

Kingsford Legal Centre

Annual Report 2021





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 employment law services state-wide. KLC is a part of UNSW Sydney Law & Justice 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 deep respect to those Elders, past and present and thank them for allowing us to work and study on their lands.

Cover image by Steph Patterson:
 @sacpatterson

Contents

Dean's Foreword	04
Director's Report	05
Vision, Values and Purpose	06
Legal Services and Advocacy	07
Generalist Law Clinic	10
Discrimination Law Clinic	14
Sexual Harassment Legal Service	18
Employment Law Clinic	22
Employment Rights Legal Service (ERLS)	24
Health Justice Partnership	28
KLC Celebrates 40 Years Of Impact 1981-2021	32
COVID-19 Frontline Solicitor Practice	36
Aboriginal Access Project	38
Family Law/Family Violence Clinic	40
Our Clients	42
Law Reform & Advocacy	44
Community Legal Education	46
Clinical Legal Education – Our Courses	48
Clinical Legal Education – Our Students	50
Our Volunteers	52
Our Staff	56
Our Pro Bono Programs	58
Financial Report	63
Acknowledgements	64

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

Dean's Foreword

2021 was a milestone year for the Faculty of Law & Justice and Kingsford Legal Centre as both celebrated significant anniversaries – turning 50 and 40 respectively!

Kingsford Legal Centre's anniversary is a huge achievement and is testament to the commitment of UNSW Law & Justice over four decades to the work of the Centre and to social justice and clinical legal education. To celebrate, the Centre produced the impressive *40 Years of Impact Report* which documented the many ways in which KLC has contributed to and benefitted our community, students and the justice sector since its inception. We hope that in the near future, we can have some belated in-person events to celebrate this milestone with all the people that sustain the ongoing success of the Centre.

At the same time, 2021 was a year of huge challenges and achievements for the Centre. Once again, the impact of the pandemic meant major changes over the year to how the Centre helped clients and taught students.

KLC staff continued to show their adaptability and resilience to deliver outcomes in difficult circumstances. Remarkably, all the Centre's functions for the second half of 2022 were delivered from the homes of KLC staff, students and volunteers. Shifting a clinical course to an entirely online mode is no small feat, but KLC also managed this to deliver great experiences to UNSW Law & Justice students. A big thank you to everyone involved for their commitment during this difficult time.

KLC also continued to work in key areas of focus such as the Health Justice Partnership which maintained its service delivery despite staff not being able to attend health locations in person.

KLC also continued its leadership around systemic responses to sexual harassment and managed to launch a new state-wide legal service (in collaboration with Redfern Legal Centre and Inner City Legal Centre) – the Employment Rights Legal Service.

All these are huge achievements in any year, let alone in 2021. I look forward to seeing this work develop and grow as KLC enters its fifth decade.

Professor Andrew Lynch
Dean
UNSW Sydney Faculty of Law & Justice



Kingsford Legal Centre's anniversary is a huge achievement and is testament to the commitment of UNSW Law & Justice over four decades to the work of the Centre and to social justice and clinical legal education.

—

Once again, the pandemic tested us ... There were many hard moments, but we also continued to work together collaboratively and to support each other during these unprecedented times.

—



Director's Report

It seems recently that each Annual Report presents an opportunity to describe the year as 'unprecedented', 'exceptional', 'challenging' or just 'really, really hard'. 2021 was definitely a year like no other and not how we could ever have imagined our fortieth birthday.

Once again, the pandemic impacted on almost every part of our work and sent us back to delivering our legal services and clinical programs from home for the second half of the year. There were lots of highlights to the year – in Term 1 we welcomed back students to the Centre and were able to return to more normal service delivery, including the return of our community legal education on sexual harassment delivered by our students to high school students. We continued our focus on the Government's response to sexual harassment and continued to amplify the experience of our clients in arguing for systemic change. 2021 was another year in which we continued to say #timesup for sexual harassment.

We also strengthened our work in our Health Justice Partnership and continued to reap the benefits of more developed roots and relationships with our health partners. Working in hospital settings was not easy in 2021 and it is a testament to everyone's dedication that this program continued to flourish.

As if this was not enough, we also launched a new statewide legal service in conjunction with Redfern Legal Centre and Inner City Legal Centre – the Employment Rights Legal Service cementing years' of work in employment law.

We also took time to celebrate on turning 40 and as we weren't able to celebrate in person we spent our time in lockdown thinking about the Centre's history, values and mission going forward. From this we published our *40 Years of Impact Report* which documents important moments in the Centre's history.

Once again, the pandemic tested us – it placed strain on our staff, community, clients, volunteers and our students. There were many hard moments, but we also continued to work together collaboratively and to support each other during these unprecedented times. A special thank you to the amazing staff at KLC who went above and beyond to keep us going, our volunteers who continued to provide support to so many clients and our students who adapted as our clinical course shifted entirely to online.

We enter our middle age feeling ready for the challenges ahead and strengthened in our mission.

Emma Golledge
Director
Kingsford Legal Centre

Our Vision

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

Our Values

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

Our Purpose

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



Legal Services and Advocacy

Each week KLC offers over 40 daytime and evening appointments for clients at our Centre and at our community 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 flexible and accessible services for our NLAP identified priority clients many of who live on the large public housing estates in our catchment. In the second half of 2021 our legal service delivery was affected by lockdowns and we delivered all our legal services remotely by telephone and video conference.

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 the challenges of the year - Dianne Anagnos (Principal Solicitor), Tess Deegan, Anita Will, Fiona Duane, Emma Anderson, Sean Bowes, Rachel Gregory, Daniel Thomas, Amy Colquhoun, Phillip Dicalfas and Emma Corcoran as well as our secondee solicitors from Herbert Smith Freehills: Josh Wang, Sandra Hu and Anitha Reddy. We were delighted to add Vanessa

Turnbull-Roberts to the team as Aboriginal Access Worker in 2021. The Centre's incredible administrative team, Denise Wasley, Roselle Nunes, Izzy Succour and Tom Jordan, worked tirelessly behind the scenes to keep us going through the pandemic – their 'can do' attitude was particularly valued in 2021. Legal service delivery was hugely affected by COVID, and our solicitors worked tirelessly to meet the communities' need during this time.

We also have huge gratitude for 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 2021. Our volunteers provided this advice for the bulk of 2021 from their homes and wrestled with new admin processes and the challenges of telephone appointments. Unsung heroes all – we don't know how you do it with all the challenges of the year – but thank you!!

Outreach

Kingsford Legal Centre operates five outreach services to increase the accessibility of our service. These were all greatly impacted by the pandemic during the year with many switching to a telephone, warm referral model in 2021.

Service where Outreach Provided	Frequency/Day	Target Clients
Kooloora Community Centre – Bilga Crescent, Malabar	Fortnightly/Tuesdays school term time	Drop in advice clinic for public housing tenants in South Ward of Randwick City Council
La Perouse Aboriginal Community Health Centre – Elaroo Avenue, Yarra Bay	Fortnightly/Wednesdays school term time	Drop in service for Aboriginal community
Lexo Hub – Lexington Place, South Maroubra	Fortnightly/Thursdays	Drop in advice clinic for public housing tenants in South Maroubra
South Eastern Connect Centre – The Hub, Coronation Hall, Mascot	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

CLIENT COMMENT

"All of the representatives with whom I spoke, were polite and extremely helpful with information. They told me the truth, and they offered extra information that I was not aware of. I very much appreciate the help that KLC offered in my emotional state of being anxious, stressed, and dread of the ongoing hopelessness of this continuing issue."



Outcomes

Across all of our clinics, in 2021 KLC delivered:

-  2171 Legal Advices
-  283 Legal Tasks
-  120 Legal Cases Opened
-  32 Community Legal Education Resources
-  40 Community Legal Education Activities
-  43 Law Reform Projects
-  **\$363,821** – Funds recovered/obtained/saved/waived for our generalist clients in 2021

In 2021 we surveyed our advice clients and found:



In 2021 we surveyed our casework clients and found:



Generalist Law Clinic

KLC's generalist law practice provides legal advice and representation services on most civil law and minor criminal law matters including housing/tenancy, credit and debt, tenancy, consumer, car accidents, fines and Local Court criminal matters. The bulk of the advice work into our generalist clinic is done through our advice night sessions and outreaches. In the second half of 2021 our outreach work shifted to a remote model due to the pandemic.

10 |

CLIENT COMMENT

"All the staff were amazingly kind and helpful, they were very knowledgeable and gave me great advice about the different actions and options available to me. They sent a follow up email detailing these things and provided me support.

"Overall I couldn't be more impressed with their brilliant service! Thank you!"

-

Outcomes



1266 generalist legal advices were provided to our community by KLC in 2021



44 generalist representation matters were opened



194 generalist legal task assistance matters were opened in 2021



\$94,000 – Funds recovered/obtained/saved/waived for our generalist clients in 2021



CLIENT CASE STUDY

Protecting consumers at NCAT – our HSF advocates to the rescue!

During 2021 our fabulous Herbert Smith Freehills secondees represented two clients who had been defrauded by the same used car salesperson. Our clients paid thousands of dollars for cars they never received. The salesperson was convicted of obtaining advantage of our clients through deception but was unable to pay them the thousands of dollars they were owed. KLC represented both clients in Tribunal proceedings against the salesperson's employer, arguing that the employer was liable for the debts owed to our client under the common law principles of agency. Our secondees assisted our clients to gather evidence

and prepared lengthy and detailed submissions for why the car business should pay our clients the money they were owed. Our clients both spoke English as a second language and would not have been able to prepare their cases themselves. We were thrilled when the Tribunal decided in our clients' favour and awarded them the full amount they were owed- a combined total of over \$20,000!



Partnerships

In 2021 the strength of KLC's longstanding community partnerships was evidenced as we continued to work together to ensure that our local community had access to services and remained safe during a challenging time. KLC worked closely with our all of our community organisation partners in 2021 – in particular our outreach partners at The Lexo Hub, SECC and Long Bay Gaol community workers. KLC also participated on the Board of South Eastern Community Connect and participated in the Eastlakes Public Housing Group. The Deli Women and Children's Centre continued to be a valuable partner throughout the year. We are grateful for all of their work with us in 2021 and are in awe of the amazing work all of our local community organisations did in 2021 in keeping our communities safe.

HSF Secondees Sandra Hu and Josh Wang

| 11

Discrimination Law Clinic

KLC specialises in discrimination law and provides a state-wide service in this area of law. In 2021 COVID-19 had an enormous impact on our discrimination practice – particularly in disability discrimination in relation to the legal impacts of the pandemic. We worked hard to meet this demand throughout the year and adapt to the rapid changes in the law.



Client responses to what they think would have happened without KLC's help:

"I would have made a more complete mess of my evidence that I presented, I don't understand the complexity of the legal process, and I believe the respondent would have taken advantage and asked for the case to be not heard and/or make a mockery of me in the hearing".

–

"I would be less aware of my rights, less able to articulate my complaint legally and less informed as to how to best pursue my complaint in the appropriate forum."

–

\$50,000

Funds recovered/obtained/saved/waived for our discrimination clients in 2021



CASE STUDY

"I didn't think this sort of thing happened anymore"

In early 2021 KLC represented Johanna*, a young woman of African descent who was refused admission to a city nightclub. She was new to Sydney and had been looking forward to a night out with her friends. Johanna and her friends were the only people of African descent in the line waiting for admission on the night. While waiting to be allowed inside they were told by security staff that they would not be allowed in. The client asked for an explanation and was told that she and her friends were on a list of people that would not be allowed in the club, despite never having been to either the club or even Sydney before. We assisted

Johanna to make a racial discrimination complaint and represented her in the conciliation conference. The matter was settled at conciliation for compensation, an apology and an undertaking to provide better training to security staff. We're as shocked as the client that this sort of thing continues to happen to so many people of diverse backgrounds in our community. This matter also provided several of our students the opportunity to observe a discrimination conciliation conference in action, to prepare for the conference and to reflect on the important role discrimination laws play.

Breakdown of discrimination cases and advices opened in 2021

Type of Discrimination	Advices Given	Legal Tasks	Casework Matters Opened
Discrimination disability	141	13	12
Discrimination race	61	14	10
Discrimination Other	21	6	1
Discrimination sex/gender	33	8	3
Discrimination pregnancy	7	0	0
Discrimination age	12	1	1
Discrimination sexual orientation	3	1	0
Discrimination marital status	4	0	0
Discrimination religion	1	0	0
Discrimination political beliefs	2	1	0
Total	285	44	27

Sexual Harassment Legal Service

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. Sexual harassment can be extremely traumatising for people who experience it and KLC's solicitors working into this service are highly skilled in trauma informed practice.

Sexual Harassment Prevention

Kingsford Legal Centre believes that Sexual Harassment is preventable, so a key focus of this service is community legal education and law reform and advocacy. This work is informed by the clients we see through the sexual harassment legal practice.

In 2021 we delivered the following CLE information sessions and resources:

- > *#MeToo It's Not OK!* Session to high school students at Our Lady of the Sacred Heart Kensington;
- > *'Enough is Enough Sexual Harassment Options and Reform'* Presentation at CLCNSW State conference with Redfern Legal Centre;
- > Sexual harassment bystander training to UNSW students;
- > Produced a sexual harassment bystander factsheet;
- > Updated our comics for school students to diversify the scenarios and experiences of sexual harassment depicted.

KLC's law reform work in this space in 2021 focused on the Federal Government's response to the Respect@Work Report and subsequent amendments to the *Sex Discrimination Act* and the *Fair Work Act*. We made submissions to the Inquiry into the *Sex Discrimination and Fair Work (Respect at Work) Amendment Bill 2021*, and we also made a Submission to the Public Consultation on Further Revisions to Rule 42 of the Australian Solicitors' Conduct Rules (Sexual Harassment).

We continued our advocacy for a positive duty and the regulation of non-disclosure agreements. We undertook media commentary to raise these issues – including:

- > ABC News 24 TV Interview on sexual harassment laws
- > Article for ABC: "The government's reply to Respect@Work doesn't go far enough"
- > Article for The Conversation "The Government's Roadmap for dealing with sexual harassment falls short. What we need is radical change"

Our Director, Emma Golledge, was appointed by the Commonwealth Attorney General as an Associate Member to the Respect@Work Council working with key stakeholders to implement the recommendations of the Respect@Work Report.

Client Comment

"Please accept my sincere and deepest thanks for your help for last 8 months to our case. Your help is greatly appreciated. Without patience, this wouldn't have been possible. Thank you for your effort and advice. I am so very grateful for your time and help.

"I am so grateful to be given a chance on my case. I feel equal and not 'disadvantaged' despite my temporary status in this country. Thank you KLC once again for this access."



CASE STUDY

Sexual harassment complaints – missed opportunities to prevent harm

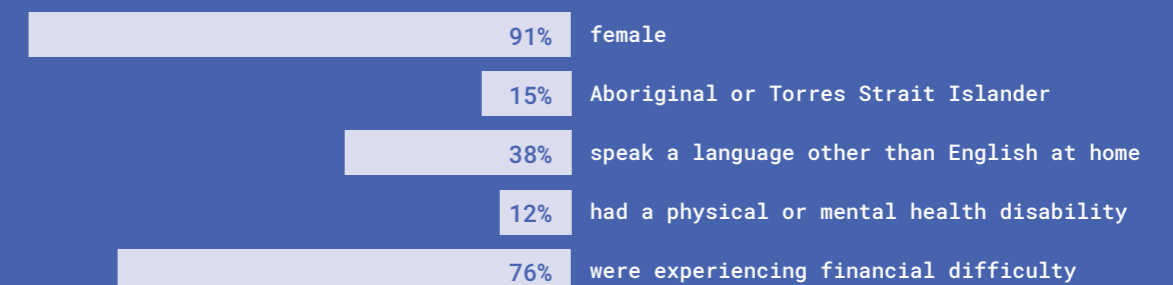
Abeni* worked for a large employer in a customer service role she loved. She noticed that a colleague, Kevin,* was giving her unwanted attention – leering looks and coming to her desk with excuses to talk. Abeni's manager even noticed this and asked her if everything was okay. Abeni admitted that the things Kevin was doing were creepy and made her feel uncomfortable, but her manager did not take any steps to fix the situation. Abeni tried to cope by avoiding Kevin as much as possible. One day when Abeni was in a meeting room Kevin entered and sat opposite her. She heard a clicking sound like photos being taken and realised Kevin had his phone in his lap, taking photos of her, while she was seated and wearing a skirt.

She reported the incident and was told it would be taken seriously. However, while the matter was being investigated, Abeni was not given the option to stay in her usual workplace - instead, she was offered work in another office while nothing changed for Kevin. This meant Abeni could no longer do her regular work for many months. She was eventually told that after the long and drawn-out investigation process, nothing further was to be done – she was told she would not be given any of the investigation findings, and she was expected to return to the same office as Kevin. Eventually things became so difficult for Abeni that she resigned from her role.

KLC assisted Abeni with lodging a sexual harassment and victimisation complaint against the employer and Kevin. The complaint proceeded to a conciliation conference. Our solicitor Fiona Duane represented Abeni at the conciliation. The matter settled for considerable compensation to Abeni and an undertaking that the employer would undergo an extensive overhaul of its complaints and discrimination policies and processes. Abeni insisted and was given an acknowledgement by the employer that the way she was treated caused her hurt and distress, and finally got confirmation that Kevin admitted he took the photos and confirmation that he has deleted them.

Abeni's case is indicative of so many of the sexual harassment cases we see at KLC. The employer had the opportunity to intervene at an early stage but did not take any steps at all until it was too late. When this happens to our clients, they are exposed to further harm and they understandably lose their trust in their employers. We are glad we managed to help Abeni achieve a great outcome by making a complaint but saddened that the matter had to get to that stage when things could have been so different with early intervention by the employer.

Our Sexual Harassment Clinic Clients



Employment Law 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. 2021 was an incredibly busy year for KLC's employment clinic with many clients experiencing complex and new workplace issues due to the pandemic.

In 2021 we celebrated 21 years of our pro bono employment clinic. 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 was critical for KLC as we struggled to meet surging demand.

A big thanks to Harry Dixon SC for generously sharing his time and peerless expertise in employment law with our employment law solicitors.

Special thanks also to our wonderful volunteer employment lawyer Alice Paul, who continued to provide weekly daytime appointments on employment and discrimination matters. Alice is a gem and we were so grateful to be able to provide our clients with access to someone of such expertise, empathy and kindness during the tumult of 2021.



CASE STUDY

And on top of everything else, you've been underpaid for years...

KLC recently settled two underpayment matters for employees born overseas – both clients did not realise they were being underpaid until they came to us with other employment issues.

Khalil* had worked for the same employer for over three decades yet was getting paid just over a graduate wage at the time his employment was terminated. He sought our advice when he lost his job unfairly, just after being diagnosed with complex and life-threatening illnesses that impacted on his ability to find future employment.

Mikael* was getting a flat wage despite working long hours and at weekends. He was neither getting the penalty rates of a casual worker nor annual leave or sick pay benefits of a full-time worker. He did not have any family in Australia and was very isolated. He sought our advice when he experienced sexual harassment at his job.

We assisted both clients with their dismissal and sexual harassment complaints, but we did so in a way that ensured that they could still pursue underpayment complaints. Khalil ended up getting an additional \$25,000 in unpaid wages, and Mikeal an extra \$15,000. These amounts were on top of the respective termination and harassment matters. These were very lengthy and time-consuming matters, but worth it to make sure that both clients received their full entitlements. They are also typical of the complex nature of the exploitation of vulnerable workers and the way that KLC's expertise in both discrimination and employment law benefits our clients.

Partnerships

KLC participated in the CLCNSW Employment Law Network in 2021 and the CLC Australia Employment Law National Network.

CLIENT COMMENT

"I followed your advice and I got back pretty much all of the money that was owed to me. I was over the moon. Thank you to the volunteer and to your team. I will recommend your service to everyone who needs help".

–

Client responses to what they think might have happened if KLC didn't help them:

"Had a lot of uncertainty and not understand my rights as an employee. This would result in loss of \$10K+ money and fail to properly negotiate my position."

–

"I might have been pressured into signing an employment contract that I legally did not need to."

–

"I probably will go on believing that I'm unable to gain employment nor confidence to achieve goals"

–



Outcomes



231 employment legal advices were provided to our community by KLC in 2021



16 employment representation matters



16 employment legal task assistance matters were opened in 2021



\$96,500 – Funds recovered/obtained for our employment clients in 2021

Employment Rights Legal Service (ERLS)

In August 2021 the NSW Government, through the Community Legal Centres Program administered by the Legal Aid Commission, funded Kingsford Legal Centre, Redfern Legal Centre and Inner City Legal Centre, to provide a state-wide employment legal service for migrant and vulnerable workers – the Employment Rights Legal Service.



This project picked up the work of the previous Migrant Employment Legal Service (which concluded on June 30) with open casework matters smoothly transitioning to the new service. ERLS provides important assistance in areas such as:

- > Unfair Dismissal;
- > Underpayments;
- > Bullying;
- > Discrimination and Sexual Harassment;
- > Conditions and Entitlements;

ERLS provides community legal education sessions and has a focus on law reform and advocacy around systemic issues faced by our clients.

Daniel Thomas was the solicitor into this clinic until September. Phillip Dicalfas joined the team in October and Emma Corcoran in November.

In 2021 our ERLS telephone line was swamped with calls from clients experiencing stand downs, redundancies, vaccination issues and dismissals arising from the pandemic. A big thank you to Eleny Tzioumas who did advice clinics for us in September/October as well as our long-term volunteer Alice Paul who stepped up to help us in dealing with the huge volume of clients seeking help.



CASE STUDY

Life-changing outcome in unfair dismissal and underpayment case

KLC and ERLS solicitor Daniel Thomas represented a client, Aayam*, who was dismissed from his job without warning. Aayam came to KLC for help when he was fired from his job in a humiliating way in front of his colleagues. He had worked in the job for years and was over 60 years old when he was fired. Later the employer said it was a redundancy, but Aayam believed it was really because of his age. Aayam didn't receive any redundancy pay or other entitlements at the end of his employment. He was also distraught about the way he was treated after working hard for his employer for so many years and fearful about his financial position in the future.

After investigating the matter, Daniel realised that Aayam had also been underpaid for many years. Daniel was able to negotiate a combined settlement of \$50,000 to compensate Aayam for his dismissal and underpayment, and to help Aayam maintain his housing and plan the next phase of his life.

Outcomes



204 advices were provided to our ERLS clients by KLC in 2021



15 ERLS representation matters



12 ERLS legal task assistance matters were opened in 2021

Our Impact – Advice Clients

100%

Strongly Agree/Agree that the solicitor listened to them

89%

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

89%

know more about their rights and responsibilities

Aayam told us:

"For me, it is a matter of justice. I was depressed, I desperately need help. Kingsford Legal Centre offers such an enormous hand to me at an absolute right moment. You gave me a peace of mind, a free legal support and a free interpreting system. Especially, you delegates a bright lawyer, Mr Daniel Thomas to closely follow my case. Without Kingsford Legal Centre's support at free legal service, I am sure I am never be able to stand firm to beg for my justice and compensation. I fully appreciate and value your service and dedicated work of Daniel."

Health Justice Partnership

Health Justice Partnerships (HJP) are a collaborative and multi-disciplinary service delivery model that ensures people can access legal assistance when they need it most.

KLC entered into a HJP with the Prince of Wales Hospital (POW) and Eastern Suburbs Mental Health Service (ESMHS) commencing in 2019 after receiving three years funding through the Community Legal Centres Program administered by Legal Aid NSW. KLC Solicitor/Clinical Supervisor Emma Anderson continued in the role of HJP Solicitor until July when she went on family leave. Rachel Gregory stepped into the role in July.

The pandemic meant that we had to suspend our face-to-face HJP Clinics in July 2021, 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 was more critical than ever, as we were able to reach vulnerable clients who find it difficult to access legal services. In 2021 we saw many clients with legal problems that were exacerbated by the pandemic, including evictions, debt and employment issues.

Thanks to the HJP Steering committee for its guidance throughout 2021. Members of the SC in 2021 were:

Emma Maple-Brown (HSF) (Jan – Mar)

Stephen Sommerville (HSF) (Mar – Oct)

Mike Gatsi (ESMHS)

Lynne Whetton (ESMHS)

Peggy Yeomans (POWH)

Andrea Durbach (UNSW)

Elizabeth Browne (POWH)

Emma Golledge (KLC)

Our Impact – Casework Clients

100%

of clients were happy with the outcome of their case

88%

of clients had the stress alleviated by KLC

50%

of clients reported that their money situation improved

100%

Strongly Agree/Agree the solicitor listened to them

100%

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



CASE STUDY

Specialised legal support and mental health – how we do it

Roxanne* was referred to us through a social worker at our mental health unit outreach. Immediately prior to her admission Roxanne had been charged with multiple assaults across the space of a short period of time. It was later discovered that her unusual and erratic behaviour was in part related to a brain tumour affecting her thought processes. Roxanne's hospital social workers reached out to us to help Roxanne with the criminal charges and other matters. She was very vulnerable, scared by her rapidly deteriorating health and had very little local support as her family lived interstate. We were able to meet with Roxanne at the hospital quickly and regularly due to our HJP clinic, which helped us to build trust with her and her treating team to work out the best approach for her.

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

Roxanne was very thankful for the extensive support and representation that KLC provided throughout a very stressful time for her, and the way the KLC was able to work together with her doctors and social workers to achieve this result.

Outcomes



157 advices were provided to our HJP clients by KLC in 2021



31 HJP representation matters



56 HJP legal task assistance matters were opened in 2021



CLIENT COMMENT

"I honestly may not have been around anymore. I was suicidal and in a psychiatric ward."

–

The value of collaboration in our HJP

We value our relationship with our health partners located both at the Prince of Wales Hospital campus in Randwick and in the many community outreach teams. Here is feedback we received from our health partners in 2021:

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

Social Worker

–

"KLC have been an invaluable support to patients at the hospital providing excellent advice, which is often integral to discharge planning. One of our patients was only agreeable to discharge as he had met with KLC staff on site and an appropriate follow up plan was in place."

Social Worker

–

"Rachel and the ladies have been amazing. So accessible and available... So handy to have their knowledge on the ward and they are super approachable, and they don't talk legal jargon."

Social Worker

–



Peggy Yeomans(L), Social Work Deputy Department Head, Prince of Wales Hospital, and Rachel Gregory (R), KLC Lawyer

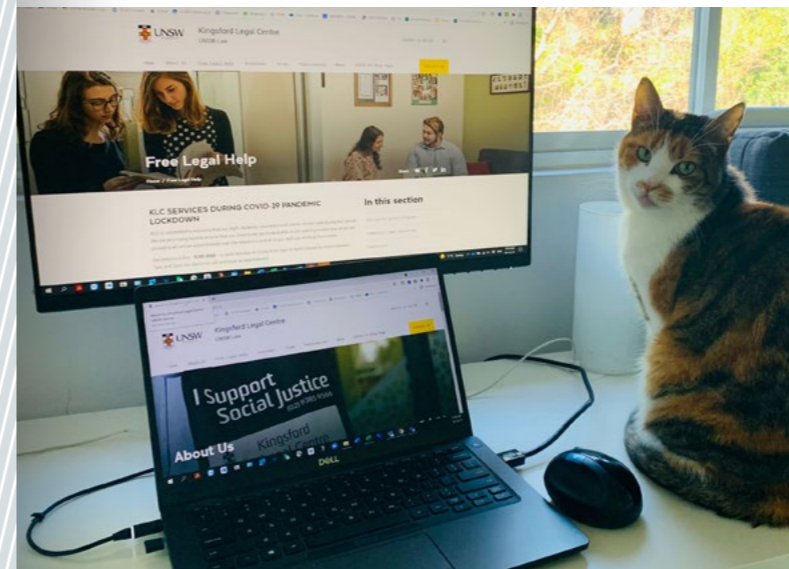
COVID-19 Frontline Solicitor Practice

In October 2020 KLC received funding for a 12-month full time frontline COVID-19 Solicitor from the Australian and NSW Governments through the Community Legal Centres Program administered by Legal Aid.

Solicitor Amy Colquhoun worked into this practice over that period - providing legal advice and casework around issues for our clients arising from the pandemic. We also developed fact sheets and community legal education activities and resources to inform our clients and community who were facing rapidly changing legal issues. This funding was crucial for KLC to meet the increased demand throughout the year but also to give us the ability to ensure that all of our solicitors and volunteers were kept up to date on changes to laws and regulations as a result of the COVID-19 crisis. In 2021, 14% of all KLC services went to clients with COVID related legal problems.

Community legal education activities and resources developed and delivered in 2021 included:

- > JobKeeper Factsheet updated
- > Covid-19 Legal Issues Seminar – Changes in March and April
- > Factsheet on Masks and Covid-19
- > CLE on COVID-19 - Recent Updates in Sydney August
- > COVID-19 and employment law vol sol training
- > Vaccinations and Work Covid factsheet



CASE STUDY

Covid fines unmasked

During the strict Sydney lockdowns in the second half of 2021, KLC was contacted by one of our community partners about a very vulnerable local resident. Max* lived in social housing after a long period of homelessness. He also lives with complex mental illness and physical disabilities. During the lockdown he was travelling on public transport when he felt unwell and got off a few stops before home. When he got off he took off his mask as he was having a dizzy spell. When he recovered, he was approached by several police officers who questioned why he wasn't wearing a mask and whether he was accessing essential services. Max was on his way home from visiting a store that did not exist in his area and tried to explain this to the police officers. Despite this, he was given \$1,500 worth of fines. Max was distraught and angry by these fines- he had barely enough money to get by from week to week.

KLC worked with Max's community support workers and treating doctors to obtain supporting letters and to seek internal review of the fines on his behalf. We were pleased that Max's fines were all eventually cancelled but are concerned by the level of stress caused to Max by both the fines and his police interaction.

| 23

Outcomes



126 COVID-19 funding legal advices were provided to our community by KLC in 2021



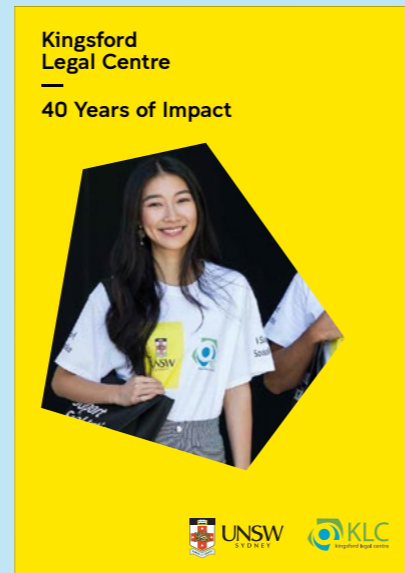
2 representation matters were opened



11 legal task assistance matters were opened in 2021

KLC Celebrates 40 Years Of Impact 1981-2021

In 2021 KLC celebrated 40 years of operation. To commemorate the occasion we spent the year thinking about the Centre's history and impact across all our work. The result was our *40 years of Impact Report*.



1982



2021



Compiling this 40 Years of Impact Report during one of our biggest tests yet – a global pandemic – has emphasised the important human values of the Centre and the ways in which we stay true to those values. We believe in the power of collaboration and collective effort, we believe in the strength and resilience of our communities and we remain passionately engaged in the big issues. We never become blasé or complacent on the big justice issues of our times and we still seek to redress unfairness whenever we see it. We do this with the energy and creativity of the Centre founded in 1981, but today are supported by the maturity and wisdom of our experience and the success of our longevity. To all those that have contributed to the Kingsford Legal Centre story, in big ways or small, a big thank you. We look forward to our next 40 years of making an impact.

**EMMA GOLLEDGE DIRECTOR
KINGSFORD LEGAL CENTRE**

For 40 years Kingsford Legal Centre (KLC) has been an integral part, not only of the Faculty's success, but of our students' experience so it is with great pride that we also celebrate the impact of the Centre. KLC was a big idea for a small Faculty in 1981. It reflected the vigour of a new Faculty that was animated by the importance of studying law as it affects the lives of diverse peoples within our community. It embodied the commitment to achieving social justice. These ideas remain central to the work of the Faculty of Law & Justice today and KLC has grown from its humble origins to be a world leader in best practice clinical legal education and delivering outstanding legal services to our community.

**PROFESSOR ANDREW LYNCH, DEAN,
UNSW FACULTY OF LAW & JUSTICE**



OUR IMPACT OUR OUTCOMES

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

In the last 25 years, KLC has:



Provided legal assistance to over 48,000 people



Provided over 50,500 legal services to our clients



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



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

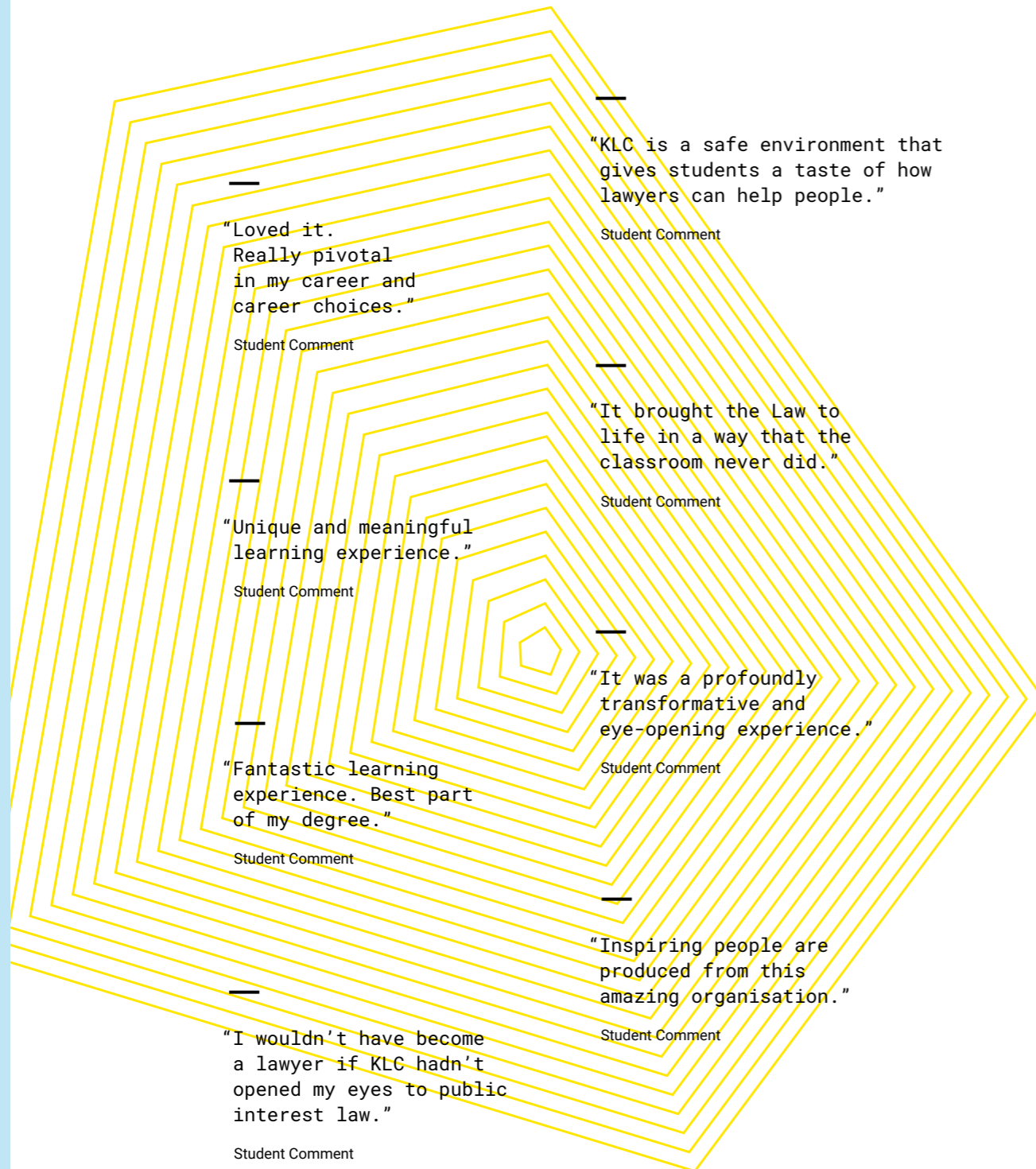


Recovered millions of dollars for clients - in 2020-21 we recovered over \$300,000 for our clients in settlements



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

40 Years of Impact on Students



26 |

40 Years of Working with our Community Partners

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

**Melinda Lives – Community Development Officer
Randwick City Council**

40 Years of Impact on Clients

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

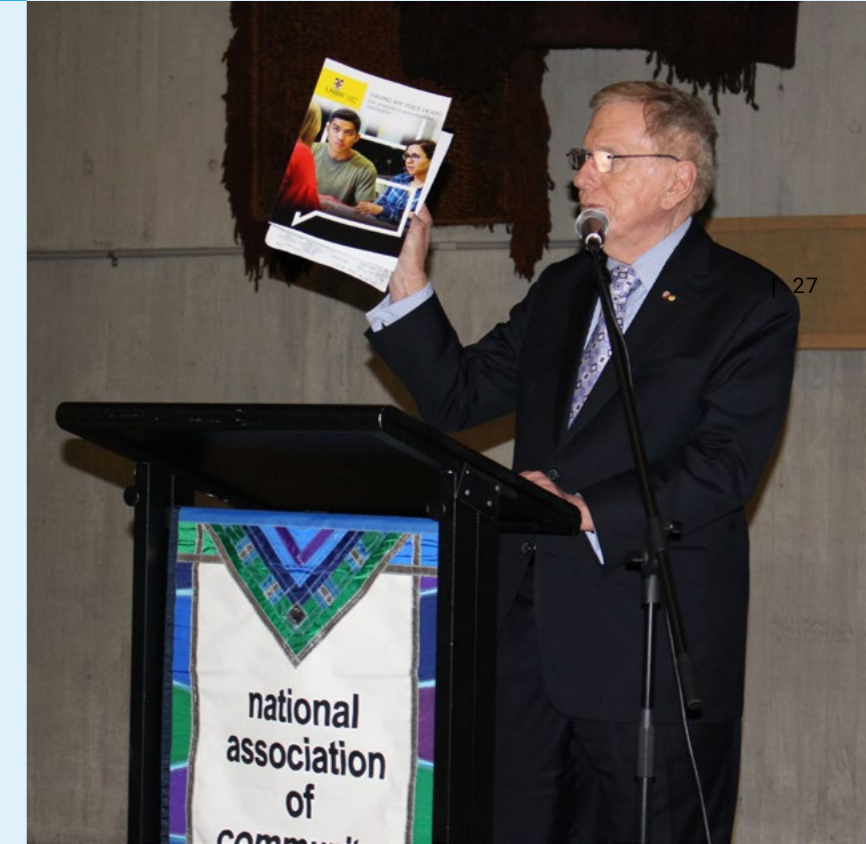
"There were times I was experiencing trauma from my case but there was empathy and compassion shown to me at KLC and I appreciated that. It was not clinical at all. I was very happy with the support I was provided. As an Indigenous woman, I appreciated that my lawyer listened to me with an open mind,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

40 Years of Impact – Law Reform and Advocacy

Over many years KLC's expertise in discrimination law and our efforts to fight for the rights of our clients has exposed the significant holes in Australian discrimination law. In 2011 and 2012 KLC led community legal centres nationwide on

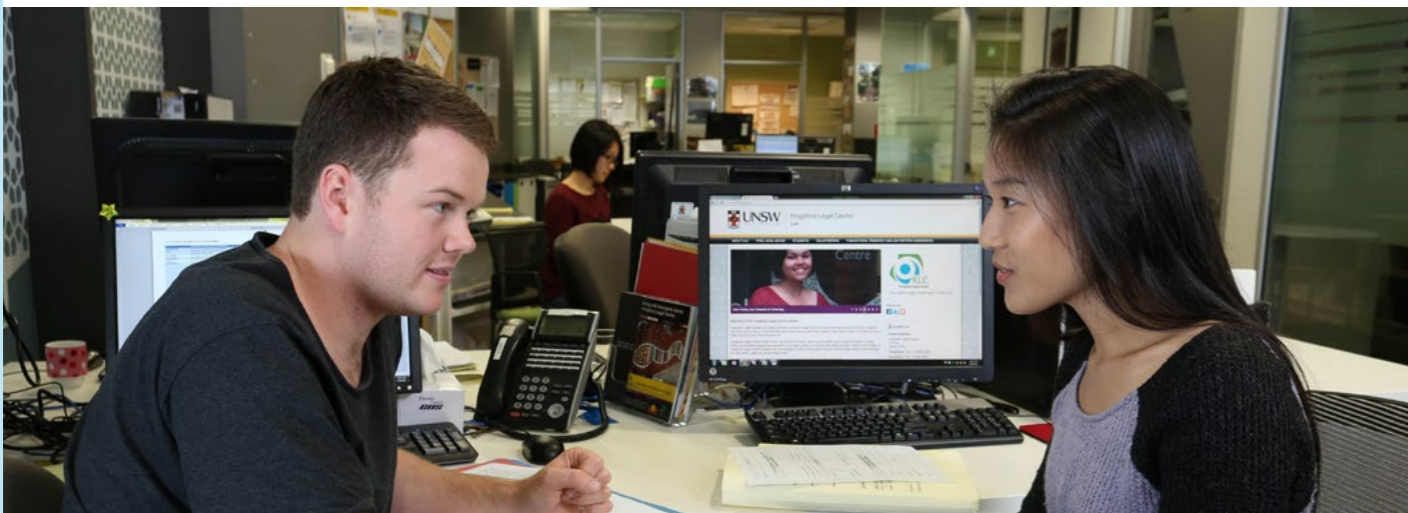
a comprehensive consultation process on the effectiveness of federal discrimination law and the need for the reform. As part of that process, and in conjunction with Community Legal Centres Australia, KLC published two law reform papers outlining the barriers to justice in discrimination law as well as the need to increase protections for Australians from discrimination.

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



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

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



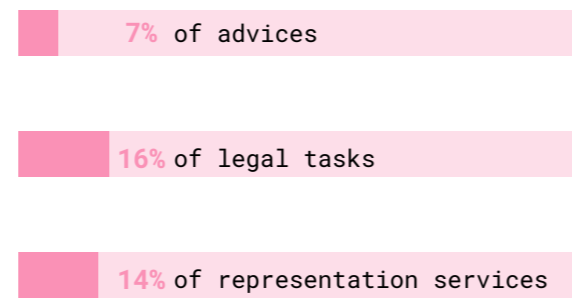


Aboriginal Access Project

Since 2009, Kingsford Legal Centre has employed a part time Aboriginal Access Worker (AAW) to provide pathways to our Centre for local Aboriginal and Torres Strait Islander community members.

Service Provision

In 2021 6% of KLC's clients identified as Aboriginal and Torres Strait Islander and they represent:



CASE STUDY

Race and age discrimination

In 2021 KLC represented three young Aboriginal family members with a race and age discrimination complaint against a recreation centre. Our clients were aged between 16 and 21 years old. They complained about being humiliated and treated disrespectfully by the centre's staff in front of all the other customers.

KLC represented the three clients in their discrimination complaint. The conciliation conference was a long time coming and centred on the impact of the experience on our young clients and persuading the centre's manager to properly understand the effect it had on them. The conference resulted in a settlement involving compensation and a verbal apology. Our clients were happy with this outcome after a very long and disruptive road to get there, marred by personal tragedy, delays and the pandemic



KLC Aboriginal Access Worker
Vanessa Turnbull-Roberts

KLC aims to provide a flexible, respectful and responsive service 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.

In August KLC was delighted to recruit Vanessa Turnbull-Roberts to the position of Aboriginal Access Worker. Vanessa is a proud Bundjalung woman, in the final stages of completing her combined Law and Social work degree at UNSW Sydney.

KLC worked hard throughout 2021 to continue to provide flexible and direct pathways for our Aboriginal and Torres Strait Islander clients, but this was undoubtedly harder due to the pandemic. We continued to seek the input and advice of our Aboriginal Advisory Group on this.

With Vanessa joining KLC in the second half of 2021 during hard lockdowns she focussed on developing links with key community agencies and ensuring that the message was out that KLC was working hard to help the community. Vanessa was also able to lead conversations with our students about the experiences of our Aboriginal and Torres Strait Islander clients and the human rights and access to justice issues for our community.

Aboriginal Advisory Group

KLC's Aboriginal Advisory Group continued to be a valuable and supportive group to KLC in 2021, particularly in the absence of an Aboriginal Access Worker until August. KLC is very grateful for their generous commitment to our centre. Members of the AAG in 2021 were: Emma Langton, Ron Timbery, Sharon Smith, John Leha and Robyn Murphy.

CLIENT COMMENTS

"KLC helped me in an appropriate manner. Couldn't have done it better."

-

"KLC did a perfect job."

-

"The Solicitor was very patient, she is really good at what she does. Would give her help a 20/10."

-



Family Law/Family Violence Clinic

KLC's Family Law/Family Violence Clinic was very busy in 2021. Like our local community partners and DV services we held serious concerns on the impact of lockdown on the safety of women and children. KLC worked closely with our community partners to ensure that these clients were given immediate, priority legal assistance. KLC Solicitor/Clinical Supervisor Anita Will supervised this clinic in 2021.

Community Legal Education – Family Law/Family Violence Practice

12 students participated in the Family Law/Family Violence Course in 2021 and they developed and delivered the following community legal education seminars in the period:

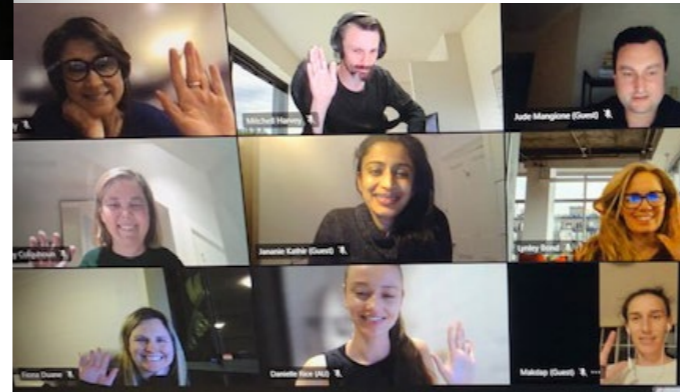
- > CLE on Victims Compensation to UNSW student support staff
- > CLE on Assisting clients experiencing DV
- > CLE on coercive control to ESDVN meeting
- > Assisting clients experiencing DV vol sol training

Partnerships

KLC participated in the Eastern Suburbs Domestic Violence Network in 2021.

We also relied on The Deli Women and Children's Centre for their expertise on working with DV survivors.

CLE on Domestic Violence Related Legal Issues and Safety Planning Considerations



CLIENT COMMENT

"I just want to leave a review about your solicitor. He absolutely saved my life with his profound knowledge and compassion. He was very informed, knowledgeable, nice and polite. He was very caring and patient in his responses. He was like an angel or a miracle to me for his knowledge, very nice and professional attitude and compassion towards clients. I cannot find words to appreciate him more."

–



CASE STUDY

Domestic violence and financial hardship – how we help

Daiyu* first came to KLC several years ago after separating from a violent ex-partner. At that time she needed assistance for several legal issues, including tenancy, social security, debts and divorce. KLC solicitors advised Daiyu in all these matters and also began representing her in relation to a Centrelink debt and a victims compensation claim.

2021 saw the successful resolution of both of those matters. At the beginning of 2021 KLC received a decision in relation to Daiyu's \$13,000 FTB debt, which was related to the period of the worst assaults. The entire debt was waived after KLC wrote submissions to Centrelink's Authorised Review Officer, and the client received a refund of the money she had already paid towards the debt. At the end of 2021 Daiyu also received an award of \$10,000 in victims compensation for the violence and assaults she endured during her relationship. These results were a long time coming, and KLC assisted with several other matters during that time. We are proud to work in a service that provides holistic and long term legal support for clients who have experienced domestic violence.

Outcomes



118 family law/family violence advices were provided to our community by KLC in 2021



8 family law/family violence legal task assistance matters were opened in 2021



4 community legal education sessions

Our Clients

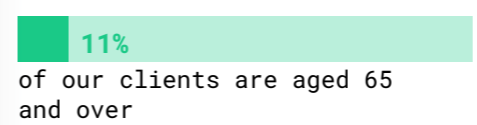
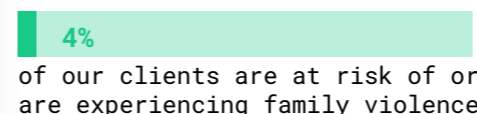
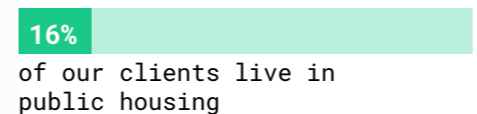
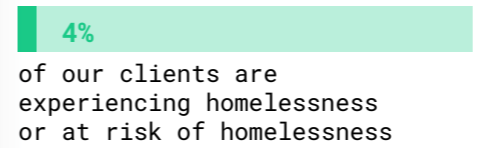
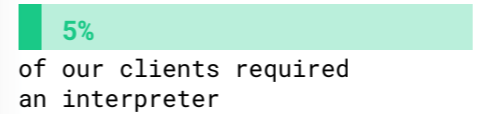
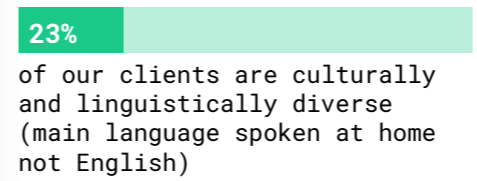
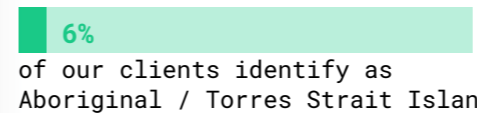
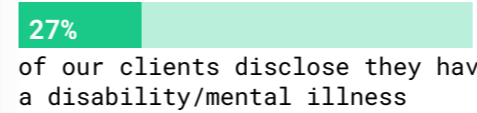
CLIENT COMMENT

You are very decent and helped a lot in a friendly manner - the manner is not always the norm out there. In a land of lots of NO NO NO (and conflicts) you were a yes yes yes person and you didn't have to help me at all. Much appreciated.



KLC students and HSF Secondee Josh Wang (r) hanging out with community at Eastlakes

In 2021



Top 10 Country of Birth (non-English speaking)

- 5.6% China (excludes SARs and Taiwan)
- 2% India
- 1.5% Indonesia
- 1.3% Ireland
- 1.1% Philippines
- 1.1% Italy
- 1.1% Brazil
- 1% Russian Federation
- 1% Malaysia
- 1% Iran

Top 10 Problem Types

- 10.40% Employment unfair dismissal
- 9.27% Employment Other
- 7.88% Employment conditions/entitlements
- 5.51% Discrimination disability
- 4.20% Road traffic and motor vehicle regulatory offences
- 2.97% Discrimination race
- 2.68% Discrimination sex/gender
- 2.55% Credit and debt owed by client
- 2.28% Tenancy repairs
- 2.28% Consumer complaints services

Law Reform & Advocacy

KLC has a dedicated Law Reform and Policy Solicitor position coordinating our law reform and policy projects, which aim to address systemic injustice and improve the lives of our clients and the wider community. Sean Bowes was KLC's Law Reform and Policy Solicitor in 2021. Our law reform projects are informed by the advice and casework of the Centre and span all levels of government – we work locally, nationally and internationally to improve the justice and human rights outcomes for our clients.



KLC Law Reform Solicitor Sean Bowe (2nd from left) at CLCNSW State Conference

Respect At Work Response – a Missed Opportunity

More than 12 months after the public release of the Respect@Work Report, the Australian Government introduced some changes with the *Sex Discrimination and Fair Work (Respect at Work) Bill 2021*. Disappointingly, the Bill fell significantly short of what the Respect@Work Report called for and was a missed opportunity for widescale reform in this area.

Drawing on the work of our Sexual Harassment Legal Service, Kingsford Legal Centre made a submission to the Senate inquiry into the Bill. We highlighted key areas requiring reform not addressed by the Bill, including the need for a clear positive duty on employers, regulation of the use of confidentiality agreements and regulation of costs in discrimination and harassment matters. We called for significant amendments to the Bill to fully implement the recommendations of the Respect@Work Report and deliver on the promise of preventing sexual harassment in the workplace.

This year KLC engaged in 43 law reform activities including:

January	Australia's appearance as part of the Universal Periodic Review conducted by the United Nation's Human Rights Council.	June	Inadequate housing and poor health outcomes advocacy.
February	Submission to the Senate Standing Committee on Economics Inquiry into the National Consumer Credit Protection Amendment (Supporting Economic Recovery) Bill 2020.	July	Submission to the inquiry into the Sex Discrimination and <i>Fair Work (Respect at Work) Amendment Bill 2021</i> KLC Director appointed to Respect@work Council
March	Submissions to Victims Services – 6 month review of recent changes.	August	Submission to the Inquiry into options to improve access to existing and alternate accommodation to address the social housing shortage.
April	Sexual Harassment in Focus including, article for The Conversation: "The Government's roadmap for dealing with sexual harassment falls short. What we need is radical change", articles for ABC News and The Guardian. ABCTV News 24. Submission to the Statutory Review of the NSW Strata Schemes Laws Submission to the Senate Select Committee on Job Security	September	Participated in CLCNSW Advocacy Strategy Focus Groups – Housing; Credit, Debt, Fines and Financial Rights, Violence against Women.
May	Submission to the Law Council of Australia's Public Consultation on Further Revisions to Rule 42 of the Australian Solicitors' Conduct Rules	October	CLCNSW Advocacy Strategy Focus Groups – Environment; Children and Young People
		November	Advocacy in opposition to the Voter ID Bill
		December	Advocacy in opposition to the Religious Discrimination Bil

Human Rights Advocacy – Universal Periodic Review

In early 2021 Australia's appearance before the United Naton's Human Rights Council occurred as part of the Universal Periodic Review and the culmination of 18 months of advocacy for KLC and Australia NGO Coalition. KLC worked with Human Rights Law Centre and Caxton Legal Centre to co-ordinate the Australian NGO response to the UPR and we were heartened that key human rights issues raised by our NGO coalition were raised in Australia's appearance – notably raising the age of criminal responsibility and Australia's response to climate change.

We will continue to monitor Australia's compliance with the recommendations following the appearance.

Law Reform and Advocacy is most effective when it is collaborative. In 2021 KLC collaborated with and participated in forums/meetings with:

- > CLCNSW – Co-convenor of the CLCNSW Law Reform and Policy Network
- > CLC Australia – Co-convenor of the CLC Australia Human Rights network
- > Human Rights Law Centre and Caxton Legal Centre co-ordinating the NGO Coalition's response to Universal Periodic Review.
- > Human Rights for NSW Campaign
- > Redfern Legal Centre – joint submission to the Senate Select Committee into Job Security

Community Legal Education

Community Legal Education (CLE) is a key part of Kingsford Legal Centre's work. It is informed by our advice and casework clinics as well as our work in the community.

KLC runs an extensive program and also reacts to community requests and emerging need. Due to the pandemic in 2021 KLC continued to focus on online seminars, fact sheets and our webpage to deliver information to our stakeholders. In 2021 KLC delivered 40 activities and 32 resources.

Community legal education activities in 2021 included:

- > *'#Me Too – It's not OK!' Sexual harassment prevention*, to Our Lady of the Sacred Heart College, high school students
- > *Where to get Legal Help When You Need It* presentation as part of the 'It Takes a Village' program to South Eastern Community Connect clients who are parents of children 0 – 2 years old
- > *'Workers Rights'* to migrant groups at Sydney Multicultural Community Services at Daceyville
- > *'Repairs and Maintenance in Housing'* to Eastlakes public housing estate tenants
- > *'Assisting Clients Experiencing DV'* to community workers
- > *'Police Powers in NSW'* to community workers
- > *'Assistance Animals and Disability Discrimination'* to Disability Advocacy NSW and Regional NSW Disability Awareness

Community legal education resources in 2021 included:

- > Masks and Covid-19 – factsheet
- > Vaccinations and Work Covid – factsheet



Our Impact

KLC surveyed participants at our CLE sessions in 2021 and their responses include

97%

felt the information presented was clear and to the point

99%

felt the session was useful

98%

were happy with the overall organization of the activity

90%

felt that the notes that they were given are suitable for their needs

KLC student Izzy Succar and solicitor Anita Will presenting at OLSH

'#MeToo It's Not Ok!' Sexual Harassment CLE for Our Lady of the Sacred Heart College Year 11 Students

KLC was thrilled to return to high school early in 2021 to deliver our sexual harassment preventative education to over 120 year 11 students in February. KLC solicitor Anita Will and KLC student Izzy Succar led 14 KLC students to deliver the workshop at Our Lady of Sacred Heart College in Kensington. The education session was aimed at students close to entering the workforce, to give them information around sexual harassment and can develop strategies and responses to potential situations. The session used small groups run by KLC students to discuss common situations young people might find themselves in and to discuss what the options could be. We also discussed what 'bystanders' to harassment can do and where people can go for help.

The feedback from the students and teachers was overwhelmingly positive: "we wish it was longer" and "go to boys' schools!". It was great to be back in school delivering this important information!



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 analyse and reflect on this experience in a structured way.

2021 proved a particularly challenging one for our teaching program, with the impact of the pandemic requiring significant changes to our courses. All our courses were affected by the pandemic, but we managed to run the Term 1 course in the Centre with the main COVID adjustments around student numbers and mask wearing. Part way through Term 2 we were sent to remote learning requiring us and our students to quickly adapt and adjust to an online course. Sadly, this remained for all of Term 3 as our students experienced our course remotely and during hard lockdowns in Sydney. Our Term 2 and 3 students showed enormous adaptability and resilience and KLC staff worked hard to ensure our students got as much as possible from the remotely delivered course.

In 2021 we also hosted PLT students as part of the UNSW Law & Justice PLT Program.

STUDENT COMMENTS ON THE BEST THING ABOUT THE COURSE

Definitely working with the solicitors and KLC staff - they were all so wonderful, helpful and understanding. Also being able to work with clients and understand that aspect of the 'job' by bettering my interview and phone/communication skills.

–

I liked the classes, especially when the guest speakers came. Good to find out more from their perspectives. Also liked going into the office as that's where the real learning happens. Good working environment with very helpful teachers/staff!

–



Our courses

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

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 2021 this course was delivered both in hybrid form with students attending the Centre in the first half of the year and then switching to a remote video assessment when the pandemic worsened.

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 access to justice and social justice. Students develop interviewing, negotiation, drafting, submission writing and advocacy skills. We teach students to think critically about the law, the legal system and the place of clients within it. Students work on client files, answering client calls, law reform activities and community education projects under the supervision of clinical supervisors for one 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 2021 students of the 1-day course attended the Centre on their rostered days; 2-day Community Law and Employment Law students attended the Centre 1 day a week and worked remotely from home 1 day per week. In Term 3 students of these courses worked entirely remotely from home due to the pandemic.

KLC Family Law/Family Violence Community Education Clinic

This course gives students the opportunity to prepare and present community legal education workshops to our local community and develop knowledge and expertise in family law and family violence. This course develops communication skills and an understanding of gendered violence. In Term 2 2021 students of this course attended the Centre 1 day a week for the first weeks of the course and moved to a remote model from home part way through the term. All community education sessions this term were delivered using technology.

Indigenous Students

During 2021 KLC continued to make a significant contribution to the Law Faculty's commitment to increasing the numbers of Indigenous students studying law. This program however was greatly impacted by COVID 19.

1st Year: Foundations Enrichment II

This is a course for first year Indigenous students focusing on communication skills, legal interviewing and the legal assistance sector. In 2021 this course began in person and moved entirely online part way through the Term due to the pandemic.

Kingsford Legal Centre hosted an online visit by pre-law Indigenous students in 2021 organised by the Nura Gili Centre. The students came from around NSW 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.

Our Impact

2021 '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

100%

of students agree/strongly agree that feedback helped them learn

100%

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

Clinical Legal Education – Our Students

KLC is part of the UNSW Sydney Law & Justice Faculty and provides clinical legal education to its students.

In 2021 our clinical programs were impacted enormously by the pandemic with hybrid models of education across the terms for our all of our courses.

Through their time at KLC, students get to experience the effects of laws on clients first-hand. This can have a profound impact on them, and many students go on to volunteer or work at community legal centres further into their careers. Students who complete one of our courses are also 'pro bono ready' when they graduate.

Thanks to all of our wonderful clinical students from 2021 for bearing with us throughout this difficult year – we wish them all well into the future and hope to see many of them on our volunteer roster over the coming years.

T1 Students



STUDENTS' COMMENTS ABOUT WHAT WAS BEST ABOUT THEIR KLC EXPERIENCE

The best thing about the course was the practical experience gained from working with real clients on real legal issues. I found myself encountering and learning about areas of law that I had not previously come across in my studies so it was both interesting and challenging to conduct research and utilise it in a real way.

–

Spending time with solicitors who wanted to facilitate your learning and respected you as a member of the team.

–

KLC Community Law and Family Law/Family Violence Students in 2021

Term 1 2021

Aanika Matin
Adam Schwartz
Alexandra (Alex) Wood
Anthony Zhang
Brian Choeng
Claudia Lam
Deeksha Soundararajan
Elizabeth Succar
FinneganOsler-Seymour
Ganeshmoorthy Chandrasekaran
Garen Douzian
Hiu Ching (Emily) Lau
Ivan Brcic
Jennifer Tsui
Jennifer (Sunyoung) Yi
Jenny Lin

Kevin Wungkana
Lingling (Anastacia) Zheng
Lingyi (Alice) Zhou
Madeleine Wainwright
Madison Williams
Matthew (Matt) McLeod
Meredith Oliver
Michael Siu
Nelson (Jia Yan) He
Qianghua (Sally) Li
Ritwik Dasgupta
Saira Chadda
Sam Connor
Wanqiong (Aria) Wang
Wei Lin (Joanna) Teo

Term 2 2021

Alexis Edinburg
Ciara Murphy
Claire Martin
Daniel Khoo
Ella Simon
Fiona Pylotis

Harry Chapman
Jiaxin (Nora) Wang
Jiaying (Starrie) Shi
Rachel Hurwitz
Shira Benson
Tiffany Chan

Term 3 2021

Ariella Buckley
Brandon Pham
Dan (Flora) Wu
Despina Veleski
Erol Gorur
Huey Nin Woon
Ivana Turkovic
Jae Jung (James) Ahn
Jenee Smith
Jennifer Zhou
Jessica Chen
Justin Song
Kelly Yoon
Lauren Howe
Leo Wu
Maggie Huang
Manil Abeysekera
Mark O'Dare
Max Fincher
Mia Trzecinski
Miranda Smith
Monica Chen
Natasha Tan
Nicole Chen
Nicole Sung
Nieshanka Nanthakrishnakumar
Sarah MacDonald
Sean Munnoch
Sherine Al Shallah
Sophie Berton
Talah Al-Jelani
Ventura Lan
Verity Welch
William Zhong
Xinwei (Stella) Li

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 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.

Our wonderful vol sols continued to help our clients this year – while also navigating the pandemic and the enormous impact of this on their personal and professional lives.

In early 2021 our volunteers returned to evening advice in the Centre – with the extra challenges of face masks and physical distancing. We once again returned to remote service delivery in June when the pandemic worsened, and our volunteers willingly volunteered from home again even during the very long lockdown – no small commitment!

A big thank you to all our volunteers for taking these many challenges in their stride and sticking with us during a challenging year! 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!

Special thanks to Alice Paul who provides weekly pro bono employment/discrimination law advice, Amelia Montague who volunteered for daytime appointments for us, Arturo Norbury for helping us out on a recruitment panel 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.

Our Impact



Our vol sols provided over **5,500** hours of free legal advice to clients in 2021 which equates (conservatively) to over **\$1,000,000** to our Centre.



KLC Vol Sol Marie-Louise Scarf and canine helper

CLIENT COMMENTS ABOUT OUR VOLUNTEERS:-

“A heartfelt thank you for all the help and advice provided by your volunteer lawyer. I appreciate the work done by your team and the impact it has on many desperate lives. I shall keep you and the team posted on how it goes. Thank you again for your and the team's time and efforts!”

–

“I followed the solicitor's advice to the letter and had the appeal upheld with no loss of license and no loss of demerit points. A massive win. I understand the legal profession pays well so a thank you note may seem insignificant but I thought it only proper to pass on my most sincere thanks for all his help I would have been embarrassingly ill prepared if not for your advice”

–

Award Winner – Alice Paul

Long-time KLC Volunteer Solicitor Alice Paul was the worthy recipient of a Community Service Award at the Kingsford Smith Community Service Awards ceremony in December 2021. Alice's knowledge, professionalism, compassion and wisdom are greatly valued by all of us at KLC - we couldn't do without her! She has been volunteering with us for around 15 years and has continued to provide her much needed expertise as we navigated the huge employment law challenges of the pandemic!! Thank you and congratulations Alice!

Our volunteers in 2021

Alex Ying	Deborah Lum	Jonathan Djasmeini	Nancy Housalas
Alexandra Britt	Eleny Tzioumis	Jordan Phoustanis	Nanette Reuben
Alexandra George	Emma Corcoran	Jude Mangione	Naomi Delaney
Alice Paul	Erin Gavin	Ken Yardy	Natali Nissan
Amanda Brooker	Fiona Robson	Lana Lakofski	Nayomi Senanayake
Amanda Dobbie	Fleur Bitcon	Larissa Andelman	Nicola Colagiurini
Amelia Montague	Gina Block	Laura Cottam	Oliver Ray
Angela Zekanovic	Graeme Ulbrick	Lauren Ashworth	Paolo Remati
Anna Cody	Ian Ong	Linda Walsh	Rebecca Mangos
Arohi Kaila	Isabel Kallinosi	Lynley Bond (Mackay)	Sam Hartridge
Aron Harkham	Jacyleen (Jo) Ong	Madelaine Kloucek	Sharyn Croke
Arturo Norbury	Jade Bond	Maggie Hayes	Shirley Lee
Aviva Levine	Jake Fing	Marea Wilson	Sylvia Hobbs
Ben Malone	James Drewett	Marie Yaw	Sylvia Zhou
Brian Nguyen	Jananie Kathir	Marie-Louise Scarf	Tal Gilead
Christa Ludlow	Jeane Wells	Mary Habashy Azmi	Tempe McMinn
Claudia Crause	Jenna Crook	Mary O'Connell	Tom Davey
Damian Finan	Jessica Alamyar	Matthew Wong	Wendy Muir
Dave McMillan	John Bartrop	Mihiata Tomoana	Will Drolz-Parker
David Mickleburgh	John Rappell	Nadine Fahmy	Zoe Muir

Our Staff

KLC Staff 2021

DIRECTOR	Emma Golledge
PRINCIPAL SOLICITOR	Dianne Anagnos
OFFICE MANAGER	Denise Wasley
SOLICITOR/CLINICAL SUPERVISOR	Fiona Duane Anita Will Rachel Gregory (Jan-Jul) Amy Colquhoun (Nov-Dec)
EMPLOYMENT LAW SOLICITOR/CLINICAL SUPERVISOR	Tess Deegan
HEALTH JUSTICE PARTERSHIP SOLICITOR/CLINICAL SUPERVISOR	Emma Anderson (Jan-Jul) Rachel Gregory (Jul-Dec)
MIGRANT EMPLOYMENT LEGAL SERVICE SOLICITOR	Daniel Thomas (Jan-Jul)
EMPLOYMENT RIGHTS LEGAL SERVICE SOLICITOR	Daniel Thomas (Aug-Sept) Phillip Dicalfis (Oct-Dec) Emma Corcoran (Nov-Dec)
COVID-19 SOLICITOR	Amy Colquhoun (Jan-Oct)
LAW REFORM AND POLICY WORKER/CLINICAL SUPERVISOR	Sean Bowes
FRONT OFFICE SUPERVISOR	Roselle Nunes
ABORIGINAL ACCESS WORKER	Vanessa Turnbull-Roberts (commenced Aug)
HERBERT SMITH FREEHILLS SECONDEES	Josh Wang (Jan-Mar) Sandra Hu (Mar-Sept) Anitha Reddy (Sept-Dec)
CLASS DATA WORKER	Gloria Bankhead (Jan-Jul)

Our Steering Committee

2021 was a particularly challenging year for KLC and we relied heavily on our Steering Committee for support, guidance and wise counsel. They really stepped up for us in 2021 and we are very grateful for their help. The committee met three times during the year in March, June and October. Thank you to Associate Professor Sean Brennan for chairing the committee and to the committee members: Professor Andrew Lynch, Dean Faculty of Law & Justice (UNSW) (March, June and October Meetings), Anne Cregan – Partner Gilbert & Tobin (June and October Meetings) Fei Wong – Faculty Executive Director (March and June Meetings), Marise Andrews - Acting Faculty Executive Director (October Meeting) Janet Green – General Manager Junction Neighbourhood Centre (March, June and October 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 2022.



Associate Professor Sean Brennan
Chair, UNSW Sydney Law & Justice Faculty



Professor Andrew Lynch
Dean, UNSW Sydney Law & Justice Faculty



Fei Wong
Faculty of Law & Justice Executive Director



Marise Andrews
Acting Faculty of Law & Justice Executive Director



Anne Cregan
Partner Gilbert & Tobin



Janet Green
General Manager, The Junction Neighbourhood Centre

COVID safe staff meeting



Our Pro Bono Programs

Our Impact

What do clients think of the Employment Pro Bono Clinic?

We emailed a survey to all of our clients seen through the Employment Law Pro Bono Clinic in Term 1 2021. They responded:

100%

Strongly Agree/Agree that the solicitor listened to their problem

75%

of respondents reported that they were under Extreme/A Lot of Stress before getting help

75%

of respondents reported that the help they received lowered their level of stress or anxiety

100%

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

100%

Strongly Agree/Agree that they know more about their rights and responsibilities because we helped them

100%

of respondents Strongly Agree that they would recommend the service to other people

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

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.

Herbert Smith Freehills Secundee Program

Since 1992 Herbert Smith Freehills has provided KLC with secondees 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. Secundee solicitors take on a caseload, attend the South Eastern Community Connect 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.

Our secondees were invaluable in 2021 as they took the challenges of working in a new legal environment and the impact of the pandemic totally in their stride. Thank you to Josh, Sandra and Anitha who stepped up and were always willing to help us out – and do things they had never done before!

A big thank you to the ongoing support of Herbert Smith Freehills who also financially supported the work of the Centre in 2021, in particular Brooke Massender Global Head of Pro Bono and Stephen Sommerville who left HSF to a new role after many years of support and guidance to KLC.

Outcomes



\$250,000
Approximate value of KLC's pro bono programs in 2021



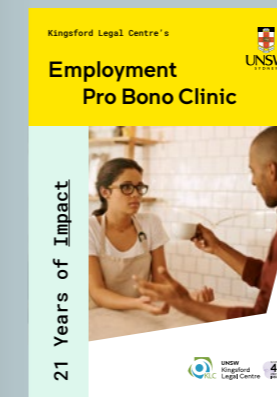
CASE STUDY

Employment Pro Bono Clinic – Caring Responsibilities for Shift Worker

Steven* came to KLC's Employment Law Pro Bono Clinic after his work changed his roster and he could no longer look after his children and elderly parents.

Through the Employment Law Pro Bono Clinic, Steven was advised that under his Award, his employer was required to consult him about any changes to regular roster or hours of work. He was also informed of his rights to request for flexible working arrangements and his options for enforcing his rights.

As a result of this advice, Steven was in a stronger position to negotiate with his employer and was able to resolve his roster dispute without a legal process.



KLC's Employment Pro Bono Still Going Strong After 21 Years

KLC's Employment Clinic has been running a pro bono advice clinic with law firms for 21 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 - provides 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. To celebrate the 21st anniversary of this program KLC produced a 21 Years of Impact Report – which is available on our website.

Our Impact

In 2021 we surveyed our ex-HSF Secondees to see the impact it had on them

75%

of respondents felt that their experience at KLC prompted them to do more pro bono or volunteer work subsequent to their secondment and 15% went on to work in the sector

100%

of respondents felt the secondment improved their legal skills, in particular in the areas of working with different clients, advocacy and getting across new areas of law

97%

of secondees recommended the secondment to their colleagues

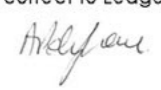
When asked what impact their secondment had on them

The best experience a young solicitor could have - I am a more compassionate, more agile, more innovative and more strategic lawyer thanks to my experience at KLC.

Undertaking a secondment at KLC was a meaningful and enriching experience in so many ways. It took me out of my comfort zone; opened my eyes to the real and seemingly insurmountable challenges that the legal system presents for many of the most vulnerable in the community.

Financial Report

Refreshed: 6-Mar-22 9:41:02 PM

Kingsford Legal Ctre		UNSW SYDNEY			
Statement of Financial Performance					
For the Year Ended December 2021					
	Note	2021 \$'000	2020 \$'000	Difference \$'000 %	
REVENUE					
Research Revenue:		-	-	-	-
Donations & Bequest - Draw downs		-	-	-	-
UNSW Contributions		-	-	-	-
Faculty Contributions	1	681	580	102	18%
Other Restricted Revenue	2	816	919	(103)	(11%)
Commercial Activity - Fees for Service		-	-	-	-
Sundry Other Revenue		-	-	-	-
Total Revenue		1,498	1,499	(1)	(0%)
EXPENSE					
Salaries, Oncosts and other staff costs		1,661	1,431	230	16%
Scholarship Stipends		-	-	-	-
Contract & Consulting Services		6	5	1	28%
Repairs and Maintenance		0	-	0	-
Consumables		4	4	(0)	(2%)
Travel		0	1	(1)	(86%)
Equipment Non Capitalised		-	14	(14)	(100%)
Entertainment		-	-	-	-
Marketing		3	1	2	179%
Miscellaneous Expenses		22	45	(23)	(52%)
Total Non-People Costs		35	70	(35)	(50%)
Total Expenses		1,696	1,501	195	13%
TOTAL CONTRIBUTION - SURPLUS/(DEFICIT)		\$ (198)	\$ (2)	\$ (196)	10987%
Depreciation		1	1	-	-
SURPLUS / (DEFICIT) after Depreciation		\$ (200)	\$ (3)	\$ (196)	6050%
Cashflow Funded Capital Expenditure (CAPEX)		-	-	-	-
NOTES:					
1	UNSW Budget model includes other revenue items				
	Teaching Revenue	-	-	-	-
	Block Grants	-	-	-	-
	Indirect Cost Recoveries	-	-	-	-
2	Other Research Revenue includes internal fund transfers.				
3	Restricted Funds - Cash at year end	\$ 109	\$ 307	\$ (198)	
4	Funds available in Division of Advancement	\$ 209	\$ 168	\$ 41	
Certified correct to Ledger:					
					
Anna Polykarpou Finance Manager, UNSW Law & Justice and Business School					
Dated: 10.03.2022					

Acknowledgements

Kingsford Legal Centre is grateful for the funding received from the UNSW Sydney Faculty of Law & 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:

- > Herbert Smith Freehills for their ongoing secondee program and support to our Health Justice Project through project donations and input on our Steering Committee.
- > Ross Buchanan
- > Philip Merryweather
- > 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 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:
 - HWL Ebsworth
 - Holding Redlich
 - Kennedys
 - Bartier Perry
- > Staff of the UNSW Law & Justice Faculty







Contact Us

Kingsford Legal Centre
F8-003
UNSW Australia
UNSW SYDNEY NSW 2052

T +61 2 9385 9566
E legal@unsw.edu.au
W klc.unsw.edu.au

 @kingsfordlegal
 @kingsfordlegal

Available online at: klc.unsw.edu.au/publications

UNSW reserves the right to alter information contained in this document without notice.

©2022 UNSW Sydney