



# Annual Report 2020



UNSW  
SYDNEY



UNSW  
Kingsford  
Legal Centre



Coogee Beach

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 Sydney Faculty of Law and Justice and provides clinical legal education to its students.

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 @kingsfordlegal

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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 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.

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## Dean's Foreword

To say that 2020 was a challenging year is quite an understatement. The impact of the pandemic on our students and staff, as well as our broader community, has been immense. The tertiary education sector has been particularly hard hit and will take some time to fully recover.

It is in this context that we will look back at 2020 – as a year of unprecedented upheaval and for many, great loss. However, on a more positive note, I think it is a year where the UNSW Sydney community can feel some pride. Our response was swift and effective, with the safety of our community our overwhelming objective.

Kingsford Legal Centre, as a community legal centre and clinical legal education practice, faced significant challenges in 2020. I am very proud to report that the Centre's staff and volunteers worked proactively to find solutions to ensure that the most vulnerable members of our community continued to receive high quality legal help. Likewise, KLC staff were able to continue to provide UNSW law students with an off-site clinical experience that emphasised collaboration – no easy feat over weeks of lockdown.

KLC staff were amongst the few UNSW Sydney staff who returned to work on campus mid-2020. They did this safely by implementing the most rigorous safety standards. This meant that UNSW students were able to attend the Centre for Term 3 and gain first-hand legal practice experience. The re-introduction of students to the Centre also helped increase the Centre's capacity to address the complex legal needs emerging in the local community. Student feedback from Term 3 was very positive, with many students noting their appreciation that their health and welfare was taken so seriously and the value of the connection with KLC staff and clients from working together in person. KLC was also able to take its first placements in the UNSW PLT program at the end of 2020.

Additionally, KLC was able to adapt to integrate newer technologies into their work. Paperless advices, online community legal education and moving to remote advice nights have provided new ways of working and providing access to the Centre. The Centre was also successful in obtaining funding from the NSW Attorney General Department through the Community Legal Centres Program administered by Legal Aid for a 12-month COVID-19 Solicitor to assist with increased demand as a result of the pandemic.

Beyond all this pandemic-related activity, the launch of the Sexual Harassment Legal Service was a highlight of 2020. The past few years have underscored just how endemic sexual harassment is in the workplace, and in particular, in the legal profession. KLC ran its Bystander Training to the UNSW Law community, which was very well received. This will be a focus for research and collaboration, especially with respect to law reform in 2021. Likewise, KLC was able to continue to build on the Centre's human rights work by leading a coalition of over 200 NGO's in assessing Australia's human rights record through the United Nations Universal Periodic Review. In a year of such upheaval it is commendable that KLC continued to advance this important work.

In closing, I strongly commend and thank all KLC staff, supporters and volunteers for going above and beyond in 2020. KLC has shown resilience and adaptability in a year like no other – and continues to demonstrate UNSW's distinctive commitment to social justice achieved through the law.

**Professor Andrew Lynch**  
Acting Dean, UNSW Sydney Law and Justice



## Director's Report

I don't think I ever anticipated having to reflect on leading a legal centre through a pandemic, but this was what 2020 challenged us with. It is hard to fully reflect on the year and what it means for the Centre and our work. We are still working through all the ways in which COVID-19 has affected our lives, communities, the way we work and the way we interact with each other.

The pandemic brought out the best in the Centre – in our staff, in our colleagues, pro bono partners, volunteers, students, community allies and communities. This network of supporters really overwhelmed the Centre with a willingness to work differently, to adapt and to ensure our community still had access to help. 2020 truly emphasised the strength of these relationships to the Centre and the importance of having genuine friends in times of crisis.

It is impossible to recognise everyone that helped the Centre and supported our staff get through the year. In a million small and big ways there were moments that helped us get through the uncertainty and stress – all at a time when everyone was feeling stressed and anxious. Special recognition must go to the high-level support from our Faculty of Law colleagues, from former Dean Professor George Williams and Acting Dean Professor Andrew Lynch, who provided me with strong personal support, to our Faculty Executive Director, Fei Wong and Faculty Operations Manager Sandra Rheinbay who always took my calls (even when they were too busy) and always tried to find ways in which KLC could try and work as safely and effectively as possible. Your commitment to the work of the Centre had a huge impact on KLC's year.

I also must express my gratitude to the amazing KLC staff who somehow managed to take the deep uncertainty and changing environment all in their stride. How our staff, led by Dianne Anagnos moved the legal practice to a remote, from home model in a matter of days is still a bit of a mystery. How they continued to provide their excellent, client focussed high quality legal advice from home is testament

to their commitment and dedication. As well as adaptability we also saw the technical brilliance of KLC lawyers shine as they navigated complex legal problems rarely encountered. They also continued to think about new and emerging community need, quickly adapting to the changing environment with new factsheets and webinars to keep our community informed. Likewise, our admin team, planned both the pandemic entry and exit and worked tirelessly to iron out the many challenging issues working from home. I never knew we needed pandemic planners but we had that in spades with Roselle Nunes and Denise Wasley.

Our much-loved volunteer solicitors also embraced the challenge of our remote advice nights – and took a leap of faith with us and our telephone based advice nights. We simply could not have got through the year without their ongoing commitment to the Centre and our community.

Getting through 2020, is an achievement in itself, but the Centre also thrived. We were able to launch our Sexual Harassment Legal Service bringing together our legal expertise, passion for change and prevention in this area. We also navigated Australia's human rights review in the Universal Periodic Review, made all the harder by COVID-19. Most importantly we continued to meet the legal need in our community at a time when there was a huge need for trusted advice.

It is my hope that the great lessons of the 2020 pandemic remain for the Centre – the importance of relationships, the human connection to our work, our interdependence on each other – in the good times and the bad, that we can work together to get through the most challenging of times, and that in times of crisis help is at hand. While we would never have wished 2020 on ourselves, KLC emerges ready to engage with the big challenges of our times, while not forgetting the community we serve.

**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

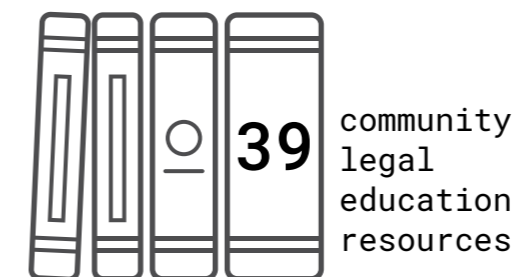
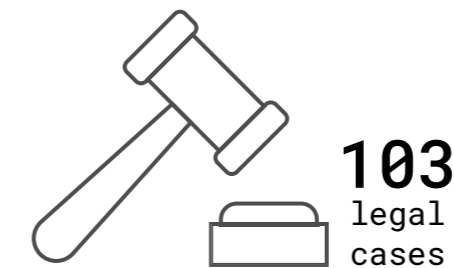
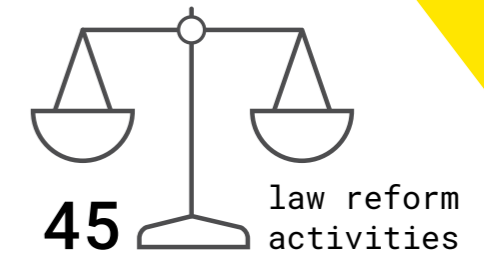
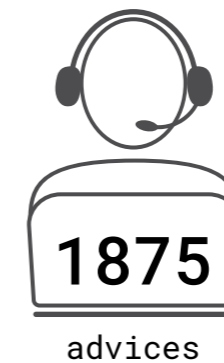
To create partnerships with other community organisations on legal issues.

## 10

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

# Our Legal Service Delivery Outcomes

In 2020 KLC provided:



# Legal Service Delivery

Each week KLC offers over 40 daytime and evening appointments for clients at our Centre and at our community outreaches. We 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 flexible and accessible services for our clients.

In 2020 the impact of COVID-19 radically changed our service delivery as KLC staff, pro bono partners and volunteers all moved to deliver our services from home. KLC responded to urgent community need by providing a telephone-based advice service while face to face services were suspended. None of this transition was easy or straight forward and required everyone to show huge adaptability and flexibility.

The year was challenging for our service and community at times, but has also provided us with some new opportunities, including moving to electronic advices (no more paper!) and showed us ways in which volunteers could contribute to the Centre from home.

Our dedicated solicitors continued to provide our casework services from home, as well as representing clients in conciliations and hearings. All KLC staff and our supporters worked tirelessly to ensure our clients could access legal advice during the lockdown period and throughout 2020.

KLC could not have helped all these clients without the hard work and dedication of our wonderful team of solicitors, who remained cool and committed under pressure - Dianne Anagnos, Tess Deegan, Anita Will, Fiona Duane, Katrina Ironside, Emma Anderson, Sean Bowes, Rachel Gregory, Dan Thomas and Amy Colquhoun as well as our secondee solicitors from Herbert Smith Freehills: Charlotte Johnstone Burt, Pip Reeves and Josh Wang. Behind the scenes there was huge amounts of flexibility, adaptability and grace under pressure from all our staff. Special mention to our amazing administrative team who moved mountains to keep the legal work going – Denise Wasley, Roselle Nunes, Gloria Bankhead and David Yalpi. Without their forward planning and logistical support we could not have met the challenges of the year as readily as we did.

We also owe huge gratitude to our roster of over 80 volunteer solicitors whose contribution allows KLC to offer evening appointments seven nights a fortnight. This volunteer contribution is crucial to the provision of high quality, free legal advice to our community and was especially critical in 2020. Our volunteers provided this advice for the bulk of 2020 from their homes and wrestled with new admin processes and the challenges of telephone appointments. We have the best volunteers!

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

In 2020, due to the pandemic, these outreaches were changed to a remote telephone service.

### Kingsford Legal Centre Outreach Services

Service where Outreach Provided	Frequency/Day	Target Clients
<b>Kooloora Community Centre</b> <i>Bilga Crescent, Malabar</i>	Fortnightly/Fridays school term time	Drop in advice clinic for public housing tenants in South Ward of Randwick City Council
<b>La Perouse Aboriginal Community Health Centre</b> <i>Elaroo Avenue, Yarra Bay</i>	Fortnightly/Wednesdays school term time	Drop in service for Aboriginal community
<b>Lexo Hub</b> <i>Lexington Place, South Maroubra</i>	Fortnightly	Drop in advice clinic for public housing tenants in South Maroubra
<b>South Eastern Connect Centre</b> <i>Eastlakes Shopping Centre, Eastlakes</i>	Fortnightly/Wednesdays	Fortnightly outreach clinic targeting older clients; clients with disability; CALD clients.
<b>Long Bay Correctional Centre</b> <i>Malabar</i>	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



## OUR IMPACT

In 2020 we surveyed our advice clients and found:

**82.5%** of respondents stated that our help lowered their stress about their legal problem

**92.5%** felt that the solicitor helped them to understand how to deal with their legal problem

**85%** know more about their rights and responsibilities

### Client comment

*“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 Emma listened to me with an open mind and I was most grateful for her respect for my cultural background.”*

# Generalist Law Clinic

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 2020 the clinic moved to a remote model providing advice by telephone. Clients were particularly impacted by the pandemic in the areas of tenancy, credit and debt and consumer law.



## OUTCOMES

**1324**  
generalist legal advices were provided to our community by KLC in 2020

**40**  
generalist representation matters were opened

**209**  
generalist legal task assistance matters were opened in 2020

### Client Comment

*"This is a very important community service that should be continued."*



## Client Saved from Homelessness

The death of a loved one is a very distressing time, especially for public housing tenants. Anna asked for our help last year as she was being evicted from the home she had lived in since she was a baby due to the death of her father. Housing NSW argued that they did not know that Anna lived there, despite the fact that the unit had always been her home and she was listed as living there as a child.

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

KLC negotiated with Housing NSW over a long time period on behalf of Anna outlining her unique circumstances and we are delighted that Anna has been given a home 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.

## OUR IMPACT

In the second half of 2020 we surveyed our casework clients and found:

**100%** of respondents reported that they were experiencing stress before KLC helped them

**100%** of clients responded that KLC alleviated that stress

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

**100%** were happy with the outcome of their case



KLC students participating in the 'Fund Our Future, Not Gas' campaign

## Community Legal Education – Generalist Practice

As with all aspects of our work in 2020, COVID-19 presented huge challenges for our Community Legal Education program. However, the speed of legal changes and high community need for information meant we quickly shifted our program. The focus of our CLE in 2020 was the impact of COVID-19 and changes to laws, particularly around tenancy and debt. We moved to a webinar/online mode of delivery and this proved very popular with a major increase in participants. The online format increased accessibility for many community workers. We look forward to continuing a hybrid model of face to face and online in 2021.

In 2020 KLC:

- > Developed a COVID-19 Help webpage
- > Delivered seminars to international students and community workers on COVID-19 and tenancy
- > Presented on Planning Ahead for older people at the Bayside Council Death Café event
- > Presented to South Coogee public housing tenants on legal basics and where to go to for help with legal problems
- > Presented to community workers on Youth Offending
- > Presented on COVID-19 and Debt to community workers
- > Developed a factsheet on Temporary Changes to Electronic Witnessing of Documents factsheet

## Law Reform and Advocacy – Generalist Practice

KLC has a dedicated Law Reform and Policy Solicitor coordinating our 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. In 2020 KLC made submissions including the following:

- > Submission to the Inquiry into the Australian Government's Response to the COVID-19 Pandemic
- > Submission to the NSW Housing Strategy Discussion Paper

## OUR IMPACT

Our survey of participants in the COVID & Debt seminar to Community Workers revealed:

**80%** of respondents found the session useful

**80%** of respondents felt the information was clear and to the point

**80%** of respondents felt that there was opportunity for discussion

## Australia's Human Rights Scorecard

Our major focus for Law Reform in 2020 was working with the Human Rights Law Centre and Caxton Legal Centre to co-ordinate the Joint NGO submission to Australia's 3rd Universal Periodic Review by the United Nations.

KLC's Director, Emma Golledge, 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 co-ordination work brought together Kingsford's grassroots knowledge of human rights issues for our community and our expertise in international human rights processes. The UPR is an important process in terms of measuring Australia's progress in human rights and identifying areas for improvement. 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.



## Partnerships

In 2020 the strength of KLC's longstanding community partnerships was evidenced as we worked together to ensure that our local community had access to services during a challenging time. At a time when many vulnerable people were struggling, we worked closely with our all of our community organisation partners in 2020 – in particular our outreach partners. KLC also participated on the Board of the South Eastern Community Connect and participated in the Eastlakes Public Housing Group.

## Nancy Hillier Lecture 2020

KLC Director Emma Golledge, was honoured to present as part of the Hillier lecture on the social justice opportunities and challenges for the Botany Bay Area.

# Discrimination Law Clinic

KLC specialises in discrimination law and provides a state-wide service in this area of law. COVID-19 impacted our discrimination practice, particularly in the areas of race and disability discrimination. In 2020 we were grateful for the pro bono expertise of Clayton Utz who stepped into provide assistance to our discrimination clients.

## Community Legal Education – Discrimination Law Practice

KLC developed 2 factsheets in 2020 in response to the pandemic. Both are available on the KLC COVID-19 Help Page on our website at [klc.unsw.edu.au](http://klc.unsw.edu.au)

- > Race Discrimination and COVID-19
- > Disability Discrimination and COVID-19

## Law Reform and Advocacy – Discrimination Law Practice

The discrimination practice was very busy in the law reform space in 2020 in particular around the Anti-Discrimination Amendment (Religious Freedoms and Equality Bill) 2020. KLC advocated that the Bill was not an appropriate response to the serious issue of religious discrimination.

KLC also made a submission recommending that the NSW Government reject the Anti-Discrimination Amendment (Complaint Handling) Bill 2020. In the submission KLC argued that the Bill would not provide the comprehensive reform that NSW discrimination law needs.

## OUTCOMES

297 discrimination legal advices were provided to our community by KLC in 2020

25 discrimination representation matters

46 discrimination legal task assistance matters were opened in 2020



## Assistance Animal and Disability Discrimination

KLC has seen an increase in the number of matters dealing with people who are discriminated against over the use assistance animals. Joanna suffers from anxiety and depression and her assistance dog Sparky helps her feel safe and enables her to go into public spaces to do her normal day to day tasks.

Joanna came to KLC for help after an employee of a large retail store told her Sparky had to leave the store, even though Sparky was dressed in his assistance jacket and Joanna had his identity card. Eventually a manager allowed Joanna and Sparky to stay in the store however the incident caused Joanna to feel a great deal of anxiety and resulted in her feeling great unease shopping at her local centre.

KLC helped Joanna negotiate with the store who agreed to make a donation of a few thousand dollars to a charity supportive of assistance animals as well as delivering training to every member of the store about assistance animals. The store also agreed as part of the training to provide a case study based on Joanna's experience that included explaining how assistance animals alleviate her symptoms and describing the distress caused when assistance animals are refused entry.

Joanna was very happy with the result as she feels it not only deals with her problem, but hopefully ensures it won't happen into the future for other people.

### Client comment

*"KLC is for the common man. I remain grateful to the KLC. The solicitor that represented me at the conciliation was confident and did a very good job."*



# Sexual Harassment Legal Service

## Advice, Advocacy, Action

In 2020 KLC brought together our long expertise and passion for sexual harassment work and launched our Sexual Harassment Legal Service. This Service brings together our statewide discrimination law service, our expertise in community legal education on sexual harassment and our passion for law and policy change in this area.

We were excited to formally launch this clinic in 2020 and look forward to working with our partners, with the legal assistance sector, pro bono sector and academy to work toward better legal and cultural responses to sexual harassment in Australia.

## Community Legal Education – Sexual Harassment Legal Service

KLC believes that sexual harassment is preventable, and that key to this is education. As part of our clinical teaching to law students at UNSW we have listened to students and heard their concerns about the impact of sexual harassment on their careers and concerns about the prevalence of sexual harassment in the legal profession.

In 2020 we developed a webinar for UNSW law students that addressed sexual harassment at work and considered strategies for bystanders. We plan to run 'Active Bystanders, Standing up Against Sexual Harassment and Bullying' again in 2021.

## Law Reform and Advocacy – Sexual Harassment Legal Service

In 2020 KLC responded to the long awaited Report by the Sex Discrimination Commissioner Respect@Work Sexual Harassment National Inquiry Report (2020) which we provided expert input into. The Report stated the need to immediately prioritise strategies aimed at young people and identified KLC's #metoo – It's About You community legal education sessions to school students as a primary prevention strategy.

## OUR IMPACT

KLC surveyed participants in its Active Bystanders, Standing up Against Sexual Harassment and Bullying. Results of the survey show:

**100%** of respondents found the information clear and to the point

**100%** of respondents found the session useful

**100%** of respondents felt that there was good opportunity for discussion in the session



## Sexual Harassment and Worker Exploitation

Sexual harassment matters often involve a range of legal issues and need specialised advice and casework experience. A matter that helps to illustrate the complexity of these matters is Gina's case. KLC represented Gina in a conciliation conference after she made a complaint of sexual harassment. Gina had been sexually harassed by her manager while working in the hospitality industry. When we spoke to Gina it became apparent that not only had Gina been sexually harassed at work, but she was still very badly affected psychologically by the harassment and had not been able to work since.

After speaking to her we realised that she had been underpaid her entitlements by approximately \$10,000 – money she really needed now. Recognising that Gina was traumatised and that she might never work again we referred her for workers compensation advice. We helped Gina negotiate getting her unpaid wages without the distress of going to court. This was a great result for the long term welfare and rehabilitation of the client. Gina was thrilled by the result and the extra care taken to deal with her case holistically and she now has access to urgently needed money.

# Employment Law Clinic

The impact of 2020 on our Employment Clinic was massive, with the pandemic presenting challenging legal issues for our clients. This was amplified with the pace of policy change in this area with ever evolving Government programs for stood down workers. The Employment Clinic worked closely with our Law Reform Solicitor to ensure our lawyers had up to date information about our client's rights to JobKeeper and JobSeeker. It is fair to say that many new clients who had previously been in secure work sought our help in 2020 for employment issues.

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.

Thanks to our Employment Law Pro Bono clinic partners: HWL Ebsworth, Holding Redlich, Kennedys and Bartier Perry – who soldiered on throughout the pandemic working remotely for our clients in our weekly clinic. This clinic turned 20 in 2020, having commenced way back in 2000. This partnership is highly valued by KLC for its positive impact on our clients and our students.

Special thanks also to the wonderful Alice Paul, who continues to provide advice every Tuesday on employment and discrimination matters. Alice is a gem and we are grateful to be able to provide our clients with access to someone of such expertise, empathy and kindness.



## Community Legal Education – Employment Law Practice

KLC's employment clinic was very active in the community legal education space as it was so greatly impacted by COVID-19. Webinars were developed and delivered to community workers, international students and our volunteers.

Factsheets and videos were developed for our COVID-19 Help Page on the KLC website including:

- > COVID-19 and Workers' Rights video
- > COVID-19 and Jobkeeper Factsheet
- > COVID-19 and Being Stood Down Factsheet

## Law Reform and Advocacy – Employment Law Practice

The focus of Law Reform in the employment law space was around the impact of COVID-19 on people who held temporary visas.

In 2020 KLC made a joint submission to the Senate Select Committee Inquiry into Temporary Migration arguing that these workers were hit hardest by the pandemic, increasing their vulnerability to wage theft and other breaches of workplace rights and conditions. We advocated for comprehensive workplace reform to address the exploitation of temporary visa holders.

## Partnerships

KLC participated in the CLCNSW Employment Law Network in 2020, the CLC Australia Employment Law National Network, and worked with WestJustice, JobWatch and academics from UNSW Sydney and UTS on law reform.

## OUTCOMES

**454** employment legal advices were provided to our community by KLC in 2020

**12** employment representation matters

**57** employment legal task assistance matters were opened in 2020

### Client comment

*"Extremely happy with service and what you did, to think about where I could have ended up or what could have happened to me, I'm so happy you were able to help me. Thank you."*

## Conciliation via WFH

When Martha came to us and told us her story about how she was treated at work, we knew we had to represent her. What we didn't know was that COVID-19 had its sights on disrupting the whole world and the result was that we represented Martha in our first conciliation from home.

Martha had been working significant extra hours at work in a stressful environment. She then found out she was pregnant. Martha is not from Australia and has no family or support here apart from her husband. Things got worse at work and she struggled with health issues. The stress became too much and Martha requested leave in order to rest. This leave request was refused. Her doctor considered it in the best interests of Martha's and her baby's health that she take time off work, so she did. On her return to work Martha provided a medical certificate. Her employer dismissed her as they decided she was on holiday when she was supposed to be on sick leave.

KLC helped Martha lodge an application to the Fair Work Commission and represented her in the conciliation where we achieved compensation for her. We were happy that we were able to conclude this for Martha and weren't going to let a pandemic get in the way of representing her.



# Health Justice Partnership

Health Justice Partnerships (HJP) are a collaborative and multi-disciplinary service delivery model that make sure people can access legal assistance when they need it most. KLC entered into a HJP with the Prince of Wales Hospital (POWH) and Eastern Suburbs Mental Health Service (ESMHS) commencing in July 2019 following our successful tender bid for three years funding from the State Government through the Community Legal Centres Program administered by Legal Aid NSW. KLC Solicitor/Clinical Supervisor Emma Anderson continued in the role of HJP Solicitor in 2020. Due to the increasing number of criminal matters in particular for mental health patients KLC hired Rachel Gregory to work in the clinic to increase the capacity of the service in this area as well as to upskill staff in this area.

The pandemic meant that we had to suspend our face-to-face HJP Clinics in 2020, however, we worked hard to ensure we still received referrals from social and welfare workers and were able to provide advice to patients over the phone and by email. This service is more critical than ever, as we are able to reach vulnerable clients who would find it more difficult than ever to access legal services. We are seeing many clients with legal problems that are made more complex and urgent by the current COVID-19 pandemic, including evictions, debt and employment issues.

Thanks to the HJP Steering committee for its guidance throughout 2020. Members of the SC in 2020 were:

- Emma Maple-Brown (Herbert Smith Freehills)
- Mike Gatsi (ESMHS)
- Lynne Whetton (ESMHS)
- Peggy Yeomans (POWH)
- Andrea Durbach (UNSW)
- Elizabeth Browne (POWH)
- Emma Golledge (KLC)

## Community Legal Education – Health Justice Partnership

The delivery of the HJP clinic’s community legal education program was moved from seminar based to online modules. In 2020 HJP staff developed and delivered:

- > A HJP blog for health professionals keeping them updated on changes to laws around COVID-19
- > Presentation on Confidentiality and Legal Privilege
- > Presentation on Conflicts of Interest
- > Presentation on Legal Referrals
- > Presentation on Repairs for Public Housing Tenants

## OUTCOMES

**78** advices were provided to our HJP clients by KLC in 2020

**20** HJP representation matters

**50** HJP legal task assistance matters were opened in 2020

### Client comment

*“KLC and especially the solicitor that worked on my case was very accommodative and pleasant to work with. She listened to our case thoroughly and explained steps accordingly. Very thankful for her help!”*

## Debt Worry

In 2020 KLC assisted a young man who was referred to us by a social worker. When we first saw the client, he was an inpatient at the hospital and was slowly moving towards preparing to move back home. He was very worried about some large debts and fines he knew he had but could not provide us with details. We provided him with advice in relation to the debts and fines while he was an inpatient. We were able to find out the details we needed about his fines and arranged to have them placed on hold, to allow health staff time to arrange a Work and Development Order to “work them off”.

The client was later discharged and was living in our local catchment area. We represented him against the debt recovery agent and insurer making claims against him and were successful in having his two debts worth over \$6,000 completely waived.



# Migrant Employment Legal Service (MELS)

MELS is an innovative collaboration with Inner City Legal Centre, Marrickville Legal Centre and Redfern Legal Centre to provide a statewide employment law service to migrant workers. The service commenced on 1 July 2019, funded by the State Government through the Community Legal Centres Program administered by Legal Aid NSW. The work builds on KLC's long running expertise in discrimination and employment law as well as our experience working with disadvantaged marginalised workers.

In 2020 experienced community legal centre lawyer Katrina Ironside worked as the MELS solicitor until August. KLC was delighted to recruit experienced community lawyer Dan Thomas to the project in October.

The MELS collaboration is managed through a Steering Committee and KLC Office Manager, Denise Wasley, represented the Centre on the Steering Committee for most of 2020 working on the promotion and profile of this important Service.

## Community Legal Education – Migrant Employment Legal Service

COVID-19 and the changes to employment and social security law quickly became the focus of the CLE for the MELS Clinic in 2020. KLC delivered webinars to international students on COVID and employment and developed a Stand Down Employment Law Fact Sheet in the period.

## OUTCOMES

**173** MELS advices were provided to our community by KLC in 2020

**26** MELS representation matters were opened

**29** MELS legal task assistance matters were opened in 2020

### Client comment

*"You guys are really great – fantastic"*



## KLC Helps Underpaid Worker through MELS Project

Ling came to Australia a few years ago. She has been doing casual cleaning work to support herself and her child but was not aware of all her work rights under Australian law. Ling did some cleaning work for a company that did not pay her any money for the work she performed. At the time Ling did this work she was in financial hardship and dealing with homelessness. She only had a first name and a phone number for the person who organised her to do the cleaning.

Ling came to KLC through MELS for help to recover the money she was owed. KLC contacted Ling's employer and talked to them about the work Ling had performed, as well as their full details. Within a couple of days of Ling contacting KLC, the employer agreed that they still owed Ling for the work she did. KLC was also able to give Ling more information about her work rights for future work.

# Family Law/ Family Violence Clinic

KLC's Family Law/Family Violence Clinic was very busy in 2020. Like our local community partners and DV services we held grave concerns of the impact of lockdown on the safety of women and children. KLC worked closely with our community organisation partners to ensure that these clients were given immediate, priority legal assistance. KLC Solicitor/Clinical Supervisor Anita Will supervised this clinic in 2020.

## Community Legal Education – Family Law/Family Violence Practice

12 students participated in the Family Law/Family Violence Course in 2020 and they developed and delivered four community legal education seminars in the period, including webinars around ADVOs and Victims Compensation.

## Domestic Violence After Separation – Special Circumstances for Waiving a Centrelink Debt

In 2020 KLC finalised a Centrelink debt matter for a client who had been a long-term victim of domestic violence from her ex-husband. Wei had been receiving Family Tax Benefit for her two sons when she separated from her husband, after nearly ten years of living with physical, sexual, financial and emotional abuse. The abuse continued for nearly three years after the separation, and Wei spent most of that time scared of further violence and moving from one private rental to another as her ex-husband consistently breached AVO conditions by stalking and intimidating her.

During this time her children moved between her and her husband, and with everything else going on,

including the AVO proceedings, Wei did not realise that she needed to tell Centrelink about these constant changes in care. Centrelink later raised debts totalling \$10,000 for the periods of time the children were not in her care over that time.

KLC helped Wei by collecting letters from her support workers and police file and writing submissions to an Authorised Review Officer at Centrelink to have the debt waived due to the special circumstances in her case. After a long wait we were pleased to be able to tell Wei that the debt had been fully waived and that she would receive a refund of the payments she had made towards the debt so far.

## Law Reform and Advocacy – Family Law/Family Violence Practice

KLC remained active in this space in 2020 particularly around changes to Victims Services and coordinating, with Womens Legal Resource Centre, the Day of Action Against Proposed Victims Support Changes.

## Partnerships

KLC participated in the Eastern Suburbs Domestic Violence Network in 2020. We also relied on The Deli Womens and Children's Centre for their expertise on working with DV survivors. In the law reform sphere we worked closely with Womens Legal Resource Centre and the CLCNSW Domestic Violence Network.

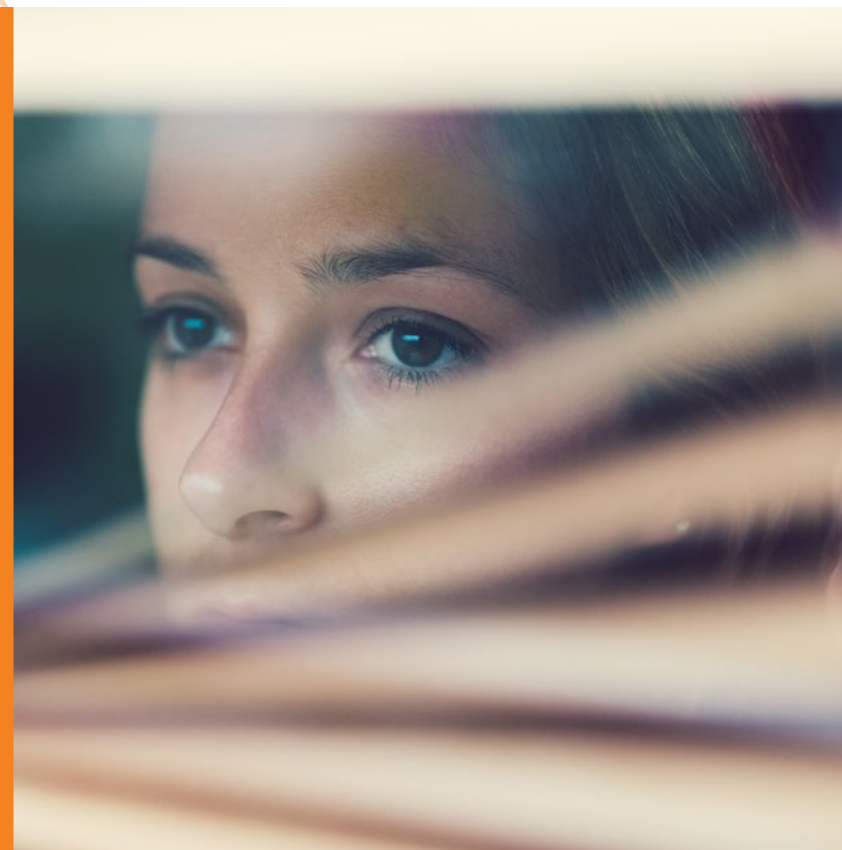
## OUTCOMES

**104** family law/family violence advices were provided to our community by KLC in 2020

**6** family law/family violence legal task assistance matters were opened in 2020

### Client comment

*"Anita was very easy to talk to. She is responsible, kind and warm. I am grateful for KLC's quick service. Anita understood my issue and was very sensitive. I didn't know what to do until I spoke to her I am very pleased."*



# Our Clients

**48.2%** of our clients are women

**24%** of our clients have a disability/mental illness

**4.68%** of our clients are Aboriginal and Torres Strait Islander

**27%** of our clients are culturally and linguistically diverse (main language spoken at home not English)

**6%** of our clients required an interpreter

**6%** of our clients are homeless or at risk of homelessness

**14%** of our clients live in public housing

**8%** of our clients are at risk of or are experiencing family violence

**12%** of our clients are aged 65 and over



## Top 10 country of birth

<b>573</b> Australia	<b>110</b> China (excludes SARs & Taiwan)
<b>64</b> England	<b>47</b> India
<b>28</b> New Zealand	<b>23</b> Iran
<b>21</b> Philippines	<b>20</b> Bangladesh
	<b>21</b> Brazil
	<b>18</b> Malaysia

## TOP 10 PROBLEM TYPES

Problem Type	Number	Proportion %
Employment conditions/ entitlements	317	10.15%
Employment unfair dismissal	281	8.99%
Employment Other	228	7.30%
Discrimination disability	148	4.74%
Road traffic and motor vehicle regulatory offences	104	3.33%
Credit and debt owed by client	89	2.85%
Motor vehicle property damage	83	2.66%
Discrimination sex/gender	76	2.43%
Tenancy Other	72	2.30%
Discrimination race	71	2.27%

## Client comments

*"Thank you very much KLC for helping me out when I needed law help. You probably helped more than you think you did."*

*"God bless you KLC team."*

# 2020 – Our Pandemic Year at a Glance

It was a year of firsts for KLC and most of our community – we hope this will be the first and last pandemic that we all need to navigate.

## JANUARY

**First Troubling Signs** – KLC begins to institute hand sanitizing and other safety measures but remains open to public. First cases of COVID-19 from international travellers. UNSW student tests positive.

## FEBRUARY

**Trying Not to Get too Worried Yet** – KLC optimistically opens a new MELS outreach and continues to remain open to the public and welcomes T1 students – all in person. We start to develop offsite emergency measures and prepare for a case of COVID-19 coming into the Centre. Most KLC staff think we are joking when we start to talk to them about being ready to work from home at a moments notice.

## MARCH

**Reality Hits** – The World Health Organisation declares a global pandemic. UNSW shifts courses and operations to a work from home model. All KLC service delivery moves to telephone based with staff working from home. Students complete the term in a remote learning model; volunteer advice nights suspended; outreaches and HJP attendance suspended. We spend the month working out the technology and how we can work from home. We welcome our new HSF secondee Pip Reeves who gets just a few days in the Centre before working from home. We really don't know what is going to hit us.

## APRIL

**Full Lock Down Mode** – Entire legal practice delivered from the homes of staff. Clients seek our help by webform as we can't yet divert our phones to our homes.

As Australia enters national lockdown we are joined at home with our families and flat mates making confidential legal work challenging. Schools closed so KLC staff and clients balancing looking after children at home.

Fiona Duane does our first conciliation from home. KLC solicitors start getting their head around new laws and policy announcements. We start to receive an overwhelming number of requests for employment law help particularly from stood down workers. We frantically work to get on top of the law and start to develop COVID-19 legal information.

We swing from feeling like we are okay and managing fine to thinking we can't do this any longer. We check in with each other regularly, and stupid meme use increases dramatically.

We finalise the coalition report for Australia's human rights review as the national lock down commences. We close the Report to provide a snapshot of Australia pre-COVID.



KLC Principal Solicitor Dianne Anagnos and Director Emma Gollledge practice physical distancing

## MAY

**Getting Used to the New Status Quo** – We get our phone line open. We manage to get our evening advice nights up and running again with our amazing volunteer solicitors delivering this from home. We increase appointments for our clients and notice increases in employment and housing law problems. Our HSF secondee works hard to help international students who cannot enter Australia deal with their tenancy issues. Long term pro bono friends Clayton Utz step in to offer assistance in our discrimination clinic. We start to work out the new normal and push forward to increase access to the Centre. We deliver our course – Foundations Enrichment II all online for the first time.

## JUNE

**Building Back Up Again** – We get approval for limited access to the Centre so some staff can deal with the telephones and progress the legal work. Campus remains empty as are the roads. The Centre is silent. We hope it will once again be bustling. There is relief that COVID-19 has not hit Australia as we feared. Tess Deegan returns from parenting leave to work from home (!).

From 1 June KLC is holding 3 virtual advice night sessions and we are urging our community partners to warm refer clients to us directly. Our community legal education program gets moving with webinar training for our volunteers on COVID-19 and the Law. We reach out to our partners who are helping international students who we know are very vulnerable at this time. Herbert Smith Freehills come through for KLC (again) with a donation to help us with increased COVID-19 related demand.

## JULY

**KLC Champions Come to Lend a Hand** – David Yalpi comes back to KLC to answer our phones so we can reopen them 5 days a week. Our wonderful employment law pro bono partners continue helping clients from their own homes. KLC Solicitors deliver community legal education webinars to community workers around COVID and changes to the law.

We update our Human Rights Report for the Universal Periodic Review highlighting the impact of Black Lives Matter and the gendered impact of the pandemic. We see in the Report the massive policy and legal changes in Australia since the start of the year.

## AUGUST

**Pushing Past the Pandemic** – We start to service plan more confidently and move forward on decisions and projects we had put on the backburner. KLC welcomes new staff member Rachel Gregory who escapes Victoria (minutes) before their state lockdown to bolster our crime practice and we start planning to add a new criminal advice night. More staff tentatively start returning part time to the office – with social distancing rules. Most staff are worried about using public transport.

We start to plan the return of students to campus in September. We start to collate our legal information on a COVID-19 page on our website.

## SEPTEMBER

**Returning to New Normal** – Our office is transformed by Roselle Nunes into a COVID-19 safe workplace. Our pamphlets and children's toys disappear from reception, we lose use of our kitchen and our rooms are all measured for physical distancing. We welcome T3 students to the Centre – with our first online induction and the first time two day a week students have one day of project work from home. Classes continue online. We spend our days ensuring our students stay 1.5 metres away from each other. All appointments at the Centre remain by telephone.

With the return of our students, the buzz of the office returns and we are able to open up more phone lines. We manage to launch our Sexual Harassment Service – a project that we feel passionate about – some things are going right in 2020.

## OCTOBER

**Community Legal Education Prioritised** – Our focus shifts heavily to keeping our community aware of law changes around COVID. KLC staff realise they have become webinar experts – just because they had to be – and that community workers and volunteers actually prefer this model. We welcome Dan Thomas to join us for the MELS work. We start to look forward to the end of 2020!

## NOVEMBER

**New COVID Solicitor Recruited** – KLC is successful in obtaining a grant from the Commonwealth Government through the Community Legal Centres Program administered by Legal Aid to hire back the wonderful KLC ex-student Amy Colquhoun to work on legal matters arising from COVID. We also achieve a small tech grant to develop a SharePoint for our advice nights as we embrace the technology changes forced upon us. In November we are published in Pro Bono Vocco reflecting on the impact of COVID -19 on the Centre. We start to ask are we there yet? as the end of the year approaches.

## DECEMBER

**Are We There Yet?** – A truly exhausted KLC staff meet at the beach for a Xmas lunch while safely physically distancing. We feel grateful to have got through the year and appreciate some of the things we took for granted. The sun is shining and the chips are hot. It's the cheapest and best Xmas party ever.

We say goodbye to our wonderful T3 students – our pandemic cohort who get through the course safely and with much adaptability.

We can't hold a volunteer party but we ensure we award the Paddle for 2020 – we don't let COVID take that away from us!

We feel grateful to have got through the year together and in good health. We hope for a better 2021!



KLC staff participate in National DV Remembrance Day from home:  
l-r Dianne Anagnos, Roselle Nunes, Anita Will, Emma Anderson,  
Fiona Duane, Sean Bowes, Emma Golledge



# 2020 at a Glance

## JANUARY

KLC Solicitor/Clinical Supervisor Anita Will leads students in a clinical exchange with VM Salgaocar Goa India as part of the Child Rights Clinic.



## FEBRUARY

KLC begins its strategic planning process.



## JULY

KLC proud to co-ordinate Australia's Human Rights Scorecard – Joint NGO Submission to UPR finalised with COVID update.



## AUGUST

COVID-19 & Discrimination – KLC develops factsheets on COVID-19 impact on Race and Disability Discrimination.



## MARCH

COVID-19 hits and KLC moves entire legal practice, volunteers and clinical programs to work from home.



## APRIL

Farewell to our T1 Community Law Students – our Pandemic Graduates – who finished the course from home.



## SEPTEMBER

Advice, Advocacy, Action – KLC Launches Sexual Harassment Legal Service.



## OCTOBER

KLC's new Migrant Employment Legal Service Solicitor, Dan Thomas, comes onboard.



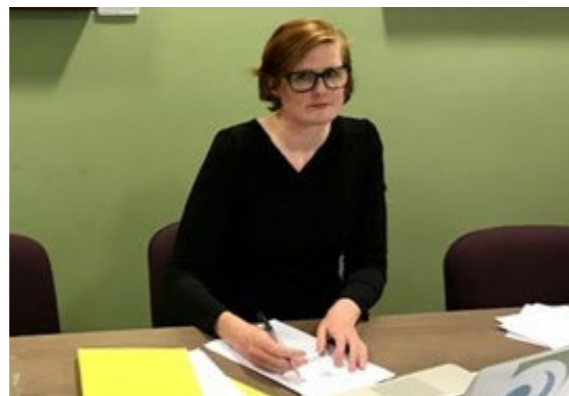
## MAY

KLC Solicitors/Clinical Supervisors Anita Will and Fiona Duane deliver webinar training to our vols sols on COVID-19 Legal Update.



## JUNE

KLC Director Emma Golledge gave evidence via Zoom to the NSW Legislative Committee Inquiry into the Anti-Discrimination Amendment (Complaints Handling) Bill.



## NOVEMBER

KLC achieves funding for a 12 month COVID-19 Solicitor and welcomes back ex-student Amy Colquhoun to the role.



## DECEMBER

KLC staff take a well earned rest at Coogee Beach – it's been a challenging year!



# Law Reform & Advocacy at a Glance

## JANUARY

KLC Submission to the Religious Freedom Bills – Second Exposure Draft.

## APRIL

KLC Submission to the Anti-Discrimination Amendment (Complaint Handling) Bill 2020.

Joint NGO Submission on Behalf of the Australian NGO Coalition to Australia's 3rd Universal Periodic Review.

## JUNE

Submission to the Inquiry into the Australian Government's Response to the COVID-19 Pandemic.

## JULY

Submission to the NSW Housing Strategy Discussion Paper.

Submission to the Senate Select Committee Inquiry into Temporary Migration.

## AUGUST

Submission to the Inquiry into the Anti-Discrimination Amendment (Religious Freedoms and Equality) Bill 2020.



# Community Legal Education at a Glance

## JANUARY

Health Workers at Prince of Wales Hospital – Repairs in Public Housing

Community Workers – Legal Basics and Referrals

## FEBRUARY

Volunteers – General Update COVID issues

## MARCH

Death Café – Planning Ahead

Rotary – International Womens Day – Women & the Law

## APRIL

Community Workers – Tenancy Updates

## MAY

Webinar for Volunteer Solicitors: COVID-19 Legal Update: Focus on Tenancy and Stand Downs

Webinar for Volunteer Solicitors – Tenancy Updates

## JUNE

Employment Law Clinic Volunteer Solicitor Training Video

Webinar: COVID-19 and Workers' Rights Video for Website

Video for Website – Tenancy Updates during COVID-19

Q&A for International Students at UNSW – KLC and MELS

## JULY

Q&A with KLC and MELS – Webinar 2

COVID-19 Workers' Rights Fact Sheet



## AUGUST

UNSW Students: Ending Your Lease Early

ADVO Presentation to CAPS Counsellors

Racial Discrimination and COVID-19 Fact Sheet

Disability Discrimination and COVID-19 Fact Sheet

## SEPTEMBER

UNSW Lunchtime Legal Series – Internships Talk

UNSW Lunchtime Legal Series – Warning Signs when Renting a Property

Community Workers – ADVOs

## OCTOBER

Active Bystander Training with UNSW Law Students

Community Workers – Youth Offending

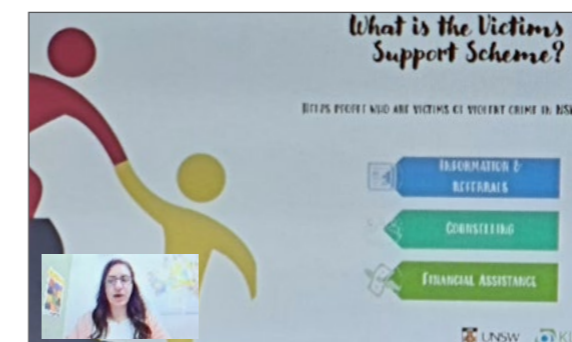
## NOVEMBER

St George Community Housing Residents – Free Legal Help for Common Legal Problems

Volunteer Solicitors – Strata Basics

## DECEMBER

Community Workers: COVID-19 and Workers' Rights – Stand Downs and Jobkeeper Payment



# Clinical Legal Education – Our Courses

Clinical legal education is a way of teaching law, legal procedure and ethics. At KLC students are engaged in legal work for real clients and then analyse and reflect on this experience in a structured way. 2020 proved a particularly challenging one for our teaching program, with the impact of the pandemic requiring significant changes to our courses. In 2020 we also welcomed PLT students as part of UNSW Law for the first time.

## Our courses

Kingsford Legal Centre offers a range of courses and clinical components to UNSW Sydney 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. In 2020 this was delivered entirely online in Term 2.

### 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. In 2020 this course was provided in person for the first four weeks and then moved to an online mode.

### *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. In Term 1 2020 this course was provided in person for the first five weeks and then moved to an online mode with classes online. In Term 3 this course returned to the Centre, with two day a week students, working one day from home.

### *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. In Term 1 2020 this course was provided in person for the first five weeks and then moved to an online mode with classes online. In Term 3 this course returned to the Centre, with our students delivering the education by webinar.

## Indigenous Pre-Law Visit

Kingsford Legal Centre hosted an online session with pre-law Indigenous students in 2020 organised by the Nura Gili Centre. The Nura Gili Centre is key to improving Indigenous access to, and retention in, tertiary studies in the University. The Faculty of Law Pre-Law Program is a well-developed program with an introduction to various areas of law and excursions to expose students to a wide variety of University activities.

## OUR IMPACT

2020 'MyExperience' Survey results for our KLC Community Clinic Intensive course survey show:

**100%** of students agree/strongly agree that overall they were satisfied with the quality of the course;

**100%** of students agree/strongly agree that they felt part of a learning community

**83.3%** of students agree/strongly agree that feedback helped them learn

**73.4%** of students agree/strongly agree that the course helped them develop their ability to work effectively with others online

### Student comment:

*"Despite having to experience KLC during a pandemic, KLC has nevertheless been the highlight of my law school experience. I am so grateful to have been able to come into the Centre and get a glimpse of what it is like to work at a CLC. I really appreciate all the behind-the-scenes efforts it must've taken to keep the KLC course running this term and want to thank everyone for making it such a great experience and a memorable ending to my degree."*



# Clinical Legal Education – Our Students

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.

In 2020 our clinical programs were impacted enormously by the pandemic with our LEJ students unable to participate in an interview session at the centre. T1 students were able to come into the centre for the first five weeks of the session and our T3 students participated in a mixed model of one day at KLC and working on projects from home.

Thanks to all of our wonderful clinical students from 2020 – we wish them all well into the future and hope to see many of them on our volunteer roster over the coming years.

## KLC Community Law, Employment Law and Family/DV Students in 2020:

### TERM 1 2020

Ally (Alexandra) Baker	Kiara Di Carlo
Angela Zhangbao	Maria Bletsas
Blake Cavanagh	Mark Dehaini
Brian Whelan	Mevena Roshan
Daisy (Yiqun) Zhou	Olivia Tan
Dharani Rana	Ramsha Naz
Dimi Tong	Rebecca Blumberg
Elissa Hadchiti	Robert Rourke
Emma McQuaid	Ruby Au-Yeung
Georgia Morelli	Ryan Barrat
Hannah Lawson	Savanna Russo
Helen Wei	Stephen Delaney
Henry (Yehui) Yu	Tim Lee
Ian (Huat Neng) Chong	Tina Zhu
Ira Goyal	Wei Kang
James Lamberton	Xiao Tian
Jasmine Lei	Zemin Islam
Katherine Chork	Zhuoran Xiong

### TERM 2 2020

Abida Aura	Kyla Tan
Adil Nadir	Luke Di Ciaccio
Antonia Lao	Marie Kambouroglou
Christine Pang	Michael Seeff
Daniel Wang	Minh Hoang
Emily Watson	Nizar Ali
Georgia Georgiou	Ruby Lew
Grace James	Ruth Lubrainschik
Guoyi (Arex) Xu	Sianne Tsandidis
Jack Mangos	Sunayara Khandelwal
Joanna Ma	Taylor Jones
Johannah Lowe	Tracey Chow
Jonathan Wu	Travis (Xiangyu) Wu
Joshua Israeli	Wanyi (Morgan) Ge
Julian Liu	Will Gyles
Jun Park	Yiling Zhai
Kaesia Chan	Yingbing Chen
Katherine Zheng	Yvonne He

## OUR IMPACT

In 2020 we surveyed our alumni of the past 39 years and asked them about the impact of our course on their careers:

**69.8%** responded that KLC impacted their career choices

**62.2%** responded that they were currently doing volunteer/pro bono work

**75.4%** responded that KLC changed the way they saw the law or themselves as lawyers

### Students Comments about their KLC Experience

*"Despite the COVID restrictions I have immensely enjoyed my time at KLC. KLC gives students an opportunity to put their law degree in practice and develop a greater understanding and empathy for the experiences of the community. The KLC experience during a pandemic has also given me a taste of various remote working styles and helped me develop my ability to communicate via online forums."*

#### T3 student comment

*(the best thing about the course) ... "the opportunity to work with amazing people of course! I think this course gives a unique opportunity different to volunteering at another CLC or similar law centre in that the course and the supervisors are geared towards teaching and building students up into great lawyers".*

#### T1 student comment

# Our Volunteers

KLC has a roster of over 80 experienced solicitor volunteers. This year, they provided over 3,000 hours of legal help to our clients. Our wonderful vol sols met the challenge of COVID-19 and swiftly moved to a remote model of advice in 2020. We are so grateful for their continued commitment to our clients and students and want to thank them all for sticking with us through the good and the bad times!

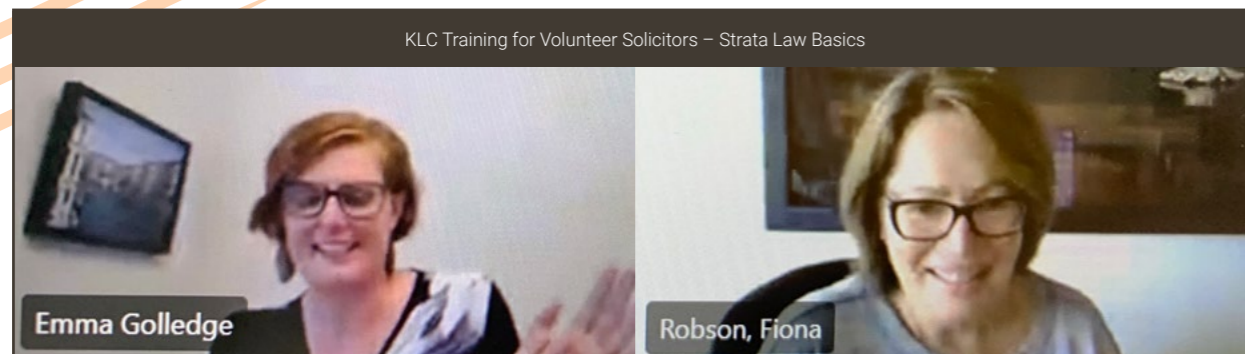
In 2020 we surveyed our vol sols to check how they were faring. We found that whilst they were coping well and focusing on the positives of remote advices (no commuting!) overwhelmingly they missed the collegiate, social, fun side of volunteering. Many missed the interaction with clients and our students.

These volunteers come from a diverse range of backgrounds and bring a wealth of skills, knowledge and expertise. They staff our advice nights on Monday (fortnightly) and Tuesday, Wednesday and Thursday every week.

Special thanks to Alice Paul who comes in weekly to give pro bono employment/discrimination law advice, Dave McMillan for being our 'recruitment panel guy' and Will Drolz-Parker whose tech support we cannot live without!

This year was really testament to our wonderful allies who went above and beyond to help keep KLC going.

Congrats to Fiona Robson for winning the highly sought after and extremely prestigious KLC Paddle award for 2020.



## OUR IMPACT

Our vol sols provided over **5,500** hours of free legal advice to clients in 2020 which equates to over **\$850,000** to our Centre.

## OUR VOLUNTEERS IN 2020

Alex Lopes	Erin Gavin	Katie Green	Nancy Housalas
Alex Ying	Fiona Robson	Ken Yardy	Nanette Reuben
Alexandra George	Fleur Bitcon	Kunal Sharma	Naomi Delaney
Amanda Dobbie	Gina Block	Lakofsk Lana	Natali Nissan
Amelia Gilroy	Grace Quiddington	Larissa Andelman	Nayomi Senanayake
Amelia Montague	Graeme Ulbrick	Laura Cottam	Nicky Block
Amy Griffiths	Ian Ong	Lauren Ashworth	Nyomi Gunasekera
Angela Zekanovic	Ida Nursoo	Linda Walsh	Oliver Ray
Anna Cody	Isabel Kallinosis	Lynley Bond (Mackay)	Paolo Remati
Armen Karlozian	Ivan Yau	Madelaine Kloucek	Phoebe Miley-Dyer
Arturo Norbury	Jacyleen (Jo) Ong	Maggie Hayes	Qi Sun
Ben Malone	Jade Bond	Marea Wilson	Shirley Lee
Brian Nguyen	Jake Fing	Maria Nawaz	Sonya Campbell
Christa Ludlow	James Walker	Mariam Hammoudy	Sophia Chung
Claudia Crause	Jananie Kathir	Marie-Louise Scarf	Sylvia Zhou
Damian Finan	Jeane Wells	Mark Abalos	Sylvia Hobbs
Dave McMillan	Jenna Crook	Mary O'Connell	Tara Imrie
David Mickleburgh	Jessica Elliott	Mary Habashy Azmi	Tempe McMinn
Deborah Lum	John Rappell	Matthew Wong	Terence Lee
Dulan Perera	John Bartrop	Mekhala Siriwardana	Thomas Shaw
Elena Buzevska	Jordan Phoustanis	Mike Steinfeld	Tom Glaister
Eleny Tzioumis	Jordano Vasquez	Mitchell Harvey	Tonia Loutfy
Eliza Sarlos	Jude Mangione	Nadine Fahmy	Wendy Muir
Emma Corcoran	Julie Carroll		

# Our Staff

## KLC STAFF 2020

Director	Emma Golledge
Principal Solicitor	Dianne Anagnos
Office Manager	Denise Wasley
Solicitor/Clinical Supervisor	Fiona Duane (Jun – Dec) Anita Will Rachel Gregory
Employment Law Solicitor/Clinical Supervisor	Fiona Duane (Jan – May) Tess Deegan (Jun – Dec)
Health Justice Partnership Solicitor/Clinical Supervisor	Emma Anderson
Migrant Employment Legal Service Solicitor	Katrina Ironside (Jan – Aug) Dan Thomas (Oct – Dec)
COVID-19 Solicitor	Amy Colquhoun (Dec)
Law Reform And Policy Worker/Clinical Supervisor	Sean Bowes
Front Office Supervisor	Roselle Nunes
Herbert Smith Freehills Seconddees	Charlotte Johnstone-Burt (Jan – March) Pip Reeves (March – Sept) Josh Wang (Sept – Dec)
Class Data Worker	Gloria Bankhead

KLC Staff enjoying a COVID safe meet up



# Our Steering Committee

Kingsford Legal Centre appreciates the contribution made by our Steering Committee members during 2020. The committee met three times during the year: in April, August 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) (April Meeting), Professor Andrew Lynch, Acting Dean Faculty of Law (UNSW)

(November Meeting), Anne Cregan – Partner Gilbert & Tobin (April, August and November Meetings) Fei Wong – Faculty Executive Director (April, August and November Meetings) Janet Green – General Manager Junction Neighbourhood Centre (April, August and November Meetings). KLC staff welcomes the Steering Committee’s commitment and support of the Centre and looks forward to working closely with its members again in 2021.



**Associate Professor Sean Brennan**  
Chair, UNSW Sydney Law Faculty



**Professor Andrew Lynch**  
UNSW Sydney Law Faculty  
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**Fei Wong**  
Faculty of Law Executive Director



**Anne Cregan**  
Partner Gilbert & Tobin




**Janet Green**  
General Manager,  
The Junction  
Neighbourhood Centre

# Our Aboriginal Advisory Group

Yarra Bay House

The Aboriginal Advisory Group continued to be a valuable and supportive group to KLC in 2020, particularly in the absence of an Aboriginal Access Worker throughout the year. 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.



  
**La Perouse Aboriginal Men's Group**  
Botany Bay, New South Wales

## Aboriginal Poles

In 1988, Aboriginal people from across Australia gathered here at Botany Bay, NSW.

The Arnhem Land Aboriginal Community presented these poles to the La Perouse Aboriginal Community of Botany Bay.

These poles were given to look over the bay's headlands and to heal this country where the first European contact was in 1770 on the eastern coast of New South Wales.

These poles are to be left in this area and should not be maintained.

La Perouse Aboriginal Men's Group: 2010.

# Our 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. 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 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 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 20 years. Every Wednesday during semester, a solicitor from one of the four participating firms on our roster – HWL Ebsworth, Holding Redlich, Kennedys and Bartier Perry – attends KLC to give employment advice to our clients and to work with our students. The pro bono clinic significantly increases our capacity to help people with employment law problems and is also a great experience for our students to work with fantastic specialist employment lawyers.

Our long term pro bono friends Clayton Utz also stepped in to help in May when we were overwhelmed and working from home, providing their discrimination law expertise to our clients.

Ella Alexander from Makinson d'Apice joined our pro bono team late in 2020 giving discrimination advices to our community weekly. Ella came on smack bang in the middle of the pandemic and took it all in her stride.

Without the amazing support of our pro bono partners we simply couldn't have got through the year!

## OUTCOME

**\$250,000**

Approximate value of KLC's pro bono programs in 2020

## Herbert Smith Freehills Secondees to KLC 2020



Charlotte Johnstone-Burt



Pip Reeves



Josh Wang

## What's That Time Zone? Our Herbert Smith Freehills Secondee Goes International

When the pandemic was declared many international students faced tough decisions - some were stranded in their home countries unable to enter Australia to study as planned, while others left Australia urgently to get home. As these decisions were made in a hurry, many students could not resolve all their tenancy issues, so did not manage to have their bonds refunded or properly negotiate with their landlords about ending their leases. Many UNSW students contacted KLC at this time for assistance, as being overseas made it even trickier than usual to sort these things out. That's where Pip Reeves stepped in! She was our amazing secondee solicitor from Herbert Smith Freehills from March to September 2020. Pip organised calls by Zoom and Skype to reach these students, calculating time differences from Singapore to Sweden, helping students write letters and fill out Tribunal application forms, and getting great results

One of her clients sent the following feedback for Pip:  
*"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."*

## OUR IMPACT

KLC's pro bono partnerships result in approximately a **15%** increase in advice and casework capacity



# Financial Report

## Kingsford Legal Ctre



### Statement of Financial Performance For the Year Ended December 2020

	Note	2020	2019	Difference	
		\$'000	\$'000	\$'000	%
<b>REVENUE</b>					
Research Revenue:	1	-	-	-	-
Donations & Bequest - Draw downs		-	14	(14)	-100%
UNSW Contributions		-	-	-	-
Faculty Contributions	2	580	838	(258)	-31%
Other Restricted Revenue	3	919	632	287	45%
Commercial Activity - Fees for Service		-	-	-	-
Sundry Other Revenue		-	2	(2)	-100%
<b>Total Revenue</b>		<b>1,499</b>	<b>1,487</b>	<b>12</b>	<b>1%</b>
<b>EXPENSE</b>					
<b>Salaries, Oncosts and other staff costs</b>		<b>1,431</b>	<b>1,242</b>	<b>189</b>	<b>15%</b>
Scholarship Stipends		-	-	-	-
Contract & Consulting Services		5	2	3	163%
Repairs and Maintenance		-	0	(0)	-100%
Consumables		4	13	(10)	-71%
Travel		1	17	(17)	-96%
Equipment Non Capitalised		14	17	(3)	-18%
Entertainment		-	1	(1)	-100%
Marketing		1	3	(2)	-65%
Miscellaneous Expenses		45	116	(71)	-61%
<b>Total Non-People Costs</b>		<b>70</b>	<b>170</b>	<b>(100)</b>	<b>-59%</b>
<b>Total Expenses</b>		<b>1,501</b>	<b>1,412</b>	<b>89</b>	<b>6%</b>
<b>TOTAL CONTRIBUTION - SURPLUS/(DEFICIT)</b>		<b>\$ (2)</b>	<b>\$ 74</b>	<b>(76)</b>	<b>-102%</b>
Depreciation		1	0	1	300%
<b>SURPLUS / (DEFICIT) after Depreciation</b>		<b>\$ (3)</b>	<b>\$ 74</b>	<b>(77)</b>	<b>-104%</b>
<b>Cashflow Funded Capital Expenditure (CAPEX)</b>		<b>-</b>	<b>7</b>	<b>(7)</b>	<b>-100%</b>

#### NOTES:

1 Revenue in Advance will be noted in Creditors & Other Liabilities. Research Revenue generated (cash basis). Category 1 Research Revenue therein	-	-	-
2 UNSW Budget model includes other revenue items Teaching Revenue Block Grants Indirect Cost Recoveries	-	-	-
3 Other Research Revenue includes internal fund transfers.	-	-	-
4 Restricted Funds - Cash at year end	\$ 307	\$ 309	(2)
5 Funds available in Division of Advancement	\$ 168	\$ 75	93

Certified correct to Ledger:

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

Dated: 18.02.2021

## Kingsford Legal Ctre



### Statement of Financial Position As at December 2020

	Note	2020	2019
		\$000	\$000
UNSW Australia Internal Cash	6	(270)	(462)
Accounts Receivable	7	-	-
Sundry Assets		-	3
Investments		-	-
Property Plant & Equipment	8	5	7
Creditors and Other Liabilities	1	1	4
<b>NET ASSETS</b>		<b>\$ (266)</b>	<b>\$ (455)</b>

#### NOTES:

- Statements are prepared on UNSW Accounting principles - Operating & Strategic funds adjusted revenue
- UNSW has central provisions in respect of payments made to employees and taxation. Such provisions will not be reflected in this Centre's Statement of Financial Position.
- Cash balance includes the GST centralised daily on Debtor and Creditor balances.
- Accounts Receivable are gross value - inclusive of applicable GST.
- Property Plant & Equipment is depreciated over the expected useful life of the asset.
- UNSW Division of Advancement holds donated funds centrally. Draw down of funds to the Centre is reflected in the Statement of Financial Performance.



## Acknowledgements

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

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

- > Philip Merryweather for his generous donation and support of our Centre
- > Herbert Smith Freehills for their ongoing secondee program and their generous donation to assist KLC with the increased COVID-19 demand and their donation to support our HJP Clinic
- > The La Perouse Aboriginal Community Health Centre for providing the venue and their support of the weekly outreach service
- > 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 Eastern 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: HWL Ebsworth, Holding Redlich, Kennedys and Bartier Perry
- > Makinson d'Apice for providing pro bono assistance.
- > Clayton Utz for their pro bono assistance
- > Staff of the UNSW Faculty of Law and Justice



KLC staff and students participate in the #unswpride event



## Contact Us

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