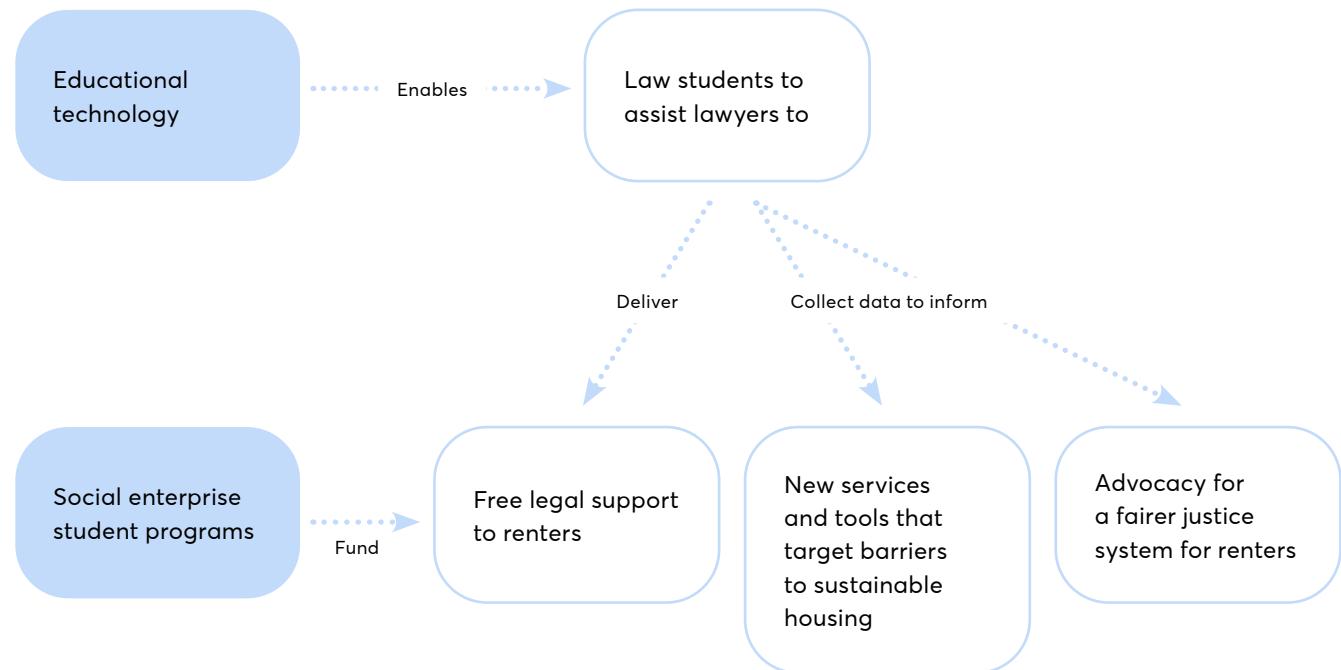
Anika Legal is a social enterprise legal service that provides free, ongoing legal support to renters in Victoria to help them maintain safe and sustainable housing.

We have developed an innovative model to meaningfully address the housing crisis.

Through educational technology which enables law students to assist our lawyers, we have doubled the number of renters one full-time lawyer can help to 500 per year.

Through commercial partnerships with universities, we sustainably fund the provision of our existing legal services.

And by focusing on the most prevalent problems and collecting detailed data, we contribute to sector efforts to advocate for a fairer justice system, and create new services and tools.

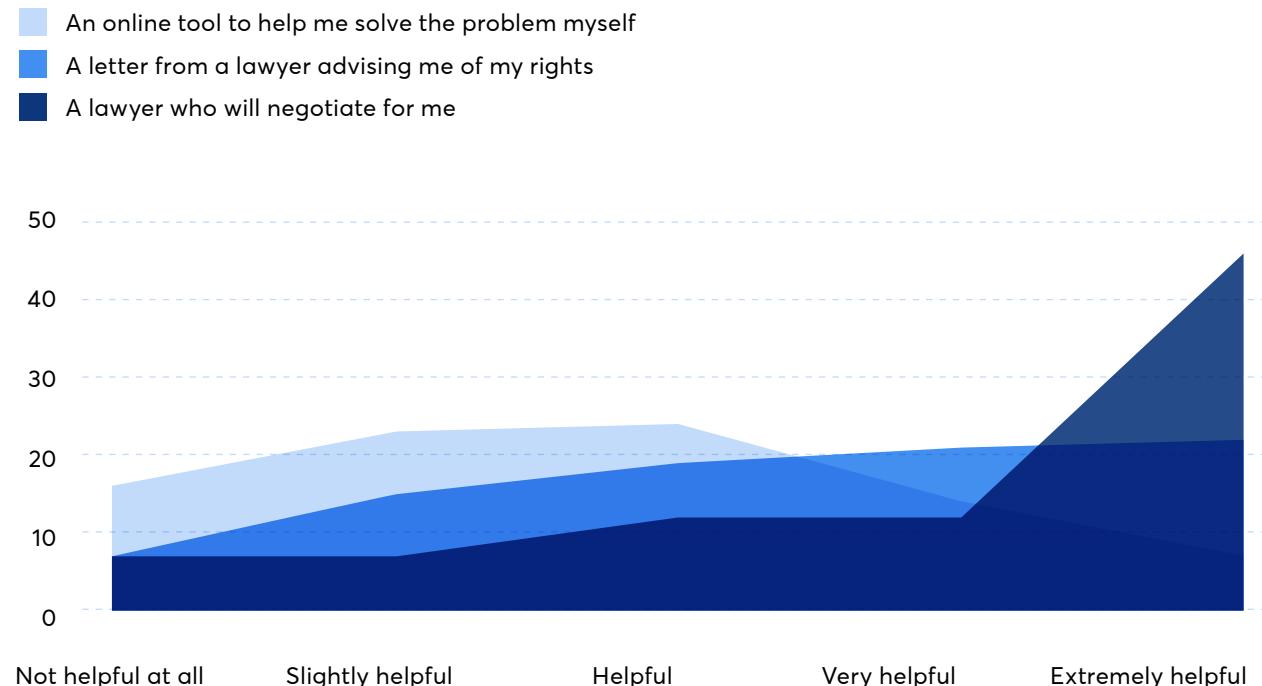


How we work with other services

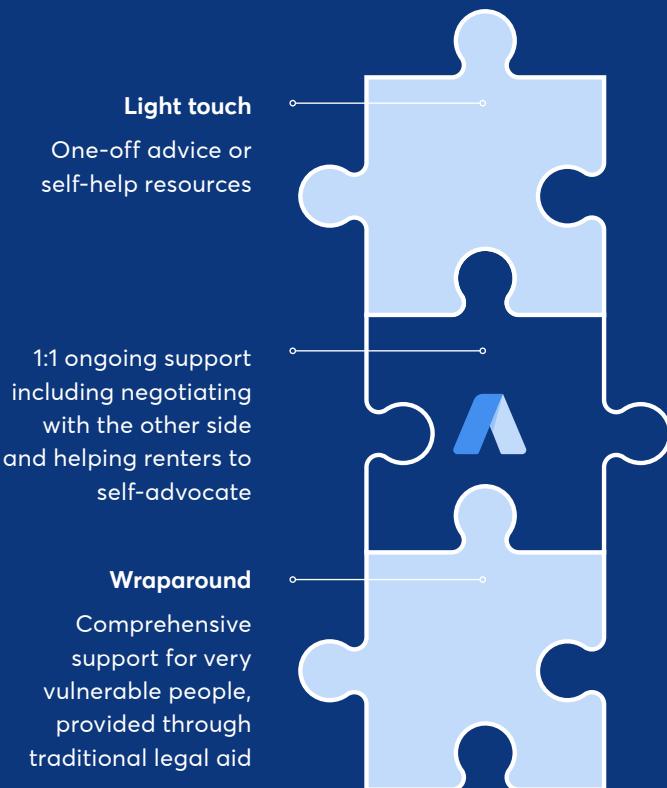
We work closely with our network of community partners to ensure renters seeking help receive the most appropriate support, and to address the systemic causes of injustice.

Through ongoing consultation with the sector and surveys of our clients, 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.

Our clients find ongoing casework significantly more helpful than online tools or one-off legal advice.



We also leverage students and technology to collect detailed data and stories to contribute to sector efforts to advocate for change.

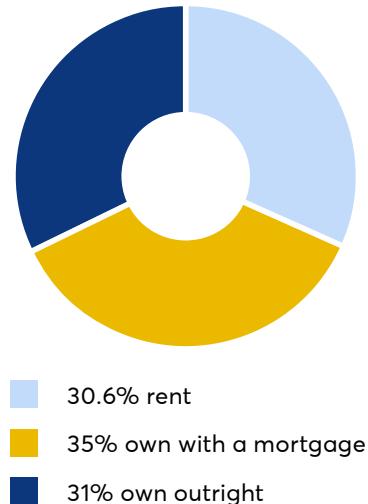




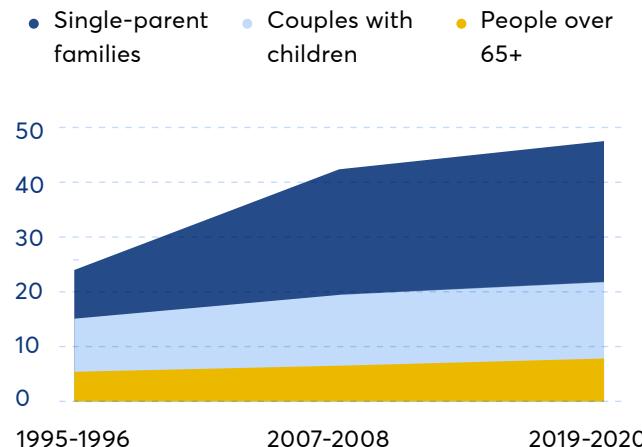
Renters in Australia

One third of Australians rent, and more are renting long-term and with families.

Housing tenure in Australia.



% renting from private landlords.

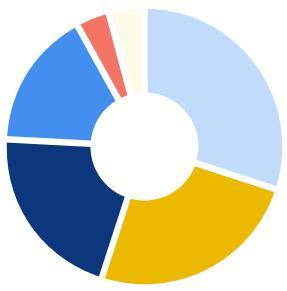


Source: Australian Bureau of Statistics

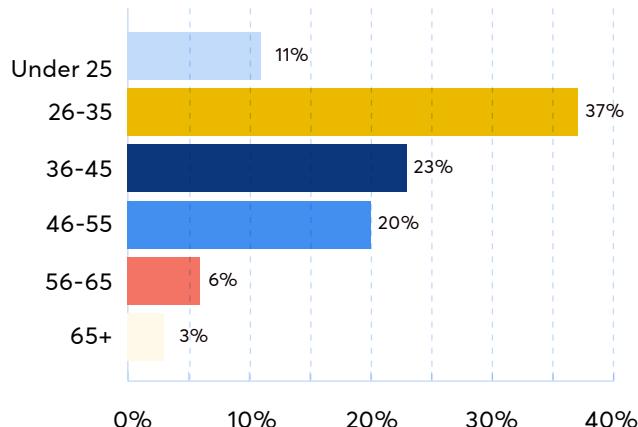
Source: Australian Bureau of Statistics

Our clients

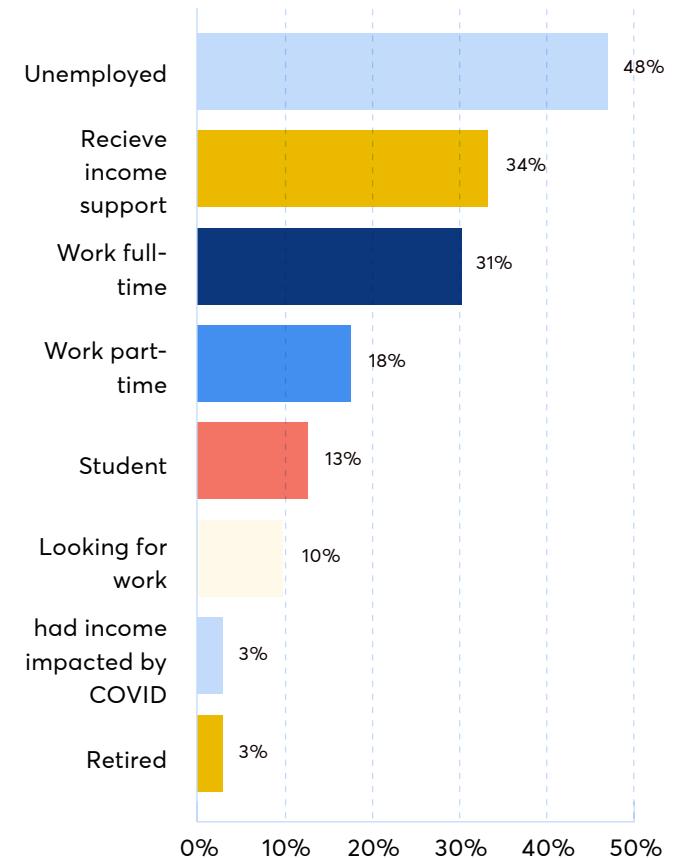
Living situation



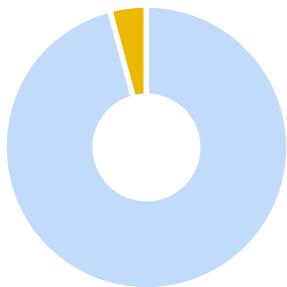
Age



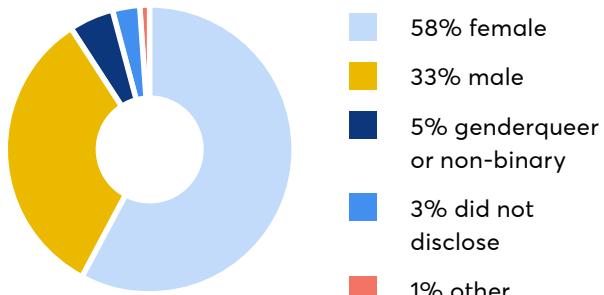
Employment/income



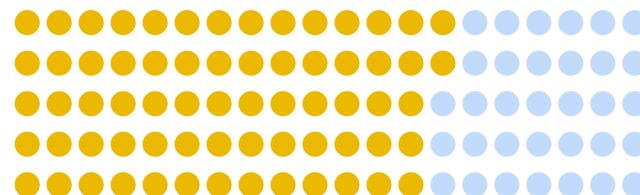
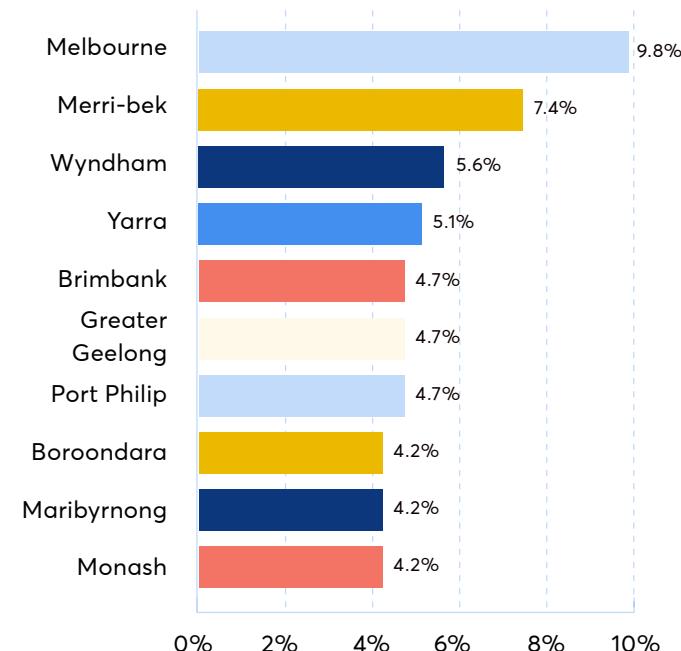
Tenure type



Gender



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

Income vs rent.**67% live in rental stress****Location**

32% primary language other than English



13% live with mental illness



9% live with physical disability

215

215 renters provided with legal support to maintain safe housing

1

1 new free legal service piloted



85% all-time client satisfaction score



78% experienced improved physical and mental health

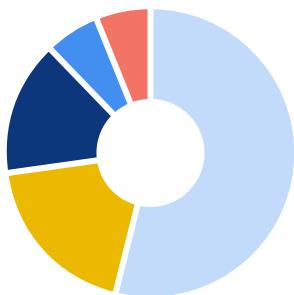


85% felt confident to handle a similar rental issue in the future



70% reported their understanding of their rights improved

Referrals



- 54% community partners
- 19% search
- 15% word of mouth
- 6% social media and online ads
- 6% did not disclose

8

rental rights resources developed

19,000+

views of our online rental rights resources

Top resources

6,900

How to transfer your lease - **6,900** views

4,000

How to make your rental application stand out - **4,000** views

2,000

Rental repair rights - **2,000** views

Rental Repairs

Living in a safe home in good repair is the foundation for good physical and mental health - and every Australian's right. Yet over half of renters in Australia live in a home in need of repairs, and 7 in 10 fear asking for a repair will lead to retaliation from their landlord.

Our Rental Repairs service helps renters in Victoria who need repairs and have not yet applied to VCAT. We support renters to:

- Understand their rights
- Negotiate with their agent
- Apply to VCAT and/or CAV
- For the minority of cases which go to VCAT, prepare to self-represent at their hearing



97

97 renters supported to obtain repairs

Eviction Support

Everyone should have the opportunity to stay in their home. Yet a [recent survey](#) found 82% of renters in Australia are in housing stress (spending more than 30% of their income on housing) - an internationally accepted benchmark beyond which people face financial stress and difficult choices. Three quarters feel anxious about their financial security.

Our Eviction Support service helps renters in Victoria who have received a notice to vacate due to rental arrears. We support renters to:

- Understand their legal options
- Negotiate a payment plan with their landlord
- Prepare to self-represent at their hearing
- Stay in their homes or delay eviction so they can organise their next accommodation



17

17 renters assisted through eviction

“They saved me from being homeless... they reassured me throughout the process and were very thorough.”

“Once Anika sent the formal letter and got involved, the agent was ready to listen. After having the repairs completed... my family and I can live comfortably.”

“[Anika] reassured me that my concerns were valid, that I wasn’t being unreasonable.”

Bond Recovery

1 in 3 renters lose all or part of their bond at the end of their tenancy. We are seeing many rental providers make unmeritorious claims, including one who claimed \$300 with a photo of a hair on the floor as evidence. Renters are being forced to choose between paying unfair claims, or waiting up to a year for a hearing, unable to access their entire bond.

Our Bond Recovery service helps renters in Victoria to dispute their landlord's VCAT bond claim. We support renters to:

- Understand whether they should dispute the claim
- Negotiate the claim with their landlord
- Prepare to self-represent at their hearing

Bond claim reason

	Percentage	Average \$ recovered
Damages	52.8%	\$2,608
Other reasons	16.5%	\$2,004
Money owed	16.3%	\$2,287
Cleaning	11.8%	\$826
Locks	2.6%	\$1,414



102

102 renters supported
to recover unfairly
withheld bond money

New services and tools

Housing Health Check pilot

In FY 22/23 we began developing our first service that proactively supports and educates renters to **avoid** legal risks that could destabilise their housing in the future.

Partnering with Launch Housing and supported by ANZ Community Foundation, we conducted a small-scale pilot to support people transitioning from homelessness into new tenancies.

User research revealed people entering new tenancies were scared to question anything in case their offer was withdrawn, and it was often the most vulnerable entering tenancies with illegal rental agreements and subpar conditions.

Based on our findings, we prototyped and built the pilot service. Launch Housing caseworkers referred people transitioning out of homelessness, then we offered one-on-one legal support and a phone accessible app where they could submit questions and read information about renting. The pilot commenced in May and we have supported a small number of renters to start tenancies on the right foot.

Next year, we will expand the Housing Health Check to reach more renters and conduct further testing to assess the service's long-term effectiveness in sustaining stable housing.

Debt Support first steps

We also took our first steps into our next area of law, which will help renters manage debt that prevents them from maintaining safe housing.

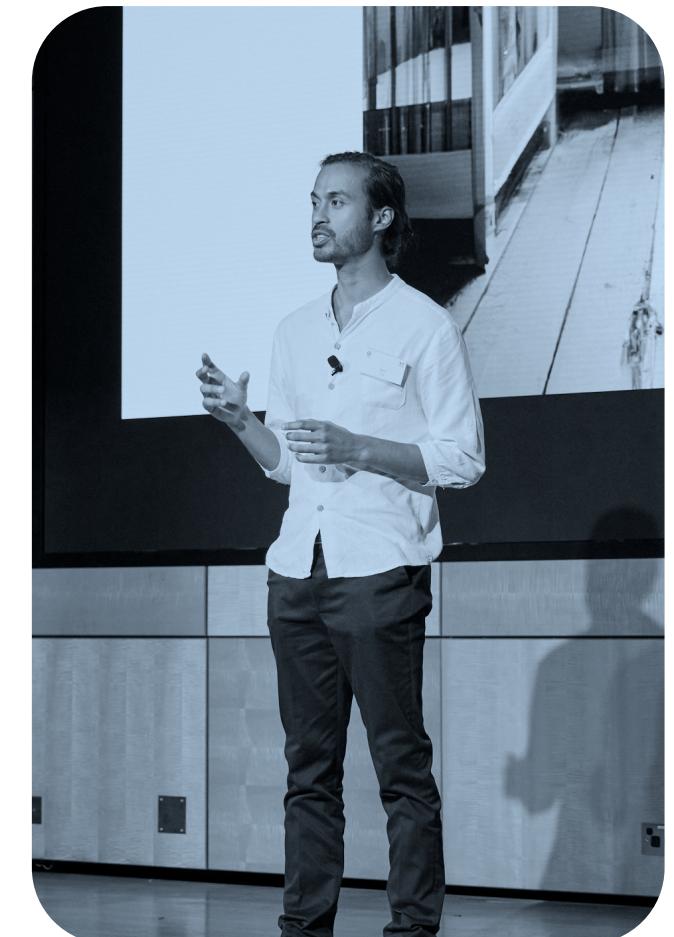
On page 6 we mentioned Elina, stuck in a freezing home her agent wouldn't fix and forced to run the heater all night to keep her baby warm. Even after we helped her secure repairs, she faced overdue heating bills which she couldn't pay.

This year, supported by The Funding Network Australia, we successfully pitched for funding to build a debt service that will integrate into our existing suite of services and help people like Elina manage utility debt and stay in safe, secure and affordable homes.

Next, we will collaborate with other community organisations working in debt to research the unmet need, pilot a service, and use the pilot cases to learn about the root causes of this problem and advocate for systemic change so it doesn't happen in the first place.

STRATEGIC PRIORITY

Supporting renters with a holistic service offering



Rental Information Hub

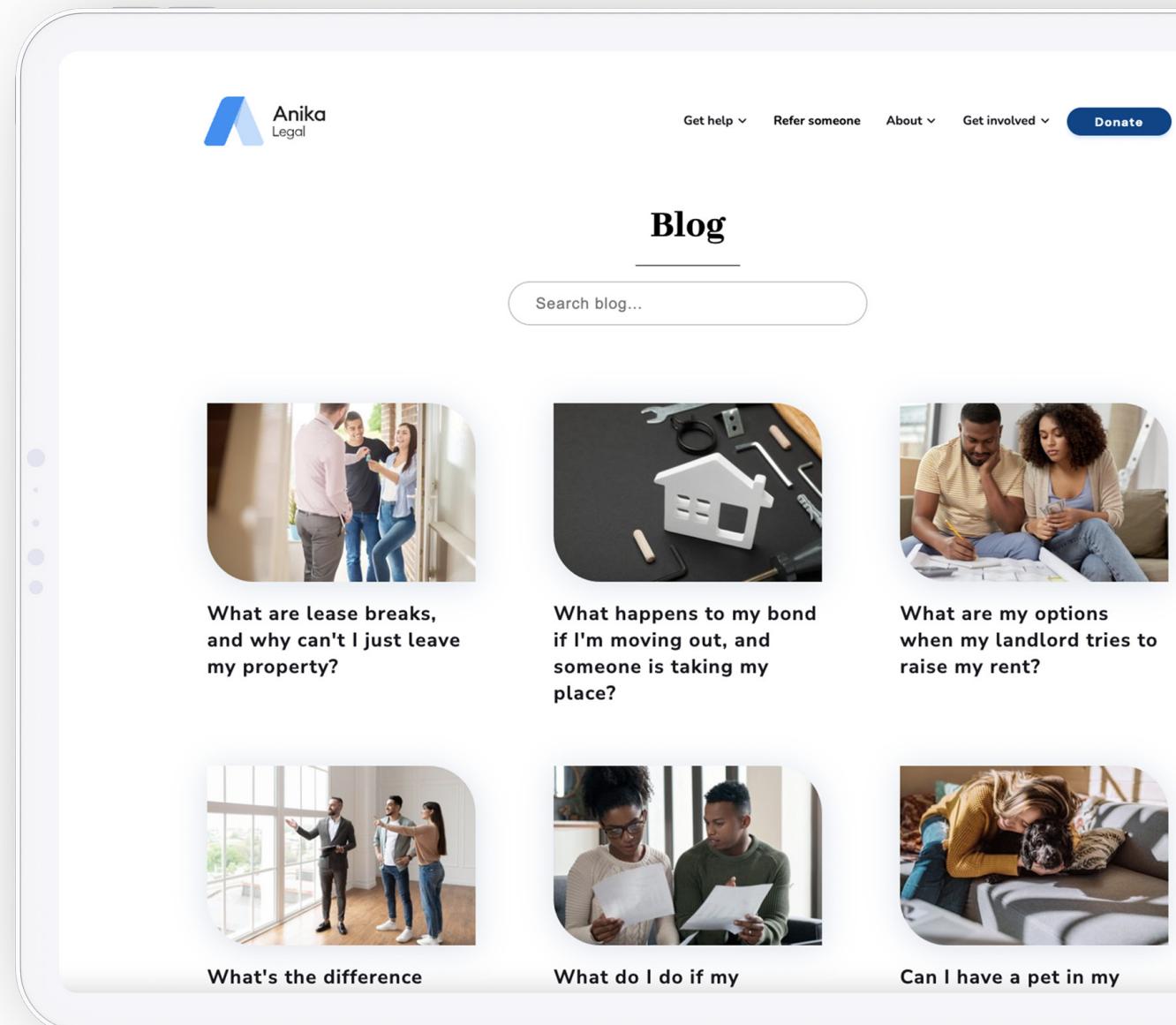
With the support of the City of Melbourne, we expanded our [community legal education blog](#) with the Rental Information Hub, a suite of rental rights resources available in 10 languages.

To design these resources, we engaged renters from a range of cultural and language backgrounds to understand their rental information needs.

We found they were looking for guidance on how to enter a new tenancy, secure repairs and recover bonds, and preferred search engine optimised HTML pages over PDF guides.

With the help of our partner MinterEllison, we drafted, reviewed and translated resources, coded them into our website, then conducted community consultation to assess their accuracy and impact.

Next year, we will continue to supplement existing services and rental rights information by engaging users and designing unique resources.



The screenshot shows the Anika Legal website's blog section. The header features the Anika Legal logo (a stylized blue 'A') and navigation links for 'Get help', 'Refer someone', 'About', 'Get involved', and a 'Donate' button. A search bar labeled 'Search blog...' is also present. Below the header, there are six blog post cards arranged in two rows of three. Each card includes a small image, the title of the post, and a brief description.

Image	Title	Description
	What are lease breaks, and why can't I just leave my property?	A couple and a real estate agent standing in a doorway, looking at a phone.
	What happens to my bond if I'm moving out, and someone is taking my place?	Tools and a white house-shaped object on a dark surface.
	What are my options when my landlord tries to raise my rent?	A couple sitting on a couch, looking at papers.
	What's the difference	Two people pointing at a large window.
	What do I do if my	Two people sitting at a table, looking at papers.
	Can I have a pet in my	A woman lying on a couch with a dog.

Eric

Empowering renters to stay in safe homes

Everyone should have the opportunity to get back on their feet.

When COVID-19 forced Eric to leave his job, he fell behind on rent and was handed an eviction notice. The situation weighed heavily on him, knowing he had nowhere to go if he lost his home.

"It was extremely stressful... I knew it would be next to impossible to get somewhere else because the demand is out of this planet."

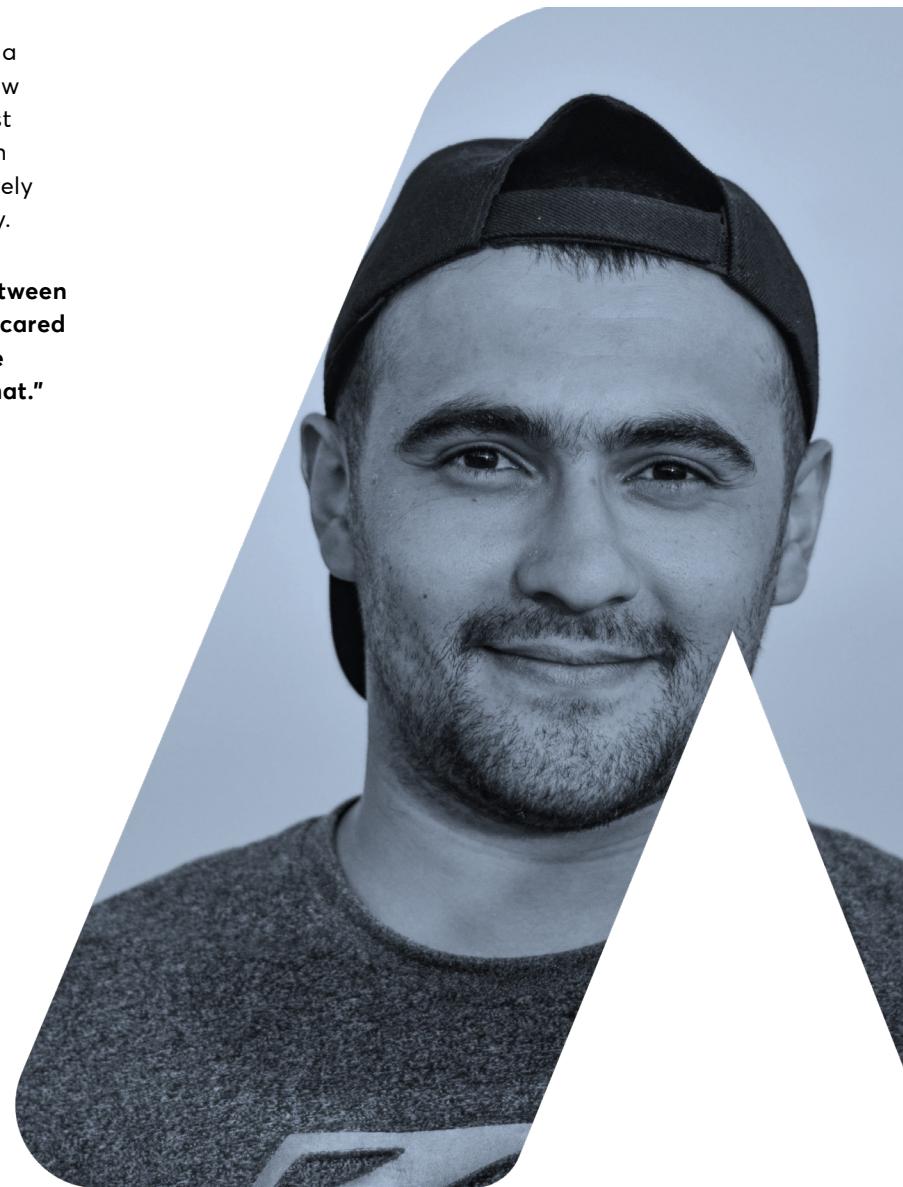
Driven to try everything he could, he contacted his former union, which referred him to Anika Legal. The Anika team stepped in, carefully guiding him through his rights under the Residential Tenancies Act and preparing him for his upcoming VCAT hearing.

By the date of hearing, Eric secured full-time employment, accessed a financial hardship payment and paid his overdue rent. He was able to articulate his rights effectively, and the VCAT member determined he could stay in his home.

"Dan [Anika Seconded Lawyer] helped me with some terminology and lingo to put pressure back on them, to stop them for long enough so I could figure things out... and he helped me save the house."

Eric's experience with Anika has completely changed his relationship with his agent. He has a much better understanding of his rights, and now documents all interactions in writing, keeps a list of everything that needs work and follows up on every request. His agent has started to proactively maintain the house and organise repairs quickly.

"Anika's help has changed the situation between me, the agent and the owner. I used to be scared of hanging pictures up or anything, but I've hung pictures now and they're okay with that."



Sarah

Thousands recovered in bond money

No renter should be forced into giving up their bond money unfairly.

Sarah was shocked when she received a VCAT application claiming over \$3,000 for alleged damages and cleaning costs from her former rental home. As a mother of two young children with limited disposable income, she had no idea how she would afford such a hefty bill.

To make matters worse, Sarah felt many of the charges were unfair, as she had already paid for professional cleaning from the real estate agent's recommended cleaner.

"I was very disappointed that they didn't even give us a chance to go back and fix anything."

After waiting a year for legal aid due to high demand, Sarah found Anika Legal. From the start, she found them responsive, knowledgeable and easy to deal with.

"They never gave me false hope, but they gave me confidence."

The Anika team reviewed Sarah's case and advised her she had a reasonable argument to dispute the charges. They helped her negotiate with the agent, then when the agent refused her offer, they provided her with guidance for the VCAT hearing.

On the day of the hearing, Sarah found herself in the virtual waiting room with the landlord's new agent. She decided to share her story. To her surprise, the new agent apologised on behalf of the previous agent and agreed to refund Sarah's entire bond.

With Anika's assistance, Sarah was able to recover her rental bond, overcome the stress and financial burden that had been weighing on her, and find justice.

"Anika gave me the confidence to not just throw in the towel and give up the bond. I had the confidence to keep going."



Wendy

Safe housing for health

Everyone deserves a safe home.

But Wendy was afraid her house would cause serious health issues. She is immunocompromised, and was stuck in a rental with extensive water damage and mould due to a leak in the laundry.

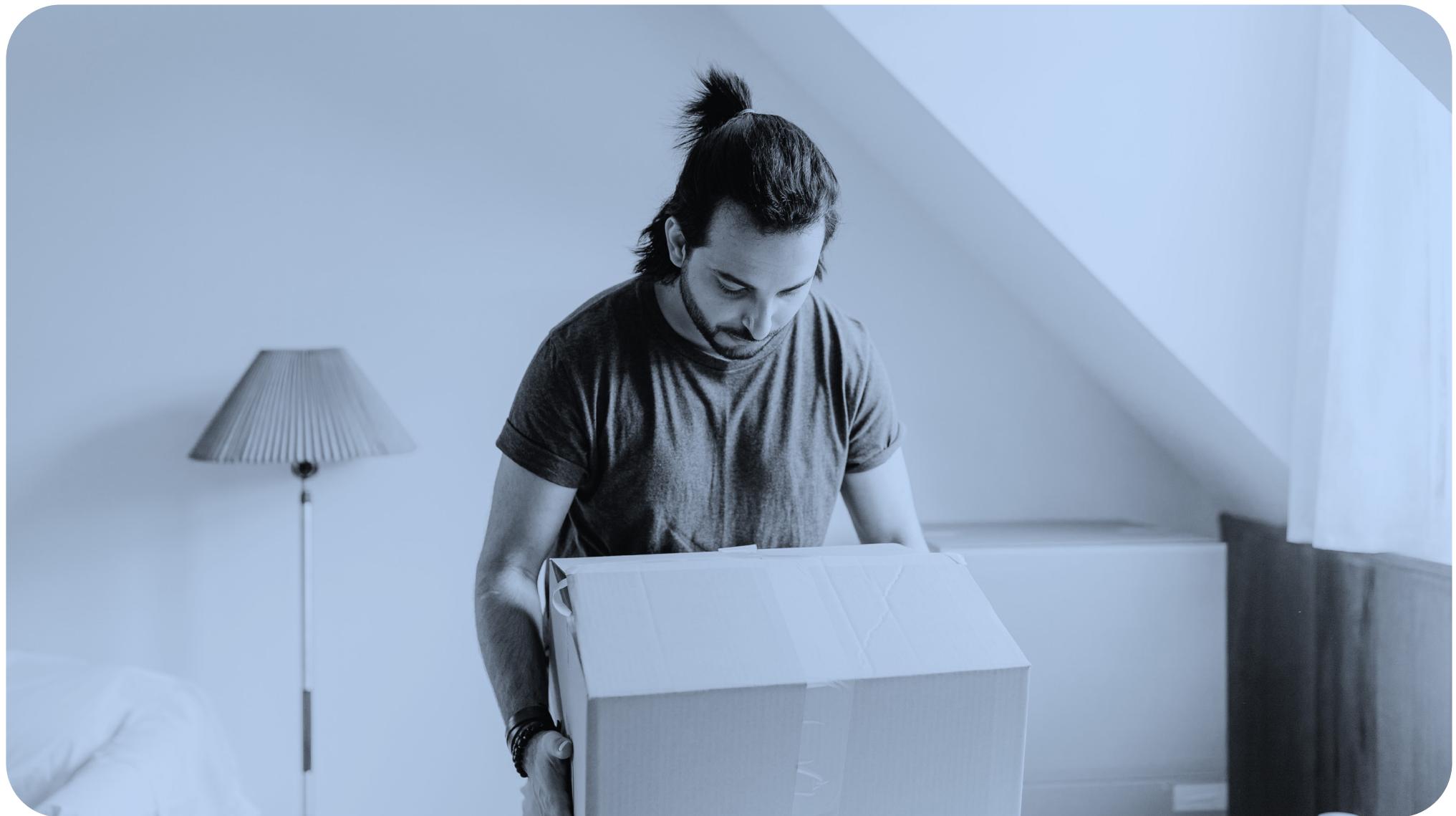
It was her first rental, so she felt unsure about her rights and the process of seeking repairs. She tried to do the right thing, informing her agent about the damage and diligently asking for repairs, but months passed with little progress.

Feeling frustrated and overwhelmed, she learned about Anika Legal and decided to reach out. The Anika team reviewed Wendy's case, provided her with legal advice and sent a formal letter to her landlord. Although she continued to face delays, Wendy was more confident with Anika on her side.

Nine months after the initial leak, the repairs were completed, restoring Wendy's sense of security and wellbeing in her home.

She experienced a direct improvement in her mental health, and felt more confident in her understanding of her rights and ability to be assertive and advocate for herself in the future.





In past years we took our first steps into advocacy, including publishing a report examining barriers to self-enforcement for renters seeking repairs. In FY 22/23 we laid the groundwork, establishing a considered and collaborative advocacy strategy.

We started by forming our inaugural advocacy committee, who consulted with stakeholders across the community legal and housing sectors to develop our advocacy position and theory of change.

We also made two submissions to federal and Victorian parliaments covering the barriers renters face in maintaining safe, secure, affordable housing, and our recommendations for systemic reform needed for a fairer housing system. Our team also featured in several news stories discussing renters' rights including in The Age, ABC News and VICE.

Our advocacy committee

- Zoe Chan
- Brendan Lacota
- Kate Parkinson
- Denis Nelthorpe
- Fenella Selvaratnam
- Noel Lim

STRATEGIC PRIORITY

Supporting the sector to advocate for a fairer justice system



Our unique social enterprise law student programs are integral to our impact. Through educational technology that empowers law student interns to assist our lawyers, and commercial partnerships with universities, we 1) help more people and 2) sustainably fund our existing services.

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

And we've proved that, with the right tools and under the supervision of experienced lawyers, law students are capable of delivering high-quality legal assistance and having a genuine impact in renters' lives.

In FY 22/23 we continued to develop our commercial partnerships with Deakin University, RMIT University and Leo Cussen Centre for Law, which funded the cost of operating our existing legal services. We also introduced new ways of working with universities, including an internship structure that enabled students to work in all aspects of a community legal service.

Next year, we will continue to develop our existing partnerships, and explore new partnerships with Victorian and interstate universities to scale our impact.

Commercial partnerships with universities fund existing legal services

STRATEGIC PRIORITY

Growing our impact by scaling our unique service model

1. Real cases

Students manage real cases in a safe environment, supervised by lawyers. They do the work of a lawyer, including interviewing, drafting advice and negotiation.

2. Future proofing

Students work in a tech-enabled environment. They learn how to use legal technology and design thinking to create innovative solutions.

3. Social impact

Students manage cases end-to-end and develop an understanding of how access to justice affects real-world outcomes.

62

62 students provided with practical legal education through our internship programs



88% reported they were more likely to contribute to access to justice though their career



90% felt more prepared to enter the workforce



94% felt they better understood the difficulties people face accessing justice



91% student satisfaction score



Glenice

I was so excited to start at Anika. It was a chance to apply my knowledge from law school and finally experience what it's like to work as a lawyer.

I never thought it would be possible to get practical legal experience because I work full-time, have two kids and live in a different state, but Anika's flexible online internship made it possible.

One of the highlights was conducting real legal research. I loved diving into cases, analysing the facts, then applying the law to achieve favourable outcomes for clients. The Anika team was very supportive throughout the process, always ready to answer my questions and run through analyses with me.

I also found it incredibly rewarding making a difference in renters' lives, listening to their experiences, teaching them about their rights and most of all reassuring them that they have a voice.

Anika helped me believe in myself and my ability to work in this field. All the theory I had learned at law school and practical skills I had developed at work came together, and helped me realise my potential as a lawyer.



Jenny

Anika was an exceptional first legal work experience. I loved having the opportunity to put my theoretical knowledge from law school into practice and actually help real clients with real legal challenges.

Throughout the internship, I developed a range of practical legal skills, especially professional verbal and written communication with clients. The Anika team's support was invaluable. They were always there to provide guidance on how to engage with clients and draft legal documents.

My newfound skills have not only improved my capabilities as a law student, but have also made me feel more confident to support those seeking our assistance. It solidified my passion for the legal field and determination to pursue a legal career.

From the start, we have harnessed technology to amplify our impact. We have doubled the number of renters one full-time lawyer can help to 500 per year, made it easy for renters to access support, and built powerful data infrastructure.

Greater capacity through Clerk

Our proudest innovation is Clerk, our bespoke case management system, designed and coded from scratch by our Head of Technology Matt Segal. Clerk is the first platform of its kind in the community legal sector. It combines legal case management with learning management, enhancing our lawyers' ability to effectively run cases and teach law students.

In the six months following launch in 2021, we provided 63% more people with free legal support.

In FY 22/23 we continued to iterate and improve Clerk. We developed a notification system to guide our student interns as cases progress and made significant improvements to email functionality. We also commenced designing a new task functionality to improve workflow between our student interns and lawyers.

Improved client journey

This year we redesigned our online intake form to provide an even smoother experience for eligible helpseekers, and direct ineligible helpseekers to more appropriate pathways. These changes meant less renters entered the "referral roundabout" and our lawyers were able to spend more time providing support and designing new services.

We also updated our [community legal education blog](#) with more rental rights resources. These support our client journey by funnelling eligible helpseekers into our services, and providing ineligible helpseekers with information and alternative options.

STRATEGIC PRIORITY

Enablers - growing our impact through innovation

Congratulations Matt!

We were delighted to see our Head of Technology Matt Segal recognised as the 2023 NFP Tech Volunteer of the Year.

Matt has dedicated over 1,000 hours to building the technology that powers Anika, including Clerk, our website, our intake form and our data infrastructure. He also helps shape our strategy, manages a team of software developers, and helps our entire team learn more about technology and its potential to do good.

We couldn't have built Anika without Matt, and are incredibly grateful for his dedication and talent.



Education partners

We work with universities and education providers to equip future legal professionals with the practical and technological skills to support real clients and innovate for a world where everyone can access justice.

We gratefully acknowledge our education partners for their role in empowering law students to truly make a difference in renters' lives.



Corporate partners

We collaborate with corporate partners in a range of different ways. In FY 22/23 we worked with partners to engage employees through matched giving, corporate volunteering and events.

We also worked with law firm pro bono teams who seconded their lawyers to assist with the provision of free legal support. We recently commenced piloting a new "flexible secondment" model where a team of lawyers share the role of one part-time Seconded Lawyer, making pro bono casework more accessible.

Our corporate partners have significantly amplified our impact, and we look forward to finding innovative new ways of working together.

MinterEllison.



Hall&Wilcox
smarter law

Maddocks

W WARLOWS LEGAL
Wisdom, Understanding and Knowledge

beaton
Voice of Your Clients



HOLDING REDLICH



360-degree partnership with MinterEllison

In FY 22/23 our partner MinterEllison supported our work with several creative initiatives:

- Raising over \$15,000 through an enormous staff fundraising effort, volunteering and engagement events
- Seconding two lawyers to run 47 matters for renters unable to access safe homes and use their unique skills to contribute to operational projects
- Assisting with the development of our Rental Information Hub

We are very grateful for MinterEllison's support and look forward to continuing to grow our partnership.

Philanthropic partners

While our social enterprise model funds the operation of our existing services, philanthropic partnerships play an important role in our growth.

We work closely with our philanthropic partners to enable long-term growth of our service offering and student programs, and bolster our impact through new initiatives.

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 renters have received the support they need to stay in safe homes.



Victoria Law
Foundation

Dyson Bequest

STREETSMART
ACTION AGAINST HOMELESSNESS



S JACK & ROBERT
SMORGON FAMILIES
FOUNDATION

The Diana Browne Trust

Marcia & Henry Pinskier

Shelley Hua Foundation

The City of Melbourne logo features a stylized green and blue geometric shape that resembles a map of the city's central business district, next to the text "CITY OF MELBOURNE".

Community partners

We work with partners across the community legal and housing sectors to ensure renters seeking help receive the most appropriate support and develop a coordinated, cooperative approach to providing access to justice.

Their commitment to working together to maximise our collective impact has been invaluable.

Tenants Victoria logo, featuring a small house icon followed by the word "Tenants" in a dark blue font and "Victoria" in a red font.

Thriving Communities Partnership logo, featuring a colorful, abstract graphic of overlapping shapes in yellow, green, and blue, followed by the text "Thriving Communities Partnership".

**Social
Enterprise
Network**
Victoria

Launch HOUSING logo, featuring the word "Launch" in white on a red arrow pointing right, followed by "HOUSING" in white and "IT'S TIME TO END HOMELESSNESS" in smaller white text.

Victoria Legal Aid logo, featuring a large white square with a dark blue outline, followed by the text "Victoria Legal Aid".

ydas Youth Disability Advocacy Service logo, featuring the word "ydas" in a blue sans-serif font with a small "youth" tag above it, followed by "Youth Disability Advocacy Service" in a smaller blue font.

justice connect logo, featuring the word "justice" in a dark grey sans-serif font and "connect" in a teal sans-serif font, with a stylized teal geometric shape above the letters "c" and "o".

Board

Our Board oversees and supports Anika's work to ensure it fulfils its strategic vision, operates effectively, and complies with legal and ethical standards.

Their expert insights, hard work and belief have driven substantial growth, enabling us to create impact in ways we never imagined before.



Denis Nelthorpe AM
President

Denis brings a wealth of experience from over 40 years in the legal assistance sector including as CEO of WEstjustice and other leadership roles.



Marcia Pinski 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.



Michael Choong,
Director

Michael has over six years of experience across the technology, retail, and not-for-profit sectors. He is currently a Senior Strategy Manager at SEEK.



David Mandel
Director

David brings 15 years' experience as a non-executive director for both ASX listed and not-for-profit organisations across the healthcare, technology, e-commerce and sport sectors.



Noel Lim
Director & CEO

Noel has led Anika's founding team to become an organisation of over 60 volunteers. He was a finalist for the Victorian Young Australian of the Year and NFP Emerging Leader award in 2023.



Leadership team

Our leadership team drive the development and delivery of our legal services, social enterprise student programs and advocacy initiatives, and build sustainable revenue streams to enable our long-term growth. Anika wouldn't be here without their courage and grit.



Noel Lim CEO	Zoe Chan Principal Lawyer	Jacqui Siebel Head of Operations	Lucy Majstorovic Head of Partnerships	Kawshalya Manisegaran Lawyer and Clinical Programs Lead	Matthew Segal Head of Technology
Noel drives the direction of our organisation and ensures that each portfolio is successfully managed.	Zoe is responsible for our legal service offering. She has experience in civil litigation, pro bono projects, and designing user centred service improvements.	Jacqui leads Anika's operations portfolio, keeping the engine of our practice running. She has considerable community legal experience in project management, innovation and evaluation.	Lucy works with our trusted partners to maximise Anika's impact. She has experience in relationship management, marketing and analytics.	Kawshalya delivers much needed legal services to Victorian renters. She has five years' experience as a lawyer, specialising in transport infrastructure projects.	Matt leads our Technology portfolio and built our web platform and cloud infrastructure. He is a full-stack software developer with experience in eCommerce, disease modelling and fintech.



Interns

Our student interns are on the frontlines, channelling their skills to fighting for our clients. They leave us excited for what the next generation of legal leaders will achieve.

Volunteers and secondees

Our 65 volunteers comprise professionals and students from a variety of disciplines, from accountants to marketers. We are continuously impressed by their energy, and incredibly grateful to them for generously donating their skills and time. Our average volunteer tenure of over 18 months is a testament to their commitment and dedication.

Advisors and mentors

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



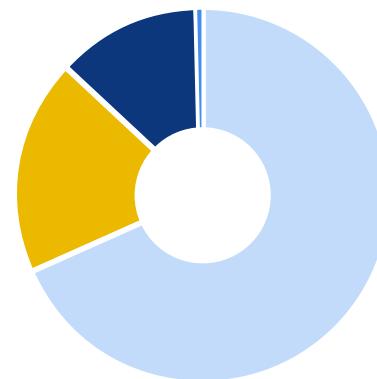
Anika Legal reported a net loss of \$17,527 this financial year, representing 4.44% of our annual income. Our annual income is \$395,650, a 7.06% increase from \$369,548 in the last year. At 30 June 2023 we maintained net assets and retained earnings of \$153,729.

As a service-based organisation, wages and salaries continue to be a major expense. This year, we hired our fifth employee and second lawyer, which increased our expenses.

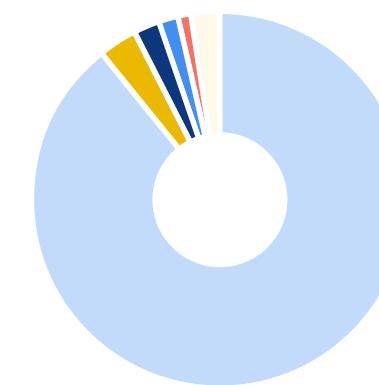
There is significant opportunity for growth in the next financial year. Our social enterprise model now comprises 12.62% of our total revenue. Next year, we aim to grow this revenue stream by exploring new partnerships with Victorian and interstate universities. We have also increased our funding from private philanthropy, and aim to continue doing so.

This financial picture is possible because of the philanthropists, community donors and corporate partners who believe in our vision. Their contributions have continued to give our organisation certainty and allowed us to focus on creating scalable, long-term solutions for improving access to justice for renters.

Income



Expenses



Employee benefits	\$369,272	89.37%
Insurance and audit	\$13,496	3.27%
ICT	\$9,695	2.35%
Advertising	\$5,829	1.41%
Fundraising expenses	\$4,903	1.19%
Other expenses	\$9,982	2.41%

Total - \$413,177

Our financial statements have not yet been audited. View the audited statements at www.anikalegal.com/about/annual-reports when available.

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