

Annual Report

2019


Kingsford Legal Centre



UNSW
SYDNEY



kingsford legal centre

A photograph of two young women with long brown hair looking at a document together. The woman on the left is wearing glasses and a dark top. The woman on the right is wearing a black top with white polka dots and a watch. They are both looking down at the document held by the woman on the right. The background is a blurred indoor setting.

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

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

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Kingsford Legal Centre Mission Statement

Kingsford Legal Centre is committed to social justice and to promoting access to, and reform of, the legal system. We aim to provide quality legal services to the community and to promote excellence in clinical legal education whilst fostering a critical analysis of the justice system.



Dean's Foreword

2019 was an exciting year of change and rejuvenation for Kingsford Legal Centre, beginning with the appointment of Emma Golledge as the Centre's Director. Emma is an experienced community lawyer and educator who brings a sharp, creative vision for KLC to ensure its relevance and excellence into the future. The trimester teaching structure began at UNSW in 2019 posing unique challenges for KLC and the clinical legal education model. The intensity of the ten-week clinical program was supported by the Centre using online teaching modules which worked to enhance the hands on experience of students. UNSW students who completed KLC's clinical courses in 2019 once again evaluated their experience very favourably. Yet again, in 2019 KLC delivered to students a diverse and rich insight into how the law works in the community.

2019 was also notable as KLC was required to tender for funding for the first time. KLC achieved considerable additional funding from the NSW Attorney General's Department to develop two new innovative programs in 2019 – a Health Justice Partnership with Prince of Wales Hospital and a state-wide Migrant Employment Legal Service in partnership with Inner City Legal Centre, Marrickville Legal Centre and Redfern Legal Centre. Both clinics are innovative in their approach and work to meet a critical gap in services. They will also provide excellent learning opportunities for our students into the future. As well as these new projects KLC managed to maintain its ongoing core funding, a significant feat owing in large part to the diligence and skill of KLC Office Manager Denise Wasley in leading KLC's tender as well as the staff at KLC who continue to deliver exceptional legal services to our community.

Sexual harassment remained a key focus of KLC in 2019, again creating enormous learning opportunities for students, who participate in every aspect of the service. KLC undertook considerable client advice and casework in this area, completed major law reform submissions and continued to deliver its popular #metoo community legal education program for high school students. KLC continues to prioritise working towards a change in attitudes and culture toward sexual harassment as well as legal responses to it.

We have now hit the halfway mark of UNSW Sydney's 2025 strategy and KLC has prioritised working with the Law Faculty to continue to meet the challenges and ambitions of this ten year plan. Alongside all of the change and growth in 2019, it was also a year of building a strong foundation and framework to ensure KLC is in a position to grow and expand well into the future. It is this approach that ensures its sustainability whilst maintaining KLC's reputation for excellence. I look forward to working closely with Emma and all of the KLC staff and volunteers in 2020.

"Yet again, in 2019 KLC delivered to students a diverse and rich insight into how the law works in the community."

Professor George Williams
Dean, UNSW Sydney Faculty of Law



Director's Report

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The past year was an exciting year of transition and change for Kingsford Legal Centre. Most notably KLC, like all community legal centres tendered for Commonwealth and State funding for the first time through the NSW Attorney General's Department. This was an intensive process made easier by the long-standing work of the Centre to understand legal need in our catchment and to identify new and emerging issues for our community. We were thrilled that we maintained our funding and were successful in new grants for two exciting new projects: our Health Justice Project with Prince of Wales Hospital and a collaborative Migrant Employment Legal Service with Inner City Legal Centre, Marrickville Legal Centre and Redfern Legal Centre. Both projects build on UNSW's 2025 Strategy in Social Impact and Innovation and KLC's reputation for innovative service delivery.

2019 was also a notable year of changes in staffing at the Centre. After many years under her leadership we farewelled Associate Professor Anna Cody and I was proud to be appointed into the Director's role. Dianne Anagnos was appointed Principal Solicitor and solicitors Anita Will and Fiona Duane were successful in obtaining permanent positions, arising from our new funding. We were sad to see Natalie Ross join our colleagues at Welfare Rights CLC. Maria Nawaz also took a new opportunity after many years in the Centre. We welcomed new staff to the Centre in the second half of the year to help run our new services and projects.

Throughout these changes the Centre continued to operate providing the highest quality legal advice for our community. In 2019 we built on our community relationships in providing legal services at the Hub in Lexington Place Maroubra. This partnership continues to ensure that KLC sees clients who need us most by providing legal services in the community our clients live in.

We also adapted to the new UNSW trimester structure very quickly and continued to provide an immersive and extremely busy and exciting experience for our students. KLC staff ensured that students continued to experience all aspects of community legal centre life during their time at the Centre and we were once again thrilled with the strong feedback for our courses.

Most years at KLC are extremely busy but this was an especially busy and challenging year. A big thank you to our wonderful staff, volunteer solicitors, management committee, students, friends in the community, law school colleagues and clc comrades for their ongoing support of the work of the Centre. We look forward to some exciting collaborations next year which we intend to approach with passion, determination and good humour.

Emma Golledge
Director

Aims and Objectives of Kingsford Legal Centre

01

To educate tomorrow's lawyers by:

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

02

To improve access to justice for residents of the Randwick Local Government area and Port Botany and Mascot wards of Bayside Local Government area by providing free legal advice and assistance including specialist employment advice

03

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

04

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

05

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

06

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

07

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

08

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

09

To create partnerships with other community organisations on legal issues

10

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

2019 at a glance



April

Marijke Bassani, KLC's Indigenous Graduate Solicitor, presented a community legal education workshop to local community workers on Working with Indigenous Communities.



May

Emma Golledge appointed KLC's new Director.



June

KLC solicitor Natalie Ross presented on DV and Tenancy at Housing Forum for Workers at Bowen Library.

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October

KLC delivered a submission to the Federal Attorney-General's consultation on the Religious Discrimination Bill.



November

New Migrant Employment Legal Services (MELS) launched.



December

KLC celebrates our brilliant volunteers at our annual Xmas Party.

Legal Services and Advocacy

Advice and casework

Each week KLC offers over 40 daytime and evening appointments for clients at our Centre and at our outreaches. We also see clients who have difficulty attending the Centre by visiting them in their home, in hospital, nursing homes or in jail. We focus on providing accessible services for our clients.

KLC could not have helped all these clients without the hard work and dedication of our wonderful team of solicitors, Emma Golledge, Natalie Ross, Dianne Anagnos, Maria Nawaz, Tess Deegan, Anita Will, Fiona Duane, Eleanor Holden, Katrina Ironside, Emma Anderson, Marijke Bassani as well as our secondee solicitors from Herbert Smith Freehills: Naomi Delaney, Jasmine Opdam and Charlotte Johnstone Burt

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

1687 Legal Advices were provided to our community by KLC in 2019

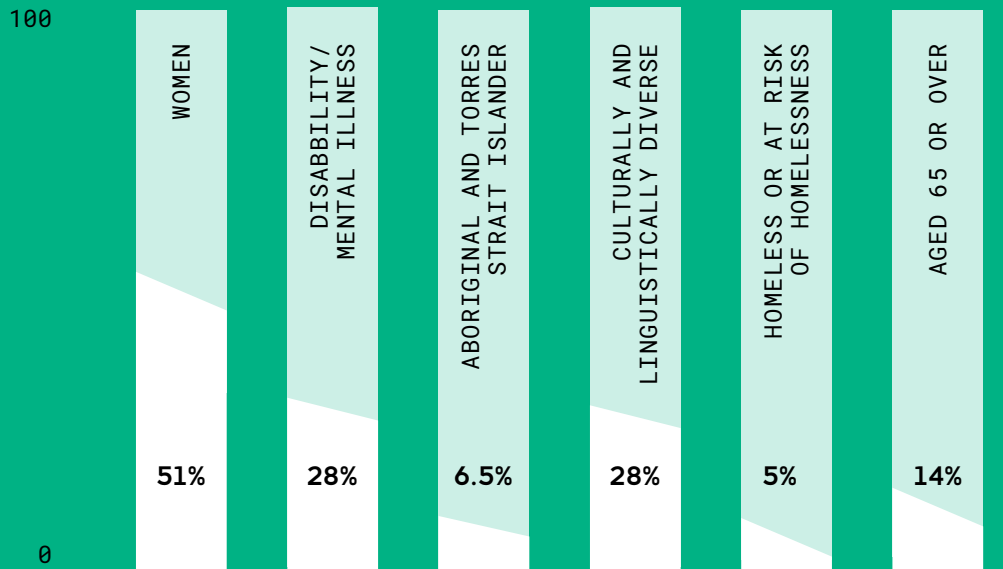
63 representation matters were opened

211 legal task assistance matters were opened in 2019

"When I needed help the most, Kingsford Legal Centre was there for me. Especially with my limited English ability. I feel like I got the guidance I really needed. Fiona and the other solicitors were always there for me. I really thank them for that."

KLC client comment

Our Clients – Statistics



Top 10 Problem Types

Problem Type	Number	Proportion
Employment conditions / entitlements	191	7.23%
Employment Other	158	5.98%
Employment unfair dismissal	144	5.45%
Discrimination disability	114	4.32%
Road traffic and motor vehicle regulatory offences	106	4.01%
Credit and debt owed by client	89	3.37%
Motor vehicle property damage	80	3.03%
Discrimination race	77	2.92%
Tenancy Other	75	2.84%
Injuries compensation	75	2.84%

Top 10 Country of Birth

Country of Birth	Number of Clients
Australia	593
China (excludes SARs and Taiwan)	115
England	51
India	32
Brazil	24
Indonesia	24
New Zealand	21
Philippines	20
Russian Federation	18
Hong Kong (SAR of China)	15

Putting Clients First – Evaluating Our Impact

KLC surveyed our clients in 2019 about the impact of our service. The survey is an important tool for us to measure how well we are doing and what we could do differently.

- > 97% of clients strongly agreed or agreed that it was easy to contact Kingsford Legal Centre;
- > 100% of clients strongly agreed or agreed that their Kingsford Legal Centre lawyer helped them understand their legal problem.
- > 100% of clients that identified that they needed an adjustment in how they received our service, such as having a disability strongly agreed or agreed that these considerations were met by our staff.

"It might sound glib and cheesy, but I am amazed with the outcome of my disability discrimination complaint that Kingsford Legal Centre assisted me with. When you are managing a disability within yourself, it's already challenging. Each day when I wake up I have to do a lot of mental work prior to going about my day.

Kingsford Legal Centre skilfully and lawfully diffused the ugly situation which I found myself confronted and gently guided me through the process of making a complaint – they were available by phone and email and sought my instruction continually. I learnt a lot going through the process of defending my rights without attacking. I was awarded a sum of money which came just at the right time – being discriminated against does have an economic impact as my productivity was reduced for some time. I will never forget the incident that occurred – I did irreversibly change that day, but Kingsford Legal Centre helped me find a healthy way forward."

KLC client comment

Kingsford Legal Centre Outreach Services

Kingsford Legal Centre operates five outreach services to increase the accessibility of our service.

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



KLC Solicitor Team 2019
 (Clockwise from left)
 Natalie Ross, Emma
 Golledge, Dianne Anagnos,
 Fiona Duane, Anita Will,
 Maria Nawaz.

Generalist Law Practice

KLC's generalist law practice provides legal advice and representation services on most civil law and minor criminal law matters including credit and debt, tenancy, consumer, car accidents, fines and victim's compensation. In 2019 KLC delivered:

1493 Generalist legal advices

193 Generalist legal tasks

06 Generalist court / tribunal matters opened

67 Generalist other representation matters opened

Eviction prevented: client gets a new home

Succession in public housing can cause a great deal of stress for residents, often at a time of grief at the passing of a close relative. Anna (not her real name) asked for our help as she was being evicted from the home she had lived in since she was a baby due to the death of her father. It turned out that Housing NSW did not know that Anna lived there despite the fact that the unit had always been her home.

This was extremely shocking and distressing for Anna, who was facing an immediate eviction from the only home she had ever known and being put on a Housing NSW waitlist that could take many years to find her a new home.

KLC negotiated with Housing NSW on behalf of Anna outlining her unique circumstances and we are delighted that Anna has been given appropriate accommodation very close to her family home. KLC's intervention has saved Anna from homelessness at a time in her life that she was deeply grieving and unable to advocate for herself. She is delighted with the result and grateful for the timely help she received from KLC.



Discrimination Law Practice

KLC specialises in discrimination law and provides a state-wide service in this area of law.

The breakdown of discrimination cases and advices opened in 2019 are:

Type of Discrimination	No. of Advices Given	No. of Legal Tasks	No. of Casework Matters Opened
Discrimination disability	94	7	13
Discrimination race	68	6	3
Discrimination other	24	2	3
Discrimination sex / gender	42	2	1
Discrimination pregnancy	5	0	2
Discrimination age	8	0	0
Discrimination sexual orientation	2	0	1
Discrimination marital status	1	0	0
Discrimination religion	4	1	0
Total	248	18	23

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Discrimination in job interviews

Oliver (not his real name) had applied for a new job in the industry he had worked in for many years. Throughout the application process, the company was very positive and encouraging about Oliver's chances of getting the job. The interviewer told him that he was a good fit for the role. As part of a general disclosure form, Oliver then told the interviewer that he had a mental health condition. The interviewer then told him that he could not have the job. Oliver was not given a chance to explain why his disability would not impact his ability to do the job well.

KLC solicitors supported Oliver in making a complaint to the NSW Anti-Discrimination Board. We went to a conciliation meeting with the company and negotiated a settlement for Oliver which included an apology, financial compensation and an undertaking to review the company's recruitment processes to ensure that it did not discriminate in the future. This had an enormous effect on Oliver's well being and he was very grateful for the help he received from KLC.

Employment Law Practice

2019 was another busy year for the Employment Clinic. Employment is the largest single area of advice for KLC and this work informs the Centre's law reform submissions and community legal education programs. The breakdown of employment cases and advices in 2019 are:

Problem Type	No. of Advices Given	No. of Legal Tasks	No. of Casework Matters Opened
Employment Other (not unfair dismissal or conditions / entitlements)	144	10	4
Employment conditions / entitlements	165	22	4
Employment unfair dismissal	123	17	4
Total	432	49	12



Racial discrimination at work

Jon (not his real name) had been subjected to racist jokes by a colleague and was often mimicked and mocked for speaking his native language. When Jon complained to HR about it, his hours were cut and a company-wide "English only" policy was put in place. Jon felt offended, humiliated, and threatened, and ultimately had to leave his job because he felt stressed and unsafe.

KLC represented Jon at conciliation with his former employer at the Anti-Discrimination Board NSW. As a result, a settlement was reached that included obtaining an apology, a commitment to reviewing and training employees on the company's policies on bullying, harassment and discrimination, as well as paying financial compensation to Jon.

Jon was very appreciative of KLC's work and sent us a message: "You guys are awesome. I really appreciate all your help. You have been there when I needed you."



Debt and Domestic Violence – Layers of Trauma

In 2019 KLC helped Karen (not her real name) who had escaped an abusive relationship. With no money she was trying to support her young daughter in crisis housing, and pursued by debt collectors for debts totalling nearly \$50,000. In an attempt to mitigate her debts, she had engaged a credit repair company, on the promise they would help her with the debts. The credit repair company didn't waive the debts, and instead charged her thousands of dollars, adding to the debt. We advocated on her behalf to obtain a full waiver of her bank debts on compassionate and financial hardship grounds. We then negotiated with the credit repair company to secure a payment plan, and then ultimately a waiver of the majority of the debt, on the basis that the company had engaged in unconscionable conduct including in misrepresenting their services to our client. At an incredibly traumatic and difficult time in Karen's life, KLC was able to lift the weight of debt and worry to give her and her family the best possible chance for a new life. Unfortunately, stories such as Karen's are not unusual so KLC has developed a community legal education workshop for community workers to assist them in recognising the issue early and getting the help their clients need from their local community legal centre as soon as possible.

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Family Law / Family Violence Practice

In 2019 KLC continued giving advice and legal task work under its Commonwealth Family Violence funding.

101 Legal advices

05 Legal tasks

Two new clinics commence in 2019

In 2019 KLC successfully tendered with the NSW Attorney General Department for 3 year funding for 2 new innovative clinics which meet critical gaps in service delivery.

Health Justice Partnership with Prince of Wales Hospital (POWH) and Mental Health Units

Health Justice Partnerships are a collaborative and multi-disciplinary service delivery model that make sure people can access legal assistance when they need it most. POWH is a major public teaching hospital located in Randwick, providing a full range of hospital services to the people of New South Wales with 450 inpatient beds and almost 3,000 staff. Each year they care for more than 58,000 patients in their Emergency Department and around 50,000 patients are admitted to the Hospital. POWH also has a busy outpatient service and rural outreach service and provide more than 900,000 occasions of non-admitted patient care each year.

KLC has also received generous financial support from our long-standing pro bono partner Herbert Smith Freehills for our Health Justice Partnership which were put toward the initial start up costs of the service. A big thank you to Herbert Smith Freehills for their ongoing support to KLC and this new project.

KLC's Principal Solicitor Dianne Anagnos had been working throughout 2018 to create the partnership and has received enthusiastic support from POWH social workers and management. Emma Anderson was appointed to the HJP solicitor position and commenced providing outreach to the hospital in late 2019.

Legal Help in a Time of Sadness and Trauma

KLC was contacted by a local health service providing care to Abdul (not his real name), a man with a terminal illness. His treating doctors believed he only had a couple of months to live. He and his wife, Zahra, had temporary accommodation and no family in Australia. Zahra (not her real name) was on a temporary spouse visa, and could not work due to her caring responsibilities for Abdul. Their only asset was the money in Abdul's superannuation fund. Zahra was unable to deal with many of the issues she was facing due to her limited English and the trauma associated with finding out that her husband did not have long to live.

KLC was initially contacted by the health service to arrange for an Enduring Power of Attorney document for Abdul. Unfortunately, it was too late for us to be able to do this, as Abdul was unable to give instructions. In partnership with the health service's Social Work team we assisted Zahra to apply for guardianship and financial management of Abdul's affairs through the Tribunal, and attended the Tribunal hearing with her. We then helped Zahra deal with the myriad of other issues facing her. After Abdul passed away, we assisted Zahra to claim Abdul's superannuation funds as his beneficiary and to deal with Centrelink, and referred her to a migration solicitor for immigration advice. The initial referral from the health service turned into long-term appropriate and flexible support for Zahra over several months across many legal matters. The collaborative approach between the health service and KLC in this case ensured that Zahra was fully and expertly supported through a very distressing period.





KLC HJP Solicitor Emma Anderson

Statewide Migrant Employment Law Service (MELS)

MELS is an innovative consortium with Inner City Legal Centre, Marrickville Legal Centre and Redfern Legal Centre to provide a statewide employment law service to migrant workers. The new service is designed to respond to the many complex barriers migrant workers face in enforcing their employment law rights. The work builds on KLC's long running expertise in discrimination and employment law as well as our experience working with disadvantaged marginalised workers. KLC was delighted to recruit experienced community lawyer Katrina Ironside to the project in October.

Unfair Treatment and Unfair Dismissal

Lena was born overseas. She had lived in Australia for a long time but retained her ties to her culture and religion. Lena was employed as a tutor for young children. She worked with children from diverse backgrounds. Lena's employer spoke very highly of Lena's work but had concerns about what she wore when at work that indicated her faith. Lena did not think that what she wore had any impact at all on her ability to do her job. A dispute about this resulted in Lena being dismissed from her employment.

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The Migrant Employment Law Service (MELS) assisted Lena to make an application to the Fair Work Commission for unfair dismissal. We represented her at a conciliation conference with her employer. Lena was able to say to her employers how she felt about the dispute and the circumstances of her dismissal. MELS negotiated a financial settlement for Lena and ensured she received a reference. Lena was very grateful for the help from MELS.



Aboriginal Access Project

Since 2009, Kingsford Legal Centre has employed a part time Aboriginal Access Worker (AAW) to provide a pathway to our Centre for our local Aboriginal and Torres Strait Islander clients. In 2019 we switched the focus of the clinic and employed Marijke Bassani in the new Indigenous Graduate Solicitor position on a 12 month contract. KLC aims to provide a flexible, respectful and responsive service delivery model for Aboriginal and Torres Strait Islander clients. We are also active in law reform and policy on issues affecting access to justice for Aboriginal and Torres Strait Islander people.

Service Provision

In 2019 6.6% of our clients identified as Aboriginal and Torres Strait Islander and the received 7.58% of KLC's services.

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

Community Liaison

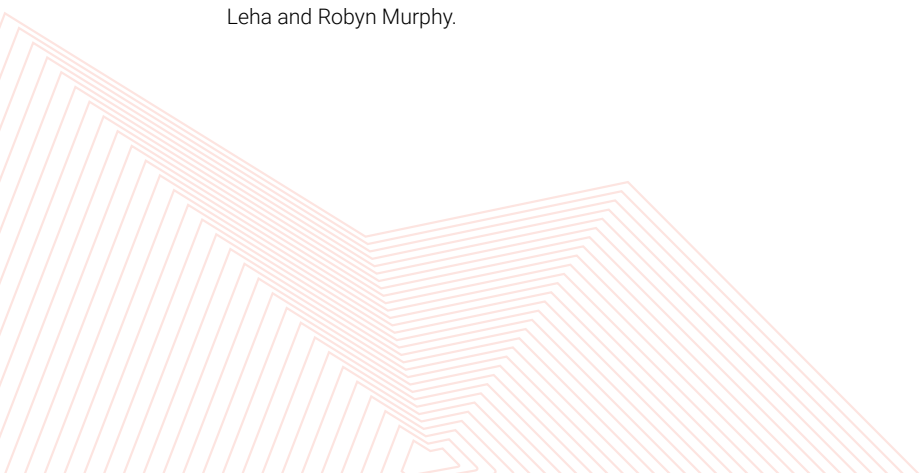
The Aboriginal Advisory Group continued to be a valuable and supportive group to KLC's Indigenous Graduate Solicitor. KLC is very grateful for their generous commitment to our centre. Members of the AAG in 2019 were: Emma Langton, Ron Timbery, Sharon Smith, John Leha and Robyn Murphy.

Clinical Legal Education

The seminar 'Working with Aboriginal and Torres Strait Islander clients and communities' was delivered to students twice in 2019 in T1 by Marijke and in T3 by Ron Timbery. Students worked closely with Marijke on all aspects of her work, including attending the Yarra Outreach, law reform and community legal education projects.

Community Legal Education

Marijke presented a workshop to local community workers on Working with Indigenous Communities. Marijke used maps, activities and her personal insights to explain the experience of colonisation, and the varied lives and needs of Aboriginal people today. She led a discussion on how language is used by and about Aboriginal people and explained concepts like cultural safety. All the participants were very engaged, and one commented "I really enjoyed listening to Marijke. It was great getting more understanding about Aboriginal and Torres Strait Islander culture".



Community Legal Education

Community Legal Education (CLE) is a key part of Kingsford Legal Centre's service delivery program. It is informed by our advice and casework clinics as well as our community development work. KLC runs an extensive program both proactive and reactive to community requests. In 2019 KLC's CLE program held 33 workshops and events and produced 16 resources.

KLC's very popular Plain English Law for Community Workers Series continued in 2019 with workshops on topics including Legal Basics, Debt and Working with Aboriginal Clients and Communities. Other presentations were delivered targeted at: older people, prisoners, young people, community volunteers, CALD people and international students. In 2019 KLC also produced a fortnightly legal information column in the local newspaper, The Southern Courier.

Family Law / Domestic Violence CLE

In 2019, KLC held the following CLE workshops as part of our Family Law / Domestic Violence CLE program under our Commonwealth Family Violence funding:

- > Community Worker Series – Domestic Violence Update
- > Training session for POWH Social Workers – Victims Compensation
- > Domestic Violence Housing Forum
- > ESDVN presentation – Victims Compensation Changes
- > Community Worker Series – Domestic Violence and Debt
- > ESDVN presentation – How to make Family Law / DV Legal Referrals

#METOO Interactive & Innovative Community Legal Education for High School Students

KLC delivered its popular presentation on sexual harassment in the workplace to high school students at Marcellin College, Champagnat College and Bowen College in 2019. The session involves many of our Community Law students helping in the presentation as well as facilitating small group discussion. KLC believes it is important that young people are aware of their rights and what they can do if they are sexually harassed as well as ensure that are aware of their own behaviour so that they are able to contribute to a positive workplace culture. This is particularly relevant as they begin to enter the workforce. KLC is working on packaging this CLE into a 'pick and mix' module that schools and youth groups can deliver themselves so that it has a resonance beyond our catchment.

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KLC staff and students at Marcellin College delivering #metoo cle

Law reform and policy

KLC has a dedicated Law Reform and Policy Solicitor position coordinating our proactive and reactive law reform and policy projects, which aim to address systemic injustice and improve the lives of our disadvantaged clients and the wider community. Our law reform projects are informed by the advice and casework of the Centre and span all levels of government from local councils to the United Nations. This year KLC engaged in 19 law reform activities including:

- > Submission to Australian Human Rights Commission's Free and Equal Conversation Project
- > Submission to the Review of Boarding Houses Act
- > Submission to the Exposure Draft Religious Discrimination Bill

Exploitation of International Students

In 2019 KLC continued working with our partners, particularly the Eastern Area Tenants Service (EATS) to try and combat the exploitative tactics of a student accommodation company. KLC made a complaint with EATS to NSW Fair Trading last year, and after a couple of meetings they indicated that they will be investigating. Our advocacy at NCAT also resulted in a related company paying many to our clients debts which is a great outcome for clients. Further, KLC has been delivering community legal education workshops to UNSW Sydney international students on their rights and tenancy.





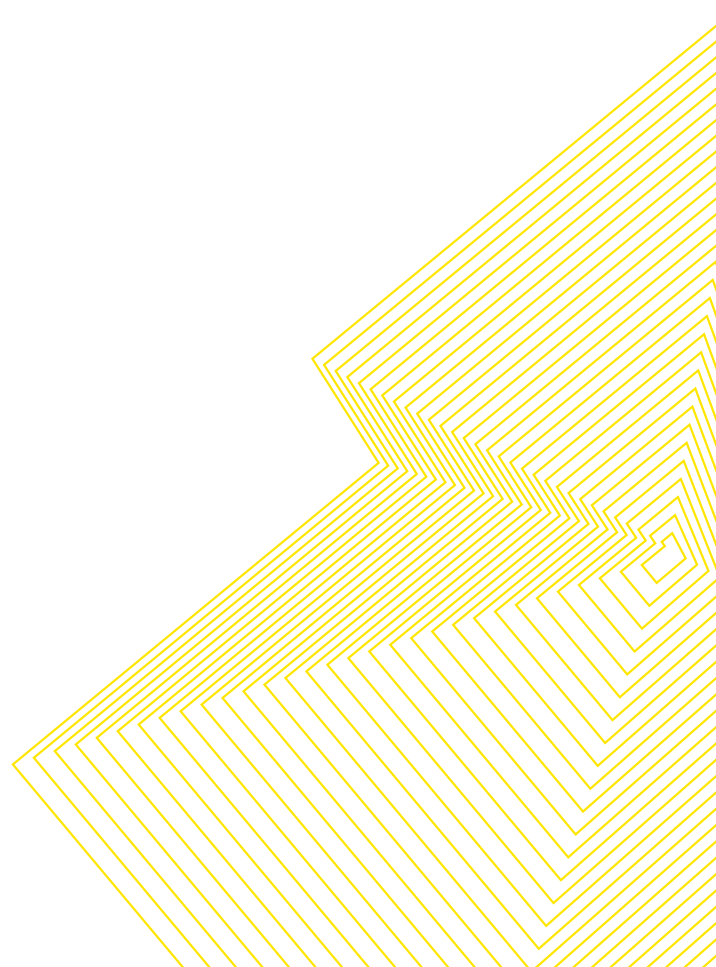
Australian Human Rights Commission Sexual Harassment Inquiry

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KLC collaborated with Community Law Australia, Women's Legal Service NSW and Redfern Legal Centre to develop a submission on the issue of sexual harassment.

KLC's report was called "#MeToo: Legal Responses to Sexual Harassment at Work" drew on our extensive experience providing advice to clients who have experienced discrimination.

The report outlines the endemic nature of sexual harassment in workplaces across Australia, our clients' experiences, and inadequacies in the current law and complaints system. We recommended key legislative, regulatory and policy reforms to reduce sexual harassment, increase reporting, and radically change workplace culture. The report makes 47 recommendations to build a culture where women can access and enjoy their right to work in safe workplaces that are free from sexual harassment.



Community and Communications

Community Work

For over 35 years KLC has prioritised getting out into our community and working closely with community organisations to ensure that we understand their concerns and legal issues and respond appropriately. We believe that our clients are experts in their own lives and in their own communities and that our role is to resource them to deal with justice issues sustainably.

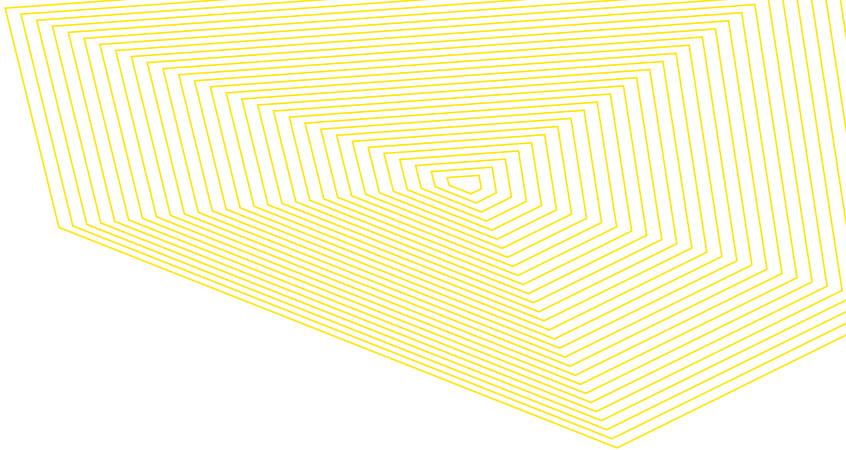
Networks and Committees

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

- > Eastern Suburbs Domestic Violence Network
- > CLCNSW Domestic Violence and Victims Compensation Sub-Committee
- > South East Community Connect (SECC) Management Committee
- > Deli Women and Children's Centre Management Committee
- > Eastern Area Tenancy Service (EATS) Management Committee

Maisie Foster Volunteer Award for Denise Wasley

KLC's Community Coordinator / Office Manager Denise Wasley was honoured to receive the Maisie Foster Volunteer Award from long-time KLC community partner, South East Community Connect in 2019. Denise has worked closely with SECC for over 10 years and has been a Board member for most of that time. SECC does incredible work in making our local community a better, more inclusive place and Denise is proud to be a part of the SECC family.



Communications

Kingsford Legal Centre E-Bulletin

The E-Bulletin is a monthly publication which outlines the work of the centre, including casework, community legal education and law reform. It is also an opportunity for the Centre to publicise events and to celebrate achievements of staff, students and volunteers. The e-Bulletin has around 400 subscribers. In 2019 KLC produced 9 editions of the E-Bulletin.

KLC impact Report

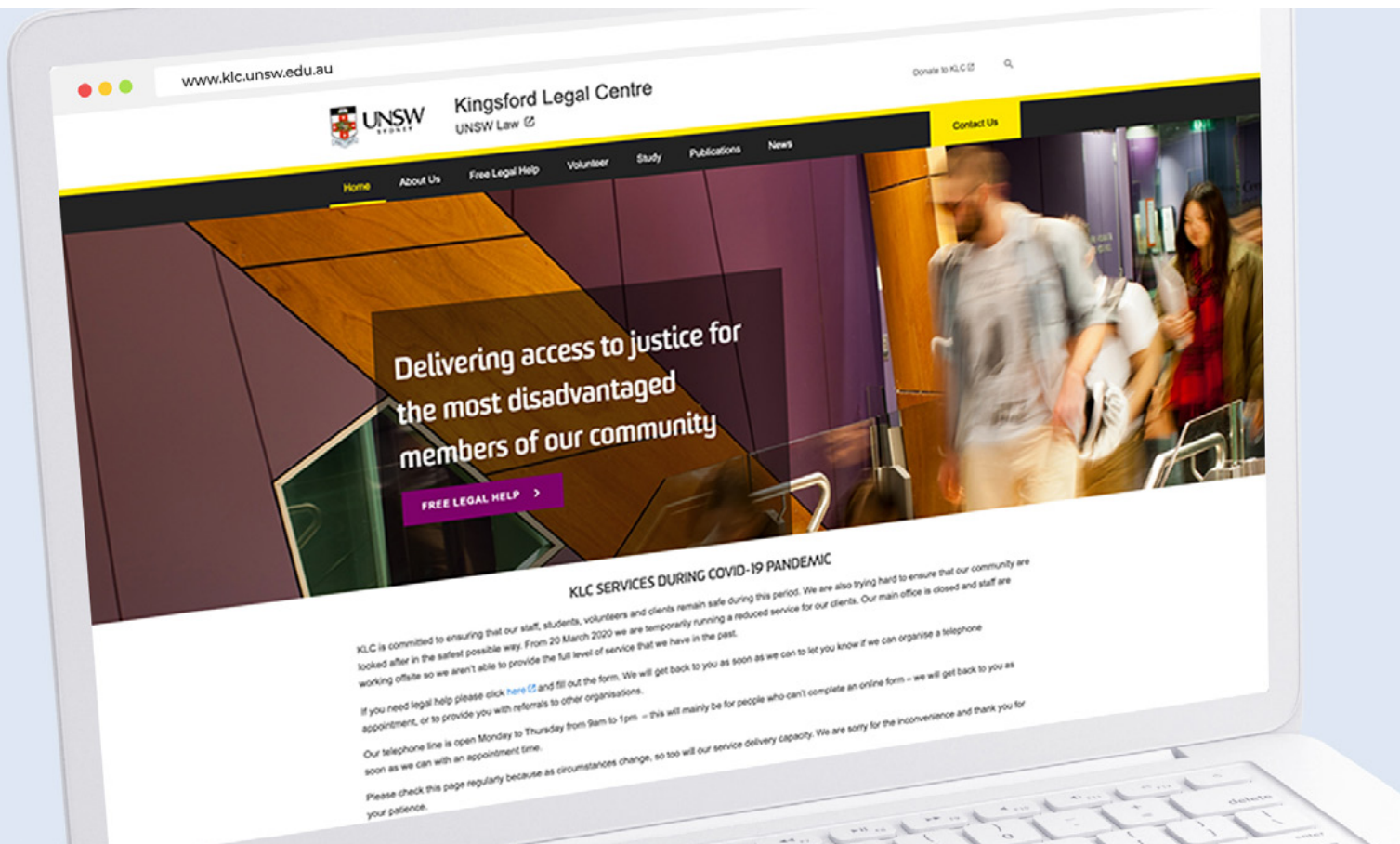
In May the South Maroubra community helped us launch our 2019 Impact Report at the newly renovated Lexo Hub. Our Impact Report highlights many of the positive effects our work has on our community. It documents the significant impact our students, volunteer solicitors and staff have in working to improve the justice system, in particular for people who are disadvantaged.

Southern Courier

In 2019 KLC continued its fortnightly legal information column in the Southern Courier which has a print run of 50,000 and is distributed across all of our catchment.

Major Website Update

In the second half of 2019 KLC refreshed and updated its website to ensure it is accessible across all platforms. Our website remains an important part of our communications strategy to all of our stakeholders and we will continue to update and improve it in 2020.



Clinical Legal Education

Our courses

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

1st Year: Foundations Enrichment II

This is a course for first year Indigenous students focusing on communication skills, legal interviewing and the legal aid system.

2nd / 3rd Year

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

KLC Community Law Clinic (1 Day) and (2 Days) & KLC Employment Law Clinic (2 Days)

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

KLC Family Law / Family Violence Community Education Clinic

This course gives students the opportunity to meet and build relationships with workers in the local area and to prepare and present community legal education workshops to our local community. Students really value the course and the skills they develop are extremely useful into their careers.

Indigenous Access Initiatives

During 2019 KLC continued to contribute to the Law Faculty's commitment to increasing the numbers of Indigenous Aboriginal and Torres Strait students studying law. KLC is an active participant in the UNSW Law's Indigenous Legal Education Committee.

Classes on Working with Indigenous Clients and Communities

The seminar program for students includes a class on working with Indigenous clients and communities in order to provide greater insight and skills for students.

Winter School Program for Indigenous High School Students

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

Indigenous Pre-Law Visits

Kingsford Legal Centre hosted a visit by pre-law Indigenous students in 2019 organised by the Nura Gili Centre. The Nura Gili Centre is key to improving Indigenous access to, and retention in, tertiary studies in the University. The students came from around Australia and were mostly school leavers. The Faculty of Law pre-law program is a well-developed program with an introduction to various areas of law and excursions to expose students to a wide variety of University activities.

Clinical Legal Education Guide 2019-20

KLC produced the thirteenth edition of the Clinical Legal Education Guide to courses offered in Australian Universities in 2019. Law schools around the country are diversifying their clinical offerings, providing even greater opportunities for experiential learning and hands-on clinical legal education within their curricula. The guide is available on the KLC website.



Our students

Over 500 students attend and experience 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. Students who complete one of our courses are also 'pro bono ready' when they go on to work at corporate law firms.

Thanks to all of our wonderful clinical students from 2019 – we wish them all well into the future and hope to see many of them on our volunteer roster over the coming years.

Student comments about their KLC experience

"Extremely useful and very beneficial! I liked that you could approach any solicitor for assistance, and not just your clinical supervisor."

"KLC has been a great experience - I loved the variety of work that I did as well as all the practical skills I have learned including research and a lot of plain-English drafting."

"I loved my time at KLC and would certainly recommend it. Staff so friendly and willing to educate students. I think the advice that the more you engage the more you get out of it is very true."



KLC 2019 Students

John Hai Qiang Bi

Yu Yan (Maggie) Chan

Hyeongsoon (Jacky) Cho

Amelia Colquhoun

Jonathan Djasmeini

Zara Dwyer

Imogen Eckersley

Jessica Mary Fonti

Calvin Gamble

Ronya Gilani Yahvavi

Erin Gordon

Georgia Griffiths

Julianne Lyn Hsu

Raghav Iyer

Joshua Weng Kong Kan

Olivia Lawrence

Gersande Valentine

Lockhart Moisa

Celina Lui

Bao Han Nguyen

Pooja Saini

Cameron Scenna

Muhammad Jarri Syed

Yue (Keira) Wang

Stephanie Werner

Dinusha Wijesuriya

Shavin Wijeyaratne

Xueying Zhang

Annabel Cheung

Joseph Chigwidden

Sharon Choi

Sagang Chung

Caitlin Devereux

Kiara Di Carlo

David Freedman

Christopher Golfopoulos

Haoqi Guo

Sarah Katz

Owen Kirkby

Claris Lai

Jonathan Lam

Olivia Lawrence

Dal Lim

Stanley Martins

Disha Mehta

Trent Min

James Moryosef

Jade Pan

Shasha Qu

Amita Rao

Kristina Simic

Raisa Trina

Natalie Tuffin

Li Wang

Andrew Weng

Sabrina Wong

Susanna Wong

In Gyeong Yang

Yue Ying

Yehui Yu

Linda Zeng

Helen Zhang

Shijun Zhu



Lawyers Ethics and Justice Students

Over 450 Law Lawyers and Society students attended the Centre for a one-off advice night during 2019. We look forward to seeing these students later in their degree in one of our clinical courses.

Staff, Pro bono & Volunteers

Director	Anna Cody (Jan – Mar) Emma Golledge (Apr – Dec)
Principal Solicitor	Emma Golledge (Jan – Apr) Dianne Anagnos (Apr – current)
Office Manager	Denise Wasley
Solicitor / Clinical Supervisor	Natalie Ross (Jan – Jul) Anita Will Eleanor Holden Emma Anderson (Oct – Dec) Katrina Ironside (Oct – Dec)
Employment Law Solicitor / Clinical Supervisor	Tess Deegan (Jan – July) Fiona Duane
Law Reform And Policy Worker / Clinical Supervisor	Maria Nawaz (Jan – Oct)
Front Office Supervisor	Roselle Nunes
Indigenous Graduate Solicitor	Marijke Bassani (Jan – Jul)
Communications Worker	Katie Moses (Jan – Nov)
Herbert Smith Freehills Secondees	Naomi Delaney (Jan – Mar) Jasmine Opdam (Mar – Sept) Charlotte Johnstone-Burt (Sept – Dec)
Class Data Worker	Gloria Bankhead



Management committee

Kingsford Legal Centre appreciates the contribution made by our Management Committee members during 2019. The committee met three times during the year: in March, June and November and provided valuable direction on several issues arising throughout the year. Thank you to Associate Professor Sean Brennan for chairing the committee and to the committee members: Professor George Williams, Dean Faculty of Law (UNSW), Associate Professor Sean Brennan (UNSW Law School), Anne Cregan (Gilbert & Tobin) and Janet Green (Junction Neighbourhood Centre). KLC staff welcomes the Management Committee's commitment and support of the Centre and looks forward to working closely with its members again in 2020.

Pro Bono Programs

KLC struggles to meet the huge demand on our service, so working with private law firms' pro bono programs increases our capacity to help people with their legal problems. 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 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. Secondees solicitors take on a caseload, attend the South East Community Connect 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 19 years. Every Wednesday during semester, a solicitor from one of the four participating firms on our roster - Bartier Perry, Harmer's Workplace Lawyers, Henry Davis York 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.

Herbert Smith Freehills Secondees Solicitors 2019



Naomi
Delaney



Jasmine
Opdam



Charlotte
Johnstone-Burt

Dishonest Bank Practices Case

Two of our HSF secondees solicitors, Naomi and Jasmine, had a great outcome in a case they worked on. Our client, Frieda (not her real name), was signed up to an income protection policy by a large bank over 10 years ago. The bank employee signed her up even though she had an intellectual disability and 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, and managed to have close to \$9,000 in insurance premiums refunded to her. This was an excellent result for a very vulnerable client.

\$900,000

Approximate value of
KLC's volunteer and
pro bono programs

Our volunteers

KLC has a roster of over 70 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 roster our advice nights on Tuesday, Wednesday and Thursday every week;
- > a volunteer solicitor provides a weekly employment law advice clinic on Thursdays
- > 20 students undertook practical legal training at KLC undertaking the full range of legal tasks
- > Special thanks to the wonderful Alice Paul who comes in weekly to give pro bono employment / discrimination law advice and Will Drolz-Parker whose tech support we cannot live without!

Our volunteers in 2019

Alex Lopes	Declan Williams	Jeane Wells	Marco Olea	Paolo Remati
Alexander Ying	Elena Buzevska	Jenna Lewandoski	Marco Olea	Phoebe Kiat (Yule)
Alexandra George	Elena Buzevska	Jenna Crook	Marea Wilson	Phoebe Miley-Dyer
Amanda Dobbie	Eliza Sarlos	John Rappell	Marie-Louise Scarf	Qi Sun
Amelia Montague	Erin Gavin	John Bartrop	Mark Abalos	Rumana Ahmed
Angela Zekanovic	Essa Diana	Joshua Sukkar	Mary O'Connell	Sonia Mann
Anna Cody	Fiona Robson	Julie Carroll	Matthew Wong	Stephanie Hunt
Armen Karlozian	Fleur Bitcom	Juliett Dong	Mike Steinfeld	Sue Mordaunt
Arturo Norbury	Gina Block	Ken Yardy	Mitchell Harvey	Susan O'Rourke
Ben Malone	Graeme Ulbrick	Lana Lakofski	Mitchell Buckingham	Sylvia Hobbs
Brian Nguyen	Haley Aitken	Larissa Andelman	Nanette Reuben	Terence Lee
Christa Ludlow	Hetti Blackburn	Larna Chapman	Naomi Delaney	Thomas Glaister
Claudia Crause	Ian Ong	Lauren Ashworth	Nayomi Senanayake	Tonia Loutfy
Damian Finan	Ida Nursoo	Lisa Kavanagh	Netta Egoz	Trent Wallace
Daniela Hartman	Ivan Yau	Lynley Bond	Nicole Purves	Wendy Muir
Dave McMillan	James Walker	Madelaine Kloucek	Nyomi Gunasekera	
Deborah Lum	Janaki Tampi	Maggie Elamrousy	Olivia Kelly	



Congrats to the clearly very intellectual Ally McBeal team (pictured left) on winning the trivia quiz at our annual Vol Sol Xmas Dinner and special mention to Paolo Remati for winning the highly sought after and extremely prestigious KLC Paddle award for 2019.

Entity	KLC - Kingsford Legal Centre
Year	2019
Month Cycle	Jan - Dec

Kingsford Legal Centre



Statement of Financial Performance

For the Year Ended December 2019

	Note	2019 \$'000	2018 \$'000	2017 \$'000
REVENUE				
Research Revenue:	1	-	-	-
Donations & Bequest - Draw downs		14	-	17
UNSW Contributions		-	-	-
Faculty Contributions	2	838	911	882
Other Restricted Revenue	3	632	481	471
Commercial Activity - Fees for Service		-	-	-
Sundry Other Revenue		2	5	1
Total Revenue		1,487	1,397	1,371
EXPENSE				
Salaries, Oncosts and other staff costs		1,242	1,219	1,109
Scholarship Stipends		-	-	-
Contract & Consulting Services	2	2	2	-
Repairs and Maintenance		-	-	-
Consumables		13	13	10
Travel		17	32	37
Equipment Non Capitalised		17	14	4
Entertainment		1	3	2
Marketing		3	3	2
Miscellaneous Expenses		116	118	123
Total Non-People Costs		170	185	177
Total Expenses		1,412	1,404	1,286
TOTAL CONTRIBUTION - SURPLUS/(DEFICIT)		74	(6)	84
Depreciation		-	-	-
SURPLUS / (DEFICIT) after Depreciation		74	(6)	84
Cashflow Funded Capital Expenditure (CAPEX)		7	-	-

NOTES:

- Revenue in Advance will be noted in Creditors & Other Liabilities.
Research Revenue generated (cash basis).
Category 1 Research Revenue therein
- UNSW Budget model includes other revenue items
Teaching Revenue
Block Grants
Indirect Cost Recoveries
- Other Research Revenue includes internal fund transfers.
- Restricted Funds - Cash at year end
- Funds available in Division of Advancement

Certified correct to Ledger:

Anna Polykarpou
Finance Business Partner, UNSW Law

Dated: 05.02.2020

Acknowledgements

During 2019 Kingsford Legal Centre received income and grants from:

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

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

- > The very generous donation of UNSW alumni Philip Merryweather to KLC
- > Herbert Smith Freehills for their ongoing secondee program and their generous donation to our new Health Justice Program
- > The La Perouse Local Aboriginal Land Council for providing the venue and their support of the weekly outreach service held at Yarra Bay House
- > Randwick City Council for providing the venue and their support of our outreach service at the Lexo Hub
- > Kooloora Community Centre for providing the venue and their support of an outreach service
- > South East Community Connect for providing the venue and their support of an outreach service
- > Prince of Wales Hospital and Mental Health Units for their support of our HJP
- > The following law firms for their participation in the employment law clinic: Harmer's Workplace Lawyers, Henry Davis York, Ebsworth & Ebsworth and Bartier Perry.
- > Staff of the UNSW Law Faculty and Law School
- > UNSW Australia Law Society for their generous donation of profits from the Revue
- > Gloria Bankhead for her wonderful artwork of our local public housing estates



Artwork by Gloria Bankhead

Contact Us

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