



Kingsford Legal Centre

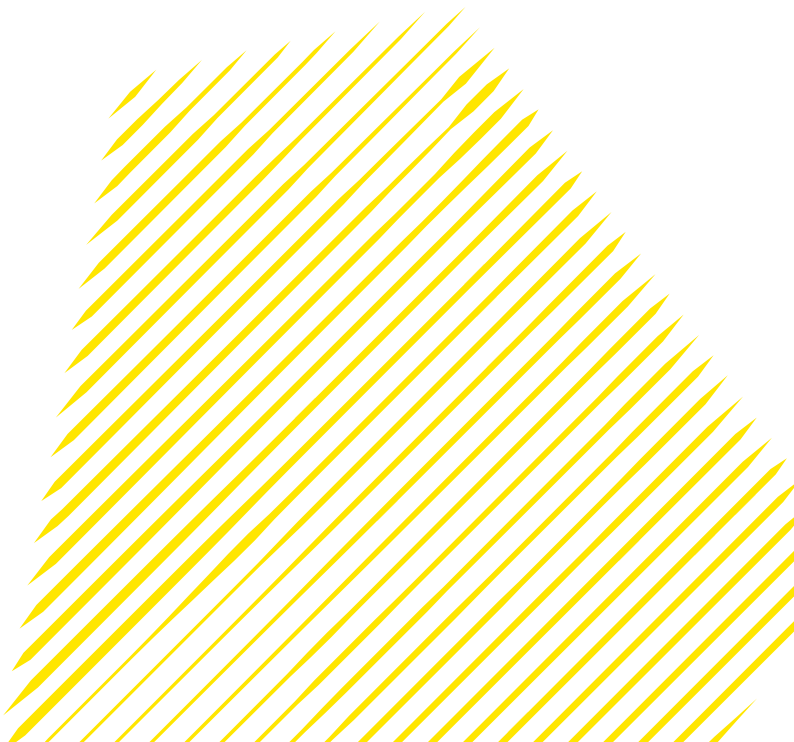
# Annual Report 2022



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 and 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.

Image by Steph Patterson: Instagram @sacpatterson







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

# Dean's Foreward

It is a pleasure to reflect on the work of Kingsford Legal Centre in 2022. It is also particularly welcome to celebrate a year in which the Centre's operations returned to a more normal footing after the extreme pandemic disruption in 2020 and 2021.

The Centre continued to grow from strength to strength and there were some notable achievements, which drew on the Centre's forty plus years of experience. This was most notable in relation to the Centre's sexual harassment work, which included ongoing advocacy around the implementation of sexual harassment reform and resulted in increased funding to the Centre for this vital work. This has been a particular focus of the Centre since its establishment, with the Centre testing the new sex discrimination regime in its early days. It is more than rewarding to see the long-term impact made by the Centre in striving for gender equity and rights protection.

The Centre continues to deliver high quality clinical legal education courses to UNSW Law & Justice students, with a very welcome return to in-person delivery in 2022. For our students who felt the impact of long and difficult Covid lockdowns in Sydney, being able to work together in the Centre, see clients in person and attend community events is something to be celebrated. A special thank you to the volunteer



solicitors who also returned to delivering legal advice in person in the Centre, working and collaborating with our students. Catching up with these volunteers in person at a mid-year celebration was a highlight for me in 2022!

The year was not without its challenges and the Centre continued to manage the lingering impacts of the pandemic in all aspects of its operations but managed to find a way through. I commend Emma Golledge, the Centre's Director, and all members of the team for their dedication and versatility through this challenging period.

It is particularly welcome that two signature programs, the Health Justice Partnership and the Employment Rights Legal Service, were re-funded. With this funding I know these important programs will go from strength to strength, helping very vulnerable clients.

A big thank you to all the supporters of KLC, especially Herbert Smith Freehills whose support and belief in the Centre's work is both instrumental and so valued. Congratulations and thanks to the staff of the Centre for another amazing year of achievement.

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



# Director's Report

True to community legal centre life – and life in general - 2022 was one of big highs and lows. It's another year in which we reflect on the ongoing devastating impact of the pandemic on our community, ourselves and our organisations. We were thrilled to return in-person to the Centre early in 2022 – but with this came lots of work, implementing Covid safety measures and finding our new normal in terms of service delivery.

KLC returned in 2022 to far more in-person legal services and resumed our outreaches and community events. Our students also returned to the Centre and were thrilled to be studying out of their homes after the impact of Covid. However, the impact of the pandemic was felt throughout KLC's activities – our services remained hybrid with many more remote options, our work was far more technologically based, our operations were affected by physical distancing and our clients continued to be traumatised and affected by Covid related issues. Our staff, like many other people, continued to run on empty and it would be remiss not to mention here that like the wider community sector we were exhausted and understaffed for much of 2022.



Recognising all these challenges there were some really amazing achievements. The work in relation to sexual harassment law reform which draws on all of KLC's 40 years of advocacy was an outstanding achievement and we ended the year providing evidence on the Bill to fully implement the *Respect@Work* Report. KLC's ability to work collaboratively across the legal sector was a significant achievement in positively impacting the law that was passed.

It was particularly special to celebrate in-person 30 years of our pro bono secondee program with Herbert Smith Freehills with our many supporters and friends and reflect on the amazing impact 67 secondees have had on KLC over the years. The event reminded us all of the power of collaboration and the connection of human relationships, and inspired us for future work. It was an event that seemed to feel more special and have more meaning after the challenges of the previous years. Perhaps we know to cherish these things even more now.

We also ended the year on a high with the re-funding of the Health Justice Partnership and the Employment Rights Legal Service. Both these services faced challenging early years through the pandemic and we are thrilled to be able to bed them down in less challenging times.

Once again, KLC survived and thrived due to the amazing commitment of our staff, volunteers, students, partners and communities. Thank you for your continued commitment to our work and our clients and your patience and loyalty during all the highs and lows of 2022.

**Emma Golledge**  
Director, Kingsford Legal Centre

# 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

KLC offers a range of ways to access our legal services and aims to provide flexibility for our clients. Each week we offer over 40 daytime and evening appointments for clients at our Centre and at our community outreaches. We also visit clients in their home, in hospital, nursing homes or in jail. We have a particular focus on people who live in public housing through our community outreaches. In the first half of 2022 our legal service delivery was still affected by the aftermath of Covid and the long Sydney lockdown and we delivered our legal services by telephone, video conference and in person. By the second half of 2022 we had returned to mostly face to face service delivery at the Centre and our outreaches. Managing this return and ensuring staff and client safety as well as accessibility was an important part of our work in 2022. Like everyone, it was an ongoing challenge to deal with the ongoing impact of the pandemic for our clients. Lockdowns created new and specific legal problems for our clients and delayed early legal interventions. As a result our outreaches were particularly busy when we returned. The legal practice continued to deliver services with an increased focus on electronic file and advice management, which was a significant change due to the pandemic. Our advice night roster returned in person with our solicitors and students in the second half of the year. We were able to maintain some remote advice night rosters – which allowed some solicitors to stay on our roster and provide telephone advice to clients who could not attend in person.

KLC could not have helped all our 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), Anita Will, Fiona Duane, Madeleine Causbrook, Jananie Kathir, Emma Anderson, Rachel Gregory, Sarah Abdou, Phil Dicalfas, Emma Corcoran, Susan Price and Tempe McMinn, as well as our secondee solicitors from Herbert Smith Freehills: Anitha Reddy, Emily Shepherd and Jack Fogl. The Centre's incredible administrative team, Denise Wasley, Roselle Nunes and Samantha Durward were the glue that kept the Centre functioning efficiently and effectively in 2022 and kept evolving our practices in response to the ongoing impact of Covid.

We once again owe enormous 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. Once again our solicitors showed enormous commitment and adaptability shifting back to the Centre for evening advice in the second half of 2022 and persevering with Covid measures in order to service our clients. We were grateful some solicitors were able to continue their commitment to volunteering remotely. A special thank you to long term daytime volunteers Amelia Montague and Sharyn Croke for volunteering their time in the day to provide much needed daytime appointments to our clients.

## Outreach

Kingsford Legal Centre operates four outreach services to increase the accessibility of our service. In 2022 we were able to return to face-to-face legal help after a prolonged period affected by Covid.

Service where Outreach Provided	Frequency/Day	Target Clients
<b>Kooloora Community Centre</b> Bilga Crescent, Malabar	Fortnightly/Tuesdays during school term	Drop-in advice clinic for public housing tenants in South Ward of Randwick City Council
<b>hub@lexo</b> Lexington Place, South Maroubra	Weekly Thursdays	Drop in advice clinic for public housing tenants in South Maroubra
<b>South Eastern Community Connect</b> Mascot	Fortnightly/Wednesdays	Fortnightly outreach clinic targeting older clients; clients with disability; CALD clients living in the Botany Ward of Bayside Council
<b>Long Bay Correctional Centre</b> Malabar	On request – in conjunction with prison welfare workers	Civil law outreach to 1,300 inmates – by telephone and visits to Correctional Centre

Fiona Duane, Mel Leve (Randwick City Council), Sharron Smith (Randwick City Council) and Sam Durward at hub@lexo outreach

### Our Impact – Advice Clients

**In 2022 we surveyed our advice clients and found:**

**72%**  
of respondents stated that our help lowered their stress about their legal problem

**92%**  
felt that the solicitor helped them to understand how to deal with their legal problem

**96%**  
felt that the solicitor listened to them


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



### Client Comment

“So encouraging & positive to have community legal service like KLC. KLC is extremely valuable service to have in the community. Grateful & thankful for KLC Service.”



 **Our Impact –  
Casework Clients**

In 2022 we surveyed our casework/  
representation clients and found:

**96%**

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

**100%**


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

**89%**

were happy with the outcome of their case

**100%**

of clients with specific cultural or other needs  
felt that these needs were met

 **Our highlights of 2022**

**“My highlight of 2022 was shaking off  
the bleak Covid years and reconnecting  
with our clients in the community.”**


**Denise Wasley,**  
Office Manager

**“Appearing before the Legal and  
Constitutional Affairs Legislation  
Committee for KLC’s submission on  
the *Respect@Work* Bill 2022. This  
opportunity enabled KLC to advocate  
for a positive duty on employers to  
prevent sexual harassment in Australia,  
which was ultimately legislated later  
that year.”**

**Madeleine Causbrook,**  
Law Reform Solicitor



HSF Secondee Emily Shepherd  
(left) and KLC Student

 **Outcomes**

**Across all of our clinics  
in 2022 KLC delivered:**

**2,057**

Legal Advices

**289**

Legal Tasks

**106**

Representation Matters

**23**

Community Legal Education Resources

**30**

Community Legal Education Activities

**56**

Law Reform Projects

**\$527,514**

Funds Recovered /Waived for our Clients  
in 2022

# Generalist Law Clinic

KLC's generalist law practice provides legal advice and representation services across a broad range of civil and administrative areas of law and minor criminal law matters. Once again, this year KLC helped clients with housing issues, credit and debt issues, consumer claims, car accidents, fines, local court criminal matters and domestic violence and victims' compensation. In the generalist clinic many clients had legal problems that they could not properly address during the extended Sydney Covid lockdowns or which had been exacerbated by the pandemic. This was again a year of Covid related legal issues.



## Case study

### Student wins non-conviction result for client

Sally\* was just starting her night out with friends. She had just turned 18. She walked into the pub when a police sniffer dog sat down next to her. When the police took her outside, she admitted to having a small quantity of MDMA. The police said that they would send her a fine in the mail. Instead, when the mail came, it was a Court Attendance Notice – she had been charged and was due at Waverley Local Court in a few weeks' time.

Sally had only recently finished Year 12, was hoping to work in community services, and had no prior criminal record. She came to Kingsford Legal Centre for advice. We advised her that she might be a suitable candidate for a Section 10

non-conviction order. We also advised her that if she agreed, a student law clerk from our Student Advocacy Program could appear on her behalf (under the supervision of a KLC solicitor). Sally took us up on the offer.

One of our KLC law students appeared at the first mention to enter a plea on Sally's behalf. The student also then appeared on sentence where the Presiding Magistrate did not record a conviction and sentenced Sally to a section 10(1)(b) conditional release order. Sally was happy and relieved to be entering adulthood without a criminal record, and our student is now considering a career in criminal law!





## Client Comment

“What an amazing team of individuals, so professional, so caring & able to speak in non-legal language to explain the situation. From staff answering the phone to Solicitors & Fiona’s assistance above & beyond I cannot speak highly enough of you all. Volunteers are amazing to give such much back to the community.”



## Outcomes

**1,657**

generalist legal advices

**36**

generalist representation matters

**222**

generalist legal tasks



## Our Impact – Advice Clients

**40%**

of clients felt that our help made a difference to their money situation

**23%**

of clients felt that our help made a difference to their housing situation

**35%**

of clients felt that our help made a difference to their safety

## Partnerships

In 2022 the strength of KLC’s longstanding community partnerships was confirmed as we worked together to re-build connections after the huge disruption of 2021. We worked hard to establish pathways for clients in collaboration with other services, recognising the detrimental impact of the pandemic on our clients and their legal issues.

KLC worked closely with all of our community organisation partners in 2022 – in particular our outreach partners at hub@lexo, SECC and Kooloora Community Centre. We were able to gradually return in person to all these outreaches from February to July 2022. This provided long overdue access to priority clients who were happy to have direct, face to face services again. We were thrilled (and a little overwhelmed) at the demand for our in-person services at these outreaches on our return. All our lawyers were able to attest that providing legal help in-person was more rewarding and effective.

KLC also participated on the board of South Eastern Community Connect (SECC) and participated in the Eastlakes Public Housing Group. We are grateful for all of their work with us in 2022.

In 2022 we were thrilled that Denise Wasley’s ten year long contribution to the SECC Board was recognised and she was awarded the Community Service Award for dedicated service to our community (Kingsford Smith) presented by the Hon Matt Thistlethwaite MP.

# Discrimination Law Clinic

Since the Centre's inception KLC has specialised in discrimination law and provides a state-wide service in this area of law. In 2022 it was a huge focus of the legal service in terms of legal assistance, community legal education and law reform work. We continued to see the ongoing impact of Covid in our requests for help in the discrimination law practice.

## In 2022 we undertook:

Type of Discrimination	Advices Given	Legal Tasks	Representation Matters Opened
Discrimination disability	72	11	9
Discrimination race	39	9	1
Discrimination other	11	2	3
Discrimination sex/gender	28	4	1
Discrimination pregnancy	5	0	0
Discrimination age	10	4	0
Discrimination sexual orientation	5	2	2
Discrimination sexual harassment	15	3	7
Discrimination marital status	1	0	0
Discrimination religion	3	2	0
<b>Total</b>	<b>189</b>	<b>37</b>	<b>23</b>



## Client Comment

“Definitely gave me confidence and I know that I can stand up for myself. Appreciate the services a lot, was very personal and caring and felt very supportive. As someone who is non-binary, can have some difficulties interacting with legal services, but you were very accepting of who you are as a person.”



## Case study

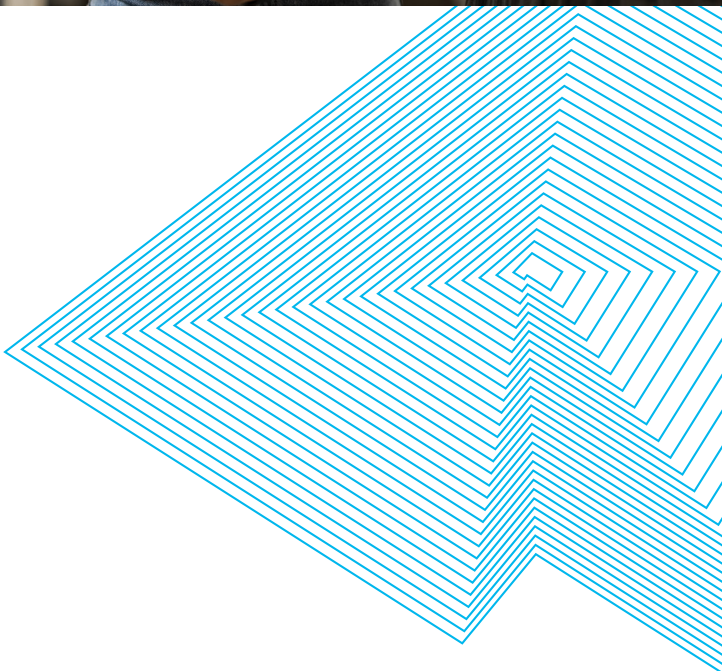
### The Daily Impact of Race Discrimination

KLC represented an Aboriginal client in a familiar tale of race discrimination. Breanne\* contacted KLC in tears after an incident at her local supermarket. She told us that as an Aboriginal woman living in a regional area she'd become used to racist treatment her whole life, but this time she wanted to take action.

While shopping for grocery items she noticed that she was being followed. The same man followed her around as she chose her items, paid for them and then left the store. She'd noticed the man stop to speak to the supermarket manager at one point. When she was outside the store, the man identified himself as a plain-clothed security guard and accused her of stealing her groceries. Breanne showed the man her receipt and she agreed to speak to the checkout operator with him who confirmed her purchases. She was the only person in the store treated in this way, and Breanne was certain it was because of her race.

KLC represented Breanne in her race discrimination complaint against both the supermarket and the security company. With KLC's support Breanne bravely made her statement at the conciliation conference about the impact this treatment had had on her throughout her life.

We helped Breanne reach an agreement which included compensation, apologies and undertakings to provide staff with anti-discrimination training. While it was sobering to hear about Breanne's lifelong experiences of discrimination, we were proud we were able to stand with her when she made this complaint.





# Sexual Harassment Legal Service

Since 2020 KLC has separately reported our sexual harassment work through our Sexual Harassment Legal Service. 2022 was an important and busy year in the Sexual Harassment Legal Service as we continued to work toward the full implementation of the *Respect@Work* Report.

As part of the implementation of the *Respect@Work* Report, our Sexual Harassment Legal Service was awarded \$256,000 per year over four years and KLC's Employment Rights Legal Service \$177,000 per year over four years to focus on sexual harassment and discrimination work. This was allocated through the National Legal Assistance Partnership. As a result, 2022 was a year where we looked to grow our sexual harassment team but like many other services we needed time to build our team.

The Sexual Harassment Legal Service brings together our state-wide discrimination law service, our expertise in community legal education on sexual

harassment and our passion for law and policy change in this area. The Sexual Harassment Legal Service works hard to provide holistic legal services in a trauma informed way to our clients as well as focussing on prevention of sexual harassment and the strengthening of legal responses. As 2022 was still a disrupted year due to the pandemic we were not able to deliver many in person community legal education sessions and the focus of the year was law reform work.



## Client Comment

"It was the most incredible thing, even just having someone that actually listens and being able to give clear directions and letting me know things every step of the way and just ringing in to check in. Nothing was ever assumed."



## Case study

### Losing your job for calling out sexual harassment

Jen\* came to us because she has been made redundant from her job. She had been told by her employer that her role was not bringing in enough billable work. But what Jen told us about why she was dismissed was very different. Over the past four years Jen had worked in a graduate role and her boss, who also founded the company, sexually harassed her constantly. This included asking her to go to non-work events, constantly telling her he "liked her", sending her texts and calling her non-stop. He would speak inappropriately about her appearance and make sexual comments towards her. When Jen found the courage to tell him to stop, she was dismissed from her dream job.

KLC assisted Jen in lodging a discrimination complaint detailing the sexual harassment and discrimination she experienced at work. Jen received some commitments from the employer to help make sure this did not happen to any other workers and compensation of \$30,000.

We see far too many of these cases in our Sexual Harassment Legal Clinic where our clients actually lose their employment when they stand up against their harassers

## One Year of the *Respect@Work* Council

KLC Director Emma Golledge continued to sit on the *Respect@Work* Council to provide feedback from the community legal sector on the implementation of the *Respect@Work* guidelines. In July 2022 the Council celebrated one year of operation with a one-day forum discussing the successes and challenges ahead in implementing *Respect@Work* and ensuring cultural change as to how sexual harassment is addressed in Australia. Emma was able to share the ongoing expectations of our clients of ensuring better outcomes from raising complaints and making sure the burden was shifted away from individuals to make complaints. At the forum the new Attorney General, the Hon. Mark Dreyfus KC MP, affirmed the Government's commitment to fully implement all 55 recommendations of the *Respect@Work* Report as a priority. We were thrilled that Emma was reappointed for another term by the new Attorney General, with expanded representation for legal services and unions.

## Sexual Harassment – Law Reform and Advocacy

It was a huge year for law reform in relation to sexual harassment with the new Federal Government quickly seeking to implement outstanding recommendations from the *Respect@Work* Report. KLC provided significant input into the legislative changes, undertaking detailed submissions which were endorsed by other community legal centres and giving evidence at the Parliamentary Inquiry into the *Human Rights Legislation Amendment (Respect at Work)* Bill. KLC strongly supported the implementation of positive duties into Australian law but felt access to justice provisions in relation to legal costs in the Federal Courts could be further strengthened. As a result of advocacy on the issue of costs this provision was removed from the Bill for greater consultation. The legislation of stronger legal protections and positive duties on employers to eliminate sexual harassment reflected decades of advocacy from KLC on the issue. It was great to see these key legal changes being implemented in 2022!

## Sexual Harassment Prevention

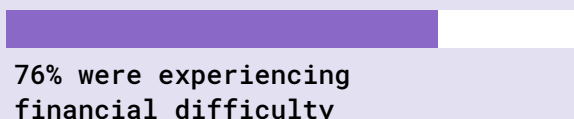
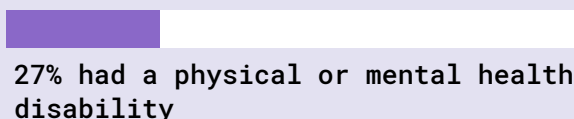
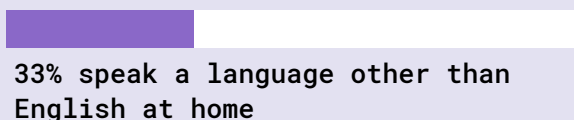
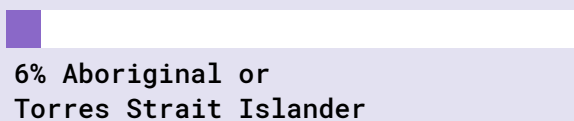
Kingsford Legal Centre believes that sexual harassment is preventable, so a key focus of our activities is on community legal education. 2022 remained a challenging year for community legal education as we continued to grapple with the ongoing impact of Covid.

### In 2022 we delivered the following Sexual Harassment CLE information sessions and resources:

- > *'Beyond employment- Sexual Harassment in Everyday life'* – with Women's Legal Services, through Ask Lois.
- > *Preventing and addressing Sexual Harassment-* to UNSW PLT Students
- > *Sexual Harassment in Employment* – training for volunteer solicitors
- > *Sexual Harassment* - for Mid-North Coast CLC staff



### Our Sexual Harassment Clinic Clients



# Employment Law Clinic

Employment problems remain the largest single area of advice for KLC and this continued in 2022, as employment law issues remained a significant outcome of the pandemic and extended lockdowns in Sydney. Our lawyers continued to grapple with challenging legal issues for our clients and assisted clients to navigate difficult issues at work.

KLC is only able to meet this growing demand with the support of our volunteer solicitors and employment law pro bono partners.

Huge thanks to our Employment Law Pro Bono clinic partners: HWL Ebsworth, Holding Redlich, Kennedys and Bartier Perry. Through this clinic we

were able to offer almost 100 daytime employment law advice appointments to our clients in 2022. Our long-term volunteer employment lawyer and legend, Alice Paul, continued to provide high quality advice in her weekly daytime appointments on employment and discrimination matters. Our wonderful team of volunteer solicitors on our specialist employment evening advice sessions continued to provide advice remotely to clients who needed evening appointments.

KLC's employment casework continued to be varied and we represented our clients across multiple jurisdictions, including the Fair Work Commission, Australian Human Rights Commission and Anti-Discrimination NSW.



## Client Comment

"Good, supportive, helpful. Tried their best to get my underpayment issues resolved properly."







## Case study

### Fired because of a disability

Jasmine\* has epilepsy and she managed her condition well with medication. She had been upfront with all her employers about this. Jasmine came to us after she was dismissed from her most recent job in a music venue after having a seizure at work. She was not hurt during the seizure. Her employer told her that they decided that she could not work safely, and they had no choice but to dismiss her.

KLC represented Jasmine in a disability discrimination complaint. We helped Jasmine to prepare for the conciliation and to gather evidence to support her complaint and represented her in

the conciliation conference. Jasmine and her old employer managed to reach a settlement where Jasmine was paid considerable compensation, and the ex-employer agreed to draft and implement better policies around providing reasonable adjustments in the workplace to accommodate people with disabilities.

Jasmine was thrilled with the result, which helped her to re-establish herself after losing her job and feel like she had been properly heard by her old employer. This is important advocacy for such a common and manageable disability.



## Outcomes

**363**

employment advices

**11**

representation matters

**46**

legal tasks



## Our highlights of 2022

**“Returning to the office after so long alone and having the students and volunteers back and busy was a highlight – and having two parties for our volunteers in one year too!”**

**Roselle Nunes,**  
Front desk supervisor

**“Working hard and getting a life changing settlement for a client – and knowing that his future looked really much brighter because of it.”**

**Fiona Duane,**  
Senior Solicitor

# Employment Rights Legal Service (ERLS)

The Employment Rights Legal Service is delivered in conjunction with Redfern Legal Centre and Inner City Legal Centre. 2022 was a year of transition for the service, with funding due to end in June 2022. This was initially extended by six months and in late 2022 KLC and our partners were advised we had funding until 2025 to continue legal services to disadvantaged workers.

ERLS provides important assistance in areas such as:

- > Dismissal from employment;
- > Underpayments;
- > Bullying;
- > Discrimination and sexual harassment;
- > Conditions and entitlements.

ERLS operates a shared telephone line across the three centres and has a central co-ordinator for the work. In 2022 the ERLS Co-ordinator was Sharmilla Bargon located at Redfern Legal Centre.

Funding uncertainty throughout the year meant that it was difficult to make long term plans and retain valuable staff. This also affected the promotion of the service and the extent to which we could undertake community legal education.

Phillip Dicalfas, Emma Corcoran and Sarah Abdou worked as solicitors into this project in 2022. We thank them all for their efforts in light of ongoing funding uncertainty and the demands on the service!



## Client Comment

“Sarah was very professional, understanding, caring and patient, and amazing. Couldn’t have asked for a better solicitor for my case.”



## Our Impact – Advice Clients

- 100%** Strongly Agree/Agree that the **solicitor listened to them**
- 85%** Strongly Agree/Agree that the **solicitor helped them understand** how to deal with their problem
- 92%** **know more** about their rights and responsibilities
- 62%** stated that **our help made a difference to their stress**



## Case study

### Unfair dismissal after 15 years

Faisal\* had worked in the same transport logistics company for 15 years without any complaints against him. Early in 2022 he was given a verbal warning for not wearing the appropriate safety clothing in the workplace. He was confused by the warning, as there were no workplace policies outlining what the acceptable clothing options were. He tried to explain this to his manager but was told to go straight home as he was being aggressive. When Faisal turned up to work the next day he was summarily dismissed by his manager and was told he would not be paid any long service leave or notice pay. He was devastated by this.

KLC represented Faisal in making an unfair dismissal application to the Fair Work Commission and to claim his long service leave. Unfortunately, the conciliation was unsuccessful, and we had to help Faisal prepare for a hearing. KLC assisted Faisal to submit his evidence and prepare his submissions. We managed to settle Faisal's claim shortly before the hearing for an amount representing his full long service leave pay together with a considerable amount of compensation for the unfair dismissal. Faisal was thrilled with the result and for the assistance in standing up for himself.



## ERLS Outcomes

**239**  
advices

**25**  
representation matters

**16**  
legal tasks

### The ERLS contact details are:

**T:** 02 8004 3270  
**E:** [coordinator@erls.org.au](mailto:coordinator@erls.org.au)  
**W:** [erls.org.au](http://erls.org.au)



# Health Justice Partnership

Our Health Justice Partnership (HJP) is a collaborative and multi-disciplinary service that ensures people can access legal assistance when they need it most. We collaborate with Prince of Wales Hospital (POWH) and Eastern Suburbs Mental Health Service (ESMHS) to deliver the service to patients of both services.

Our first three years of funding expired on 30 June 2022 and we were then given an interim six-month extension. We were thrilled late in 2022 to learn that we had been re-funded for another two and a half years to June 2025. This will provide our HJP with the ability to grow, especially as our first three years of the partnership coincided with the COVID-19 pandemic and long periods where we could not attend the hospital campus and see clients face to face.

2022 was a year of transition for the service as we returned in March to regular in-person service delivery. KLC solicitors Emma Anderson (who returned from parenting leave) and Rachel

Gregory worked as our HJP solicitors during this time, attending the hospital as well as seeing HJP clients in the community and offering training and support for health workers. Funding uncertainty presented a significant challenge to our ability to take on extra clients and grow our HJP, as we were not advised about future funding until the very end of 2022.

The HJP Steering committee provides support to the operation of the project. It comprises members from- Herbert Smith Freehills Pro Bono Team, Mike Gatsi (Service Director, ESMHS), Elizabeth Browne (Director, POWH) Emma Golledge (KLC) and Darren Wagner (Service Lead, Suicide Prevention Peer Support Worker Strategy).

Thanks to Herbert Smith Freehills for their ongoing support of our HJP and their financial contribution to the project in 2022.



## Our highlights of 2022

**“Being able to return our HJP to the hospital after the Covid lockdowns and seeing the difference our lawyers could make working collaboratively with social workers.”**

**Dianne Anagnos,**  
Principal Solicitor





## Case study

# Therapeutic outcomes not criminal records for clients

Maria\* is in her 80s and lives alone. She had never been in trouble with the police before 2022. In the last 5 years she has been diagnosed with various complex mental health and physical conditions and started receiving treatment. Earlier in 2022 Maria began to have arguments with one of her neighbours, which resulted in the neighbour taking an Apprehended Violence Order (AVO) against her. Within a short time frame she was charged with breaching the AVO after a non-violent interaction. Within a few days of being charged, she was separately admitted to hospital as a result of ongoing symptoms over the previous months relating to her mental health conditions and spent a couple of months in hospital receiving treatment.

KLC represented Maria in Court and made an application that the charges be dismissed under section 14 of the *Mental Health and Cognitive Impairment Forensic Provisions Act 2020*. Our solicitor worked closely with the social workers and doctors at our partner organisation, the Eastern Suburbs Mental Health Service, to provide Maria with the support she needed. The Court considered the medical evidence we were able to provide and crucially accepted that Maria was accessing appropriate medical treatment. Maria and KLC were thrilled when the Court agreed to make the section 14 order, and discharged Maria into the care of her treatment providers.



## Outcomes

**214**

advices

**26**

representation matters

**68**

legal tasks

## In 2022 we delivered the following HJP community legal education information sessions, presentations and resources:

- > 'Mental health applications in Local Court' – to HJP Partner social and welfare workers
- > 'The Guardianship Tribunal' – training session organised for the NSW Community Legal Centres HJP Network together with the Legal Aid Commission
- > 'Power of Attorney & Guardianship' – to HJP Partner social and welfare workers
- > 'Partnering to disrupt mental health inequity and injustice'- Paper presented with Health Justice Australia at Mental Health Learning Services Conference
- > 'Sexual Assault Communications Privilege' for two HJP partner teams of psychologists
- > 'Mental Health Legislation' to NSW Community Legal Centres HJP Network
- > 'Legal Health Check and Client Capacity' to HJP partner social and welfare workers.



## Health Partner Comment

"Thank you to KLC for assisting our patient, the outcome has been fantastic. The KLC team engaged and have been flexible to provide a person-centred service to someone who has a mental illness that significantly impacts his communication."

# 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. KLC provides a flexible, respectful and responsive service for Aboriginal and Torres Strait Islander clients. KLC works holistically with our clients and local community agencies. We are also active in law reform work on issues affecting access to justice for Aboriginal and Torres Strait Islander people.

KLC's Aboriginal Access Worker Vanessa Turnbull-Roberts was on family leave for the first half of 2022 and resigned in August. Vanessa is a proud Bundjalung woman who brought enormous experience and passion to justice issues for First Nations communities, and she will be missed. She provided important stability for our clients during the pandemic lockdowns of 2021.

In the absence of an Aboriginal Access Worker KLC continued to prioritise flexible pathways for our clients, including immediate access to a KLC solicitor and by asking all clients at intake if they identify as Aboriginal/ Torres Strait Islander.

KLC attempted to recruit this position in 2022 but was not able to fill the position.







## Case study

### Safe housing for a mum of six children

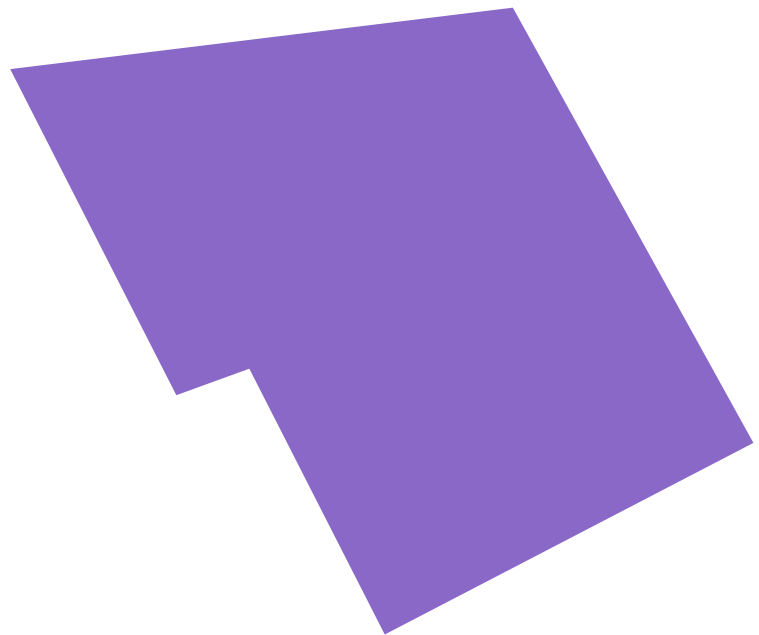
Taylor\* is a young Aboriginal woman with 6 young children. Two of her children live with significant disabilities and require extra support and supervision from Taylor. An important part of the support they need is to have a safe and quiet space at home to manage their symptoms. Unfortunately, Taylor's social housing rental only had 3 bedrooms and created severe overcrowding. It also made it hard for Taylor to supervise her children as the bedrooms were spread at different ends of the house, and one was in a granny flat. The situation was impossible for Taylor, but her social housing provider told her that there were no other properties available for her.

KLC represented Taylor in a disability discrimination complaint that she made on behalf of her two children with disabilities. We argued that her housing provider was not doing enough to ensure that the housing needs of Taylor's family were met, particularly the needs of her two children with disabilities. After a long negotiation process, we managed to achieve a result for Taylor that included flexibility in the types of private rental properties she could be offered, as well as a small amount of compensation. Taylor is finally in a home with 5 bedrooms that gives her and her children the space they need to feel safe and healthy.

### Service Provision

In 2022 6.3% of KLC's clients identified as Aboriginal and Torres Strait Islander and they represent:

- > **6%** of advices
- > **13.5%** of legal tasks
- > **20%** of representation services



### Client Comment

"Thank you very much; it is life changing when you get good legal support."

### Aboriginal Advisory Group

The Aboriginal Advisory Group continued to be a valuable and supportive group to KLC in 2022, particularly in the absence of an Aboriginal Access Worker. KLC is very grateful for their generous commitment to our centre. Members of the AAG in 2022 were: Emma Langton, Ron Timbery, Sharron Smith, John Leha and Robyn Murphy.

# Family Law/ Family Violence Clinic

KLC operates a Family Law / Family Violence Clinic that focusses on providing legal advice to our community and community legal education to community workers. In Term 2 we once again taught clinical legal education students who helped deliver the community legal education program to local community workers and agencies. KLC Solicitor Anita Will held this position in 2022.

In 2022 we commenced a pro bono partnership with Coleman Greig Lawyers in response to community legal need for family law advice. Coleman Greig provides free family law advice to KLC clients on a fortnightly basis, which increases our capacity to assist clients with family law issues in our local community.

A particular thank you to our expert family law volunteer solicitors who remained reliable and committed to assisting KLC clients – we often have huge demand for these services so this commitment is hugely important to us!

KLC received further one-off funding for this program in 2022 until July 2025, which will allow us to meet growing demand.



(l-r) Fiona Duane, Mel Leves (Randwick City Council) and Dianne Anagnos at ESDVN Pamphlet Launch



## Community Support Worker Comment

“One of my clients has used KLC last week and said that the woman who consulted her was very supportive and empathetic, advice that she provided was realistic and helpful. Overall was a very good experience.”



## Case study

### Assisting clients escaping DV

Mei\* came to Australia on a partner visa. Soon after arriving in Australia, she started to experience domestic violence by her partner. When Mei became unwell, her partner then kicked her out of their home. Mei had no income and was living in a boarding house when she was taken to hospital. Mei had no savings, income or support. The social worker at the hospital helped Mei to apply for a Centrelink payment, but this application was rejected because she had not served the newly arrived residents' waiting period that applies to most Centrelink payments.

One of our lawyers assisted Mei with providing written submissions to Centrelink in support of her application for a Special Benefit payment. This was granted due to a change in the client's circumstances that was substantial and beyond her control. Mei can now access critical financial support to start to rebuild her life.

### Family Law/Family Violence Community Legal Education Clinic

A key aim of this clinic is to train students to work effectively with family violence survivors through our clinical legal education course. 12 students participated in the Family Law/Family Violence Course in Term 2 2022 and they developed and delivered the following community legal education seminars in this period:

- > Coercive control update to the Eastern Suburbs Domestic Violence Network
- > Affirmative Consent community legal education session
- > Community legal education session to community workers on separation and parenting issues
- > Community legal education session on Victims Compensation
- > Community legal education session to Eastern Suburbs Domestic Violence Network on Family Court Merger, Affirmative Consent Laws and Coercive Control



## Our Impact

In our 2022 Client Advice Survey **35%** of clients felt that our help made a difference to their safety

### Partnerships

KLC participated in the Eastern Suburbs Domestic Violence Network in 2022 and worked closely with our local domestic violence community organisations to assist our clients.



## Outcomes

**11%**

of clients identified as experiencing family violence

**214**

family law/family violence advices

**39**

family law/family violence legal tasks

# Our Clients

In 2022 KLC provided legal assistance to 1,603 clients:

- 72% were new clients
- 25% were repeat clients
- 44% of our clients identify as women
- 30% of our clients disclosed they have a disability/mental illness
- 6% of our clients identified as Aboriginal / Torres Strait Islander
- 28% of our clients are culturally and linguistically diverse (main language spoken at home not English)
- 6% of our clients required an interpreter
- 3% of our clients are experiencing homelessness or at risk of homelessness
- 14% of our clients live in public/social housing
- 11% 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

Country of Birth	% of Clients
Australia	47%
China (excludes SARs & Taiwan)	6%
England	3%
India	2%
Italy	2%
New Zealand	2%
Indonesia	2%
Hong Kong (SAR of China)	1%
Iran	1%
Philippines	1%

## Top 10 Problem Types

Problem Type	% of Services
Employment conditions/ entitlements	8.24%
Employment unfair dismissal	7.94%
Employment other	6.82%
Road traffic and motor vehicle regulatory offences	4.74%
Discrimination disability	3.61%
Tenancy Other	2.98%
Credit and debt owed by client	2.90%
Discrimination sex/gender	2.49%
Other civil violence/ restraining orders	2.14%
Injuries compensation	2.05%



99

**Client comments on what they would have done if they hadn't received help from KLC:**

"I probably would have had to go without getting any legal advice I really didn't have the funds to go elsewhere and after losing my job I was pretty down in confidence so I am very grateful to have received the friendly help that I got from KLC."

"It would have been hard; I would have been jobless/unsure."

"I would become ill with stress and likely not succeed in resolving the matter to my satisfaction."

"I would have suffered financial loss and hardship and disadvantage and also stress."





# Law Reform & Advocacy

KLC has a dedicated Law Reform and Policy Solicitor position coordinating our law reform and policy work. Our work aims to address systemic injustice and improve the lives of our clients and the wider community.

Madeleine Causbrook joined KLC as our Law Reform and Policy Solicitor in 2022. 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.

A predominant focus of this position in 2022 was the implementation of the Respect at Work Report. For more details on KLC's work in this area in 2022 go to the Sexual Harassment Legal Service pages in this Report.

## Submission on the Review of the *Victims Rights and Support Act 2013 (NSW)*

In 2022 KLC made a submission to the Department of Communities and Justice on the statutory review of the *Victims Rights and Support Act 2013 (NSW)*. The submission called on the government to implement our previous recommendations on issues with the changes to process implemented by Victims Services on 1 July 2022 and made additional recommendations to strengthen the rights of victim-survivors under the scheme.

These include recommendations to increase the amounts for recognition payments; remove the requirement for victim-survivors of child sexual abuse, sexual violence, child abuse, domestic violence, and modern slavery to prove injury for recognition payments; provide greater legal support for victim-survivors to make applications; respect the views of victim-survivors on restitution; improve access to claiming lost earnings; and make the scheme more accessible to victim-survivors of violence at work.

KLC staff and students participating in climate change activism



## In 2022 KLC engaged in **56 law reform activities** including:

### May 2022

- > Submission relating to Implementing Recommendation 39 of the *Respect@Work Report* relating to victims of sexual harassment as witnesses in civil proceedings

### July 2022

- > Submission to Statutory Review of the *Victims Rights and Support Act 2013* (NSW)

### August 2022

- > Open Letter to the NSW Attorney General on the *Crimes Legislation Amendment (Coercive Control) Bill 2022*
- > Kingsford Legal Centre joined a coalition of community legal centres in an open letter, calling on the new Federal Government to consider key legal reforms to reduce the exploitation of vulnerable workers in Australia
- > Submission on the *Crimes Legislation Amendment (Coercive Control) Bill 2022*

### October 2022

- > Open Letter on the Anti-Discrimination and *Human Rights Legislation Amendment (Respect at Work) Bill 2022*
- > Submission on the *Anti-Discrimination and Human Rights Legislation Amendment (Respect at Work) Bill 2022*

### November 2022

- > Joint Media Release on the *Respect@Work Bill 2022* Senate Inquiry Report
- > Article, The Guardian – Emma Golledge and Josh Borstein '*The Respect@Work bill is a step forward but it falls short on improving access to justice for victims*'

### December 2022

- > KLC endorsed a joint submission by Westjustice Community Legal Centre, South-East Monash Legal Service (SMLS), JobWatch Inc and University of Melbourne Student Union (UMSU) Legal Service on the Commonwealth Government's Employment White Paper



## Our highlights of 2022

**"Seeing all the friends of KLC old and new at the Herbert Smith Freehills pro bono lunch and remembering what we had missed over the past few years and feeling optimistic about humans working together."**

**Emma Golledge,**  
Director

## In 2022 we worked collaboratively on law reform with:

- > Westjustice
- > Jobwatch
- > SMLS
- > UMSU Legal Service
- > Women's Legal Service NSW
- > Community Legal Centres NSW
- > Community Legal Centres Australia
- > Victorian Legal Aid Commission
- > Redfern Legal Centre
- > Inner City Legal Centre
- > Power2Prevent Coalition
- > NSW Women's Alliance
- > Caxton Legal Centre Inc
- > Circle Green Community Legal
- > Women's Legal Centre ACT
- > Australian Centre for Disability Law
- > Mackay Regional Community Legal Centre Inc
- > Working Women Queensland
- > LawAccess
- > Australian Lawyers for Human Rights
- > Australian Human Rights Commission
- > Maurice Blackburn

# 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 clients as well as the needs of our community. We also respond to requests from our local community organisations. Due to the ongoing impact of the pandemic in 2022 KLC continued to focus on online seminars, fact sheets and our webpage to deliver information to our stakeholders.

In 2022 KLC delivered 30 CLE activities and 23 resources.

## Community legal education activities in 2022 included:

- > *'Legal Basics'* Session to local community workers
- > *'Preventing and addressing sexual harassment'* to UNSW PLT students
- > *'Fines'* Session to local community workers
- > *'National Disability Insurance Scheme'* to community workers
- > *'Social Security'* to local community workers
- > Legal information session at South Coogee Public Housing Estate

## Community legal education resources in 2022 included:

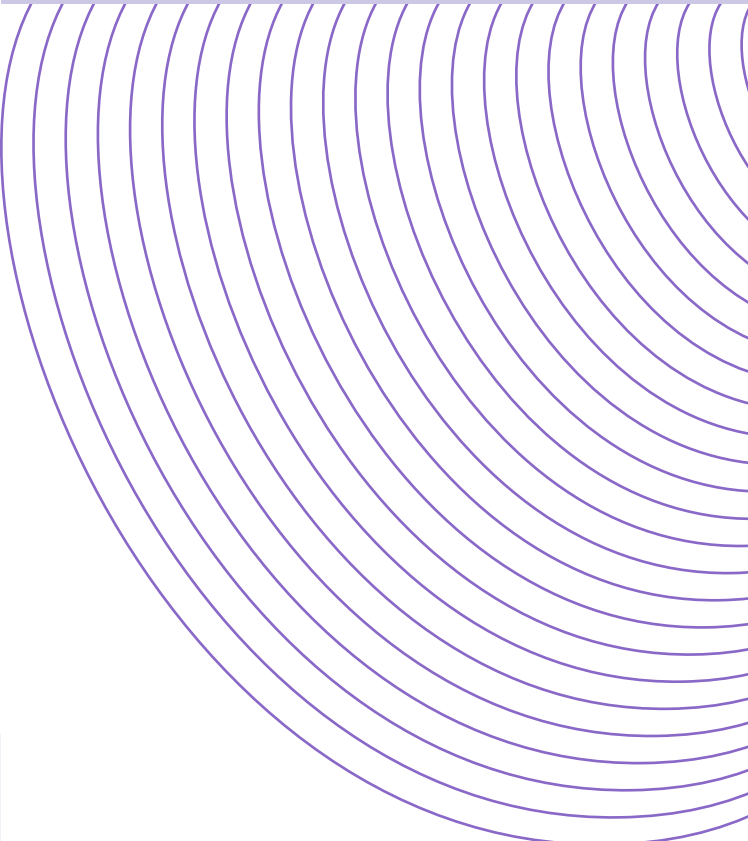
- > Practical Guide to Being and Supporting a Witness in Court
- > Training materials for community workers on Appealing Disability Support Pension decisions
- > Training materials for solicitors on Casual workers, vaccination issues and other employment updates.





## Case study

In 2022 KLC continued our work in educating the community about sexual harassment with Fiona Duane and students Alice and Arden presenting an 'Ask Lois' webinar hosted by Women's Legal Services NSW on "Sexual Harassment - Beyond Employment" where we explored what sexual harassment is in areas of life such as in accommodation, education and goods and services. You can find this webinar or the Ask Lois Website: [asklois.org.au/past-webinars](http://asklois.org.au/past-webinars)



## Our Impact

KLC surveyed participants at our CLE sessions in 2022 and their responses include:

**100%**

felt the information presented was clear and to the point

**86%**

felt the session was useful

**100%**

were happy with the overall organisation of the activity

**86%**

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



## Our highlights of 2022

**"Having a Magistrate divert a client to ongoing treatment instead of a criminal conviction and knowing we had done all the hard work to make sure the services were in place for the client."**

**Tempe McMinn,**  
KLC Solicitor

**"Getting my client with six children a home she loved and which was close to everything she needed was life changing for her and showed me the power of our dogged work."**

**Anita Will,**  
Family Law/Family  
Violence Solicitor

**"Being at a client's bedside at a terrible moment in time and making things easier and less stressful."**

**Rachel Gregory,**  
Health Justice  
Partnership Solicitor

# 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. The impact of the pandemic continued to provide challenges to our clinical programs requiring some changes to our courses. We were thrilled to return to campus teaching in 2022 after the long lockdowns of 2021 and delivered all our courses successfully.

In Term 1 2022 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, due to physical distancing requirements. In Term 3 students fully returned to the Centre for all their rostered days and we were able to phase out work from home as pandemic measures lessened. All our students worked hard to comply with our strict Covid measures in the first half of the year, including full time mask wearing.

A big thanks for all of our students who worked hard to make it a great experience for us all and who were so adaptable during this period.

In 2022 we also supervised Practical Legal Training (PLT) students as part of the UNSW Law & Justice PLT Program during Term 2 and the summer break.

## Our courses

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

**2nd/3rd Year: Interviewing Component in Lawyers, Ethics and Justice:** Students interview KLC clients and write a reflective assignment on the experience. These students are taught interviewing skills by KLC solicitors and spend an evening at the Centre interviewing clients and working with volunteer solicitors. In 2022 these students returned to the Centre after the pandemic, with a video option for students unable to attend in person. It was great to welcome this cohort back to the Centre and for the students to get some hands on experience with our clients and volunteer lawyers!

**KLC Community Law Clinic (1 Day) and (2 Days) & KLC Employment Law Clinic (2 Days):** In these courses students develop their understanding of access to justice and social justice. They also 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.



### **KLC Family Law/Family Violence Community Legal 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 2022 students of this course attended the Centre 1 day a week and undertook legal advice, casework and developed a community legal education project. It was great to have this session uninterrupted after the 2021 course was locked down part way through!

## **Indigenous Access Initiatives**

During 2022 KLC continued to make a significant contribution to the Law Faculty's commitment to increasing the numbers of Indigenous students studying law.

### **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 2022 this course returned to in-person and students were exposed to KLC client work, interviewing and client files.

## **Indigenous Pre-Law Visits**

Kingsford Legal Centre hosted a visit by pre-law Indigenous students organised by the Nura Gili Centre. The Nura Gili Centre is key to improving Indigenous access to, and retention in, tertiary studies in the University. The students came from around 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.



# Clinical Legal Education – Our Students

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, with a strong understanding of the legal assistance sector and how community legal centres work.



## Nicky Block Memorial Prize

In 2022 the family of much-loved UNSW alumni and volunteer solicitor Nicky Block donated a prize to KLC in her memory. The prize recognises an outstanding contribution by a student or students in the KLC clinical course. Nicky was an outstanding alumni of UNSW with strong ties to KLC, who left us all too soon. She was passionate about social justice and access to justice.

In 2022 the inaugural Prize was awarded to Term 1 student Austin Irwin. KLC Director Emma Golledge noted that Austin encompassed "stellar legal skills, a passionate commitment to KLC clients and was a huge support to other KLC students." Congratulations Austin and thank you to the Block family for the prize!



## KLC Student Comment

"This course is possibly THE best thing I have done in law school, and certainly the best elective I could have chosen. I cannot recommend it highly enough. The supervision is truly excellent - I never feel afraid to ask questions and always receive thorough guidance. I also always feel as though I am being exposed to best possible practice when it comes to ethics and professional standards. I have had an opportunity to engage in a wide selection of tasks and get exposure to many different legal problems and clients."



# KLC Community Law, Employment and Family/Family Violence Students in 2022:

## Term 1 2022

Arani Sivakumar  
Austin Irwin  
Celine Camus  
Dayang (Darcy) Kong  
Mersina Hristeff  
Yongyan Tao  
Asiya Chebbo  
Briony Pearson  
Cherilyn (Cher) Herbert  
Juwariya Malik  
Xuan Luo  
Yang (Miranda) Yu  
Jessica Black  
Luming (Tommy) Zhou  
Tina Cao  
Yan Lun (Ellen) Loh  
Cynthia Zhuang  
Daniel Fazzolare  
Elizabeth (Liz) Laurie  
Isobel Rose  
Pia Dunlop  
Seo Hee (Jessica) Hwang  
Angini (Angie) Singh  
James Parker  
James Townsend  
Qi (Jason) Zhu  
Tamara Sanguigni-Fournier  
Le Ray  
Aayam Shrestha  
Monica Qin  
Vien Siu  
Zheng Zhou  
Lavanya Kumar  
Nicole Schwartz  
Renee Lim

## Term 2 2022

Adarsh Jeggannagari  
Angela Zhang  
Anita Huang  
Christina Choi  
George Papasavvas  
Georgia Lewis  
Isaac Dela Torre  
Ishana Srivastava-Khan  
Jake Delaney  
Sukhman Mehrok  
Wanyu Tang  
Xingyi (Shirley) Wang

## Term 3 2022

Alexandra (Alex) Prell  
Alice Loveday  
Alyssa Conejar  
Amy O'Reilly  
Angie Mei  
Anne Mo  
Arden Hechenberger  
Callum Rodgers  
Chelsi Williams  
Colleen Rose Gonzales  
Daniel Black  
Danielle Pedersen  
Danny Ng  
Easha Rahman  
Frances Tso  
George Cramer  
Helen Park  
Jennifer Min  
Joshua Chin  
Julien Roth  
Kiu Yan Karen Mak  
Kristy Paneras  
Lana Missiris  
Laura Carter  
Lily Andrew  
Storm Radatt  
Sumin Lee  
Tianze Yang  
Tobias (Toby) Cipolla  
Wai (Gordon) Lee  
Wenjing (Gabby) He  
William (Bill) Gao  
Zachary Chong  
Zhuoqun (Zia) Jin  
Zhuoyu (Zoe) Han

# Our Volunteers

KLC has a roster of over 80 experienced solicitor volunteers. In 2022 they provided over 5,000 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 provide advice on our advice nights on Monday (fortnightly) and Tuesday, Wednesday and Thursday every week.

Our wonderful volunteers continued to help our clients this year and provide valuable exposure for Lawyers, Ethics and Justice students to get to see how solicitors work as volunteers.

In 2022 many of our volunteers returned to evening advice in the Centre – with the extra challenges of face masks and physical distancing. For the first time we had a mixture of in-person and remote advice nights with some volunteers preferring to deliver advice remotely via a phone service. This provided a range of options to our clients and extra logistical challenges for the Centre to navigate.

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. A huge highlight was being able to have two in-person volunteer events, one mid-year and an end of year party, after many years of not socialising. It was great for old and new volunteers to meet up, catch up and have a bit of a debrief. It confirmed that we have the best vols!

Special thanks to Alice Paul who provides weekly pro bono employment/discrimination law advice, Sharyn Croke and Amelia Montague for daytime appointments for us and Will Drolz-Parker whose tech support we cannot live without!

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

L-R, Professor Andrew Lynch (Dean), Oliver Ray (volunteer), Fiona Duane (solicitor), Ben Malone (volunteer), Gina Block (volunteer), Emma Golledge (Director)



## Our advice night volunteers in 2022

Adrian Jordan	Edward (Ed) Ren	Ken Yardy	Osca Monaghan
Alexandra Britt	Eleny Tzioumis	Kirstie Barfoot	Paolo Remati
Alexandra Tsingoida	Emma Nichelsen	Kris Darmody	Rebecca Mangos
Amanda Dobbie	Erin Gavin	Larissa Andelman	Robert Millard
Amanda Malinowsky	Fiona Robson	Lauren Ashworth	Sam Akon
Andrea Rogers	Fleur Bitcon	Linda Walsh	Sam Connor
Angela Zekanovic	Gina Block	Lola Imawan	Sam Hartridge
Anna Cody	Hareesh Makam	Lynley Bond (Mackay)	Serena Trang
Arohi Kaila	Isabel Kallinosis	Madelaine Kloucek	Shirley Lee
Aron Harkham	Jacob Smith	Madison Kelly	Supachai (Korr) Osakit
Arturo Norbury	Jacyleen (Jo) Ong	Marcus Brash	Suzanne Lang
Aviva Levine (Beck)	Jade Bond	Marea Wilson	Sylvia Hobbs
Brian Nguyen	Jesse Pereira	Marie-Louise Scarf	Sylvia Zhou
Chris Hill	Jessica Strangio	Mary O'Connell	Thomas Brennan
Christine Maibom	Jessica Alamyar	Meg Harrington	Tom Davey
Claire Howell	John Bartrop	Megan Day	Yenee Su
Damian Finan	Jonathan Djasmeini	Mihiata Tomoana	Zoe Muir
Dave McMillan	Jonathan Tsang	Miriam Milivojevic	
Deborah Lum	Jude Mangione	Nanette Reuben	
Disha Mehta	Karolyn Liu	Nicola Colagiurini	

### Client Comment

"I just want to thank the law office for helping me a lot in the past and in the present with my problems. They listened and understood what I really needed and tried to find solutions to my problems. Because of the staff at the law office, my mental and physical health has got better. I want to thank so much your volunteer lawyers. I recommend this law office to anyone that has problems and thinking that they are alone but they are not if they come to KLC."

### Our Impact

Our volunteers provided over **5,500** hours of free legal advice to clients in 2022 which equates (conservatively) to over **\$1,000,000** to our Centre.

# Our Staff

## KLC Staff 2022

Director	<b>Emma Golledge</b>
Principal Solicitor	<b>Dianne Anagnos</b>
Office Manager	<b>Denise Wasley</b>
Solicitor/Clinical Supervisor	<b>Fiona Duane</b> (January – August) <b>Anita Will</b> <b>Sarah Abdou</b> (January – July) <b>Jananie Kathir</b> (August – September) <b>Tempe McMinn</b> (October – December) <b>Susan Price</b> (May – September)
Health Justice Partnerships Solicitor/Clinical Supervisor	<b>Emma Anderson</b> (January – September) <b>Rachel Gregory</b> (January – June & October – December)
Employment Rights Legal Service Solicitor	<b>Emma Corcoran</b> (January – March) <b>Phil Dicalfas</b> (January – June) <b>Sarah Abdou</b> (July – December) <b>Sharmilla Bargon</b> (Co-ordinator at RLC)
Sexual Harassment Clinic Senior Solicitor	<b>Fiona Duane</b> (August – December)
Law Reform and Policy Solicitor/Clinical Supervisor	<b>Madeleine Causbrook</b>
Front Office Supervisor	<b>Roselle Nunes</b>
Aboriginal Access Worker	<b>Vanessa Turnbull-Roberts</b> (January – August)
Herbert Smith Freehills Secondees	<b>Anitha Reddy</b> (January – March) <b>Emily Shepherd</b> (March – September) <b>Jack Fogl</b> (September – December)
Reception/Admin Assistant	<b>Elsie Beale</b> (August – October) <b>Samantha Durward</b> (December) <b>Kevin Wungkana</b>



# Our Steering Committee

Thanks again to KLC's Steering Committee for their support and input into KLC's work this year.

The Committee met three times during the year in March, June and October. Thank you to Associate Professor Sean Brennan for chairing the committee. KLC Steering Committee members for 2022 were: Associate Professor Sean Brennan (March, September, December meetings), Professor Andrew Lynch, Dean Faculty of Law & Justice (UNSW

(September, December Meetings), Anne Cregan – Partner Gilbert & Tobin (December Meeting), Fei Wong – Faculty Executive Director (March, September), Rebecca Lawrence Faculty Executive Director (December), Janet Green – General Manager Junction Neighbourhood Centre (March, September and December 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 2023.



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



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



**Fei Wong**  
(ex) Faculty of Law & Justice Executive Director



**Anne Cregan**  
Partner Gilbert & Tobin



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



**Rebecca Lawrence**  
Faculty of Law & Justice Executive Director



# Our Pro Bono Programs

In 2022 we celebrated our longstanding pro bono relationships, and established two new pro bono programs. Our pro bono programs contribute to the ability of KLC to deliver the high number of services to our community. Our ability to partner with law firms provides tangible benefits to our clients, community and students. We could not have met the demand on our service in 2022 without this support.

Thanks to our Employment Law Pro Bono clinic partners: - HWL Ebsworth, Holding Redlich, Kennedys and Bartier Perry who continued their support of KLC and our community in 2022.

This 22 year old clinic remains a great example of the long term impact of pro bono partnerships.

Thank you to Wotton + Kearney who came on board in 2022 to assist us in our generalist practice. This assistance ensured we could meet the demand for evening appointments in a range of civil and administrative areas of law.

In 2022 we also commenced a pro bono partnership with Coleman Greig Lawyers. Coleman Greig was able to provide family law advice to KLC clients, responding to community need and increased our capacity in this area.

## 30 Years of the Herbert Smith Freehills Secondee Program

In 2022, KLC and Hebert Smith Freehills celebrated a significant milestone – thirty years of the secondee program. We took the opportunity to reflect on and celebrate this partnership at the annual Herbert Smith Freehills pro bono lunch, where key people involved in the program could reflect on our long and successful collaboration. This thirty-year milestone has seen 67 HSF secondee solicitors come through the doors of KLC.

Since 1992 Herbert Smith Freehills has provided KLC with secondee solicitors on a six-month rotation. Secondee 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.

We were joined in celebrating the partnership with HSF partner Miles Bastick (KLC's first ever secondee), Kate Melhopt who reflected on the value of the program to her organisation, South Eastern Community Connect, KLC Director Emma Golledge, and HSF Responsible Business Manager (and former KLC student) Gemma McKinnon.



Miles Bastick (HSF Partner), Kate Melhopt (CEO of SECC), Emma Golledge (KLC Director) and Gemma McKinnon (HSF Responsible Business Manager)

It was wonderful to reflect on the long term achievement of the program as well as the individual successes and challenges during its history and celebrate with significant people in KLC's history, including long term HSF supporters, previous KLC Directors, the Dean of UNSW Law, Professor Andrew Lynch, and former secondees new and old(er). Thanks to the HSF Pro Bono team for their ongoing support of KLC and for the wonderful commemoration of this milestone, in particular Brooke Massender and Bianca Janovic. Well done team!



# Hall of Fame

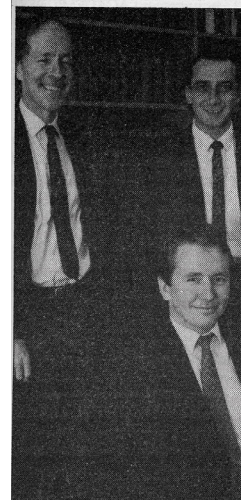
## Herbert Smith Freehills Secondees to KLC

Secondee, Year of Secondment

- |                                |                                |
|--------------------------------|--------------------------------|
| Miles Bastick, 1992            | Aviva Beck, 2005/6             |
| Shereef Habib, 1992            | Mark Gillard, 2006             |
| Alison Page, 1993              | Susan Wan, 2006/7              |
| Luke Hastings, 1993            | May Yii Sim, 2007              |
| Helen Brady, 1993              | Mahreen Hassan, 2007/8         |
| Michelle Hannon, 1993          | Lucinda Flanagan, 2008         |
| Sue Donnelly, 1993             | Lila Oldmeadow, 2008           |
| Susan Roberts, 1994            | Michelle Wibisono, 2009        |
| Murray Gan, 1994               | Fiona Poon, 2009               |
| Robert Dick, 1994              | Anita Mani, 2010               |
| Michelle Wright, 1995          | Susan Duc, 2010                |
| Paul Giugni, 1995/6            | Chris Hill, 2011               |
| Craig Lenehan, 1995/6          | Jennifer Lam, 2012             |
| Sally Barber, 1995/6           | Shona Seaton, 2012             |
| Melinda Donohoo, 1995/6        | Charmaine Roberts, 2013        |
| Maria Anastasiadis, 1996/7     | Emma Anderson, 2013            |
| Nick Beaumont, 1997            | Michael Cole, 2014             |
| Margot Morris, 1997            | Damian Finan, 2014             |
| Anna Kaplan, 1997/8            | John Nash, 2015                |
| Nicola Taylor, 1998            | Jennifer Wu, 2015              |
| Zorica Breznic, 1998           | Anais Morgan, 2016             |
| Angela Beckett, 1998           | Ellen Temby, 2016              |
| Christopher Barnes, 1999       | Rafe Andrews, 2017             |
| Timothy Massey, 1999/2000      | Olivia Kelly, 2017             |
| David Coorey, 2000             | Clare Brennan, 2018            |
| Sinead Campbell, 2001          | Naomi Delaney, 2018            |
| Guy Donnellan, 2001/2          | Jasmine Opdam, 2019            |
| Diana Lawrance (Brown), 2002   | Charlotte Johnstone-Burt, 2019 |
| Naomi Reiner, 2002/3           | Phillipa Reeves, 2020          |
| Emily Sunman, 2003             | Josh Wang, 2020                |
| Jinny Chaimungkalanont, 2003/4 | Sandra Hu, 2021                |
| Amelia Montague, 2003          | Anitha Reddy, 2021             |
| Victoria Denney, 2004/5        | Emily Shepherd, 2022           |
| Kym Beeston, 2005              | Josh Fogl, 2022                |



HSF Secondee Jack Fogl at SECC outreach



## Meeting community legal needs

MILES BASTICK, a solicitor with the firm Freehill Hollingdale & Page, was the first to take part in a *pro bono* program which will second a solicitor to the Kingsford Legal Centre every two months, significantly increasing the capacity of the Centre.

"The arrangement has been a great success," according to the Centre's director, Mr Simon Rice.

"We are better able to serve previously unmet legal need

in the community, and we have the capacity now to develop community education and law reform projects."

Freehill Hollingdale & Page also fund a distinguished overseas visitor program at the School of Law.

Miles (seated) is pictured with the Dean of the Faculty of Law Professor Michael Chesterman (left) and the acting director of the Kingsford Legal Centre, Mr Paul Batley.

# Financial Report

Kingsford Legal Ctre



## Statement of Financial Performance

For the Year Ended December	Note	2022	2021	Difference	
		Actuals \$'000	Actuals \$'000	\$'000	%
<b>REVENUE</b>					
Research Revenue:		-	-	-	-
Donations & Bequest - Draw downs		-	-	-	-
UNSW Contributions		-	-	-	-
Faculty Contributions	1	690	681	8	1%
Other Restricted Revenue	2	2,011	816	1,195	146%
Commercial Activity - Fees for Service		-	-	-	-
Sundry Other Revenue		3	-	3	-
<b>Total Revenue</b>		<b>2,704</b>	<b>1,498</b>	<b>1,206</b>	<b>81%</b>
<b>EXPENSE</b>					
<b>Salaries, Oncosts and other staff costs</b>		<b>1,528</b>	<b>1,661</b>	<b>(132)</b>	<b>(8%)</b>
Scholarship Stipends		-	-	-	-
Contract & Consulting Services		9	6	3	42%
Repairs and Maintenance		0	0	(0)	(4%)
Consumables		11	4	7	192%
Travel		4	0	4	3360%
Equipment Non Capitalised		15	-	15	-
Entertainment		-	-	-	-
Marketing		-	3	(3)	(100%)
Miscellaneous Expenses		72	22	50	230%
<b>Total Non-People Costs</b>		<b>111</b>	<b>35</b>	<b>76</b>	<b>216%</b>
<b>Total Expenses</b>		<b>1,640</b>	<b>1,696</b>	<b>(56)</b>	<b>(3%)</b>
<b>TOTAL CONTRIBUTION - SURPLUS/(DEFICIT)</b>		<b>\$ 1,064</b>	<b>\$ (198)</b>	<b>\$ 1,263</b>	<b>-</b>
Depreciation		1	1	-	-
<b>SURPLUS / (DEFICIT) after Depreciation</b>		<b>\$ 1,063</b>	<b>\$ (200)</b>	<b>\$ 1,263</b>	<b>-</b>
<b>Cashflow Funded Capital Expenditure (CAPEX)</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

### NOTES:

- 1 UNSW Budget model includes other revenue items

Teaching Revenue

Block Grants

Indirect Cost Recoveries

Teaching Revenue	-	-	-
Block Grants	-	-	-
Indirect Cost Recoveries	-	-	-

- 2 Other Restricted Revenue includes internal fund transfers

Certified Correct to Ledger:

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

Dated 31.05.23





Photo courtesy Suzie Shaw

# 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 NSW.**

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 Partnership through project donations
- > Ross Buchanan for his generous donations to the Centre's work
- > 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 Eastern Suburbs Mental Health Service 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
- > Wotton + Kearney for their pro bono support
- > Coleman Greig for their pro bono support
- > The Block family for their support of the Nicky Block Memorial Prize
- > Our amazing UNSW Law & Justice Faculty colleagues and UNSW generally;
- > Community Legal Centres Australia and CLCNSW
- > Our friends, students, supporters, allies, volunteers and mates.



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Kingsford  
Legal Centre

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