

# Kingsford Legal Centre

—  
40 Years of Impact



UNSW  
SYDNEY



## Delivering access to justice for the most disadvantaged members of our community.

> Since 1981

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

# 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 a thorough understanding of the specific need and impact of the law on our most vulnerable and disenfranchised communities.

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# 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.

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Kingsford Legal Centre acknowledges the Gadigal and Bidjigal peoples, the Traditional Owners of the Sydney coast. We pay deep respect to those Elders, past, present and emerging and thank them for allowing us to work and study on their lands.



# Kingsford Legal Centre

> Since 1981

Established in 1981, Kingsford Legal Centre (KLC) is a community legal centre providing free legal advice, casework, law reform and community legal education. We provide our services to people who live, work or study in Randwick City Council and the Port Botany and Mascot Wards of Bayside Council. We also offer specialist discrimination and sexual harassment law services state-wide. KLC is part of UNSW Law & Justice Faculty and provides clinical legal education to its students.

## Celebrating 40 years



# Kingsford Legal Centre

## What's inside

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All client names and details in this Report have been changed to protect client confidentiality.



# Dean's Foreword

2021 is a milestone year for the UNSW Faculty of Law & Justice. This year we celebrate 50 years since we welcomed our very first intake of students and began our distinctive tradition of leadership and innovation in Australian legal education. For 40 years Kingsford Legal Centre (KLC) has been an integral part, not only of the Faculty's success, but of our students' experience so it is with great pride that we also celebrate the impact of the Centre.

KLC was a big idea for a small Faculty in 1981. It reflected the vigour of a new Faculty that was animated by the importance of studying law as it affects the lives of diverse peoples within our community. It embodied the commitment to achieving social justice. These ideas remain central to the work of the Faculty of Law & Justice today and KLC has grown from its humble origins to be a world leader in best practice clinical legal education and delivering outstanding legal services to our community.

As was originally intended, the student experience of legal practice at KLC remains a key part of a UNSW Law degree. Since 1981, students have had the opportunity to experience the work that KLC does as a community legal centre, seeing firsthand the impact of legal problems on real people.

As this Report demonstrates, this experience has had a profound impact on our students – stimulating their thinking about the role of law in civil society and opening up pathways and opportunities that many have followed into their professional careers. In this way, KLC has not only played a substantial role in shaping the values of the Faculty but has been integral to influencing the profession more broadly.

This Report overwhelmingly illustrates the enormous impact KLC has had in increasing access to justice and delivering legal information, knowledge and support to our local community. KLC has also been formative in what is now a strong community legal centre sector in NSW and Australia-wide, providing such an important and experienced voice on justice issues.

For me, KLC's impact is most clearly seen and heard in the feedback and comments from our students, clients, volunteers and pro bono partners, all of whom express enormous affection for KLC. Their stories and the profound influence that KLC has had on so many lives, is a source of immense pride for the Faculty.

As this Report makes plain, KLC is a truly collaborative project that succeeds because of the goodwill from its friends and community. There are too many people who have played pivotal roles in the success of KLC to name here, so I will simply end with a heart-felt thank you to all of our champions. From the 1981 originals who fought hard for the creation of the Centre, and to all of those who have sustained that initial vision through their help and belief in the Centre in the 40 years since – whether as clients, students, volunteers, staff, funders, community partners, university colleagues and pro bono partners. All have played a part – and so we invite you to pause on this important anniversary to appreciate and celebrate the enormity of what has been achieved, while also looking forward with you to many more years of success and impact from KLC.

**Professor Andrew Lynch**  
Dean  
UNSW Faculty of Law & Justice

# Director's Foreword

It is an honour and a privilege to be the Director of Kingsford Legal Centre (KLC) in our 40th year. There are so many stories that are part of KLC's history that it is impossible to properly recognise each amazing activity, milestone and individual achievement. Instead, on this occasion we have chosen to think about the Centre's lasting impact across all our activities and bring to life the big and small ways the Centre has impacted individuals, communities, the legal profession and our society.

Compiling this 40 Years of Impact Report during one of our biggest tests yet – a global pandemic – has emphasised the important human values of the Centre and the ways in which we stay true to those values in our everyday work.

Community legal centre life is never plain sailing (or boring) and across our 40 years there has been a series of challenges for the Centre and for our local community. The Centre's resilience and strength at 40 comes from our contingent of strong supporters and champions who have really come to the Centre's rescue at different times.

The ongoing and unwavering support of UNSW Faculty of Law & Justice must really be noted, including the many Deans over the Centre's history that have offered continued support. While the Centre may have begun on what founding Director, Neil Rees has described as "energy and creativity", it has evolved to become a professional and high functioning legal centre which offers invaluable learnings to over 500 UNSW Law & Justice every year. KLC remains proudly supported by our UNSW Law & Justice colleagues who continue to reflect the original social justice values of the Law School and the founders of KLC.

Our local community remains our source of strength and I am proud to say our work continues to be defined by the needs of the community. Working in our local community, in partnership with others and helping ease the distress of legal issues for our clients, remains core to our work. Our community partners have always stepped in to help us as the challenges for our community and clients have changed over time.

To try and list everyone that has been instrumental in the Centre is too great a task. Quite simply there are far too many to even begin. The richness of KLC's history is that there are thousands of people that have had their lives changed by KLC - whether as clients, students, staff, volunteers or partners in our work. That is the gold dust that is the KLC story. We work and believe in our values. We believe in the power of collaboration and collective effort, we believe in the strength and resilience of our communities and we still remain passionately engaged in the big issues. We never become blasé or complacent on the big justice issues of our times and we still seek to redress unfairness whenever we see it. We do this with the energy and creativity of the Centre founded in 1981, but today are supported by the maturity and wisdom of our experience and the success of our longevity. To all those that have contributed to the Kingsford Legal Centre story, in big ways or small, a big thank you. We look forward to our next 40 years of making an impact.

**Emma Golledge**  
Director  
Kingsford Legal Centre



**"To all those that have contributed to the Kingsford Legal Centre story, in big ways or small, a big thank you. We look forward to our next 40 years of making an impact."**

Emma Golledge  
Director Kingsford Legal Centre

**"Their stories and the profound influence that KLC has had on so many lives, is a source of immense pride for the Faculty."**

Professor Andrew Lynch  
Dean UNSW Faculty  
of Law & Justice







# We provide access to justice

—  
Increasing access  
to justice for  
disadvantaged people





## Delivering quality, plain English legal advice.

Kingsford Legal Centre delivers quality, plain English legal advice to our clients when they need it. We focus our legal services on clients experiencing disadvantage who face barriers to accessing justice and who face difficulties resolving their legal issues without assistance.

KLC does this by providing direct legal services to our local community in the ways that best suit them. Since the beginning, from our original location in a hut in a carpark at the Kingsford shops, we've ensured that our clients who need our help, can access us.

"A big thank you to Kingsford Legal Centre as without a service like yours, people like me would not be able to receive legal advice."

Client Comment

Over the years this has seen us deliver legal advice in almost every location possible – from community-based agencies, in parks, at barbeques, in our clients' houses, by hospital beds, in nursing homes and prisons, by Zoom and by the beach. In our 40th year we offer appointments day and night and remain committed to ensuring that the community has access to our service no matter when or where.

KLC has developed a deep understanding of our local community - of the access to justice issues they face and the type of legal help they need. In the early years of the Centre, we did this exclusively through our community engagement work. KLC staff were never in the office for long, instead actively engaging and talking to people to find out what was happening.

With legal services changing and evolving, this community engagement work continues along with an increasingly sophisticated analysis of legal need in our community. Today, KLC is able to effectively monitor both what our community tells us as well as analyse legal need data to ensure we continue helping the clients that require free legal assistance the most. We also regularly measure and evaluate our work to ensure we continue to provide effective services. KLC continually implements the feedback of our clients and community partners to ensure that we keep working to provide access to justice.

KLC has always valued the importance of collaboration and continues to work together with community partners to ensure our legal services are holistic and appropriate. We know that our clients face complex barriers to resolving their legal issues and that the long-term resolution of these legal issues requires other agencies and expertise. We see ourselves as an important partner in working to improve the wellbeing of people in our community and work together with experts such as Aboriginal workers, social workers, mental health professionals and other health experts, financial counsellors, disability support workers and migrant community workers, to name a few.

When we were founded in 1981, there was a passionate commitment to access justice, a desire to create a new type of legal service and an openness to work in new ways that involved collaborating with communities and other experts. This approach has radically changed the way in which lawyers work and has in itself created the specialist community legal centre lawyer – a lawyer who is connected to his/her local community, who understands how the law both empowers and creates hardship for their clients, and one who recognises the limits of their expertise and works with others to deliver just outcomes.

KLC has continued to pioneer and evolve what access to justice means in terms of service delivery. In 2021, in our 40th year, this was tested beyond measure by a global pandemic.

At 40 we remain committed to our founding aims of access to justice for our clients and to serving our local community.



## OUR IMPACT OUR OUTCOMES

In the early days our records were kept on index cards (or maybe sometimes the back of an envelope) so it's hard to say exactly what we did for the first 15 years... but...

In the last 25 years, KLC has:



Provided legal assistance to over 48,000 people



Provided over 50,500 legal services to our clients



Saved the homes of hundreds of clients – from elderly clients wanting to stay in their homes to single mums facing eviction



Fought unfair contracts and crippling debt – allowing our clients to live with dignity and keep food on the table



Recovered millions of dollars for clients - in 2020-21 we recovered over \$300,000 for our clients in settlements

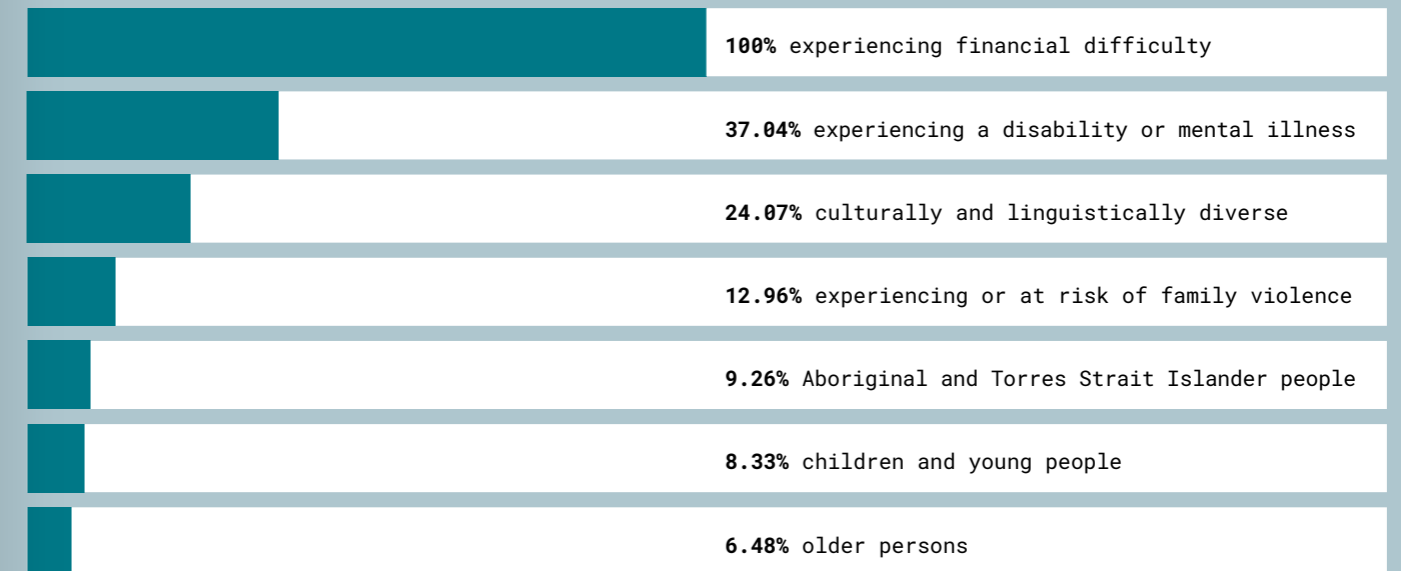


Fought discrimination and tested the limits of human rights protections in Australia





## KLC Casework Clients July 2020 – June 2021



## OUR IMPACT OUR OUTCOMES

**KLC prevents homelessness -**  
11% of clients felt that our help made a difference to their housing situation

**KLC reduces stress -**  
93% of clients were experiencing stress and 67% stated that our help lowered that stress

**KLC improves living standards -**  
29% of clients felt that our help made a difference to their financial situation

**KLC helps people stay safe -**  
21% of clients felt that our help made a difference to their safety

**KLC listens to our clients -**  
95% Strongly Agree / Agree the solicitor listened to them

**KLC is accessible -**  
94% Strongly Agree / Agree the service was easy to contact

**KLC informs our clients -**  
91% Strongly Agree / Agree that the solicitor helped them understand how to deal with their problem; 83% said they now know more about their rights and responsibilities



**ADVICE CLIENTS  
BETWEEN JULY 2020 -  
JUNE 2021 TOLD US HOW  
ACCESS TO KLC HAS  
IMPACTED THEM**

\*Our survey of advice clients in 2020 - 21

## OUR IMPACT OUR OUTCOMES

**Our students provided a professional level of service -** 100% strongly agree that they were satisfied with the service from the UNSW Faculty of Law & Justice students

**We reduced their stress -** 100% of clients had been experiencing stress before KLC helped them and 100% of clients had the stress alleviated by KLC

**We listened to them -**  
100% Strongly Agree / Agree that their KLC solicitor listened to them

**We achieved an outcome they were happy with -** 100% of clients were happy with the outcome of their case

**We helped them understand -**  
100% Strongly Agree / Agree that the solicitor helped them understand how to deal with their problem

**Our solicitors provided a professional service -**  
96.5% Strongly Agree / Agree that they were satisfied with the service from the solicitor



**CASEWORK CLIENTS  
BETWEEN JULY 2020 AND  
JUNE 2021 TOLD US  
HOW ACCESS TO KLC HAS  
IMPACTED THEM**

\*Our survey of casework clients in 2020 - 21



## Case Studies: Our impact on clients

### When no-one's left to help: the release of Eileen Waugh

> In 1994, KLC acted for Eileen Waugh who had been imprisoned for life after killing her husband in 1987. Eileen had experienced years of severe domestic violence, evidence that was never raised at her trial. KLC argued for a pardon based on significant new evidence, including the emotional and physical impact of the abuse. The Attorney General granted the pardon, acknowledging that the violence she experienced had never been adequately considered in her original sentence. This case highlights the complex access to justice issues for women experiencing domestic violence. It demonstrated the limitations of legal defences for women experiencing severe long term domestic violence and the gender bias of legal processes.

### Life changing financial settlement

> In 2021 KLC acted for Alex, a man nearing retirement who had been fired from his long-term employment without warning. Alex spoke English as a second language. He suspected he was fired because of his age. He was worried he might not work again and was concerned about his financial position. KLC acted in an unfair dismissal matter during which it was uncovered that the client had been substantially underpaid. As a result, KLC was able to negotiate a \$50,000 settlement for the client allowing him to effectively plan for the next phase of his life. Alex told us:

*"For me, it is a matter of justice. I was depressed, I desperately need help. Kingsford Legal Centre offers such an enormous hand to me at an absolute right moment. You gave me a peace of mind, a free legal support and a free interpreting system. Without Kingsford Legal Centre's support at free legal service, I am sure I am never be able to stand firm to beg for my justice and compensation."*



## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Expand access to justice for people who experience sexual harassment through our Sexual Harassment Legal Service



Work toward our clients' health and wellbeing through our Health Justice Partnership with Prince of Wales Hospital and Eastern Suburbs Mental Health Service



Advocate on the impact of climate change on our disadvantaged communities



Highlight the impact of unaffordable housing on legal needs

"This was my chance to speak up and make a statement that that kind of treatment was unacceptable. I had very low expectations of the result and did not think my former employer would bring along a lawyer (which they did). This settlement KLC negotiated is a wonderful boost for my self-esteem and confirms my belief that we are all created equal."

Client Comment





## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Affirm our commitment to our community with ongoing funding for our Aboriginal Access Worker



Continue to listen to our local community on the issues that affect them



Advocate on the human rights and social justice issues affecting Aboriginal and Torres Strait Islander people



# Providing access to justice for Aboriginal and Torres Strait Islander People

Kingsford Legal Centre acknowledges the important place and contribution of Aboriginal and Torres Strait Islander people within Australia and our community. Kingsford Legal Centre is deeply committed to access to justice for Aboriginal and Torres Strait Islander people. We do this both in our client work and our systemic advocacy.

## OUR IMPACT OUR OUTCOMES

In the last 25 years KLC has provided:

- > Legal help to **982** Aboriginal and Torres Strait Islander clients representing **3%** of our clients
- > **1,517** legal advices to Aboriginal and Torres Strait Islander clients – representing **4%** of our total advices
- > **415** casework services to Aboriginal and Torres Strait Islander clients – representing **7%** of our total cases

Of our Aboriginal Clients:

- > **5%** of our Aboriginal and Torres Strait Islander clients were homeless
- > **21%** experienced disability and / or mental health issues
- > **71%** had nil or low income
- > **23%** were older persons

Kingsford Legal Centre firmly believes in and maintains genuine partnerships with our local Aboriginal communities to ensure Aboriginal and Torres Strait Islander people are provided with a service that is based on mutual respect and which meets their cultural needs. We work collaboratively with our Aboriginal and Torres Strait Islander colleagues in the community legal centre and social justice sector to ensure our service continues to consider the evolving legal needs of our community and the wider systemic challenges in relation to law reform and policy.

Since 2009, Kingsford Legal Centre has employed an Aboriginal Access Worker (AAW) to provide a culturally appropriate pathway to both our Centre for our local Aboriginal and Torres Strait Islander community members, and to our Discrimination Law Clinic for Aboriginal and Torres Strait Islander clients in NSW. We provide an outreach service at Yarra Bay and work in collaboration with the La Perouse Local Aboriginal Land Council.

KLC wrote and published 'Working with Aboriginal Clients at Kingsford Legal Centre – Service Provision Manual'. This was authored by our Aboriginal Access Workers and distributed to community organisations nationally. This manual has been produced to help staff, students and volunteers to build strong, culturally appropriate relationships with Aboriginal clients and communities.



## Case Studies: Our impact on clients

Thank you to all members of our Aboriginal Advisory Group over the years for guiding our work, including long term support from Ron Timbery, Emma Langton, Sharron Smith and John Leha.

"Your lawyer absolutely saved my life with his profound knowledge and compassion. He was very informed, knowledgeable, nice and polite. He was very caring and patient in his responses. He was like an angel or a miracle to me for his knowledge, very nice and professional attitude and compassion towards clients. I can not find words to appreciate him more."

Client Comment

## Fighting injustice

> Our client Tom was an older Aboriginal man who had been homeless in a rural NSW community. He contacted KLC for discrimination law advice after seeking accommodation at a local guesthouse. When he telephoned to enquire about available accommodation, he was told there were rooms available but when he attended the guesthouse to complete the paperwork the response swiftly changed. Amazingly, he was told by the manager of the guesthouse that when he called, she didn't realise he was Aboriginal, and that she had been instructed by the owner not to take Aboriginal people at the guesthouse. KLC assisted Tom in a long running race discrimination matter. The guesthouse was an important source of affordable accommodation in the rural community and Tom remained committed to ensuring this discrimination would not continue regardless of the personal toll the case took on him.

The Administrative Decisions Tribunal found that when Tom was refused accommodation at the guest house, he was discriminated against on the basis of his Aboriginality. The decision stated that our client's evidence about what occurred was "clear, consistent and unembellished". The Tribunal found that our client had been told that the guest house "did not take Aboriginals", and that the manager said, "My boss in Sydney told me not to take Aboriginals because they cause too much trouble."

In this case our client received modest damages and costs from the respondent which took some years to recover. This remains an important case in highlighting the serious impact of discrimination in housing for Aboriginal people. It is testament to the resilience of our client who remained steadfast in his commitment to the case and unwavering in his recollection of events.

"There were times I was experiencing trauma from my case but there was empathy and compassion shown to me at KLC and I appreciated that. It was not clinical at all. I was very happy with the support I was provided. As an Indigenous woman, I appreciated that my lawyer listened to me with an open mind, and I was most grateful for her respect for my cultural background."

Client Comment

## Preventing homelessness

> Our solicitor represented an elderly Aboriginal woman living in social housing who had been issued with a notice that her tenancy would be terminated. Our client had lived in the property for decades. During a visit, one of her relatives attacked a neighbour during a violent argument. The relative did not live with our client and had not returned to the property since the attack. The social housing provider issued the notice of termination on the basis of the relative's attack, putting our client in danger of becoming homeless. Our solicitor assisted the client by preparing evidence and written submissions. Additionally, KLC represented the client in conciliation conferences and negotiated with the other party. We successfully negotiated an outcome that allowed the client to continue living in her home.

## A clean slate

> Our Herbert Smith Freehills secondee solicitor met a prisoner at a community education session. The prisoner was due for release soon. He told us he was being chased for money from four telephone companies and was worried about what might happen on his release. Our client had a serious psychiatric illness as well as an intellectual disability. KLC helped the client and after a year of negotiations was able to clear all his debts, giving him the opportunity for a fresh start on release.

## Holistic help

> Our client Layla, a local Aboriginal woman first contacted our service after recently escaping a long and violent marriage. Her relationship with KLC would span ten years and involve many ongoing matters. KLC assisted the client in multiple victims compensation matters, representing her in relation to housing when she faced eviction and needed relocation as well as in relation to some criminal issues. After many years she disclosed her experience of historic child sexual assault, claims for which we also assisted. When the NSW Government altered her entitlement to victims compensation retrospectively, we worked systematically with other legal centres to oppose this unfair change. After years of fighting for her entitlement to be reinstated, we helped her claim the full amount of compensation owed.

Layla's long relationship with KLC and the many ways in which we assisted her over the years demonstrate the importance of holistic legal services for our Aboriginal and Torres Strait Islander clients. As important is the intersection between individual access to justice and systemic work for Aboriginal people. KLC understands this important connection and continues to work for improved systemic outcomes for Aboriginal and Torres Strait Islander people.







## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Develop comprehensive volunteer solicitor online training & induction program



Recruit more Family Law volunteers to help expand the practice and meet demand



Actively seek to ensure the diversity of our volunteer solicitors



Bring back our in-person events at the end of the pandemic

"I'd like to acknowledge my huge admiration and gratitude to the supervising solicitors. They are knowledgeable, patient and tireless - a complete inspiration to me - especially when we are dealing with difficult clients. They are also fun and lovely to work with."

Volunteer Comment

## Celebrating KLC's Volunteer Solicitor Program

This involves busy solicitors volunteering their time and expertise to assist KLC clients. In our 40th year we have approximately 80 volunteers who are part of the KLC family and who are central to our work.

Over the years the volunteer program has had a huge impact on our ability to meet the needs of our community and on the organisation itself.

Seven nights per fortnight we host advice nights. At these sessions our volunteer solicitors give advice on a wide range of issues from evictions, domestic violence, debt, dismissals and criminal charges. Our clients are almost always worried, anxious and stressed about their legal issues. Our volunteer solicitors play a huge role in easing their concerns and providing a pathway to resolution, remaining patient and professional often in the face of long evenings and tricky legal issues.

Our volunteer solicitors also work with UNSW Law & Justice, Ethics and Justice students who attend the advice nights to conduct legal interviews and use this time to observe our lawyers in action.

Over the years we also have had former volunteer lawyers come back to provide advice. Most notable is the contribution of employment lawyer Alice Paul who was on our volunteer roster for over 12 years. Since her retirement in 2018 she has provided her expertise in a weekly daytime advice clinic helping KLC clients in all manner of employment problems. Alice has been exceptionally generous with her time and expertise and for this we are deeply grateful.

The impact of our volunteer solicitor program on our community is immense. They are the heart of our service, and we are indebted to them for their unwavering commitment to KLC and to the cause of social justice. This was nowhere more evident than when they all agreed to continue volunteering from home during the pandemic.

**At 40 we pay tribute to our volunteer solicitors whose loyalty and tireless contribution has kept us going. We look forward to strengthening our collaboration and continuing to proactively add value to the community.**

## OUR IMPACT OUR OUTCOMES

KLC's volunteer program provides:

- > Over approximately **5,500** hours of free legal advice per year
- > Conservatively **\$1,000,000** in free legal services per year
- > **30 - 40** advices to our clients per week or over **1,800** per year

In a 2020 survey of our volunteers they told us:

- > **29%** of respondents are ex-KLC students
- > **95%** of respondents volunteer 'to give something back to the community'
- > **88%** of respondents enjoy working with law students on their advice nights
- > **100%** of respondents feel they are adequately supervised by the staff solicitor



## Jake Fing

> I am a proud Gamilaroi Man from Moree, NSW. I'm currently working as a solicitor at Legal Aid NSW in the Family Division. I completed my law degree at UNSW and my first exposure to working with clients was at the Kingsford Legal Centre.

The thing I enjoy most about volunteering at KLC is working with the solicitors and students. This is a chance to share our experiences and talk about the different areas we each work in. We also have the opportunity to talk about areas of the law that may be unfamiliar, to help clients to the best of our abilities and give them a sense of empowerment to take control of their legal matters.



## Arturo Norbury

> I've been volunteering at KLC since 2001 back when employment advice nights were held in a modest building at Kingsford's 9-ways roundabout. Since then, I've had the pleasure of working with ten supervising solicitors, countless volunteers and students and advised around 200 clients from all walks of life.

What has struck me over the years is that access to free legal advice is critical. Whilst sometimes I feel more like a counsellor than a lawyer, I genuinely believe KLC makes a measurable difference to the wellbeing of clients. Keep up the great work KLC!

"I have been lucky to receive help from KLC for the past few years. I don't know what I would have done without your help. Thank you!"

Client Comment

"A heartfelt thank you for all the help and advice provided by Arturo. I appreciate the work done by your team and the impact it has on many desperate lives. I shall keep you and the team posted on how it goes.

Thank you again for your and the team's time and efforts!"

Client Comment



Pictured left to right, Fiona Duane (KLC Solicitor), with volunteer solicitors, Graeme Ulbrick, Ben Malone, John Rappell & Gina Block

## Gina Block and Ben Malone – Vol Sol Besties

> Thrown together some years ago as volunteer solicitors on the same roster, Ben Malone, a young property lawyer, and Gina Block, a veteran financial services lawyer and grandmother, have forged a close and enduring friendship. Here's what they had to say about each other:

**Gina:** *My friendship with Ben was something that built steadily and continuously, starting with the regular exchange of witty banter across the volunteer's table, and his appreciation for the baked goods I brought to KLC each session. An invitation to our Friday night dinners, led to regular burger and fried chicken outings, with our mutual support during lockdown fully cementing our friendship. Ben is unbelievably kind, caring, compassionate and clever, as well as being truly hilarious company and just the right amount of silly. I'm proud to count him amongst my very closest of friends.*

**Ben:** *Gina was one of the first volunteer solicitors I met when I started volunteering at KLC. At first I knew Gina as the vol sol that brought in delicious cupcakes and slices each fortnight (so naturally I had to get on her good side), but we soon developed a comradeship on our advice nights and from there a close friendship outside of KLC. I have always been grateful for how Gina has made me feel part of her family (in particular given my family are not located in Sydney), and looked out for me from both a personal and career perspective. Gina is one of the kindest and most loyal people I know, and I am so glad KLC connected us.*

"A special shout-out to Di Anagnos who is just an absolute legend. Sometimes I'm tired from work and don't feel like coming but I hate to disappoint Di and she always makes the experience worthwhile!"

Volunteer Comment

"Different to my day to day work; every client presents a challenge to get on top of an unfamiliar area of law and to engage in problem solving; gain genuine insight into people's lives, a very authentic experience."

Volunteer Comment





# We advocate for our communities

—  
Focusing on  
social justice and  
human rights





## Social justice and human rights are central to our work today

KLC was founded by UNSW academics, lawyers and students around the values of social justice and human rights. We have these values as guiding principles, and they remain central to our work today.

KLC works at both an individual and systemic level to raise the importance of social justice and has been at the forefront of human rights realisation in Australia for the past four decades. Social justice underpins all our work – in both providing direct legal services, working with our local community, and advocating for a fairer and more just society.

## #METOO LEGAL RESPONSES TO SEXUAL HARASSMENT AT WORK

In 2019, we worked collaboratively with Redfern Legal Centre, Women's Legal Service NSW and Community Legal Centres Australia, to produce a major report. Titled "#MeToo: Legal Responses to Sexual Harassment at Work" the report detailed the legal changes required to end sexual harassment and drew on our frontline discrimination work and deep understanding about what was wrong with the law.

Our report informed the Australian Human Rights Commission's landmark Respect@Work Report, which made 55 recommendations to comprehensively reform how Australia responds to and prevents sexual harassment. Many of our recommendations were adopted in the Respect@Work Report.

KLC continues to lead the conversation in Australia about how we can better achieve gender equality at work and end sexual harassment.

Key to realising human rights is our long-term campaign work around the adoption of a Charter of Human Rights and the importance of enhancing discrimination law protection in Australia. We see the ways in which complex forms of disadvantage impact on the realisation of rights and the attainment of justice in Australia. It remains an ongoing challenge that disadvantage is not evenly felt in Australia and the law does not operate fairly for all.

Since our creation in 1981 we have been at the forefront of discrimination law in Australia and we continue to test and challenge the scope of discrimination law protection in this country. We have also continued to argue that Australia's discrimination law regime is not sufficient to protect human rights and are longstanding advocates for the proper entrenchment of human rights protection in Australia.

We have led Australian NGO's use of international human rights mechanisms to highlight human rights abuses and areas where Australia still needs to do better. Over the years KLC has led international human rights scrutiny of Australia under The Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW), the International Covenant on Civil and Political Rights (ICCPR), the International Covenant on Economic, Social and Cultural Rights (ICESCR), and the Universal Periodic Review (UPR). Our longevity has allowed us to lead these reviews over many years, providing important continuity and accountability for Government. These reviews have raised Australia's human rights issues internationally and have further fuelled our domestic advocacy. While we have advocated on the world stage, our work remains informed by our grass roots connections to our communities and clients.

**At 40 we continue to fight for the realisation of human rights in Australia and our view of justice remains informed by social justice principles.**

## OUR IMPACT OUR OUTCOMES

In the last 25 years KLC has made:

- > 45 human rights law reform submissions
- > 29 access to justice law reform submissions
- > 14 international law reform activities

"It's great that UNSW contributes to the community in this way. Keep up the good work."

Volunteer Comment





“Kingsford Legal Centre represents the strength of the community legal centre movement in Australia. From the ambitious activism and commitment to social justice of the early 1980’s, KLC has grown and developed to positively impact the lives of thousands of people in calling for systemic change. KLC is notable for showing leadership with a sustained commitment to the protection of human rights in the Australian context. At 40, KLC continues to be a strong advocate for social justice and human rights.”

Nassim Arrage – CEO Community Legal Centres Australia

## Gender equity

> The Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW) is an international human rights treaty of which Australia is a signatory. Countries must report to the Committee on the progress they have made implementing CEDAW. For over 20 years KLC has played a key role in the Australian NGO report to the UN on Australia’s progress. This plays an important role in reporting on how human rights are actually realised in Australia. In 2018 KLC represented the NGO Coalition in Geneva and reported on the human rights challenges for women in Australia.

The NGO report focused on the key issues that affect our clients including the rejection of the Uluru Statement from the Heart, the high incidence of sexual harassment at work, and the 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.

## Protection from discrimination

> Over many years KLC’s expertise in discrimination law and our efforts to fight for the rights of our clients has exposed the significant holes in Australian discrimination law. In 2011 and 2012 KLC led community legal centres nationwide on a comprehensive consultation process on the effectiveness of federal discrimination law and the need for the reform. As part of that process, and in conjunction with Community Legal Centres Australia, KLC published two law reform papers outlining the barriers to justice in discrimination law as well as the need to increase protections for Australians from discrimination.

The consultation and submission process took place over many months and resulted in a call for an Equality Act that better reflected our international human rights obligations.

## Talking about human rights

> In 2009, the Commonwealth Government undertook a National Human Rights consultation to consider whether Australia’s human rights protection was adequate, what human rights mattered to Australians and what could be done to better protect rights.

As part of this process, KLC embarked on a strategy to talk to our community about human rights to inform our submission. KLC lawyers and students spoke anywhere and everywhere about human rights. We shared information with our community about current laws and asked them to consider what was missing. Our community made 334 submissions directly to the consultation while almost 400 people informed our submission to Government. The resulting document is a living testament to our community’s views about rights and what human rights are important to them.

*“I was racially discriminated at a restaurant but I was told that I needed to actively prove racial discrimination and intent. I didn’t pursue the matter as it was too tough. The system shouldn’t make it so hard. There should be ways to ensure that this process is easier.”*

*“My children and my Aboriginal rights are not protected. My children get discriminated against at school and I get discriminated against in employment.”*

## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Empower local communities, including public housing tenants to participate actively in policy and decision making that affects them



Advocate for enshrined human rights protection in Australia through a Charter of Human Rights



Collaborate with expert NGOs to raise Australia’s human rights compliance internationally



Build on our expertise in discrimination law, in undertaking test cases as well as arguing for law reform



Draw on our work in the Sexual Harassment Legal Service to inform policy change to eradicate sexual harassment



## Australia’s human rights internationally

> For the past decade KLC has coordinated with other Australian human rights organisations, the Australian Non-Government Organisations response to the Universal Periodic Review (UPR). Understood as a ‘human rights scorecard’ or audit as to Australia’s attainment of human rights, the UPR is an important process measuring Australia’s progress in human rights and identifying areas for improvement. KLC works collaboratively to raise critical areas of concern in which Australia must do better internationally. The process informs domestic advocacy and collaboration, providing insights about where Australia needs to improve and serving as a framework to monitor both gains and regressions in Australia.

Once again, the UPR was a major focus in 2020. We worked with the Human Rights Law Centre and Caxton Legal Centre to coordinate the joint NGO submission to Australia’s 3rd Universal Periodic Review by the United Nations. KLC worked with an Advisory Group comprised of 16 NGOs, which provided expert guidance on the content and focus of the submission which was endorsed by 202 NGOs across Australia. This coordination work brought together KLC’s grassroots knowledge of human rights issues for our community and our expertise in international human rights processes.

This report was influenced by the rapidly evolving human rights challenges of the pandemic, including the impact of the lockdown on vulnerable groups and movements such as Aboriginal Lives Matter. It will remain an important tool domestically to monitor the ongoing impact of the pandemic on groups already experiencing human rights violations.





# We collaborate with our community

—  
Working in  
partnership with  
our local community





## Solving complex problems holistically

KLC works together in partnership with our community, clients, colleagues, the profession and supporters. We recognise working together improves our understanding of complex issues and attempts to solve problems holistically. We also recognise that lawyers cannot solve all problems and we aim to listen to a range of experts in our work.

Our local community organisations, funders, pro bono partners, sector, university colleagues and volunteer solicitors are the backbone of our work, enhancing every aspect of our service.

Clearly there are many parts to the work that KLC does. If it wasn't for the extraordinary and deeply held belief in social justice and human rights that each stakeholder brings, KLC's cohesive and far-reaching impact would not be felt.

**At 40 we remain grateful to KLC supporters and champions who always think about how they can assist our service. We look forward to further collaboration around the emerging social justice and human rights challenges in our community.**

## OUR LOCAL COMMUNITY ORGANISATIONS

As far back as 1981, KLC knew that working with our local community and community agencies was the key to the longevity and the relevance of the legal centre.

Local community organisations provide both expertise and 'on the ground' knowledge to KLC and have been critical to KLC developing a reputation as a trusted legal service. We recognise that when expert local community organisations and KLC work together we can more effectively identify the real issues for our local community, and work together on holistic, long-term solutions. This way of working has always been central to what we do. As community legal centre lawyers, we recognise that sometimes lawyers are not the answer, and that we need the valuable contributions of other experts to solve legal issues creatively.

For many years KLC has delivered our services outside our offices which has been a huge attraction for our students, but it hasn't all been sunny days at Maroubra beach with fish and chips for lunch. For us, KLC works best when we are out chatting, having a cup of tea and developing trust with agencies and clients who are reluctant to engage with lawyers. We have also given legal advice in windy backyards, on street corners, in small offices of other agencies, at community barbecues and morning teas. We are lucky to have expert local community agencies in our catchment with whom we can work. In 2020 we saw this firsthand in their responses to the pandemic.

KLC's local outreach services have evolved and changed over time. Our outreach strategy has been informed by analysis of community legal needs, requests by community organisations and workers as well as resources. The success of our outreach services is in large part due to the strong, respectful and generous partnerships KLC has with local community organisations and for that we are very grateful.

**Thank you to advice and support of the KLC Steering Committee with long term contributions from Professor Jill Hunter and Associate Professor Sean Brennan (UNSW Law & Justice), Anne Creegan (partner, Gilbert +Tobin) and Janet Green (The Junction Neighbourhood Centre).**

## KLC OUTREACH SERVICES

KLC's outreach services focus on priority clients who have complex legal issues and who are disadvantaged in their access to legal services.

Service Location	Outreach Focus
Lexo Hub - Lexington Place, South Maroubra  Commenced ▶ 2018	Public housing tenants in South Maroubra, focus on collaborative service delivery with other agencies including health.
Kooloora Community Centre - Bilga Crescent, Malabar  Commenced ▶ Early 90s - then reactivated in 2013	Public housing tenants in South Ward of Randwick City Council.
La Perouse Aboriginal Community Health Centre - Elaroo Avenue, Yarra Bay  Commenced ▶ 2009	Local Aboriginal Community and La Perouse Community – the focus of this outreach is to consult with the community.
Long Bay Correctional Centre - Malabar  Commenced ▶ 2009	Civil law outreach by telephone and visits to Correctional Centre.
South Eastern Community Connect - Mascot Hub, Coronation Hall, Mascot  Commenced ▶ 2006	Culturally and linguistically diverse clients, older clients, clients with disability, vulnerable workers.

Other historical outreaches include the Junction Neighbourhood Centre (Maroubra) and the Maroubra Uniting Church.



## Community collaboration – The South Ward Group

Mick Hillman [KLC Social Worker 1991 - 1995]  
+ Julie Spies [Kooloora Coordinator 1991 - 1995 and 1998 -2016]

> The strong collaboration between KLC, the South Ward Action Group (SWAG) and Kooloora was born in the mid 1990s, when the recently formed SWAG attended a Commission of Inquiry to raise objections to the proposed development of an Elgas LPG storage facility at Port Botany. The majority of those appearing were Housing NSW tenants and novices, supported by staff of KLC and Kooloora. Since then, the partnership with the Kooloora community has grown.

The ethos of KLC as a community legal centre, which was itself enhanced by this joint work, ensured that residents of the Kooloora community were valued and heard, giving them the assurance that KLC stood with the community to challenge inequalities that continued to disenfranchise them.

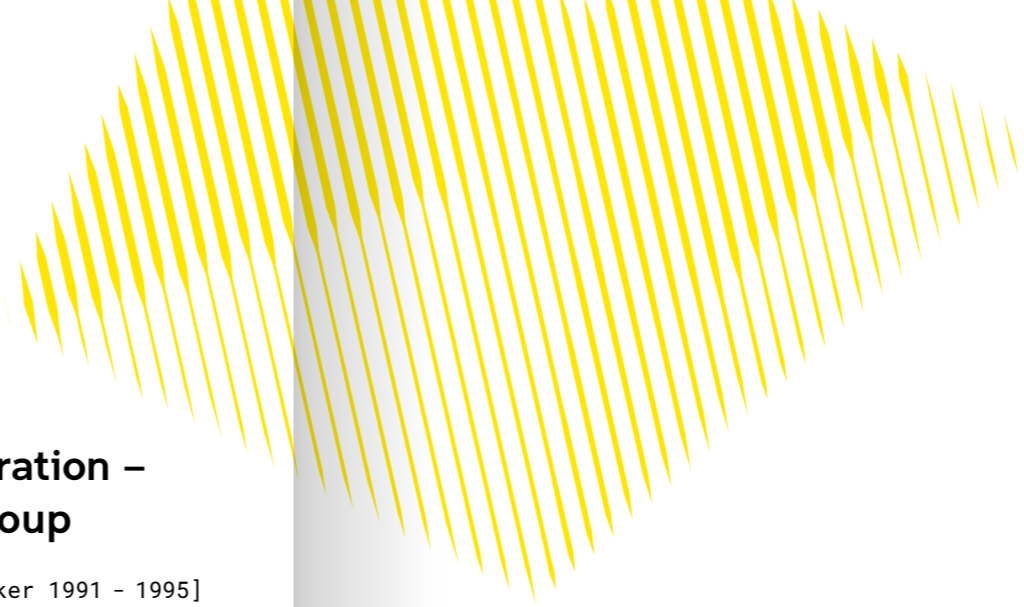
KLC has always provided the benefit of individual support with its legal advice. This critical part of KLC's service was also successfully established at Kooloora with an outreach service twice a month. But another vital aspect of KLC's support was providing information and resources delivered with a level of respect that has encouraged residents to confidently tackle issues that continued to curb their opportunities.

The benefits of this collaboration are two-sided. For their part, KLC staff and students have gained not only a greater insight into the social context of legal work but the importance of mutual dialogue and respect. The multi-disciplinary nature of this work has also meant that both law and social work students have reached a greater understanding of their own roles as well as those of their counterparts.

What has transpired is that the clinical setting of KLC has become more grounded and vibrant as traditional roles and practices have been frequently challenged by ideas of self-determination and empowerment.

“The Hub @ Lexo is proud to partner with Kingsford Legal Centre providing legal outreach support to residents in surrounding housing estates. Kingsford Legal Centre is a respected collaborator as their values and approach to working with disadvantaged communities are underpinned by social justice principles that support an empowered and informed community.”

Melinda Leves - Community Development Officer,  
Randwick City Council



## Public Housing Campaigns

> The South Ward Action Group (SWAG) is based at Kooloora Community Centre and covers residents in the South Ward of Randwick Local Government area. SWAG works and campaigns around issues affecting local public housing tenants. Since the 1990s KLC has worked with SWAG on many issues including environmental concerns at Botany Bay and the proposed sell-off of public housing under the Urban Activation Precinct proposal.

## Deli Women and Children's Centre

Vicki Johnston [Manager, the Deli]

> *“The Deli has enjoyed an extremely valuable relationship with KLC for over 16 years. KLC solicitors regularly attend the Eastern Suburbs Domestic Violence Network meetings to keep us informed of changes in legislation and opportunities to consult on proposed amendments to legislation. Our clients greatly appreciate the free legal advice offered by the KLC team, in their own local area. The Deli team also enjoys the opportunities we have to work with KLC staff and students on professional development in relation to domestic violence, and giving the law students some insight into the NGO sector that perhaps they wouldn't have otherwise.”*

## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Monitor community need and evaluate each of the outreaches



Consult with our clients about how we can provide accessibility to our service



Develop new collaborations and partnerships that enhance our service to our communities

## South Eastern Community Connect (SECC)

“SECC would like to take this opportunity to congratulate KLC in celebrating their 40th anniversary and to acknowledge the incredible contribution their services play in terms of advocacy, educational programs, legal advice and case management. As a recipient of their outreach services for the last 15 years we are immensely grateful to be able to provide free quality legal advice as part of our suite of services and to be afforded the opportunity to engage with potential new clients, many of whom are the more vulnerable and disadvantaged members of our community.”

Kate Melhopt – CEO SECC





## HEALTH JUSTICE PARTNERSHIP (HJP)

In 2019 KLC formally began a HJP with Prince of Wales Hospital (POWH) and Eastern Suburbs Mental Health Service (ESMHS).

For many years prior, KLC lawyers worked closely with social and health workers at these health facilities. Our HJP entrenched this partnership formally to provide more comprehensive and targeted assistance to clients experiencing health issues and legal problems.

Our HJP works collaboratively with a wide range of health professionals, each committed to the long-term wellbeing of our clients.

Pictured above > KLC Solicitors Fiona Duane and Emma Anderson

## Representation for clients in crisis

> Roxanne\* was referred to us through a social worker at our mental health unit outreach. Immediately prior to her admission, Roxanne had been charged with multiple assaults across the space of two days.

It was later discovered that her unusual and erratic behaviour was in part related to a terminal illness affecting her cognition. Roxanne was referred to us by hospital social workers for help with the criminal charges. She was highly vulnerable, scared by her rapidly deteriorating health and had very little local support as her family lived interstate.

KLC was able to represent Roxanne at the Local Court for all her criminal charges. Our solicitor was able to work with social workers and hospital staff to ensure there was medical evidence outlining Roxanne's condition for the Magistrate. As a result, she received no conviction.

## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Develop our health professional relationships



Expand the service and the clients we assist



Advocate on the connections between wellbeing and legal need

"I learned about the Health Justice Partnership Project with the Kingsford Legal Centre from our Social Welfare In-Service Education forum. Since then, I have been using KLC as my preferred legal advisors for our most vulnerable mental health consumers. The scope of legal expertise they offer resulting in positive outcomes includes Criminal Law, Residential Tenancy Law and Domestic Violence Law. All lawyers I've worked with have been highly competent, compassionate and helpful. Thank you so much for the HJP service – it is invaluable. I strongly recommend the HJP Clinic to all allied health staff that might require legal advice to get your stuck client to become unstuck."

Social worker Eastern Suburbs Mental Health Service

"Without KLC I honestly may not have been around anymore. I was suicidal and in a psychiatric ward."

Client Comment



## OUR IMPACT OUR OUTCOMES

Health Justice Partnership Clients

Of the HJP clients helped by KLC from 1 July 2019 to 30 June 2021:

- > 91% experienced financial disadvantage
- > 74% experienced a disability and / or mental illness
- > 11% are Indigenous Australians
- > 22% are older persons
- > 21% were homeless or at risk of homelessness
- > 17% do not have English as the main language at home
- > 19.12% seeking civil or criminal law advice, experienced family violence
- > 4.41% seeking family law advice, experienced family violence
- > 100% of services to national partnership priority clients

## PRO BONO PARTNERSHIPS

KLC has always had strong links with the legal profession and pro bono partnerships have been a central part of our work. Working with private law firms' pro bono programs increases our capacity to help people with their legal problems and to manage demand.

The ability to partner with corporate law firms to improve access to justice for disadvantaged clients is a unique feature of community legal centres. Over the years KLC has had many pro bono projects and collaborations, some of which remain longstanding.

**Our Employment Law Pro Bono Advice Clinic** began in 2000 to fill a need for expert employment law assistance. Participating firms attend weekly to provide legal advice and help low-income workers facing dismissal, underpayments, discrimination and other workplace disputes.

The **Herbert Smith Freehills Secondee Program** began in 1992 and 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 community outreaches as well as attend 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.

Pictured below, previous Herbert Smith Freehills secondee Damian Finan and KLC Principal Solicitor Dianne Anagnos

The quality of the secondee lawyers is first class and they always give 100% to the Centre. Often, once they leave, they join our volunteer ranks.

KLC has had pro bono help from so many barristers, solicitors and firms over our 40 years that it is impossible to list them all here. They have provided secondments, appeared in court for clients, printed our pamphlets, shared their premises with us for functions and training sessions, given us their expert advice, taught our students, sat on our Management/Consultative/Steering Committees, populated our advice nights – the list goes on. Some other significant pro bono contributions to KLC over our history have included:

- > The Allens Secondee Program which provided one secondee a year for 6 months stints over 8 years from 2006 to 2014
- > The Clayton Utz Power of Attorney Clinic which provided critical advice and drafted documents for older people in our catchment
- > Henry David York 6 month secondment in 1997
- > Craddock Murray Newmann pro bono clinic 2007

## OUR IMPACT OUR OUTCOMES

### Employment Law Pro Bono Advice Clinic

The Employment Law Pro Bono Advice Clinic provides weekly advice sessions to low paid workers who need legal help.

Our current participating firms are: Bartier Perry, HWL Ebsworth, Holding Redlich and Kennedys.

Over the years the following firms have participated on the roster: Abbott Tout, Acuiti Legal, Banco Chambers, Clayton Utz, Cutler, Hughes & Harris, Deacons, Harmers Workplace Lawyers, Henry Davis York and Pricewaterhouse Coopers Legal.

#### Clinic Impact over 21 years:

- > Over **\$980,000** (conservatively) of legal services to KLC clients
- > Over **1,000** advices to clients

#### Impact on Clients - 2021:

- > **75%** said they were under extreme / a lot of stress before getting help
- > **75%** reported that the help they received from KLC lowered their level of stress or anxiety
- > **100%** strongly agree / agree that the solicitor helped them understand how to deal with their legal problem
- > **100%** strongly agree / agree that they knew more about their rights and responsibilities because of the help they received

### Herbert Smith Freehills Secondee Program, commenced in 1992

#### Impact over 29 years:

- > Worth conservatively over **\$15,000,000** in legal services to KLC clients
- > Over **3,000** advices provided
- > Over **800** casework files
- > Over **100** community legal education sessions provided to our local community

#### The Impact on Herbert Smith Freehills lawyers:

- > **75%** said their relationship with KLC meant they did more pro bono/volunteer work
- > **15%** went on to join us as colleagues in the community legal centre sector
- > **100%** said the secondment improved their legal skills in working with different clients, advocacy and communicating new areas of law
- > **97%** of secondees recommended the secondment to their colleagues



"The main skill it taught me was to be more adaptable, and to be more comfortable with the feeling of being "uncomfortable". I started off by trying to meticulously prepare for my client appointments but then quickly realised that my appointments would often take unexpected twists and turns. As a result, I became better at thinking more quickly on the spot and grew more confident in my ability to research and find the answers (or at least some of the answers)."

Previous Secondee

"This experience was really valuable in developing skills such as time management, client management, communication, negotiation skills and problem solving skills, all of which apply beyond working at a law firm and are relevant in many contexts. I also developed confidence in approaching new or unfamiliar areas of law or regulations as clients presented with new and varied issues and had the support and advice of a wonderful team."

Previous Secondee





Luke Hastings  
Partner Herbert Smith Freehills

## Luke Hastings recalls the power of secondment

> **What impact did the secondment have on you as a young lawyer - with respect to both skills gained and perspectives on the law as well as disadvantaged communities and clients?**

My secondment at KLC had a profound impact on me in many respects.

I had been working at Freehill Hollingdale & Page (now Herbert Smith Freehills, HSF) for about three years when I took up the secondment. What KLC lacked in resources was easily made up for in commitment. This remarkable team of professionals did so much for the community and social justice.

The breadth of the practice – with advice nights, duty solicitor rosters at Waverley Local Court, myriad files spanning every conceivable area of community law, and the supervision of the UNSW students – was a rich opportunity to develop many different legal and practical skills at a younger age than I would have experienced in Freehill Hollingdale & Page's commercial environment.

The secondment also had a very personal impact on me. I met my future wife and life partner at KLC, and 25 years later we are happily married with four children.

**Did the experience inspire you to do further pro bono or volunteer work?**

HSF has a long tradition of pro bono and volunteer work in the firm, and I was keen to get more involved in this.

The secondment to KLC provided me with a clearer understanding of the needs and challenges to which pro bono work might be productively directed.

Some years after returning to HSF, I joined the Pro Bono Committee. My secondment sowed the seeds for me to become a passionate advocate – along with many others – for our pro bono efforts, and those of other large commercial law firms more generally.

I have encouraged many lawyers to undertake their own personal journeys, by taking up a pro bono secondment, as well as to contribute to the wide variety of matters which are run within our practices.

**As a partner, what do you think the impact of the secondnee program has on Herbert Smith Freehills (HSF)**

HSF is very proud and incredibly lucky to have had such a long and productive association with KLC. We have always enjoyed working closely with the KLC team over many years. We are fortunate that HSF secondees both advise and represent clients and act as teachers and mentors for law students undertaking public practice studies at UNSW.

Our secondment partnership not only benefits the secondees themselves through ongoing skills and professional development, but is also an important part of fostering our pro bono culture including raising awareness of the critical role that community legal centres play in the legal assistance sector.

**We look forward to the next 40 years.**

"I wanted to acknowledge the advice provided yesterday regarding my son's issues. She was the perfect blend of empathetic, warm, knowledgeable, measured and thorough. She clearly communicated the options available and was realistic about the prospects of a successful outcome. I wasn't exactly sure what to expect when we reached out to the KLC but the experience, from my perspective, was timely, seamless and positive."

Client Comment on the impact of Secondees

## Dishonest Bank Practices Case

> Two HSF secondees had a great outcome in a case they worked on with our client Frieda. Frieda was signed up to an income protection policy by a large bank over 10 years ago. The bank employee signed her up knowing she had an intellectual disability and that her only source of income as an adult had only ever been the disability support pension. We wrote to the bank, questioning their practices in selling Frieda an unsuitable financial product. The secondees managed to have approximately \$9,000 in insurance premiums refunded to her. This was an excellent result for a very vulnerable client achieved through the tenacity of our secondees.

"Thanks for your time and help again. You guys are so nice and patient. Honestly, the talk we just had was not only helpful to my lease agreement but also might be my future career. Hope to be a person like you that can help people in the future! The same to your student."

Client Comment on the impact of Secondees

## Restoring financial fairness

> One of our HSF secondees successfully appealed against the Department of Social Security's decision to raise an overpayment in excess of \$100,000 against a client who, the Department alleged, had either incorrectly or fraudulently received payments to which she was not entitled. The decision also carried the possibility of a gaol sentence. As a result of submissions by a succession of KLC HSF secondees, Centrelink ultimately decided to overturn its original decision and repay her the money it had already deducted from her entitlements.

## Safe Housing

> Our HSF secondnee acted for a young Aboriginal mother. Her public housing was infested with mould and had significant repair issues. She could not sleep in her bedroom and was worried about her newborn baby's health. Our HSF secondnee represented the client at the NSW Civil and Administrative Tribunal and got orders which included significant financial compensation to the client and a timetable for repairs. Once the repairs were properly investigated by the landlord the client was offered a transfer to a new house, which was the client's preferred option and she was able to make a fresh start in a new home.



Jasmine Opdam, previous  
Herbert Smith Freehills secondnee



## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Continue to build and deepen our existing pro bono relationships



Provide opportunities for former secondees to share their expertise with us



Build new relationships in emerging areas

"I just wanted to thank you and your team for helping me out with my issues at a time when I felt completely helpless and stressed out. I am happy to say I got some monetary compensation for having to relocate. It was never really about the money for me although it helped a bit, it was more a moral issue and real estates/landlords can't just do whatever they like! I would have liked an apology from them too, but I guess I got it with my outcome! I could not have done it without the amazing expertise that you and your team showed me! I appreciate you being in my corner at a time when I needed it most. Please pass on my thanks to everyone involved! You guys are amazing!"

Client Comment on the impact of Secondees

"Great support, always approachable and willing to help whenever I had questions about anything. Also provided great insight into cases / appointments that we worked on together."

Student Comment on the impact of Secondees

"She was amazing, she was always willing to help and went above and beyond with the students and she is obviously a very smart and knowledgeable lawyer."

Student Comment on the impact of Secondees

"Really helpful and friendly! Engaged with students well and was always present and available to listen to questions and concerns."

Student Comment on the impact of Secondees

"Very approachable and keen to answer questions. Professional and friendly. Gave clear instructions and student autonomy when working on case file."

Student Comment on the impact of Secondees

"Patient and good at clearly explaining tasks and giving feedback."

Student Comment on the impact of Secondees

"He gives me good insights on being a young lawyer."

Student Comment on the impact of Secondees

Naomi Delaney, previous Herbert Smith Freehills secondee



John Nash, previous Herbert Smith Freehills secondee

"He pushes you to achieve your best. He has high expectations of students and I respect that. It was challenging but really tested me and I enjoyed working with him."

Student Comment on the impact of Secondees

"He was great in giving me work, letting me be very involved in the matter and being really helpful whenever I had any questions."

Student Comment on the impact of Secondees

"I feel really happy with this outcome and really happy I pursued trying to get some money back instead of just letting it go. I owe you a huge thanks as well for your time and the hard work you spent on this for me as well."

Client Comment on the impact of Secondees



Charlotte Johnstone-Burt, previous Herbert Smith Freehills secondee



for Aboriginal Young People



# We deliver community legal education

—  
Empowering our  
community through  
knowledge of  
their rights





# Community legal education - empowering people

Community Legal Education (CLE) has been a key part of Kingsford Legal Centre's work since we began. KLC has always recognised the unique opportunities for connection between our students and our local community through CLE. From the early days when the Centre was drumming up client work, CLE has played an important role in ensuring our community knows how to identify legal issues and where to go for help.

Our CLE, like all our services, has evolved over the years and responded to changing needs in our community. We have given CLE's on almost every topic imaginable in a wide range of environments. Our students have been actively involved at every turn – from writing, to promoting it, to setting up the venue, to delivering the content (sometimes to standing ovations). The work of the Centre comes to life when we are in our community, and when our students are making the connections between their knowledge and real-life legal issues.

Today, our CLE is informed by our advice and casework as well as our community development work. KLC runs an extensive program which identifies trends in our advice and casework as well as responds to issues raised in our community or by law and policy changes. We continuously evaluate our CLE sessions and reflect on how we can respond to emerging needs to ensure that we are looking after the clients who need the highest level of legal support.

In 2005, KLC recognised it needed to upskill local community workers to recognise the legal need in their communities. We started our free Plain English Law For Community Workers Series which remains popular to this day. We consult with our community partners on what issues they are dealing with, and cater our program to their needs. These sessions strengthen our connections to community workers and ensure that there are strong referral pathways from community workers to our Centre. If community workers are struggling with legal issues on the ground, we try and run a CLE on it!





The KLC Family Law / Family Violence Community Education Clinic commenced in 2010 to provide up to date, relevant and timely education to our community members and workers using a clinical legal education model. The Clinic develops the skills required to present legal issues in plain English. It also improves access to legal information for community workers who are supporting people experiencing domestic or family violence.

KLC has also been at the forefront of developing plain English guides and resources to supplement more formal education sessions across a range of areas of expertise. Building on our expertise we co-authored the Discrimination Toolkit to provide accessible advice for people in discrimination law matters. Other KLC publications include the Women at Work fact-sheets, Sexual Harassment Comic series and the Protest Protection and Policing Guide.

In 2020 we showed our adaptability by moving all our CLE online during the pandemic to respond quickly to emerging legal needs in the community. We developed new legal fact-sheets and provided regular CLE sessions to update people on the rapidly changing legal environment.

**At 40 we remain committed to making sure our community and clients understand their rights and keep looking for ways to improve and enhance our CLE.**

## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE

-  Build on our use of technology to improve accessibility of our CLE
-  Expand our work in schools and with young people, especially to prevent sexual harassment
-  Respond to community need and develop new material
-  Evolve the ways in which our students can deliver CLE to our community

## OUR IMPACT OUR OUTCOMES

### In the last 25 years KLC has:

- > Delivered over **800** CLE projects – that's over **31** seminars or resources per year

### Impact of CLE on attendees in 2020:

- > **95%** of participants found their session useful / very useful
- > **95%** of participants found the session appropriate for their level of knowledge
- > **95%** of participants found their session very well presented, clear and to the point
- > **85%** of participants thought we facilitated discussion very well / quite well
- > **94%** of participants strongly agreed / agreed that the overall organisation of the activity was good





## It's not OK! Sexual harassment education in schools

- > In response to raised community concern around sexual harassment, KLC has developed an innovative and interactive education session for high school students on sexual harassment.
- The education sessions are aimed at teenagers who are close to, or who are entering the workforce for the first time. The sessions aim to help young people identify what sexual harassment is, what to do if it happens to you, or if you see it happening to someone else.
- Over the last three years KLC has delivered the sessions to local high schools and has received very positive feedback from teachers and students. We later developed specific resources for young people through a small grant by UNSW Women's Wellbeing Academy and designed comic scenarios for use in the training.
- These sessions have been important in the preventative work of the Sexual Harassment Legal Service and have communicated with young people that they can access our service should they need advice.

## Women at Work Series

- > In 2015 KLC produced our 'Women at Work' factsheets. This project began as a Legal Aid Commission Partnership grant in 2011, with Legal Aid NSW and Asian Women at Work (AWAW).
- The project began as a series of community legal education sessions with clients of AWAW during which women discussed the problems they had in the workplace. The women we spoke to at the workshops were in precarious employment situations where they were often underpaid, worked long hours, threatened with dismissal or sexually harassed. They told us about this in the safe space provided by AWAW.
- From these workshops a series of fact-sheets in five languages was developed. These fact-sheets outlined the common employment law problems the women had identified with the relevant legal information, as well as non-legal options. The resource was designed to be used in English language classes with English on one side and the community language on the other, making them a useful resource. We still use these in our CLEs today.

"It will certainly make a difference in the lives of these girls."

Teacher Comment

"Very insightful. Showed me situations that I hadn't considered as sexual harassment that I've actually experienced before."

Attendee at 'It's Not Ok!' CLE





I Support  
Social Justice  
(02) 9385 9566



Kingsford  
Legal Centre

# We argue for systemic change

—  
Increasing  
fairness for  
disadvantaged people





## Reforming laws and policies to affect real change

KLC continues to draw the connections between the experience of individual clients and systemic barriers, to fairness and equality. We do this by our ongoing commitment to systemic advocacy. This includes law reform, policy work, and representing our clients and local community on social policy and administration of justice issues. We undertake this work locally, nationally and internationally. Our law reform work is informed by listening to our clients with the aim to empower and strengthen our clients and community.

“Over the past 40 years KLC has made an enormous contribution to the community legal centre sector. KLC has been a leader in law reform and policy work working to amplify our clients’ experiences. KLC also has contributed to the strength of the sector overall, playing an important role in sector development, innovation, capacity building and collaboration.”

Arlia Fleming, Chair Community Legal Centres NSW Board

As one of the first Community Legal Centres (CLC) in Australia, KLC helped to establish law reform as a key pillar of CLC work. It was once considered controversial – even radical – for an organisation that provided legal services to engage in strident critiques of the law. However, the CLC movement grew from this very desire. A desire to challenge the law and its ability to achieve just and fair outcomes; to articulate unjust outcomes and systemic barriers and to illuminate when the law didn't operate fairly for all.

Today, community legal centre lawyers are recognised as being expert lawyers able to work for both individuals and systemic change. KLC lawyers continue to draw the connections between our day-to-day client work and the need to push for laws and justice systems that improve equity and achieve fairness, especially for people who experience disadvantage. From our work with clients, we learn where the law is not working and how the law needs to change. Our students continue to keep us grounded and in touch with responding to unfairness, and are critical in reminding us of our radical origins.

KLC's contribution toward systemic law reform and policy issues has been prolific. We have pioneered collaborations with other CLCs and had a long-term role in capacity building across the NGO and CLC sector in systemic work. For many years we have convened and played a leading role in key sector groups on systemic issues.

We have also coordinated national and state-based policy submissions on behalf of Community Legal Centres Australia and CLC NSW. Our commitment to systemic justice was reflected in the development of a full-time law reform solicitor in 2012, a real achievement for entrenching the Centre's commitment to advocacy work as central to our aims. Our track record in this space has allowed us to keep working on long running campaigns and to remain tenacious in our advocacy on issues.

Over our 40-year history, we have made hundreds written submissions, given evidence at inquiries, met with decision-makers, provided media comment, and contributed to law reform and policy committees. Along the way there have also been protests, placards, campaigns and a few dubious costumes. Our commitment to systemic work has kept the Centre exciting for our students and meaningful for our staff. For our clients, it has meant long term change that has impacted on their lives meaningfully. In the law reform space, KLC has been in it for the long haul.

**At 40 we remain energised and committed to continuing to advocate for fair outcomes and systemic change and to continue to argue for greater equity and fairness in the law.**

## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Give voice to our community on the impacts of climate change on them



Argue for improved access for justice for all - from access to the Courts, to access to legal advice



Advocate for laws and policy changes that address economic injustice and poverty



Collaborate and coordinate across the sector on systemic issues affecting our clients

## OUR IMPACT OUR OUTCOMES

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### Over the last 40 years KLC has:

- > Undertaken over **250** law reform and advocacy projects
- > Submitted **195** law reform submission
  - **44** on **discrimination** law reform
  - **22** on **housing** reform
  - **20** on **family violence** reform
  - **20** on **employment** law reform
  - **12** on justice for **Aboriginal and Torres Strait Islander** people
  - **8** on **sexual harassment** law reform

### We have:

- > Co-convened the statewide CLCNSW Law Reform and Policy Network
- > Convened Human Rights Network, Community Legal Centres Australia
- > Provided training and capacity building around systemic issues within CLC and the NGO sector
- > Worked collaboratively with other CLCs and NGOs on systemic campaigns
- > Made hundreds of written law reform submissions



## Social justice: A voice for social housing tenants

> KLC worked to provide social housing tenants with a direct voice to the Government on the future of social housing. Working with Kooloora Community Centre, embedded in the Bilga Crescent Malabar housing estate, and local public housing tenants, we helped them provide online, handwritten and video submissions. KLC also drew on tenants' feedback to prepare our own submission. Community members in our catchment have been anxious about the future of their homes and embraced the opportunity to explain to the government how their roots run deep in the area and how important it is for them to have a meaningful say in their own future.

### Tenants told the Government:

- "It is my home. I would be really upset to have to move."
- "Don't knock down the housing... use government taxes to build more housing."
- "People need housing, need a caring system."

This project empowered our community to speak directly to the government in their own words about their connection to their homes, community and place.

It demonstrated to KLC the importance of providing the voices of affected communities directly to the government and to listen to the complex views of people directly affected by decision making. This project continues to inform how we consult with our communities directly affected by law or policy change.

The Hon Michael Kirby AC CMG described KLC's 'Having our Voices Heard - Fair Practices in Discrimination Conciliation Report' as "innovative" and said he "greatly admired the work of KLC" and shared the view that "law reform should be derived from real, life experiences."

The Hon Michael Kirby AC CMG  
Having our Voices Heard Report  
Launch, 2018

## Having My Voice Heard - Fair Practices In Discrimination Conciliation

> This Report was informed by years of experience representing clients in discrimination law complaints and our concerns that this process could cater better to disadvantaged clients.

KLC conducted research to highlight the ways in which vulnerable people experienced enforcing their rights when they had been discriminated against.

As part of our research, we spoke to former clients after their matters had concluded. We looked at the experiences across jurisdictions and what practices and experiences enhanced the sense of justice and resolution for clients.

Our report identified the ways in which human rights-based conciliation processes could empower those who experience discrimination, and could lead to greater overall satisfaction. Our clients focused on the importance of being heard as reparation for harm, a key insight that directly informed our best practice recommendations.

The Hon. Michael Kirby AC CMG

## Victims compensation: A very long campaign

> KLC has been a pioneering voice for how women who experience domestic violence and sexual assault receive justice. KLC was quick to respond when the law was changed to substantially reduce claims for victims compensation, affecting hundreds of people who had experienced long-term domestic violence and sexual assault. So began a very long campaign for our clients to have this unfairness overturned. Together with other community legal centres we worked over many years to continue to bring this unfairness to light. At the same time our lawyers worked tirelessly and creatively to lessen the hurt and impact of the changes on our clients, all the while agreeing that it was all just hugely unfair.

After a five-year campaign the retrospective changes that affected many claims were reversed allowing some of our clients to see the compensation to which they would have been entitled without the changes. By this stage it was impossible to quantify the many hundreds of hours of work on the files and the systemic advocacy, nor the countless students that worked on the files and the claims. Pure tenacity really won the day on this one driven mainly by affected people having the courage to tell their stories.

**KLC continues to argue for greater fairness and equity for compensation for gendered violence and the need to properly recognise this through a just, appropriately resourced compensation scheme.**

## Human rights of LGBTQI+ people

KLC has always advocated for the human rights of people who experience marginalisation. One of many areas where this has been the case is in relation to the human rights of lesbian, gay, bisexual, transgender, intersex and queer (LGBTQI+) people. We have provided advice and legal representation to many clients over the years who believed they were discriminated against because of their sexuality or gender identity.

In 1995 KLC acted for a gay couple against health insurer, NIB who refused to provide the couple and their son 'family cover'. The couple won in their matter at the Equal Opportunity Tribunal and the refusal was found to be discriminatory. The matter was appealed by NIB to the Supreme Court. The Court upheld the Tribunal's decision and found the policy by NIB was discriminatory. It was one of the first cases of same sex discrimination considered by a Supreme Court in Australia and reaffirmed the rights of gay people under the Anti-Discrimination Act.

Building on this work, in 1996 KLC advocated for federal discrimination law to protect gay and transgender people - 17 years before this took place. In 2006, KLC advocated for marriage equality - 11 years before this became a reality in Australia.

## Protest, Protection Policing: The impact of police powers on human rights

> 'Protest, Protection Policing: The expansion of police powers and the impact on human rights in NSW' report examined the policing powers of the 'Asia-Pacific Economic Cooperation meeting' within a human rights framework, and the right to protest.

The report critically analysed the legal changes to increase police powers around the meeting and considered the impact of increased police powers on socially and economically disadvantaged groups, such as the homeless and people with an intellectual disability, as well as protestors. It cautioned against the expansion of police powers and the impact on the right to protest. It was guided by the Centre's expertise in discrimination law and our commitment to disadvantaged communities.

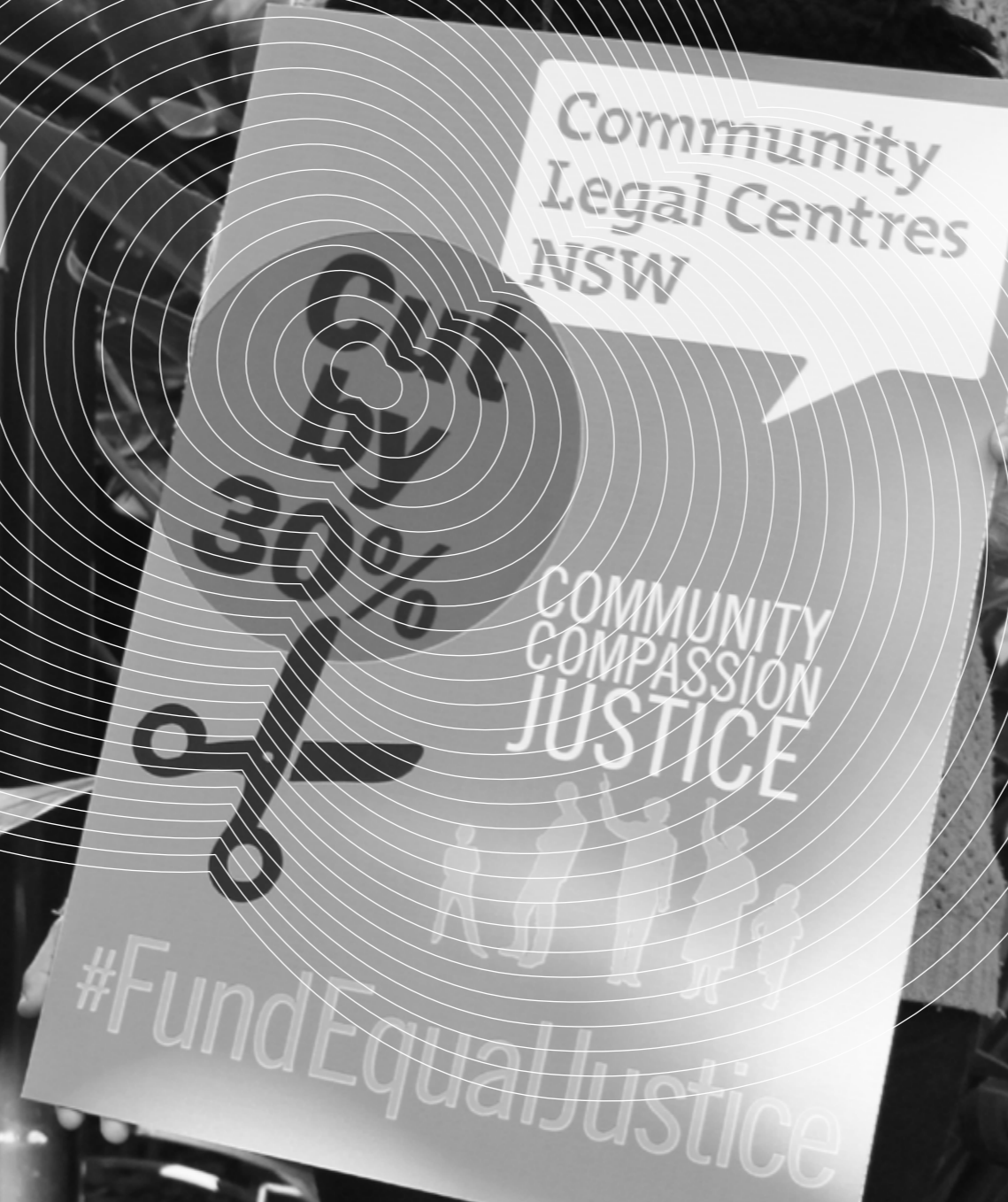




Kingsford Legal Centre

Faculty of Law

F8



# We teach through real world experience

—  
Teaching the law  
through real world  
experiences to  
improve lives





## A different model of teaching

KLC was devised as a different model of teaching law - to provide real world experiences to students, while also serving our local community. To this day we remain committed to this model of teaching and are world leaders in clinical legal education. We are proudly part of UNSW Law & Justice Faculty.

The model of clinical legal education pioneered by KLC exposes law students to real legal problems and clients, and to the complexity of legal practice, procedure and ethics. It also allows students to see first-hand how law works in reality, and to consider the extent to which the law delivers just and fair outcomes, especially for disadvantaged people.

“It opened my eyes to the impact of legal advice on people who can’t afford to employ a lawyer. It changed my direction in law to CLCs.”

Student Comment

KLC students are encouraged to immerse themselves in all aspects of the legal practice. They are given responsibility and supported to work collaboratively. Through these experiences and the opportunity for reflection, students gain a deeper and more complex understanding of how law really works. This can have a profound impact and many students go on to volunteer at community legal centres further into their careers or start their careers with a commitment to pro bono work.

Our students have kept KLC youthful and dynamic in focus and are a core part of KLC. Our clinical courses have evolved over time to increase the opportunities for UNSW Law students to be involved in the work of the Centre.

All UNSW Law & Justice students have exposure to the work of KLC through the integration of the Centre in both core and elective courses. Over the years we have grown our elective courses to further develop opportunities for students in different areas of focus and skills. We have also played an important role in supporting early year Aboriginal and Torres Strait Islander law students through exposure to the work of community legal centres, early in their degree.

### Impact in clinical and experiential legal education research

KLC has been a leader in clinical and experiential learning research and national/international collaboration since its inception. KLC has always shared its collective experience and pedagogy to improve the development of clinical legal education nationally and internationally. Highlights include:-

- Global Alliance of Justice Educators (GAJE): KLC was instrumental in the organisation of the Global Alliance for Justice Education (GAJE) Regional Conference, which was held in 2002. The first GAJE brought together legal academics, law students, community workers, jurists, advocates and legal practitioners from around the world. We have continued our collaboration with GAJE on its steering committee, organisation and delivering papers at subsequent conferences.
- 'Best Practices in Clinical Legal Education' - In 2012 KLC worked on a combined project with ANU, La Trobe, Griffith, Murdoch and Monash Universities to develop an in-depth study of the range of clinical legal education programs in Australia. The aim was to develop best practices for clinical legal education in Australia.
- KLC organised and hosted Australian national conferences / symposiums on legal clinical and experiential learning in 1991, 2011 and 2018.
- Since 1997 KLC has published 13 editions of the 'Clinical Legal Education Guide – Guide to CLE Courses Offered by Australian Universities'.
- In 2004 and 2010 KLC published the 'Indigenous Legal Education Guide' providing information to prospective Aboriginal and Torres Strait Islander students.

**At 40 we remain committed to continuing to provide our law students with opportunities and experiences that will enhance their understanding of the law and inspire their career choices.**

## 2021 AND BEYOND – PRIORITY PROJECTS FOR THE FUTURE



Innovate new clinical opportunities for our students



Continue to stay connected to the amazing network of KLC alumni



Provide increased pathways for students from diverse backgrounds to experience KLC



Continue to listen to our students and their ideas for the direction of our work



Foster new opportunities between our community and students

## OUR IMPACT OUR OUTCOMES

Since opening our doors in 1981, KLC has educated, conservatively, over 5000 students in our courses.

### Our impact on past students:

- > **83%** come to KLC to gain practical experience; and **66.9%** to help the community
- > **69.8%** said KLC impacted their career choices
- > **62.2%** undertook volunteer/pro bono work since graduating
- > **75.4%** said KLC changed the way they saw the law or themselves as lawyers
- > **24%** were volunteering (or had in the past) at a community legal centre

### Our impact on our 2020 students:

- > **100%** were overall satisfied with the quality of the course
- > **100%** felt that the feedback helped them learn
- > **100%** were overall satisfied with the quality of the teaching





## Emma Langton (Community Law student 2008 / 09)

> Having undertaken a summer session at Kingsford Legal Centre (KLC) before I graduated from UNSW in 2009 with a Bachelor of Arts /Law degree, I was privileged to observe and gain practical experience in advocating and assisting vulnerable clients in the community through my placement at KLC. This has stuck with me throughout my legal career. I have since worked in various solicitor roles that aim to help the most vulnerable members of our community. Those roles include legal associate to Family Court Appeals Judge, solicitor at Legal Aid NSW in both Family law and criminal law and most recently senior solicitor in the Aboriginal Services Branch.

KLC provides a supportive learning environment for students studying law. As a student I gained solid foundational skills required to be an effective and impactful, legal professional. The learning program achieved this through the opportunity to observe and undertake practical tasks including - interviewing clients, researching law, observing solicitor and client interactions and legal advice as well as exposure to a forward-thinking team of staff that genuinely care about helping people.

Having thoroughly enjoyed my time at KLC and being a proud Yaegl woman, I have continued on as a member of their Aboriginal Advisory Group to contribute and give back to the centre and the local Aboriginal community that they serve. I remain in this role to support and continue their great work within the community.



## Josh Wang (Community Law student 2017 - Herbert Smith Freehills secondee 2020 / 21)

> My first experience with KLC first started as a clinical student at UNSW in 2017, a time when I wasn't sure about my future career path or whether I wanted to qualify as a lawyer at all. In addition to being a collegiate and welcoming environment, what stood out to me back then was how profoundly the KLC solicitors impacted the lives of their clients across a wide range of legal areas. I took with me the realisation that the role of a solicitor was one that could be both incredibly dynamic and rewarding.

Three years later I was lucky enough to have the chance to come back to KLC as a Herbert Smith Freehills Secondee.

While initially overwhelming, I quickly gained the self-belief to start assisting clients across the same broad range of legal areas I first witnessed as a student.

Additionally, having been entrusted with multiple clients from the very outset, I quickly found myself needing to adapt to the responsibility that I was entrusted as a junior lawyer. In just half a year, I was given the opportunity to advocate at the NCAT Tribunal, resolve debt matters through AFCA, provide CLE talks and advise inmates at Long Bay Prison. Overall, my time with KLC has no doubt accelerated my professional and personal growth and equipped me with a greater resilience and adaptability that I will lean on for the rest of my career.

# KLC - Awards & Recognition

<p>AUSTRALIAN COLLEGE OF EDUCATION</p> <ul style="list-style-type: none"> <li>▶ Quality Teaching Award</li> <li>▶ Community Service and Social Justice Award</li> </ul>	<ul style="list-style-type: none"> <li>• KLC Director Fran Gibson 2001</li> <li>• KLC Staff 2017</li> </ul>
<p>AUSTRALIAN HUMAN RIGHTS COMMISSION AWARD – LAW CATEGORY</p>	<ul style="list-style-type: none"> <li>• KLC Director Anna Cody shortlisted in 2010</li> <li>• Associate Professor Anna Cody 2016</li> </ul>
<p>AUSTRALIA DAY COMMUNITY SERVICE AWARD FOR OUTSTANDING SERVICE TO THE COMMUNITY OF THE CITY OF RANDWICK</p>	<ul style="list-style-type: none"> <li>• KLC Community Coordinator Denise Wasley 2017</li> </ul>
<p>BRIGHT SPARKS AWARD FOR ENDEAVOURS UNDERTAKEN TO PROMOTE OR ENHANCE EQUAL RIGHTS IN THE WORKPLACE</p>	<ul style="list-style-type: none"> <li>• KLC Employment Law Solicitor Maria Nawaz 2016</li> </ul>
<p>AUSTRALIAN LEARNING AND TEACHING COUNCIL AWARD FOR INNOVATIVE CLINICAL LEGAL EDUCATION</p>	<ul style="list-style-type: none"> <li>• KLC staff Anna Cody, Emma Golledge, Anna Hartree and Denise Wasley - 2010</li> </ul>
<p>SHORTLISTED FOR AFR HIGHER EDUCATION AWARDS IN COMMUNITY ENGAGEMENT CATEGORY</p>	<ul style="list-style-type: none"> <li>• KLC's partnership with Kooloora Community Centre and the clinical teaching opportunity this presents for both our students and the community 2016</li> </ul>
<p>UNSW AUSTRALIA STAFF EXCELLENCE AWARDS</p> <ul style="list-style-type: none"> <li>▶ Excellence In Community Engagement</li> <li>▶ Excellence in Enhancing the Student Experience</li> </ul>	<ul style="list-style-type: none"> <li>• KLC staff for our clinical programs 2007</li> <li>• KLC Solicitor / Clinical Supervisor Dianne Anagnos for her work running KLC's Community Legal Education Program 2014</li> </ul>
<p>LAW &amp; JUSTICE FOUNDATION JUSTICE AWARDS</p> <ul style="list-style-type: none"> <li>▶ Pro Bono Relationship</li> <li>▶ Volunteer</li> </ul>	<ul style="list-style-type: none"> <li>• KLC &amp; Herbert Smith Freehills 2012</li> <li>• Dave McMillan 2013, Mike Steinfeld 2011, John Longworth 2002</li> </ul>
<p>VICE-CHANCELLOR'S AWARD FOR TEACHING EXCELLENCE</p>	<ul style="list-style-type: none"> <li>• KLC Director Anna Cody 2008</li> <li>• KLC 2001</li> </ul>
<p>WOMEN LAWYERS ASSOCIATION – ACHIEVEMENT AWARD IN COMMUNITY LAW CATEGORY</p>	<ul style="list-style-type: none"> <li>• KLC Director Anna Cody 2007</li> <li>• KLC Principal Solicitor Emma Golledge 2011</li> </ul>



# 40 Years of Impact - Highlights



**1981** UNSW Law School's new clinic, Kingsford Legal Centre, began operations with Neil Rees as Director.

**1983** KLC achieves funding from Legal Services Commission of NSW.

**1984** Volunteer solicitor program commences.

**1986** Tony Woods appointed Director.

**1989** KLC acts for Joy Williams in her 'Stolen Generations' test case.

**1991** Simon Rice appointed Director. — KLC hosts the first National conference on Clinical Legal Education.

**1992** Freehills secondee program commences with Miles Bastick as the first secondee. — Outreach established at Kooloora Community Centre.

**1993** KLC played a major role in establishment of the Waverley Domestic Violence Court Support Scheme.

**1994** KLC takes on the case of Eileen Waugh seeking a pardon.

**1995** Frances Gibson appointed Director. — KLC takes on discrimination against gay people in a health insurance matter.

**1996** Wills Day - pensioners attend to give wills instructions to students doing the succession course under the supervision of (then) Lecturer Prue Vines.

**1997** KLC publishes first edition of Guide to Clinical Legal Education in Australian Universities.



# 40 Years of Impact - Highlights



**1998** Law, Lawyers & Society students start attending KLC as part of their course.

**1999** Joy Williams loses her stolen generations case at the Supreme Court. KLC lodges an appeal.

**2000** Employment Law Clinic opens. — KLC wins the UNSW Vice-Chancellors Award for Teaching Excellence. — Court of Appeal in Joy Williams' case upholds the original decision.

**2001** KLC wins The Australian Award for Teaching for Law and Legal Studies. — High Court in Joy Williams' case rejects leave to appeal.

**2002** Student advocacy scheme commences with Waverley Court. — KLC wins two trailblazing family responsibility discrimination matters.

**2003** Launched Foundations Enrichment Course for first year Indigenous students. — KLC represents a prisoner who needed access to a computer for education.

**2004** Street Practice TV series filmed and aired on ABCTV. — Former student and staff member Anna Cody appointed Director. — KLC's Guide to Indigenous Legal Education published.

**2005** Developed protocol for local youth centre, The Shack, for working with local police.

**2006** KLC finally moves from the temporary hut at 11 Rainbow Street to new Law Building on Kensington campus.

**2008** KLC appoints Keith Ball, our first Aboriginal Access Worker.

**2009** KLC leads consultation with our local community on the importance of human rights protection in Australia. — Family Law & Domestic Violence CLE Clinic commences. — KLC team achieve the Australian Learning and Teaching Council citation for innovative clinical legal education.

**2010**



# 40 Years of Impact - Highlights



**2011**

KLC staff win UNSW Excellence in Community Engagement Award.

—

Receive funding from Legal Aid for new Visa Cancellation Clinic for Prisoners.

**2012**

Law Reform Solicitor position created.

**2013**

Publication of 'Working with Aboriginal Clients - Service Provision Manual'.

**2014**

KLC publishes the 'Clinical Legal Education Guide'.

**2015**

KLC delivers new summer course, Legal Aid and Global Justice Lawyering.

**2016**

KLC gives evidence to the NSW Parliament on reparations to the Stolen Generations in NSW.

**2017**

Coordinated Australian NGO's submission to the United Nations Human Rights Committee review of Australia's compliance with the ICCPR.

**2018**

KLC hosts Australian Symposium on Clinical Legal Education.

—

Developed and delivered CLE on sexual harassment for high school students.

**2019**

Emma Golledge appointed KLC Director.

—

KLC achieves three -year funding for our HJP.

**2020**

Launch of Sexual Harassment Legal Service.

—

Survived our first pandemic.

**2021**

KLC celebrates our 40th birthday.



## From Local to International

> Professor Anna Cody  
KLC Director ( 2004 - 2019 )



KLC has always taken to heart the adage that the personal is political and that from local we go to global. The Centre has a strong commitment to its local communities and their development through the creation of opportunities and the provision of support. KLC has been particularly committed to ensuring that high school students learn about the law through community education programs addressing issues such as anti-domestic violence and sexual harassment. The Centre ensures that people living in social housing can contribute to meaningful discussion and can directly influence issues that affect them through engaged law reform.

That vision of 'from local to international' came into sharper focus with the Centre's involvement in the first meeting of a group of clinical legal educators from around the world in Trivandrum India in 1999. From this meeting, the organisation 'Global Alliance for Justice Education'(GAJE) was formed, in which KLC continues to play a leading role. This in turn has enriched the teaching and community work of the Centre. The Centre organised one of the first GAJE regional conferences in Sydney in 2002, and I was honoured to be elected to be on the Steering Committee in 2015 and to chair the 10th GAJE conference in Mexico in 2018.

Another expression of the Centre's reach to the international stage has been through its leading role in civil society coalitions in human rights monitoring within Australia. This began through the Centre's connections with other community legal centres and other civil society organisations to record how Australia was achieving its economic, social and cultural rights in 1999.

This comprehensive report was presented to the United Nations Committee on Economic, Social and Cultural Rights in Geneva. Issues which were – and continue to be – of pressing concern such as reparations for the Stolen Generation and cuts to income payments for social security recipients, were raised. These were part of law reform campaigns and strategic litigation in which the Centre was engaged domestically.

This marked the beginning of the Centre's engagement in human rights monitoring extending into women's rights, leading an Australia-wide process in 2004 to measure how Australia was achieving women's equality under the Convention for the Elimination of All Forms of Discrimination Against Women (CEDAW). This process drew from KLC's community roots engaging with women and girls with disability, women from culturally diverse backgrounds and Indigenous women in order to include their voices in the final civil society reports.

This ability to take the voices of marginalised and disadvantaged people to an international forum has proven to be one of KLC's distinctive qualities. The enrichment gained by bringing the local to the global and back, has not only been a source of strength, but it has renewed the work and reignited the purpose of the Centre.

While the immediate policy gains are slow in coming, the impact of repeatedly raising concerns adds to the pressure on government to take constructive measures to address disadvantage. It is significant to note the slow, incremental steps that have led to the recognition of the deep wrongs inflicted upon the Stolen Generations and that have provided some form of reparation, most recently a decision by the Federal Government to pay compensation to members of the Stolen Generations.

**KLC has had a profound impact in its 40 years. By continuing to raise its voice both locally and internationally, KLC has been a part of numerous and significant movements towards greater justice for so many communities. Congratulations!**

## Access to Justice and KLC

> Dr Frances Gibson  
KLC Director ( 1995 - 2004 )



It was 1998. Every morning after a sleepless night, I would get up early and walk from Erko to Centennial Park where I would stride around - anxiously trying to get clarity on some big issues at work.

There was a Law School funding crisis. The centre cost too much and was to be shut down. Morale was rock bottom. Inspired by the Maritime Union Australia strikes, talk was starting about barricading ourselves into the Centre when the shut down time came. Nothing I had ever faced in my career seemed as momentous as trying to find some solution to all this.

To this day, I still feel sick thinking of those times. As Director, I would have been responsible for the demise of a Centre which had existed for 17 years. Staff would have lost their jobs. Students may never have had the chance to learn from real clients again. The amazing volunteer solicitors might have had to give up their important work. These were the things that loomed large in my mind. Looking back today however, the only thing that mattered was the clients.

For over four decades, the estimated number of clients assisted by KLC sits at around 50,000. I cannot even picture what 50,000 clients would look like. Each and every person with a problem. And the thing is, for most of them, they had nowhere else to go. It was KLC or nothing.

Their faces come to mind - the client who was dismissed from his employment in a funeral parlour because of his disability. Then there's the line upon line of women suffering violence at the hands of violent men. The client who suffered a severe peanut allergy that caused anaphylaxis and couldn't find a safe airline to fly her.

The woman who fought to allow people who had suffered mental illness to be able to retain jobs in the police service when they had recovered; the refugee applicants and clients desperately seeking reunion with their families overseas; the man who heard voices speaking to him from his television and wanted them to stop; the multitude of workers unfairly dismissed from their jobs. And so on, and so on.

**For them KLC was the last port in a storm. The centre was there to help, and it did, making a massive difference to so many lives. This is why we fought so hard for the Centre to continue and with the support of our community it lived another day. The community is lucky to have such an asset. We must never let it go.**





## KLC continues to drive social change

> **Professor Simon Rice, OAM**  
KLC Director ( 1991 - 1995 )

Thinking about the role that Kingsford Legal Centre has played in relation to clinical legal education, I wondered – 'What if there had never been a KLC? How might clinical legal education in Australia have been different?'

That's actually an interesting question to ask of many other things. For example, legal education - it's more diverse and experiential than it might have been otherwise; anti-discrimination law - it's more developed than it would have been otherwise and hundreds of alumni - they are in careers in public and community legal service that they might not have pursued otherwise.

KLC is a rare example in Australia of the dominant clinical model in the United States, the 'in-house live client clinic'. The dominant model in Australia is the much-more-affordable external placement approach. Clinical legal education in the US is, to a very large extent, concerned with preparing students for practice. In Australia, however, it has a strong, almost exclusive, social justice focus.

That social justice focus is due in large part to the approach of Monash Law School's clinic Springvale Legal Service which was the model for KLC. Without KLC, the clinic at Springvale may have remained an anomaly. The establishment of KLC helped to spread the idea that legal education can be and should be engaged, social justice focused and service-oriented.

At a time when they were the only ones doing this thing called clinic, the staff of Monash/Springvale and UNSW/Kingsford discussed, compared and collaborated. When KLC hosted the second national conference in 1991, it was the beginning of a national profile for clinical legal education. There were just three clinical programs then. Now there are close to 30.

KLC has been an integral part of the theoretical and practical development of clinical legal education in Australia and internationally, through research reports, surveys, guides and articles, and the thought leadership of its staff. The theoretical contribution reached its peak recently, with Anna Cody's KLC-inspired doctoral thesis, 'Forming lawyers for justice: the role of clinical legal education in developing reflective lawyers.'

KLC has been an innovator on the practical side of clinical legal education, too. One example is the exposure of every law student in a degree program to at least one 'clinical' encounter with a client. Long standing points of difference and debate between the Springvale and Kingsford clinics – traversed not only in conversations but in published articles and reports – are whether and how to grade students, and whether and how a student should convey legal advice to a client without supervision. Such innovation and debates have been essential to the development of world-class clinical practice in Australian law schools.

**So, my thought experiment suggests to me that if there had never been a KLC, there might have been less clinical legal education across Australia, less scholarship, less innovation, and less focus on social justice. What a good thing there has been – and still is – a KLC.**

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"My time at KLC was formative in my career. Not only did it make me want to be a lawyer, it made me see what kind of lawyer I want to be – dedicated and compassionate."

Student Comment

## Reflections from our founding Director

> **Emeritus Professor Neil Rees**  
KLC Director ( 1981 - 1986 )



Kingsford Legal Centre was established in 1981 because of the energy and creativity of the UNSW Law School staff during the formative years of the 1970s. At that time, university education was free and there was, consequently, a strong emphasis on public service by both staff and students.

In the late 1970s the Law School decided that it wished to add a clinical legal education component to its already very different teaching program which emphasised Socratic teaching in very small groups of students. Why clinical? Many of the academic staff were originally from the United States and many more of us had undertaken postgraduate studies in the US where clinical legal education, which had been developing since the 1920s, had become quite prominent at the leading, and highly influential law schools such as Harvard, UCLA, and UC Berkeley.

The UNSW Law School decided that to implement clinical legal education it would be most effective to employ someone with experience in the field to devise and implement a strategy. The only other law school in the country with a clinical legal education program at that time was at Monash University which had operated its program in conjunction with the Springvale Legal Service since 1975. I had been one of the founders of the Springvale Legal Service a few years earlier.

I arrived at UNSW in the first week of 1980 to a warm and encouraging welcome. I soon discovered that clinical legal education meant very different things to different colleagues.

For some, it offered a means of expanding conservative classroom teaching and book learning by enabling students to reflect upon the impact of the law on the daily lives of some members of the community. For others, it was a way of introducing students to important skills such as interviewing, counselling and negotiation as well as learning how to bundle together the relevant knowledge of multiple and complex legal rules with a diverse range of skills to assist a client. For others still, it was a means by which the university could contribute to its local community by harnessing the abilities of its students and staff for the benefit of people who could not afford the services of a private lawyer to help them with a legal problem.

I happily adopted all these objectives which clearly involved students spending time in a legal office undertaking work for people with a legal problem under the supervision of a qualified person.

While our early focus was upon establishing a clinical legal education partnership with Redfern Legal Centre, it soon became apparent that we should open our own legal office as there were too many obstacles in the path of a formal association with Redfern. Once that decision was made, things moved very quickly. With the assistance of Randwick Council suitable premises were located at the Kingsford roundabout. The University's maintenance staff provided a very basic fit-out and we embarked upon the task of establishing a legal office. We needed staff, office equipment and a basic law library. In 1981 there were no computers, the internet did not yet exist and AustLII had not been created.

As mainstream legal aid was still in its infancy in 1981, the local legal profession was more than happy to support an organisation that provided free legal advice and assistance to people who could not afford the services of a private solicitor and which did not operate competitively in remunerative areas such as conveyancing and personal injuries. Many local solicitors soon joined the volunteers' roster, providing free legal advice to clients during evening intake sessions.

From the outset our aim was to provide a broad range of legal services – not just advice – to members of the local community. KLC offered full case work legal services in matters ranging from minor crime to family law disputes, to the drafting of wills. We quickly established specialisations in two newly emerging fields of legal practice, anti-discrimination law and domestic violence, which were of little interest to the private profession because most clients had no capacity to pay. Those fields of practice provided students with great opportunities to observe how both the substantive law and the legal system often respond very slowly and cautiously to emerging social challenges.



"I wish KLC a very happy 40th birthday. I'm extremely grateful to have been present at its birth and I am not at all surprised at seeing KLC moving into middle age. What was a good idea in 1981 has clearly become an integral part of the UNSW Law School."

Neil Rees



## Neil Rees - reflections on KLC's impact

**KLC has had a significant impact upon the careers of many law students, the delivery of legal education, the content of the law and the well-being of the local community.**

Testimonials from UNSW law students who spent time at KLC indicate the extent to which that experience broadened their education by introducing them to some of the skills required in legal practice and to the reality that law is an applied discipline. It's extremely helpful to learn at law school, rather than discover later when working as a practising lawyer, that the law as stated in statutes, appellate court decisions and textbooks often means little to people with a legal problem because practical matters such as cost and delay assume prominence.

It's also extremely helpful to learn while still at law school that lawyers are members of a profession who have a duty to uphold the rule of law by assisting those in the community who cannot afford to resolve their legal problems by engaging the services of a private practitioner. As important is the obligation to advocate for change when experience indicates that the law is unjust or unfair.

Forty years after the establishment of Kingsford Legal Centre, most law schools in Australia have some sort of clinical legal education program. As the pioneers, UNSW and Monash provided models for other Australian law schools to follow or adapt. Now, these clinical legal education programs are influential internationally.

Many KLC cases and campaigns contributed to important changes to the law. Back in the early 1980s there were few legal options open to victims of domestic violence. While we still struggle as a community to develop effective legal responses to some aspects of domestic violence, significant advances have been made. This is due to the experience built up over the years by community legal centres such as KLC and to the capacity to use that experience to advocate for change.

Some KLC cases and advocacy have led directly to changes in Australia's anti-discrimination laws. The passage of the Commonwealth Sex Discrimination Act was clearly hastened by a successful claim by a respondent in a KLC case that the sex discrimination provisions in NSW law did not apply to people employed in NSW by a Commonwealth instrumentality.

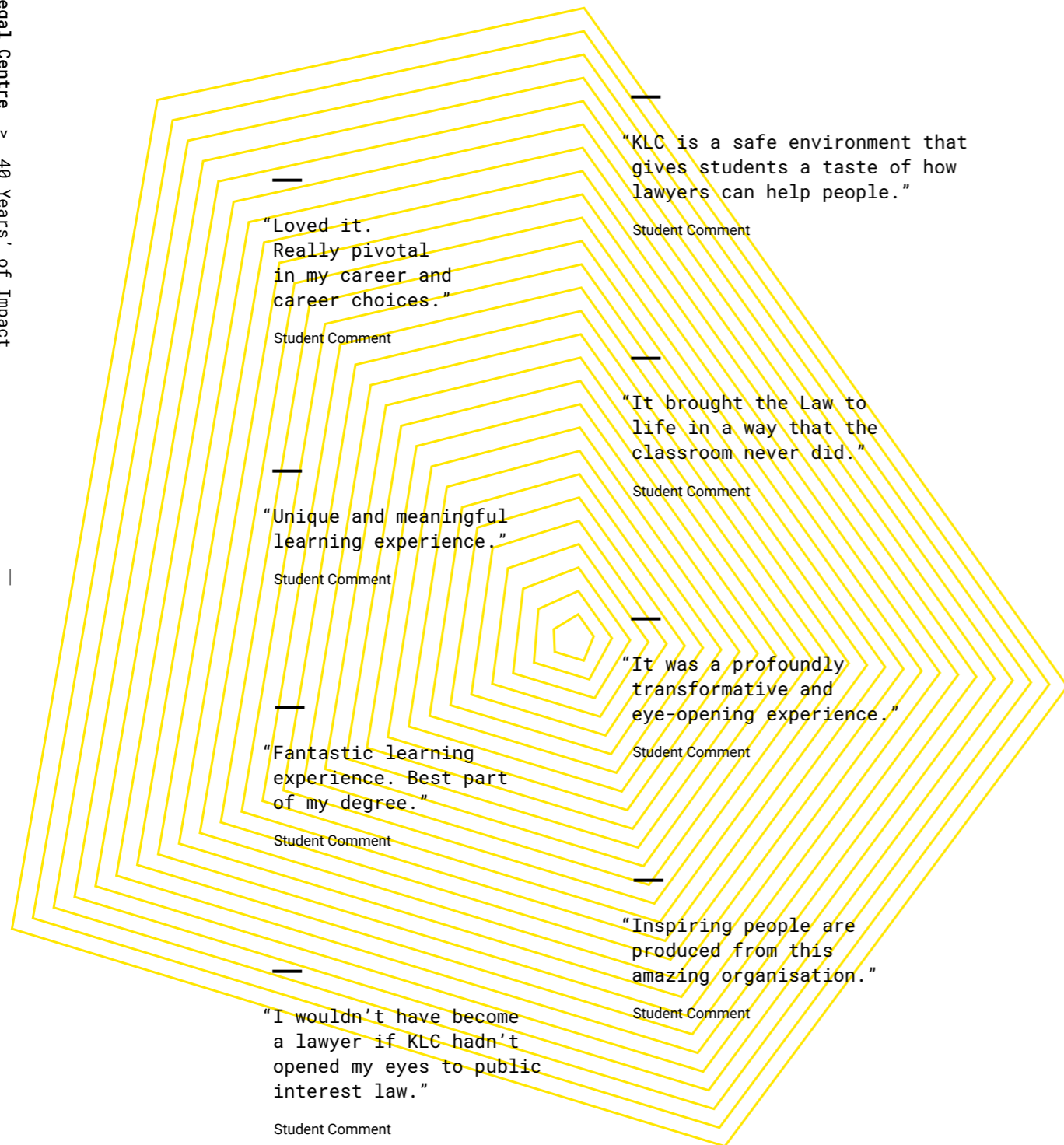
The provisions in the Commonwealth Racial Discrimination Act which seek to allow Commonwealth and state race discrimination laws to operate in harmony were added following a claim by a respondent in a KLC case. Here the race discrimination provisions in NSW law were invalid because they were inconsistent with the relevant provisions in the Commonwealth Act.

Lastly, the passage of the Commonwealth Disability Discrimination Act was clearly hastened by a successful High Court claim by a respondent in a KLC case. In this instance, the respondent claimed the disability discrimination provisions in NSW law did not apply to an insurance company which operated in NSW because that company's operations were governed by Commonwealth law.

The anti-discrimination law caseload grew quickly and generated considerable interest among the academic staff at the Law School because many of the cases ended up in appellate courts, often on constitutional law points. While most of the cases settled before hearing, as they do today, some respondents (often large public sector organisations) chose to defend claims of discrimination on what they considered to be matters of 'principle' by raising constitutional points at the outset, or on appeal once they had lost before the tribunal. During a matter of only a few years, six of these cases ended up in the NSW Court of Appeal or the High Court. This provided great learning opportunities for KLC students but much heartache for our clients who had inadvertently become trail blazers in the quickly evolving field of anti-discrimination law by winning at a tribunal hearing but losing on appeal on intricate points of law.

Pictured right, Dawn Rees, Pam Ditton, Bob Toner and Neil Rees.





“KLC is a safe environment that gives students a taste of how lawyers can help people.”

Student Comment

“Loved it. Really pivotal in my career and career choices.”

Student Comment

“It brought the Law to life in a way that the classroom never did.”

Student Comment

“Unique and meaningful learning experience.”

Student Comment

“It was a profoundly transformative and eye-opening experience.”

Student Comment

“Fantastic learning experience. Best part of my degree.”

Student Comment

“Inspiring people are produced from this amazing organisation.”

Student Comment

“I wouldn't have become a lawyer if KLC hadn't opened my eyes to public interest law.”

Student Comment

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