



## OUR CLIENTS TOLD US

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



Images above: Kooloora Community Centre



South Maroubra Tenants Action Group

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

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

# KINGSFORD LEGAL CENTRE IMPACT REPORT

For over 37 years Kingsford Legal Centre (KLC) has provided free legal advice, casework and community legal education to people who live, work or study in the Randwick City Council area and the Port Botany and Mascot Wards (ex-Botany Council) of Bayside Council. We also provide advice and casework on discrimination law matters state-wide. KLC undertakes law reform and policy work to ensure that our clients' interests and experience are raised at all levels of government – right up to the United Nations.

We have a close connection to our community and our service delivery is flexible and responsive to its needs. We work closely with community organisations to ensure our clients receive a holistic service. Our service delivery model adjusts to assist vulnerable clients with complex needs.

Kingsford Legal Centre is part of UNSW Sydney Law Faculty and provides clinical legal education to over 500 of its students each year.

### **OUR SERVICES IN 2018**

Kingsford Legal provides over 40 advice appointments per week at a range of locations and times. Our Generalist Service provides legal advice on civil and criminal law matters such as:

- · Credit and Debt
- Consumer
- · Domestic Violence
- Tenancy
- · Car accidents
- Fines
- · Minor criminal matters

Our Employment Law Clinic helps people facing problems at work. This clinic provides advice, casework, community legal education and law reform on employment law. It assists with:

- · Unfair dismissal
- · Underpayment of wages and entitlements
- · General protection claims

Our Discrimination Law Clinic is a state-wide advice and casework service for all forms of discrimination including; race, disability, age, carer's responsibilities, sexual orientation, gender, pregnancy and sex.

Our Family Law/Family Violence Clinic provides community legal education workshops to our local community. It also gives help to people who have not yet entered the Family Law Court system.

**1708** 



legal advices were provided to our community by KLC in 2018 284



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





community legal education activities and resources were delivered in 2018





law reform and policy projects were worked on in 2018



"After having the appointment I got a clearer idea on what to move on in the following stage, it won't be easy,.... But I got confident from KLC, and the smiles from your faces make me feel warm in my heart. It's not your obligation to help at all, but all of you always give me your helping hand when I am in trouble. Words could not express my grateful feeling. Thank you again for all of your kind help!!"

"I have a very clear understanding. Megan (volunteer solicitor) is highly efficient and was also understanding of my many issues and sensible in her responses."

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

### **OUR CLIENTS**



### WHAT OUR CLIENTS SAY

In April/May of 2018 we surveyed our clients about the service



## **ACCESSIBILITY**

# **KLC Focusses On Making Sure That Our Service Is Accessible To All**

We do this through our flexible service delivery model which is designed to remove barriers to justice for vulnerable and disadvantaged people:

CLIENT TYPE	SERVICE DELIVERY	
Aboriginal Clients	Aboriginal and Torres Strait Islander clients are offered advice by a solicitor immediately when they contact the centre, either over the phone or in person. All clients who telephone the Centre are asked if they are Aboriginal or Torres Strait Islander and, in the event that the Aboriginal Access Worker is present, if they would prefer to speak to them.	
Culturally and Linguistically Diverse (CALD)	The Centre provides free interpreters as required. In situations where face-to-face interpreting is not available, telephone interpreting is available.	
Clients with Children	Clients with children may find it difficult to attend evening advice sessions. They can be offered a daytime appointment, telephone advice or a home visit if necessary.	
Clients with Disability	This includes people with physical disability, intellectual disability and mental health problems. If necessary we will see these clients at home or in hospital, or to provide advice by phone. We give clients longer appointments if required.	
Community Workers	The Centre gives immediate telephone advice to community workers from our catchment area when they have a client with them, rather than referring them to an advice session.	
Domestic Violence Clients	Women experiencing domestic violence are offered advice by a solicitor immediately if their matter is urgent.	
Older people	We offer daytime appointments and in some cases visit older people in their home, nursing home, hospital or conduct phone appointments.	
Prisoners	If a prisoner rings the Centre they are put through to a solicitor immediately for telephone advice or referral.	



# KINGSFORD LEGAL CENTRE OPERATES FIVE OUTREACH SERVICES TO INCREASE THE ACCESSIBILITY OF OUR SERVICE:

### **Kingsford Legal Centre Outreach Services**

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



### **CLIENT COMMENT**

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



## **OUR CLIENTS' STORIES**

## UNFAIR TACTICS BY EDUCATION COLLEGE

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

## ADVOCATING FOR HOUSING

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

## DISABILITY DISCRIMINATION

Shayla came to KLC for assistance after she tried to access a form of public transport with her assistance dog Freddie, but was refused access. This had a big impact on Shayla as it limited her ability to get around and live her life independently. She was very distressed by the refusal. KLC made a discrimination complaint for Shayla and we represented her in a conciliation which resulted in compensation to Shayla for the impact on her and the transport provider agreeing to staff training on assistance animals. KLC's help means that Shayla can now use the transport service with Freddie without any issues, which has had a huge impact on her mobility. She is able to participate fully in the community and get to and from her appointments easily.

# OUR IMPACT ON OUR CLIENTS

Clients of KLC agree that we provide appropriate services that can assist them with resolving their legal problems. The case studies show that when clients have their legal problems resolved, this often leads to greater impacts upon their lives such as improved family relationships, relief from anxiety and stress, freedom from debt and access to an income.

KLC understands our community through our Legal Needs Assessment research. This study of our service area ensures our services are targeted at, and accessible to, the most vulnerable and disadvantaged people in our local community.

In 2018 KLC took steps to further increase our access to the community through commencing discussions with the Prince of Wales Hospital in Randwick to develop a Health Justice Partnership. This partnership will involve working closely with social workers and health professionals at the hospital to help vulnerable patients with their legal problems, many of which are closely linked to their health issues. Discussions have been extremely positive and will continue into 2019. We plan to open an outreach by a KLC solicitor at the hospital that will be up and running within the first half of the year.



# WORKING WITH OUR LOCAL COMMUNITY



Working with our community partners is a vital part of being responsive to the community's legal needs and ensuring that the people who most need our help have priority access to our services. We do this by using a warm/facilitated referral process to community partners to ensure clients get the extra support they need.

# Working collaboratively with community partner organisations involves:

- Providing community legal education
- Working with local community partners so that they are well equipped to link the local community into our client services

# The impact we are seeking to achieve through this work is that our community has:

- Increased local knowledge and education
- Increased access to services that meet their legal needs.

### **OUR ACTIVITIES**

#### Our community legal education

Community Legal Education (CLE) is a key part of Kingsford Legal Centre's service delivery program. It is informed by our advice and casework clinics as well as our community development work. KLC runs an extensive program which is both proactive, and reactive to community requests. It includes:

- Monthly, free, plain English law sessions for community workers
- Innovative and interactive sessions to local schools on relevant and topical issues such as #MeToo/ sexual harassment

 Rights at work factsheets for women in three community languages and English

#### Our community relationships

Strong and respectful relationships with our community partners are key to our ability to offer holistic service to our clients. KLC works closely with many community partners, including:

- Participating in the Eastern Suburbs Domestic Violence Network
- Having staff members who are active board members of three key local agencies - SECC, The Deli and EATS
- Creating strong warm referral pathways with all key local agencies.



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

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

### **CASE STUDY**

# #METOO COMMUNITY LEGAL EDUCATION AT MATRAVILLE SPORTS HIGH

KLC developed and delivered a presentation to 38 girls and boys at Matraville High as part of their Year 9 Personal Development, Health and Physical Education class on sexual harassment and how this might affect young people in their day to day lives.

This has been a hot topic thanks to the #MeToo movement. KLC believes it is important that young people are aware of their rights and what they can do if they are sexually harassed. This is particularly relevant as they begin to enter the workforce.

The students were really enthusiastic and fed back that they had learnt a lot from the presentation, for example, students said that they hadn't known the difference between sexual assault and sexual harassment and they



didn't realise that sexual harassment happens to both men and women all the time.

The presentation has also been presented at JJ Cahill High School and will be further developed and rolled out to other high schools in our local area.

### Students that attended that session were surveyed for feedback:



98%

of the students said they learnt something new.

95%

of the students said that the information was easy or very easy to understand

91%

of the students indicated that the group activities helped them understand sexual harassment better.



# FAMILY LAW AND DOMESTIC VIOLENCE COMMUNITY LEGAL EDUCATION TO OUR COMMUNITY PARTNERS

KLC provides a free program of Plain English law community legal education workshops for community workers.

The feedback from our session on Family and Domestic Violence Law Update for Community Workers included:

86% felt the information was very well presented

75% felt the session was very useful

100% agreed or strongly agreed that the information was appropriate for their level of knowledge





### **ATTENDEE COMMENTS:**

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

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

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

"Very informative, enjoyable"



# KINGSFORD LEGAL CENTRE'S CONTRIBUTION TO LAW REFORM AND POLICY

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

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

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

Our law reform projects are informed by the advice and casework of the Centre and span all levels of government from local councils to human rights complaints to the United Nations. This year KLC engaged in a wide range of law reform activities.

## KINGSFORD LEGAL CENTRE ADVOCATING FOR AUSTRALIAN WOMEN ON THE GLOBAL STAGE

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

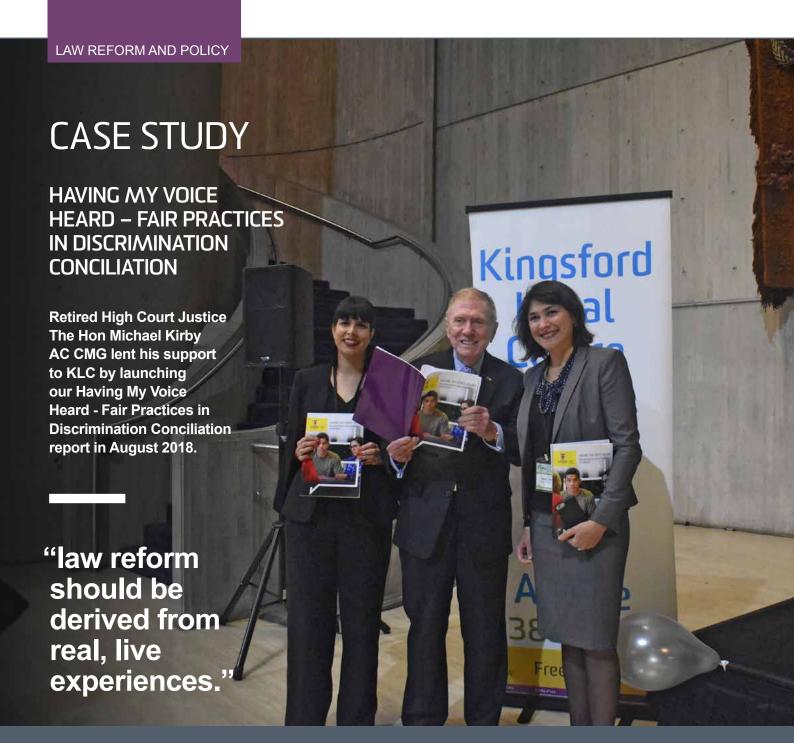


## PUBLIC HOUSING POLICY ADVOCACY

In early 2018 KLC collaborated with other community organisations to advocate for public housing applicants facing the new Inner Sydney Local Allocation Strategy. This new Housing NSW policy prohibits applicants with drug supply or manufacture convictions in their past from being housed in Surry Hills, Redfern, Waterloo and Glebe. KLC was concerned that this policy is unfair, was implemented without community consultation, and will result in longer wait times for public housing applicants. This work forms part of KLC's ongoing involvement in the issue of criminal record discrimination.

### KLC MAKES SUBMISSION TO THE AUSTRALIAN LAW REFORM COMMISSION'S INDIGENOUS INCARCERATION RATES INQUIRY

KLC made a submission to the Australian Law Reform Commission's Indigenous Incarceration rates Inquiry. In our submission, we raised issues including high incarceration rates, police accountability, mandatory sentencing, issues faced by female offenders, and availability of diversionary programs. We raised human rights concerns, including the need to promote self-determination of Aboriginal and Torres Strait Islander people.



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

The report, based on extensive research and interviews with clients, as well as expert legal practitioners, explores the experiences of vulnerable people who make

complaints under NSW and Commonwealth discrimination and employment law, and contains ten best practice recommendations to make access to justice fairer.

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

### **OUR VOLUNTEERS**

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

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

### WHAT OUR VOLUNTEERS SAY

In 2018 we surveyed our volunteers to learn more about their experience of volunteering at KLC. 53% of our volunteers responded to the survey. 32% of these respondents had been practising law for over 16 years and 10% had been volunteering at KLC for over 10 years. This is what they had to say:

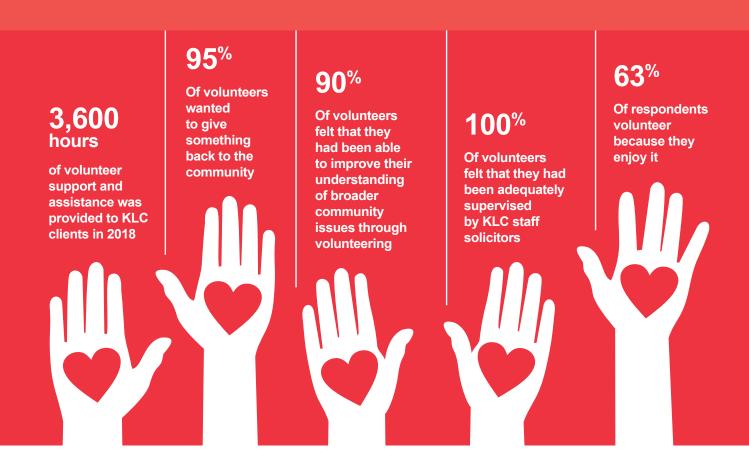
"I like giving back to the community and being able to help those in need."

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

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

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

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



## **OUR PRO BONO PROGRAMS**

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

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

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

# \$890,000 Approximate value of KLC's pro bono programs

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

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

# OUR VOLUNTEERS – Mike Steinfeld

Mike's commitment to social justice and his belief in "giving something back" led him to volunteer his services very early in his career. In 1984 he began his long association with Kingsford Legal Centre, volunteering on a fortnightly basis for an evening advice clinic for 34 years! Conservative estimate of clients that Mike advised over those years is 1340!!!



KLC Solicitor Dianne Anagnos and Mike Steinfeld

### "giving something back"

Mike is sensitive to the needs of our clients, many of whom are from socially and economically disadvantaged backgrounds and experience severe difficulties dealing with the legal system. His empathetic manner and strong listening skills means he is able to effectively assist clients whose problems may be multi-layered. He is honest, professional, generous and kind and we rely on him heavily. A true unsung hero.

### **OUR STUDENTS**

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

KLC is part of the UNSW Sydney Law Faculty and provides clinical legal education to its students. Clinical legal education is a way of teaching law, legal procedure and ethics. It's a style of teaching and learning where students are engaged in legal work for real clients and then analyse and reflect on this experience in a structured way.

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



#### STUDENT ADVOCACY MATTER

Where possible, KLC seeks to provide students with the opportunity to appear for clients in the Local Court under our Student Advocacy program. The students are closely supervised by a KLC solicitor. An example is Daria's case. Daria was charged with possessing a prohibited drug and had to attend the Local Court. Daria had previously attended the local Police Station seeking help for finding her lost wallet. When she emptied her bag to find identification the Police found two prescriptions tablets in her bag, and charged Daria with the offence as she could not prove that she had a prescription for them. Daria was very vulnerable, with a history of mental illness, homelessness and other issues. She was not eligible for representation from Legal Aid for these charges. A KLC student, interviewed the client and built a relationship of trust with Daria. She entered a guilty plea on behalf of Daria and made submissions based on Daria's health conditions, financial circumstances and good record. Our student was successful in obtaining a Section 10 with a 12 month good behaviour bond for Daria. This was an excellent result, and one we believe that the client would not have been able to achieve without our student's assistance and representation. Daria was then able to get on with her life and focus on her health issues.

# WHAT OUR STUDENTS HAVE TO SAY ABOUT KLC



















"It was a really valuable learning experience and enabled me to broaden my legal and professional acumen while assisting clients and contributing to community work."

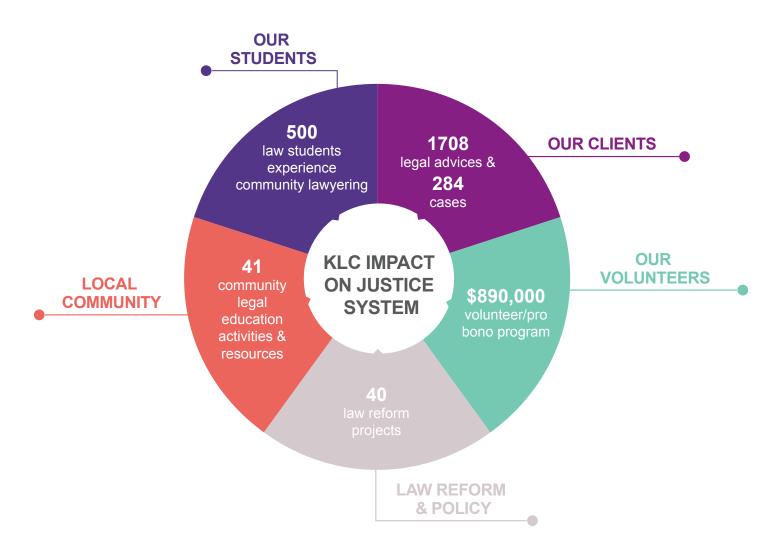
"I think overall the experience at KLC has been very valuable. I have learnt a lot and I thank all the staff members at KLC for giving me such a valuable learning experience."

"Thank you for giving students the opportunity to learn and work in this fantastic and extremely beneficial environment. It has given me a lot of understanding about the work that CLCs do and the need for reform advocacy."

"It has confirmed for me that my passion for law reform and policy is a legitimate choice and a valid way to use my law degree."

"I would love to come back as a volunteer solicitor after I've completed my first year as a solicitor."

# OUR IMPACT ON THE JUSTICE SYSTEM





### KINGSFORD LEGAL CENTRE AWARDS AND RECOGNITION

Australian College Of Education Community Service And Social Justice Award	KLC Staff 2017
Australian Human Rights Commission Award – Law Category	KLC Director Associate Professor Anna Cody 2016     KLC shortlisted 2010
Australia Day Community Service Award For Outstanding Service To The Community Of The City Of Randwick	KLC Community Coordinator Denise Wasley 2017
Bright Sparks Award For Endeavours Undertaken To Promote Or Enhance Equal Rights In The Workplace	KLC Employment Law Solicitor Maria Nawaz 2016
Australian Learning And Teaching Council Award For Innovative Clinical Legal Education	KLC staff Anna Cody, Emma Golledge, Anna Hartree and Denise Wasley - 2010
Shortlisted For AFR Higher Education Awards In Community Engagement Category	KLC's partnership with Kooloora Community Centre and the clinical teaching opportunity this presents for both our students and the community 2016
<ul> <li>UNSW Australia Staff Excellence Awards For:</li> <li>Excellence In Community Engagement</li> <li>Excellence In Enhancing The Student Experience</li> </ul>	<ul> <li>KLC Solicitor/Clinical Supervisor Dianne Anagnos for her work running KLC's community legal education program 2014</li> <li>KLC staff for our clinical programs 2007</li> </ul>
Law & Justice Foundation Justice Awards Pro Bono Relationship Volunteer	<ul> <li>KLC &amp; Herbert Smith Freehills 2012</li> <li>Dave McMillan 2013, Mike Steinfeld 2011, John Longworth 2002</li> </ul>
Vice-Chancellor's Award For Teaching Excellence	KLC Director Anna Cody 2008     KLC 2001
Women Lawyers Association – Achievement Award In Community Law Category	KLC Director Anna Cody 2007     KLC Principal Solicitor Emma Golledge 2011



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