UNSW SYDNEY

Australia's Global University

Kingsford Legal Centre Annual Report 2018

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 Randwick City Council and the Port Botany and Mascot Wards of Bayside Council (ex-Botany Council). 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:

T (02) 9385 9566

E legal@unsw.edu.au

W www.klc.unsw.edu.au

PA Kingsford Legal Centre, F8-003, UNSW 2052

Facebook www.facebook.com/kingsfordlegal/

Twitter @kingsfordlegal

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.

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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.

DEAN'S FOREWORD

Kingsford Legal Centre and UNSW Law continued their progression toward the goals and priorities of the UNSW Sydney 2025 Strategic Plan.

Integral to this is the move, in 2019, to a three-term teaching structure. This structure has particular challenges for clinical legal education, however the work done by KLC staff to meet this challenge by integrating online modules with face to face learning ensures that our students will continue to receive excellent 'hands on' learning experiences into the future.

KLC has also seen a shift in the funding environment with a move to a tender process for State Government funding. Uncertainty in future funding is unsettling and makes strategic planning difficult. Despite these restraints KLC staff moved forward with a number of significant and exciting new projects such as developing a Health Justice Partnership with Prince of Wales Hospital. It is hoped that this project will also open up new avenues for research in partnership with other UNSW staff and faculties.

Constant evaluation of their work, as well as monitoring of changes in their community, have always been an important part of the KLC ethos to ensure that they continue providing excellent service to the most disadvantaged members of their community. Particularly heartening in 2018 was the extremely positive responses of KLC's volunteers about their work at KLC with both clients and students. I would like to take this opportunity to personally thank all of these unsung heroes for their contribution to our service delivery and teaching programs.

> "Particularly heartening in 2018 was the extremely positive responses of KLC's volunteers about their work at KLC with both clients and students."

All of us at the Law Faculty want to wish Associate Professor Anna Cody well as she moves to take up the role of Dean of Law at UWS. Anna's contribution to our Faculty, in particular to expanding our clinical legal education program, has been immense and she will be missed.

I look forward to continuing to work closely with KLC into 2019.

Professor George Williams
Dean, UNSW Australia Faculty of Law

KLC Director Associate Professor Anna Cody

DIRECTOR'S REPORT

It's with a great deal of sadness that I write this, my last Director's Report. After 20 wonderful years at Kingsford Legal Centre I have been given the great opportunity to take up the position of Dean of Law at Western Sydney University so will be leaving KLC early in 2019.

Despite the erratic funding environment, 2018 proved another strong year for KLC. We continued our international law reform work with the CEDAW NGO report and leading the Australian NGO delegation in Geneva; commenced a new outreach at the Lexo Hub in Lexington Place South Maroubra; developed a lively community legal education workshop for school children around #METOO; and substantially progressed discussions with the Prince of Wales Hospital to commence a Health Justice Partnership in 2019. This is an exciting development as community legal centres recognise the importance of working in a multi-disciplinary way and health justice partnerships certainly strengthen this work. We hope to work with social workers and other staff to ensure patients have the complexity of their issues dealt with holistically.

With the change of the University to a trimester, Kingsford Legal Centre has also had to reorganise and re-design its courses. In 2018 I developed a number of our classes into online modules in preparation for the UNSW Sydney shift to a 10 weeks trimester structure in 2019. This provides the benefit of enabling students to return to the substantive course material for revision and reinforcement across the trimester. KLC also organised and ran the Australian Symposium on clinical legal education in April 2018 with key note speakers Professor Mary Ann Noone, (Latrobe University), Professor Susan Brooks (Drexel University) and Professor Leah Wortham, (Catholic University). This provided an excellent opportunity to meet and share innovations in clinical legal education with other Australian clinicians.

"I have been very lucky to work with so many fantastic, inspiring, compassionate and smart colleagues across the globe …"

I therefore leave KLC at a very robust and exciting time in its 37 year history and feeling very positive about the security of its place as an internationally recognised clinical legal education innovator and a community legal centre of excellence.

I have been very lucky to work with so many fantastic, inspiring, compassionate and smart colleagues across the globe in the past 20 years that I feel truly blessed. To all of the selfless volunteers that I have had the pleasure of staffing all of those (long!) advice nights with – thank you. To the many hundreds (thousands?) of students that I have watched learn and grow, it has been a privilege to be part of your journey. To all of the amazing clients I have had the pleasure to work with - your courage, dignity and humour in the face of incredible disadvantage, unfairness and day to day hardship has been a privilege that I am truly grateful for.

To all of our stakeholders, funders, supporters, friends and fellow travellers – thank you.

Associate Professor Anna Cody
Director

AIMS AND OBJECTIVES OF KINGSFORD LEGAL CENTRE

1. 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
2. To improve access to justice for residents of the Randwick Local Government area and Port Botany and Mascot wards of Bayside Local Government area by providing free legal advice and assistance including specialist employment advice
3. 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
4. To enhance people's knowledge of, and access to, appropriate legal services through the dissemination of information and by making and receiving referrals
5. To promote access and equity in all areas of the organisation including service delivery, legal education, community education and policy work
6. To ensure Kingsford Legal Centre is respectful of Indigenous cultures and people
7. 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
8. 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
9. 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

LEGAL SERVICES AND ADVOCACY

Advice and Casework

Each week KLC offers over 40 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.

KLC could not have helped all these clients without the hard work and dedication of our wonderful team of solicitors, Emma Golledge, Natalie Ross, Dianne Anagnos, Anna Cody, Maria Nawaz, Tess Deegan, Anita Will, Fiona Duane as well as our secondee solicitors from Herbert Smith Freehills: Olivia Kelly, Clare Brennan and Naomi Delaney

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.

1708

legal advices were provided to our community by KLC in 2018

284

cases - 77 representation matters were opened and 207 legal task assistance matters were opened in 2018

Kingsford Legal Centre operates six outreach services to increase the accessability of our service:

Kingsford Legal Centre Outreach Services

Service where Outreach Provided	Frequency/Day	Target Clients
Kooloora Community Centre Bilga Crescent, Malabar	Fortnightly/Fridays school term time	Drop in advice clinic for public housing tenants in South Ward of Randwick City Council
Aboriginal Medical Service Elaroo Avenue, Yarra Bay	Fortnightly/Wednesdays school term time	Drop in service for Aboriginal community
South Eastern Connect Centre Eastlakes Shopping Centre, Eastlakes	Fortnightly/Wednesdays	Fortnightly outreach clinic targeting older clients; clients with disability; CALD clients.
Long Bay Correctional Centre Malabar	On request – in conjunction with prison welfare workers and LAC Prisoner Advice Service	Civil law outreach to 1,300 inmates – by telephone and visits to Correctional Centre
Lexo Hub Lexington Place, South Maroubra	Monthly	Drop in advice clinic for public housing tenants in South Maroubra
Prince of Wales Hospital Randwick - Health/Justice Partnership - High Street Randwick	On Request	Inpatients and outpatients of the hospital and its mental health units

Our Clients' Stories

Unfair tactics by education college

Our client, Jośe, was approached one day in a shopping Centre about enrolling in an education course through a college. Jośe wasn't sure but he thought it sounded ok and they promised him a laptop to help with his study. Jośe thought the course might help him get a job. But when he experienced some difficult personal circumstances, including some health problems and could not complete the course he was charged $30,000. KLC helped the client advocate to the education provider to try and have the debt waived but were not successful. We then applied to the Administrative Appeals Tribunal seeking a full refund. During that process the education provider agreed to waive the full debt. The client was extremely relieved and was very grateful for our assistance. He sent KLC a lovely thank you message, stating that his life had improved in many different ways, because of the "enormous and tireless work" KLC had done. This outcome meant he could focus on his health and do some other studies.

Advocating for housing

Our client Milan, a single dad to 3 children was living in private rental leased by Housing NSW due to his medical needs. The private landlord, decided to issue a 'no grounds' notice of termination asking for the property back. KLC began to advocate for our client to get an offer of housing before he had to return the property to the landlord. When no offers were made we attended the Tribunal to get as much time as we could for Milan to get an offer of housing. We continued to advocate for Milan and his children but he had to move out of the property into emergency accommodation and put all his property into storage. KLC continued to call Housing every day trying to get a permanent housing solution so that the family could have some stability and the children could enroll in school. After 6 weeks in temporary accommodation and 6 months of housing instability we were able to secure him an offer of housing. Without KLC's help this family would have continued to experience extreme pressure, anxiety and uncertainty around their most basic need of housing. Now the children are all enrolled in school, and are settled in their new home.

Generalist Law Practice

KLC's generalist law practice provides legal advice and representation services on most civil law and minor criminal law matters including credit and debt, tenancy, consumer, car accidents, fines and victim's compensation.

In 2018 KLC delivered:

Generalist Legal Advices	Generalist Legal Tasks	Generalist Court/ Tribunal	Generalist Dispute Resolution	Generalist Other Representation
1392	202	13	27	45

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 opened in 2018 are:-

Type of Discrimination	No. of Advices Given	No. of Legal Tasks	No. of Casework
Discrimination disability	125	11	11
Discrimination race	42	7	2
Discrimination Other	22	1	6
Discrimination sex/gender	36	2	3
Discrimination pregnancy	9	0	1
Discrimination age	18	1	0
Discrimination sexual orientation	3	0	1
Discrimination marital status	3	0	0
Discrimination religion	3	0	0
Total	**261**	**22**	**24**

Employment Law Practice

2018 was another busy year for the Employment Clinic. Employment is the largest single area of advice for KLC and this work informs the Centre's law reform submissions and community legal education programs. The breakdown of employment cases and advices in 2018 are:-

Problem Type	No. of advices	No. of Legal Tasks	No. of Casework
Employment Other (not unfair dismissal or conditions/entitlements)	170	12	5
Employment conditions/entitlements	120	8	6
Employment unfair dismissal	110	12	4
Total	**400**	**32**	**15**

Family Law/Family Violence Practice

In 2018 KLC commenced giving advice and legal task work under its Commonwealth Family Violence funding.

Legal Advices	Legal Tasks
101	5

Our Clients - Statistics

51% of our clients are women

26% of our clients have a disability/mental illness

4.3% of our clients are Aboriginal and Torres Strait Islander

28.78% of our clients are culturally and linguistically diverse

4% of our clients are, homeless or at risk of homelessness

10% of our clients are aged 65 and over

Top 10 Problem Types

Problem Type	Number	Proportion %
Employment Other	187	7.53%
Discrimination disability	142	5.72%
Employment conditions/entitlements	130	5.24%
Employment unfair dismissal	124	4.99%
Road traffic and motor vehicle regulatory offences	110	4.43%
Other civil	83	3.34%
Tenancy Other	78	3.14%
Credit and debt owed by client	76	3.06%
Injuries compensation	61	2.46%
Tenancy bond	59	2.38%

Top 10 Country Of Birth

Country of Birth	No Of Clients
China *(excludes SARs and Taiwan)*	131
England	38
New Zealand	30
India	27
Hong Kong *(SAR of China)*	24
Russian Federation	22
Brazil	20
Indonesia	19
Philippines	19
France, Italy	16 *(each)*

Client Comment

"I let (volunteer solicitors) know I have some mental health issues and they were both very accommodating and non-judgemental"

Community Legal Education

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. In 2018 KLC's CLE program held 41 workshops and events.

KLC's very popular Plain English Law for Community Workers Series continued in 2018 with workshops on topics including Legal Basics, Debt and Working with Aboriginal Clients and Communities. Other presentations were delivered targeted at:- older people, prisoners, young people, CALD people and international students. In 2018 KLC also commenced a fortnightly legal information column in the local newspaper, The Southern Courier.

Family Law/Domestic Violence CLE

In 2018, KLC held the following CLE workshops as part of our Family Law/Domestic Violence CLE program under our Commonwealth Family Violence funding:

- Recent developments in Family and DV law
- AVOs in DV
- VC & DV Law Update
- Domestic Violence
- Children in DV and Family Law Cases

Attendee comments:

"Great, very useful information and the presenters were excellent"

"Excellent and very accessible presentation of this info/ knowledge"

"Very informative, enjoyable"

"Excellent content of the current situation re: AVOs and DV"

Law Reform and Policy

Kingsford Legal Centre's Contribution to Law Reform and Policy

KLC has a dedicated Law Reform and Policy Solicitor position coordinating our proactive and reactive law reform and policy projects. These projects aim to address systemic injustice and improve the lives of our disadvantaged clients and the wider community.

In 2018 KLC made these major law reform/policy submissions:

- Submission to the Australian Human Rights Commission Human Rights and Technology Project
- Submission to Joint Select Committee on Constitutional Recognition of Aboriginal and Torres Strait Islander Peoples
- Australian NGO Coalition Shadow Report on Australia's Compliance with the Convention on the Elimination of All Forms of Discrimination Against Women
- Submission to the Joint Select Committee on Constitutional Recognition Relating to Aboriginal and Torres Strait Islander Peoples
- Submission to the Joint Standing Committee on Migration
- Submission to the Select Committee on the Future of Work and Workers
- Submission to the Religious Freedom Review by Department of the Prime Minister and Cabinet

Kingsford Legal Centre Advocating for Australian Women on the Global Stage

The Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW) is an international human rights treaty to which Australia is a signatory to.

Countries must report to the Committee on the progress they have made implementing CEDAW. Two solicitors from KLC went to Geneva in 2018 to present the Australian NGO Coalition report to the United Nations on Australia's progress. KLC, Community Legal Centres NSW, National Association of Community Legal Centres and Good Shepherd Australia/New Zealand were the lead coordinators of the report which was prepared by 15 contributors. The final report was endorsed by more than 50 NGOs. The NGO report focussed on the key issues that affect our clients including the rejection of the Statement from the Heart, the high incidence of sexual harassment at work, and need for ongoing support of victims of domestic violence. The expert UN Committee handed down recommendations and concluding observations following their review, and as expected, identified many key areas in which the Australian government is not doing enough to protect the human rights of women and girls in Australia.

We continue to monitor Australia's response to these recommendations.

Report

Having My Voice Heard – fair practices in discrimination conciliation

Retired High Court Justice The Hon Michael Kirby AC CMG lent his support to KLC by launching our Having My Voice Heard - Fair Practices in Discrimination Conciliation report in August 2018.

Our research found that vulnerable people encounter numerous barriers when trying to resolve their complaints through alternative dispute resolution processes through the Anti-Discrimination Board, the Australian Human Rights Commission and the Fair Work Commission.

"law reform should be derived from real, live experiences."

The report, based on extensive research and interviews with clients, as well as expert legal practitioners, explores the experiences of vulnerable people who make complaints under NSW and Commonwealth discrimination and employment law, and contains ten best practice recommendations to make access to justice fairer.

Justice Michael Kirby described the work of the report as innovative and said he greatly admired the work of KLC and shared the view that "law reform should be derived from real, live experiences." The Centre continues to work to ensure that the recommendations are implemented.

… vulnerable people encounter numerous barriers when trying to resolve their complaints …

2018 AT A GLANCE

JANUARY KLC Summer Teaching Clinics – Legal Aid and Global Justice Lawyering.

FEBRUARY 26 year partnership with Herbert Smith Freehills – Clare Brennan was KLC's 55th secondee from Herbert Smith Freehills.

MARCH KLC starts providing family law advice on alternate Thursday evenings.

APRIL KLC hosts the Australian Clinical Legal Education Symposium – 5 & 6 April 2018

MAY KLC presents training for inner-Sydney Volunteers

JUNE Kingsford Legal Centre advocating for Australian women on the global stage – CEDAW

JULY Lawyers of the future? – KLC teaches Winter School Indigenous high school students

AUGUST Having My Voice Heard – Fair practices in discrimination conciliation report launched

SEPTEMBER Welcome Marijke Bassai – KLC employs 12 month Indigenous graduate solicitor

OCTOBER #MeToo – It's About You Too! – High school CLE

NOVEMBER Final graduation of Ngara Nura Program at Long Bay Gaol participants

DECEMBER Lexo Hub opens at South Maroubra.

CLINICAL LEGAL EDUCATION

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.

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 first 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.

> **The small symposium is a great idea and allows more interaction than a larger event. Thanks to Anna Cody and her team for a wonderful and energising and fun 2 days.**

Australian Clinical Legal Education Symposium – 5 & 6 April 2018

Around 50 clinical legal education practitioners, academics and students from around Australia, New Zealand and the USA attended the Australian Clinical Legal Education Symposium, organised and hosted by KLC in early April.

Evaluation of the survey was very positive with many particularly appreciating the workshops presented by students. Professor Mary Anne Noone gave a key note speech on the history and current challenges for clinical legal education in Australia, including the importance of a united voice around access to justice issues and Professor Susan Brooks' key note speech focussed on how we teach our students 'relational lawyering' and the impact this has on educators, clients and students.

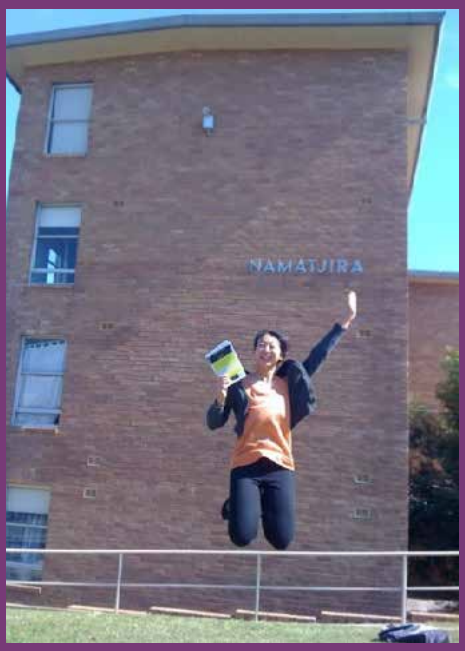
"Thanks so much to all at Kingsford and all others involved in the organising for such a fantastic symposium."

Our students

Over 500 students learn about the law through their experience at KLC each year.

KLC is part of the UNSW Sydney Law Faculty and provides clinical legal education to its students. Clinical legal education is a way of teaching law, legal procedure and ethics. It's 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.

Through their time at KLC, students get to experience the effects of laws on disadvantaged and vulnerable clients first hand. This can have a profound impact on them and many students go on to volunteer at community legal centres further into their careers. In a recent survey of KLC volunteers 29% of respondents were ex-KLC students. Students who complete one of our courses are also 'pro bono ready' when they go on to work at corporate law firms.



> It makes me more aware of the human effect of the law and that application of the law to different scenarios is much more important in actual legal work.

Thanks to all of our wonderful clinical students from 2018 – we wish them all well into the future and hope to see many of them on our volunteer roster over the coming years.

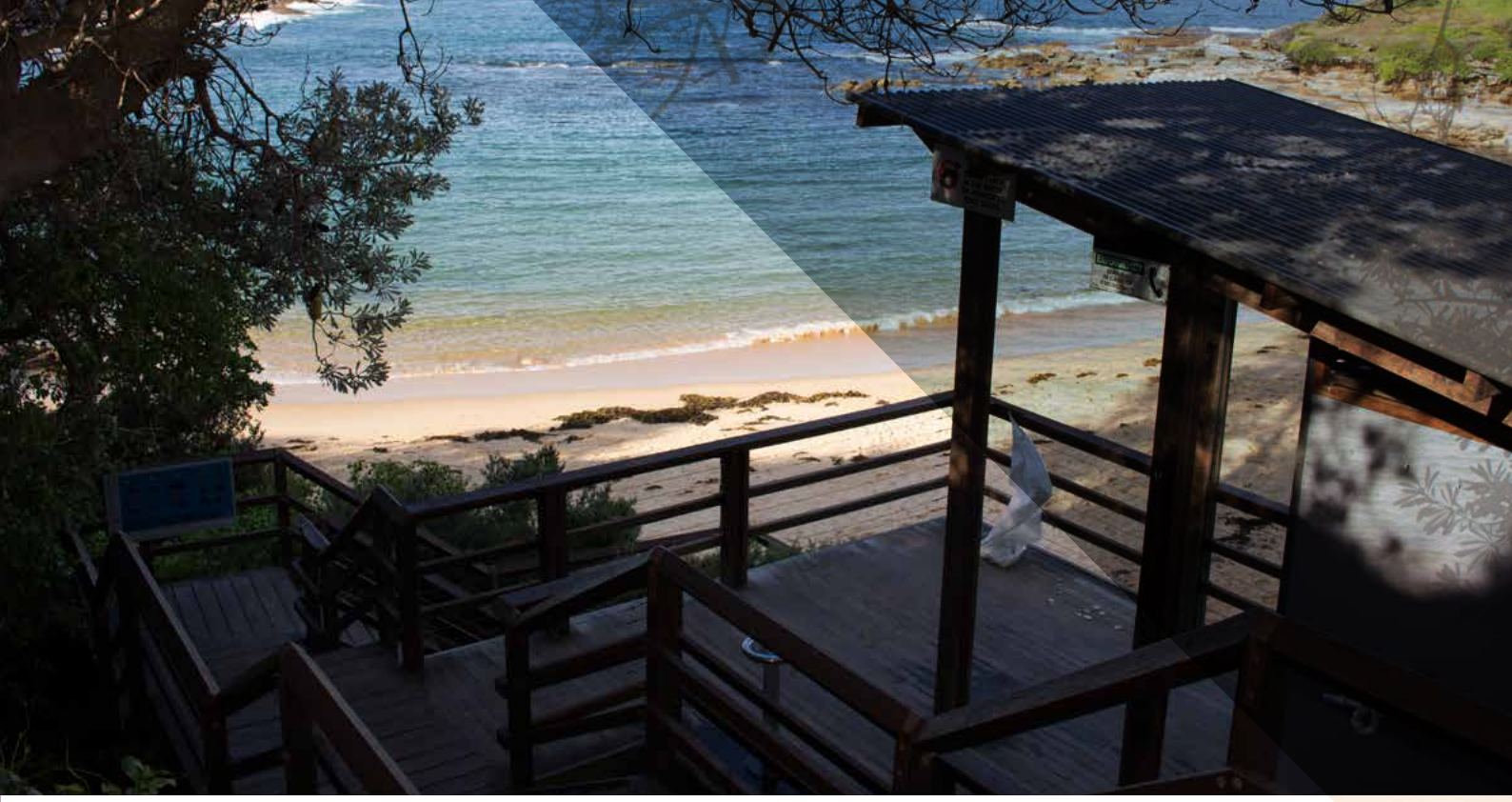
Students Comments about their KLC Experience

"Solicitors are always happy to give us deep insight into the client's background even if we haven't been working on the case with them - so we see more than just the limited assistance we provide with say, one interview or drafting one letter."

"It was amazing. KLC is my first practical experience and I must admit, it provided me the best experience so far."

"I thought the reflective pieces were useful in helping me contextualise my experiences by forcing me to consider what I'd learned and what I'd observed about wider systemic legal issues."

"KLC has good solicitors who make it a supportive environment to learn in."



Semester 1 2018

- Anisha Hegde
- Beatrice Fang
- Carlos Piano
- Celine Tia
- Chala Olca
- Chareesa Usaha
- Charlotte Yau
- Charlotte Kong
- Charu Singh
- Christopher Chiam
- Courtney Kwai-Hay Law
- Darwin Tat Man Ni
- Eloise McCrea-Steele
- Emily Lun
- Georgia Pupulas
- Hanz Yong
- Jack Robertson
- Joyce Shi
- Justin Goh
- Justin Pondevida
- Karen Lee
- Kathy Zhang
- Kimberly Ann Yi Xian Yoon
- Lauren Stinson
- Luciana Meroni
- Michael Coan
- Mitchell Wilson
- Nicole Robertson
- Pooja Saini
- Rachel Chan
- Rose Sheaffe
- Sanjuta Bhahirathan
- Shirley Liang
- Terence Zhu

Semester 2 2018

- Ali Minkara
- Alison Young
- Amy Colville
- Amy Lee
- Annie Hu
- Catherine Yin
- Celina Lui
- Christabel Moffat
- Christopher Pettener
- Daniel Fung
- Ehab Afiouny
- Emma Watt
- Erica Balilo
- Eugenie Song
- Grace Strous
- Haoming Yan
- Hasmindar Dhillon
- Herman (Ka Ming) Yeh
- Irene De Raya
- Jessica Friendship
- Lauren Brouwer-French
- Maddie Mowat
- Michael Moryosef
- Nikita Harlalka
- Rebecca Barbera
- Renee Emzin
- Ronya Gilani Yahvavi
- Scott Holt
- Shuna Liu
- So Young Yoo
- Stephanie Choong
- Tetsutaro Kubo
- Zienab El-Droubi

Lawyers Ethics and Justice Students

Over 450 Law Lawyers and Society students attended the Centre for a one-off advice night during 2018. We look forward to seeing these students later in their degree in one of our clinical courses.

STAFF, PRO BONO & VOLUNTEERS

Our Staff

DIRECTOR	Associate Professor Anna Cody
PRINCIPAL SOLICITOR	Natalie Ross (Jan – Aug) Emma Gollege (Aug – Dec)
OFFICE MANAGER	Denise Wasley
SOLICITOR/CLINICAL SUPERVISOR	Dianne Anagnos Natalie Ross Anita Will
EMPLOYMENT LAW SOLICITOR/CLINICAL SUPERVISOR	Tess Deegan Fiona Duane
LAW REFORM AND POLICY WORKER/CLINICAL SUPERVISOR	Maria Nawaz Tess Deegan
FRONT OFFICE SUPERVISOR	Roselle Nunes
INDIGENOUS GRADUATE SOLICITOR	Marijke Bassani (Sept – Dec)
COMMUNICATIONS WORKER	Katie Moses (Aug – Dec)
HERBERT SMITH FREEHILLS SECONDEES	Olivia Kelly (Jan-Feb) Clare Brennan (Feb – Oct) Naomi Delaney (Oct – Dec)
CLASS DATA WORKER	Gloria Bankhead

Management Committee

Kingsford Legal Centre appreciates the contribution made by our Management Committee members during 2018.

The committee met three times during the year: in March, June and October 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 George Williams, Dean Faculty of Law (UNSW), Sean Brennan (UNSW Law School), Fei Wong, (UNSW Law School), Anne Cregan (Gilbert & Tobin) 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 2019.

Professor Jill Hunter resigned as Chair of the Committee after many years' service in 2018. Jill has been a great champion of the Centre and we would like to thank her for her generous support of our work. We are delighted that Associate Professor Sean Brennan will be taking over the Chair in 2019.

KLC Management Committee Members (l-r): Professor George Williams (Dean), Professor Jill Hunter (Chair); Associate Professor Anna Cody (Director); Anne Cregan; Associate Professor Sean Brennan (absent – Fei Wong & Janet Green)

KLC Management Committee Members (l-r): Professor George Williams (Dean), Professor Jill Hunter (Chair); Associate Professor Anna Cody (Director); Anne Cregan; Associate Professor Sean Brennan (absent – Fei Wong & Janet Green)

Our Pro Bono Programs

KLC struggles to meet the huge demand on our service, so working with pro bono programs of law firms increases our capacity to help people with their legal problems. KLC has two major pro bono programs which greatly increase our capacity to help our clients. This ability to partner with corporate law firms to improve access to justice for disadvantaged clients is a unique feature of community legal centres.

Since 1992 Herbert Smith Freehills (HSF) 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 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.

KLC's Employment Clinic has been running a pro bono advice clinic with law firms for 18 years. Every Wednesday during semester, a solicitor from one of the four participating firms on our roster - Bartier Perry, Harmer's Workplace Lawyers, Kennedys and HWL Ebsworth - 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 and is also a great experience for our students to work with fantastic specialist employment lawyers.

Our client, Fatma, received Centrelink payments as her only income and owed just over $1,000 in overdue utility bills. She was overwhelmed by other unexpected expenses and medical problems and fell behind in paying these bills. She heard about a company that helps people negotiate with creditors, and entered into an agreement with the company as she was desperate for a resolution to the debts. The company did not clearly explain to Fatma that it was going to charge her almost twice the amount she owed to the creditors in order to represent her in the negotiations. When Fatma refused to pay this amount, the company served her with a Statement of Claim, even though they had not done any work for her. The KLC HSF secondee solicitor assisted Fatma by reviewing her documentation and drafting her Statement of Defence for the Local Court. This resulted in the company withdrawing its claim against Fatma and not pursuing the debt. KLC was also able to assist Fatma by referring her to free local financial counselling services. Without KLC's help, Fatma would have unfairly had to pay a major debt which was having a very negative impact on her health. With KLC's help Fatma got some help with arranging her finances so she could budget better and keep looking for work.

$890,000

Approximate value of KLC's pro bono programs

KLC's employment clinic also runs a weekly daytime advice session staffed by our wonderful volunteer, Alice Paul. Alice brings enormous expertise in the areas of employment and discrimination law which has the effect of expanding our capacity to deliver quality, timely help to our clients.

OUR VOLUNTEERS

KLC has a roster of 77 experienced solicitor volunteers. This year, they provided over 3,600 hours of legal help to our clients. These volunteers come from a diverse range of backgrounds and bring a wealth of skills, knowledge and expertise:

- volunteer solicitors provide advice on Tuesday, Wednesday and Thursday every week;
- a volunteer solicitor provides a weekly employment law advice clinic
- 20 students undertook practical legal training at KLC

What our volunteers say

In 2018 we surveyed our volunteers to learn more about their experience of volunteering at KLC.

53% of our volunteers responded to the survey. 32% of these respondents had been practising law for over 16 years and 10% had been volunteering at KLC for over 10 years. This is what they had to say:

"I like giving back to the community and being able to help those in need."

"Friendly, collegiate atmosphere and well organised. KLC is very understanding and accommodating with its volunteers."

"Improving access to justice whilst giving students a unique insight into non-corporate law."

"Really enjoying the experience so far, and something that I am beginning to feel a sense of personal investment in."

"I love it. Happiest hours of my week."

3,600 hours

of volunteer support and assistance was provided to KLC clients in 2018

95%

Of volunteers wanted to give something back to the community

90%

Of volunteers felt that they had been able to improve their understanding of broader community issues through volunteering

100%

Of volunteers felt that they had been adequately supervised by KLC staff solicitors

63%

Of respondents volunteer because they enjoy it

Our volunteers in 2018

- Rumana Ahmed
- Judit Albecz
- Larissa Andelman
- John Bartrop
- Hetti Blackburn
- Gina Block
- Simon Bruck
- Judith Burnet
- Elena Buzevska
- Rita Caruana
- Cherlyn Chia
- Emma Corcoran
- Claudia Crause
- Kumari Delgoda
- Mikaela Eldridge
- Thom Farquhar
- Erin Gavin
- Alexandra George
- Nyomi Gunasekera
- Daniela Hartman
- Laura Hawke
- Sylvia Hobbs
- Loretta Houlahan
- Olivia Kelly
- Madelaine Kloucek
- Melissa Liu
- Alex Lopes
- Raz Lovell-Jones
- Christa Ludlow
- Deborah Lum
- Lynley Mackay
- Ben Malone
- Danielle Mawer
- Timothy Maybury
- Isobel McGarity
- Matt McGirr
- Dave McMillan
- Sue Mordaunt
- Wendy Muir
- Meagan Murrell
- Benjamin Ng
- Brian Nguyen
- Arturo Norbury
- Ida Nursoo
- Liz O'Brien
- Mary O'Connell
- Jo Ong
- Jenna Pervan
- Larna Phillips
- Nicole Purves
- John Rappell
- Paolo Remati
- Nanette Reuben
- Sophie Roberts
- Fiona Robson
- Eliza Sarlos
- Marie-Louise Scarf
- Nayomi Senanayake
- Tracey Shao
- Helen Sims
- Mike Steinfeld
- Graeme Ulbrick
- Rachael Vincent
- Jeane Wells
- Alex White
- Declan Williams
- Marea Wilson
- Justin Wong
- Ken Yardy
- Ivan Yau
- Alex Ying
- Phoebe Yule

A special thanks to the wonderful Will Drolz-Parker who continues to support our Centre despite leaving the state! Will's work on our IT systems over the past few years has improved the productivity of the Centre enormously and we are eternally grateful. Thanks Will!!

COMMUNITY AND COMMUNICATIONS

Community Work

For over 35 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 2018 including:- The Deli Women and Childrens Centre, South East Community Connect, SECC and EATS. 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 2017 KLC attended meetings of the South Maroubra Tenants Action Group. This group is 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.

Networks and Committees

KLC staff participate in a number of key networks and committees including:-

- Eastern Suburbs Domestic Violence Network
- CLCNSW Domestic Violence and Victims Compensation Sub-Committee
- South East Community Connect (SECC) Management Committee

> **"South Eastern Community Connect (SECC) have worked with KLC for many years to assist our clients to get help with their legal problems. We always feel confident that if we make a referral KLC will provide a prompt, quality, holistic service which is tailored to the individual needs of the client."**

- Deli Women and Children's Centre Management Committee
- Eastern Area Tenancy Service (EATS) Management Committee
- NACLC Board
- Legal Aid Commission NSW Board

KLC receives Volunteer Award from Kooloora Community Centre

In May KLC staff attended the Volunteer Awards Presentation at Kooloora Community Centre to celebrate the great contribution of Kooloora volunteers to the community. KLC was honoured and delighted to be presented an award for the assistance we provide to the Centre and local community members.

Communications

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 2018 KLC produced 10 editions of the E-Bulletin.

Southern Courier

In 2018 KLC commenced a fortnightly legal information column in the Southern Courier which has a print run of 50,000 and is distributed across all of our catchment. Topics which have been highlighted include fair pay and conditions at work, unpaid tolls, and managing debt.

Print/Digital Media

In 2018 media coverage of KLC work featured in BuzzFeed (which 2.3M Australians access news each month), The Conversation, editorial in Fairfax regional papers, metro and regional radio and the Law Society Journal.

Leafleting

Leafleting remains a very effective way of communicating with our target clients, particularly older clients. In 2018 KLC students put over 3,000 leaflets and magnets in public housing estate post boxes in Eastlakes, Hillsdale, South Coogee and South Maroubra.

“The Deli has a very strong longstanding relationship with KLC. The team at KLC are a valuable resource to our clients on a variety of issues, as well as collaborating with our organisation on projects and important legislative advocacy. The Deli also enjoys supporting students coming through KLC in their learning through the agency tour they organise.”

Kingsford Legal Centre

UNSW SYDNEY

Statement of Financial Performance

For the Year Ended December 2018

	Note	2018 $'000	2017 $'000	2016 $'000
REVENUE				
Research Revenue:	1	-	-	-
Donations & Bequest - Draw downs		-	17	11
UNSW Contributions		-	-	-
Operating Funds - Budget Costs		816	782	837
Operating Funds - Other Revenue		(5)	(1)	-
Internal Transfer Contributions		100	100	100
6921 - Internal Transfer Contribution		*(100)*	*(100)*	*(100)*
Faculty Contributions	2	911	882	937
Other Restricted Revenue	3	481	471	483
Commercial Activity - Fees for Service		-	-	-
Sundry Other Revenue		5	1	-
Total Revenue		**1,397**	**1,371**	**1,430**
EXPENSE				
Salaries, Oncosts and other staff costs		**1,219**	**1,109**	1,125
Scholarship Stipends		-	-	0
Contract & Consulting Services		2	0	1
Repairs and Maintenance		-	-	-
Consumables		13	10	11
Travel		32	37	21
Equipment Non Capitalised		14	4	5
Entertainment		3	2	2
Marketing		3	2	2
Miscellaneous Expenses		118	123	143
Total Non-People Costs		**185**	**177**	**185**
Total Expenses		**1,404**	**1,286**	**1,310**
TOTAL CONTRIBUTION - SURPLUS/(DEFICIT)		**$ (6)**	**$ 84**	**$ 120**
Depreciation		-	-	-
SURPLUS / (DEFICIT) after Depreciation		**$ (6)**	**$ 84**	**$ 120**
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	$ 0	-	-
Block Grants	-	-	-
Indirect Cost Recoveries	-	-	-

3 Other Research Revenue includes internal fund transfers.

4 Restricted Funds - Cash at year end	$ 242	$ 248	$ 174
5 Funds available in Division of Advancement	$ 44	$ 30	$ 22

Certified correct to Ledger:

Anna Polykarpou
Finance Business Partner, UNSW Law

Dated: 18.1.2019

ACKNOWLEDGEMENTS

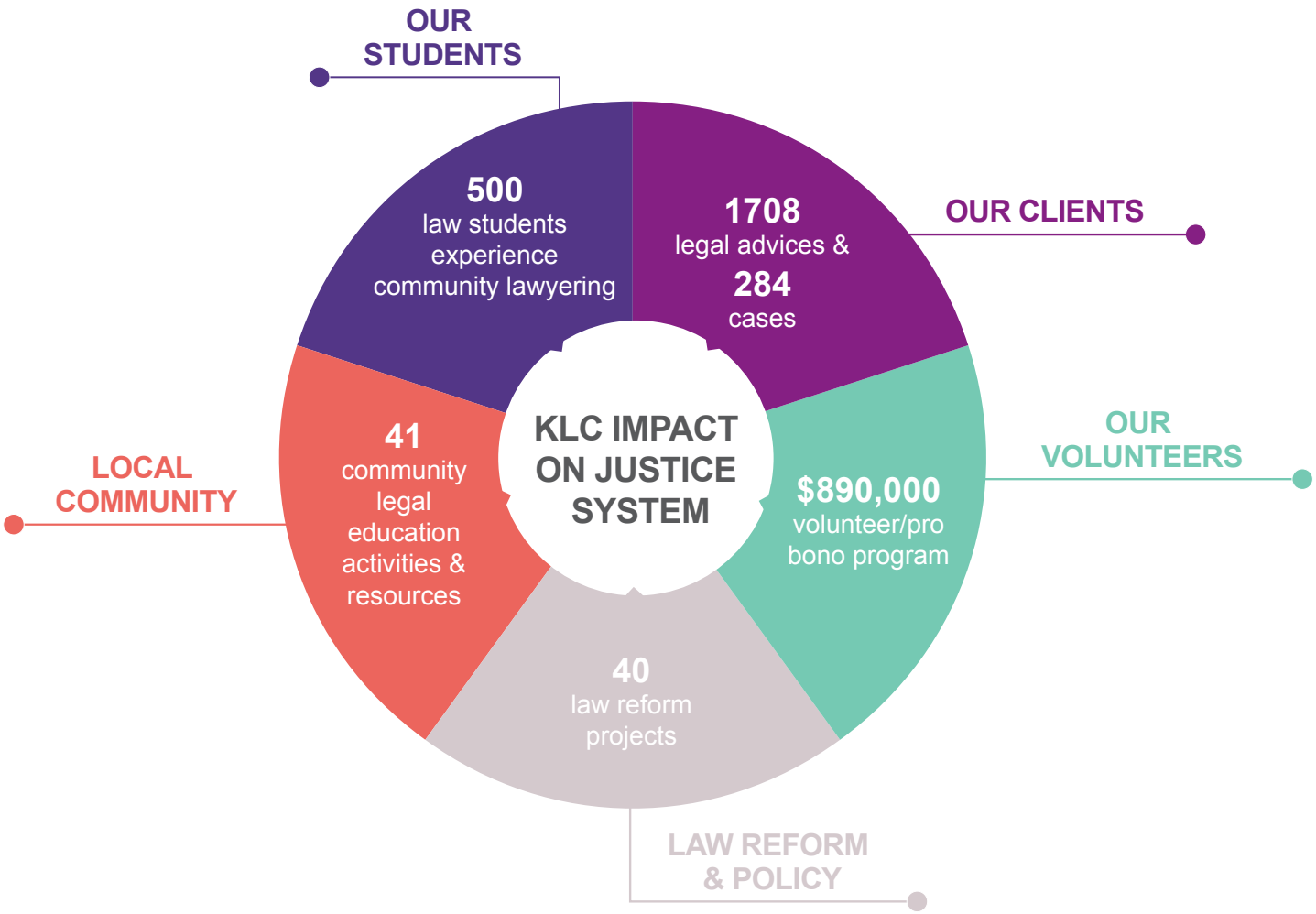
During 2018 Kingsford Legal Centre received income and grants from:

- UNSW Law Faculty
- Federal Attorney General
  - Community Legal Services Program (CLSP)
  - Family Law Focused Clinical Education Project (Family Law/Family Violence Clinic)
- NSW Attorney General – Community Legal Services Program (CLSP)

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

- Herbert Smith Freehills for their ongoing secondee program
- The La Perouse Aboriginal Land Council for providing the venue and their support of our outreach service held at the La Perouse Aboriginal Community Health Centre
- Kooloora Community Centre for providing the venue and their support of an outreach service
- South East Community Connect for providing the venue and their support of an outreach service
- The following law firms for their participation in the employment law clinic: Bartier Perry, Harmer's Workplace Lawyers, Kennedys and HWL Ebsworth
- 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

OUR IMPACT ON THE JUSTICE SYSTEM



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