

Redfern Legal Centre

**ANNUAL
REPORT**
2014-2015



Acknowledgement

Redfern Legal Centre acknowledges that we work on Aboriginal land, traditionally the home of the Gadigal people of the Eora Nation. We pay respect to elders past and present.

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Redfern Legal Centre is an independent, non-profit Community Legal Centre dedicated to promoting social justice and human rights.

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Redfern Legal Centre

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Welcome from our Chair



In March 1977, the scarcity of affordable legal services for disadvantaged and marginalised people led students, academics, lawyers, social workers and community activists to establish Redfern Legal Centre (RLC). It was the first community legal centre in New South Wales and the second in Australia.

Since its inception, the Centre has provided holistic assistance to its clients and built rapport with the community. It does so through the tireless work of its staff, who have built networks with community organisations and trust with clients.

Those networks and that trust is evident in the service being provided by our tenancy team to the tenants affected by the sale of public housing properties in Millers Point, Dawes Point and the Rocks. Those affected are generally elderly and have strong connections to the community, some having lived in the area their entire lives.

RLC has always delivered casework and community legal education, and advocated for law reform for its clients. Each aspect of RLC's work is interrelated. For example, this year our credit and debt service assisted a number of clients who had been misled or induced to enter into vocational training courses. On the basis of that casework, the Centre made submissions to the Senate Inquiry into Vocational and Education Training Providers. That casework and those submissions have been cited in numerous media articles, bringing greater exposure of the issue.

The establishment of RLC was ground-breaking, and it continues to be at the forefront of the delivery of legal services. It does this by developing

innovative models and leveraging off partnerships. For example, in 2011 RLC established an innovative partnership with Clayton Utz to provide access to justice for disadvantaged people in employment related matters, such as unfair dismissals and general protection claims. This year, the scheme was expanded to include underpayments.

RLC's innovation was again demonstrated this year when it joined with Sydney Local Health District to launch the first hospital based Health-Justice Partnership in New South Wales. The service is focused on Aboriginal and Torres Strait Islander clients, women experiencing domestic violence and other vulnerable clients.

RLC is acknowledged as a leader in providing quality legal services to the community, including by the NSW State Government when Sydney Women's Domestic Violence Court Advocacy Service was selected as a pilot site for the implementation of the new service delivery model under its Domestic and Family Violence Reforms.

Alongside providing quality legal services, RLC strives to be a centre of excellence, providing thought leadership for the benefit of the community. RLC's policing practice recently exhibited this leadership by not only contributing to the Tink Review,

which is exploring the current system of police oversight, but by hosting a public forum on police accountability at NSW Parliament House.

RLC, like all CLCs, is chronically underfunded. Without the support of our partners and volunteers, our capacity to deliver services in each of our specialist areas would be significantly diminished. We are so grateful to those who donate their time and money to assist us to fulfil our purpose and vision.

The Board is also indebted to RLC's staff, who demonstrate their ability, commitment, diligence and compassion on a daily basis. RLC's strength lies in those who provide the leadership, manage the casework and support the solicitors and advocates. On behalf of the Board, I offer my thanks to each and every one of the staff at the Redfern Legal Centre.

A handwritten signature in black ink, appearing to read 'Amy Munro'. The signature is fluid and cursive.

Amy Munro
Chair of the Board

The establishment of RLC was ground-breaking, and it continues to be at the forefront of the delivery of legal services. It does this by developing innovative models and leveraging off partnerships.



Message from our CEO

Importance of Partnerships

In March this year, Community Legal Centres witnessed a welcome reversal by the Federal Government of \$20 million of planned cuts to CLCs due to take effect on July 1. At stake for some centres was the loss of whole services and the expertise of many dedicated and long-serving lawyers.

The planned \$20 million in cuts was to come from what was only a two-year additional funding boost, provided under the previous government, and only to a minority of CLCs. A further \$6.8 million in cuts due to take effect in 2017-18, were not reversed.

At Redfern Legal Centre we had additional funding shortfalls as a result of losses of federal and state government funding from various government departments over the last three years. We faced losing half of our general legal team and estimated that we would turn away 500 clients each year. Our Credit and Debt Service, Police Powers and Employment & Discrimination services were all facing closure.

For the first time ever we were forced to launch a massive public appeal seeking to save our services. While this appeal meant we would have to put our energy not just into our core service delivery, assisting those in need, but in justifying the contribution and legacy of CLC's, it did have some significant results.

We managed to raise enough funds to save our services, at least for the next year.

More importantly, the support we received through this appeal reminded all of us at RLC about our greatest strength: Partnerships.

None of our services could be delivered without our amazing staff, who in addition to being advocates and lawyers - are called on to be policy drafters, campaign managers, and makers of cups of tea. All of them are paid salaries far below equivalent roles in the government and private sectors and each of them bring passion, enthusiasm and energy to work day in, day out.

None of our services could be delivered without the three hundred volunteers who donate their time and expertise to assist people across NSW to navigate our complex and confusing justice system.

None of our services could be delivered without our pro bono law firm partners, who partner with individual specialist practices to increase our capacity to assist those who need us the most.

None of our systemic advocacy would be effective without journalists who work with us to bring the issues we see at the coalface to the attention of the public. Our work around Pay-day Lenders, which has resulted in real improvement in the regulation of this industry, is an example of this partnership.

None of our services would be effective without our partners in the community and health sectors. Our close relationships with community workers mean that we can work together to

deal with both the legal and non-legal aspects of a person's problem to ensure holistic service delivery.

In particular our health-justice partnership with the Royal Prince Alfred Hospital, funded by the Gandevia Foundation, is a great example of working in partnership to address the multiple disadvantage experienced by vulnerable people that can exacerbate their health and legal issues.

And indeed, none of our services could be delivered without government support, who, despite funding cuts, partner with us to deliver access to justice.

Increasingly so, none of our services could be delivered without the growing number of individual and corporate donors who provide us with funding to deliver crucial interventions into people's lives at a point of crisis.

To all of you, thank you for being part of a diverse and dynamic community working in partnership to achieve social justice.

Joanna Shulman
Chief Executive Officer

None of our services could be delivered without the three hundred volunteers who donate their time and expertise to assist people across NSW to navigate our complex and confusing justice system.

Our Special Thanks

Funding

RLC receives funding and in-kind support from a range of sources. We thank these departments, organisations and individuals for their ongoing support of the centre.

- The General Legal Service is funded principally through the Community Legal Services Program, which is administered by Legal Aid NSW and the Commonwealth Attorney General's Department.
- Legal Aid NSW funds the Care Partners service, which assists parents engaged in Parent Responsibility contracts or Parent Capacity Orders.
- Legal Aid NSW funds the Women's Domestic Violence Court Advocacy Service; also the Waverley Local Coordination Point, which provides victims with case coordination, risk review and referral to a Safety Action Meeting, if needed.
- Women NSW (part of NSW Family & Community Services) provides funding for a Domestic Violence Early Referral Service (the Yellow Card Project).
- The NSW Office of Fair Trading funds the Inner Sydney Tenants Advice & Advocacy Service.
- The Sydney University Postgraduate Representative Association (SUPRA) funds the SUPRA Legal Service through funds received from the Student Services and Amenities Fee (SSAF).
- The Sydney Institute of TAFE funds the legal service for its students.
- The City of Sydney provides RLC with premises at Redfern Town Hall.

Grants and Donations

From time to time RLC is successful in gaining grants or donations for specific projects. We thank the following:

- The Commonwealth Attorney-General's Department funded legal services via the National Broadband Network (NBN) to international students in Armidale, and to clients in Coffs Harbour.
- Thomson Reuters Australia supported the Lawyers' Practice Manual and our Annual Report.
- City of Sydney Council gave grants for:
 - Advocacy for Millers Point tenants
 - International Student awareness campaign
 - Aboriginal health-justice partnership
 - Boarders and lodgers kit
- Gandevia Foundation supported our health-justice partnership with the RPA Hospital.
- StudyNSW provided a grant to evaluate our international students service and develop a sustainable funding model.
- Lisa Duff assisted with our client story-telling project.
- Sydney Film Studios donated their services to produce our client story-telling project.
- 180 Degrees Consulting.
- Microsoft provided discounted software.
- Individuals and organisations gave donations to RLC.

Friends of RLC

Many people made donations to RLC during the year. We thank them all. In particular, we acknowledge and thank the Friends of RLC for making substantial donations to assist the work of the centre.

Pro Bono Assistance

We would like to express our gratitude to the following firms and organisations for their assistance over the last twelve months:

- Ashurst
- Clayton Utz
- Corrs Chambers Westgarth
- DLA Piper Australia
- Fragomen
- Gilbert + Tobin Lawyers
- Henry Davis York Lawyers
- King & Wood Mallesons
- Lander & Rogers Lawyers
- McCabes
- Mills Oakley Lawyers
- Slater & Gordon Lawyers
- Watts McCray Lawyers

Barristers

Many thanks to the following barristers for their pro bono assistance to our clients:

- Anna Perigo
- Nicholas Read
- Nicholas Eastman
- Darren Jenkins
- Anna Mitchelmore
- Rob Davies
- Brenda Tronson
- Ben Fogarty
- Anais d'Arville





Partnerships

RLC is highly appreciative of the assistance and partnership of the following firms, each of which is connected to one of our key areas of law.

Gilbert + Tobin Lawyers

Gilbert + Tobin Lawyers are the pro bono partner for RLC's Sydney Women's Domestic Violence Court Advocacy Service, accepting referrals for clients not eligible for Legal Aid and assisting with law reform and policy submissions. RLC values the assistance of Gilbert + Tobin and looks forward to continuing this partnership in years to come.

King & Wood Mallesons

RLC's Inner Sydney Tenants' Advice and Advocacy Service (ISTAAS) is fortunate to enjoy continued support from the Human Rights Law Group at King & Wood Mallesons. We receive invaluable legal advice in a number of our cases, and have been able to greatly expand our Tribunal duty advocacy program. ISTAAS looks forward to continuing this successful partnership.

Ashurst

The Credit & Debt team continues its pro bono partnership with Ashurst. Lawyers from Ashurst provide assistance with research for casework and community legal information, enabling the Credit and Debt team to take on more involved matters. This partnership is an important resource for the RLC Credit and Debt team.

Clayton Utz

RLC continues its highly successful partnership with Clayton Utz in the area of employment law. Recently, RLC and Clayton Utz expanded the Unfair Dismissal and General Protections Advocacy Scheme, to include new

secondee solicitors and representation in general protections conciliations before the Fair Work Commission as well as unfair dismissal conciliations. The Scheme results in excellent outcomes for many of RLC's clients, who would otherwise be unable to obtain representation and would be unfairly disadvantaged when representing themselves against businesses or companies that may have access to legal resources.

RLC also appreciates the support and assistance of Clayton Utz in developing its discrimination practice.

McCabes

McCabes Lawyers are the pro bono partner for RLC's International Students Service in relation to credit, debt and consumer issues, employment, complaints against education providers, family law and housing issues. McCabes provide much needed legal support to international students, often left vulnerable due to lack of resources and knowledge of the Australian legal system.

Fragomen

In RLC's targeted service to international students, effective legal advice often entails advice about the student's visa. Fragomen continues its pro bono partnership with RLC by providing registered migration agents to attend these advice clinics and providing backup and support to those agents. Fragomen's expertise in migration law is a great asset to this service.



LAWYERS



#SaveRLC!

In May 2015, Redfern Legal Centre launched its 'Save RLC' campaign in response to a funding shortfall, after a number of state and federal funding losses. The shortfall threatened the closure of some of RLC's most important services such as our Credit and Debt service, Police Powers practice and our Employment and Discrimination services.

Both the media and wider community played an integral role in generating support for our campaign, and by extension, support for the important work of Community Legal Centres in providing access to justice.

In just a few months, our campaign made huge progress, thanks to the incredible support we received from individuals, foundations, law firms and our community.

Support from the Media

Wide-reaching media circulation of our campaign created awareness and support, and over the course of a few months the #SaveRLC campaign featured across many media platforms.

'We cannot let CLCs and their legacy be abandoned in favour of short-sighted economic gain. Forty years after opening our doors to our community, access to justice has never been more important.' – Joanna Shulman, CEO Redfern Legal Centre, *Law Society Journal*, May ed. 2015

'The Redfern Legal Centre says it may be forced to turn away up to 500 vulnerable and disadvantaged clients a year as it faces major cuts in government funding.' – Thuy Ong, *ABC News*, 9 May 2015

'All of the services at risk provide a legal safety net for vulnerable people, from people with disabilities, to working mothers organising maternity leave, to Indigenous Australians with concerns about over-policing.' – Lane Sainty, *Buzzfeed*, 11 June 2015

'Redfern Legal Centre may be forced to shed two or three of the five lawyers in its general legal team and close its Police Powers, Credit and Debt, Discrimination and Employment law services.' – Michaela Whitbourn, *Sydney Morning Herald*, 17 May 2015

UNSW Sponsorship

On June 23 we announced that RLC's Police Powers practice was saved from closure thanks to UNSW Law stepping in to sponsor RLC's state-wide service. UNSW's generous sponsorship also ensured the preservation of the UNSW police powers clinic located within RLC.





Gandevia Foundation Sponsorship

The Gandevia Foundation has for the third year in a row partly funded our outreach to Indigenous clients. This year, RLC launched an Indigenous Health-Justice Partnership with Sydney Local Health District, to provide legal services to Indigenous patients based at Royal Prince Alfred Hospital. The service sees clients who would not otherwise access legal assistance and whose legal issues significantly exacerbate their disadvantage.

Donations

As of July 2015, our GiveNow appeal received almost **\$23,000** in donations!

King & Wood Mallesons kindly donated \$8,000 to our funding appeal.

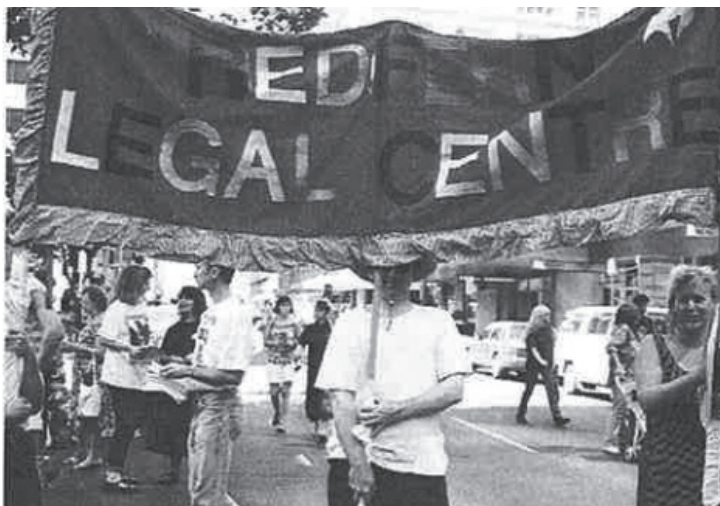
We have been overwhelmed by the support from the public, our clients, advocates and the legal community in our ongoing campaign.

The 'Save RLC' campaign has demonstrated a collective recognition of the important function that Redfern Legal Centre, and Community Legal Centres, play in providing access to justice to the most vulnerable people in our community.

Thank you for your ongoing support!



*Moving times
RLC leaves Redfern Old Town Hall
but only for a short time*



Yet another demo...



Our Vision

That Redfern Legal Centre (RLC) is acknowledged as a leader in providing quality legal services to the community.

That RLC will deliver to the needs of the community through its development of core specialist skills in:

- Domestic violence
- Credit, debt and consumer complaints
- Tenancy and housing
- Police and government accountability
- Employment
- Discrimination and human rights
- An advice clinic for international students.

That RLC will also provide generalist advice to clients on low incomes who experience disadvantage such as:

- People with disability
- People that are, or are at risk of being, homeless
- Aboriginal and Torres Strait Islander people
- Victims of domestic violence
- People of culturally and linguistically diverse backgrounds
- Single parents

- Young (under 21) or elderly and vulnerable
- Persons recently released from prison, a psychiatric institution etc

As a result, RLC will be seen as a centre of excellence, providing thought leadership and cutting-edge law reform in these areas for the benefit of the community.

Our Purpose

RLC promotes social justice by:

- Providing free legal advice, legal services and education to disadvantaged people in New South Wales; in particular to residents of inner Sydney and to the groups who advocate for them; and
- Participating in activities that reduce inequalities and defects in laws, the legal system, and administrative and social practices that impact on disadvantaged people.

Our Values

- Equity and social justice;
- Empowerment of individuals and communities to enjoy their rights; and
- Respect for clients, the communities we work within, and each other.

Our Objectives

1. Legal Services

To assist disadvantaged people and their representatives to access justice and the legal system.

2. Legal Reform

To identify and seek to remove inequalities in the laws, legal system, administrative practices and society as a whole that affect disadvantaged people by working for social and legal change to enhance respect for human rights.

3. Legal Education

To educate disadvantaged people and their representatives in legal rights so they can resolve problems and assert their rights.

4. Organisational Resourcing

To sustain an infrastructure and administration that provides adequate resourcing for our activities and to effectively manage and maintain those resources.



Domestic Violence

Sydney Women's Domestic Violence Court Advocacy Service (Sydney WDVCAS)

Sydney WDVCAS assists women and children in court proceedings for Apprehended Domestic Violence Orders (ADVOs) and related criminal proceedings at Downing Centre, Balmain, Newtown and Waverley Courts.

Sydney WDVCAS receives generous pro bono assistance from Gilbert and Tobin, who notably this year advised on the creation of an information barrier.

During the 2014-15 year, Sydney WDVCAS assisted 1,881 clients.

NSW Domestic and Family Violence Reforms: It Stops Here – Safer Pathway

In 2014 Sydney WDVCAS was chosen to implement the urban launch site of Safer Pathway, the new service delivery model under the NSW Government's Domestic and Family Violence Reforms. It was developed as a whole-of-government response, ensuring a strategic, coordinated approach to assisting victims of domestic violence.

Under Safer Pathway, Police, justice, health, education, child protection and victim service agencies work in an integrated manner to reduce the threat of domestic violence to adult and child victims.

Commencing in September 2014, an automatic referral is now sent to Sydney WDVCAS' Local Coordination Point (LCP) every time police attend a domestic violence incident in the Waverley Local Court catchment area. Every female domestic violence victim is then contacted by an LCP social worker, a risk assessment is conducted via the Domestic Violence Safety Assessment Tool (DVSAT), and a comprehensive range of support referrals are offered to the client.

The change to this automatic referral system has meant a huge increase in the number of women who are able to access support services. Under the new system, 100% of victims receive an offer of assistance and of that about 80% of women have accepted some form of support.

From its launch in September 2014 to June 2015, the Waverley LCP received 2056 referrals resulting from Police attending domestic violence incidents in the Waverley local court catchment areas. 439 of those referrals were considered to be at serious threat of harm from the other party.

Safety Action Meetings

An important aspect of the reform package has been the introduction of Safety Action Meetings (SAMs), which are managed by the LCP. SAMs are fortnightly meetings of government and non-government agencies regarding the most serious threat victims and their families.

SAMs deal with matters where a victim is assessed as at serious threat and the risk of homicide is a real danger. Through targeted information sharing, all agencies are fully informed of risk to the family and are fully utilising their available resources to reduce the threat to that family.

Estelle's Story – LCPs at work

Estelle* developed a relationship with Salim when he moved into the house next door to her and her two young sons. Estelle was aware that Salim had a criminal record however she felt confident that Salim was turning over a new leaf.

When Estelle decided to end their relationship, Salim began to follow Estelle whenever she left the house. One night, Salim sent Estelle a video of himself self-harming, blaming Estelle. Estelle immediately called the Police.

Police attended and conducted a risk assessment using the Domestic Violence Safety Assessment Tool. Estelle reported that Salim had once tried to choke her and that he had access to firearms. All of these factors led the Police to assess Estelle as being at serious threat of harm from Salim.

Police immediately applied for an Apprehended Domestic Violence Order and charged Salim with several charges. They also made an automatic referral to the Waverley LCP.

Estelle told the LCP social worker that she was terrified of Salim, especially now that Police were involved. The LCP immediately referred Estelle to Staying Home Leaving Violence for a safety audit of her home. With Estelle's consent, the LCP placed her matter on the agenda of a Safety Action Meeting.

At the meeting, Corrective Services learned about the video that Salim had sent Estelle, and as this was a direct breach of his existing parole conditions, his parole was urgently revoked. Salim was placed in custody to complete the remainder of his sentence.

**Names have been changed*



The new Justice Strategy and Yellow Card Project

The role of the Yellow Card project workers has been to offer assistance to all victims of domestic violence within our catchment area who consented to the referral. This year we received 532 referrals for 483 individuals. There were 300 ADVOs initiated involving these victims.

Numbers decreased over the year due to the introduction of the Safer Pathway Waverley pilot scheme in September 2014. After the launch of the Local Coordination Point (LCP), police referrals from the Waverley Local Court catchment area were diverted to the LCP within Sydney WDVCS. Sydney City, Redfern, Surry Hills and Kings Cross Local Area Commands continued to make Yellow Card referrals to the scheme up until the introduction of the Justice Strategy on July 1 2015, which saw the end of the Yellow Card scheme in NSW.

The Justice Strategy now requires police to refer all victims of domestic violence in NSW to their local WDVCS. Sydney WDVCS will now receive referrals from NSW Police Force for all female victims in the Redfern, Sydney city, inner west and eastern suburbs areas. We look forward with enthusiasm to the Justice Strategy and believe it signals a positive reform for victims of domestic violence.

Prosecutor Hearing Clinics

Sydney WDVCS and police prosecutors continued to work in partnership to provide pre-hearing clinics at the Downing Centre and Waverley Local Courts. The clinic is held monthly, with an invitation sent to all WDVCS clients with a defended hearing in the following month.

The clinics provide an opportunity for victims to hear information from a trained domestic violence prosecutor prior to their hearing date. Clients attending the clinics report they feel far more confident about giving evidence and are much better prepared for the ordeal of cross-examination.

Taking diversity seriously

Sydney WDVCS assisted 150 Aboriginal clients and 630 clients of culturally and linguistically diverse backgrounds. Sydney WDVCS works closely with specialist services that reflect the diversity of our clients' backgrounds and their experience.

Our clients report there are particular barriers they face in reporting the violence against them and engaging with the court process.

Aboriginal clients of Sydney WDVCS continue to report the difficulties they face when required to attend court and face the defendant and his family, particularly when they are required to give evidence at a defended hearing.

Of our culturally and linguistically diverse clients, 42 identified as being on a spousal visa and many of those reported they were subjected to threats from their partners and former partners around their visa status.

Aroon's Story – Immigration status poses a barrier

Aroon* was 18 when she first met Tim. Tim was 49 and on holiday in Thailand. Aroon and Tim started a relationship and Aroon decided to come to Australia with her young daughter on a prospective marriage visa.

Aroon and Tim married a year after Aroon arrived in Australia. Soon after, Aroon felt that Tim's behaviour towards her changed. He became verbally abusive, calling her names and sometimes threatening to kill her.

One night, Tim physically assaulted Aroon and she called the Police. Police attended and assessed her to be at serious threat of harm. They applied for an Apprehended Domestic Violence Order and charged Tim with common assault.

The Safety Action Meeting identified that Aroon had no possessions or access to money independently from Tim. The LCP referred Aroon to a Centrelink social worker and also to the Immigration Advice and Rights Service (IARS).

The IARS found that Aroon was an unlawful resident in Australia due to the timing of her marriage after arrival in Australia. Aroon was subsequently ineligible for many benefits and support services.

Aroon felt trapped. She had no access to money and very limited ability to access services. She felt that Tim had intentionally delayed their marriage for the purpose of undermining her legal status in Australia.

The LCP continued to stay in contact with Aroon, however after some time she felt she had no option but to return to live with Tim.

**Names have been changed*

147 clients identified as having a disability and a large number of those clients identified as having an intellectual disability or mental illness. Clients with a disability continue to be disadvantaged in the court process, often because their mental health is used as evidence against them. Many reported their mental health had been severely compromised as a result of the violence against them.

Our clients report the benefits of accessing specialist domestic violence counselling, including counselling available through Victims Services. Victims Services NSW attend the Downing Centre weekly and clients are referred directly to them for counselling and financial assistance.

Seconded worker roster

For the past fifteen years Sydney WDVCAS has operated a seconded worker roster at courts. The roster provides one of the most effective ways of collaborating with local agencies and services to offer support and assistance to victims.

23 different agencies attend court and assist women in AVO proceedings, including Wirringa-Baiya Aboriginal Women's Legal Service, The Shop Women and Girl's Centre (WEAVE), Barnardos Family Referral Service, The Deli, Bondi Beach Cottage, Jeans Place and Moving Out, Moving On (MOMO).

Domestic Violence Death Review Team at the NSW Coroners Court

In November 2014, Susan Smith, RLC's Coordinator of Sydney WDVCAS was appointed to the newly reformed Domestic Violence Death Review Team at the NSW Coroners Court.



Family Law

Redfern Legal Centre has continued to be fortunate to have pro bono support from Watts McCray Family Law. With an emphasis on assisting women leaving domestic violence, these experienced family law solicitors explain the legal system, how the family court sees

parenting post separation and the promotion of the best interests of children.

By assisting our clients to better understand family law, it allows them to make informed choices about how

they move forward after separation. We are also able to see our clients early in the family law process, which in many instances prevents clients having to undertake the lengthy family law court process.

Tenancy and Housing

Inner Sydney Tenants Advice and Advocacy Service (ISTAAS)

ISTAAS assists vulnerable and marginalised tenants in both private and public housing. The inner Sydney area has had a steady increase in rental properties, as well as a significant number of people living in public housing.

ISTAAS also received pro bono support from Mallesons, where secondees spent one day per week on duty advocacy at the NSW Civil and Administrative Tribunal. They also assisted with submissions and complex casework.

In 2006, public housing made up 29% of all housing in Redfern and 92% of all housing in Waterloo; the NSW average was 6%. 91% of residents in the Redfern/Waterloo area were on Centrelink incomes, with 28% of those being disability pensions. Since 2006, public and social housing has not decreased, but the overall population and housing density has increased.

Our clients experience a range of complex issues. Many are non-English speaking or are social housing tenants. Our primary focus remains in the prevention of homelessness and assisting tenants to understand their tenancy rights and protections under the law.

Over the last year, there has been a high number of tenants facing eviction from social housing for noise, nuisance and illegal activities that relate to their premises. Coupled with this, there has been a push from the State government to make changes to the law to make it easier to evict people in these types of cases.

Working for change

Over the year, ISTAAS provided submissions to the NSW Legislative Assembly's Tenancy Management in Social Housing Inquiry in response to the Department of Family and Community Services Discussion Paper on Social Housing in NSW, which can be read on the RLC website.

We submitted that a fair, sustainable social housing system is one that supports low-income and disadvantaged tenants, with the capacity to support the growing demand for affordable, appropriate housing in NSW.

The retention of public housing in ISTAAS's catchment and around the state is vital if the social housing system is to continue to assist those experiencing disadvantage, and to meet the need for housing.

Accompanying RLC's written response was a video of social housing tenants' stories and their perspectives on the issues raised in the Discussion Paper.

The video, *A Response To The 2015 Social Housing Discussion Paper*, was produced in conjunction with Marrickville Legal Centre and can be viewed on the RLC website.

Millers Point Tenants' Service

In March 2014 the NSW government announced its intention to sell all its public housing properties in Millers Point, Dawes Point and the Rocks, and to relocate all tenants living in the area.

The decision impacted at least 400 households. A large proportion of the tenants affected are over the age of 65, and rely on neighbours, as well as hospitals, doctors, public transport and other support services close to the city. Many have strong ties in the area, having lived there for decades, or even their whole lives.

RLC, with the assistance of the City of Sydney, has been running an advice and advocacy service for tenants affected by the relocation since May 2014. Our advocates have assisted over 150 tenants of the area.

Amanda's story – A home helps rehabilitation

Amanda* had spent decades sleeping rough on the streets of Sydney, engaging in sex work to fund her heroin addiction. Six years ago, Amanda was able to detox and was also offered a Housing NSW unit.

A few years after, a traumatic family event saw Amanda relapse and, as her dependency grew, she started selling small amounts of heroin to fund her addiction. Police arrested Amanda and searched her unit and a small amount of drugs were found.

Amanda spent two months on remand and detoxed. When released on bail, she accessed drug counselling and the methadone program. In recognition of her prospects of rehabilitation, Amanda avoided further jail time.

When Housing NSW had learned of Amanda's arrest, they had commenced proceedings for the termination of her tenancy. However, the Tribunal heard evidence that Amanda was determined and able to get her life back on track.

Her counsellors and psychologist all agreed that stable housing was key to her rehabilitation and wellbeing. She stood little chance of abiding by the parole conditions placed on her by the criminal court if she was homeless.

Although Amanda had breached her tenancy agreement by using the premises for an illegal purpose, the Tribunal declined to terminate her tenancy based on hearing her circumstances. Almost a year later, Amanda reported that her rehabilitation remained on track and she had had no further problems with police or Housing NSW.

**Names have been changed*



Our advocates:

- Run weekly advice sessions at Millers Point and the Rocks;
- Advocate for tenants who are relocating to ensure their housing needs are met;
- Attend interviews between tenants and Housing NSW; and
- Assist tenants to write correspondence and appeals.

International students living in unlawful and overcrowded housing

Following the revelation that international students were living in shipping containers, buses and caravans in the Alexandria fire in early July 2014, there has been growing concern about the unscrupulous behaviour of landlords and head tenants in Sydney.

Media investigations, including *City Hub* and ABC-TV's *7:30* profiled individuals operating large networks of housing targeting international students. In response, the City of Sydney set up a special investigating team.

Our tenancy service worked with our International Student Service to provide advice and assistance to tenants in share housing, and continued to produce and update a number of key resources including:

- *An International Students' Guide to Share Housing* video with captions that can be easily translated
- *The Share Housing Survival Guide*
- *The Boarders and Lodgers Legal Information Kit*

POLICE BLITZ SYDNEY'S ILLEGAL ACCOMMODATION

ABC Radio PM – June 2015

Angela Lavoipierre, Mark Colvin

Fifty-eight people living in a three bedroom house; it sounds like the kind of overcrowding you'd get in a third world jail. But that was the set-up in one illegal boarding house raided in Sydney recently.

The City of Sydney is working with a dedicated police team to crack down on dodgy accommodation. The aim is to investigate unscrupulous landlords, and shut them down.

...

RLC Solicitor, Natalie Bradshaw: If we take the example of international students, so they come into Australia, they come from a place of disadvantage in terms of not knowing what the law is, they also come on a practical level without a rental history.

So that's going to really close some doors in terms of approaching more traditional ways to accommodate yourself through a real estate agent, applying at an agency, dealing with an agency.

Angela Lavoipierre: Natalie Bradshaw applauds the city of Sydney's plan to make housing safer, but warns there's a desperate need of cheap accommodation, and the market isn't providing.

Natalie Bradshaw: We don't want to take away options from people who can't afford to stay and accommodate themselves in Sydney, especially a lot of these people are excluded from mainstream accommodation and they need to be able to rely on this type of cheaper accommodation.



Credit, Debt and Consumer Complaints

RLC recognises that the protection of financial and consumer rights is an important mechanism to secure other rights and freedoms such as secure housing, effective education and social and economic participation. Over 2014-15 RLC's specialist practice also provided advice to Financial Counsellors across NSW.

The Credit & Debt team continues its pro bono partnership with Ashurst. Lawyers from Ashurst provide assistance with research for casework and community legal information, enabling the Credit and Debt team to take on more involved matters.

Vocational training and unscrupulous marketing of VET FEE HELP loans

This year, RLC's Credit & Debt practice assisted a number of people who had been misled or induced to sign up for inappropriate, poor quality and expensive vocational training courses.

Door to door marketing agents, acting on commission, were widely reported as targeting people living in social housing and people leaving Centrelink offices to sign up for VET FEE HELP loans. Many people were misled about the nature of the VET FEE HELP loan scheme. Marketing agents claimed that

courses were 'free' or 'government funded' and offered inducements, such as 'free' laptops or iPads, which of course were anything but 'free'.

Some of RLC's clients, such as those with cognitive impairments or mental illness, could not provide genuine or informed consent to enrol in these courses.

The VET FEE HELP structure permitted RTOs to claim the entire courses fees on the first day of the course with the incentive of maximising enrolments, with no regard for student welfare or proper administrative processes.

'DOOR-KNOCKING' DIPLOMAS

The Australian – 17 March 2015

Natasha Bitá

Struggling single mum Rebecca Warfield saved money on cheap haircuts at a hairdressing college in Sydney.

One day she saw a sign promoting the in-house hairdressing course, and signed up for a diploma of salon management.

Warfield never attended the course, due to "personal problems", and called the college repeatedly to tell them she wanted to withdraw in 2012.

A year later, she was shocked when her accountant informed her she owed the federal government \$33,000 in student debt.

"I have dyslexia," she tells The Australian. "It was very silly of me, I just signed the papers. They told me the government would pay for it."

When Warfield asked the college for a refund, she recalls, she was told it was too late — and "tough luck". Redfern Legal Centre spent three months getting the debt cancelled last year.

Solicitor Will Dwyer recalls that a different college had enrolled a migrant man with schizophrenia to study a diploma of travel and tourism, plus a diploma of business management, by offering him a "free" laptop.

"He was doorknocked and pretty much bullied into signing on the spot for something he didn't understand," Dwyer says.

"It's pushy marketing with inducements that is misleading and really targeting unsophisticated people through high-pressure door-to-door sales or spruiking outside Centrelink. They're targeting vulnerable and marginalised people."

...



Senate inquiry

In February 2015, RLC made submissions to the Senate Inquiry into Vocational Education and Training (VET) providers ('VET Inquiry') and later appeared at the public hearings of this inquiry. RLC's submissions highlighted the unscrupulous marketing tactics and their impact upon vulnerable and disadvantaged people.

RLC proposed strengthening regulations to prohibit misleading marketing and inducements as well as the establishment of a VET Student Ombudsman to handle complaints. RLC's casework and submission to the VET Inquiry has been cited in a number of media articles bringing greater exposure to this issue. Our Credit and Debt practice is continuing to assist the ACCC with their investigations into a number of Vocational Training Colleges.

Consumer leases and Centrepay

RLC remains concerned with 'rent-to-buy' or consumer lease companies. Rent-to-buy companies market what appears to be an affordable arrangement for people to buy consumer goods by way of monthly instalments. In fact, they offer high costs loans with effective interest rates of several hundred per cent.

Rent-to-buy operators target vulnerable and marginalised people on low incomes. Some operators have access to the Centrepay direct debit system, which ensures that their payments come directly out of a person's Centrelink payment before it is paid into their bank account.

RLC has advocated for rent-to buy operators to be excluded from Centrepay. In April 2015, Labor Senator Doug Cameron invited RLC's credit & debt solicitor and other community welfare agencies to a round-table on the

issue of rent-to-buy companies targeting of vulnerable people. RLC is continuing to work with Senator Cameron to advocate for stricter regulations against rent to buy operators.

By mandating the up-front disclosure of the total cost of goods over the term, and the effective interest rates of several hundred per cent, we hope that vulnerable people will avoid rent-to-buy and choose low risk alternatives, such as the Good Shepherd Microfinance 'No-Interest Loans Scheme'. The scheme allows low-income people to access credit free of interest fees and charges.

Financial Abuse

Over the past year, the RLC Credit and Debt service has assisted vulnerable people affected by the issue of financial abuse in the context of domestic violence.

RLC has advocated for law reform and systemic change to make it easier for victims of domestic violence to ensure that financial liabilities are not a barrier to leaving violent relationships.

Although banks are required by law to offer help to credit facilities for Australians experiencing financial hardship, many banks do not recognise financial abuse under their financial hardship policies.

RLC continues to advocate for better recognition of financial abuse by banks and other major service providers. After considering our position paper on this issue, the Australian Bankers Association has undertaken to promote better recognition of financial abuse through their industry guidelines and the Code of Banking Practice.

Joan's story – Financial abuse takes its toll

Joan* had endured years of domestic violence by her husband David. David had also accrued debts of \$80,000 for his benefit in her name.

After separating from her husband, and having suffered health problems for several years, Joan was reliant on Centrelink payments and a low income from her job as a cleaner. Despite her unstable and precarious financial situation, she was pursued for the repayment of credit card debts amassed under her name. Joan was very anxious about trying to explain her situation to her creditors.

RLC assisted Joan by appealing to the four major financial service providers on her behalf. Of the four, two immediately agreed to a waiver of the debts in full. However, the other two providers only agreed to a six-month hold on the accounts.

RLC raised complaints with the Financial Ombudsman Service (FOS) for a review of these decisions, for improved recognition by financial services providers of financial abuse as an actual category of disadvantage.

After a review of the FOS complaints, one of the two financial services providers agreed to waive the debt in full. The remaining service provider insisted upon a six-month moratorium, but agreed to review our request for a waiver again in six months time.

**Names have been changed*

Pay-day lenders

Over the past year, RLC has acted for a number of vulnerable people who have fallen prey to the Pay-day lending industry. A number of our complaints have been investigated by external dispute resolution schemes and we have assisted clients to negotiate their way out of these exploitative agreements.

RLC has advocated for stricter regulation of the exploitative pay-day lending

industry. People who cannot access basic credit options and are unaware of 'NILS Loans' are often forced to rely on fringe 'pay day lenders' when seeking to borrow small amounts of money.

Pay-day lenders charge extortionate interest rates, fees and charges. The poor pay the most for basic credit. Repaying usury interest fees and charges, often through Centrepay, leaves vulnerable people trapped in a debt cycle, further entrenching their disadvantage.

In March 2015, the ABC's Four Corners program conducted an exposé on the industry in their story, 'Game of Loans'. RLC's client Robert Porter, who was exploited by pay-day lenders, and our Credit and Debt Solicitor Will Dwyer participated in this story. The expose generated a significant amount of pressure on banks and other financiers to stop participating in this industry.

GAME OF LOANS

ABC-TV, Four Corners – 30 March 2015

Stephen Long

Short of cash? Can't get a credit card? Can't get a bank loan? If you believe the ads from a new breed of short-term lenders you simply head for your local pawnshop, or even the internet, borrow the cash and move on.

That at least is the boast, but a growing number of people are finding, to their cost, they really don't know what they are signing up for - or the massive rates of interest being charged.

...

Robert Porter: "City Finance were advertising they'd lend you money and on the bottom was "pensioners welcome". And I thought, 'Well, we're on the pension. We'll go for it.'"

...

He received multiple loans over a period of years, with little genuine inquiry by the lender into his financial circumstances

...

Loan repayments ate up about a third of his meagre income and the money came out of his bank account as soon as his pension went in, leaving Robert without enough for living expenses.

...

[RLC] lawyers were dismayed by what they found. With fees and charges, he'd paid nearly double what he'd borrowed.

...

With the Legal Centre behind him, Robert went back to City Finance. It waived the money he still owed and gave him a cheque for \$70: something - but a fraction what he'd paid.

...

Will Dwyer, RLC Solicitor: "I think it's basically exploitation."



Police and Government Accountability

Policing Practice

Redfern Legal Centre operates the only dedicated police complaints advice service in NSW. The service provides free information and advice across NSW in matters involving complaints against the NSW Police Force.

RLC represents in formal complaints and civil litigation against the State of NSW in cases such as false imprisonment, assault, battery, malicious prosecution, trespass, misfeasance in a public office and breach of statutory duty.

UNSW Policing Practice at Redfern Legal Centre

In June, the RLC Police Powers practice was saved from closure thanks to UNSW Law sponsorship. The newly named UNSW Policing Practice, allows RLC to continue advocating for vulnerable clients, drawing attention to issues around police powers, while at the same time providing learning opportunities for UNSW students.

The Police Powers Clinic is conducted within the Police Powers practice, in which students gain practical experience of law and policing in action. Clinic Students are encouraged to critically analyse the effect of law and police practices on disadvantaged clients.

The Practice is committed to taking its message to communities throughout NSW. We do this through online community legal education targeted to community workers. Over the past year, RLC also provided support on police issues to over 30% of NSW's Community Legal Centres (CLCs).

How we help

The practice continues to assist people who fall through the cracks in the criminal justice system, including:

- Representing families still seeking answers about Aboriginal Deaths in Custody;
- Helping people who are harassed by police without basis;
- Conducting a series of successful complaints against individual officers for misconduct such as unlawful arrest, excessive force, or failure to investigate
- Pursuing compensation for falsely imprisoned clients, including victims of domestic violence and children; and
- Appearing in coronial inquests to ensure that the full spectrum of police misconduct is considered, not just fatal mistakes.

In March 2015, we stated our message in *The Guardian*, highlighting the mistreatment of Aboriginal teenager Melissa Dunn. The NSW police's use of excessive force was yet another example of abuse of police powers, demonstrating the need for the NSW Police Force to be made more accountable to its community. NSW needs better standards and discipline from its Police Force.

VIOLENT POLICE WON'T CHANGE THEIR WAYS AS LONG AS THEY CAN DISCIPLINE THEMSELVES

The Guardian – 30 March 2015

David Porter, RLC Senior Solicitor

In New South Wales you can't sue the police officer whose violence puts you in an ambulance...You can only sue the state.

This does not result in consequences for the individual officer.

...

The violent arrest of a young Indigenous teenager, Melissa Dunn, and her subsequent treatment at the hands of the NSW police force – reported recently on the ABC's 7.30 program – brought this failing of the system into sharp relief.

...

In Dunn's case, NSW police opened an internal complaint as a result of the magistrate's finding that excessive force was used. NSW police agreed with that finding, recommending retraining in restraint techniques for the officer involved.

However, the internal complaint did not raise or investigate issues like the decision to bring charges against Dunn, the delay in bringing charges, the preparation of the case against her, or the other problems with the evidence given...

...

Cases like Dunn's show that what we need is an independent police complaints system, to achieve better discipline and better standards within the NSW police.

The Tink Review

In June this year, RLC seized the opportunity to contribute to the Tink Review. Commissioned by former shadow Attorney-General Andrew Tink, the review considers the best structure for police oversight.

With more than 500 clients' matters to draw on, RLC was able to offer compelling, independent evidence of the need for change.

We recommended that NSW:

- Expand the operations of the Police Integrity Commission to include the Ombudsman's current responsibilities;
- Give courts the power to find that a police officer engaged in misconduct;
- Target established patterns of unreliable police evidence and malicious prosecution in the Local Court;
- Give greater publicity to proven victims of police misconduct;
- Give complainants a right of appearance in the Industrial Relations Commission, when the officer is challenging a disciplinary decision;
- Give the Police Integrity Commission a limited power to dismiss a police officer; and
- Reinstate the right to silence in the

Police Integrity Commission, the NSW Crime Commission, and repeal the Evidence of Silence amendments.

RLC awaits the Government's release of the Review and its response to Tink's recommendations.

DNA collection

"These are people who aren't under suspicion of any crime"... "I think most members of the public would agree that we don't need to be performing DNA tests on serial shoplifters." – **David Porter, ABC Radio National**, 29 September 2014

Over the past year, RLC has dealt with people across NSW contacting us for advice about DNA collection by NSW Police. These people are not the target of a police investigation. Some of them have not had contact with the police for many years, but they have all had police arrive on their doorstep, with a collection kit and a letter – but not a court order.

Each of these clients has previously been imprisoned, sometimes repeatedly, for offences with a maximum penalty of at least five years. However, none of our clients actually served a sentence of that length.

Because they had been imprisoned, and prosecuted for a second time, if they were absent from the DNA database, they could potentially

qualify as an 'untested former offender' under NSW law.

This means that police can seek a court order for their DNA. Collection from former offenders is called 'backcapture', and the NSW Police Force is currently using scarce police resources to complete backcapture of all untested former offenders in NSW.

The efficiency of this program is debatable. It includes shoplifters and internet fraudsters- people the police do not use DNA to prosecute. Backcapture is being carried out where there is no suspicion or investigation. There is simply the power to do so, and it is often being abused.

The decision by Police to pursue individual DNA samples with no likely investigative value is putting unnecessary pressure on the legal system, by using the resources of the Local Court and legal advice services such as RLC.

Some people being backcaptured had not offended in over ten years, which often meant there was no lawful basis for the process. The law recognises the value of rehabilitation, yet RLC has often found that the DNA backcapture program does not.

RLC has assisted many people facing these requests from police, and recommends that without a court order there is no need to consent to the process.





DNA SAMPLES STIR DOUBTS BUT POLICE DETECTIVES FIND THEM INVALUABLE

The Australian – 29 September 2014

Natasha Robinson

In inner-city Sydney, a man in his 50s answers an unexpected knock at the front door. It's the police, carrying a DNA sample kit and some paperwork. A document explains to the man that he has been classified as an untested former offender, empowering the police to collect his DNA.

The document means little to the disability support pensioner, who is illiterate. But he does notice that his name is spelled incorrectly and his date of birth is wrong.

"He explained that he couldn't read the letter," says the man's lawyer, Redfern Legal Service police powers solicitor David Porter. "But we can surmise on the basis of what the police used in their letter that he had never served a sentence for a violent offence."

...

In the case of Porter's illiterate client, after his release from prison many years ago — and after 2007, when the governing legislation was introduced — he was prosecuted for a low-level public intoxication offence.

"Clients are variously feeling intimidated, humiliated, they're feeling hunted," Porter says.

...

...[T]he Redfern Legal Centre described it as targeting low-hanging fruit, and being "not so much about looking for needles in a haystack as it is about collecting hay to make a stack".

The Centre says the program favours statistics and charge rates over rehabilitation or crime prevention, by bringing people to police attention despite years of good behaviour.



Discrimination and Human Rights

RLC's discrimination practice is committed to addressing discrimination and advocating for human rights. As well as taking on cases, we engage in systemic advocacy and community education initiatives such as delivering webinars to community workers on discrimination law. RLC's discrimination practice also receives pro bono assistance from Clayton Utz on discrimination matters.

Over 2014-15 RLC made extensive submissions in response to law reform enquiries throughout the year, based on our casework. In particular we have responded to increasing issues of pregnancy discrimination, age discrimination and disability discrimination.

Pregnancy discrimination

RLC's advice and advocacy work has identified specific trends relating to pregnancy discrimination.

Women are vulnerable to discrimination at the time they inform their employer of pregnancy as well as when they inform their employer of an impending marriage. They are also vulnerable at the time they return to work after maternity leave.

RLC has found that the complaint process itself can be an obstacle. The processes involved are often costly, difficult to navigate and the outcomes often do not produce systemic change.

These issues were highlighted in RLC's submission to the Australian Human Rights Commission inquiry, Supporting Parents: Pregnancy and Return to Work. RLC made several recommendations for change that included:

- A generous, publicly funded paid parental leave scheme;
- That the scheme include periods of leave that are non-transferrable between male and female parents; and

- Employees who request a flexible working arrangement and who are refused on reasonable business grounds should be able to seek an independent review of that decision by the Fair Work Commission.

Age discrimination

A recent national survey conducted by the Australian Human Rights Commission found that over 25% of older Australian workers had experienced some form of age discrimination in the past two years. Alarming, the figure rose to 40% of those who are low-income workers.

Helen's story – New beginnings can signal an end for women workers

Helen* was employed in a travel agency. She loved her job, and had received consistently positive feedback from her manager, which included the discussion of a promotion for Helen to a more senior role within the business.

However, Helen noticed that her manager's attitude towards her changed when she told him she was pregnant. He became critical of her performance at work. A few weeks after Helen had told him she was pregnant, he made her role in the company redundant.

RLC assisted Helen to bring a general protections claim to the Fair Work Commission, alleging that Helen had been discriminated against on the grounds of her sex and pregnancy.

Helen's former employer offered to resolve the claim by giving Helen her job back. However, Helen felt that the relationship between her and her manager had deteriorated to such point that she could not go back to the same job. Her matter resolved at a conciliation conference by

**Names have been changed*

When age discrimination occurs in the workplace, confidently proving it can be very difficult for older workers. RLC clients have reported feeling too embarrassed or intimidated to take action. Where clients did take action, pursuing their rights commonly resulted in them needing to change their place of employment; reinforcing the cycle allowing age discrimination to become embedded in workplace culture.

Disability discrimination

In a 2015 submission to the Senate Standing Committee to Education and Employment, RLC outlined some of the key issues arising from our casework in discrimination.

Joseph Cassar – Speaking up for older workers on ABC's Australia Wide

Joseph Cassar is in his sixties and was employed as a truck driver. He sought advice from RLC regarding underpayment of overtime wages and entitlements. Joseph was owed nearly \$3000, after being underpaid for two years.

Joseph was afraid to complain to his employer out of fear that he might be fired and that he would not be able to find another job due to his age.

RLC assisted in calculating the amount Joseph was owed and drafted a letter of demand to his employer on his behalf. RLC also assisted Joseph in lodging a claim with the Fair Work Ombudsman.

After Joseph and RLC solicitor Louise McDermott appeared on ABC's *Australia Wide* program, his matter was successfully settled.



RLC advocated for students with a disability and made recommendations to address deficiencies in the education sector and in discrimination law. Our recommendations aimed at improving access to education and attainment of qualifications for students with a disability.

RLC has observed four specific problem areas

- There are inadequate complaints mechanisms. Existing procedures are too taxing, and are often unable to produce outcomes immediate to an individual's needs.
- Many education providers are unaware of their responsibilities according to the Disability Standards 2005. These standards are also too vague and are often misunderstood.
- Limited availability of other support services, such as aftercare, can present further obstacles.
- Education providers are failing to develop appropriate disciplinary procedures and positive support structures for behavioural management.

Lucy's Story – Telling our clients' stories

Lucy Doherty came to RLC after she enrolled her son Alex in after-school care but was told he couldn't attend because he has autism. The following is an excerpt from 'Lucy's Story', as told by Lucy.

'Alex is a delightful, funny, smart, brilliant clever boy. He's very much into electronics, brilliant at Sudoku, he can beat me at chess, he's awesome at mathematics. Very very smart, very very clever. He also has Autism.

I enrolled my son Alex in after-school care. I was told that he could not attend the after-school care because he had Autism. We'd paid our fees, we'd trained up the Centre.

From what I found about the laws, and in particular the disability discrimination laws, is that it's the person that is discriminated against that actually needs to take the perpetrator to task, take them to the Human Rights Commission, take them to the Anti-Discrimination Board, take them to the Federal Court if necessary.

I think people that are in a situation like we found ourselves in just don't know or may not know that there are these legal avenues open to them, such as Community Legal Centres.

For me, and for our family, it meant that Alex was able to go to after-school care. He now attends, he's happy, he's included, he's welcome and everything's going fine.

The days of segregating people with disabilities are long past, my son has awesome strengths and talents and they need to be harnessed'.

You can watch 'Lucy's Story' on Redfern Legal Centre's YouTube channel.



Employment

Over the past year, RLC's employment law service has assisted in matters such as underpayment of wages and entitlements, unfair dismissals, and discrimination in employment. RLC has also assisted with general protections applications and advised people on their employment contracts.

Underpayments

Throughout the year, RLC advised a number of people who had been underpaid, who had not received the correct termination payment or had not received their wages or other entitlements.

Many of our clients were on working holiday visas, in temporary positions, or on student visas, and consequently had little understanding of their rights. RLC provided advice on the rights of employees, and where underpayment was identified, assisted in recovery of unpaid wages by negotiating with the employer.

In some cases, RLC also helped commence action against the employer, including lodging complaints with the Fair Work Commission and filing small claims in court. In most cases, the employee was successful in reaching a negotiated outcome.

RLC's Employment Law Advocacy Scheme with Clayton Utz has also recently expanded to focus on underpayments due to the high volume of complaints received regarding this issue.

Clayton Utz partnership

Established in 2011, Redfern Legal Centre's Employment Law Advocacy Scheme is an innovative partnership between RLC and Clayton Utz. The scheme provides access to justice for disadvantaged people in employment related matters such as unfair dismissals, general protections claims and expanded into underpayments in the middle of 2015.

Clients are referred to the scheme from the Tuesday night advice clinics. The scheme is a genuine collaboration, which goes beyond the traditional referral arrangement between CLCs and pro bono firms. Under the training, supervision and guidance of RLC, Clayton Utz lawyers provide advice and representation to clients in unfair dismissal and general protections conciliations before the Fair Work Commission.

Clients are typically low-income earners who face significant financial strain due to the loss of their jobs. Without the Scheme, these clients would have been unable to afford legal representation, and may have either represented themselves or not pursued a claim at all.

Rajiv's story – 457 visa sponsors holding all the cards

Rajiv* arrived in Australia on a 457 visa and started work with his sponsor as an event coordinator. He came to RLC after he was unable to recover unpaid wages and superannuation. Rajiv had not received payslips throughout his employment.

RLC helped Rajiv lodge a complaint with the Fair Work Ombudsman and drafted a letter of demand to his previous employer on his behalf. After ongoing negotiations, Rajiv's matter was settled and he received a lump sum amount for both the underpayments and unpaid superannuation.

**Names have been changed*

Employment Contracts – Modern Awards

RLC has advised and assisted many clients who are covered by modern awards. Often clients require legal advice on their wages and entitlements, as the modern awards are not easily accessible to either employers or employees.

In many cases, RLC has been asked to determine the relevant award wage covering a client and has undertaken a review of their employment contract and work duties. RLC supports the response of small business in providing the Fair Work Commission with suggestions on how to improve the language, length and look of modern awards.

Samantha's story – No payslip? Underpayments hard to prove

Samantha* sought advice from RLC after her employment was terminated. Her primary concern was the underpayment of wages. At the time her employment was terminated, Samantha was 63 years old.

During her period of employment, Samantha was unaware of her rights under the relevant industry awards. She never received any payslips and when she requested them, her employer told her that they did not provide them. As a result, Samantha was unable to determine whether she was paid her entitlements under the relevant industry award.

Whilst she understood that she was entitled to payslips, Samantha felt she could not pursue the issue further because she was close to retirement and finding other employment would be difficult if she was dismissed.

**Names have been changed*

International Students Service

RLC's International Student Service is the only specialist legal service for international students in NSW. Over the past 12 months, RLC has seen a surge in the demand for free legal services for international students, with a 60% increase in legal advice and ongoing casework assistance than the previous year.

RLC provides this service with pro bono assistance from Fragomens and Mccabes lawyers.

Casework

During the year RLC advocated on behalf of international students, and negotiated outcomes, for a range of legal issues including:

- Compensation for underpayments where students were employed in casual jobs;
- Refunds for students from education providers who used non-compliant student written agreements;
- Resolving enrolment issues where students were at risk of deportation due to education provider failures to comply with the ESOS framework ;
- Refunds for students being exploited by unscrupulous employment service providers offering to find an employer to sponsor students for permanent residency; and
- Seeking orders from NCAT where landlords and unregistered boarding house operators sought to illegally withhold security deposits and overpaid rent from tenants and boarders.

Employment exploitation

Underpayments

RLC has identified systemic exploitation of international students seeking paid employment. It can be difficult for

international students to find paid work, given the work restrictions contained in student visa conditions. Students are often exploited by businesses who rely on students' lack of knowledge of Australian workplace laws to significantly underpay students employed in casual jobs.

RLC has been able to assist groups of international students working for the same employer with successful negotiations to obtain compensation for lost wages and avoid costly litigation.

RLC has worked to draw public awareness to this issue with a number of media articles profiling RLC clients and their experiences in the workplace.

Sham contracting

Sham contracting continues to be prevalent amongst international students seeking paid employment in the cleaning industry. RLC assisted a number of international students held out to be 'independent contractors' who were not being paid a fair wage and in some cases not being paid at all for their work.

RLC has provided legal education to new international students during university orientation to cover common traps for students seeking employment. The centre has also focussed on introducing students to the Pay and Conditions Tool, which allows the public to check wages and entitlements on the Fair Work Ombudsman website.

INTERNATIONAL STUDENTS FORCED TO WORK FOR JUST \$8 AN HOUR

The Sydney Morning Herald – 17 January 2015
Amy McNeilage

International students are being exploited in workplaces across Sydney, paid as little as \$8 an hour by employers who take advantage of their desperate need for work.

...

The Redfern Legal Centre runs an international student service and dealt with 53 cases of workplace exploitation last year.

Chief executive Jo Shulman said students were often afraid to speak out for fear of reprisal. "Their employers will often threaten to report them to immigration and have them deported if they make a complaint," she said.

...

The Ombudsman is currently investigating the PappaRich Malaysian restaurant in Broadway after receiving four complaints from former employees.

One of those complaints was lodged by Wan, a 25-year-old Malaysian university graduate, who says he was paid \$13 an hour and received no penalty rates or superannuation. Under the industry award, he should have been paid \$21.

Housing issues

In the past 12 months, RLC has observed a steady increase in the number of international students reporting issues in shared accommodation.

The struggle to find affordable accommodation and a lack of rental history makes it difficult for international students to secure traditional rental accommodation, and forces them to resort to alternative cheap share accommodation options.

Unfortunately, many students reside in shared accommodation managed by unscrupulous head tenants who are renting themselves and seeking to make a profit by unlawfully subletting to a large number of occupants.

This creates a range of legal issues for international students, including:

- Difficulties getting back security deposits and overpaid rent when they leave shared rental accommodation
- Lack of security and safety
- Little redress when problems arise with services or facilities requiring repair

RLC has been working with the media to raise awareness of these issues..

Phoung's story

Phoung* was a Vietnamese student seeking to stay in Australia after finishing her studies. She was seeking a Temporary Work Visa, which required an employer to sponsor her. Eagerly looking for a job, she entered into a contract with an unregistered migration agent. The agent promised to organise for a sponsor and appropriate employment. Phoung paid the agent \$17,000 for the service.

However, Phoung discovered that the agent never secured a sponsor, as her application for the visa was denied. Phoung asked for a refund, but the agent refused to give her any money back.

RLC assisted Phoung by putting a consumer complaint together and Phoung was successful at obtaining a money order for the return of her \$17,000.

**Names have been changed*

THIS IS WHY YOU SHOULD CARE ABOUT COMMUNITY LEGAL CENTRE FUNDING

BuzzFeed – 11 June 2015

Lane Sainty

Brazilian international student Yngrid Santos received help from the Redfern Legal Centre after a dispute with her landlord ended in theft.

Santos told BuzzFeed News her living situation – with seven other people in a two bedroom apartment – was less than ideal, but “normal” for international students in Sydney.

However, in February, Santos told her landlord she was unhappy with the arrangement, and he told her to leave the next day.

Santos told BuzzFeed News he then stole her laptop and luggage containing medication, and refused to return her \$400 security deposit.

Just last week, the case was resolved in Santos's favour, with a judge finding her landlord had failed to comply with various tenancy laws and awarding compensation for the stolen items to Santos.

International students in Sydney commonly find themselves in legal disputes around housing and employment, said Santos. However, without the help of the RLC, she would never have been awarded compensation.

“I went to the police, but they didn't do anything about it, they did not care,” she said.

...

“I didn't expect the RLC to really care about it because it's a free thing, but they did their best even though they are not receiving anything for it.”

...





Education provider issues on the rise

Over the past 12 months, RLC has seen a steady increase in the number of international students who have issues with their education providers. Some of the common legal issues raised by international students are:

- Refunds and fees;
- Enrolment cancellation and/or refusals to defer or suspend study;
- Decisions to refuse a student transfer to another provider; and
- Course quality and education agents.

International students who face issues resolving disputes with their education providers often have complex factors affecting their student visas as well. Most international students have short time frames within which to resolve a dispute with education providers. They often cannot wait for an external dispute resolution provider to make a final decision before the expiry of their student visa.

RLC continues to proactively advocate on behalf of international students to address the deficiencies in the current legislative framework for international education in Australia. RLC also adopts an early intervention strategy to assist students resolve disputes before they escalate and cause additional problems for the student.

Contributions to international education reform

In April 2015, the Australian Government released the *Draft*

National Strategy for International Education. Since the release of the draft national strategy, RLC has been able to contribute to the reform of international education in Australia through:

- Attending an Australian Government workshop in Canberra.
- Involvement in round table discussion with peak bodies involved in international education in Australia, on the issues of education reform and support for international students through stronger legal support services.



Thi's story

Thi* was a student from Vietnam, under 18. She was enrolled in a foundation course, aiming to get into a university degree, at a large education provider. She also stayed in a homestay family organised by the provider.

After finishing the first semester of her course, Thi discovered that she could no longer log in the school system, or view the new timetable for the second semester. When Thi approached the provider, they told her that her enrolment had been cancelled and that she had been reported to the Department of Immigration and Border Protection because of low attendance in classes. Shortly afterwards, she received a 'Notice of Intention to cancel her student visa' from the department, and that she had only 5 working days to respond.

Thi was extremely stressed by the prospect of having her student visa cancelled and having to return to Vietnam. She approached RLC for assistance and was then able to apply for an extension of time to respond to the notice.

RLC was able to successfully negotiate Thi's re-enrolment at the provider by identifying a number of key failures by the provider to comply with the law. Through quick intervention and negotiations, RLC was able to avoid severe ramifications for Thi's future in Australia, and any costly litigation to challenge a decision by the government to cancel her student visa.

**Names have been changed*

Sydney University Postgraduate Students



Sydney University Postgraduate Representative Association (SUPRA) Legal Service

The RLC branch office at the Sydney University Postgraduate Representative Association (SUPRA) is funded by SUPRA, through the University from the compulsory Student Services Amenities Fee paid by students. The service provides legal services to postgraduate students from any of the University of Sydney's seven campuses. It also provides regular legal and strategic advice to the five Student Advice and Advocacy Officers employed by SUPRA to handle student's academic or welfare matters. The service also provides assistance to the other staff and office bearers of SUPRA. The service works closely with RLC's International Student legal service.

University matters

As the legal service is independent from the University it can advise and represent students in matters concerning the University. Mostly this is in the area of Intellectual Property where the service provides independent advice on contracts prior to the assignment of rights.

Consumer, credit and debt matters

The legal service receives a large number of enquiries about consumer contracts and credit/debt matters. Many of these are in relation to consumer contracts with telecommunications service providers

for mobile phone or internet services. The legal service has been able to negotiate successful outcomes for students in a range of matters in these areas.

Road traffic and motor vehicle regulatory offences

Inexperience or lack of familiarity with the road rules, coupled with having older or less well maintained vehicles often means students present with penalty notices. Where students elect to go to court, the legal service has either represented or assisted them to prepare their case. Overwhelmingly,

Louise's story – what drives around, comes around...

Louise* was driving her car slowly along a suburban street when another driver suddenly opened his door causing a collision. The other driver told Louise it was her fault and that she would have to pay for his damages. He then sent her a quote for \$6,500 which included the cost of repairs unrelated to the accident.

When she told him she couldn't afford to pay he began harassing her; calling her and texting her demanding payment. Louise came to the service very distressed. The service explained the law to Louise and the other driver and encouraged the other driver to place the matter in the hands of his insurance company. With the legal service's help Louise not only did not have to pay, but she was also able to have her car fixed by the other driver's insurance company.

**Names have been changed*

the involvement of the legal service has resulted in more favourable outcomes.

Motor vehicle accidents

A large number of students seek advice to recover damages and/or defend claims for damages following motor vehicle accidents. The financial impact can be significant for students who rely on their vehicles and earn a small income or have limited financial resources. The service has assisted clients to obtain compensation for the damage done to their vehicles or to defend matters taken against them. It has also assisted students to successfully enforce orders obtained and recover the money awarded.

Crime

The solicitor has provided advice and representation in Local Court in driving offences (mostly alcohol related offences), assault, and theft. Again, overwhelmingly, the involvement of the legal service has resulted in favourable outcomes for the students.

Employment

Many students are working outside the University to supplement their other income (usually parental support, scholarships or part time University employment in their departments). The legal service has negotiated on behalf of many students to recover wages and entitlements, and assisted them to resolve concerns about working conditions and in their dealings with government departments.



Tenancy/housing matters

The legal service has provided advice, and conducted negotiations on behalf of, a large number of students in relation to housing related matters. The service has also provided assistance (or arranged advocacy) for students with complex tenancy matters at the New South Wales Civil & Administrative Tribunal.

Community legal education

The legal service has provided community legal information and education sessions to a number of students in the areas of intellectual property, traffic offences & fines, consumer contracts (specifically

telecommunications service provider contracts), motor vehicle accidents (property damage), tenancy, privacy law, and employment. The service has also produced a range of legal facts sheets in areas of special interest to postgraduate students.

Publications

We contributed the Legal Section of the 2015 Postgraduate Survival Guide. This included legal information on matters of interest to the postgraduate student population including Intellectual Property, Contracts, Privacy, Consumer Law, Tenancy and Fines. We also

contributed the Intellectual Property Law Section of the Thesis Guide.

Policy & law reform

The Legal service has contributed to external submissions written by the SUPRA staff and Council members on matters relevant to postgraduate students and international postgraduate students. We have also produced internal policy submissions written by SUPRA staff and Council members in relation to a variety of proposed changes to University Policy and Rules.



Jamie's story – A stubborn landlord made to pay

Jamie* was an international student living in Sydney. When Jamie decided to move out of his share house, the landlord refused to give him back his bond. Jamie took the landlord to the NSW Civil and Administrative Tribunal and the landlord was ordered to pay it back to Jamie.

However, following NSW Civil and Administrative Tribunal's orders the landlord still refused to return Jamie's bond. With the service's assistance Jamie was able to take enforcement action and obtain a garnishee order against the Landlord from the Local Court and was paid his bond.

**Names have been changed*

Sydney Institute of TAFE



Sydney Institute of TAFE Legal Service

The Sydney Institute of TAFE Legal Service is provided in partnership between the Sydney Institute of TAFE and Redfern Legal Centre.

We provide legal assistance at eight Sydney Institute campuses:

- Eora College;
- Enmore Design College;
- Gymea College;
- Loftus College;
- Petersham College;
- Randwick College;
- St George College; and
- Ultimo College.

Our office is based at Ultimo College and we hold advice sessions each study term at the other seven colleges. The service is staffed by one part-time solicitor and two legal assistants.

Through the TAFE Legal Service, RLC provides advice in areas commonly affecting students, including employment, credit and debt, tenancy and housing, family law, fines and consumer complaints. We prioritise assistance to students who are experiencing disadvantage, including students from culturally and linguistically diverse (CALD) backgrounds, who may otherwise experience barriers in using the legal system.

Credit, debt and consumer complaints

Students who use the TAFE Legal Service often have financial issues, including trouble meeting loan repayments and issues recovering money they have lent to others. The service gives students advice about

their rights and helps them prepare documents for court.

Tenancy

We have assisted several students living in sharehousing to draft agreements that see their tenancies and rental bonds protected under NSW tenancy law. If a student moves into accommodation with a tenant who is on the lease and they don't get a written agreement with that tenant, they can be excluded from the Tenancies Act and face difficulty protecting themselves from eviction or getting their bonds back. We have given students advice about how to avoid being excluded, and the process of reclaiming their bonds at the end of a tenancy.

Fines

We have been able to help a number of students deal with fines, including requesting reviews of fines, negotiating repayment plans and assisting students to find placements in work and development programs.

Employment

The TAFE Legal Service has provided assistance to a number of students who have been underpaid in employment, or not paid at all. We've assisted students to work out whether they are employees or contractors, and to complain to the Fair Work Ombudsman about being underpaid their wages and entitlements.

Alessandra's story – Chasing landlords

Alessandra* was an international student studying design at Sydney TAFE. She answered an ad online to rent a space for her design work. She met the owner of the space and paid a deposit, as well as four weeks rent upfront. On the day she was due to move in, the owner wouldn't let her in or return her calls.

For weeks Alessandra tried to reclaim the money, with no success. Finally, she contacted the TAFE Legal Service, and we assisted her to write a letter of demand asking for the money to be repaid. Although the owner eventually responded, and agreed to repay Alessandra, he never transferred the money to her. Our service then assisted Alessandra to file a statement of claim to the court, to force the owner to pay back the full bond and advance rent.

**Names have been changed*

Lily's story – Complex legal problems stack up

Lily* was a mature age student, originally from China. She came to the service for advice after her bond was returned to her with a portion missing. She discovered that her landlord had withheld money from her bond to pay himself for improvement work he did to the property after she left. We gave Lily information about her rights to help her negotiate with her real estate agent to get the money back.

While assisting Lily with her bond dispute it became clear that Lily had a number of legal issues including issues with Centrelink, and underpayment and bullying in her last job. TAFE Legal Service also assisted her to lodge an appeal with Centrelink and gave her advice about her options to deal with her underpayment at work.

**Names have been changed*

Aboriginal Health-Justice Partnership

In May 2015, Redfern Legal Centre launched NSW's first hospital based Health-Justice Partnership with Sydney Local Health District, based at Royal Prince Alfred Hospital. The service is partly funded by the Gandevia Foundation.

The service, which operates twice a week, is primarily focused on Aboriginal and Torres Strait Islander clients, women experiencing domestic violence and other vulnerable clients.

The service sees clients who would not otherwise access legal assistance and whose legal issues significantly exacerbate their disadvantage.

A recent Law and Justice Foundation report, *Indigenous People, Multiple Disadvantage and Response to Legal Problems*, found that while Indigenous people are more likely to experience multiple disadvantage – elevating a person's likelihood of experiencing legal problems- they are also less likely to access assistance.

Further, there is a significant gap between the health status of Aboriginal and non-Aboriginal people. It is these factors that the service is working to address.

The legal service provides assistance with a range of legal issues such as tenancy, welfare, debt, family law, care and protection and in particular domestic violence.

Patients can be referred to the service by their health professional, and are provided direct assistance by an RLC solicitor working on site at Royal Prince Alfred Hospital.

RLC utilises the relationship that patients have with their health professional by training hospital staff to identify legal issues and referring patients to the legal clinic.

In turn the service assists health professionals by allowing them to focus on their core work, leaving legal issues to our solicitor.

The Health-Justice Partnership works to address the multiple disadvantage experienced by vulnerable people that can exacerbate person's health and legal issues.

These 'social determinants' of health can be summarised as where you live, how you live and whom you live with. Legal remedies can address and improve these factors.

Helen's Story – Some voices are heard louder than others

Helen* was an elderly Aboriginal woman who had lived in Housing NSW for 20 years. She suffered from a range of health problems including Diabetes and mobility issues. Her apartment lacked adequate hand railings to support her going up the stairs and had been assessed by an occupational therapist as needing a handrail installed.

After months of waiting, Housing NSW had yet to install the railings. One day, Helen suffered a significant fall down the stairs. She required multiple surgeries, sustaining injuries to her wrist, face and bruising.

Helen was seen by RLC's solicitor in the hospital ward and a new request to Housing NSW was made on her behalf to have a handrail installed. Within just three days, a handrail was installed in Helen's apartment. Helen can now travel safely and confidently up the stairs in her home.

**Names have been changed*

Care Partners

In 2014, NSW made significant changes to Care and Protection legislation, with a focus on early intervention for families involved with Family and Community Services, to ensure that children remain safe with their families.

RLC has established a Care Partners practice funded by the Legal Aid Commission, in which we assist clients who are involved with Family

and Community Services (FACS). RLC advocates for our clients in their contact with FACS, assesses reports of risk of harm to their child, and makes sure that our client's ability to remedy a risk is attainable.

We also work with families whose children are in Out of Home Care to ensure that the contact they have with their children is in accordance with

court orders and in the best interest of the child.

Working with RPA Hospital's antenatal clinic through our Health-Justice Partnership, we now advocate for expectant parents who have been identified by FACS at being at risk of removal of the baby at birth. By intervening early we aim to keep babies safe and at home with their families.

Our Education, Engagement and Communications

Community Legal Education

Legal training for community workers

RLC ran an extensive training program for community workers again this year, delivered via online webinars as well as some traditional face-to-face workshops. Over 500 workers participated from all over NSW.

Some feedback received:

- The method of training was great- as you do not need to leave the office and cuts down on travel time;
- Time for individual Q and A was really appreciated; and
- Workers who are geographically isolated were able to connect with a broader community, and receive training without location being a barrier.

The best attended events were the webinars on social housing law and the face-to-face workshops on domestic violence.

Community engagement

This year, we attended a wide range of community events in our catchment area – such as *Homeless Connect*, *Yabun Festival*, and *NAIDOC Week* events at the Aboriginal Medical Service and at the National Centre for Indigenous Excellence. The events gave RLC staff and volunteers the opportunity to meet with local residents and discuss how we could assist with their legal needs.

We also attended meetings of local service providers, such as the *City of Sydney Over 55 Services Interagency*, *Redfern Police Precinct Safety Meeting*, and *Marrickville/ Leichhardt/ Glebe Child and Family Interagency*, to engage

with the workers who refer clients to us, and whom we refer clients to.

We sent many *Community Worker Alerts* – emails to community service providers about our work and about legal developments. These continue to be very popular, with over 900 local subscribers and more than 2500 across NSW.

Communications

2014-2015 was a big year for Redfern Legal Centre. 2014 saw the continued development and growth of RLC's new website. 2015 saw RLC's participation in public discourse grow, through working with media to expose systemic issues affecting RLC's clients and RLC's #SaveRLC public funding appeal.

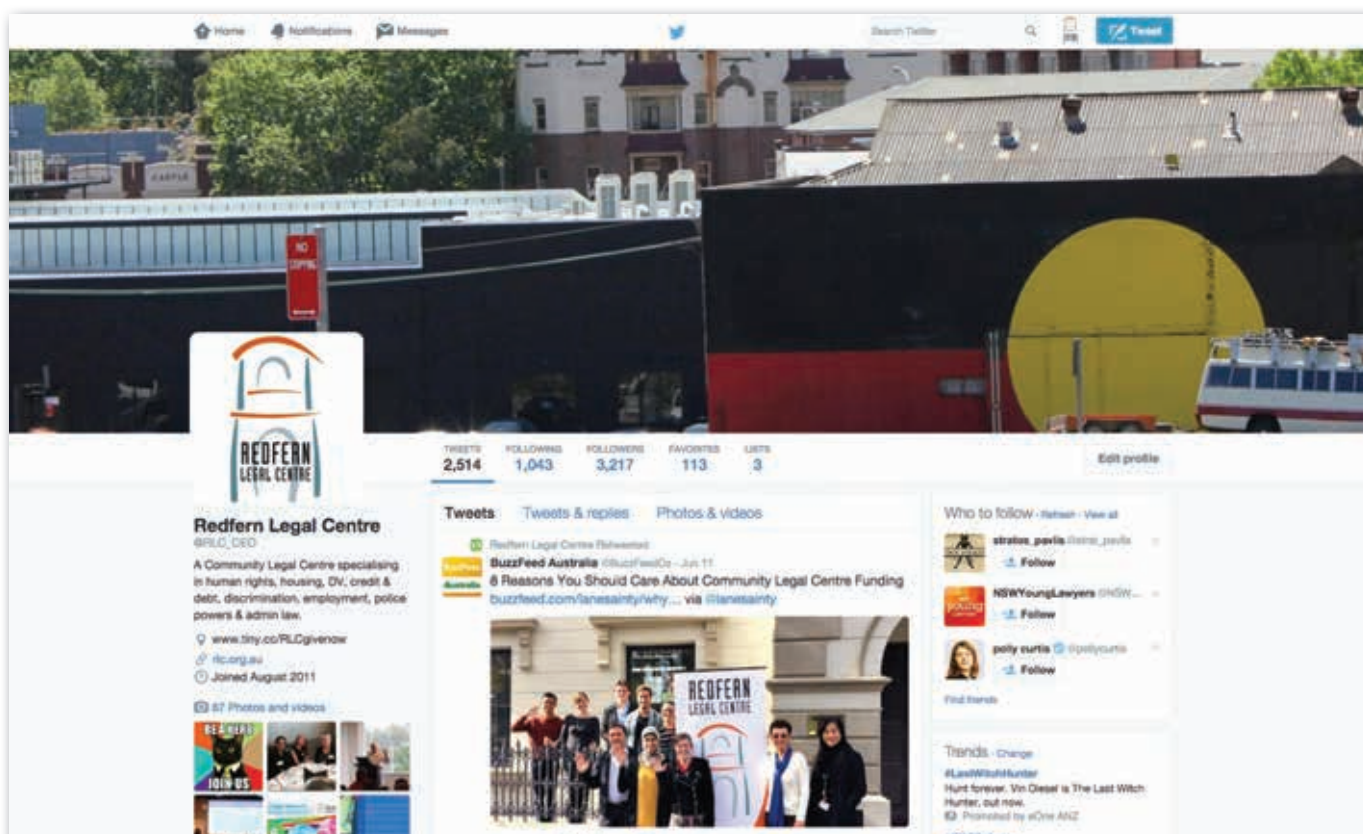




Our Facebook likes doubled in the year, we gained almost a 1000 new Twitter followers and sent our quarterly eBulletin, *Redfern Legal*, to over 2000 subscribers.

Whilst working with media to better inform the public, and advocate with and on behalf of our clients, we also worked to share our own stories through the continued development of our client stories film project.

We are proud to have been able to take part in the call for adequate funding for strong CLCs and specialist services, shine a light on unfair laws and how they disproportionately effect vulnerable people in our communities, and share our stories to effect change.



Our Clients and Services (Statistics)

RLC as a whole

Our Clients

Total clients:	3768
Information and referrals:	2437
Clients who came to RLC for the first time in 2014-15:	3065
Clients who identified as Aboriginal or Torres Strait Islander:	6%
Culturally and linguistically diverse clients (123 countries of origin):	33%

Projects

Community legal education projects:	138
Law reform projects:	23
Community development projects:	10

Language

28% of clients' first language is not English. 77 different languages were spoken, the most common being Mandarin, Spanish, Arabic, Russian, and Korean.

Country of birth

40% of clients were born outside Australia. They came from 123 different countries, the most common being China, England, New Zealand, India, Italy, Philippines, and Korea.

General team

Advice and Casework

Clients:	1198
Advice and casework:	1503
Clients who identified as Aboriginal or Torres Strait Islander:	8%
Clients whose first language is not English: (52 different languages: primary languages are Mandarin, Arabic, Spanish).	48%
Clients born outside Australia: (89 countries, primarily China, India, England)	55%
Clients identifying as having a disability:	17%
Clients on pension or benefit:	37%

Top issue areas

- Employment
- Complaints against police
- Fines/motor vehicle accidents
- Consumer issues
- Family law
- Tenancy
- Discrimination
- Immigration
- Government/admin processes

Sydney Women's Domestic Violence Court Advocacy Service (SWDVCAS)

Total clients:	1881
Clients identified as Aboriginal or Torres Strait Islander:	150
Culturally and linguistically diverse clients:	630
Clients who identified as having a disability:	147
ADVOs obtained through Yellow Card Project:	300

SWDVCAS Local Coordination Point (LCP)

Total clients:	493
Clients who identified as Aboriginal or Torres Strait Islander:	19
Main language other than English:	70
Clients who identified as having a disability:	10

Inner Sydney Tenants' Advice and Advocacy Service

Total clients:	945
Advices:	1375
Total files:	116
Clients who identified as Aboriginal or Torres Strait Islander:	14%
Clients born outside Australia:	46%
Social housing tenants:	80%
Tenants given on-the-spot assistance at the Tribunal:	84

Millers Point Tenants' Service

Total files:	84
Clients born outside Australia:	23%
Clients who identified as having a disability:	60%
Clients aged over 65:	63%

Sydney University Postgraduate Representative Association (SUPRA) Legal Service

Advice/cases:	391
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Top 5 issue areas

- Govt/admin complaints
- Civil contracts
- Intellectual Property
- Tenancy
- Employment

Sydney Institute of TAFE Legal Service

Advice/cases:	321
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Top 5 issue areas

- Credit & debt
- Traffic offences
- Family law
- Tenancy
- Employment

Our Board of Directors

Management Structure

Redfern Legal Centre is a company limited by guarantee. It has a Board of six elected directors who delegate responsibility for day-to-day management of the Centre to the Chief Executive Officer.

Directors



Amy Munro **Chair**

Amy Munro is a barrister practising from Eleven Wentworth in Sydney. She has a wide-ranging commercial and public law practice. Prior to being called to the Bar, Amy was a Senior Associate in the Dispute Resolution Group at Mallesons. Amy began her association with RLC as a volunteer in 2002, moving on to become a Tenant Advocate with the Inner Sydney Tenants' Advice and Advocacy Service and the Project Manager of the Share Housing Survival Guide. Amy was elected to the Board in 2010 and continues to act as a volunteer with the Centre.



Paul Farrugia

Paul Farrugia is a partner in a small, suburban legal firm. Paul graduated from the University of Sydney with an LL.B. and has been involved with RLC since 1978 as a volunteer solicitor, Management Committee member and a Director. In recognition of his service to RLC, Paul received the Law Society Pro Bono Solicitor of the Year Award in 1993.



Tamara Sims **Secretary**

Tamara Sims is a lawyer in Gilbert + Tobin's Pro Bono practice. Her practice covers human rights, administrative law, discrimination, native title, victim compensation, tenancy, guardianship, refugee claims and Aboriginal Stolen Wage matters. Prior to joining Gilbert + Tobin, Tamara worked in the community legal sector practising criminal law, undertaking policy and law reform work and community legal education particularly in matters involving people with intellectual disability. Tamara first became involved with RLC as a volunteer legal assistant, then worked with the Sydney Women's Domestic Violence Court Advocacy Service and the Inner Sydney Tenants' Advice and Advocacy Service before becoming a Director.



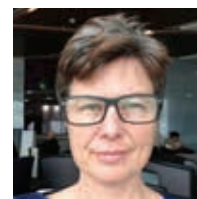
Alison Aggarwal (Appointed October 2014)

Alison Aggarwal is currently a Principal Adviser/Manager at the Australian Human Rights Commission, working on the Australian Defence Force Cultural Reform. Previously she was the Principal Adviser to the Sex Discrimination Commissioner Elizabeth Broderick, and she has also worked as a senior policy officer with the Social Justice Unit at the Australian Human Rights Commission. Prior to that she has worked on advocacy, law reform, policy and human rights issues with community legal centres in Australia and women's human rights NGOs in the Asia Pacific region. She has provided human rights training at the local, national and regional level.



Peter Stapleton

Peter Stapleton, a retired partner of Ashurst, remains active in social justice. Peter was instrumental in establishing Blake Dawson Waldron's (now Ashurst) national pro bono practice. Peter was initially involved with Redfern Legal Centre as a volunteer when it was established. Peter was Chair of RLC for a number of years. Despite his grey hairs, Peter still seeks to assist the Centre achieve its primary goal of helping disadvantaged persons to access justice. Peter is a Director of Aboriginal Legal Services NSW/ACT and is the Chairman of the National Pro Bono Resource Centre. Peter was awarded the Justice Medal in 2006.



Linda Tucker (Resigned September 2014)

Linda Tucker is the manager of community legal education at Illawarra Legal Centre. Before that she was head of legal for the Transport Workers' Union of Australia. She has worked in a range of legal positions in Sydney, Cambodia and the UK, practising primarily in employment, asylum and environmental law. Linda ran the employment law clinic at UNSW's Kingsford Legal Centre from 2004 to 2010 and remains closely involved with the community legal sector.



Kristin Van Barneveld

Kristin began volunteering at RLC in 2005 as a student and went on to provide evening advice as a solicitor on employment matters. Kristin has been a Director since 2006. After many years working at the University of Sydney, Kristin has since worked for various unions providing legal, industrial and policy advice. Kristin is currently Director of Policy and Research at the Community and Public Sector Union (CPSU).

Our Volunteers

This year, as with every year, we would like to express our sincere appreciation and thanks to the hundreds of volunteers that make Redfern Legal Centre the strong, responsive and vibrant Community Legal Centre it is.

It is no exaggeration that without the help of legal assistants, practical legal trainees, clinic students, social work students, volunteer solicitors, seconded workers, barristers, and law firms, we could not provide the level and quality of assistance that has established RLC as one of the most respected CLCs in the sector.

Volunteers allow RLC to extend itself much beyond what it could otherwise, and work in innovative ways to achieve results for our community. RLC's reputation reflects the work of our passionate volunteers, who are committed to achieving social justice at the ground level.

This year RLC has reached many goals and made some fantastic achievements, whilst also fighting to preserve some of our core services in the face of a funding crisis. We would like to thank our volunteers for their hard work throughout this year. Volunteers took it upon themselves to spread the word about our funding crisis, individually fundraised for RLC, chipped in and worked even harder.

We would like to recognise every single volunteer for the time, care and commitment you bring to your positions. It has been inspiring working with you all. Thank you for your continued support and the invaluable contribution you make to RLC and our clients.

Ella Semega-Janneh,
Volunteer Manager

Profile of front desk

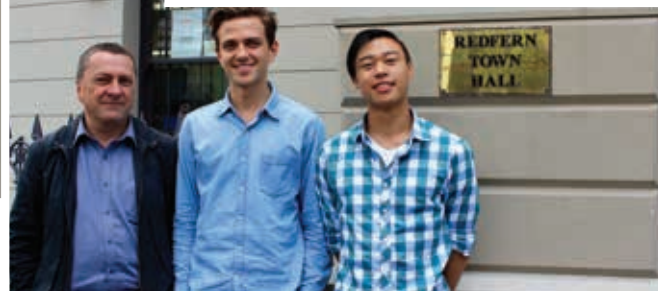
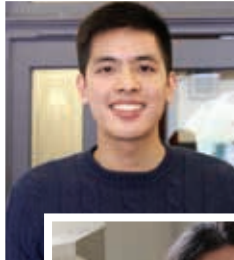
For many vulnerable people across NSW, RLC's front office is the first point of contact with the legal system. The office is staffed by a rostered supervisor and several Volunteer Legal Assistants, who answer hundreds of calls every week from people across NSW seeking legal assistance.

Front desk staff listen to the person's story and assess how the legal assistance sector might best assist them, usually by making an appointment or a referral. This work is often complex.

This year yet again, RLC was assisted by some outstanding front desk Volunteer Legal Assistants, whose generosity of time, accompanied by patience, empathy and attention to detail allows the Centre to achieve far more than it would otherwise.

We thank you all.

Nick Manning,
Front Desk Supervisor





- | | | | | |
|---------------------|-----------------------|-------------------|--------------------------|----------------------|
| Adam Grullemans | Corey Gaucci | James Lee | Luke Topfer | Richard Cornwell |
| Adeline Lee | Costa Argyrou | Jamie Hutchinson | Lyndon Burke | Richard Montano |
| Adriana Abu Abara | Damien Pang | Jane Dillion | Maggie Zheng | Rita Caruana |
| Adrienne Michael | Daniel Murray | Jane Foley | Marcia Ruf | Rory McLeod |
| Ahmed Taleb | Daniel Smith | Janet Simpson | Margaret Jones | Rosanna Van Krieken |
| Aimee To | Danielle Vieira | Janice Yeung | Margaret Whish | Rosie Phillips |
| Aimee Yi | Danilo Rajkovic | Jaskiran Rekhraj | Marianna Zaunders | Rubini Uthayakumar |
| Akshay Rao | Darren Jenkins | Jean Caddle | Marie Isabel Yaw | Ruby Cornish |
| Alena Wilson | David Berman | Jennifer Garrick | Marina Lou | Sambavi Seeramaran |
| Alex Shepherd | Dean Love | Jennifer Mitchell | Martin Barker | Samuel Harold Lavery |
| Alex Tieu | Dean Tyler | Jennifer Wu | Martina Talcevska | Sarah Bond |
| Alexandra Lachs | Debbie Lee | Jenny Kojevnikov | Mary Phillips | Sarah Constable |
| Alexandra Rose | Della Yuan | Jenny Yeung | Mary Phillips | Sean Behringer |
| Alice Chow | Donna Foley | Jeremy Tjeuw | Matthew Byrnes | Seulki Kim |
| Alison Tang | Dyanna Leslie | Jessica Quinn | Maureen David | Shayne Beckham |
| Alix Johnson | Ekaterina Magin | Ji-Beom Jang | Meadhbh Cacciaguidi-Fahy | Shirley Liu |
| Allison D'Cruz | Elizabeth Clark | Jia Yi Lee | Megan Quinn | Siddharth Sethi |
| Allison Lenard | Elizabeth Le Breton | Joanna Colautti | Meghan Barr | Simon Rudd |
| Alya Gordon | Ella Semega-Janneh | John Simon | Melissa O'Dwyer | Skye McKinnon |
| Amber Karanikolas | Emily Wan | Jonathon Savery | Michael Chan | Slavisha Grabovickic |
| Ammy Singh | Emma Liu | Judith Read | Michael Nowland | Smeetha Jayakumar |
| Amy Munro | Emma Grant | Julia Green | Michael Windsor | Soo Choi |
| Ananya Nandakumar | Emma Lukic | Julia Smith | Michelle Saxvik | Sophie Kaiko |
| Andrew Fletcher | Emma Lutwyche | Jun Lin | Miles Ma | Sophie Swan |
| Angela Harvey | Emma Moss | Justin Pen | Mimi Ead | Stefanie Vogt |
| Angela Kintominas | Emma Ryan | Kareena Denley | Moore David | Stephanie Fowler |
| Angelique Lu | Erika Aligno | Karina Ko | Musood Darwish | Susan Zhuang |
| Anna Pejovic | Ferdous Bahar | Karolyn Liu | Narges Attai | Tahni Whybrow |
| Anna Spies | Fiona Aroney | Kate Goninan | Natalie Egan | Tamanna Hashemee |
| Anna Talbot | Fiona Auldsworth | Kate Hehir | Natalie Hodgson | Tatiana Stein |
| Aritree Barua | Fiona Manning | Kate Luckman | Natasha Moulton | Teresa Dellagiacoma |
| Atra Ardekani | Genevieve Wilks | Kate McCallum | Nathan Chu | Therese Hartcher |
| Bella van Leer | Gila Segall | Kathryn Farrar | Nathania Pereira | Thivakaran Ragunatha |
| Ben Day | Gillian Tam | Katie Davern | Nawsheen Choudhury | Sarma |
| Bianca Holliday | Gloria Perin | Katie Davies | Nelson Guo | Thomas Gardner |
| Bonnie Perris | Hanja Bicknell | Katie Kossian | Ni Gao | Thomas Van Kints |
| Brad Mariano | Hannah Bellwood | Katie Pearce | Nicholas Adams | Tim Capelin |
| Brendon Francis | Hannah Cooper | Katie Simon | Nicholas Read | Timothy Bye |
| Brigid McManus | Hannah Mifflin | Katrina Clark | Nicholas Simpson | Tiru Vallal |
| Caroline Thai | Haren Pararajasingham | Kemi Olafuyi | Nicola Boiteux | Toks Ogundare |
| Carolyn Ledin | Hayden Shkara | Laura Joseph | Nicole Mebler | Tom Baena |
| Carrie Zhang | Heath McCrossin | Lauren Blumberg | Nicole Sammel | Tom Kiat |
| Catherine Young | Heidi Dopson | Lauren Moscovis | Nicole Simoes | Trent Morfis |
| Cecilia Ngu | Helen Shelton | Leanne O'Reilly | Paris Donnelly | Tsukasa Hiraoka |
| Charlene Lee | Hellen Leang | Lee-Anne Yeo | Patrick Trieu | Tyson Beckman |
| Charlotte Egan | Ida Nursoo | Leonie Hale | Paulina Fusitu'a | Uliana Korchevskaya |
| Charlotte van Beek | Ikenna Paul Ukam | Liam Harding | Penelope Marles | Vanessa Ji |
| Christopher Gall | Ingrid Weinberg | Libby Gunn | Penny Broekhuizen | Vanja Bulut |
| Christina White | Irene Fu | Lily Shang | Peter Agoth | Vasili Maroulis |
| Christine Weekes | Ivan Li | Linda Needham | Peter Baker | Victoria Dart |
| Christopher Dobbs | Jack Coles | Lisa Duff | Philippa Green | Victoria Gordon |
| Christopher Larkins | Jack Orford | Llewellyn Spink | Rachel Strickland | Vilaasini Jeyasothy |
| Claire Harris | Jack Slattery | Louise Mourikis | Rachel Williams | Wendy Green |
| Claire Robinson | Jade Bond | Lucia Noyce | Rafael Mazzoldi | Winnie Liu |
| Claire Timbs | Jagat Sharma | Lucy Cannon | Rebecca Byun | Winnie Ma |
| Clarence Ma | Jaime Heap | Lucy Jackson | Renee Watt | Zeinab Farhat |
| Clemmentine Baker | Jake Edwards | Luis Izzo | Rex Walsh | Zeinab Zein |

Our Staff 2014-15

Permanent and Fixed Term Staff

Inner Sydney Tenancy Advice & Advocacy Service - Tenancy & Housing Team

Lindsay Ash	Tenants' Advocate (Millers Point)
Melanie Bradfield	Tenants' Advocate
Natalie Bradshaw	Tenants' Advocate
Kimberley Mackenzie	Tenants' Advocate
Tom McDonald	Tenants' Advocate
Jacqui Swinburne	Tenancy Coordinator, Chief Operations Officer

Sydney Women's Domestic Violence Court Assistance Service – DV Team

Kath Chegwiddden	Assistant Coordinator
Sophie Farrell	Safety Action Meeting Coordinator
Tatiya Hastie	Specialist Worker
Helen Shelton	Assistant Coordinator
Susan Smith	Coordinator
Lee Taylor	Assistant Coordinator
Janice Waring	Assistant Coordinator
Charmaine Weldon	Specialist Worker
Rochelle Zats	Intake & Referral Officer

General team

Hilary Chesworth	Administrator
Will Dwyer	Credit and Debt Solicitor
Sue-Ellen Hills	Solicitor Care Partners
Kate Gauld	International Students' Service Solicitor
Sophie Farrell	Communications and Volunteer Manager
Nick Manning	Community Engagement and Education Officer, Front Desk Supervisor
Louise McDermott	Employment and Discrimination Solicitor
Elizabeth Morley	Principal Solicitor
Nicholas Ngai	International Students' Service Solicitor
David Porter	Senior Solicitor, Police Powers and Administrative Law
Ella Semega-Janneh	Communications and Volunteer Manager
Joanna Shulman	Chief Executive Officer
Brenda Staggs	Solicitor TAFE Branch
Annette van Gent	Employment and Discrimination Solicitor
Ingrid van Tongeren	Solicitor SUPRA Branch
Wendy Wang	Administration Officer
Rebekah Wong	Solicitor TAFE Branch

Casual Staff

Inner Sydney Tenancy Advice & Advocacy Service - Tenancy & Housing Team

Matthew Butt	Tenancy Adviser
Melissa Chen	Tenancy Adviser
Tom Kiat	Tenancy Adviser
Rafael Mazzoldi	Tenancy Adviser

Sydney Women's Domestic Violence Court Assistance Scheme – DV Team

Kate Barrett	Admin Assistant
Natalie Egan	Admin Assistant
Claire Harris	Admin Assistant
Amelia Pace	Admin Assistant
Tania Smith	Assistant Coordinator
Alena Wilson	Admin Assistant

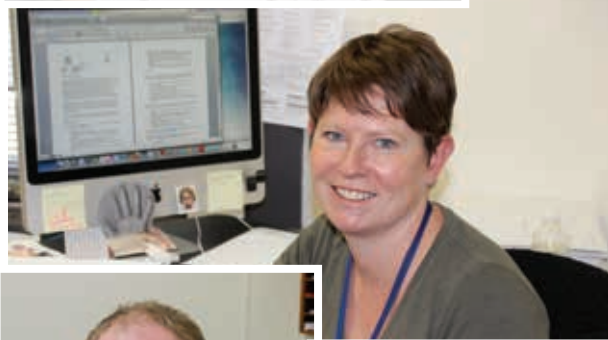
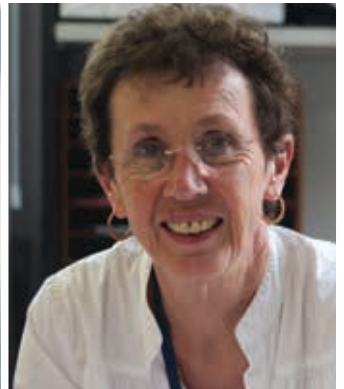
General team

Aritree Barua	Supervisor, Day Information Service
Lauris de Clifford	Locum Solicitor
Benjamin Day	Legal Assistant
Jack Fu	Cleaner
Therese Hartcher	Supervisor, Day Information Service
Seulki Kim	Supervisor, Day Information Service
Jessica Liang	Admin Assistant
Cassandra Low	Supervisor, Day Information Service
Kate McCallum	Supervisor, Day Information Service
Medha Singh	Supervisor, Day Information Service
David Vallance	Supervisor, Day Information Service
Danielle Vieira	Project Officer
Janice Yeung	Legal Assistant

Consultants

Adaptive Solutions	IT support
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Our Financials

Directors' Declaration

REDFERN LEGAL CENTRE
ABN 31 001 442 039

DIRECTORS' DECLARATION

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 7 - 19, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*; and
 - (a) comply with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Regulations 2013*; and
 - (b) give a true and fair view of the financial position as at 30 June 2015 and performance for the year ended on that date of the company.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.
3. Pursuant to Schedule 1, Section 7(3) of the *NSW Charitable Fundraising Regulations 2008*;
 - (a) the Statement of Profit and Loss and Other Comprehensive Income is drawn up so as to give a true and fair view of income and expenditure of the company for the year ended 30 June 2015 with respect to fundraising appeals;
 - (b) the Statement of Financial Position is drawn up so as to give a true and fair view of the state of affairs of the company as at 30 June 2015 with respect to the fundraising appeals;
 - (c) the provisions of the *Charitable Fundraising Act (NSW) 1991* and the regulations under the Act and the conditions attached to the company have been complied with for the year ended 30 June 2015; and
 - (d) the internal controls exercised by the company are appropriate and effective in accounting for all income received and applied by the company from any of the fundraising appeals.

This declaration is made in accordance with a resolution of the Board of Directors.



Director: _____

Amy Munro

Dated this 13 day of October 2015

Auditor's Report



PITCHER PARTNERS
ACCOUNTANTS • AUDITORS • ADVISORS

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REDFERN LEGAL CENTRE
ABN 31 001 442 039
INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF REDFERN LEGAL CENTRE

We have audited the accompanying financial report of Redfern Legal Centre, which comprises the statement of financial position as at 30 June 2015, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the directors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's Report



Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Opinion

In our opinion, the financial report of Redfern Legal Centre is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Report in Accordance with Section 24 of the Charitable Fundraising Act 1991

In our opinion:

- (a) the financial statements of Redfern Legal Centre show a true and fair view of the financial results of charitable and fundraising activities for the year ended 30 June 2015;
- (b) the financial statements and associated records of Redfern Legal Centre have been properly kept during the year in accordance with the *Charitable Fundraising Act 1991*;
- (c) money received as a result of charitable and fundraising activities conducted during the year has been properly accounted for and applied in accordance with the Act; and
- (d) there are reasonable grounds to believe Redfern Legal Centre will be able to pay its debts as and when they fall due.

A handwritten signature in black ink that reads 'Mark Godlewski'.

Mark Godlewski

Partner

14 October 2015

A handwritten signature in black ink that reads 'Pitcher Partners'.

PITCHER PARTNERS

SYDNEY

Comprehensive Income

REDFERN LEGAL CENTRE
ABN 31 001 442 039

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
Revenue	3	2,410,233	2,076,558
Less: expenses			
Advertising expense - program related		(9,809)	(12,463)
Consultancy - program related		(73,989)	(23,436)
Depreciation and amortisation expense	4	(22,414)	(21,104)
Employee benefits expense		(1,990,363)	(1,733,963)
IT support		(32,319)	(27,695)
Occupancy expense		(67,117)	(59,189)
Repairs and maintenance expense		(3,122)	(9,360)
Telephone		(25,436)	(30,623)
Travel & Accommodation		(22,831)	(20,061)
Other expenses		<u>(83,081)</u>	<u>(70,940)</u>
		<u>(2,330,481)</u>	<u>(2,008,834)</u>
Surplus		79,752	67,724
Other comprehensive income for the year		<u>-</u>	<u>-</u>
Total comprehensive income		<u><u>79,752</u></u>	<u><u>67,724</u></u>

Financial Position

REDFERN LEGAL CENTRE
ABN 31 001 442 039

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	Note	2015 \$	2014 \$
Current assets			
Cash and cash equivalents	6	804,267	848,149
Receivables	7	50,235	3,897
Other financial assets	8	500,000	500,000
Other assets	10	<u>18,318</u>	<u>11,725</u>
Total current assets		<u>1,372,820</u>	<u>1,363,771</u>
Non-current assets			
Property, plant and equipment	9	<u>39,723</u>	<u>38,213</u>
Total non-current assets		<u>39,723</u>	<u>38,213</u>
Total assets		<u>1,412,543</u>	<u>1,401,984</u>
Current liabilities			
Payables	11	564,628	657,573
Provisions	12	<u>333,856</u>	<u>310,956</u>
Total current liabilities		<u>898,484</u>	<u>968,529</u>
Non-current liabilities			
Provisions	12	<u>96,387</u>	<u>95,535</u>
Total non-current liabilities		<u>96,387</u>	<u>95,535</u>
Total liabilities		<u>994,871</u>	<u>1,064,064</u>
Net assets		<u>417,672</u>	<u>337,920</u>
Equity			
Retained surplus	13	<u>417,672</u>	<u>337,920</u>
Total equity		<u>417,672</u>	<u>337,920</u>

Equity Changes

REDFERN LEGAL CENTRE
ABN 31 001 442 039

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015

	Reserves \$	Retained Surplus \$
Balance as at 1 July 2013	15,000	255,196
Surplus for the year	<u>-</u>	<u>67,724</u>
Total comprehensive income for the year	<u>-</u>	<u>67,724</u>
Transfers	<u>(15,000)</u>	<u>15,000</u>
Balance as at 30 June 2014	<u>-</u>	<u>337,920</u>
Balance as at 1 July 2014	-	337,920
Surplus for the year	<u>-</u>	<u>79,752</u>
Total comprehensive income for the year	<u>-</u>	<u>79,752</u>
Balance as at 30 June 2015	<u>-</u>	<u>417,672</u>

Cash Flows

REDFERN LEGAL CENTRE
ABN 31 001 442 039

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015 \$	2014 \$
Cash flow from operating activities			
Receipts from funding agreements and grants		2,157,681	1,921,328
Receipts from other income sources		269,822	224,445
Payments to suppliers and employees		(2,489,885)	(2,117,210)
Interest received		<u>42,422</u>	<u>45,080</u>
Net cash provided by / (used in) operating activities	14(b)	<u>(19,960)</u>	<u>73,643</u>
Cash flow from investing activities			
Payment for property, plant and equipment		<u>(23,922)</u>	<u>(10,826)</u>
Net cash provided by / (used in) investing activities		<u>(23,922)</u>	<u>(10,826)</u>
Reconciliation of cash			
Cash at beginning of the financial year		848,149	785,332
Net increase / (decrease) in cash held		<u>(43,882)</u>	<u>62,817</u>
Cash at end of financial year	14(a)	<u><u>804,267</u></u>	<u><u>848,149</u></u>

2014-2015 – Awards & Nominations

2014 Law and Justice Awards, Nominees for the Pro Bono Partnership Award

- Redfern Legal Centre with Clayton Utz
- Redfern Legal Centre with Fragomen

2014 International Student Community Engagement Award winners

Tenants' Advice and Advocacy Program (TAAP) Awards

- Melanie Bradfield – Best Performance in a Conciliation, Negotiation
- Lindsay Ash- People's Choice Award



Redfern Legal Centre received a Certificate of Appreciation from Volunteering Australia and Counterpoint Community Services during 2015 National Volunteer Week.



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- **Follow** @RLC_CEO on Twitter
- **Subscribe** to *Redfern Legal*, RLC's quarterly eBulletin- via our website www.rlc.org.au
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- **Donate** to support our work

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