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Kingsford Legal Centre Annual Report 2016

Kingsford Legal Centre is a community legal centre providing free legal advice, casework, law reform and community legal education to people who live, work or study in the inner south-eastern suburbs of Sydney. We specialise in discrimination law and provide advice New South Wales wide on discrimination problems. KLC is a part of UNSW Australia Law Faculty and provides clinical legal education to its students. To find out more about our services our contact details are:

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Kingsford Legal Centre acknowledges the Gadigal and Bidjigal Clans, the traditional custodians of the Sydney Coast. We pay respect to those Elders, past and present and thank them for allowing us to work and study on their lands.

Front cover photo: Tom Gillespie **Design:** Melinda Jenner

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KINGSFORD LEGAL CENTRE MISSION STATEMENT

Kingsford Legal Centre is committed to social justice and to promoting access to, and reform of, the legal system.

We aim to provide quality legal services to the community and to promote excellence in clinical legal education whilst fostering a critical analysis of the justice system.

The Law Theatre
G04
Kingsford Legal Centre
Call 9385 9566
Kingsford Legal Centre

Dean's Foreword

It is with a great deal of pleasure that I write my first Dean's Foreword for Kingsford Legal Centre (KLC), having taken up the position in 2016. Whilst I am relatively new to the position of Dean, my relationship with the Law Faculty and KLC is a long and very positive one.

My first task as Dean was to consult widely with all of our stakeholders, both internal and external. This process has confirmed my belief that quality clinical and experiential legal education is highly valued by students and employers. In 2016 every student enrolled in our core course, Lawyers Ethics and Justice (over 450 students) attended KLC to experience working with real clients. A further 100 students enrolled in one of the five other clinical courses offered by the KLC team. Feedback from students is extremely positive and many alumni report the resonance of the experience in such a supportive environment. KLC remains a key and important part of our teaching program.

My second task is to implement the UNSW Australia's strategic priorities under its 2025 strategy. KLC fits firmly within the aims of this plan, in particular under the Strategic Priority B: Social Engagement. In 2016 KLC gave over 1500 advices and worked on over 270 case files; delivered over 25 community legal education workshops and participated in over 20 law reform activities. This prolific avenue of access to justice for disadvantaged community members contributes to a just society.

It was for all of the above reasons that it was very disappointing to learn of the planned funding cuts from the Federal Government of around $92,000 to KLC commencing in the second half of 2017. This funding cut is going ahead despite the Productivity Commission's Report of 2014 recommending that the legal assistance sector is extremely good value for money and needs to have its overall funding increased by $120 million. The UNSW Australia Law Faculty pledges its full support for the vital work of community legal centres and the sector as a whole and will do all that it can to advocate for them over the coming year.

On a brighter note, it was pleasing that KLC's 35th Birthday celebration could reflect on the incredible achievements over that time. Thanks must go to those early, visionary pioneers of the Law Faculty who pushed the novel idea of client based legal education and exposing students to the real effects of the law on poor people and communities. I sincerely believe that KLC will remain vibrant and relevant for a further 35 years.

Finally, congratulations must go to KLC Director, Associate Professor Anna Cody, for the recognition she achieved in winning the AHRC Human Rights Award in the Law Category in 2016. This is a major acknowledgement of a career of over 20 years of dogged and determined commitment to social justice. Under Anna's very capable steerage, and with the professional, experienced and hard-working staff and volunteers that KLC boasts, I look forward to watching the Centre grow and expand well into the future.

Professor George Williams
Dean, UNSW Australia Faculty of Law

Director's Report

2016 marked the 35th anniversary of KLC's opening its doors in 1981. This is a great milestone which gives us a chance to reflect on the considerable achievements of the Centre in that time. Our party in November to celebrate the event was attended by representatives of all of our key friends and stakeholders. It was also an opportunity to showcase the great advances the Centre has made in the use of social and digital media to get our message out to a broader audience.

2016 was another very productive year for Kingsford Legal Centre. But once again, it was a year plagued with funding uncertainty which impacted on all aspects of service.

In December we were advised that we would be losing around $92,000 federal funding per year for the next three years. This is going to have a huge impact on our ability to continue our current levels of service delivery and some hard decisions are going to have to be made in 2017. KLC will be working closely with the sector to try to persuade the Federal Government to reconsider its position on funding in 2017 and we will be looking to our friends and stakeholders for their support.

On a positive note, I was honoured to receive the Australian Human Rights Award in the Law category in December. This award will give me a platform to raise the important issues that our clients and our sector are facing in 2017 and I intend using it to do this.

I was also very heartened to see KLC's Employment Law Solicitor, Maria Nawaz, receive the Bright Sparks Award for her work in the category of, 'endeavours undertaken to promote or enhance equal rights in the workplace'. It has been a privilege to watch Maria blossom from a KLC student in 2011 to become the professional, empathetic and creative lawyer she is today. She was a worthy recipient of the award.

Our education clinics have been extremely busy with over 500 students attending KLC across our courses in 2016. Students continue to enjoy their clinical experience with us. My research over the past year has focussed on ethics training and as a result I have focussed on increasing and expanding this area of learning in our courses.

On an international level, I have continued my work with the Global Alliance of Justice Education, being nominated to chair the upcoming 9th GAJE Conference in Mexico in 2017. This organisation allows legal justice educators from across the globe to exchange ideas and discuss issues to keep clinical legal education current and engaging.

Nationally, in 2016 I became the CLCNSW representative on the Legal Aid NSW Board and I also become the Deputy-Chair of the National Association of Community Legal Centres (NACLC). In both of these positions I have been heavily involved in the funding campaign to work to ensure that community legal centres are appropriately funded to continue providing access to justice for those who are most disenfranchised in our community.

Locally, KLC continued its commitment to a community development model of service delivery to our clients. We have worked very closely with key community organisations, tenants groups and activists from the local public housing estates. This work informs all of our law reform work which was prolific in 2016.

KLC's community legal education program was extremely busy in 2016 with a particular focus on working with the local Aboriginal community.

Thanks, as always must go to our hard working, dedicated, incredible staff whose commitment to our clients and students ensured that KLC remained a centre of excellence. Thanks also to our wonderful volunteers who are essential to our excellent, high quality service provision. Also, a big thanks to our Management Committee members, funders, community partners and sector colleagues – all of whom enrich our work so much.

KLC is looking forward to working with all of our stakeholders in 2017 and beyond.

Associate Professor Anna Cody
Director
KLC Director Associate Professor Anna Cody

Aims And Objectives Of Kingsford Legal Centre

01 **To educate tomorrow's lawyers by:**

- giving students an opportunity in a clinical supervised setting to work for disadvantaged clients
- developing student understanding of how the legal system works and its impact upon disadvantaged clients
- providing students with an opportunity to reflect upon social justice issues, the legal system and the role of lawyers within it including the values and objectives underpinning the work of community legal centres
- assisting students to understand the integral role that systemic advocacy and community legal education play in legal service provision

02 To improve access to justice for residents of the inner south-eastern suburbs of Sydney by providing free legal advice and assistance including specialist employment advice

03 To reduce discrimination through the provision of specialist legal advice and representation on discrimination matters to residents of NSW and those who are discriminated against in NSW

04 To enhance people's knowledge of, and access to, appropriate legal services through the dissemination of information and by making and receiving referrals

05 To promote access and equity in all areas of the organisation including service delivery, legal education, community education and policy work

06 To ensure Kingsford Legal Centre is respectful of Indigenous cultures and people

07 To improve the community's knowledge of the legal system and the capacity for people to enforce their legal rights, by delivering community legal education

08 To undertake systemic advocacy, including law reform, and to represent the interests of clients and the local community on social policy and administration of justice issues

09 To create partnerships with other community organisations on legal issues

10 To maintain an efficient infrastructure for the Centre to provide support for staff, volunteers and students and outcomes for clients

Clinical Legal Education/Teaching

Clinical legal education is a way of teaching law, legal procedure and ethics. In Australia when we talk about clinical legal education we mean a style of teaching and learning where students are engaged in legal work for real clients and then analyse and reflect on this experience in a structured way.

Public Interest Law Class – Semester 2 2016

Our courses

Kingsford Legal Centre offers a range of courses and clinical components to UNSW Australia Law students. These are:

1st Year: Foundations Enrichment II: This is a course for 1st year Indigenous students focusing on communication skills, legal interviewing and the legal aid system.

2nd/3rd Year: Interviewing Component in Lawyers, Ethics and Justice: Students interview KLC clients and write a reflective assignment on it. These students are taught interviewing skills by KLC solicitors and spend five hours at the Centre in an evening legal advice session interviewing clients and working with volunteer solicitors.

KLC Community Law Clinic (1 Day) and (2 Days) & KLC Employment Law Clinic (2 Days) : These are courses in which students develop their understanding of issues of social justice as well as developing interviewing, negotiation, drafting, submission writing and advocacy skills. We teach students to think critically about the law, the legal system and the place of disadvantaged clients within it. We do this through students working on client files, answering phones, working on law reform and community education projects under the supervision of clinical supervisors for one to two days each week. There is also a weekly two hour seminar program and daily one hour tutorial program for reflection on substantive issues of law and justice questions.

KLC Family Law/Family Violence Community Education Clinic (1 Day) This course has developed a range of legal education modules for community groups and community members with a focus on family law and the cross over with domestic violence. The students meet with community workers in the local area, then prepare and present community legal education workshops to members of the local community.

Legal aid and Global Justice Lawyering: Issues in Practice This course teaches students about models of legal aid provision in Australia, as well as internationally. It also teaches students about models of working with disadvantaged communities such as community lawyering, public interest lawyering, cause lawyering, social change lawyering. The course is an intensive course over 2 weeks in December. This course is not a clinical course however students work on complex case studies based on clients from KLC as well as completing an advanced interviewing clinical component at the Centre.

Other teaching and learning achievements in 2016

Teaching grant application

KLC Director Anna Cody was successful in her application for a teaching grant to support some research into improving 'teaching reflection ' in a clinical setting. The grant will cover some research assistance of models of teaching reflection skills in Australia and internationally.

Participation in International Journal of Clinical Legal Education (IJCLE) conference.

Anna Cody, Dianne Anagnos and Natalie Ross presented papers at the annual IJCLE conference in July. Their workshops covered: The clinical component of the Lawyers, Ethics and Justice course and empirical research exploring its impact on students; how effective presenting in court or education seminars is, in developing students' skills; and the challenges of working with clients and students in discrimination law cases. The presentations demonstrated the breadth and depth of clinical legal education at UNSW Australia.

International Legal Ethics Conference

Recognising KLC's key role in teaching all Lawyers, Ethics and Justice Course students about ethics with disadvantaged clients, Anna Cody presented on research about the impact of clinical components at the International Ethics Conference. The increased commitment to justice issues as well as deeper, more textured understanding of ethical issues was recognised as a key achievement of the clinical component within LEJ.

National Association of Community Legal Centres Annual Conference

Roselle Nunes (KLC) and Julie Watt (UNISA)

Anna Cody, Maria Nawaz and Denise Wasley presented workshops at the annual community legal centre conference. The workshops focussed on: The Conciliation research project, documenting client experience of conciliations in discrimination law and recommending best practices; and, "What does the law say?: students learning law in local communities".

Learning and Teaching Seminar on 'Reflective Pieces"

In October KLC Director Anna Cody participated in the UNSW Learning and Forum - Toward 2025: Inspiring Learning. Anna talked about using reflective pieces in clinical legal education.

Indigenous Winter School Students

KLC & University of South Australia Admin Benchmarking Clinic Exchange

Julie Watt, the clinical administrator from UNISA clinic visited KLC for 3 days from 24 October to benchmark our respective clinics' administrative processes. In November KLC Front Office Manager Roselle Nunes travelled to Adelaide to experience UNISA's clinic. These exchanges are extremely fruitful in improving systems for students in the clinical setting. It also establishes networks so that improvements and innovations can be shared quickly throughout the sector.

Indigenous Access Initiatives

During 2016 KLC continued to make a significant contribution to the Law Faculty's commitment to increasing the numbers of Indigenous students studying law. KLC is an active participant in the Indigenous Legal Education Committee.

Classes on Working with Indigenous Clients and Communities

The seminar program for students includes a class on working with Indigenous clients and communities in order to provide greater insight and skills for students. This class was presented by KLC Aboriginal Access Worker Kaleesha Morris.

Winter School Program for Indigenous High School Students

KLC hosted Indigenous high school students during the Winter School program involving Year 10, 11 and 12 students. The students came to the Centre to learn a bit more about the law and what happens at law school. They enjoyed meeting other students and staff as well as debating real life legal problems and deciding what they should do.

Indigenous Pre-Law Visits

Kingsford Legal Centre hosted a visit by pre-law Indigenous students in 2016 organised by the Nura Gili Centre. The Nura Gili Centre is key to improving Indigenous access to, and retention in, tertiary studies in the University. The students came from around Australia and were mostly school leavers. The Faculty of Law pre-law program is a well-developed program with an introduction to various areas of law and excursions to expose students to a wide variety of University activities.

Statistics

2016 was another big year for KLC. Here is the statistical breakdown of our services.

INFORMATION AND ADVICE	
Information only	1205
Advices	1540

ADVICE – Problem Type Top 10	
Employment Other	218
Employment conditions/entitlements	149
Employment unfair dismissal	130
Discrimination disability	110
Road traffic and motor vehicle regulatory offences	109
Tenancy Other	96
Credit and debt owed by client	82
Motor vehicle property damage	61
Neighbourhood disputes complaints about neighbours	55
Motor vehicle accident	52

Casework

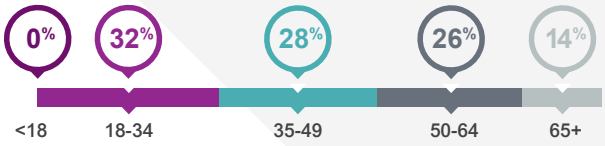
CASEWORK	
Open at period start	60
New cases opened in period	272
Total cases open during period	**332**

Client Demographics

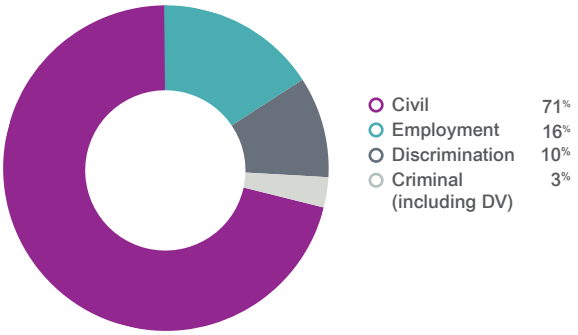
CLIENTS	
New Clients	885
Repeat Clients	330

Gender

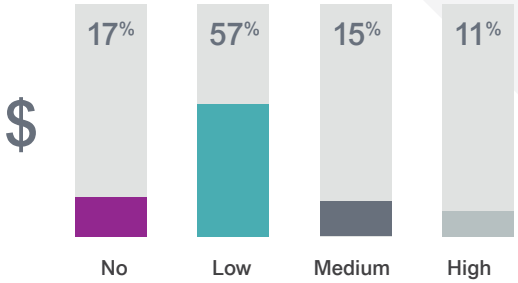
Age



Area of Law



Income



Aboriginal and Torres Strait Islander / Disability / Interpreters

Aboriginal and Torres Strait Islander

% of clients identifying as Aboriginal and Torres Strait Islanders

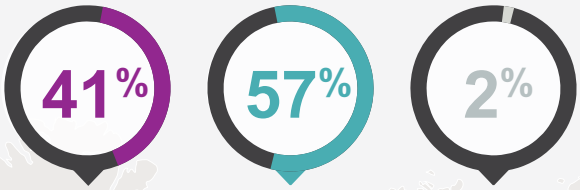
Disability

% of clients with a disability

Interpreters

% of advices where an interpreter was used

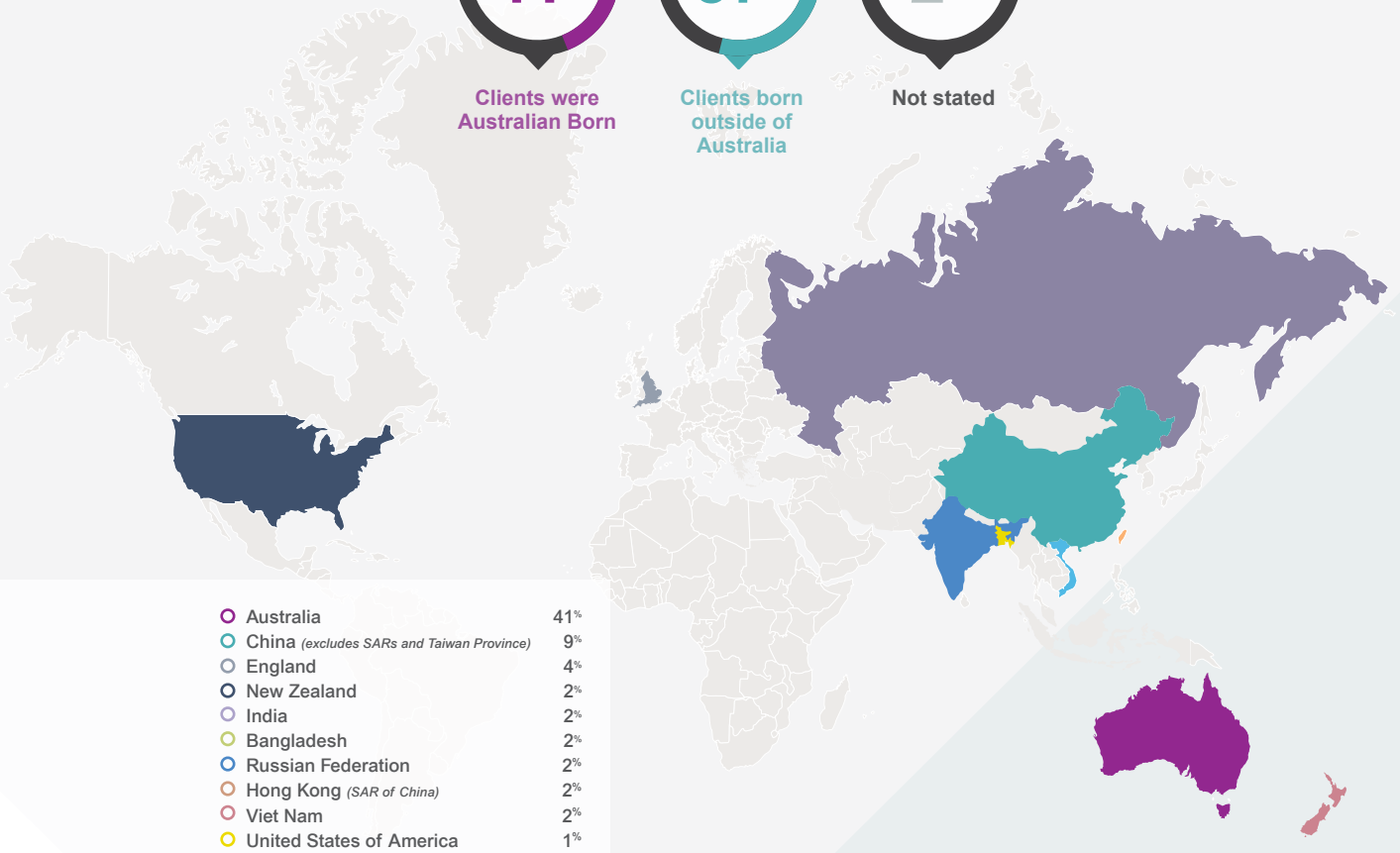
CLIENT DEMOGRAPHICS – Country of Birth Top 10



Clients were Australian Born

Clients born outside of Australia

Not stated

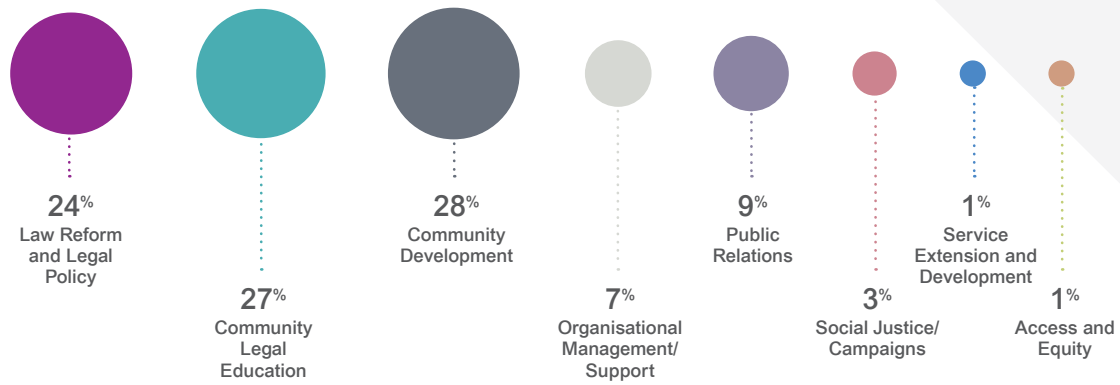


Australia	41%
China *(excludes SARs and Taiwan Province)*	9%
England	4%
New Zealand	2%
India	2%
Bangladesh	2%
Russian Federation	2%
Hong Kong *(SAR of China)*	2%
Viet Nam	2%
United States of America	1%

Non-Casework Projects

NON -CASEWORK PROJECTS	
Non-casework Projects Open at Period Start	37
Opened in Period	102
Total Open in Period	**139**

Types



Don’t

Advice And Casework

Each week KLC offers over 35 daytime and evening appointments for clients at our Centre and at our outreaches. We also see clients who have difficulty attending the Centre by visiting them in their home, in hospital, nursing homes or in jail.

In 2016 we:

- provided 1540 advices; and
- opened 272 cases.

KLC could not have helped all these clients without the hard work and dedication of our wonderful team of solicitors, Emma Golledge, Dianne Anagnos, Anna Cody, Natalie Ross, Maria Nawaz, Nick Ngai, Haley McEwen, Kate Halliday and Lucy Sunman as well as our secondee solicitors from Herbert Smith Freehills: Jen Wu, Anais Morgan and Ellen Temby.

Significant thanks are also due to our roster of over 70 volunteer solicitors whose contribution allows KLC to offer evening appointments three nights a week. This volunteer contribution is crucial to the provision of high quality, free legal advice to our community.

Discrimination Law Practice

KLC specialises in discrimination law and provides a state-wide service in this area of law. The breakdown of discrimination cases and advices in 2016 are:-

Type of Discrimination	No. of Cases Opened	No. of Advices Given
Discrimination disability	19	110
Discrimination race	11	46
Discrimination Other	2	28
Discrimination sex/gender	5	28
Discrimination age	2	21
Discrimination sexual orientation	0	4
Discrimination marital status	2	4
Discrimination religion	0	4
Discrimination pregnancy	1	2
Total	**42**	**247**

Client Comments about KLC
(from 2016 Survey)

Really helpful - lots of options for further steps. I appreciate the time taken to hear my case and get all the details correct.

I can't imagine what I can do in my case without the assistance. Super important for me.

After seeking KCL's advice I felt much more equipped to make an informed decision on what to do.

Very professional advice. And very easy to understand by kind explanation

Disability and Carer's Responsibilities

Our client, Dorothy, was an Aboriginal woman who worked in a specialised role for a large organisation. She experienced many personal crises during the same year, including health issues, and caring responsibilities for family members. During this time she felt that she was discriminated at work for needing time off for her health and her responsibilities to her family. Her requests for flexible arrangements were not handled sensitively and transparently by management, causing her emotional distress during an already difficult time in her life. She filed a disability and carer's responsibilities discrimination complaint at the ADB, and KLC represented her at the conciliation conference. An agreement was reached at conciliation including, most importantly, an acknowledgement from the organisation that it should have handled things a lot better. The result has made a significant difference in our client's confidence in her career and in her employer.

Sexual Harassment

Our client, Tina was a young woman who started a new casual job while she was studying. She was very happy to get the job as it was well paid and the hours did not interfere with her university course. The job was in a warehouse and had a predominantly male workforce. From the start of her employment her manager constantly tried to engage her in very sexually explicit and inappropriate conversations, which made her distressed. After a few weeks she complained about her

manager's conduct to a team leader and the person who had trained her, and soon after she was dismissed. KLC acted for the client in a sexual harassment complaint to the Australian Human Rights Commission and following a conciliation conference the complaint was resolved when the employer agreed to make an ex gratia payment of $10,000 to our client, and provide staff training on appropriate workplace behaviour.

Race Discrimination

Natalie Ross and student

KLC represented an Aboriginal client who claimed she had been racially discriminated by a major retailer when subjected to a rigorous bag check when leaving their store. The client reported that other shoppers were not subjected to such a rigorous bag check. KLC lodged a race discrimination complaint at the Australian Human Rights Commission for the client. Prior to the conciliation the retailer provided to the Commission security footage of the incident which in fact confirmed the client's version of events. As a result we were able to settle the matter with a significant payment for pain and suffering for the client and an agreement that the retailer produce a training video for its staff about the experience of Aboriginal people. The money has been paid to the client but the retailer is now resisting the production of the video, despite signing a deed. This case has highlighted the difficulty clients have when enforcing conciliated agreements even with legal assistance.

Generalist Law Practice

Visa Cancellation Matters

In 2016 KLC continued to work on visa cancellations for people based on their criminal record. These clients have often spent the majority of their life in Australia and often have limited or no connection to their county of birth. Changes to the visa cancellation process in recent years has made this process more difficult for clients and time limits even stricter. We are pleased to say that in 2016 we had some major successes for clients which can only be described as life changing:

- a mother of two young children who had been in Australia since the age of seven had her visa restored after 10 months in immigration detention.
- a young man who left Afghanistan at the age of 3 to escape the Taliban had his visa restored after we outlined the extreme danger he faced if he returned to Afghanistan.

Victims Compensation Reassessment

In 2016 we worked hard to identify and find all our previous clients who were eligible for victims' compensation reassessment. This process potentially offers our clients significantly more compensation. KLC undertook to help any former client who wanted to be reassessed and we also found some new ones in the process who wanted our help. This process continues to require significant Centre resources, with some files having been open for seven or eight years.

Pro bono Relationships

KLC has been helping an elderly Aboriginal client for many years for many issues. This client inherited a significant amount of money which was taken by a family member. KLC referred this issue to Ashurst to pursue the civil return of the money. Meanwhile KLC helped her on a multitude of other issues including debts. We were ecstatic to hear that Ashurst managed to secure at least half the money which has hit her bank account and has as a result alleviated many of the debt issues. This case shows the ways in which CLCs and pro bono assistance can work together for vulnerable clients.

Prisoner Debt

KLC acted for a prisoner with a large gambling debt. The gambling company debited the client's credit card with the debt owed. He asked us whether this was legal and whether we could help negotiate the gambling debt as well as credit card debt. The Centre was able to reach negotiated settlements on both – reducing the gambling debt by half.

Negotiating Bank Debt

Our client sought our help in relation to a debt of over $200,000. This was the remaining amount owing on his mortgage after his property was sold after he was in default of the loan and the bank repossessed the premises. Our client defaulted on the loan after a major accident which left him disabled. He told us that he believed the bank had not sold the property at its true market value resulting in the debt he owed. KLC undertook considerable work negotiating on behalf of the client over a 12 month period. We were able to settle the matter with the bank agreeing to wipe the debt, with nothing owed by our client.

Outreaches

Outreach clinics are an important part of KLC's service delivery to our clients. The location of our outreach clinics is informed by our Legal Needs Assessment of our catchment, requests by community organisations and workers, and our resources. The success of our outreaches is in large part due to the strong partnerships KLC has with local community organisations. We are very grateful for the warmth and generosity of all our outreach partners.

Herbert Smith Freehills Solicitor Anais Morgan and student at SECC

South East Community Connect Outreach (ex- South East Neighbourhood Centre)

Our SECC outreach operates to provide access to clients from the Port Botany and Mascot Wards of Bayside Council (ex-Botany Local Government) areas. It is a popular clinic with three appointments every second Wednesday throughout the year.

Kooloora Community Centre Outreach

KLC's advice outreach clinic at Kooloora sees clients from the five major housing estates in the South Ward of Randwick City Council. This clinic is a fortnightly drop-in clinic which operates during school terms. It's a very successful clinic, with very disadvantaged clients attending who have multiple and complex issues.

Long Bay Correctional Centre Outreach

This outreach clinic helps inmates at Long Bay Prison. KLC responds to requests from prison welfare workers or prisoners directly. Prisoners who contact KLC by telephone are immediately put through to a solicitor for assistance and we regularly arrange legal visits to provide advice. We also regularly attend pre-release information sessions at the prison to help prisoners deal with their legal issues as they face release.

Yarra Bay Outreach

Our Yarra Bay outreach is staffed by our Aboriginal Access Worker, Kaleesha Morris and is aimed at the local Aboriginal community. It is a fortnightly (during school terms) drop-in clinic situated in the La Perouse Community Health Centre at Yarra Bay. The emphasis of this clinic is developing relationships with our community and working with them on community legal education and law reform issues, as well as providing advice on legal problems.

The breakdown of KLC advice clinic outreaches in 2016 is below:-

Clients Targeted

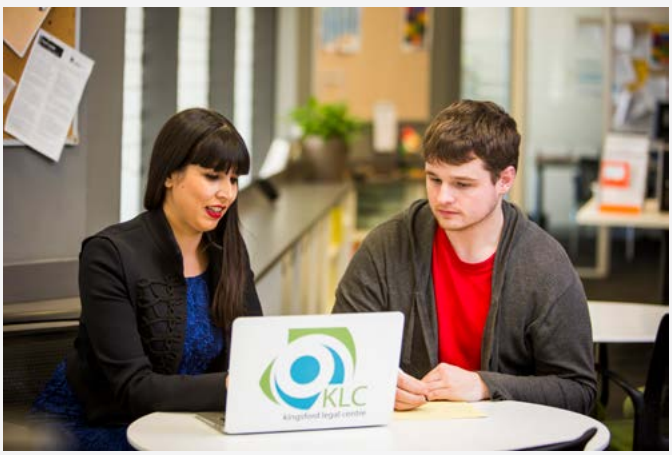
- People who live in the Port Botany and Mascot wards of Bayside council
- Social housing tenants in the South Ward of Randwick LGA
- Civil matters of inmates of Long Bay Correctional Centre
- Aboriginal and Torres Strait Islander clients

Employment Clinic Report

2016 was another very busy year for the Employment Clinic with 33 cases opened and 497 advices given. Employment is the largest single area of advice for KLC and this work informs the clinic's law reform submissions and community legal education programs. Maria Nawaz continued as our employment law solicitor until October 2016, then moving into the Law Reform and Policy position. Locum solicitor Lucy Sunman took over the clinic for the balance of the year. Below is a breakdown of the clinic's service delivery for 2016:-

Problem Type	No. of Cases	No. of advices
Employment Other (not unfair dismissal or conditions/ entitlements)	14	218
Employment conditions/ entitlements	10	149
Employment unfair dismissal	9	130
Total	**33**	**497**

In 2016 KLC's employment solicitor Maria Nawaz was the worthy recipient of the Bright Sparks Award. The award, sponsored by the Women's Legal Service NSW Foundation, recognises outstanding women in our sector. Maria was successful in the category of, 'endeavours undertaken to promote or enhance EQUAL RIGHTS in the workplace'.



Maria Nawaz and Will Drolz-Parker

Networks & Community Legal Education

- From January to September 2016 KLC employment solicitor, Maria Nawaz, jointly convened the Employment Law Network meeting of Community Legal Centres NSW. The Network aims to increase collaboration, knowledge and to encourage community legal centres to undertake employment law advice and casework.
- In February Maria delivered training on employment law to approximately 40 solicitors as part of our annual volunteer solicitor training program.
- In March KLC Director Anna Cody and Employment Solicitor Maria Nawaz presented on KLC's women at work project at Legal Aid NSW's International Women's Day event.
- In May Maria convened the CLCNSW Employment Law Network meeting where our volunteer barrister, Larissa Andelman, presented on recent cases in discrimination law.
- In August Maria attended the Employment Law Network day at the NACLC conference and discussed KLC's conciliation project and recent case law.
- In May and November Maria attended the NSW Young Lawyers Mid-Year and Annual Assembly as the CLCNSW representative.

Case Work

Unfair Dismissal Matters

Our client, Len, was employed as a Team Leader for over 15 years. He took time off work to have surgery, and was told not to return to work until he had fully recovered. Despite providing his workplace with medical certificates stating he was fit for work, the workplace would not let him return and ultimately made him redundant six months later. We assisted Len to lodge an unfair dismissal application, and successfully negotiated a settlement of $7,500 and full redundancy entitlements before going to conciliation.

General Protections Matters

Our client, Sally, was employed as a Sales Assistant, and had a record of good performance. After a new manager came on board, she was bullied. When she complained about bullying to the General Manager, performance issues were raised. When she informed her employer that she was unable to attend a meeting until she sought legal advice, she was dismissed. One of the reasons for dismissal was for breaching confidentiality

for seeking advice on her employment situation. We assisted Sally to lodge a general protections complaint, arguing she had exercised her workplace rights to seek legal advice on her employment situation and to make a bullying complaint. We represented Sally at conciliation and settled the matter for $7, 000 and a statement of service.

Sexual Harassment and Victimisation

Our client, Dianna, was employed as a cook in a restaurant. When she began working, the head chef made a number of inappropriate sexual comments and touched her without her permission. Dianna lodged a sexual harassment complaint with the Anti-Discrimination Board NSW. KLC represented her at the conciliation conference and settled the matter for $5, 000, an apology and a commitment from the employer that staff would be given anti-discrimination training.

Pro Bono Advice Clinic

The Employment Clinic has been running a pro bono advice clinic with law firms for over a decade. Every Wednesday during semester, a solicitor from one of the four firms on our roster attends KLC to give employment advice to our clients and to work with our students. The pro bono clinic significantly increases our capacity to help people with employment law problems. The clinic runs extremely smoothly and is an asset which we value highly. Thanks to all of the participating firms - Bartier Perry, Harmer's Workplace Lawyers, Henry Davis York and HWL Ebsworth - for their generous commitment to KLC and our clients.

Law Reform and Policy

Major Research Project: Conciliation Project Commences

In 2016 KLC received UNSW ethics approval to commence a major research project about the experience of vulnerable clients in discrimination conciliations at the Anti-Discrimination Board NSW, Australian Human Rights Commission and Fair Work Commission. The project aims to identify current trends, policies and practices that prevent the full participation of vulnerable clients in discrimination conciliations; and to develop guidelines for best practices for vulnerable applicants in discrimination conciliations.

The project particularly focuses on the experiences of Aboriginal and Torres Strait Islander people, people with a disability, people with a mental illness, people from culturally and linguistically diverse backgrounds and people who have experienced serious discrimination such as sexual harassment.

The project grew from KLC's experience in working with disadvantaged clients and the positive and negative experiences they had at conciliations.

In 2016 we commenced extensive interviews with former clients who had attended conciliations to obtain information about how clients felt about their conciliations and how they reflect on those experiences after some time has passed. We also held a roundtable with experienced discrimination lawyers and developed a lawyer survey to capture information on how conciliation processed operate for vulnerable and disadvantaged clients.

The next phase of the project are meetings with Australian Human Rights Commission, Anti-Discrimination Board and Fair Work Commission to discuss our survey results. We hope the Report will be published in 2017.

AHRC Willing to Work Inquiry

In 2015, Maria made a submission and attended consultations for the Australian Human Rights Commission's Willing to Work inquiry into employment discrimination against older workers and workers with a disability. In 2016 AHRC released their inquiry report, and KLC was quoted extensively.

Conciliation Project Consultation

Family Law/Family Violence Community Education Clinic

The KLC Family Law/Family Violence Community Education Clinic gives students the opportunity to meet and build relationships with workers in the local area and to prepare and present community legal education workshops to our local community. In 2016 the course was run in Semester 2.

Community Legal Education Workshops

Students undertaking this course have the benefit of being supervised by Natalie Ross, one of the sector's most experience and skilled community educators. Under her guidance, Semester 2 students delivered;

- a presentation to family dispute resolution workers at Catholic Care on dealing with separation and debts on 19 October.
- a presentation on the process for family law cases involving children to Bondi Beach Cottage workers on 24 October

KLC received very positive feedback about the quality and usefulness of the presentations.

Eastern Suburbs Domestic Violence Network

KLC solicitor/clinical supervisor Natalie Ross is a member of the Eastern Suburbs Domestic Violence Network and a member of the Community Legal Centres NSW Domestic Violence and Victims Compensation Sub-Committee. Natalie was also the Chair of the Management Committee of The Deli Women's and Children's Centre, in 2016.

Students really value the course and the skills they develop are extremely useful into their careers.

Some of their comments about the course include:-

"The reason for this email is to thank each one of you for making my experience at KLC an amazing one. Thank you for being so patient and always being so supportive. I had an amazing time with you all and hope to come back to KLC in the near future but volunteering as a solicitor."

"It's definitely given me a more dynamic and holistic understanding of the realities of law and policy"

Family Law/DV student presenting at workshop

KLC Celebrates 35 YEARS

In 1981, Kingsford Legal Centre opened its doors to the public with uncertainty about surviving its first five years. In 2016, KLC is celebrating numerous achievements from the past 35 years with heartfelt gratitude to all of its supporters, staff, students, volunteers and pro-bono partners. Here is a look at some of the most significant accomplishments in KLC's history.

1979

UNSW LAW SCHOOL APPOINTS NEIL REES AS DIRECTOR OF CLINICAL LEGAL EDUCATION

In 1979, Neil Rees was one of the few Australian lawyers who had experience in clinical legal education. He had helped to establish Springvale Legal Service with Monash University in early 1972. That was the first clinical legal education program to open in Australia. Rees originally imagined that the first clinical course at UNSW would place students at Redfern Legal Centre. However Redfern Legal Centre could only take limited numbers, which eventually led to the creation of Kingsford Legal Centre. Creating a clinical legal education program for UNSW Law received support from UNSW Law Faculty and Vice-Chancellor Michael Birt.

1989

JOY WILLIAMS 'STOLEN GENERATION' MATTER BEGINS

This was NSW's first Stolen Generation test case. Joy Williams was removed from her mother within hours of her birth in 1942 and in 1989 began her legal case seeking $2.2 million in damages for mental health issues and loss of wages. She argued these stemmed from her lack of proper care in Bomaderry and Wentworth Falls Children's Homes. During her time in both Homes, she was under the control of the NSW Aborigines Welfare Board, however, the Court of Appeal failed to accept that the NSW Aborigines Welfare Board even owed her a duty of care, let alone that they had not looked after her properly, when the final decision on her case was made in 2000.

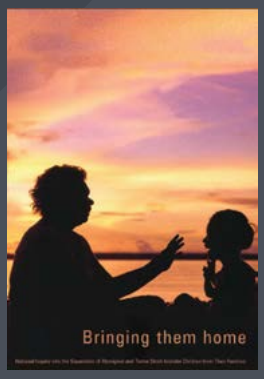
1994

RECOGNITION OF DOMESTIC VIOLENCE, QUEEN VS WAUGH 1942

Eileen Waugh was represented by KLC some years after she was convicted of murdering her physically abusive husband. Eileen received a life sentence for murder in early 1988. During her sentence, Eileen was transferred to NSW Mulawa Women's Detention Centre. Because she was sentenced in Queensland, the NSW Serious Offenders Review Board had no power to review her sentence. KLC argued successfully for her release to the NSW Attorney General, providing him with substantial new medical and legal evidence proving that she was subjected to persistent and severe domestic violence. Finally the Attorney General granted the royal prerogative of mercy, acknowledging that the violence she suffered for years had not been adequately recognised in her sentence.

1997

KLC MAKES SUBMISSION TO THE *BRINGING THEM HOME* INQUIRY



Bringing them home is the Australian Report of the National Inquiry into the Separation of Aboriginal and Torres Strait Islander children from their families. The report marked a pivotal moment in the controversy over government policy which led to the creation of 'the Stolen Generations'. The inquiry was established in response to concerns that the general public was ignorant of the history of forcible removal of Indigenous peoples from their families. This ignorance hindered the appropriate support of service providers to victims and families. KLC's submission focused on the limitations of litigation to redress this deep wrong and the importance of establishing a reparations tribunal to deal with this injustice.

2002

KLC WINS TWO TRAILBLAZING FAMILY RESPONSIBILITY DISCRIMINATION CASES: CATHY (QI) SONG V AINSWORTH GAMING TECHNOLOGY PTY LTD AND SANDRA ESCOBAR V RAINBOW PRINTING PTY LTD

KLC was involved in two cases that significantly advanced the rights of working women seeking workplace flexibility to assist them in balancing their work and family responsibilities. The first was a test case on whether the reduction of Ms Cathy (Qi) Song's hours of employment and pay constituted a dismissal pursuant to the Sex Discrimination Act 1984 (Cth). The Federal Magistrate found that her employer had dismissed Ms Song when it unilaterally varied her contract to part-time hours without her consent and by its actions had unlawfully discriminated against her on the grounds of her family responsibilities. In the second case, Sandra Escobar requested a six week extension of her maternity leave as she was having problems weaning her baby. When she turned up for work at the arranged time her employer told her that her full-time position had been filled and that there was no possibility that he would make part-time work available for her. The Federal Magistrate found that the employer had unlawfully discriminated against Ms Escobar. Both these cases changed the law for working mothers.

2003

KLC FIRST RAN A FOUNDATIONS ENRICHMENT COURSE FOR FIRST YEAR INDIGENOUS LAW STUDENTS

In 2003, KLC ran the first course at UNSW for first year Indigenous students. The program continues to run and is designed to assist first year Indigenous students acclimatise to university studies and develop graduate attributes of oral and written communication skills in a legal setting. Through engaging law students in the day to day operation of the legal system, clinical placement bridges the gap between the theory and the practice of law. Students are given the opportunity to assist people in our community while simultaneously acquiring valuable communication skills.

2010

FAMILY LAW & DOMESTIC VIOLENCE CLE CLINIC COMMENCES

The Federal Attorney General Department granted KLC three year recurrent funding of this new clinic which was offered for the first time in Semester 2, 2010. The Family Law and Domestic Violence: Street Law clinic has developed a range of training modules for various community groups and community members focusing on family law and the cross over with domestic violence. Students meet with and build relationships with workers in the local area and present community legal education workshops for members of the local community.

2004

GUIDE TO INDIGENOUS LEGAL EDUCATION PUBLISHED AND FIRST CONFERENCE ON INDIGENOUS LEGAL EDUCATION HELD

KLC held the first Australian conference on measures to support Indigenous legal education. It also produced a Guide to Indigenous Legal Education in Australia. In recognition of the particular challenges which many Indigenous law students face to commence and remain in law studies, many educational institutions offer special courses, programs and services for Indigenous students to support students in their studies. By holding a conference and producing a guide to these courses, KLC hoped that law faculties around Australia would be encouraged to develop and foster initiatives in their own universities.

Secondees' Report

Three secondees from Herbert Smith Freehills worked at KLC during 2016;

Jen WU
Anais MORGAN
Ellen TEMBY

Since 1992 Herbert Smith Freehills has provided KLC with secondee solicitors, on a six month rotation basis. This is an extraordinary pro bono commitment which greatly enhances KLC's capacity to provide advice and casework to disadvantaged members of our community. Secondee solicitors take on a caseload, attend the South Eastern Connect Community Centre outreach as well as doing many home, hospital and prison visits. These solicitors participate in all parts of KLC's service including teaching law students, delivering community legal education sessions and attending community events.

Advice and Casework

In 2016 Herbert Smith Freehills secondees gave 117 advices and opened 52 new casework files.

Housing for Vulnerable Aboriginal Client

In 2016 our secondee solicitor Anais Morgan acted for a young Aboriginal mother. Her public housing was infested with mould and had significant repair issues. She could not sleep in her bedroom and was worried about her newborn baby's health. Anais represented the client at the NSW Civil and Administrative Tribunal and got orders which included significant financial compensation to the client and a timetable for repairs. Once the repairs were properly investigated by the landlord the client was offered a transfer to a new house, which was her preferred outcome.

Community Legal Education

Our secondees are also key in our delivery of community legal education seminars. In 2016 this included the following presentations:-

- In April KLC community law students and the secondee solicitor presented to Matraville High students on Aboriginal Constitutional Recognition.
- In October the secondee solicitors and students worked with South East Community Connect to organise and present a session on consumer credit and debt issues for the Eastlakes community.
- Secondees attended two "Ngara Nura Agency Days" at Long Bay correctional centre. These presentations and advice sessions are on civil law issues for prisoners nearing their release date.

Secondees past and present at KLC's 35th celebrations

Secondee Experience of KLC

Anais Morgan, Herbert Smith Freehills secondee in 2016, writes of her KLC experience:-

"One of the reasons I decided to apply for a secondment at Kingsford Legal Centre was that I had been working in non-practising legal roles within law firms for several years and wanted the challenge of returning to a client-facing position. Having always had an interest in social justice, I also wanted an opportunity to contribute, even in a small way, to such a reputable community legal centre and to see first-hand how it operates.

From the first day I knew I had made the right decision. During the secondment I advised clients on a broad range of issues and areas of law. I particularly enjoyed tenancy matters. I also represented clients being pursued for debts, as well as advising on consumer issues, court proceedings, car accidents, traffic and drink driving offences, AVOs and neighbourhood disputes. There was certainly never a dull moment!

Two areas in particular - victims support and attorney/enduring guardianship appointments - impressed on me how KLC is presented with real life issues on a daily basis. Clients often have complex problems and one of the skills is being able to identify the legal and non-legal issues (and seek other professional input or make referrals, as appropriate). KLC's involvement, whether through a relatively small piece of advice or more comprehensive representation, can often help to break a harmful cycle or build a client's confidence to take action. Their work can definitely contribute to life-changing outcomes.

I enjoyed working with the centre's clients and their sense of humour, honesty and resilience helped to make the experience genuinely satisfying. The staff are a fantastic team and were a great source of support and a good laugh throughout my time there. I was also impressed at how capable and motivated the students were and enjoyed seeing their abilities and confidence grow over the semester.

I thoroughly recommend doing a secondment at KLC. There were certainly times when it could be challenging – having to rely on your judgment and instinct to make a call when there is no 'right' answer is a frequent occurrence at KLC, as is dealing with clients in difficult and, at times, emotional situations. However, it is these experiences that make you realise things about yourself and, for me, contributed to it being such a rewarding and memorable 6 months.

Kingsford Legal Centre is grateful to Herbert Smith Freehills for their very generous support of our Centre and our clients. We thank our wonderful secondees for working so hard for us and filling all those gaps that seem to constantly appear! We look forward to working with them in 2017 and beyond.

Aboriginal Access Project

Since 2009, Kingsford Legal Centre has employed a part time Aboriginal Access Worker (AAW) to ease the pathway to our Centre for our local Aboriginal and Torres Strait Islander community members, and to our discrimination law clinic for Aboriginal and Torres Strait Islander clients state-wide. KLC aims to provide a flexible, respectful and responsive service delivery model for Aboriginal and Torres Strait Islander clients. We are also active in law reform and policy on issues affecting access to justice for Aboriginal and Torres Strait Islander people.

In October 2016 KLC's AAW of four years, Kaleesha Morris resigned her position at the Centre. Kaleesha has been an outstanding AAW who has been particularly prolific in law reform. She will continue her association with KLC by joining our Management Committee in 2017.

Service Provision

Kaleesha Morris - AAW

In 2016 KLC gave 85 advices and opened 31 case files for Aboriginal clients, representing 6% of our clients in the period. The largest single area of advice for these clients was race discrimination.

Yarra Bay Outreach

KLC's outreach service to the Aboriginal community at La Perouse continues every second Wednesday afternoon at La Perouse Aboriginal Community Health Centre. Aboriginal and Torres Strait Islander community members are free to drop in to the centre to have a yarn with our Aboriginal Access Worker about their legal problems, with no need to book an appointment. The main focus of the outreach is to consult with the community and establish and maintain positive relationships with them. KLC promotes the service via letterbox drops, regular table updates on the KLC website, via social media platforms and by posters at various local community organisations.

Community Liaison

Aboriginal Advisory Group (AAG)

The AAG continued to be a valuable and supportive group to KLC's Aboriginal Access Worker, Kaleesha Morris, who maintains regular contact with them via email. The AAG consistently provides input to the Aboriginal Access Worker on AAP work. KLC is very grateful for their generous commitment to our Centre. Members of the AAG in 2016 were: Ron Timbery, Emma Langton, John Leha, Brendon Lindley, Robyn Murphy, Sharron Smith and Keith Ball.

Law Reform

Reparations for the Stolen Generation

In February 2016 KLC provided oral and written testimony to the NSW Legislative Council's general inquiry into 'Reparations for the Stolen Generation'. This highlighted the need to provide compensation to members of the Stolen Generation and the difficulty of bringing litigation.

Just Reinvest Youth Forum

The Just Reinvest Youth Forum, organised by Kaleesha Morris in collaboration with Just Reinvest NSW went ahead to a full house on 6th October. There was a great turn up of young people and people wanting to learn more about this important social justice issue. It was a vibrant combination of information and good speakers, testimonials of experience from La Perouse, video clips from Bourke and rap performance and questions.

Community Legal Education

Burial Rights and Indigenous People

After extensive consultation with the local Aboriginal community KLC ran two information sessions with a local Aboriginal Elders group in Yarra Bay on the issue of 'Burial

Just Reinvest Forum Presenters

rights and Indigenous people.' KLC solicitor Natalie Ross delivered the workshop after elders at La Perouse asked for assistance with this important and sensitive issue. The workshop was very relaxed and people had the space to ask about key issues such as how independent a family can be when arranging a burial, and what you can do with cremated ashes of a family member. It was a very productive and useful session.

Aboriginal Wills Clinic

There is great demand in our local Aboriginal community for information and assistance with creating wills. To meet this demand, KLC's Aboriginal Access Worker Kaleesha Morris ran a wills clinic with our pro bono partner Gilbert and Tobin for Aboriginal and Torres Strait Islander clients at Yarra Bay in April. The clinic was a great success, with over 20 people attending an information session on wills, and over 15 clients having individual consultations about their wills with Gilbert and Tobin lawyers. Thank you to Gilbert and Tobin lawyers Tamara and Rachel, and paralegal Selma for partnering with us for the clinic.

Wills Clinic

Constitutional Reform and Treaty

In May KLC delivered a session on 'Constitutional Reform and Treaty' for Matraville High School students. The session provided for a balanced space in the dialogue surrounding political settlement with Aboriginal & Torres Strait Islander People.

Cultural Safety in the Workplace

At the CLCNSW Quarterlies in May Kaleesha participated on a panel about 'Cultural Safety in the workplace' to our sector colleagues.

Working with Aboriginal Communities for Local Community Workers

In 2016 KLC Kaleesha delivered her seminar on working with local Aboriginal Communities for local community workers. This is based on KLC's Aboriginal Service Provision Manual. KLC runs the workshop at least once a year so that participants can gain a deeper appreciation of some of the issues which local Aboriginal people face.

Clinical Legal Education

Kaleesha delivered the seminar 'Working with Aboriginal and Torres Strait Islander clients and communities' to students twice in 2016. Students also attended the Yarra Outreach as well as working with Kaleesha on community events, community legal education and law reform and policy projects. Students work closely with the AAW on all aspects of her work, including attending the Yarra Outreach, law reform and community legal education projects.

Community Legal Education

Dianne Anagnos

Community Legal Education (CLE) is a key part of Kingsford Legal Centre's service delivery program. It is informed by our advice and casework clinics as well as our community development work. KLC runs an extensive program both proactive and reactive to community requests. KLC's general CLE program is coordinated by Solicitor and Clinical Supervisor Dianne Anagnos. In 2016 KLC's CLE program held over 28 workshops and events.

Community Workers Series

KLC has continued its regular community workshop series. This series presents plain English law seminars to local community workers. Some of the topics covered in 2016 were:-

- **March** – Domestic Violence and Immediate Legal Needs; Legal Basics
- **April** - Capacity Issues, Same Sex Parents and their Rights
- **August** - Employment Law
- **September** - Working with Indigenous Clients & Communities
- **October** – Domestic Violence Law Update

CLE By Request!

KLC also runs an extensive 'By Request' CLE program for our local community. Highlights of the program in 2016 include:-

Matraville (Matto) Sports High

In 2016 KLC did a number of legal education sessions with students at Matraville Sports High School. KLC solicitor Dianne Anagnos presented to Sistaspeak, an Aboriginal girl's wellbeing program, about police powers as well as the law around sexting and cyber safety. In April KLC community law students presented to Matraville High students on Aboriginal Constitutional Recognition. In October KLC's employment law students presented to Years 9 and 10 commerce students at Matraville High on employment rights.

Webinar on Pregnancy Discrimination

KLC solicitors Dianne Anagnos and Natalie Ross ran KLC's first webinar in June. The webinar was on pregnancy discrimination and was delivered to CLC volunteers. The webinar was a result of an Administration Efficiency Grant from the Legal Aid Commission. A recording of the webinar and a 'How to" guide to developing a WebEx Webinar are now available on KLC's website.

Other CLE Work in 2016

- Aboriginal Community - In February KLC did a session with La Perouse Aboriginal Elders on burial issues.
- Prisoners – KLC attended three "Ngara Nura Agency Days" at Long Bay correctional centre. These presentations and advice sessions are on civil law issues for prisoners nearing their release date.
- Kirketon Road Centre - In late March KLC presented a workshop on victims compensation and visa cancellation matters to a multidisciplinary health team at the Kirketon Road Centre.
- Indigenous advocacy workers (Diplomacy Training Program) – In April KLC presented two hours of the training of the DTP Oxfam training of Indigenous workers about how to use the human rights law and the United Nations mechanisms for advocacy work.

Constitutional Recognition Workshop

- CLC Volunteers - In March, KLC delivered a session on “Employment Law Basics” to solicitors who volunteer for KLC, Marrickville, Inner City and Redfern Legal Centres.
- Seniors – In September KLC presented on Cyber Safety for Seniors in partnership with Botany Council and in October KLC presented on legal issues for grandparents at a forum organised by Randwick Council, Kooloora, The Deli and The Junction Neighbourhood Centre.
- Debt seminar – In October KLC solicitors and students worked with South East Community Connect to organise and present a session on consumer credit and debt issues for the Eastlakes community.
- Newsletter articles – KLC produced an article on the dangers of consumer leases for the South East Community Connect Newsletter and an article on Work and Development Orders for the Kooloora Community Centre’s Inside Gossip Newsletter.
- Law Handbook – Natalie Ross and Anna Cody sat on the Law Handbook Editorial Board in 2016

Law Reform and Policy

KLC has a dedicated Law Reform and Policy Solicitor position coordinating our proactive and reactive law reform and policy projects, which aim to address systemic injustice and improve the lives of our disadvantaged clients. Our law reform projects are informed by the advice and casework of the Centre and all members of staff participate in this area of our service. All KLC law reform submissions are available on our website.

Major Law Reform Projects in 2016

Conciliation Project

KLC is conducting a research project on the experience of vulnerable clients in discrimination conciliations at the Anti-Discrimination Board NSW, Australian Human Rights Commission and Fair Work Commission. The project aims to identify policies and practices that inhibit the full participation of vulnerable clients at conciliation, obtain data from KLC clients and legal assistance lawyers who have participated in conciliations, and develop guidelines for best practice models for conciliation.

We have completed the client and lawyer surveys and are in the process of analysing the data. In August 2016, KLC presented on our work to date on the Conciliation project at the NACLC conference. We are meeting with the Australian Human Rights Commission, Anti-Discrimination Board and Fair Work Commission to discuss our project. KLC will publish our findings in 2017.

Stolen Generations Inquiry

In February KLC was invited to give evidence at the inquiry being conducted by the NSW Legislative Council General Purpose Standing Committee into reparations for the Stolen Generations in New South Wales. KLC ran the first litigation during the 1990's on behalf of Joy Williams, a member of the Stolen Generation. Joy's case was not successful despite an application for leave to appeal to the High Court of Australia.

Review of Australia Fifth Periodic Report under the International Covenant on Economic, Social and Cultural Rights

In August KLC, working with the National Association of Community Legal Centres, made a submission to the Review of Australia Fifth Periodic Report under the United Nations' International Covenant on Economic, Social and Cultural Rights. The submissions highlighted the persistence of a significant gendered pay gap, and signalled the need to explore options to close the gap between Indigenous and non-Indigenous Australians with respect to the issue of self-determination.

Kaleesha Morris, Anna Cody & Kate Haliday

Other Law Reform Highlights in 2016

KLC engaged in other law reform activities which aimed to address systemic injustice:

- Submission to the State Insurance Regulatory Authority (SIRA) on its review of the compulsory third party insurance scheme for injuries caused by motor vehicle accidents.
- In June KLC Director Anna Cody participated in the panel for the Gilbert & Tobin Public Law Centre debate between Attorney-General Brandis and Shadow Attorney-General Dreyfus. In the run-up to the Federal election, The debate explored the policies of the Coalition and the Australian Labor Party as they affect the Australian legal system and legal profession.
- KLC both contributed to a combined NSW CLC submission into the review of the new Victims support scheme legislation and prepared its own submission.

- KLC wrote a letter to the Minister for Family & Community Services and Minister for Social Housing, Bradley Hazzard, arguing against the introduction of a rental bonds scheme for public housing tenants
- KLC prepared a submission in response to the Department of Family and Community Services 'Foundations for Change - Homelessness in NSW' Discussion Paper
- KLC made a response to the NSW Department of Justice Discussion Paper on the Sharing of Intimate Images without Consent
- KLC wrote to the Federal Minister for Employment and Minister for Women, Senator Michaelia Cash, arguing that paid domestic/family violence leave should be introduced into the National Employment Standards
- KLC produced a post on the operation of racial vilification laws was published on the Gilbert and Tobin Centre of Public Law's AUSPUBLAW blog
- KLC made a submission to the Independent Pricing and Regulatory Tribunal (IPART) review of rent models for social and affordable housing.
- KLC made a submission to the Parliamentary Joint Committee on Human Right's Inquiry into Freedom of Speech in Australia.

Committees and Alliances

KLC has also advocated for improvements to access to justice through participating in a number of committees and alliances:

- Eastern Suburbs Domestic Violence Network
- CLC NSW Board
- CLC NSW Employment Law Network – convenor
- NACLC Employment Law Network
- CLC NSW Law Reform & Policy Sub-Committee
- CLC NSW Prisoners' Rights Working Group – convenor
- CLC NSW Law Reform & Policy Working Group on Victims Compensation
- Human Rights Network – co-convenor
- NLAF Housing Group
- NLAF Prisoners Group
- Just Reinvest NSW
- CLCNSW Legal Aid Board CLC Representative
- NACLC Board NSW Representative

Communications

In 2016 KLC hired Social/Digital Media expert Amelia Olsen-Boyd on a 3 day per week/6 month contract to evaluate and boost KLC's presence in this arena. This has proved very effective in expanding the reach of KLC's message to different stakeholders.

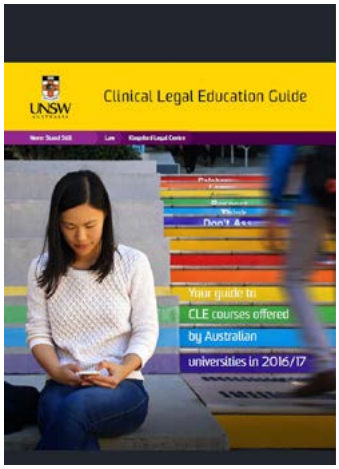
Kingsford Legal Centre E-Bulletin

The E-Bulletin is a monthly publication which outlines the work of the centre, including casework, community legal education and law reform. It is also an opportunity for the Centre to publicise events and to celebrate achievements of staff, students and volunteers. The e-Bulletin has around 400 subscribers. In 2016 KLC produced 11 editions of the E-Bulletin

35th Birthday

KLC ran an extension social media campaign around its 35th birthday celebrations. The campaign featured a history of KLC website with an achievements timeline. KLC also produced a video series of stakeholders talking about their experience of the Centre. For the 35 days leading up to the event in November KLC's Facebook page featured an achievement each day.

Clinical Legal Education Guide



The twelfth edition of the *Clinical Legal Education Guide* to courses offered in Australian Universities was launched at KLC's 35th party. This publication lists clinical legal education courses offered in Australian Universities. Embedding experiential education into law schools' curricula is the challenge for clinical academics and practitioners into the future. It is great to see more and more law schools around the country emphasising experiential learning and hands-on clinical legal education within their curricula.

Community Newsletters

In 2016 KLC wrote a plain English law article for Kooloora Community Centre's Inside Gossip newsletter on Work and Development Orders as well as one for the South East Community Connect Newsletter on The Dangers of Consumer Leases.

Kailah Longbottom with her daughter Elizabeth in their new home. **Photo: Steven Siewert**

KLC in the Sydney Morning Herald

KLC was highlighted in the Sydney Morning Herald on Monday 11 July (http://goo.gl/iIWz4N) The article relates the story of one of our clients, Kailah Longbottom, and the help she received from us with her tenancy problems and highlights the significant impact community legal centres can have on their client's lives.

Southern Courier Article

KLC was featured in the Couriers' Have A Go program encouraging people to volunteer in June 2016.

Award Nominations & Successes

- KLC Director Anna Cody won the AHRC Human Rights Award in the Law category in December 2016.
- KLC was shortlisted for the AFR Higher Education Awards in the Community Engagement Category in November 2016. The nomination was a recognition of our partnership with Kooloora Community Centre and the clinical teaching opportunities this presents – for both our students and the community. We didn't win the award but were honoured to be shortlisted.
- KLC's employment law solicitor Maria Nawaz was the recipient of the Bright Sparks Award in July 2016. The award, sponsored by the Women's Legal Service NSW Foundation, recognises outstanding women in our sector. Maria was successful in the category of, 'endeavours undertaken to promote or enhance equal rights in the workplace'.
- KLC community worker Denise Wasley won the Kooloora Community Centre's Dennis O'Leary Community Service Award in recognition of for her work with the Kooloora community as Treasurer of the centre.

Management Committee

Kingsford Legal Centre appreciates the contribution made by our Management Committee members during 2016.

The committee met three times during the year: in March, May and August and provided valuable direction on several issues arising throughout the year. Thank you to Professor Jill Hunter for chairing the committee and to the committee members: Professor David Dixon & Professor George Williams, Deans Faculty of Law (UNSW), Sean Brennan (UNSW Law School), Fei Wong (UNSW Law School), Anne Cregan (Gilbert & Tobin), Keith Ball (Aboriginal representation) and Janet Green (Junction Neighbourhood Centre). KLC staff welcomes the Management Committee's commitment and support of the Centre and looks forward to working closely with its members again in 2017.

Anne Cregan

Fei Wong

Professor David Dixon

Professor Jill Hunter (Chair)

Associate Professor Sean Brennan

Professor George Williams

Keith Ball

Janet Green

35
KLC

Working With Our Community

For over 30 years KLC has prioritised getting out into our community and working closely with community organisations to ensure that we understand their concerns and legal issues and respond appropriately. We believe that our clients are experts in their own lives and in their own communities and that our role is to resource them to deal with justice issues sustainably.

Management Committees

A number of KLC staff were on local community management committees in 2016 including:- South East Community Connect (SECC), Deli Women and Children's Centre, Eastern Area Tenancy Service (EATS) and Kooloora Community Centre. These cement KLC's relationships with these key community organisations and ensures that we are up to date on issues affecting these services' clients.

Public Housing Tenants Groups

In 2016 KLC attended meetings of the Bilga Tenants Group and the South Maroubra Tenants Action Group. Both groups are very well run and extremely effective in advocating on systemic issues of public housing tenants. These meetings are key in giving KLC staff insight into issues that are affecting the day to day lives of public housing tenants. In 2016 KLC assisted the groups on issues such as repairs and illegal dumping of motor vehicles.

Anti-Poverty Week Bake Sale

KLC ran its annual bake sale to raise awareness of the work of grassroots community organisations in alleviating poverty. Due to stellar work from Roselle Nunes and students Michael Plibersek, Patrick Tighe and Jordano Rodriquez the stall raised $1000 for the Kooloora Community Centre.

Students staffing the bake sale

South Maroubra Tenants Group Members

Community Development Class for Global Legal Aid Course

In December Denise Wasley ran a session at Kooloora Community Centre on community development in partnership with Kooloora volunteer Shane Flint. The session looked at community development in theory and how KLC apply its principles in a legal setting. It was very well received.

KLC Finalist For the Australian Financial Review (AFR) Education Awards

KLC's partnership with Kooloora Community Centre has been recognised as a finalist in the Community Engagement category for the above awards. This nomination reflects the close and respectful relationship between the wonderful Kooloora mob and KLC. It acknowledges the effectiveness of this partnership in teaching students about justice issues for the underprivileged. Unfortunately KLC didn't win the award but it is a great recognition of the fruitful partnership between our organisations.

Dennis O'Leary Community Service Award - Kooloora

KLC community worker Denise Wasley won this award in recognition of for her work with the Kooloora Community as Treasurer of the centre.

Community Workers Open Day – Kooloora Community Centre

KLC was on the organising committee and attended Kooloora community open day in May. Students staffed a stall showcasing KLC services which was very well attended.

Volunteers

During 2016 Kingsford Legal Centre boasted a roster of over 70 volunteer solicitors who provide advice at the Centre three evenings a week. Without their commitment and professionalism KLC could only service a fraction of the clients that we currently do. They are the heart and soul of KLC and we are very grateful for their generosity to our clients and students. We look forward to working with them in 2017.

Congratulations are due to our 2016 paddle winner, Dave McMillan. Dave won 'The Model Advice Award' for managing to find at least 9 separate legal considerations in every client advice. Congratulations Dave – a most worthy winner!

Maria Nawaz (second from left) and KLC volunteers at volunteer dinner

Kingsford Legal Centre Volunteers 2016

Aaron McKinnon
Alex Ying
Alice Paul
Alix Cameron
Anna Harley
Anna Kerr
Anne Fernando
Arturo Norbury
Aziz Yousafzai
Ben Malone
Carla Purcell
Christa Ludlow
Daniela Hartman
Danielle Mawer
Dave McMillan
Deborah Lum
Divya Pahwa
Ellie Haas
Emma Anderson
Erin Gavin
Fiona Robson
Fiona Duane
Gina Block
Graeme Ulbrick
Harry McDonald
Helen Sims
Hetti Blackburn
Hugh Donnelly
Isobel McGarity
Ivy Tseng
Jeane Wells
Jenna Pervan
Jo Ong
Joe Kennedy
John Nash
John Rappell
Judit Albecz
Judith Burnet
Justin Wong
Keith Teoh
Ken Yardy
Kousai Elali
Larissa Andelman
Libby Brookes
Lily Shang
Liz O'Brien
Louarde Thomas
Marea Wilson
Marie-Louise Scarf
Mary O'Connell
Matt McGirr
Mike Steinfeld
Moses Kakaire
Nick Markov
Phoebe Wallace
Rachael Vincent
Rachel Ranjan
Ramya Kumar
Rhonda Pietrini
Rumana Ahmed
Simon Bruck
Sue Mordaunt
Suma Tekkatte
Sylvia Hobbs
Therese Lynch
Ting Tsia
Troy Swan
Vanessa Nakhl
Wendy Muir

Anna Cody and Dave McMillan

Students

Student Comments About KLC Clinical Courses

"It gave me a better appreciation of how the law actually affects people. Rather than just learning about law, it allows you to experience the ramifications of the law especially on those that are disadvantaged."

"It has definitely given me a deeper understanding of the practical effects of the law."

"Thoroughly enjoyed it - would recommend and encourage all law students to undertake."

"It was a wonderful experience and my best one at university without a doubt. The practical experience gained here far outweighs anything learned in the classroom."

"I think the whole environment at KLC is really positive and a great place to work. I felt welcome there and included, and we had fun too. I appreciated the relaxed and open nature of the staff - there was nothing that couldn't be discussed."

"One of the most enjoyable experiences I've had. I loved working with the staff and students. It has shaped my work ethic and it is something that I will remember for the rest of my life."

Clinical Legal Education Courses at KLC

Thanks to all of our wonderful clinical students from 2016 – we wish them all well into the future and hope to see many of them on our volunteer roster into the future.

Semester 1 2016

Amanda Balis	Eleanor Holden	Lily Liu
Amanda Kunafi	Emily Defina	Lyn Mai
Angela Li	Emma Corcoran	Mitchell Buckingham
Anita Hong	Eva Wen	Moustafa Afyouni
Anneke Pol	Fiona Menadue	Richard Yuen
Belinda Cheung	Gary Zhu	Sharon Yu
Ciao Lam	George Coudounaris	Stephen Coudounaris
Connor Mulholland	Giuliana Burgos-Portugal	Sylva Dankha
Daniel Emery	James Fermanis	Tracey Liang
Davina Lee	Karmina Sosa	Vinuri Dissanayake
Dickson Wong	Lauren Cooper	Yujin Park
Eirene Psomas		

Semester 2 2016

Abhirup Chakraborty	Harriet Radford	Oliver Ray
Amy Schneider	Henry Wells	Paris Donnelly
Andrew Tsui	Jason Han	Patrick Tighe
Anthony Corigliano	Jordano Vasquez Rodriguez	Paul Dalley
Ashli Bergmann	Joshua (Ho Young) Lim	Rebecca Smyth
Brian Taylor	Jovana Zelenbaba	Sammy Hanington
Charlie Lu	Louise Weir	Sharon Yu
Elsa Lo	Michael Plibersek	Sheetal Gur
Emily Hong	Michelle Graham	Tahlia Jennings
Erin Bailey	Nicholas Vardanega	Thomas Davey
Florence Yuan	Nikola Sopcic	Tyler Goldberg
Gianpaolo Zivoli		Lawyers Ethics and Justice Students
Grace Crowley-Shaw		

Over 450 Lawyers Ethics and Justice students attended the Centre for a one off advice night during 2016. We look forward to seeing these students later in their degree in one of our clinical courses.

Staff

Anna Cody, Roselle Nunes, Dianne Anagnos & Emma Golledge

Director
Associate Professor Anna Cody

Principal Solicitor
Emma Golledge

Office Manager
Denise Wasley

Solicitor/Clinical Supervisor
Dianne Anagnos
Nick Ngai (Jan – Apr)

Employment Law Solicitor/ Clinical Supervisor
Maria Nawaz (Jan – Sept)
Lucy Suman (Sept – Dec)

Family Law/Dv Solicitor/Clinical Supervisor
Natalie Ross

Law Reform And Policy Worker/ Clinical Supervisor
Kate Haliday (Jan – Aug)
Maria Nawaz (Sept – Dec)

Front Office Supervisor
Roselle Nunes

Aboriginal Access Worker
Kaleesha Morris (Jan – Oct)

Communications Worker
Amelia Olsen-Boyd

Librarian
Murray Mcwilliam (Jan – Sept)

Herbert Smith Freehills Secondees
Jen Wu
Anais Morgan
Ellen Temby

CLSIS Data Worker
Gloria Bankhead

Sad Farewell to our Wonderful Librarian of 18 years Murray McWilliam

2016 saw the departure of KLC librarian, Murray McWilliam, from the Centre. Murray had been at KLC for an incredible 18 years, responsible for all of our loose leaf publications as well as the library. Murray has been a committed, professional and meticulous staff member and he will be sadly missed.

Finance Report

Kingsford Legal Centre

Statement of Financial Performance

For the Year Ended December 2016

	Note	2016 $'000	2015 $'000	2014 $'000
REVENUE				
Research Revenue:	1	-	-	-
Donations & Bequest - Draw downs		11	-	-
UNSW Contributions		-	-	-
Faculty Contributions	2	937	731	717
Other Restricted Revenue	3	483	438	448
Commercial Activity - Fees for Service		-	-	-
Sundry Other Revenue		-	-	-
Total Revenue		**1,430**	**1,169**	**1,165**
EXPENSE				
Salaries, Oncosts and other staff costs		**1,125**	**1,159**	**1,006**
Scholarship Stipends		0	-	-
Contract & Consulting Services		1	0	1
Repairs and Maintenance		-	-	0
Consumables		11	13	12
Travel		21	23	21
Equipment Non Capitalised		5	13	12
Entertainment		2	1	1
Marketing		2	2	0
Miscellaneous Expenses		143	38	55
Total Non-People Costs		**185**	**90**	**105**
Total Expenses		**1,310**	**1,249**	**1,111**
TOTAL CONTRIBUTION - SURPLUS/(DEFICIT)		**$ 120**	**$ (80)**	**$ 53**
Depreciation		-	-	-
SURPLUS / (DEFICIT) after Depreciation		**$ 120**	**$ (80)**	**$ 53**
Cashflow Funded Capital Expenditure (CAPEX)		-	-	-

NOTES:

1 Revenue in Advance will be noted in Creditors & Other Liabilities.

Research Revenue generated (cash basis).	-	-	-
Category 1 Research Revenue therein	-	-	-

2 UNSW Budget model includes other revenue items

Teaching Revenue	-	-	-
Block Grants	-	-	-
Indirect Cost Recoveries	-	-	-

3 Other Research Revenue includes internal fund transfers.

4 Restricted Funds - Cash at year end	$ 174	$ 56	$ 137
5 Funds available in Division of Advancement	$ 22	$ 31	$ 19

Certified by Faculty Finance Manager

Name: Anna Polykarpou

Signature:

Acknowledgements

During 2016 Kingsford Legal Centre received income and grants from:

- UNSW Law Faculty
- Federal Attorney General
  - Community Legal Services Program (CLSP)
  - Clinical Legal Education Initiative (Employment Law Clinic)
  - Family Law Focused Clinical Education Project (Family Law/Family Violence Clinic)
- NSW Attorney General – Community Legal Services Program (CLSP)
- Legal Aid Commission NSW – Administration Efficiencies Grants

Kingsford Legal Centre would like to acknowledge the support provided by:

- Herbert Smith Freehills for their ongoing secondee program
- The La Perouse Local Aboriginal Land Council for providing the venue and their support of the weekly outreach service held at Yarra Bay House
- Kooloora Community Centre for providing the venue and their support of an outreach service
- South East Connect for providing the venue and their support of an outreach service
- The following law firms for their participation in the employment law clinic: Harmer's Workplace Lawyers, Henry Davis York, Ebsworth & Ebsworth and Bartier Perry.
- Guest speakers at the Wednesday afternoon classes
- Staff of the UNSW Law Faculty and Law School
- UNSW Australia Law Society for their generous donation of profits from the Revue

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