



Kingsford Legal Centre  
**Annual Report 2023**



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 sexual harassment, discrimination and employment law services state-wide. KLC is a part of UNSW Law & Justice 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.**

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

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# Dean's Foreward



Once again it is a pleasure to reflect on the achievements of Kingsford Legal Centre. As this report highlights, 2023 was marked by a strong commitment by the Centre to return to in-person service delivery, which had been so disrupted during the pandemic. This undoubtedly benefited the over 450 UNSW Law & Justice students who had a clinical experience in the Centre over the year, allowing them to learn directly from lawyers, clients and our community. The value of this type of learning within their study cannot be underestimated, but is particularly pronounced for this cohort who experienced so much pandemic disruption in the course of their degrees. It is notable to mention that the Centre was able to return almost 100 volunteers to the Centre across seven evenings a fortnight to provide our *Lawyers, Ethics and Justice* students with an in-person interview experience and our community with access to an in-person lawyer. This delivered benefits to both groups, with the quality of legal service delivery again at the forefront of the Centre's mind.

It is particularly pleasing to see that the Centre's Health Justice Partnership went from strength to strength in 2023, rebounding strongly from the obvious limitations of the pandemic upon this hospital-based legal clinic. The HJP's resurgence has been made possible by the strong relationships between the Centre and its health partners, and it is pleasing to see that this was such a focus in 2023. The opportunities for collaboration within UNSW to support the HJP is an exciting opportunity that will only increase in coming years as the University takes its place in the Randwick Health Innovation Precinct.

Over 2023, the HJP delivered life changing results for clients in crisis, especially those experiencing criminalisation due to their mental health. It is entirely reflective of the broader ethos of UNSW Law & Justice and the words of our founding Dean, Emeritus Professor Hal Wootten AC QC that *"A law school should have and communicate to its students a concern for those on whom the law may bear harshly."* Once again, Kingsford Legal Centre has provided our students with the opportunity to experience this concern and given them the tools to engage actively with questions of justice and fairness.

A huge vote of thanks to the many, many people who through dedication and hard work keep the Centre working so effectively: the amazing staff of KLC, our long list of volunteers and pro bono partners, as well as our external funders, partners and supporters far and wide.

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

# Director's Report



2023 was finally a year which reflected a much more normal way of working for the legal centre and for our community. It truly was a year in which we could return and recover from the stress and dislocation of the pandemic. Our focus this year was to return to and expand in-person service delivery in all aspects of our work. For a legal centre with multiple outreaches, a huge volunteer and pro bono pool and seven advice nights a fortnight this was not a small achievement. In general, we saw huge benefits to our community in returning to offering in-person appointments and our community also benefited from the holistic service this offered. Thanks once again to our amazing volunteers who eagerly returned to the Centre.

We were also able to recruit and fill key positions in the Centre that had been affected by pandemic related recruitment issues. This year really was the year that we were able to bed down key projects and gather momentum. This was particularly true for our Sexual Harassment & Discrimination Legal Service, our Health Justice Partnership and our collaborative Employment Rights Legal Service.

As well as securing significant outcomes for clients which this report highlights, our important role in preventative and early intervention work continued, and we did this in many different ways. Our Health Justice Partnership continued to forge strong relationships with our referring health partners and continued to train health workers to spot legal issues to ensure speedy legal interventions. We returned to schools as part of our Sexual Harassment

and Discrimination Legal Service to deliver legal education to young people about to enter the workforce. We also were once again active nationally to ensure that there were improved access to justice measures for people accessing the courts in discrimination and sexual harassment matters and were thrilled to secure reforms on costs protections at the end of the year after many decades of advocacy on this issue.

This year UNSW Law & Justice provided support for a new Deputy Director role in the Centre to reflect our increasing workload after a period of significant growth across our service delivery and teaching. I was thrilled that KLC's Principal Solicitor Dianne Anagnos was appointed to this role at the end of the year.

Thank you once again to the fantastic staff of KLC. The day-to-day work of the legal centre can be challenging and stressful, with our students, KLC staff and our volunteers once again working tirelessly for clients and making the Centre such a positive and impactful place. We could not have done any of it without our volunteers, pro bono partners, funders, community partners and supporters – thanks all.

**Emma Golledge**  
Director, Kingsford Legal Centre



# Aims & Objectives

## 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

KLC Legal Support Worker Colleen Gonzales and KLC Volunteer Ross Buchanan

# 2023 Snapshot – Our Impact

## In 2023



We gave **2,058 legal advices**.



We did **340 legal tasks** – writing letters, making calls for clients.



We opened **167 files** to represent clients in their matters.



We developed **28 community legal education resources** – wrote factsheets, comics and articles.



We delivered **56 community legal education activities** where we presented on the law to our community and community partners.



We undertook **42 law reform projects** – from submission writing, to co-ordinating campaigns to speaking in the media.



We taught **450+ UNSW Law & Justice students** who came and experienced the work of the Centre first hand.



## What our clients said:

“Fantastic service, very glad that there are services available for low income earners.”

“I was overwhelmed by the care, attention and professional knowledge and assistance from everyone I spoke to at your centre. It is very important to know that any member of our community can access this high quality of legal advice. Many thanks.”

“Very polite and the lawyer took the time to consult others regarding any areas of uncertainty. Great attention to detail and genuinely cared about giving the right answers.”

## What our clients would have done without legal advice:

“Just be stressed and not know what action was possible.”

“Your help really helped bring my stress levels down. It’s really hard to know what to do sometimes.”

“I would have been searching for my rights via the internet.”

“I would have had increased ongoing stress and not known what to do.”

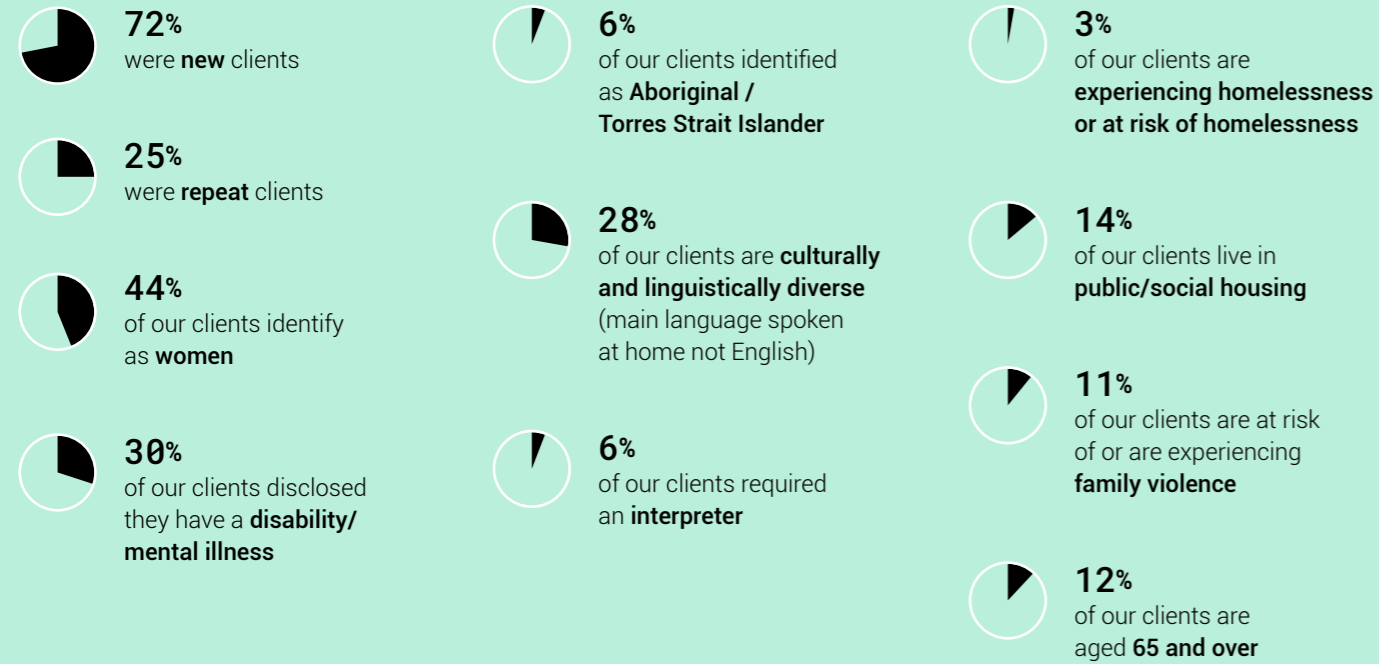
“I would have felt lost and felt only people with lots of money are the only ones that get justice.”

“I think I would have stayed in a depressive state for some time.”

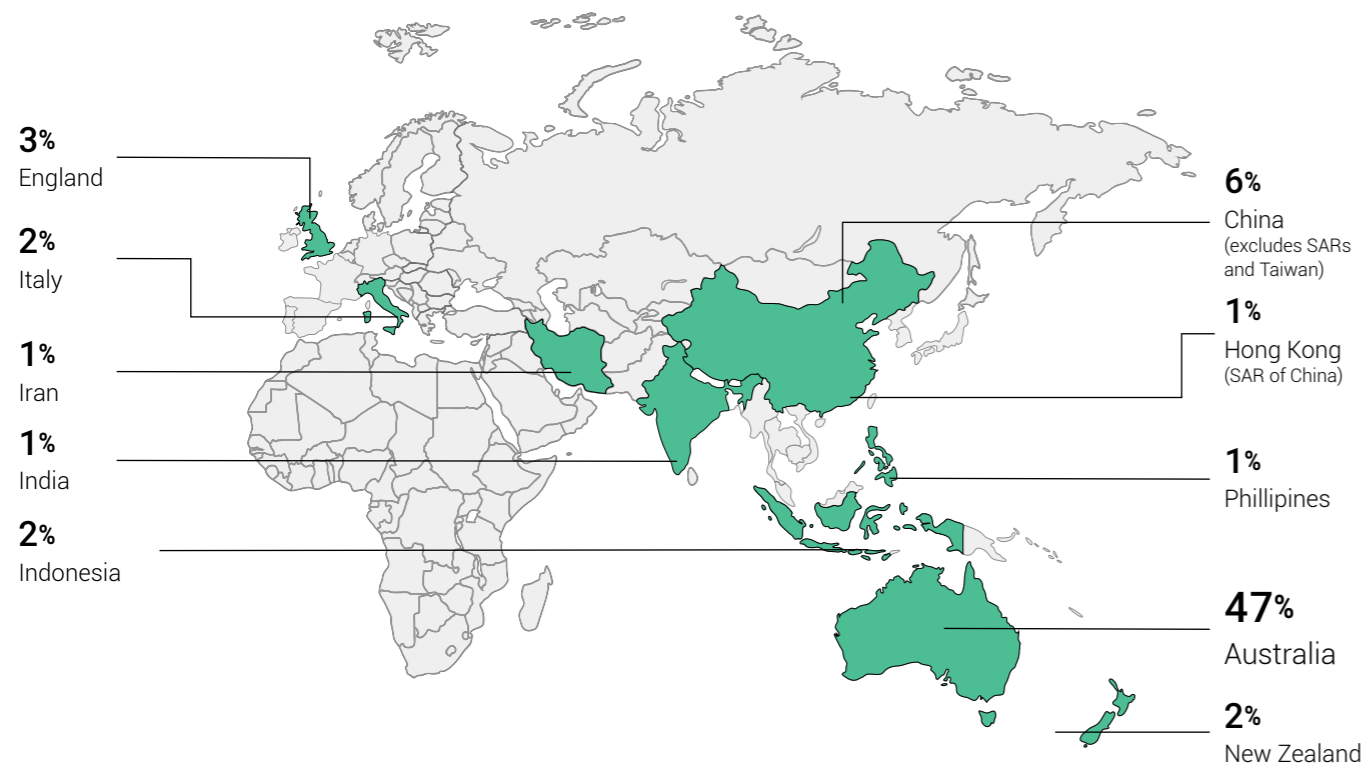


# Our Clients

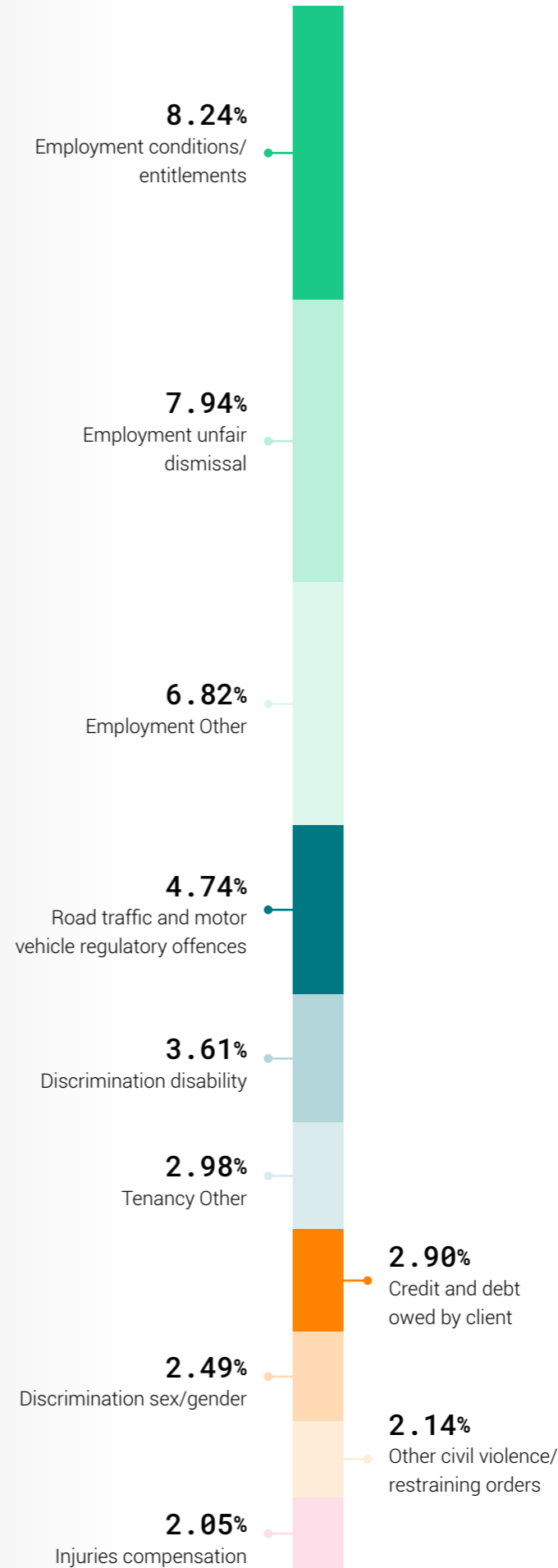
In 2023 KLC provided legal assistance to 1,603 clients



## Top 10 Country of Birth



## Top 10 Problem Types



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."





# Our Legal Service

KLC aims to provide a flexible, accessible service by offering a range of advice sessions, appointment times, locations and outreaches.

Each week we offer over 40 daytime and evening appointments for clients at our Centre and within our community through outreaches. We also visit clients in their home, in hospital, nursing homes or in jail. Our community outreaches have a particular focus on people who live in public housing and who face barriers coming to the Centre at UNSW. KLC is committed to providing accessible face to face advice appointments for our clients that meet their specific needs, such as using professional interpreters and a trauma informed approach.

In November after much deliberation, we moved to Actionstep practice management software, a major investment of time and money which will greatly improve the efficiency of our practice. This major infrastructure upgrade took a lot of planning in 2023 and work to transition in the last months of the year.

Late in the year KLC's hardworking and wise Principal Solicitor, Dianne Anagnos, moved into a newly created Deputy Director position at KLC. She has been an incredible Principal Solicitor – acting in the role several times before she was appointed in 2019. She has always maintained the highest standards of care and concern for clients, students and staff while managing a large, busy and complex legal practice. She has always led the way in terms of client centred legal work and has always been the first person to take the most complex and challenging matters. She has always given 1000% to the role and has been instrumental in the success and establishment of our Health Justice Partnership and generous in her support to people outside the sector. She leaves big shoes to fill! We are delighted to have her move into this new and challenging role at KLC and owe her our gratitude for steering the KLC practice through the biggest challenge of our times, Covid.

## Outreach

Kingsford Legal Centre operates four outreach services to increase the accessibility of our service. In 2023 we also ran a number of 'pop-up' clinics on social housing estates and participated in events with our community organisation partners.

2023 was once again a busy and challenging year for the legal practice. KLC could not have helped 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 – Fiona Duane (Senior Solicitor/Acting Principal Solicitor), Tess Deegan, Rachel Gregory, Tempe McMinn, Laura Cottam, Tallulah Bur, Joe Murphy, Rachael Wong, Emily Ingram, Nina Ubaldi, Mal Gwizo and Madeleine Causbrook, as well as our secondee solicitors from Herbert Smith Freehills: Jack Fogl, Isabel Chong and Briellen Sands. Once again the Centre's incredible administrative team, Denise Wasley, Roselle Nunes, Samantha Durward and Colleen Gonzales were the glue that kept the Centre functioning efficiently and effectively in 2023.

We also owe enormous gratitude to our roster of over 100 volunteer solicitors, whose contribution means KLC can offer evening appointments seven nights a fortnight. This volunteer contribution is crucial to the provision of high quality, free legal advice to our community. A special thank you to long-term daytime volunteers Ross Buchanan, Amelia Montague and Sharyn Croke for volunteering their time in the day to provide much needed daytime appointments to our clients.



KLC Principal Solicitor  
Dianne Anagnos

Service where Outreach Provided	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>The Hub@Lexo</b> Lexington Place, South Maroubra  Fortnightly Wednesdays	Drop in advice clinic for public housing tenants in South Maroubra
<b>South Eastern Community Connect (SECC)</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



## CLIENT COMMENT

"I couldn't sleep before the case I was so stressed, but after KLC resolved it, I felt so relaxed and my whole body was grateful. I was able to sleep at last."

KLC Solicitors Rachael Wong and Rachel Gregory with Hayley Squires from Randwick City Council and KLC student Alex at the Hub@Lexo



## OUR IMPACT Advice Clients

In 2023 we surveyed our advice clients and found:

- 76%** of respondents stated that our help lowered their stress about their legal problem
- 96%** felt that the solicitor helped them to understand how to deal with their legal problem
- 99%** felt that the solicitor listened to them
- 88%** now know more about their rights and responsibilities



## OUR IMPACT Casework/Representation Clients

In 2023 we surveyed our casework/representation clients and found:

- 100%** of respondents who were experiencing stress about their legal problem stated that our help lowered their stress
- 100%** felt that the solicitor helped them to understand how to deal with their legal problem
- 100%** were happy with the outcome of their case
- 100%** of clients with specific cultural or other needs felt that these needs were met



# Generalist Law Clinic

KLC's generalist law practice provides legal advice and representation services across a broad range of civil, administrative, family and criminal law matters to people who live, work or study in our local catchment.

In 2023 KLC helped clients with housing issues, credit and debt issues, Centrelink, consumer claims, car accidents, fines, Local Court criminal matters, power of attorney and guardianship and domestic violence and victims' compensation. We provided this advice during the day, through our advice night clinics and at our various community-based outreaches. This was augmented with 'pop up clinics' if required at particular locations.

Almost all of KLC's appointments are offered on a face-to-face basis for clients, which is extremely pleasing after years of remote and hybrid work. Clients who prefer telephone appointments can elect to receive advice this way. Face to face appointments for complex matters have been critical in ensuring lawyer-client communication and that we understand everything that is going on for our client.

KLC's generalist practice is its largest practice and demand continues to grow for this service. In 2023 we added additional advice night appointments made possible with pro bono and volunteer support to meet this demand.



## CLIENT COMMENT

"I feel like the firm is a great firm and the service provided has been really great. I feel like the team went above and beyond with everything."



## CLIENT CASE STUDY

### Success in COVID quarantine fee waiver

KLC assisted a local elderly community member who was told he owed over \$3,000 in hotel quarantine fees. Franco went overseas to spend time with family just before the COVID lockdowns in 2020. He was not able to return on his booked return flight due to the flight disruptions, and eventually returned several months later. When he got back to Australia, he had to spend 2 weeks in hotel quarantine. He was not sent a bill until almost two years later, had no money to pay the bill and had lost most of his documents proving his original travel itinerary.

KLC helped Franco to obtain evidence from his airline, travel agent and old email accounts. We also helped him to write a statement outlining his circumstances, and sent his evidence to Revenue NSW to seek a fee waiver. After over 6 months of advocacy on his behalf we received the welcome news that Franco's fees would be waived as he should never have been billed in the first place given the airline's changed flights were not his fault. Franco was grateful for the assistance, and told us he would not have been able to put his case to Revenue NSW without our assistance



## OUTCOMES

**1226**

Generalist legal advices

**63**

Generalist representation matters opened

**188**

Generalist legal tasks

## What our clients said about us

"Excellent supportive response."

"I was overwhelmed by the care, attention and professional knowledge and assistance from everyone I spoke to at your centre. It is very important to know that any member of our community can access this high quality of legal advice. Many thanks."

"Very impressed with how helpful everyone was... Would highly recommend them. Very grateful."

## Partnerships

KLC worked closely with all of our community organisation partners in 2023 – in particular our outreach partners at The Lexo Hub, South East Community Connect and Kooloora Community Centre. This provided critical access to priority clients who were happy to have direct, face to face appointments. We also partnered with JNC to attend the South Coogee and Namatjira public housing estates to do pop up advice clinics and meet residents.

KLC enjoyed spending time in 2023 visiting our smaller housing estates, leafleting and having a chat to tenants.

KLC at Namatjira Pop Up – KLC Solicitor Nina Ubaldi, student Aarane and KLC Solicitor Laua Cottam





# Sexual Harassment & Discrimination Legal Service

## Our service operates across NSW

KLC has been delivering specialist discrimination advice and assistance in all types of discrimination to clients throughout New South Wales since we first started over 40 years ago.

Our Sexual Harassment & Discrimination Legal Service was funded in 2021 over four years to deliver sexual harassment and discrimination legal services across NSW. This includes funding through our collaborative Employment Rights Legal Service.

In 2023 we were able to fully recruit our team of expert lawyers and as a result increase our service delivery. This year we focussed on returning to our community and re-establishing our legal education, which is an important prevention measure. A key activity was the delivery of our in-school workshops to young people about sexual harassment, discrimination and being a good bystander.

In 2023 we delivered these workshops locally at Matraville High School and Lycee Condorcet. We also travelled to Dubbo NSW to deliver the training at Dubbo South College and share information with local services on the ground. Huge thanks to our amazing colleagues at Western NSW CLC who supported our trip.

This year was also an important year for the implementation of key sexual harassment law reforms, with positive duties operating and enhanced legal protection under the *Sex Discrimination Act*. We continued to sit on the Respect@Work Council to provide expert advice and guidance on the new provisions.

While a large part of our practice is providing advice to people navigating the system themselves, we also undertook significant casework for clients. Through this representation we worked hard to ensure our clients felt heard within the system and were able to explain the impact of the behaviour on them. We were able to gain significant settlements for our clients which included financial compensation and changes to policies and procedures. Once again our clients placed a high value on non-monetary outcomes that focussed on the prevention of further harm.

Thanks to the expertise of Counsel we briefed this year – Larissa Andelman, Penny Thew, Anna Perigo, Sarah McCarthy, Justin Pen, Renae Kumar, Dan Fuller and Liam Meagher.



### CLIENT COMMENT

**"Thank you so much for your time, effort, advice and support throughout the case process. The outcome was extremely beneficial and has helped dealing with the situation and issues that had occurred during that period of the dismissal and finishing the proceeding. I hope I don't know anyone else that has to deal with what I have dealt with becoming pregnant/working through being pregnant. But, if I do I will be highly recommending you and your team. Not only did you make the process so easy, straightforward and tried to make it as stress free as possible but the kindness, compassion and commitment throughout the process was amazing. I cannot talk highly enough about your firm or your work. I just want to thank you from the bottom of my heart. I wish nothing but the best for you."**



### Sexually harassed by a business

Zara was simply receiving a service from a business when she was touched inappropriately and kissed on the lips by the owner. It was unwelcome, it was unwanted and it was when she was trying to access a service from a professional she should have been able to trust..

She did the right thing and reported it to the business but being a 'family business' this was complicated and in the end nothing was done. The business was prepared to lose a customer rather than properly investigate, acknowledge and deal with what happened.

With KLC's assistance, Zara stood up to the business and the business owner. She lodged a complaint and was able to secure an apology and commitments from the individual involved, financial compensation for what happened to her and also caused the business to invest in training, external legal advice about policies and other steps to try and ensure this will not happen again.

### Sexual harassment at work

Monica came to us for advice after she lost her job. Monica had been working as a hairdresser for over a year. She was repeatedly sexually harassed by a client and let her boss know about it as soon as possible. Her boss's solution was for Monica to change work locations to avoid that client, as the client was a regular. This new location meant that Monica had to travel much further and undertake extra duties, which resulted in her taking sick leave due to stress and exhaustion. Her boss then ignored her messages for so long that Monica concluded that she was no longer expected back at work. We assisted Monica in a dismissal application and during representation uncovered that she had been significantly underpaid. KLC assisted Monica in reaching an agreement on significant compensation that covered the dismissal and the underpayment. This compensation has had a huge impact on Monica's life, who, as a single mother of five children who had escaped domestic violence, had been struggling to make ends meet. While we are relieved that we were able to fight for a good result for Monica, sadly her boss's actions are not uncommon when workers in the service industry make complaints about sexual harassment from clients.

### Transgender Discrimination

Ben lodged a complaint to Anti-Discrimination NSW when he was not allowed to use a particular bathroom at work as a result of his transgender status. We were pleased to support Ben in his complaint which resulted in, among other things, a change to the employer's policy which enables all employees to use any bathroom they choose. Ben was motivated to bring his complaint to make change and was thrilled that he achieved this.

### Disability Discrimination

Sue found a job with her perfect employer and was upfront about her disability and the adjustments she needed. She really enjoyed the possibilities in the workplace and was looking forward to the customer facing work that she was trained and ready for. However, she found that her employer was holding her back from particular duties, determined that she needed more supervision than other staff. She wasn't allowed to work from home in the same way as others and her manager seemed to ignore some of the features of her disability and her required adjustments as time went on. Sue lodged a complaint of discrimination with KLC's help. The matter could not be settled at conciliation, and KLC decided to represent our client in court. KLC and pro bono barrister Larissa Andelman worked hard against the clock to collect evidence to support Sue's claim and eventually we were able to resolve her complaint for close to \$100,000. A huge, life changing result for Sue and thanks to Larissa for her generous assistance!

## Sexual Harassment & Discrimination Legal Service Continued

### Community Legal Education

We continued to have a key focus on community legal education as we believe it is a key prevention measure. This saw us present to community workers, schools, organisations and other legal centres throughout 2023 in relation to sexual harassment law, discrimination law and the new legislated positive duty on employers to eliminate sexual harassment. Our community legal education is delivered in conjunction with and by our KLC students which makes the high school education particularly effective.

Our legal education focussed on sexual harassment in 2023 included:

- in March, solicitor Laura Cottam presented at a Forum for the International Day for the Elimination of Racial Discrimination.
- in September we presented a session at the NSW Community Legal Centre State Conference with Women's Legal Service NSW, providing updates on the law and discussing what 'positive duty' might mean to Community Legal Centres and our work.
- we presented to around 90 year 9 students at Matraville Sports High School on discrimination, sexual harassment and consent, with our KLC students running small group activities for the high school students.
- we presented to 70 students in year 8 at Lycee Condorcet on discrimination, sexual harassment and consent, with our KLC students running small group activities for the high school students.
- we presented to 150 students across several years at Dubbo South Campus on discrimination, sexual harassment and consent.



KLC solicitors (l-r) Tallulah Bur, Laura Cottam and Fiona Duane deliver legal education to students at Dubbo College



#### Some feedback from the schools legal education included:

**"I enjoyed the way it was set up and the presentation itself was good."**

**"I liked when they were talking about getting help."**

**"[I liked] that it gave out important information and it's information that can help/benefit people."**

**"I liked how much detail there was and how informative it was. The visuals and text was a big help as well."**

### Law Reform and Advocacy

The year remained a busy one in the continuing implementation of the important Respect@Work reforms. We continued our advocacy around the need to improve access to the courts as the Government continued to consult on how costs should operate in discrimination law matters in the federal courts. We provided detailed submissions in April to the Government on what costs model should be used in discrimination law matters.

KLC was an active participant in the Power to Prevent Coalition of over 80 organisations with expertise in sexual harassment and discrimination that continued to advocate for substantial costs reform. In 2023 this culminated in over 80 organisations endorsing that an equal access costs model be adopted in federal discrimination law matters.

At the end of the year we were able to provide input into the Government's costs Bill that created the first equal access costs model under Australian discrimination law. This was a huge victory for a range of community legal centres, Legal Aid, unions and women's organisations that strongly argued for this change.

Emma Golledge continued to sit on the Respect@Work Council and participated in national and state communities of practice in sexual harassment and discrimination. KLC participated in consultations with the Sex Discrimination Commissioner around the implementation of a Respect@Work recommendation regarding historical

disclosures of sexual harassment. We were thrilled when former KLC Director Dr Anna Cody was appointed as the next Commissioner, and look forward to working closely with Anna again.

In 2023 we also made submissions to the Law Reform Commission which is reviewing the Anti-Discrimination Act 1977 (NSW) at the request of the NSW Attorney-General and will continue our engagement in this in 2024, noting it is an area that we have been vocal in advocating for reform on for decades.

We also wrote in support of the NSW Equality Legislation Amendment (LGBTIQA+) Bill 2023 and the need to have improved discrimination protections for LGBTIQA+ people and to remove exemptions that allow continued discrimination.

KLC also hosted Dr Julie Macfarlane C.M. Emerita Distinguished Professor of Law, Co-Founder (with Zelda Perkins) of **Can't Buy My Silence** for the event "Can't Buy My Silence" in February 2023. This event was an insightful discussion about the worldwide campaign to restrict the use of Non-Disclosure Agreements, used routinely in Australia to finalise complaints by individuals, but which can hide dangerous conduct, allow perpetrators to flourish and have a harmful effect on people who feel silenced. This is a concerning practice that we continue to see.

KLC students Alex and Sally at Matraville High School





# Employment Law Clinic

## Providing employment law services to our local community

KLC's local catchment employment clinic is funded through our generalist funding streams. Once again 2023 was a busy year for employment issues for our local community – people who live, work or study in our catchment. Employees continued to face shifting challenges as we moved on to "post-pandemic" life, with requirements to return to in-person work, significant financial pressures and the ongoing stress of insecure work.

KLC's employment law clinic continued to support employees to navigate the changes and challenges of their workplaces, most notably by representing unlawfully dismissed workers at the Fair Work Commission and Industrial Relations Commission. This year also saw KLC commence claims in the Federal Circuit and Family Court of Australia for several clients.

KLC can only do this work with the support of our amazing volunteer solicitors, pro bono partner firms and pro bono barristers.

Tess Deegan and Joe Murphy worked in the employment law service in 2023, with Joe moving to our Employment Rights Legal Service position in October.



KLC Employment Solicitor Tess Deegan (centre), with KLC students



### Client comment on what would have happened without KLC help

**"I would have been stressed and afraid of how to deal with the matter alone; I would have made many mistakes in undertaking the matter with Fair Work and employer; I would have felt alone."**

### Client comment on service received

**"Very helpful and informative. The solicitor helped increase confidence for me to be able to represent myself and conducted himself very professionally throughout the appointment. Thank you for your services!"**

## Partnerships

We are proud to thank HWL Ebsworth, Holding Redlich, Kennedys and Bartier Perry for another year of providing valuable employment law advice sessions to KLC's daytime clients. Their strong commitment to our Pro Bono Employment Law Clinic helps increase our capacity significantly. KLC's volunteer solicitors on our specialist employment law advice night also bring their expertise, skill and time to assist clients outside working hours on a fortnightly basis.

We worked with several colleagues at the NSW Bar in bringing claims in court this year, with special mention and thanks to Philip Boncardo and Andrew Naylor for their generosity with their time and their expertise.



## OUTCOMES

**175**

Employment advices

**10**

Representation matters opened

**24**

Legal tasks

## KLC assists hospitality worker in unfair dismissal case

Leonard came to KLC after being fired from his job in the hospitality industry. The dismissal had ended his employment and his prospects of gaining a permanent visa through his employment. Leonard told us that he was fired on the spot without any warning. He was shocked and devastated. He was left with a short period of time to find other employment before having to leave Australia, his home for more than a decade.

KLC represented Leonard in an unfair dismissal complaint to the Fair Work Commission. We were able to settle the case at conciliation with a payment to Leonard for wages lost due to the dismissal. Happily Leonard was able to find another job while we handled his FWC complaint. Leonard told KLC:

**"I ... wanted to take a moment to express my gratitude for your assistance and support during this time. Your team's dedication has been invaluable, and I am thankful for the resolution we have achieved."**



# Employment Rights Legal Service



## CLIENT COMMENTS

**"Just want to say thank you again for helping me understand my rights."**

**"Very caring, patient and professional and the advice given are useful."**

**"Such great service! Not only sound legal advice but empathetic !!!! From the admin staff to the solicitors, I felt heard and supported through the entire process which made such a difference."**

The Employment Rights Legal Service (ERLS) is delivered in conjunction with Redfern Legal Centre and Inner City Legal Centre. Across the three Centres we provide legal assistance in employment matters across NSW with a focus on vulnerable workers.

In 2023 we continued to operate and co-ordinate a shared telephone line across the Centres and had a shared co-ordinator across our services. Like our employment law clinic for our local community ERLS faced high demand as post pandemic work arrangements continued to raise legal issues for clients. We continued to focus our intensive assistance on representation in dismissal matters but gave assistance in a broad range of matters including underpayments, discrimination and bullying.

We continued to work collaboratively with our two legal centre partners undertaking law reform and community legal education. In 2023 we had a particular focus on capacity building.

## Success for a vulnerable worker

In 2023 our Employment Rights Legal Service (ERLS) had a win for an ERLS client in a case where her former employer argued that she should not be able to go ahead with her claim.

Our client, Yifei, does not speak English and has a limited ability to use technology. Before coming to us she had lodged a dismissal application with the Fair Work Commission within 21 days of her employer not responding to her after a period of leave. There were difficulties with the online form, and she had to re-submit it. Her previous employer, a restaurant, argued that Yifei had been dismissed earlier than she believed, and therefore her application was not lodged within the very short 21-day time limit that applies to dismissal matters.

These matters can be very technical, and the 21-day time limit is incredibly strict. Many of our clients struggle with the processes involved in running these matters and are left unable to assert their rights, even when they've lost their job.

KLC represented Yifei at the jurisdictional objection hearing at very short notice and made submissions that Yifei's application was within time. The Commission accepted our arguments about the date Yifei was actually dismissed and ruled that her application was in time. This meant the matter could continue and Yifei was not precluded from pursuing her claim.

This matter demonstrates how important our service is for vulnerable clients, as without our assistance, our client would not have been able to effectively represent herself and would have been at risk of having the matter dismissed before it could properly begin. Her experience highlights the access to justice challenges for our clients in filing claims in time.



KLC ERLS Solicitor Joe Murphy (L) with student Annie

## Employment Law Capacity Building

Building capacity in employment law across the community legal sector is a key aim of the Employment Rights Legal Service (ERLS) project.

KLC solicitors presented a training session via Teams to lawyers from the Mid-North Coast Community Legal Centre in May 2023. The lawyers had asked for training on recent changes to the Fair Work Act relating to paid domestic violence leave, and information on the new sexual harassment disputes powers of the Fair Work Commission.

The training was attended by the centre's staff from two different locations, and there was engaged discussion about the considerations of the new changes in relation to general protections applications, and good feedback from the lawyers about how helpful they had found the session. ERLS continues to work closely with Mid-North Coast CLC to support their employment law work.



## ERLS OUTCOMES (KLC)

**250**  
Advices

**10**  
Representation matters opened

**29**  
ERLS legal tasks



## OUR IMPACT Surveyed Advice Clients

**100%**  
Strongly Agree/Agree that the solicitor listened to them

**100%**  
Strongly Agree/Agree that the solicitor helped them understand how to deal with their problem

**94%**  
know more about their rights and responsibilities

**78%**  
of clients who were experiencing stress stated that our help made a difference to their stress

## 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 the Prince of Wales Hospital (POWH) and the Eastern Suburbs Mental Health Service (ESMHS) to deliver legal help to inpatients and outpatients of both services.

2023 was a year in which we could focus on growing and strengthening our HJP, with the news late in 2022 that the service had funding until 30 June 2025. As a result of this we were able to recruit once more into the critical HJP solicitor role at the start of 2023.

2023 was also a year in which health services returned to a more normal pre-pandemic footing and we returned to our regular in person attendance at Prince of Wales Hospital campus. We continued seeing outpatients and patients post discharge at KLC, our community outreaches and in home visits.

We worked hard for clients across a wide range of matters including criminal, social security, housing, debt, family and domestic violence matters. We also continued to give assistance in end-of-life planning, including executing enduring guardianship and powers of attorney documents. Our solicitors also provided legal education, training, and support for health workers and collaborated regularly with our health partners to deliver information sessions to the community. This year was a year where we were able to strengthen these relationships which were so disrupted during the pandemic.



## OUTCOMES

<b>146</b> Advices	<b>56</b> HJP representation matters opened	<b>63</b> HJP legal tasks
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## HJP PARTNER COMMENT

**"Just wanted to thank you for seeing our client at home yesterday ...You provide an invaluable service to our housebound community clients!"**

The strong link between engagement with the criminal law and people experiencing mental ill health was demonstrated in our client work. Our solicitors continued to work doggedly with health professionals to provide responsive and holistic criminal law representation to many clients who had been charged with criminal offences while they were mentally unwell. The support of health professionals and the development of treatment plans meant that in many cases we were successful in avoiding criminal convictions, which had a huge impact on the health and wellbeing of our clients. This work continues to be a focus of our HJP.

The HJP Steering Committee continued to support the operation of the project in 2023. In 2023 the Committee was comprised of Bianca Janovic (Pro Bono Counsel at Herbert Smith Freehills), Mike Gatsi (Director, Eastern Suburbs Mental Health Service), Liz Browne (Director of Operations, Prince of Wales Hospital), Emma Golledge (KLC Director) and Darren Wagner (CEO Suicide Prevention Network and former Peer Support Worker). The Steering Committee met twice in 2023.

Our thanks to Herbert Smith Freehills for their ongoing support of the HJP and their financial contribution to the project in 2023.



KLC HJP Solicitor Tempe McMinn (R) at POWH DV event

## In 2023 we delivered the following HJP community legal education information sessions, presentations and resources primarily to health professionals:

- mental health law (2 events)
- guardianship for adults (5 events)
- road traffic and motor vehicle regulatory offences
- legal services/getting legal help (3 events)
- civil violence/restraining orders

## Supporting clients with criminal charges

Mark lives with epilepsy, mental illness, and cognitive impairment. One day, while he was at his bank, the staff thought he was "behaving erratically" and was asked to leave the premises. When Mark refused, the bank called the police. Mark repeatedly explained to the police that he was agitated because he had just had an epileptic fit in public and needed medical assistance. Despite this, Mark was arrested and charged.

Mark was referred to us through our Health Justice Partnership and we were able to work with his support workers and doctor to respond to the charge. As a result of our advocacy, Mark's charges were dismissed on mental health grounds, with the condition that he engage in ongoing treatment. This was a huge relief to Mark!

Minh was referred to us by his social worker in a community-based mental health out patient team. He had recently experienced a relapse after many years of stability with his treatment. During the relapse, Minh was charged with two criminal offences for damaging private property. This was the first time Minh has been charged with an offence in his life. Since being charged, Minh had been on new medication that stabilised his mental illness and he had returned to family life with his partner and child.

Minh asked the Local Court to give him a "Section 14" order, meaning he would be discharged into the care of his treating health team rather than being convicted. He was unsuccessful with this application, and was convicted instead. KLC decided to represent Minh at the District Court in an appeal.

The District Court Judge agreed with the material and submissions made by KLC, supported by medical evidence from his psychiatrist at the local mental health service and the charges were dismissed under a Section 14 order. This means Minh can now continue his life without a criminal record and can concentrate on his rehabilitation. Without this intervention Minh would have had serious criminal convictions from a time he was extremely unwell.

Minh told us: "I approached KLC to handle my case of damaging property due to mental illness. The staff at KLC explained to me the situation in each step with patience and empathy. Due to their hard work and resourcefulness the outcome of the appeal was successful. I am extremely thankful for KLC for their help, responsiveness, hard work and resourcefulness. Thank you."



# Family Law/ Family Violence Clinic

KLC operates a Family Law / Family Violence Clinic that focusses on providing legal advice to our community on these complex issues. We also provide regular community legal education to community workers to ensure we have strong referral pathways and that clients receive holistic assistance.

We continued to participate in the Eastern Suburbs Domestic Violence Network in 2023 and worked closely with our domestic violence community organisations to assist our clients.

A particular thank you to our expert family law volunteer solicitors and pro bono partners 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! In particular, a big thank you to Coleman Greig for their continued pro bono support on our fortnightly advice night clinic.



## CASE STUDY

### Victims compensation advocacy for lost income

KLC was contacted by Jessica after she received a decision about her victims compensation application. Victims Services awarded Jessica only \$1,500 for her claim and she believed she was entitled to more. Jessica had been repeatedly assaulted by her ex-partner during their relationship. On the last occasion Jessica called the police her ex-partner was charged with assault and an AVO was made against him. Jessica was unable to work for three months after the assault, and had additional costs relating to the treatment for her injuries. Victims Services had rejected her claims for lost income following the assault and the additional economic loss. This left Jessica in an economically precarious position – unfortunately a common situation for many women who have experienced domestic violence.

KLC applied for an internal review of this decision as Jessica told us she felt that the process was way too onerous and traumatic for her and asked us to represent her. We helped Jessica to gather more evidence to prove her lost income and other economic loss and wrote submissions to support her request for review. We were thrilled when we were notified of the result- Jessica was awarded three months of lost income and other expenses, which brought her overall compensation to about \$10,000 and played a huge role in helping her to re-establish some financial stability.

## KLC lawyers lend expertise to community forum on coercive control

KLC lawyers Emily Ingram and Rachel Gregory spoke at a one day forum on coercive control organised by the Eastern Suburbs Domestic Violence Network. The forum was organised to highlight new laws prohibiting coercive control and to provide community workers and advocates with this essential knowledge.

The forum, which had about 120 people in attendance, also included speakers from Wirringa Baiya, Centre for Women's Economic Safety, Immigration Advice and Rights Centre, People with a Disability and ACON to discuss the support services available for victim-survivors and how coercive control can present in different ways.

KLC presented on new coercive control laws coming into effect, some of the requirements of proving the new coercive control offence and we also discussed some of the concerns around implementing these new laws.

RIGHT: KLC solicitors Rachel Gregory & Emily Ingram



ABOVE: KLC solicitor Rachel Gregory delivering CLE



## OUTCOMES

**5.44%**

Of clients reported experiencing Family Violence

**71**

Family law/family violence advices

**5**

Family law/family violence legal tasks



# Access for our Aboriginal and Torres Strait Islander community

KLC works to ensure our local Aboriginal and Torres Strait Islander community have access to a culturally safe and appropriate service. KLC aims to do this through our Aboriginal access strategy which provides a responsive, flexible and holistic service to our clients. We respond to legal issues affecting our community as part of our law reform and legal education work.

There was a lot of anticipation and anxiety for our community in 2023 as we went through the referendum on the Voice to Parliament. KLC played an active role in education sessions with our local community to provide the historical context and the reasons for the proposed constitutional change.

KLC Aboriginal Community Access Worker  
Trei Stewart

In October Ray Ingrey of the Gujaga Foundation presented an Aboriginal Cultural Awareness workshop to KLC staff. The session was a fantastic opportunity to re-engage with the history and strength of our local community and reinforce our practices.

We were thrilled to hire an Aboriginal Community Access Worker to support the Centre's clients and work. Trei Stewart has strong ties with the local La Perouse community and he joined the team in November as our new Aboriginal Community Access Worker.



## SERVICE PROVISION

In 2023 **5.73%** of KLC's clients identified as Aboriginal and Torres Strait Islander and they received **7.04%** of services.



KLC Students Bel and Adrienne with KLC Solicitor Nina Ubaldi



## CASE STUDY

A KLC Solicitor represented a local 17 year old Aboriginal woman who had lost her licence after being charged with several minor driving offences over a short period of time. She had a good driving record before this period and felt that she had unfairly been targeted by police. She needed her licence to get to school, work and to assist her family. KLC represented her and obtained evidence to support her good character. As a result we were able to achieve a no-conviction outcome for our client.

## The Voice Referendum – Your Questions Answered

A bill to change the Constitution to provide for an Indigenous Voice passed Parliament in 2023 giving Australia its first referendum in 24 years – an opportunity for Australians to act on the invitation extended by the Statement from the Heart to work towards Voice, Treaty and Truth.

These were unprecedented times that required us all to be as well-informed as possible so that we could try to counter widespread misinformation about what was happening and support Aboriginal and Torres Strait Islander Australians. KLC developed community legal education materials explaining the referendum process and the Voice to Parliament that we delivered to many community members and organisations including Kooloora Community Centre, The Hub@Lexo and SECC.



## OUR IMPACT

**100%**  
of survey respondent participants of Voice CLEs found the session useful

**90%**  
of survey respondent participants felt there was opportunity for discussion



## VOICE CLE PARTICIPANT COMMENTS

"The only thing I would add is more time! Could have kept going!! Thank you so much for this."

"EXCELLENT!"

# Kingsford Legal Centre





# 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.

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 Nina Ubaldi, Director Emma Golledge and student Ranya



## Time for Federal Human Rights Protection

KLC once again advocated for a federal Human Rights Act in a submission to the Parliamentary Joint Committee on Human Rights. In our submission we said that an Act should protect economic, social and cultural rights (like the right to an adequate standard of living and a right to education) as well as civil and political rights. Our submission focused on the stories of our clients and local community, highlighting the practical impact of a Human Rights Act on people's lives.

KLC was invited to give evidence to the Parliamentary Joint Committee on Human Rights in-person hearings about a federal human rights framework. KLC Director Emma Golledge told the Committee that our community has been calling out for rights to housing, health, education and access to justice. She advocated for urgent, bipartisan action to implement a Human Rights Act.

## This year KLC engaged in over 42 law reform activities across all our projects, including:

### February

Submission to Australian Law Reform Commission on Religious Discrimination and Education

### March

Submission to Fair Work Commission on the New Sexual Harassment Jurisdiction

### April

Submission to the Attorney General's Department on an appropriate costs model in discrimination law matters

We co-ordinated (with National Legal Aid and the ACTU) the Power to Prevent Joint Statement supporting Equal Access Costs model in federal discrimination law matters

### May

Submission to Department of Employment and Workplace Relations on Updating the *Fair Work Act 2009* to provide stronger protections for workers against discrimination

### June

Submission to the Joint Parliamentary Committee on Human Rights on the Inquiry into Australia's Human Rights Framework

### August

Submission to NSW Department of Customer Service on Improving NSW Rental Laws

### September

Preliminary submission to the NSW Law Reform Commission on the *Anti-Discrimination Act 1977* (NSW)

### October

Response to Questions on Notice for the Joint Parliamentary Committee on Human Rights' Inquiry into Australia's Human Rights Framework

### November

Open Letter to NSW Attorney-General about the Equality Legislation Amendment (LGBTIQ+) Bill 2023 and an urgent ban on conversion practices

### December

Joint Statement from the Power to Prevent Coalition about Costs in Workplace Discrimination and Sexual Harassment Matters

Submission on the Australian Human Rights (Costs) Amendment Bill

## In 2023 we continued to work collaboratively with a range of NGO's on law reform issues, including:

- Community Legal Centres NSW
- Community Legal Centres Australia
- Employment Rights Legal Service
- Equality Australia
- Human Rights Law Centre
- Inner City Legal Centre
- Redfern Legal Centre
- Justice Reform Initiative
- National Justice Project
- National Legal Aid
- Victorian Legal Aid
- Australian Council of Trade Unions
- Job Watch
- Eastern Area Tenant Service
- New South Wales Council for Civil Liberties
- Public Interest Advocacy Centre
- The Shopfront Youth Legal Centre
- Support Network for International Students
- Women's Legal Services Australia



# Community Legal Education

Once again we had a large focus on community legal education to support our community understand their rights and the legal issues facing the community.

We operated a community legal education program across all programs at KLC and also report on that work in the Sexual Harassment & Discrimination Legal Service, Employment Rights Legal Service and Health Justice Partnership sections of this Report.

In 2023 our generalist community legal education work focused on keeping local community workers up to date with legal issues affecting our community and educating our community about the Voice to Parliament Referendum.

## In 2023 our generalist program delivered



**28**  
activities

and



**10**  
resources

KLC Senior Solicitor Fiona Duane delivering a Voice CLE to Hub@Lexo community



## Community legal education activities in 2023 included sessions on:

- elder abuse, Power of Attorney and Guardianship to community workers
- financial scams to community workers
- tenancy rights to community workers
- victims compensation to domestic violence community workers
- family law and family violence to community workers
- The Voice Referendum to knitting groups, public housing tenants, at The Hub@Lexo, SECC and Kooloora outreaches, community workers and other community members
- disability support pension law to community workers
- employment, renting rights, fines, driving in Australia, police powers and how to access free legal help to international students at UNSW Sydney
- end of life planning for seniors
- neighbourhood disputes to community workers
- police rights and warrants to community workers
- separation and divorce to community workers
- legal basics to a single parent group

## Disability Support Pension CLE to local community workers

In July KLC Principal Solicitor Dianne Anagnos presented a practical CLE to community workers who help clients living with chronic health conditions. The training covered the medical eligibility criteria for DSP and focused on how community workers and medical professionals can support clients through the claim and appeals process.



## PARTICIPANT COMMENT

**"Di's presentation skills, ability to educate and bring people together on a subject which is pretty complicated was unparalleled. Best workshop I've ever done. REALLY looking forward to next 2 I've signed up for. THANK YOU!"**

## Voice to Parliament legal education

In 2023 KLC students and staff jumped at the opportunity to design and deliver legal education to our community about the referendum in October about the Voice to Parliament.

In 2022 KLC students had worked closely with social justice interns and experts from the Indigenous Law Centre to develop plain English and reliable information which could be delivered to our community. When the referendum question and date was set in 2023, we jumped into action with Term 3 students working really hard to deliver this information at community events and meetings. We also supplemented this with discussions within the KLC course about the role of lawyers and law students to provide accurate and reliable information in the first referendum of the social media age. We delivered this education throughout the lead up to the referendum.



## OUR IMPACT

KLC surveyed participants at our CLE sessions in 2023 and their responses include:

**100%** felt the information presented was clear and to the point

**100%** felt the session was useful

**100%** were happy with the overall organisation of the activity

**88%** felt that the notes that they were given are suitable for their needs



# Clinical Legal Education – Our Courses

KLC delivers clinical legal education courses for students of Law & Justice UNSW. This offers students a way of experiencing how the law operates in practice with a focus on reflecting on the law's impact and ethical issues in a structured way. All our courses were delivered face to face in 2023, with students once again in the Centre and in the community with limited disruption due to Covid.

Once again our students continued to excel in their work for our clients and their understanding of the challenges of community law.

As well as offering daytime elective places to students in Terms 1 and 3 we also supervised PLT students as part of the UNSW Law & Justice PLT Program during Term 2. Students in the core Lawyers, Ethics and Justice course attended KLC across all three terms in 2023.



## Our courses

**Kingsford Legal Centre offers a range of courses and clinical components to UNSW Sydney Law & Justice students.**

### Interviewing Component in Lawyers, Ethics and Justice

Students interview KLC clients and write a reflective assignment based on this 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 2023 students attended the Centre with a video option available for students unable to attend in person.

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

In this course 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.



### What our students said:

**"Overall, the classes provided very good practical insights into areas of community and employment law. Students sharing experiences from KLC was also very interesting and I learned a lot from the simulation activities. Overall the classes are very rewarding and insightful."**

**"I learned a lot of practical real life application of the law."**

**"I particularly enjoyed interviewing the clients and then conferring with the solicitor and observing how they distill the information to focus on the important points. It was refreshing to be interacting with clients after so much theoretical work."**

**"The best thing was going to Court and Outreaches."**

### 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 2023 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 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

During their time at KLC, students get to experience and understand the effects of laws on clients first-hand. They do this through every aspect of the Centre's work – from answering questions from the general public, interviewing clients, attending community events, undertaking casework, attending Courts and Tribunals, developing and delivering community legal education and undertaking law reform work.

This experience can have a big effect on students at a time when they are thinking deeply about their post study careers. For some this means they may change their path completely, for others it means they are committed to the work of CLCs and are 'pro bono ready' when they graduate, with a strong understanding of the legal assistance sector and how community legal centres work. Our students remain our biggest supporters and contributors to our work.



## T3 STUDENT COMMENT

"The staff has been wonderful, the compassion and enthusiasm in helping the vulnerable members of society has been remarkable. Has definitely been an experience and would recommend others to join the course. The ability to provide support and stay collected and patient despite the workload has been great."



Aarane Mohan (third from right) with KLC staff, Laura Cottam, Emma Golledge, Tess Deegan, Di Anagnos and Fiona Duane.

## Nicky Block Memorial Prize 2023

The Nicky Block Memorial prize was awarded in 2023 for the second time. Aarane Mohan, a KLC student in T3 2023, was the 2023 winner of KLC's Nicky Block Prize. This prize recognises an outstanding student contribution to access to justice.

Aarane was nominated for her professionalism, empathy for clients and initiative when she was at KLC. On receipt of the prize Aarane said:

**"My time at KLC was the highlight of my university experience. I discovered the type of lawyer I aspire to be and also had the privilege of meeting incredibly inspiring people. KLC not only taught me how to be an empathetic and altruistic lawyer but also instilled in me values that I have extended into my personal life. I am immensely grateful to the KLC staff for fostering such a supportive and enriching environment for students like myself to grow and explore. I would like to extend my heartfelt gratitude to her family for establishing this prize."**

Congratulations to Aarane and thank you to Nicky's family for supporting this Prize in Nicky's memory.

## KLC Community Law and Employment Students in 2023:

### Term 1 2023

Ada Wu	Jacob Swidler	Rhea (Xinrui) Liu
Alexander Murphy	Jessie Xiao	Sabreen Hussain
Amal Naser	Karis Kim	Selina Ta
Amy Zirngibl	Katerina Traini	Simrin Purewal
Anna (Keqin) Ouyang	Lisa (Mengyu) Li	Sing-Sing Zhang
Annabella Dumas	Marc Hardy	Steven Luu
Ashley Ehsman	Marco (Kiu Chun) Cheng	Subah Fatima
Clyde Welsh	Michael De Venecia	Susie (Shuying) Zhou
Daniel (Han Jun) Lee	Mila (Mithula) Premachandran	Therese Makarious
Felix Joshua	Murphy (Zhiuqan) Gan	Tracy (Shiqi) Gan
Holly King	Oliver Silverton	Yasmin Alali
Jack Sun	Omer Tariq	

### Term 3 2023

Aarane Mohan	Christopher (Chris) Kim	Keshav Manaktala
Adrienne Byrne	Christopher Shen	Mark Khodair
Alex Krikorian	Ella Whitehurst	Matthew Limanto
Alexander (Alex) Stfas	Fariha Sadeque	Mei (Ann) Yang
Alexander Humphreys	Ha (Sally) Tran	Nathan Cheng
Andrew Sambar	Hiba Hameed	Nikolas Billiris
Annabel (Bel) Remen	Jiachen Ji Ji	Ranya Hany Mahmoud Nadi
Annie Wu	Ji-Ying (Lesley) Li	Sabrina Law
Banruo (Ban) Daiyang	Joyce Xie	Xueya (Alex) Du
Benjamin Nguyen	Junqi (Shawn) Wang	Yang Sun
Chelsea Cheng	Kehui (Kelly) Sun	



# Our Volunteers

Once again KLC could not have achieved any of what it did in 2023 without our wonderful expert volunteers. This year marked the return of almost all our volunteers to the Centre in person – and it is truly great to have them back in the Centre again, working and laughing together.

We have a roster of around 100 experienced solicitor volunteers. In 2023 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 which operate seven nights a fortnight and in daytime clinics.

Our volunteers continued to help our clients in 2023 as well as providing valuable experience for Lawyers, Ethics and Justice students who participate in advice night sessions, to get to see how solicitors work as volunteers.

A big thank you to all of our wonderful volunteers, we are so grateful for their continued commitment to our clients and students.

Special thanks to daytime volunteers Ross Buchanan, Amelia Montague and Sharyn Croke for daytime appointments for us and Will Drolz-Parker for his continuing tech support.



## CLIENT COMMENT

“Thank you so much for providing this wonderful service, and especially to the lawyers who volunteer their time and expertise. Everyone I spoke to was incredibly kind and supportive and I'm very grateful.”



Hon Matt Thistlethwaite MP and Ross Buchanan

## Congratulations to KLC Volunteer Ross Buchanan

In 2023 our wonderful long term volunteer solicitor Ross Buchanan received a community service award from local federal MP Matt Thistlethwaite in recognition of his 14 years of volunteering at KLC.

Ross was a constant presence on our evening advice roster even when he was working in a huge commercial job and traveling internationally all the time. It was very common for him to volunteer at KLC and at 9pm return to work to finish his work day. Despite his hectic work schedule, Ross was always kind and patient with our clients and students and his advice was always practical too. He also often managed to write a letter of demand for clients or do a quick letter about a dispute. We were thrilled when Ross told us that in his retirement he wanted to return as a daytime volunteer. In 2023 Ross returned to KLC providing much needed advice to clients on a weekly basis. He once again turned his skills to working with our students, giving them guidance about how to interview clients.

**This award was well deserved recognition. Congratulations Ross! Ross told us why he volunteers at KLC:**

“I encourage all solicitors to do some volunteer work – even an hour a month will make a difference to someone who lacks the knowledge to take care of themselves or who simply cannot read and write and to whom the world is often a mystery and sometimes a danger. And if you do volunteer then you will at least be reminded on a regular basis what privileged and fortunate lives we have. There isn't a night when I'm going home from a day session that I'm not grateful for having a job, a place to live and the education to generally find my way through life.”

## KLC Volunteer Solicitors 2023

Alex Robinson	Fiona Robson	Ken Yardy	Qingxin (Emma) Dong
Alexandra Britt	Francesca Snyder	Larissa Andelman	Ranuli Athauda
Alexandra Volk	Gemma Lumley	Liam Zisis	Rebecca Ghee
Alice Paul	Gina Block	Lynley Bond (Mackay)	Renee Magee
Amanda Dobbie	Gloria Jeong	Madelaine Kloucek	Riley Boughton
Amy Stenning	Heather Anderson	Madison Kelly	Ross Buchanan
Angela Zekanovic	Hollie Johnston	Marea Wilson	Sahana Sateesha
April Ranson	Isabel Kallinosis	Marie-Louise Scarf	Sam Akon
Ariza Arif	Jack Fogl	Mary O'Connell	Sam Hutchinson
Aron Harkham	Jackie Radom	Matthew Kuenzle	Serena Trang
Arturo Norbury	Jade Bond	Matthew Nelson	Seth Lee
Aviva Levine (Beck)	James Drewett	Meesha McLeod	Sharon Croke
Brian Nguyen	Jeremy Elliot	Meg Harrington	Sue Mahony
Chris Hill	Jesse Pereira	Melissa Chen	Supachai (Korr) Osakit
Christine Maibom	John Bartrop	Mia Dowie	Sylvia Hobbs
Damian Finan	Jonathan Tsang	Michael Cantrall	Teresa Singh
Daniel Date	Joshua Everett	Mihiata Tomoana	Terry Leung
Daniel Thomas	Jude Mangione	Miriam Milivojevic	Thomas Gumley
Dave McMillan	Kaitlyn Loo	Nanette Reuben	Tracy Chan
Deborah Lum	Karolyn Liu	Nicola Colagiurini	Will Drolz-Parker
Eleny Tzioumis	Kathy Molla-Abbasi	Paolo Remati	Yen Tan
Erin Gavin	Katie Lawrence	Patrick Tighe	Yike (Karen) Zhang

KLC solicitors Laura Cottam (L) and Fiona Duane with volunteers Brian, Dave and Arturo





# Our Staff

## KLC Staff 2023

<b>Director</b>	Emma Golledge
<b>Principal Solicitor</b>	Dianne Anagnos
<b>Generalist Solicitor/Clinical Supervisor</b>	Rachael Wong (November–December) Rachel Gregory (January – April)
<b>Solicitor/Clinical Supervisor (Community Legal Education)</b>	Rachel Gregory (April – )
<b>Health Justice Partnerships Solicitor/Clinical Supervisor</b>	Tempe McMinn (April – )
<b>Employment Rights Legal Service Solicitor</b>	Mal Gwizo (April – July) Joe Murphy (October – ) Sharmilla Bargon (ERLS Co-ordinator located at Redfern Legal Centre)
<b>Family Law/Family Violence Solicitor/Clinical Supervisor</b>	Anita Will (parenting leave in 2023) Emily Ingram (April – )
<b>Sexual Harassment/Discrimination Clinic</b>	
Senior Solicitor	Fiona Duane
Solicitor/Clinical Supervisor (CLE)	Laura Cottam (February – )
Solicitor/Clinical Supervisor	Tallulah Bur (April – )
Solicitor/Clinical Supervisor (Law Reform)	Madeleine Causbrook (April – December)
<b>Law Reform And Policy Worker/Clinical Supervisor</b>	Madeleine Causbrook (January – April) Nina Ubaldi (April – )
<b>Aboriginal Access Worker</b>	Trei Stewart (Nov – )
<b>Herbert Smith Freehills Seconddees</b>	Jack Fogl (January – March) Isabel Chong (April – August) Briellen Sands (August – )
<b>Office Manager</b>	Denise Wasley
<b>Front Office Supervisor</b>	Roselle Nunes
<b>Reception/Admin Assistant</b>	Samantha Durward
<b>Legal Support Workers</b>	Colleen Gonzales Lily Andrew

# 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, August and November. Thank you to Associate Professor Sean Brennan for his generous chairing of the committee in 2023. Jason O'Neil, Director of Indigenous Legal Education UNSW Law & Justice was a welcome addition to the committee in 2023, joining in August. A big thank you to Janet Green from The Junction Neighbourhood Centre who resigned from the Committee in December. Janet has been a valuable member since 2015. KLC staff welcomes the Steering Committee's commitment and support of the Centre and looks forward to working closely with its members again in 2024.



**Associate Professor Sean Brennan**  
Chair, UNSW Sydney Law & Justice Faculty (attended March, August and November meetings)



**Professor Andrew Lynch**  
UNSW Sydney Law & Justice Faculty Dean (attended March, August and November meetings)



**Anne Cregan**  
Partner Gilbert + Tobin (attended March, August and November meetings)



**Janet Green**  
General Manager, The Junction Neighbourhood Centre – resigned in November (attended March and August meetings)



**Rebecca Lawrence**  
UNSW Sydney Law & Justice Executive Director (attended March and November meetings)



**Jason O'Neil**  
UNSW Sydney Faculty of Law & Justice Director of Indigenous Legal Education – commenced August 2023 (attended August and November meetings)



# Our Pro Bono Programs

KLC is only able to deliver the high number of services to our community due to the ongoing strength and support of our pro bono programs. 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 2023 without this support.

## Herbert Smith Freehills Secondee Program

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

A big thank you to the ongoing support of Herbert Smith Freehills whose long term support of our Centre and clients is invaluable.

In 2023 we were lucky to have Jack Fogl, Isabel Chong and Briellen Sands as our secondees for the year. Once again they continued to go above and beyond for our clients and flexed their community law and advocacy skills while they were with us.



ABOVE: Jack Fogl, Emma Gollledge, Isabel Chong

LEFT: HSF Secondees Bri Sands



(L-R) KLC Wotton + Kearney Volunteers Sam Akon, Meg Harrington, Renee Magee and KLC Principal Solicitor Dianne Anagnos

## Pro Bono Partners

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 2023. The employment law clinic operates weekly and greatly enhances our ability to provide timely access to expert employment law advice. Once again this program also offered a great opportunity to our students to work with these employment specialists.

Thank you also to Wotton + Kearney who came on board to provide ongoing and regular support to our evening advice roster. This assistance is critical in ensuring we don't need to cancel evening appointments if some volunteers can't make it and we have loved getting to know the Wotton + Kearney crew. Our relationship deepened in 2023 with Wotton + Kearney taking on matter when we did not have capacity, as well as providing us with a secondee solicitor in December. It was wonderful to have former KLC student Olivia Tan back at KLC for this secondment, and we thank Wotton + Kearney for making this possible for us.

In 2023 we continued our pro bono partnership with Coleman Greig Lawyers. Coleman Greig was able to provide family law advice to KLC clients, responding to community need and increasing our capacity in this area. Thanks to the Coleman Greig team for their continued support of our clients and Centre.

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



# Financial Report

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## Kingsford Legal Ctre



### Statement of Financial Performance

For the Year Ended December 2023

	Note	2023	2022	Difference	
		\$'000	\$'000	\$'000	%
<b>REVENUE</b>					
Research Revenue:		-	-	-	-
Donations & Bequest - Draw downs		21	-	21	-
UNSW Contributions		-	-	-	-
Faculty Contributions	1	693	690	3	0%
Other Restricted Revenue	2	1,062	2,011	(949)	(47%)
Commercial Activity - Fees for Service		-	-	-	-
Sundry Other Revenue		-	3	(3)	(100%)
<b>Total Revenue</b>		<b>1,776</b>	<b>2,704</b>	<b>(928)</b>	<b>(34%)</b>
<b>EXPENSE</b>					
<b>Salaries, Oncosts and other staff costs</b>		<b>1,980</b>	<b>1,528</b>	<b>451</b>	<b>30%</b>
Scholarship Stipends		-	-	-	-
Contract & Consulting Services		13	9	4	48%
Repairs and Maintenance		-	0	(0)	(100%)
Consumables		30	11	19	171%
Travel		13	4	9	246%
Equipment Non Capitalised		18	15	3	19%
Entertainment		1	-	1	-
Marketing		7	-	7	-
Miscellaneous Expenses		86	72	14	19%
<b>Total Non-People Costs</b>		<b>168</b>	<b>111</b>	<b>56</b>	<b>51%</b>
<b>Total Expenses</b>		<b>2,147</b>	<b>1,640</b>	<b>508</b>	<b>31%</b>
<b>TOTAL CONTRIBUTION - SURPLUS/(DEFICIT)</b>		<b>\$ (371)</b>	<b>\$ 1,064</b>	<b>\$ (1,436)</b>	<b>(135%)</b>
Depreciation		1	1	-	-
<b>SURPLUS / (DEFICIT) after Depreciation</b>		<b>\$ (373)</b>	<b>\$ 1,063</b>	<b>\$ (1,436)</b>	<b>(135%)</b>
<b>Cashflow Funded Capital Expenditure (CAPEX)</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

#### NOTES:

1 Other Research Revenue includes internal fund transfers.

2 Restricted Funds - Cash at year end

\$ 797	\$ 1,167	\$ (371)
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3 Funds available in Division of Philanthropy

\$ 209	\$ 168	\$ 41
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Certified correct to Ledger:

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

Dated: 12.02.24

# Acknowledgements

Kingsford Legal Centre is grateful for the funding received from 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 Project through project donations
- UNSW Estate Management for their donation of proceeds from their plant sale
- 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 Units for their support of our HJP
- The following law firms for their participation in the employment law clinic: HWL Ebsworth, Holding Redlich, Kennedys and Bartier Perry
- Wotton + Kearney for their pro bono support and summer solicitor secondment
- 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
- KLC Steering Committee members

Artwork: Minnie Pwerle, Alyawarr, Awelye - Women's Ceremony 2004 (UNSW Art Collection)







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Kingsford  
Legal Centre

### Kingsford Legal Centre



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