UNSW SYDNEY

UNSW Kingsford Legal Centre

Kingsford Legal Centre

Annual Report 2024

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*Note on Client Case Studies – all client names in this report have been changed to maintain client confidentiality.

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

Kingsford Legal Centre, established in 1981, 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. We also offer specialist sexual harassment, discrimination and employment law services state-wide. KLC is a part of UNSW Sydney Law & Justice Faculty and provides clinical legal education to its students.

Dean's foreword

It is a pleasure to introduce Kingsford Legal Centre's Annual Report for 2024. Once again this Report highlights another busy and productive year at the Centre.

A particular highlight for me this year was the launch of the *5 years of Impact Report* for the Centre's Health Justice Partnership. I was delighted to celebrate the release of this Report and all the people who have contributed to the Partnership's success. Most striking about the evaluation of the service was the enormous impact it has had on clients, with the Report outlining the life-changing ways legal help at a time of health crisis improved people's lives. This includes increased confidence, less stress, feeling safer, being better off financially and having their housing situation improve. These outcomes, achieved by KLC working in true partnership with health professionals, have demonstrably benefited the vulnerable in our community.

The HJP also had positive impacts on health workers by reducing their workload saving them on average 1-3 hours work for patients they were assisting. There is no doubt the Report highlights the huge value for money of the service. Lastly, I was pleased to see that Law & Justice students who had exposure to the work of the HJP found it deepened their learning experience and understanding of the disadvantages faced by people managing health challenges and legal issues at the same time.

I am excited by the opportunity to grow and strengthen the work of the Health Justice Partnership in the future, particularly with the opening of UNSW's Health Translation Hub, where KLC will have an important place.

This Annual Report highlights other important work in a busy year, and it is notable to see the range of work in UNSW's local area this year, including in attending a growing number of regular outreach clinics and expanding its community legal education work. KLC also continues to provide new opportunities for our students to contribute to community legal education, as highlighted in the growing number of law students who have led KLC's innovative sexual harassment and bystander training in high schools.

This Annual Report demonstrates the committed dedication of the exceptional staff at KLC and I want to thank them for their ongoing commitment to our local community, through client services and advocacy, and enriching the educational experience of our students.

Professor Andrew Lynch
Dean, UNSW Sydney Faculty Law & Justice

Director's report

2024 was a strong year for the Centre across our community work, legal education, law reform and celebrating the success of our Health Justice Partnership.

It was pleasing to see us increase our outreaches to weekly attendance at La Perouse and the Hub@Lexo, providing improved access to our services. There were also a huge number of community events, legal education and community pop ups that we squeezed into this year. All the while taking UNSW Law & Justice students out into our community and chatting to people directly impacted by the law. This made for a standout year for student contributions to the Centre's work.

This Annual Report once again highlights the diversity of KLC's work. We continued to build on our long-running and highly-regarded legal education in schools focused on sexual harassment for young workers, which was delivered in conjunction with KLC clinical students. Once again this provided vital and tailored legal education to an age group at high risk of experiencing sexual harassment at work.

We also had significant growth across our pro bono relationships this year and continued to grow our volunteer program – this allowed us to expand our evening advice sessions to eight nights a fortnight – providing increased access to timely appointments for our community. Thank you once again to our pro bono supports and our amazing volunteers – we could not have achieved any of this without you!

It was also a particular achievement, after the Centre's many years of advocacy, to secure costs law reform in federal discrimination matters. Obtaining an 'equal access' costs model was a huge win for the Centre, our sector colleagues and our clients. This reform could not have been possible without years of sustained collaborative advocacy.

Another big highlight was celebrating five years of the Health Justice Partnership through a comprehensive evaluation of the service. This evaluation report – *5 Years of Impact* – highlighted the strength and success of this service which continued to build even through the disruption of the pandemic. Thank you to all the KLC staff who have worked into this project and in particular, to Di Anagnos for her commitment to the project. Di was appointed this year as the Centre's first Deputy Director. This was a fantastic appointment which recognised the huge growth of the Centre across all aspects of our work including teaching.

On a personal note, a big thank you to the staff at KLC who once again worked above and beyond for our clients and community. Thank you to all our supporters and friends who supported our work in 2024!

Emma Golledge
Director, Kingsford Legal Centre

Our Vision

Kingsford Legal Centre works for a fair, just and equal legal system and society. A system where lawyers are educated to be ethical and have an understanding of the needs and impact of the law on our community members who experience inequity and injustice.

Our Values

We are ethical, respectful, informed and committed to achieving equality and social justice for our community. We believe in educating lawyers to respect and understand the needs of the vulnerable communities we serve.

Our Purpose

- We work to increase access to justice for people experiencing disadvantage.
- We advocate around the values of social justice and human rights.
- We collaborate and work in partnership with our community.
- We deliver high quality legal services and community legal education.
- We argue for systemic change that increases fairness for disadvantaged people.
- We teach UNSW Law & Justice students by providing them with real world opportunities to improve the lives of people and communities.

v KLC students Tony and Nancy at Randwick TAFE Wellbeing Fair

v (L-R) PLT student Sophia, KLC Principal Solicitor Fiona Duane, Aboriginal Community Access Worker Trei Stewart and JNC worker Emma at Namatjira Estate

Our Theory of Change

Kingsford Legal Centre believes that a fairer legal system means removing barriers to justice, especially for people who experience disadvantage.

We believe that a fairer legal system requires systemic change to achieve social justice and protect human rights.

Key to change is recognition of the impact of colonisation and racism on Aboriginal and Torres Strait Islander Peoples' interaction with justice systems, as well as the ways in which gender discrimination and intersectional experience impacts on people's access to justice.

2024 Snapshot – Our Impact

We gave **2066** legal advices	We did **325** legal tasks – writing letters, making calls for clients, advocating for clients	We opened **156** files to represent clients in their matters
We provided **548** referrals	We gave **126** information only assistance	We developed **31** community legal education resources – factsheets, comics and articles
We delivered **50** community legal education activities where we presented plain English legal information to our community and community partners	We undertook **39** law reform projects – submission writing, providing expert evidence and collaborative campaigns	We taught over **600** UNSW Law & Justice students who came and experienced the work of the Centre first hand

OUR **CLIENTS** SAID

"Thank you for your help. I would have been at a significant disadvantage compared to the other party in my matter"

"Please give the staff feedback. This service was amazing. Very easy to deal with staff well trained. Couldn't ask for more. Thank you."

"Thank you I really appreciated your help – the people of Australia need your office to help all peoples who need your assistance and more power to all of you"

"I can't thank you & your team enough for what you have achieved for me & If there is anything at all I can do for KLC at any time don't hesitate to get in touch with me."

WHAT OUR CLIENTS WOULD HAVE DONE **WITHOUT LEGAL ADVICE**

"I would be totally overwhelmed with my situation and extremely worried about the consequences."

"Huge Stress mentally and financially"

"I would have been in a more stressful situation and open to manipulation from my employer."

"I would've not been informed of my rights and down the track, it would've affected my overall wellbeing if I found out I could´ve done something about my situation but I just did not have the right information to proceed."

"I would have lacked any knowledge I needed to empower me to make decisions regarding my matter"

"I would be helpless"

"I could potentially lose my redundancy payment."

"Ripped off totally"

Our Clients

In 2024 KLC provided legal assistance to 1,610 Clients:

- **69.6%** of our clients are experiencing financial difficulty
- **55.7%** of our clients identify as women
- **33.1%** of our clients are culturally and linguistically diverse (main language spoken at home not English)
- **29.4%** of our clients disclosed they have a disability / mental illness
- **13.7%** of our clients live in public / social housing
- **11.4%** of our clients required an interpreter
- **8.8%** of our clients are at risk of or are experiencing family violence
- **6.1%** of our clients are experiencing homelessness or at risk of homelessness
- **5.2%** of our clients identified as Aboriginal and/or Torres Strait Islander
- **3.4%** of our clients are aged 65 and over

Top 11 Country Of Birth

- **18.9%** Australia
- **6.5%** China
- **1.1%** United Kingdom
- **0.9%** New Zealand
- **0.9%** India
- **0.8%** Hong Kong
- **0.7%** Ireland
- **0.6%** Brazil
- **0.6%** France
- **0.6%** Indonesia
- **0.6%** Chile

Top 10 Problem Types

- **19.5%** Employment
- **15.0%** Housing
- **11.6%** Discrimination
- **6.2%** Credit & Debt
- **6.1%** Other civil
- **5.1%** Injuries/ Victims Comp
- **4.4%** Family
- **4.3%** Wills/probate/ guardianship/ power of attorney
- **3.9%** Motor vehicle
- **3.8%** Crime

CLIENT COMMENTS ON WHAT THEY WOULD HAVE DONE IF THEY HADN'T RECEIVED HELP FROM KLC

"Should I have not seeked advice, I would have let the situation continue. Since being informed I have had better control over my emotions in the situation and been able to act appropriately instead of being reactive and empowered to stand up for my rights, make decisions on my future and no longer scared of what the other party could do and their threats."

"I would have given up my case as facing court proceeding was so scary"

"Mentally & physically I know my health will slowly deteriorate."

"It will be a nightmare to my family"

Legal Services

2024 was a year in which we consolidated to further strengthen our community work and face to face service delivery. Once again, we utilised the skills of our talented lawyers and administrative staff who worked together to ensure we responded to community legal needs. Thank you to our admin and community worker team for all their support – Denise Wasley, Roselle Nunes, Samantha Durward and Colleen Gonzales, and Aboriginal Community Access Worker Trei Stewart.

Thank you to the KLC lawyers who worked with commitment and tenacity for our clients this year: Fiona Duane, Tess Deegan, Laura Cottam, Dianne Anagnos, Anita Will, Rachel Gregory, Tempe McMinn, Tallulah Bur, Claudia Sheridan, Joe Murphy, Rachael Wong, Colleen Gonzales, Arlou Arteta, Anna Lochhead-Sperling, Jordan Daly, Oliver Ray and Georgia Haack as well as Herbert Smith Freehills Kramer Secondees Briellen Sands, Greta Ulbrick and Esther Ahn.

In 2024 leadership of the legal practice was transferred to Fiona Duane after Dianne Anagnos was appointed as KLC's first Deputy Director. KLC owes deep gratitude to Di for her tireless and committed work as Principal Solicitor over more than five years. Her strong commitment to KLC's clients and community, her excellent support of KLC lawyers and her incredible memory for KLC clients are unmatched.

KLC was incredibly lucky to have Fiona appointed to the role as Principal Solicitor. Fiona has been with KLC since 2017, and since 2022 she has been a Senior Solicitor in the Sexual Harassment & Discrimination Legal Service. Fiona is a skilful, well-grounded lawyer, a patient supervisor and an amazing negotiator. KLC is so lucky to have her in this important role.

Once again, we could not have delivered the sheer volume of high quality legal help to our community without our over 100 volunteer lawyers and our ever growing pro bono roster. This year we were able to offer more daytime appointments to vulnerable members of our community through the assistance of long term daytime volunteer Ross Buchanan volunteering weekly for us. Ross provides such essential help to our clients, often sending them off with a letter as well. Thanks Ross!

A huge focus of the legal practice this year was our transition to an electronic case management system (Actionstep), which we fully implemented in 2024. This decision was a long time coming and meant that 2024 was a big year of transition. This change was not without its challenges and it was a resource intensive project. The sheer number of systems we needed to work through felt at times overwhelming.

We simply could not have got through this process without Roselle Nunes, who provided a level of technical expertise that assisted us hugely. Fiona and Di also worked for hours into this project to ensure that the system worked for the complexity of our practice, which involves so many volunteers and students. Thank you to our volunteers who also undertook Actionstep training and helped us fully implement this program.

Once again our focus this year in service delivery was ensuring the accessibility of our services and we provided legal services in person across our entire community. We spoke to our clients where it best suited them, utilised a trauma-informed response and interpreters where necessary.

In 2024 we offered clients 90-100 face to face or telephone (if preferred) appointments per fortnight through our daytime and evening advice clinics at our centre and remotely. Our outreaches were extremely busy at South Eastern Community Connect (Mascot), The Hub@Lexo (South Maroubra), La Perouse Aboriginal Community Health Centre (Yarra Bay) and The Prince of Wales Hospital. We also saw clients in their homes when that was better for them.

We represented clients in a range of ways including direct advocacy, as well as at the conciliation stage of various jurisdictions such as the Fair Work Commission, Australian Human Rights Commission, Anti-Discrimination NSW and the NSW Civil and Administrative Tribunal. We also represented clients at the hearing stage of a number of jurisdictions – criminal law matters at the NSW Local Court and District Court, both the Fair Work and Human Rights divisions of the Federal Circuit and Family Court of Australia, the Social Security Division of the Administrative Appeals Tribunal (now Administrative Review Tribunal), Fair Work Commission, both the Administrative & Equal Opportunity and Consumer & Commercial divisions of the NSW Civil and Administrative Tribunal, with some matters resolving before hearing and others proceeding to a decision/ judgment.

OUR **CASEWORK CLIENTS** SAID

"Staff made everything so easy for me. Non-judgement and very helpful and respectful."

"I really appreciate with the service, I am very happy with the outcome especially given the very stressed experience I had"

"KLC gave me a lot of help – I get really stressed out about things, KLC helped reduce that"

"We are happy with the assistance that we got. Very happy."

Action for a tenant in unsafe housing

Marta was a social housing tenant who contacted us as she was desperate for help about her home. She had water leaks coming through her ceiling, water damage to the property and significant mould throughout. This meant she couldn't use many rooms in her home and had insect infestations because of the excessive moisture. There was also water pooling around electricity outlets. She couldn't turn lights on so had to keep many rooms dark. Her house was completely unsafe. As a result of this Marta was depressed, stressed and worried about her safety in the property.

KLC agreed to help Marta as she was completely exhausted trying to resolve the matter herself. We commenced proceedings at NCAT for her. We were able to secure extensive work to the property to resolve the issue and secure compensation for the distress of living in such conditions.

Community Outreach

Kingsford Legal Centre operates outreach services to increase the accessibility of our service. In 2024 we also ran a number of 'pop-up' clinics on social housing estates and participated in events with our community organisation partners. We were thrilled to re-commence our outreach at La Perouse Aboriginal Community Health Centre this year.

Service where Outreach Provided	Frequency/Day	Target Clients
Kooloora Community Centre Bilga Crescent, Malabar	Fortnightly Tuesdays during school term	Drop-in advice clinic for public housing tenants in South Ward of Randwick City Council
La Perouse Aboriginal Community Health Centre Yarra Bay	Weekly, Thursdays	Our local Aboriginal community
Lexo Hub Lexington Place, South Maroubra	Fortnightly Wednesdays	Drop in advice clinic for public housing tenants in South Maroubra
South Eastern Community Connect Mascot	Fortnightly Wednesdays	Fortnightly outreach clinic targeting older clients; clients with disability; CALD clients living in the Botany Ward of Bayside Council
Long Bay Correctional Centre Malabar	On request – in conjunction with prison welfare workers	Civil law outreach to 1,300 inmates – by telephone and visits to Correctional Centre
Prince of Wales Hospital Randwick	Through our Health Justice Partnership. Every Thursday and additional attendance as required.	Patients receiving treatment at the hospital either as in- or out-patients

OUR IMPACT

In 2024 we surveyed our casework/ representation clients and found:

89% of respondents who were experiencing stress about their legal problem stated that our help lowered their stress

100% were satisfied with the service they received from their solicitor

100% felt that the solicitor helped them to understand how to deal with their legal problem

82% were happy with the outcome of their case

100% of clients with specific cultural or other needs felt that these needs were met

100% of clients would recommend KLC to other people

CASEWORK CLIENTS

Generalist Clinic

Our generalist clinic at Kingsford Legal Centre provides a wide range of services in civil/ criminal/ family and administrative law to people who live, work and study in our local catchment area.

This means we assist people with a huge range of issues – from domestic violence, employment problems, problems with rental accommodation/ housing, fines, debt issues, consumer claims, minor criminal law matters and discrimination matters to name a few. In addition to advising clients, we also provide assistance including drafting letters/ applications or court forms for clients to use and representing clients in their legal matter. Our close connections to community agencies in our catchment means we can work collaboratively and holistically for our clients – our community partners refer vulnerable clients to us who need legal assistance, and we are also able to refer our clients to other appropriate services.

We offer our appointments face to face at our office or at a community outreach location to make it as convenient as possible for our clients. We are able to offer a range of daytime and evening appointments for clients, with the option of telephone appointments for clients who prefer this option. We continue to see the real benefit of face to face appointments in terms of ensuring we have a full picture from the client and that the client understands our advice. This is even more the case when clients can attend with support workers such as social workers, disability workers, carers or counsellors.

OUR **CLIENTS** SAID

"My concerns were taken seriously and respectfully"

"An invaluable service for the community."

"You may not be able to help with everything I ask help for, but how all the staff there can help with situations is always helpful, respectful, honest, authentic. It is always appreciated."

IMPACT/OUTCOMES GENERALIST CLINIC
(excluding employment law)

1344 Advices

69 Representation Matters

202 Legal Tasks

(L-R) KLC student Hannah, Solicitor Anita Will & Aboriginal Community Access Worker Trei Stewart at the Hub@Lexo outreach >

CLIENT STORY

A new start, debt free

A social worker contacted us about a patient at the hospital, through our Health Justice Partnership. Jem* was receiving in-patient care relating to mental health diagnosis and the social worker was worried about the impact a significant debt was having on his recovery. Although Jem was in his early 20s and on a very low income, he had received a personal loan which he had used up and was unable to pay back. After we spoke to Jem, it was clear that he would be unable to make repayments and his doctors confirmed he would be unlikely to work for some time.

KLC helped Jem to secure an extension to a payment holiday while we reviewed the decision to loan him the money. After reviewing the documents, we had serious concerns about the decision to lend him the money in the first place and wrote to the lender requesting the amount be waived. The lender agreed to do this, and Jem had $20,000 of debt waived. This had a huge impact on Jem as it was a huge weight off him and gave him the time and space to look after his mental health.

ADVICE CLIENTS

In 2024 we surveyed our advice clients and found:

70% stated that our help lowered their stress

38.1% of clients felt that our help made a difference to their money situation

23.3% of clients felt that our help made a difference to their housing situation

32.3% of clients felt that our help made a difference to their safety

Employment Law Clinic

In 2024 KLC continued to provide employment law advice and casework to people living, working and studying in our local catchment. This service is supported by our generalist funding streams.

Over this year KLC employment solicitors advised clients on important changes to the Fair Work Act 2009 (Cth), including:

- The new definition of casual employment;
- New protections against sexual harassment including a complaint mechanism at the Fair Work Commission; and
- Strengthened protections of the right to request flexible working arrangements.

We also continued to represent clients in their employment matters, notably in dismissal complaints to the Fair Work Commission and underpayment claims to the Federal Circuit and Family Court of Australia.

This year thanks go to Tess Deegan, Colleen Gonzales, Joe Murphy, Claudia Sheridan, and Laura Cottam for working into KLC's employment law service and/or supervising our incredible volunteers providing essential advice to workers in southeast Sydney.

CLIENT STORY

Underpayment success for local KLC client

Jim* was fired from his job as a mechanic during the COVID-19 pandemic. This caused Jim and his family a lot of stress at a difficult time. Jim's employer failed to pay him out his legal entitlements at the end of his employment.

KLC represented Jim in his underpayment matter by writing to his employer and eventually filing a court claim. We were able to settle Jim's claim with his former employer and recover the money that was owed to Jim. Unfortunately there are many clients in similar positions who never get paid their entitlements.

IMPACT/OUTCOMES
GENERALIST
EMPLOYMENT LAW
(catchment)

134 Advices

2 Representation Matters

10 Legal Tasks

^ (L-R) KLC ERLS Solicitor Joe Murphy with student Annie

Employment Pro Bono Partners

Our long-standing Pro Bono Employment Law Clinic is now in its 25th year! Huge thanks this year to our Clinic partners who tirelessly provide expert advice to KLC and ERLS clients through our weekly roster. In 2024 the firms participating in this Clinic were:

- HWL Ebsworth
- Holding Redlich
- Dentons
- Bartier Perry

A big thank you also to Kennedys who contributed to the Pro Bono Clinic between 2018 and March 2024. In 2024 we also commenced a new fortnightly clinic partnership with Gadens. Partner Louise Rumble, Special Counsel Emma Anderson and many others from Gadens have been providing specialist employment advice to clients that come through the Employment Rights Legal Service (ERLS). This new clinic has been a wonderful addition to our roster, enabling us to meet the ongoing demand for employment law advice to vulnerable workers.

Due to our wonderful advice night volunteer solicitors, we are also able to provide specialist employment advice appointments in the evenings at KLC, also giving our students exposure to this area of law.

Last but not least, we had the support of several barristers in bringing court claims for our clients this year. Special thanks to Andrew Naylor and Hannah Robinson for their assistance to our clients, staff and students.

FROM OUR **CLIENT**

> The two people we saw were absolute legends, they listened and gave brilliant advice that lead us to the right government agency to lodge our complaint and give me the job protection that my employer denied me. They were also very knowledgeable about how to navigate my problem thank you so much.
>
> **What would have happened without help**
>
> I would still be getting the run around from government agencies and would be unaware of my legal rights and had no idea how badly my employers have treated or should i say mistreated me on so many levels.

Employment Rights Legal Service (ERLS)

The Employment Rights Legal Service is a collaborative project that we deliver in partnership with Redfern Legal Centre and Inner City Legal Centre.

Once again it was another busy year for ERLS, with demand for the service high, and the phone line ringing non-stop. Lawyers across the services were kept busy assisting clients in dismissals, underpayments and discrimination matters.

We also undertook significant community legal education to client groups around Sydney about their rights at work.

Joe Murphy worked at the Centre as our ERLS Solicitor in 2024. Yuva Harish, based at ICLC, was appointed as the new shared project coordinator in 2024 after the resignation of Sharmilla Bargon from Redfern Legal Centre. We thank both Yuva and Sharmilla for their stellar work as coordinators of the service. Emma Golledge and Di Anagnos were the KLC representatives on the ERLS Steering Committee at various points in 2024.

OUTCOMES

258 Advices

18 Representation Matters

18 Legal Tasks

OUR IMPACT

Surveyed ERLS advice clients reported:

97%
Strongly Agree/Agree the service was easy to contact

97%
Strongly Agree/Agree that the solicitor helped them understand how to deal with their problem

94%
know more about their rights and responsibilities

100%
Strongly Agree/Agree that we listened to them

94%
Strongly Agree/Agree they know where to get help in the future

94%
of clients would recommend the service

72%
of clients felt that our help made a positive difference to their stress

CLIENT STORY

Joanne*, an experienced retail worker, was fired on the spot by her employer. Her employer cited concerns about her conduct at work that had not been investigated, let alone substantiated. Joanne was sacked without any chance to explain her side of the story.

KLC made a complaint to the Fair Work Commission on Joanne's behalf. We were successful in having the dismissal converted to a resignation and in negotiating for Joanne to receive a settlement payment of many months' worth of pay.

OUR CLIENT SAID

> "I would like to thank you again for your excellent advice and legal representation in the conciliation meeting which resulted in a satisfactory outcome. Without your assistance, I would have been forced to represent myself, which in hindsight would have probably been a disaster and would have caused a great deal of personal stress to myself."

The ERLS contact details are:

T 02 804 3270

E coordinator@erls.org.au

W www.erls.org.au

Family Law / Family Violence Clinic

KLC runs a Family and Domestic Violence Clinic that provides legal advice and community legal education to our local community. We provide regular, pre-booked legal advice appointments to community members as well as on-the-spot advice to urgent domestic violence referrals. In 2024 we saw a marked increase in demand for this service.

Throughout 2024 we continued to attend the Eastern Suburbs Domestic Violence Network (ESDVN), a monthly meeting and important local resource attended by many local domestic and family violence services. KLC spoke at these meetings on legal topics chosen by the Network members and we provided community legal education to other local community workers throughout the year. This helped us maintain our strong relationships with local services assisting clients experiencing family and domestic violence and ensured we had strong referral pathways in place.

A big thank you to our amazing family law volunteer solicitors and our pro bono partner Coleman Greig, all of whom have supported our work by volunteering their time to provide our clients with legal advice. We would not be able to assist as many clients as we do without this important help.

KLC Solicitor Anita Will worked into this clinic in 2024, including by supervising our KLC Family and Domestic Violence Clinic students. This involved giving students first-hand experience in delivering community legal education on topics relating to family law and domestic violence. Once again we received positive feedback about this experience from clients, local community workers and students.

CLIENT STORY

Justice for a client who escaped domestic violence

Kim* came to KLC for assistance as her application for Victims Support had been denied by Victims Services at application and on appeal.

Kim had been a victim of domestic violence, resulting in fractured bones among other injuries. The reason for Victims Services' decision was because Kim had been awarded $300 in compensation for damaged personal property through a criminal court case related to the act of violence. Kim did not even know she had been awarded this, and was not able to recover it from the perpetrator. Victims Services said this meant she was entirely ineligible for the scheme.

KLC represented Kim to appeal this decision to the NSW Civil and Administrative Tribunal (NCAT). NCAT considered KLC's submissions about why this decision was erroneous and argued that the she should still be eligible for support under the scheme. NCAT made a decision to set aside Victims Services original decision, finding that Kim was a primary victim of an act of violence and was eligible for victims support. KLC then made further submissions to Victims Services about her eligibility, arguing that she should be entitled to a Category C recognition payment as her injuries amounted to "grievous bodily harm" and also made submissions that she should be awarded her claims for economic loss, which included lost income.

Victims Services accepted our submissions, and Kim has now received over $9,000 in compensation.

Kim told us she was very grateful for the help KLC provided her, that she "wouldn't be able to do it alone" and is "hopeful that this shines some light on some challenges victims can face with seeking support and changes can happen".

We were thrilled to overturn this clearly unjust result for Kim.

16 Days Of Activism – Event to Highlight Gendered Violence at SECC

KLC solicitor Laura Cottam, Operations Manager Denise Wasley and HSFK Secondee Esther Ahn enjoyed meeting the community and giving pop-up legal advice to community members at this successful SECC event in Mascot. The event was well attended and KLC had to opportunity to meet with community members and other services to highlight the legal assistance available to women experiencing gendered violence.

OUR **CLIENT** SAID

"I would like to express my heartfelt gratitude for your assistance. Since receiving your help my anxiety and stress gave significantly diminished, allowing me to focus more effectively on my studies"

"You have been so so so amazing supporting me the last few months. Your care, time and compassion is just so appreciated"

^ (L-R) HSFK Secondee Esther Ahn and KLC Solicitor Laura Cottam at SECC

< KLC Family Law/Family Violence solicitor Anita Will (R)

OUTCOMES

8.8% of clients reported experiencing or being at risk of family violence	**216** of these clients received legal advice
58 of these clients received legal tasks	**53** representation matters were opened for these clients

Health Justice Partnership

KLC is part of a long-standing and successful health justice partnership (HJP) with the Prince of Wales Hospital and the Eastern Suburbs Mental Health Service. HJPs are collaborations between legal and health services that support people who are both more likely to experience chronic health conditions and need help with legal problems. HJPs recognise that legal problems can negatively impact a person's health, and that early intervention legal assistance can play a positive role to increase wellbeing.

2024 was a milestone for our HJP – we celebrated five years of this successful partnership, conducted an independent evaluation of the service, and continued to expand the service to more inpatient and outpatient services. We worked hard for clients across a wide range of legal matters, including criminal, tenancy, debt, family and domestic violence matters, with a growing focus on helping older people with their "planning ahead" documents. KLC staff also provided legal education, training and support for health workers who in turn supported us to provide legal assistance to patients. We know that HJPs work best when all partners work together to serve our community together.

One of the main themes in our HJP legal work continues to be helping patients with criminal law problems who are also experiencing mental illness. Our solicitors continued to work tirelessly to provide court representation to these clients. The support of health professionals for these matters in attending court and providing medical reports was pivotal in many of the successful outcomes we received in these mental health applications.

UNSW Sydney Law & Justice Professor Prue Vines (front centre) presenting a training sessions on wills and estates to POWH health workers

We thank our HJP Steering Committee for their continued support for the project. In 2024 the Committee was comprised of: Bianca Janovic (Pro Bono Counsel at Herbert Smith Freehills Kramer), Antonia Ottavio (Director, Eastern Suburbs Mental Health Service), Liz Browne (Director of Operations, Prince of Wales Hospital), Emma Golledge (Director, KLC), David Carter (Associate Professor, UNSW Law & Justice) and Darren Wagner (former Peer Support Worker).

Our thanks to Herbert Smith Freehills Kramer for their ongoing support for the HJP and their financial contribution to the project in 2024.

And finally, a huge thank you to the KLC solicitors who worked into the HJP in 2024 and provided expert legal assistance to our clients: Tempe McMinn, Rachel Gregory, Rachael Wong and Fiona Duane.

OUR **CLIENT** SAID

> I just want to say thank you to the centre and Rachael. I was very unwell and got supported – thank you for all your help. Rachael was also very flexible and saw me at the local community centre when I couldn't come to the office. Rachael was so patient and lovely and we got a good result in court.
>
> **If KLC hadn't helped**
>
> There would be injustice. Tremendously disadvantaged people who can't get to a lawyer another way. (Health Worker)

OUR **POWH HEALTH PARTNER** SAID

> If there's something I'm not sure about, a legal question or legal issue, I know we can also reach out and make an enquiry.
>
> This helps us with our assessment and intervention steps. And we're learning as well which helps us assess (patients) better.

5 years of Impact Report and Launch

On 29 October 2024 KLC launched "*5 Years of Impact*" – an independent evaluation of our HJP by NSF Consulting. We decided after 5 years of the service operating, including through a pandemic, it was the time to evaluate and reflect on the effectiveness of the service and what the partnership has achieved. The Report was officially launched at UNSW by The Hon. Matt Thistlethwaite MP, the local federal member for Kingsford Smith and Assistant Minister for Immigration. While launching the report, the Assistant Minister said:

> **"I have no doubt that this service has saved lives… I want to thank KLC staff and volunteers for their empathy and support to local residents."**

We were honoured by the support of all of the wonderful speakers at the event who championed our HJP. Professor Andrew Lynch, Dean of UNSW Law & Justice, Professor Cheryl Jones, Dean of UNSW Medicine & Health, and Antonia Ottavio, Service Director of the Eastern Suburbs Mental Health Service.

The evaluation report, *5 Years of Impact*, found that our HJP was tailored, client-focused and flexible. It concluded that it is a cost-effective service that not only had big benefits for clients, but also saves time for busy public health workers. The analysis of client survey data showed that the clients we helped through the HJP felt less stressed and more confident about working through their legal issues after assistance from KLC. We thank NSF Consulting for the huge amount of work done on this evaluation, and we hope that the proven effectiveness of our HJP means that we can continue to build on our work and serve our community into the future.

(L-R) KLC Director Emma Golledge, Deputy Director Di Anagnos, Service Director of the Eastern Suburbs Mental Health Service Antonia Ottavio, Dean of UNSW Medicine & Health Prof Cheryl Jones and UNSW Sydney Law & Justice Dean Prof Andrew Lynch

OUTCOMES

177 HJP Advices

51 HJP Representation Matters

70 HJP Legal Tasks

CLIENT STORY

KLC represented Lucia*, a local woman receiving the disability support pension. She was diagnosed with schizophrenia many years earlier, and her mental health had been fairly stable for decades before she quite suddenly became unwell. She became an involuntary mental health patient after she was brought to hospital by police. The police were called when she entered a shop and started behaving erratically. Lucia spent months in hospital and during that time the police charged her with trespass and failing to leave when directed.

Lucia's social worker from our health partner asked KLC to provide her with legal advice. We saw Lucia at the hospital over several appointments and represented her in Court. The criminal charges were adding even more stress to an already difficult situation for her. We made a mental health application to the Court on her behalf with the support of her social workers and treating psychiatrists. This asked the Court to deal with the charges on the basis that Lucia complies with a mental health plan instead of being given a conviction.

Lucia was successful and we whole-heartedly agreed with the Magistrate's comments that Lucia should never have had to come to Court in the first place.

Our Health Justice Partnership helps many clients who need to deal with criminal charges while they are struggling to manage their complex health conditions. We will continue to provide advocacy and call for change so that clients like Lucia are not unnecessarily brought before the criminal justice system.

Sexual Harassment & Discrimination Clinic

2024 was another big year for this service across advice, representation, community legal education and law reform.

We provided advice, support and representation to clients across NSW in the Fair Work Commission, the Australian Human Rights Commission and Anti-Discrimination NSW. In 2024 we ran a number of matters in the new Fair Work Commission sexual harassment jurisdiction, supporting clients and reaching a greater understanding of the benefits and challenges of this new jurisdiction.

We continued our important preventative community legal education work focussed on young people, providing workshops on sexual harassment and being a supportive bystander to hundreds of students at high schools across Sydney.

This year also saw the implementation of the final aspect of key sexual harassment and discrimination law reforms, the equal access costs model. This exciting new reform prevents applicants from being required to pay respondents' costs, unless in exceptional circumstances. KLC provided submissions and evidence to the Parliamentary Inquiry and led a nationwide coalition of services in favour of this change in conjunction with the ACTU and National Legal Aid. This piece of law reform was a key legislative change that community legal centres had advocated for over many decades. It was a fantastic win which will hopefully even up the playing field in years to come for our clients.

At the end of the year we were excited to see that Respect@Work funded services were included in the National Access to Justice Partnership Agreement for 2025-30, ensuring the continuation of our service until at least 2030.

In 2024 solicitors Laura Cottam (Senior Solicitor), Tallulah Bur and Claudia Sheridan worked into this clinic. We were lucky enough to receive pro bono assistance for complex discrimination matters from barristers Dan Fuller, Renae Kumar and Sarah McCarthy.

< KLC Sexual Harassment & Discrimination Solicitors Tallulah Bur (L) and Claudia Sheridan (R) with students Muskan, Anthony, Kitty, Katherine, Paula, Benjamin and Alicia delivering training to Lycee Condorcet High School students

CLIENT STORY

KLC represented Zara* in the FWC's new Sexual Harassment Dispute jurisdiction, after Zara came to us for advice about how her employer handled her report of sexual harassment in the workplace. Zara couldn't find information about what happened internally when a sexual harassment report was made and what the options were for resolving it. This was particularly disappointing as the employer is a large employer in Australia and promotes itself as supporting women. Zara immediately felt after making the report that things were taken out of her hands, she had no control over the process and was left in the dark about what was happening in her own complaint.

Zara continued working after the harassment occurred. She disclosed to KLC that she didn't want to work there anymore, but she wanted her employer to understand her experience and hopefully improve their handling of these kinds of complaints. Through filing a complaint at the FWC we were able to commence direct negotiations with the employer and Zara was able to get the outcomes she really wanted – her resignation, payment of past and future counselling sessions, a significant amount of wages and a sit down meeting with senior officers involved in policy and procedure to have a frank discussion about how they handled her complaint. Crucially, she also did not have to sign away confidentiality about what had happened to get these outcomes.

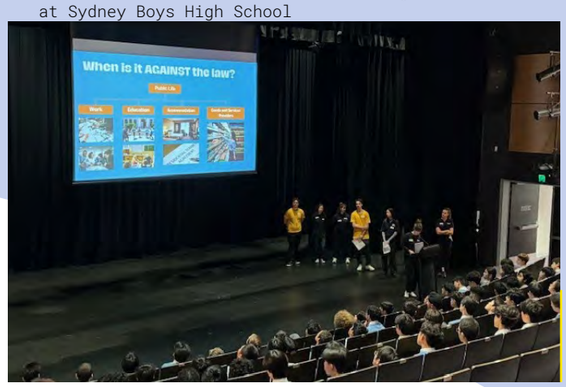
Our schools legal education program

We had another great year delivering our legal education sessions aimed at high school students across Sydney, including - including Lycee Condorcet, Sydney Boys High School, South Sydney High School, Willoughby Girls High, Conservatorium High and Marcellin College.

The program targets students close to entering the workforce and provides students with information and scenarios that raise issues of sexual harassment, discrimination and how to be a supportive bystander. Once again we used materials developed by our students to lead smaller group discussions about what constitutes sexual harassment and what to do if you see it happening.

^ (L-R) KLC Students Tony, Stirling, Zhikai, Ian and Nancy

v KLC staff and students deliver the legal education at Sydney Boys High School



OUTCOMES

136 Advices

16 Representation Matters

19 Legal Tasks

OUR **CLIENT** SAID

"I can't thank you enough for the time and care you dedicated to my case. Whether it was listening to my story, answering my questions, or helping me understand my options, you always made me feel heard and supported. Even in moments of uncertainty, having someone as capable and compassionate as you by my side made all the difference."

"In the mediation, Tallulah didn't push me and represented me, just assured me to be myself, she made me in a comfort zone, I am in good hands."

OUR IMPACT

Surveyed Sexual Harassment & Discrimination Legal Service advice clients reported:

90% Strongly Agree/Agree that we listened to them

84% Strongly Agree/Agree that the solicitor helped them understand how to deal with their problem

77% know more about their rights and responsibilities

87% of clients would recommend the service

89% of clients felt that our help made a difference to their stress

Access for our Aboriginal and Torres Strait Islander Community

KLC works to ensure our local Aboriginal and Torres Strait Islander community have access to a culturally safe and appropriate service. KLC aims to do this through our Aboriginal access strategy which provides a responsive, flexible and holistic service to our clients. We also respond directly to legal issues affecting our community as part of our law reform and legal education work.

In 2024 we returned to our outreach at the La Perouse Aboriginal Community Health Centre. This is a great place to chat to local members and groups that use the Centre. This also provided an opportunity for our students to attend beautiful Yarra Bay with Trei Stewart, KLC's Aboriginal Community Access Worker in 2024. The focus of our outreach is to build a safe pathway to KLC for the community and to build strong connections with Trei.

We were also able to attend the service provider days at La Perouse, which is a great opportunity to meet other agencies working with the community.

Trei continued to work in 2024 to build stronger relationship with other agencies supporting the local Aboriginal and Torres Strait Islander community.

CLIENT STORY

Long running housing matter

KLC recently resolved a long running matter for a local Aboriginal woman and mum to five children, including children with special needs. Our client sought our assistance as she was living in subsidised housing that was inadequate and required some of the children to sleep in a granny flat separate to the house. This was totally inappropriate as she was a single parent, her children were very young and several had complex disabilities. We worked over a long period of time to secure her new housing which was appropriate for her family. After a long period we finally settled this matter and our client now has adequate and secure housing for her family, as well as some compensation for everything she had been through.

OUR IMPACT

In 2024 **5.2%** of KLC's clients identified as Aboriginal and Torres Strait Islander.

They received **5.8%** of services.

Aboriginal Community Access Worker Trei Stewart out the front of La Perouse Aboriginal Medical Centre >

^ (L-R) KLC student Paula Rose Bassett with KLC staff Rachel Gregory, Di Anagnos, Colleen Gonzales, Tess Deegan and Sam Durward at UNSW NAIDOC event

OUR **CLIENTS** SAID

"I received such a warm welcome from the staff above and beyond. 100% or 10 out of 10 response for service"

"The Solicitor has been nothing short of amazing, passing on really helpful information and explaining my rights I feel a weight has been lifted off my shoulders for sure. I enquired about a workplace issue and he went above and beyond and we are now looking into something else I was not aware of regarding my pay and my contract. Without his help I'd have no idea."

CLIENT CASE

KLC represented Jake*, an Aboriginal man with complex health conditions who had been charged with driving while suspended. His licence had been suspended because he had not handed in medical certificates required by the Authority. Jake thought that his doctor had sent the medical information through. He was shocked when he was pulled over by the police and given this charge. Jake made sure that his doctor filled out the right forms straight away and submitted them himself as soon as possible. The medical information proved that Jake was fit to drive.

KLC solicitor Tempe represented Jake in the Local Court and explained the circumstances surrounding what had happened, and that Jake needed to be able to drive to get to his medical appointments and could not afford a large fine. The Court accepted Tempe's submissions, and gave Jake a Conditional Release Order, meaning he did not have to pay a fine or serve a further licence suspension. Jake was relieved by this outcome.

Law Reform and Advocacy

2024 was another strong year for law reform in areas where KLC has worked for a long time, notably discrimination law reform. KLC continued to advocate strongly and engage in the law reform campaign around court costs in federal discrimination law. Through this work we wrote submissions, appeared in the Parliamentary Inquiry and co-ordinated the national campaign as part of the Power to Prevent coalition with the ACTU and National Legal Aid around the reforms. We were thrilled to see 2024 was the year that these laws came to fruition after decades of campaigning. As a result of these changes people who want to bring discrimination and sexual harassment claims in Court do not have the risk of bankruptcy for enforcing their rights.

We also wrote submissions and appeared before the NSW Parliamentary Assembly's Inquiry into the Equality Bill.

In 2024 we faced staffing challenges with the position of law reform solicitor unfilled for most of the year, however we still managed to be active in a range of law reform work, as shown below.

The long road to costs law reform

For decades KLC has advocated that the costs system under federal discrimination law was an access to justice barrier that needed reform. This was because individuals who brought claims in discrimination or sexual harassment carried the risk that they could be liable to pay the other sides' costs if their Court action failed. Because discrimination law is technical and not many matters make it to Court (often because of this costs risk), for many people it can feel like a huge gamble to pursue their claims in Court. This is also because they are often up against respondent with more resources than them – so it can be a very uneven playing field.

In KLC's 2018 submission to the Respect@Work National Inquiry, we raised the issue of costs as being a major barrier to our clients. The Respect@Work National Inquiry Report highlighted some ways in which costs were problematic and made recommendations for a costs neutral provision where each party bears their own costs. When the Federal Government implemented Respect@Work in 2022, this resulted in a proposed "soft costs model", where costs could be awarded in some circumstances.

In 2022 KLC and other organisations gave evidence to the Parliamentary Inquiry that a soft costs model did not solve the access to justice challenge and had the potential to not improve the law. As a result this provision was pulled from the implementation of the Respect@Work Bill for further consultation. From this time KLC worked with other key organisations like the ACTU and National Legal Aid to help co-ordinate the Power to Prevent Coalition to advocate for a new model of costs in Australia. This model, called 'equal access', not only addressed the costs risks to applicants but also allowed a way in which costs could be recovered for successful applicants. This both reduces the costs risk and addresses the need to ensure that successful applicants could have their legal fees covered.

^ KLC Director Emma Golledge at the Parliamentary Inquiry on the Equal Access Costs Bill

In late 2023 a new proposed costs model based on an equal access model was proposed and KLC provided extensive submissions and evidence to the Parliamentary Inquiry in 2024. We continued to work throughout 2024 to advocate for this reform and obtain support for the passage of the Bill in the face of strong opposition from unexpected quarters.

We were thrilled with the passing of this Bill into law in 2024, after such a long campaign and sustained advocacy. It changed options for our clients overnight!

CLIENT STORY

Support for equality law reform in NSW

In 2024 KLC wrote submissions and spoke in support of the Equality Amendment (LGBTIQA+) Bill at the Legislative Assembly Inquiry. The Bill proposed important changes across many areas of legislation where the law continues to discriminate against LGBTIQA+ people or fails to meet their human rights.

In particular KLC highlighted that NSW still has huge blanket exemptions in NSW for private educational institutions to discriminate against people for a broad range of reasons usually covered by anti-discrimination law - such as having a disability. There are also very broad exceptions in NSW which allow religious institutions to discriminate against LGBTIQA+ people. We advocated that the Bill represented balanced reforms, like those recently recommended by the Australian Law Reform Commission in their recent Inquiry.

OUTCOMES

In 2024 KLC engaged in over 39 law reform activities across all our projects, including the following highlights:

- **Writing submissions for and appearing at the NSW Parliamentary Inquiry on the Equality Bill**
- **Giving evidence at the Commonwealth Parliamentary Inquiry on the Equal Access Costs Bill**
- **Director Emma Golledge's continued membership on the Respect@Work Council**
- **Contributing to an ERLS submission on non-compete clauses**
- **Submissions to the NSW Statutory Review of the Strata Management Act**

In 2024 we worked continued to work collaboratively with a range of NGO's on law reform issues, including:

- **Community Legal Centres NSW**
- **Community Legal Centres Australia**
- **Employment Rights Legal Service**
- **Equality Australia**
- **Human Rights Law Centre**
- **Inner City Legal Centre**
- **Redfern Legal Centre**
- **Justice Reform Initiative**
- **National Justice Project**
- **National Legal Aid**
- **Victoria Legal Aid**
- **Australian Council of Trade Unions**
- **Job Watch**
- **Eastern Area Tenants Service**
- **New South Wales Council for Civil Liberties**
- **Public Interest Advocacy Centre / Justice and Equity Centre**
- **The Shopfront Youth Legal Centre**
- **Support Network for International Students**
- **Women's Legal Service Australia**

Community Legal Education

Our community legal education (CLE) program was very active and allowed KLC students invaluable opportunities to hone their skills and get involved in our community programs. CLE is an essential part of our service, ensuring that our communities are well informed about their rights and where to receive help for their legal problems. Our CLE program is informed by our advice and casework as well as by requests for education sessions and resources from community organisations and members.

CLE forms a significant portion of our work across all facets of KLC – including our Health Justice Partnership, Sexual Harassment & Discrimination Legal Service and our Employment Rights Legal Service. This CLE work is also reported in those sections of this Report.

The generalist CLE program consisted of multiple legal education sessions delivered to community workers as part of our Community Workers Series. Community workers such as mental health workers, disability workers and family violence workers play an extremely important role in supporting our community. The topics ranged from debt issues, discrimination law to police powers.

KLC CLE Solicitor Rachel Gregory was responsible for our program in 2024.

^ KLC students Kitty and Anthony delivering a CLE workshop on scams to the South Maroubra community

CLE at hub@lexo

Deputy Director Di Anagnos, along with two KLC students, presented a legal education session on scams to members of the South Maroubra community at the Lexo Hub. This focused on understanding scams and how to avoid them. It was a great opportunity to chat about how to identify a scam and what to do if you think you have fallen prey to one. This was a very timely session as we have noticed a rise in scams in our community, along with the high levels of shame people feel if they become a victim to a scam.

CLE PARTICIPANTS SAID

"I mean, I went into this session knowing nothing about the topic and came out feeling like I had a good grasp on the topic so A+ delivery."

"The workshop was invaluable & just what I needed to support clients under police notice. Most worthwhile training I've done recently!"

"The course was terrifically presented."

"The workshop was as well presented as any I have been to in the 2 years. The slides were very good and the pacing of the presentation facilitated a good understanding."

"I thought it was great, informative and gave me better understanding."

^ KLC Solicitor Rachel Gregory delivers a CLE on Police Powers for the Sydney Multicultural Community Services Chinese Group

OUTCOMES

In 2024 KLC delivered **50 activities** and **31 resources** across all of our funding streams.

Community legal education activities & resources in 2024 included the following highlights:

Sexual Harassment & Discrimination Clinic – Presentations of KLC's tailored sexual harassment and bystander training to the following high schools: Lycee Condorcet, Sydney Boys High, Reddam House, South Sydney High School, Marcellin College, Conservatorium High and Willoughby Girls High.

ERLS – Translation into Chinese of factsheets on Discrimination law and Flexible Work rights and training sessions on employment law to other CLCs.

Family Law/Family Violence – Coercive Control law workshop for local Community Workers and a tailored Victims Compensation workshop to Deli Women and Children's Centre.

HJP – Training sessions to Eastern Suburbs Mental Health Social Workers on AVOs, Guardianship and criminal law, and training to POWH Social Workers on succession law.

Generalist – Community Worker Series training sessions on a range of topics, including: Social Housing Repairs and Transfers, Fines, Debts, Police Powers, Legal Basics, Race Discrimination, Paydays Loans/Consumer Law to community workers. Presentations to JNC Parent Support Groups, Hub@Lexo community members and Sydney Multicultural Community Service Chinese and Russian speaking Groups.

OUR IMPACT

KLC surveyed participants at our CLE sessions in 2024 and their responses include:

100% felt the information presented was clear and to the point

100% felt that KLC provided the opportunity for discussion well

97% felt the session was useful

97% were happy with the overall organisation of the activity

84% felt that the notes that they were given were suitable for their needs

KLC in the Community

KLC has always prioritised getting out into our community at every opportunity to ensure that we understand the concerns and legal issues of our clients. We believe that our clients are experts in their own lives and in their own communities and our role is to listen and support our clients in how they wish to respond to justice challenges. We also work very closely with community organisations that share our values and are trusted by community members.

Our community events work in tandem with our outreaches, providing opportunities to engage informally with our community. All members of staff participate in this work along with our students. It is a key part of our community consultation processes as well as an effective way to promote the Centre.

In 2024 staff participated in a wide range of community events including:

- Healthy Pets Day at South Coogee
- Seniors Expo at Bowen Library
- Services Hub at Salvos Maroubra (monthly pop-up)
- Kingsford Smith Seniors Morning Tea
- Namatjira Estate (Little Bay) Pop Up with Junction Neighbourhood Centre (JNC)
- World Elder Abuse Awareness Day stall at Prince of Wales Hospital
- Agency visits to JNC, SECC and the Deli
- 16 Days of Activism community event at SECC

^ (L-R) KLC staff Trei Stewart and Sam Durward, with students Stirling and Lana at the JNC Fun Fair

JNC 50th Anniversary Fun Fair

This year marked 50 years of the Junction Neighbourhood Centre (JNC). Since KLC's inception we have had a close working relationship with JNC. To celebrate 50 years of serving the local community JNC hosted a fun fair at Heffron Park. KLC staff members Sam Durward and Trei Stewart jumped on the opportunity to staff a stall at the fair offering face painting and information about our service to the thousands of people who attended. Students Lana and Stirling went along to help out on what proved to be one of the most popular stalls at the fair. Huge birthday congratulations to JNC for remaining such an important part of our community and a key friend to KLC! We also enjoyed celebrating with JNC at their birthday dinner, providing a video tribute on the strengths of our collaboration.

OUTCOMES

In 2024 KLC undertook

147 Stakeholder Engagement activities across all funding streams

< KLC Deputy Director Di Anagnos heading out to a community event

Clinical Legal Education – Our Courses

KLC delivers clinical legal education courses for students of UNSW Sydney Law & Justice Faculty. KLC offers students a way of experiencing how the law operates in practice with a focus on reflecting on the law's impact on society and ethical issues in a structured way.

Once again our students continued to excel in their work for our clients, and worked with empathy and professionally in our community.

As well as offering elective places to students in Terms 1 and 3, we also supervised PLT students as part of the UNSW Sydney Law & Justice PLT Program during Term 2. Students in the Lawyers, Ethics and Justice course attended KLC across all three terms in 2024.

Our courses

Kingsford Legal Centre offers a range of courses and clinical components to UNSW Sydney Law & Justice students.

Interviewing component in Lawyers, Ethics and Justice: Students interview KLC clients and write a reflective assignment to reflect on the experience. These students are taught interviewing skills by KLC solicitors and spend an evening at the Centre interviewing clients and working with our volunteer solicitors.

KLC Community Law Clinic (1 Day) and (2 Days) & KLC Employment Law Clinic (2 Days), Family Law and Domestic Violence Community Legal Education (1 day): In these courses students develop their understanding of access to justice and social justice through their exposure to all aspects of the Centre's work. They also develop interviewing, drafting, submission writing and communication skills. Students are asked to think critically about the law, the legal system and the place of clients within it. Students work on client files, answering client calls, law reform activities and community education projects under the supervision of clinical supervisors for one or 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.

WHAT OUR **STUDENTS** SAID

> "Your entire staff were welcoming, friendly, patient and understanding. The experience was interesting and educational, allowing me to dust off many old and long-neglected skills, to refine them, and to learn several valuable new skills."
>
> "KLC offers an excellent working environment, and I feel fortunate to have been a part of your team. I look forward to the possibility of returning as a volunteer solicitor after my admission."

1st Year: Foundations Enrichment II

This is a course for first year Indigenous students focusing on communication skills, legal interviewing and the legal assistance sector. In 2024 we had four students in this course who learnt more about the context of KLC's work and developed their knowledge of the legal issues faced by our clients.

Indigenous Pre-Law Visits

Kingsford Legal Centre hosted a visit by pre-law Indigenous students 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 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.

KLC students Benjamin, Michelle and Paula >

Clinical Legal Education – Our Students

We had another outstanding cohort of students in the Centre in 2024. Once again, they got to experience all aspects of the Centre's work. Our elective students in terms 1 and 3 worked across all facets of the Centre's work – from answering questions from the general public, interviewing clients, attending community events, undertaking casework, attending Courts and Tribunals, developing and delivering community legal education and undertaking law reform work. We also made space and time for students to reflect on their work, their experiences and how the legal system impacts our clients. For our elective students who are thinking deeply about their future careers, the experience can help them identify future career paths and instil a commitment to pro bono work in their future careers.

As they join the profession and other roles, our students remain out biggest supporters and contributors to our work in the long term.

KLC Student meets with Dr José Ramos-Horta, Nobel Laureate and President of Timor-Leste

Nobel Peace Prize winner and President of Timor Leste, President Dr. José Ramos-Horta, visited UNSW on 8 October 2024 and met with selected students from the Faculty of Law & Justice, including Kingsford Legal Centre student Dominique Abrahamse.

President Ramos-Horta has a long history with UNSW and our faculty. During his exile and fight for Timor Leste's independence, he was hosted and supported by our Law & Justice community. At UNSW, he established the Diplomacy Training Program (DTP), our colleagues who remain dedicated to human rights capacity building. The DTP, affiliated with our faculty, trains hundreds of human rights defenders every year.

Dominique had the opportunity to meet with President Ramos-Horta along with other Law & Justice students. Dominique spoke to President Ramos-Horta about her experience at Kingsford Legal Centre. President Ramos-Hortas answered students' questions about the state of international law and how to be good activists and people. It was an absolute thrill for Dominique to get to meet such an esteemed Nobel Peace Prize winner and President, and she has already reflected on this unexpected opportunity as a treasured highlight of Kingsford Legal Centre and UNSW.

v KLC student Dominique Abrahamse (R) meeting President Dr. José Ramos- Horta (L)

Nicky Block Memorial Prize for 2024

The family of much-loved UNSW alumni and volunteer solicitor Nicky Block have donated a prize to KLC in her memory. The prize recognises an outstanding contribution by a student or students in the KLC clinical course. Nicky was an outstanding alumni of UNSW with strong ties to KLC, who left us all too soon. She was passionate about social justice and access to justice. The prize was first awarded in 2022.

The prize was awarded in 2024 to term 1 student Jaanvi Jogia. Jaanvi was awarded the prize for her professionalism, her well-rounded contribution during her time at KLC and her high-level commitment to KLC clients. Her initiative and enthusiasm for the work of the Centre was noted as feedback from all staff, as were her legal skills.

Jaanvi told us about the impact of receiving the prize:

> I wanted to sincerely thank you for the incredible opportunity to be a part of KLC last year, and for awarding me the Nicky Block Memorial Prize for 2024. I'm truly grateful to you for your support, guidance, and the invaluable experiences I gained during my time at the Centre.
>
> My time at KLC was an absolute highlight! I genuinely appreciate the opportunities I had to serve the community, develop essential legal skills such as interviewing and drafting, and apply all the legal theory I've learned in a real-world setting. It was such a rewarding experience!
>
> I'm about to start my first job this week, and I can honestly say that KLC has played a huge role in preparing me for the next step in my career. I feel far more confident and equipped to take on the challenges of the workforce, thanks to everything I learned at KLC and the support of the amazing people there!

Jaanvi is a worthy recipient of the Nicky Block Prize. Once again we thank the Block family for the prize in Nicky's memory.

^ (L-R) Nicky Block Prize winner Jaanvi Jogia with fellow student Regina and KLC Aboriginal Community Access Worker Trei Stewart

KLC students in our community

Once again our student this year participated in all aspects of the Centre's work – from attending outreaches and community events, to presenting community legal education.

< (L-R) KLC staff Tess Deegan, Sam Durward and KLC Student Noa at the RSPCA Pet day

< KLC workers Trei Stewart (L), Anna Lochhead-Sperling (2nd R) and Sam Durward (R) with a community member at the Kooloora Volunteer Awards event

KLC Community Law, Employment Law and Family Law/Family Violence Clinic Students in 2024:

Term 1 2024

Alicia Tang
Angel Barber
Anthony Maros
Benjamin (Benji) Kelso
Celine Kew
Claire Steinemann
Dennis Lam
Hilary Leung
Isaac Chung
Isabella Ouyang
Jaanvi Jogia
Jennifer Stoddart
Jianhua (Justin) Huang
Katherine (Kate) Darby
Kit Yu (Kitty) Wong
Leila Zraika
Marc Buditjahjono
Michael Alimhamzah
Michael Axiomakarou
Michael Chen
Michelle Lee
Muskan Chowdhury
Noa Zulman
Noor Chirenian
Paula Bassett
Rehan Gunawardhana
Shannon Chan
Shu Kai (Kale) Zhao
Sofia Gongolidis
Vivian Fan
Xinyi (Vivian) Huang
Yali Guan
Zhao Hui (Regina) Bao
Zoe Shim

Term 3 2024

Anna Ly Pham
Anna Roditis
Anthony Wu
Catherine Pinnell
Cecilia Lin
Chrissy Steinmetz
Dominique Abrahamse
Elsa (Yan Tung) Lee
Esther (Wing Ying) Cheng
Gayathri Balaji
Gian Bonanni
Haley Chow
Hannah Arthurs
Hannah Pang
Ian Castellino
Janet (Jingyan) Wei
Jason Lau
Jeremy Ding
Kitty Yen
Lana Nguyen
Lucy Loh
Maeve (Yeong Eun) Shin
Marcus Buvac
Nancy Wang
Pin Tham
Samriddhi Pant
Sheela Bhattarai
Stacey Chen
Stirling Hutchings
Tia Dosen
Tina Yip
Tony (Hong Yi) Wu
Virginia Hong
Zac (Zi Qi) Chu
Zhikai Zhang
Zulfiqar Shahid

v Term 1 2024 students

Our Volunteers

We are only able to reach so many clients through the massive support we receive from our dedicated and expert volunteer solicitors. They are all our champions!

We have a roster of around 110 experienced volunteer solicitors. In 2024 they provided over 5,000 hours of legal help to our clients. Our volunteers come from a diverse range of backgrounds and bring a wealth of skills, knowledge and expertise. They provide advice on our advice nights which operated seven nights a fortnight throughout 2024 and in our daytime clinics.

Our volunteers continued to support our clients in 2024 as well as to provide valuable experience for Lawyers, Ethics and Justice students who participate in advice night sessions. These lucky students get to experience our legal advice sessions with our volunteer solicitors, and also gain an understanding of the importance of pro bono work early in their legal studies.

A big thank you to all of our wonderful volunteers. We are always grateful for their continued commitment to our clients and students.

Special thanks to daytime volunteer Ross Buchanan for his daytime appointment clinic and to Will Drolz-Parker for his continuing tech support.

v KLC Deputy Director Di Anagnos and ERLS Solicitor Joe Murphy (front row) with Thursday night volunteer solicitors Anna, Rebecca, Nyomi, Annita, Tasmina, Jess and Amelia (L-R)

KLC Volunteer Solicitors 2024

Abinaya Sundar
Alain Labrooy
Alex Lopes
Alex Robinson
Alexander (Alex) Romano
Alexandra Volk
Ali Redfern
Amanda Dobbie
Amelia Rochford
Anais Menounos
Angela Zekanovic
Annita Becirevic
Ariza Arif
Aron Harkham
Arturo Norbury
Brian Nguyen
Carolyn Fernandez
Chloe Elkerton
Christopher Goutama
Damian Finan
Daniel Date
Darrell Bagang
Dave McMillan
Deborah Lum
Dora Dang
Dylan McGirr
Edmund Poon
Elinor Bowman
Elise Galati
Elizabeth Mansour
Emile Carreau
Emma Wiggins
Erin Gavin
Fiona Thatcher
Fiona Robson
Francesca Snyder
Gina Block
Heather Anderson
Imogen Lewis
Isabel Chong
Isabella Giltrap
Jack Fogl
Jackie Radom
Janice Wong
Jessica McEwen
John Bartrop
Jonathan Tsang
Jude Mangione
Kaitlyn Loo
Karen Smyth
Karla Jeffrey
Karolyn Liu
Katie Lawrence
Ken Yardy
Kieran Cook
Lara Borshoff
Larissa Andelman
Lauren Merritt
Leo Kohn
Leon Monaco
Liam Zisis
Lucia Pante
Lynley Bond (Mackay)
Madison Kelly
Marea Wilson
Margot Lees
Maria Markoulli
Marie-Louise Scarf
Mary O'Connell
Meesha McLeod
Meg Harrington
Meg Dalco
Michael Swan
Michaela Manila
Mihiata Tomoana
Nanette Reuben
Nathan Leivesley
Nyomi Gunasekera
Owen Fischbein
Paolo Remati
Patrick Tighe
Ranuli Athauda
Ravi Dutta
Rebecca Lennard
Rebecca Wilkinson
Renee Magee
Riley Boughton
Rohan Balani
Rose Raymond
Ross Buchanan
Sahana Sateesha
Sam Akon
Sam Troutman
Sam Hutchinson
Samin Raihan
Sarah Bellingham
Sebastian Flaherty-Tesoriero
Seth Lee
Sherine Al Shallah
Simone Luca
Stanley Tao
Stephanie Choong
Stephen Gordon Wilson
Sue Mahony
Supachai (Korr) Osakit
Susan Donnelly
Sylvia Hobbs
Tasmina Alamgir
Teagan Wood
Terry Leung
Thomas Gumley
Timothy Sunggi Ardie
Tracy Chan

OUR CLIENTS SAID

"I'm very grateful for all the time and effort I received. I would like to pass on my thanks to the following people. Arturo who was my first contact and was very helpful and understanding. Laura and Fiona for their advice and immediate responses to my situation and Joe who was with me till the final push. I feel very humble and all of you should be very proud of work ethics and commitment to assist me. I thank you again."

"I'm glad that I live in Australia where I can find such a free service. Lovely and so helpful, thank u."

"I am really grateful for the work you do and the difference it has made and will make."

Our Staff

KLC Staff 2024

Director
Emma Golledge

Deputy Director
Dianne Anagnos

Principal Solicitor
Fiona Duane

Generalist/Employment Clinic

Senior Solicitor
Tess Deegan

Solicitor/Clinical Supervisor
(Community Legal Education)
Rachel Gregory

Solicitor/Clinical Supervisor
Rachael Wong (January – July)
Colleen Gonzales
Georgia Haack (Dec)

Health Justice Partership Solicitor/Clinical Supervisor
Tempe McMinn

Employment Rights Legal Service Solicitor

Joe Murphy

Sharmilla Bargon (January – September) – ERLS Co-Ordinator located at Redfern Legal Centre

Yuva Harish (October – December) – ERLS Co-Ordinator located at Inner City Legal Centre

Family Law/Family Violence Solicitor/Clinical Supervisor
Anita Will

Sexual Harassment/Discrimination Clinic

Senior Solicitor
Laura Cottam

Solicitor/Clinical Supervisor
Tallulah Bur, Claudia Sheridan

Law Reform And Policy Worker/Clinical Supervisor
Arlou Arteta (January – March); **Anna Lochhead-Sperling** (May – July); **Oliver Ray** (December)

Aboriginal Community Access Worker
Trei Stewart

Herbert Smith Freehills Kramer Secondees
Briellen Sands (January – March)
Greta Ulbrick (March – September)
Esther Ahn (September – December)

Volunteer Officer/Solicitor
Jordan Daly (December)

Centre Operations Manager
Denise Wasley

Front Office Supervisor
Roselle Nunes

Reception/Admin Assistant
Samantha Durward

Legal Support Worker
Colleen Gonzales

Administration/Triage Support
Ranya Nadi
Ann Yang
Kitty Yen

Our Steering Committee

Thanks again to KLC's Steering Committee for their support and input into KLC's work this year. KLC's steering committee provides strategic support to further the Centre's aims and mission.

The Committee met three times during the year in March, August and November. Thank you to Associate Professor Sean Brennan for his generous chairing of the committee in 2024 and to Jason O'Neil for stepping in as interim chair for one meeting while Sean was on leave.

KLC was delighted to welcome new members to our Committee in 2024; Angelique Vrisakis (Senior Legal Counsel UNSW Legal Office), ex-KLC secondee solicitor Janis Dunnicliff currently at Westpac; and Professor Michael Kidd AO FAHMS (Director UNSW International Centre for Future Health Systems).

KLC staff welcomes the Steering Committee's commitment and support of the Centre and looks forward to working closely with its members again in 2025.

KLC 2024 Steering Committee Members

Associate Professor Sean Brennan
Chair
UNSW Sydney Law & Justice Faculty
Meetings attended:
March • December

Professor Andrew Lynch
UNSW Sydney Law & Justice Dean
Meetings attended:
March

Anne Cregan
Partner Gilbert & Tobin
Meetings attended:
March • July

Rebecca Lawrence
Faculty of Law & Justice
Executive Director
Meetings attended:
March • July • December

Jason O'Neil
Faculty of Law & Justice Lecturer
Meetings attended:
March • July • December

Janis Dunnicliff
ex-KLC secondee solicitor
Meetings attended:
July

Angelique Vrisakis
Senior Legal Counsel UNSW Legal
Meetings attended:
July • December

Professor Michael Kidd AO FAHMS
Director UNSW International Centre for Future Health Systems
Meetings attended:
December

Our Pro Bono Programs

Herbert Smith Freehills Kramer Secondee Program

For over 30 years HSFK has provided KLC with a full-time secondee to the Centre on a 6 month secondment. During their time in the Centre secondees are involved in all aspects of the Centre's work and maintain our outreach at South Eastern Community Connect in Mascot. They are completely integral to our work and so vital in delivering services to our community. We really could not do what we do without them! Once again a huge thank you to HSFK for the ongoing commitment to our Centre, which extends beyond our secondees to include supporting our Health Justice Partnership.

In 2024 we were lucky to have Briellen Sands, Greta Ulbrick and Esther Ahn as our secondees for the year. Once again they continued to go above and beyond for our clients and flexed their community law and advocacy skills while they were with us.

^ (L-R) HSFK Secondees Briellen Sands and Greta Ulbrick

OUR **CLIENT** SAID

"They made the process so much easier and less stressful, Bri was fabulous, everyone was so polite, helpful and friendly."

Clayton Utz secondee

Thank you to Clayton Utz for their support to KLC through a graduate secondment during 2024. Samantha (Sami) Colless joined us for four months in the middle of the year to assist us with our daytime appointments, primarily through her invaluable support at our Hub@Lexo outreach.

Pro Bono Partners

Thanks to our Employment Law Pro Bono clinic partners HWL Ebsworth, Holding Redlich, Kennedys, Dentons and Bartier Perry, who continued their support of KLC and our community in 2024. The employment law clinic operates weekly and greatly enhances our ability to provide timely access to expert employment law advice. Once again this program also offered a great opportunity to our students to work with these employment specialists.

In 2024 Gadens commenced a fortnightly employment pro bono clinic to increase our appointments in this high demand area. Thank you to the Gadens team for your enthusiasm and expert advice to our clients.

Thank you also to Wotton + Kearney and Gilbert + Tobin for their continued support on our evening advice clinics. In 2024 we also welcomed a new evening pro bono clinic with the support of Maddocks civil and employment solicitors.

In 2024 we continued our family law pro bono partnership with Coleman Greig Lawyers. Coleman Greig provided family lawyers on a fortnightly basis to help respond to increasing community need for family law assistance. Without the amazing support of our pro bono partners we simply couldn't have got through the year!

^ Gadens Special Counsel Emma Anderson and KLC Solicitor Tess Deegan delivering a legal education session on settlements in employment matters to our volunteers and volunteers from Redfern Legal Centre and Inner City Legal Centre.

Financial Report

Kingsford Legal Centre

UNSW SYDNEY

Statement of Financial Performance

For the Year Ended December 2024

	Note	2024 $'000	2023 $'000	Difference $'000	Difference %
REVENUE					
Research Revenue:		-	-	-	-
Donations & Bequest - Draw downs		61	21	40	193%
UNSW Contributions		-	-	-	-
Faculty Contributions	1	933	693	239	35%
Other Restricted Revenue	2	1,502	1,062	441	41%
Commercial Activity - Fees for Service		-	-	-	-
Sundry Other Revenue		0	-	0	-
Total Revenue		**2,496**	**1,776**	**720**	**41%**
EXPENSE					
Salaries, Oncosts and other staff costs		**2,431**	**1,980**	**452**	23%
Scholarship Stipends		2	-	2	-
Contract & Consulting Services		34	13	20	153%
Repairs and Maintenance		0	-	0	-
Consumables		13	30	(18)	(58%)
Travel		7	13	(6)	(47%)
Equipment Non Capitalised		10	18	(8)	(45%)
Entertainment		4	1	3	528%
Marketing		3	7	(3)	(50%)
Miscellaneous Expenses		79	86	(6)	(7%)
Total Non-People Costs		**152**	**168**	**(16)**	**(9%)**
Total Expenses		**2,583**	**2,147**	**436**	**20%**
TOTAL CONTRIBUTION - SURPLUS/(DEFICIT)		**$ (87)**	**$ (371)**	**$ 284**	**(76%)**
Depreciation		1	1	(0)	(25%)
SURPLUS / (DEFICIT) after Depreciation		**$ (88)**	**$ (373)**	**$ 284**	**(76%)**
Cashflow Funded Capital Expenditure (CAPEX)		-	-	-	-

NOTES:

1 Other Research Revenue includes internal fund transfers.

2	Restricted Funds - Cash at year end	$ 715	$ 797	$ (82)
3	Funds available in Division of Philanthropy	$ 209	$ 168	$ 41

Certified correct to Ledger:

Anna Polykarpou
Finance Manager, UNSW Law & Justice and Business School Dated: 03.02.2025

Acknowledgements

Kingsford Legal Centre is grateful for the funding received from UNSW Sydney Faculty of Law & Justice and the Australian and NSW Governments through the Community Legal Centres Program administered by Legal Aid NSW.

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

> **Herbert Smith Freehills Kramer** for their ongoing secondee program and support to our Health Justice Project through project donations

> **UNSW Estate Management** for their donation of proceeds from their plant sale

> **Randwick City Council** for providing the venue and their support of our outreach service at the Lexo Hub and for their donation to the Centre

> **Kooloora Community Centre** for providing the venue and their support of an outreach service

> **South Eastern Community Connect** for providing the venue and their support of an outreach service

> **Prince of Wales Hospital** and **Eastern Suburbs Mental Health Service** for their support of our HJP

> The following law firms for their participation in the employment law clinic: **HWL Ebsworth, Holding Redlich, Kennedys and Bartier Perry and Gadens.**

> **Wotton + Kearney** for their pro bono support

> **Coleman Greig** for their pro bono support

> Barristers **Dan Fuller, Renae Kumar, Sarah McCarthy, Andrew Naylor** and **Hannah Robinson** for their pro bono assistance

> The **Block family** for their support of the Nicky Block Memorial Prize

> Our amazing **UNSW Law & Justice Faculty colleagues** and **UNSW Sydney**;

> **Community Legal Centres Australia** and **CLCNSW**

> Our friends, students, supporters, allies, volunteers and mates.

< (L-R) Tallulah Bur and Trei Stewart – Randwick Council Anti-Racism Forum

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