

REDFERN LEGAL CENTRE ANNUAL REPORT 2005-6

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

VISION

A just society which respects human rights and enables equal participation by all.

PURPOSE

Redfern Legal Centre promotes social justice through:

- ◆ providing free legal advice, legal services and education to disadvantaged people in New South Wales, and to groups who advocate for them;
- ◆ participating in activities which reduce inequalities and defects in laws, the legal system, and administrative and social practices that impact on disadvantaged people.

VALUES

Redfern Legal Centre:

- ◆ Promotes the empowerment of individuals and communities;
- ◆ Respects clients, community members and each other;
- ◆ Provides a safe, meaningful and co-operative work environment for staff and volunteers;
- ◆ Involves the staff, volunteers and community members in planning, managing and delivering services;
- ◆ Reflects and learns from experience;
- ◆ Provides accessible, holistic and non-judgmental services; and
- ◆ is independent, effective and accountable.

GOALS

1. To provide legal advice, referral and casework to disadvantaged people and to groups who provide services for or advocate for them.
2. To work with communities and individuals to develop local services and empower people to assert their own interests.
3. To identify the inequalities in the laws, legal system, administrative practices and society as a whole that affect our clients and disadvantaged people generally and to work for social and legal change to remove those defects and inequalities and enhance respect for human rights.
4. To enhance community members' ability to resolve their problems and assert their rights through the provision of community legal education.
5. To contribute to a civil society, including by involving volunteers in our service delivery and by co-operating with other community organisations in pursuit of shared objectives.
6. To sustain an infrastructure and administration that provides adequate resourcing for our activities, and to effectively manage and maintain those resources.

OUTCOMES

1. Clients of Redfern Legal Centre have access to timely, quality local affordable legal services appropriate to their needs.
2. There is improved referral and co-operation throughout the community services and legal services relevant to our clients.
3. There are changes to law, policy and administration which decrease social disadvantage.
4. Clients are better informed of the operation of the justice system and are better able to resolve their problems and enforce their rights.
5. Redfern Legal Centre has strategic partnerships with volunteers, pro bono service providers and other relevant community organisations.
6. Redfern Legal Centre is able to provide the resources needed to achieve its goals.

ACKNOWLEDGEMENT

Redfern Legal Centre acknowledges that we work on Aboriginal land, traditionally the home of the Gadigal people of the Eora Nation.

MANAGEMENT STRUCTURE

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

DIRECTORS

Member Name	Occupation	Basis of Appointment	How Appointed
Nicholas Patrick	Solicitor	Member	Elected at AGM
Rebekkah Donaldson	Solicitor	Member	Elected at AGM
Chris Elenor	Strategic Analyst	Member	Elected at AGM
Paul Farrugia	Solicitor	Member	Appointed to fill casual vacancy 8.2.2006
Tamara Sims	Solicitor	Member	Elected at AGM
Peter Stapleton	Solicitor	Member	Elected at AGM

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 Community Legal Centres Funding Program which is administered by the NSW Legal Aid Commission and the Indigenous Justice and Legal Assistance Division of the Commonwealth Attorney General's Department.
- ◆ The Credit & Debt Service is funded by the NSW Department of Community Services, the NSW Office of Fair Trading and the Commonwealth Department of Family and Community Services through its Financial Counselling Program
- ◆ The Women's Domestic Violence Court Assistance Scheme is funded by the NSW Legal Aid Commission
- ◆ The Students Legal Service (Branch Office) is funded by the Students' Representative Council at Sydney University.
- ◆ The Inner Sydney Tenants Advice & Advocacy Service is funded by the NSW Office of Fair Trading.
- ◆ City of Sydney Council provides the Centre with concessional rent.

From time to time the Centre is successful in gaining funds for non recurrent projects or joint projects. We thank:

The NSW Department for Women for a grant for a project to enhance ATSI women's access to the Downing Centre Local Court for assistance in domestic violence matters;

The NSW Law & Justice Foundation and the NSW Office of Fair Trading for assistance with a reprint and on line version of the Share Housing Guide

The Commonwealth Department of Family and Community Services under the

Sugar Industry Reform Program, for provision of assistance to financial counsellors in northern NSW, and for funds to produce a training DVD for financial counsellors.

City of Sydney Council for provision of funds for a project – 'Creating a Safer Community'

The Attorney-General's Department of NSW for funding to auspice the Redfern Aboriginal Community Justice Group

VOLUNTEERS

This year, as usual, volunteers contributed to all aspects of the Centre's work. Our volunteers are of all different ages and come from all walks of life. Most of our volunteers have some post-secondary education, are highly skilled and bring many years of life experience with them. We had approximately 240 volunteers during 2005 - 2006 where there were at least 120 active volunteers on our books at any one time. Redfern Legal Centre is able to attract approximately 30,000 volunteer hours per year, and we estimate that through our volunteers we contribute the equivalent of \$1 million worth of services to the community each year. We thank all of our volunteers for their commitment and contribution to the Centre this past year – we would not be able to assist as many people as we do without them.

Day volunteers – "legal assistants" – are generally law students and interested members of the community. They are the first point of contact for people who access the Centre whether it be over the telephone or face-to-face. Legal assistants commit to one, half day shift a week and work on reception, casework (under the instruction of the caseworker), research and general administration. Night volunteers – mostly solicitors and barristers – take instructions and provide legal advice during our evening advice sessions, and commit to either one weekly or fortnightly shift.

All volunteers receive training and are supervised by a member of staff.

PRO BONO SUPPORT

A number of legal professionals and law firms provided substantial pro bono assistance to our clients or to the Centre. Without this assistance, we would not be able to continue to provide such a comprehensive range of services. We also refer clients to the Law Society's Pro Bono Scheme and the Bar Association's Legal Assistance Scheme. In particular our thanks to Heather Sare at the Bar Association and Judy Teasedale at the Law Society.

THIS YEAR WE HAVE RECEIVED SUPPORT FROM THE FOLLOWING:

Blake Dawson Waldron
Gilbert + Tobin
Henry Davis York
Clayton Utz
Keddies
Phillips Fox
Deacons
Fosters
Rogers and Landers

Corrs Chambers Westgarth
Dibbs Abbott Stillman
Freehills
Naylor-Stollier and Associates
Costsplus
Turner Freeman
Harrod and Associates
Farrugia and Associates
Craddock Murray & Neumann

BARRISTERS

Kate Eastman
Craig Biscoe
Warren Andrews
Darren Jenkins
Kathryn Poulos
Esther Lawson
Louise Goodchild
David Ash

Andrew Coombe
Adrian Williams
Sean Brennan
Michael Windsor
Iain Todd
Colleen McCullum
Narelle Butler
Nick Eastman

DONATIONS

We would also like to thank Microsoft for software, and other generous supporters who have made donations to the ongoing work of Redfern Legal Centre.

REDFERN LEGAL CENTRE VOLUNTEERS IN 2005/6

Maria Abertos	Talia Epstein	Simon Levett	Rachel Ranjan
Ursula Adamiec	Kaylene Errington	Jamie Levy	Nicholas Read
Paul Ahearn	Charis Estoesta	Matthew Lewinsohn	Philip Relf
Jan Alewood	David Evans	Rebecca Lisle	Ilona Renner
Jesmini Ambikapathy	Christoffer Fabiansson	Emily Liu	Fiona Reynolds
Ayishah Ansari	Joshua Faddy	Dorothy Lo	Charmaine Roberts
Alyssa Antcliffe	Cara Fairbanks	David Loonam	Jackson Rogers
Costas Argyrou	Jessica alvey	April Lucas	Lenny Roth
Gabriel Ash	Yvonne Fang	Rhonda Luo	Nathaniel Rowe
Ainslie Baird	Pau Farrugia	Andrew Ma	Christopher Rudge
Desiree Baldacchino	Elizabeth Favaloro	Leon Mahtani	Elizabeth Sarofim
Anna Baltins	Katie Felton	Klara Major	Gemma Saville
Lynnette Barnes	Keith Fosters	Henry Makeham	Pauline Sazdanoff
Aliza Bear	Kathleen Fraser	Anne Marix-Evans	Adrian Scardilli
Harold Bear	Carl Freer	Lily Mathews	Maggie Seeto
Julia Beehag	Deborah Frenkel	Meagan McDonnell	Maya Sen
Anthony Bekker	Paulina Fusitu'a	Elizabeth McGill	Daniel Shaw
Craig Biscoe	Lisa Garton	Ian McGuiness	Susan Shehadie
Linda Black	Elizabeth Gaunt	Stephen McKenzie	Steven Shneider
Valeska Bloch	Veronica Ghostin	Monica McKenzie	Shanda Sibley
Adrian Boscolo	Catherine Gleeson	Lydia McKenzie	Gideon Silverman
Claire Bothwell	Louise Goodchild	Sheila McMahan	Bhavini Sindarjee
Maxine Bourke	Matthew Graham	Michele McMahan	Cheryl Singh
Simon Bowden	Felicity Graham	Verity McWilliam	Jindalae Skerman
Robin Bowley	Michae Green	Sophie McWilliam	Christopher Smith
Jennifer Boyce	Anne Greenaway	Anne-Marie Miccoli	Caroline Smith
Emma Broomfield	Liam Harding	Felicity Millner	Alex Smith
Sarah Brown	Marcia Hargous	Rocky Mimmo	Joy Sohail
Louise Buchanan	Jemma Harper	Emily Minter	Carlo Soliman
Bronwen Burfitt	Sarah Harrod	Reiko Miyata	Tim Stainton
Bridget Burton	Gabrielle Hart	Vincent Mok	Therese Stanton
Brianna Butt	Jackie Hartley	Michael Moldrich	Peter Stapleton
Anna Byrne	Abbie Hartley	James Morton	Joshua Stern
Sheelagh Callaghan	Maggie Hayes	Sina Mostafavi	Rescina Stevenson
Megan Caristo	Philippa (Pip) Hill	Peter Murphy	Fyfe Strachan
Charles Cassimatis	Edwina Hill	Roger Murray	Lynette Styles
John Catarinich	Deborah Hook	Marie Nagy	Emma Sullivan
Ding Chen	Andrew Howell	Jessica Naimo	Ingrid Switzer
Tommy Chen	Melanie Howlett	Shalini Nandan-Singh	Angie Switzer
Lisa Cheng	Tina Hsu	Dian Neligan	Sarah Talbert
Florence Cheung	Feng Huang	Ross Nicholas	Juliana Tang
Yvonne Chong	Andy Hui	Paula Novotna	Jillian Tidd
Michelle Cohen	Lici Inge	Catherine Nowland	Shannon Torrens
Trevor Collier	Darren Jenkins	Anna Oldmeadow	Julian Troy
Noella Collingridge	Laura Johnston	Yu-Ling Ong	Katy-Jo Tumer
Andrew Combe	Margaret Jones	Julie Pak	Ingrid Van Tongeren
Nicholas Comino	Tamasin onker	Sarah Paparo	Lisa Vincent
Philip Cox	Anthony Jucha	Jillian Parkin	Suzanne Vo
Alexandra Craig	Andrew Kemp	Elisabeth Passmore	Sam Wade
Virginia Crawler	William Kim	Philip Patterson	Kristina Wakefield
Maurice Cunningham	Tanya Klein	Georgina Perry	Mark Wang
Lyllian Dam	Ellen Knoblanche	Annie Phillips	Anna Ward
Claire Darby	Patrick Knowles	Enjel Phoon	Jacqueline Waugh
Tom Dive	Meryl Koh	Adam Pope	Luigna Webb
Milica Djurdjevic	Janette Kovacic	Maya Port	Sharlene Wellard
Kelly Douglas	Simon Kritsotakis	Risha Premarajah	Elizabeth Wells
Tennille Duffy	Jennifer Kuang	Jinyang Qian	Michael Windsor
Sophie Edin	Angela Law	Mike Race	Susan Winfield
Jeremy Eisman	Jeremy Law	Conrad Rainer	Zelie Wood
Lisa Emanuel	Angela Lee	Shanti Rama	Sarah Wyatt
			Anna Yang



Staff & Volunteers

STAFF 2005/6

PERMANENT STAFF IN 2005/6

Ambrith Abayasekara	<i>Tenancy Worker</i>	Helen Campbell	<i>Executive Officer</i>
Hilary Chesworth	<i>Administrator</i>	Dixie Gordon	<i>WDVCAS Assistant</i>
Maggie Hayes	<i>SRC Solicitor</i>	Matthew Hazard	<i>SRC Solicitor</i>
Robyn Holden	<i>Volunteer Coordinator</i>	Anthony Jucha	<i>SRC Solicitor</i>
Angel Kwo	<i>Admin/IT Officer</i>	Kirillie Moore	<i>Senior Solicitor</i>
Joanne Moffitt	<i>RC Solicitor</i>	Elizabeth Morley	<i>Principal Solicitor</i>
Jenny Munro	<i>Aboriginal Community Justice Group coordinator</i>	Nicki Petrou	<i>Solicitor Credit & Debt</i>
Suzanne Phoo	<i>Tenancy Adviser</i>	Penny Quarry	<i>Senior Solicitor Credit & Debt</i>
Jeremie Quiohilag	<i>Volunteer Coordinator</i>	Susan Smith	<i>WDVCAS Coordinator</i>
Jacqui Swinburne	<i>Tenancy Coordinator</i>	Sue Thomas	<i>Tenancy Worker</i>
Nicole Urban	<i>Tenancy Worker</i>	Ingrid van Tongeren	<i>Credit & debt solicitor</i>
		Susie Williamson	<i>WDVCAS assistant</i>

LOCUMS AND CASUAL WORKERS:

Anna Baltins	<i>WDVCAS Assistant</i>	Bridget Burton	<i>Day Information Service</i>
Nicholas Comino	<i>Day Information Service</i>	Phillip Dicalfas	<i>Locum solicitor</i>
Mary Flaskas	<i>Tenancy Adviser</i>	Carl Freer	<i>Day Information Service</i>
Paulina Fusitu'a	<i>Night Advice Service</i>	Catherine Gleeson	<i>Night Advice Service</i>
Andrew Howell	<i>Day Information Service, Tenancy Adviser</i>	Cymbeline Johnson	<i>Community Safety Project Coordinator</i>
Andrew Kemp	<i>Archives assistant</i>	Simon Levett	<i>Day Information Service</i>
David Loonam	<i>Day Information Service</i>	Cathy Lu	<i>Cleaner</i>
Aaron Rathmell	<i>Day Information Service</i>	Amy Richardson	<i>Community Safety Project coordinator</i>
Wei Shi	<i>Cleaner</i>	Joshua Stern	<i>Day Information Service</i>
Bhavini Sundarjee	<i>Day Information Service</i>	Ingrid van Tongeren	<i>Locum solicitor</i>
Yu Zhang	<i>Cleaner</i>		

CONSULTANTS

Meerkat Computer Services	<i>IT support</i>	
Access Programs	<i>Employee Assistance Program</i>	

SELECTED CLIENT AND SERVICE STATISTICS

Information activities	1883
Number of advices undertaken	1837

CASEWORK:

Number of files opened	1108
Number of files closed	788
Community legal education projects	31
Law reform projects undertaken	25
Research projects undertaken	30

ATSI clients	10%
CALD clients	48% (88 different countries of origin)
Clients with a disability	15%

Most of our CALD clients came from: China, Hong Kong, Philippines, India, Japan, Fiji, Russia, Vietnam, Indonesia, Italy, Chile, Iran and Thailand.

GENERAL CASEWORK

Consumer/legal system/complaints	15%
Domestic Violence	38%
Tenancy	19%
Employment	3%
Government admin/Centrelink	5%
Motor vehicle	4%
Family law	6%
Victims comp/personal injury	3%
Crime	5%
Discrimination	2%

SRC OUTREACH

There were 63 active cases in total during the year.

The most common matters were:

- Credit and debt
- Criminal offences
- Fines/traffic offences
- Employment
- Administration complaints

WOMEN'S DOMESTIC VIOLENCE COURT ASSISTANCE SCHEME

Total client contacts:	1665
ATSI clients	13%
CALD clients	26%
Clients with a disability	16%
Police applications	85%

INNER SYDNEY TENANTS' ADVICE AND ADVOCACY SERVICE

Total contacts	1953
ATSI clients	17%
CALD clients	19%
Involving public housing	66%
Representation in tribunal	21%

CREDIT AND DEBT SERVICE

Total client contacts	904
ATSI clients	10%
CALD clients	38%
Debts	12%
Contract disputes	3%
Credit legislation	14%
Centrelink	4%
Other	67%

GENERAL LEGAL SERVICE

Redfern Legal Centre provides free legal information and advice, and legal casework to disadvantaged people who live and/or work in the Sydney, Leichhardt and Botany local government areas, and in some instances beyond this region. We provide general legal advice and specialist advice in credit and debt, domestic violence, tenants' rights, and employment law. We also conduct community legal education and participate in law reform campaigns.

OPERATING HOURS

On Monday to Thursday we are open from 9am to 8.30pm, and on Friday we are open from 9am to 5pm. We are closed each day for lunch between 1pm and 2pm.

ADVICE AND CASEWORK

It is an overall aim of the Centre's general casework that clients should be provided with as much information and as many skills, as we can, to take control of their own situations. Our clients face many barriers to achieving fair treatment within our society. It is both effective delivery of service and consistent with practising in a human rights context, to enhance our clients' ability to act for fair outcomes themselves.

A fair and inclusive society, where individuals feels that their grievances are listened to, are taken into consideration, are fairly balanced against competing interests and redress is available is one which people will want to participate in, rather than act against. The economic and social costs of allowing people to be alienated, or for an underclass to develop, are unsustainable.

Legal advice is provided at a number of advice sessions each week. Some ongoing casework assistance is provided – we use casework guidelines to determine which matters to take on. The weekly file intake meeting also determines – and monitors - how much work is done on each file.

The Centre cannot take on all cases. It is funded by the government and has limited resources. Most of the advice is given by lawyers, who volunteer after work hours. We try to make the best use of our resources and to help as many people as possible, and we only have experience in specific areas.

In deciding whether to take on a case, the Centre considers whether there are other forms of assistance available, whether it is an area of work the centre does, what the chances of success are, whether the case will assist a large number of people or change the law, and how much other work the Centre is doing at the time.

We have implemented a policy whereby indigenous clients – resources permitting - have access to immediate legal advice. If we are not able to provide the advice required immediately, we take initial instructions and give the client an appointment the same evening. This policy has been implemented and we have noted an increase in the number of indigenous clients accessing our service. We have also promoted the policy to the Aboriginal Interagency group for the inner Sydney region.

The Centre's general advice hours are as follows:-

- ◆ *Monday to Thursday evenings from 6:30pm to 8.30pm*

We see up to 10 clients per session, both face to face and by telephone. Priority is generally given to clients who have a pre-arranged appointment.

All evening advice sessions provide advice on a range of general legal matters; two evening advice sessions also provide specialist advice in credit and debt matters. The aim is, as far as possible, to resource our clients to take the next step by themselves. This may include:

- ◆ Providing them with the information they require to advocate for themselves;
- ◆ Assisting them with drafting a letter, statement or other document they can use to progress their matter;
- ◆ Identifying the issues and appropriate referrals and how to access those referrals; or
- ◆ Where appropriate, assisting the client to come to terms with the limitations of the justice system to provide remedies in their circumstances.

Where clients require an interpreter, or are unrepresented litigants requiring assistance with the drafting of court documents or have, for instance, a mental health/intellectual disability we provide a longer appointment time to ensure they have the access they need.

◆ *Monday afternoon*

These appointments are usually set aside for clients who may require a longer interview and usually preparation of a statement or affidavit. This service has been available because of the pro bono assistance of Corrs Chambers Westgarth.

◆ *Tuesday afternoon*

We provide afternoon general legal advice service each Tuesday with the assistance of Paul Farrugia, Henry Davis York, Keddies Solicitors and Fosters Lawyers. We try to make these appointments available to clients who have difficulty accessing the evening service, for example if they have the care of young children, or are frail.

◆ *Outreach Clinics*

We have developed a program of resources provided to the local ATSI community through the Mudgin-gal Women's Centre to provide outreach services to women and families on credit and debt matters.

CASEWORK

The main areas of law (noting that many matters cross classification lines) we advised people in included:

- ◆ Crime, Fines and Police complaints
- ◆ Consumer and Administrative Fairness
- ◆ Family law
- ◆ Domestic violence
- ◆ Care and Protection matters
- ◆ Victims compensation
- ◆ Credit and debt
- ◆ Employment
- ◆ Discrimination
- ◆ Housing related matters

The Centre provided representation on a number of matters during the year, some of which settled and some of which are still going at the time of this report. It is obviously difficult to report much of the cases in view of settlement conditions of confidentiality and client confidentiality. We also often do not know about successful conclusions of matters as we resource the client to deal with the matter themselves.

Cases included:

◆ *Housing issues*

- ◆ Completion of longstanding repairs to a premises damaged in a fire for a group of Dept of Housing tenants
- ◆ Successfully defended a claim by a landlord for alleged arrears of rent in a local court despite a previous deed of release.
- ◆ Assistance to a boarder/caretaker who sought recovery of his goods from his previous landlord and was promptly cross-claimed against for alleged "unaccounted for money" most of which was recorded in fact in the trust ledger of the landlord's agent or otherwise accounted for.
- ◆ A number of local strata title owners with disputes with the builder or owners' corporation were assisted in making applications to the Consumer Trader and Tenancy Tribunal.
- ◆ Pro bono referral of a race harassment and discrimination complaint against a tenant by the owner's corporation of a large city residential unit building.

◆ *Consumer*

- ◆ Numerous matters referred to the Office of Fair Trading, Consumer Trader and Tenancy Tribunal and to industry ombudsman schemes for follow up by the client with varying levels of support.
- ◆ Substantial advice to a regional client whose campervan, bought as their primary residence, is constructed in such a way that it cannot be made safe.
- ◆ Assistance to a number of people with issues to deal with utility contracts, direct marketing and incorrect supply and billing.
- ◆ Assistance to clients in circumstances where there is use of Apprehended Personal Violence Orders by institutional and other service providers to essentially exclude people who complain about the service.

◆ *Administrative Fairness*

- ◆ Advice and assistance to children in relation to decision by schools eg the release of information by the school about a child to persons associated with violence against the mother and the child, a child suspended for alleged violence without fair process and who became ill as a result, and a child where her allegations of sexual assault by co-students were not acted upon by the school.
- ◆ Advice and minor assistance to clients who have complaints against the Office of the Protective Commission and/or the Public Guardian.
- ◆ Assisted a client trying to address damaging conclusions about him on the COPS data-base, which have arisen from impressions and suspicion but in the absence of any actual complaint. The conclusions were having a damaging affect on people associated with him and on his legitimate activities in the community. The case highlighted the amount of impressionistic and untested information recorded about citizens on COPS database and the difficulty a

citizen faces trying to challenge rumour and impression without creating the very damage to their reputation that is the risk.

- ◆ *Assistance to and/or referral for a number of women about the removal of their children by DOCS with a view to ensuring that in all cases, all steps are taken properly including:*
 - ◆ In the care and protection proceedings themselves;
 - ◆ In the way DOCS treat individuals and families in the investigation and preliminary stages
 - ◆ In the way DOCS treats the parents and families subsequently in contact arrangements and maintenance of continuing monitoring of the wellbeing of the children eg complaint to the Ombudsman.
- ◆ *Victims of violence*
 - ◆ The major issue identified here was the lack of confidence among local women in the justice system in relation to sexual assault and assaults against children. Following a meeting instigated by the Centre with the Police Local Area Commander the Centre responded in various ways. The general legal service responded by:
 - ◆ Participating in the community meetings and other continuing activities.
 - ◆ Representing local women on criminal charges where they have been accused of assault in responding to sexual assaults on either themselves or their children.
 - ◆ Advice and referral in relation to victims compensation
 - ◆ Assistance to women on domestic violence associated issues, particularly women who are charged with offences or have application for domestic violence orders against them where the abusive partner is better at using systems and appearing persuasive to attending police. The police may also miss the instigating violence and only arrive in time to see the defensive behaviour thus charging the real victim.
 - ◆ Assisted referral to people assaulted by security guards and “bouncers” some of whom are experiencing significant continuing disability.
 - ◆ *Complaints about Police conduct – the need for checks and balances to ensure that the Police maintain the confidence of the community and act appropriately:*
 - ◆ Assistance in the writing and lodging of complaints against Police mainly arising from racial or disability issues of the complainant. As a result the Centre engaged with the Redfern Local Area Command to participate in training of police officers in disability issues.
 - ◆ Satisfactory conclusion of a complaint against a regional police officer arising from alleged failures in the investigation and follow up of a reported sexual assault.
 - ◆ Assisted a domestic violence client in a complaint arising from the administrative errors which enabled the person assaulting her to be released on bail at which time he further assaulted her and an additional error that led to her being arrested on a warrant in mistake for another person.
 - ◆ *Criminal Law*
 - ◆ Assistance for a number of clients seeking withdrawal or waiving of fines usually in circumstances where there are extenuating circumstances, there are reasons why the person should not have been given an infringement

- notice or there is very real financial hardship issues. The Centre has identified that people with a disability and/or Aboriginal or non-English speaking background are likely to be viewed with suspicion and not given any real chance to explain or be given the benefit of the doubt.
- ◆ Representation to a woman with a significant disability where someone is declaring her to be the responsible driver in large number of driving offences.
 - ◆ Representation of students charged with offences arising from protests over changes to the laws around voluntary student unionism.
 - ◆ *Employment – it should be noted that people recently fired or yet to start a job rarely have the funds to employ a private solicitor regardless of the salary that they might earn while employed.*
 - ◆ Advice, assistance and referral on numerous unfair and unlawful dismissal cases – many of our clients are employed long term as casuals, are fired for reasons such as “taking too many (genuinely) sick days”, are not given the required notice, are not provided with equivalent work when returning from maternity leave or are fired shortly after complaining about some safety or other aspect of their work.
 - ◆ Advice, assistance and referral on a number of cases involving discrimination in employment
 - ◆ Advice, assistance and referral on a number of cases involving questions of entitlements and pursuing unpaid superannuation.
 - ◆ Advice on contracts of employment.
 - ◆ *Other*
 - ◆ Organising a pro bono referral to a client with a disability, who had been caring for a dog and whose health had improved in doing so, when a previous owner tried to take the dog back.
 - ◆ Advice and assistance on numerous motor vehicle accident property damage claims.

COMMUNITY LEGAL EDUCATION

The Centre is asked to provide a number of community legal education sessions for a wide range of community organisations. This year our community education program included:

- ◆ Aboriginal studies
- ◆ Aboriginal women driving for success
- ◆ Advertising regulation
- ◆ Alexandra Park School forum
- ◆ Community safety – advice for victims of crime
- ◆ Community restorative centre – families of ex-prisoners
- ◆ Disability discrimination
- ◆ Disability awareness training for Redfern Police
- ◆ Domestic violence and debt
- ◆ Industrial relations laws
- ◆ Law for welfare workers (Ultimo TAFE)
- ◆ Law for counsellors
- ◆ Law for homecare workers

- ◆ Probation and parole
- ◆ Prisoners and tenancy law
- ◆ Sydney Uni alternate careers day
- ◆ South Sydney youth issues
- ◆ Squatters rights
- ◆ Tenants' housing rights
- ◆ Urban environment rights and the Redfern-Waterloo Authority
- ◆ Understanding mental illness
- ◆ Wills and other services for older people
- ◆ Workplace agreements

We produce fact sheets and brochures, which provide legal information in an accessible way. We have information about our services available in five community languages.

WEBSITE AND OTHER MATERIALS

Redfern Legal Centre, along with other legal centres, remains constrained in information it can provide to the public as a result of regulations prohibiting advertising of legal services to do with personal injuries. The definitions are very broad and catch many areas of the law. While community legal centres have been specifically exempted in a couple of specific areas, there are many others that still hamper us communicating with the public about seeking help or practical access to justice in many areas. The Centre is participating in further discussions with the NSW Attorney-General's office about further exemptions to the requirements.

REDFERN WATERLOO AUTHORITY

The Centre continues to provide information to residents in relation to issues that arise including Freedom of Information. In particular we have discussion materials about the Redfern Waterloo Authority Act available on our website.

Redfern Legal Centre represents the community sector on the Redfern-Waterloo Authority's Human Services Ministerial Advisory Council.

COMPENSATION FOR VICTIMS OF DOMESTIC VIOLENCE

The Centre has explored avenues of publishing resource materials for use by advocates to assist the accessibility of the victims compensation scheme to Aboriginal victims of domestic violence. It is hoped that the successful completion of this project will result in enhanced understandings by service providers of the particular needs of this group of victims and a sympathetic response from the tribunal to applications that address their needs. The work done in developing this information was used in consultation with Victims Services about barriers to accessing Victims Services and victims compensation.

SEXUAL VIOLENCE AND VIOLENCE AGAINST CHILDREN IN THE LOCAL ABORIGINAL COMMUNITY

As noted above in discussing casework, the Centre worked with local Aboriginal community and in particular Mudgin-gal Women's Corporation to look at ways of strengthening the relationship of women and children in the local Aboriginal community with the justice system so that victims of sexual assault and child victims of violence could see it as worthwhile engaging with Police and the Courts

in getting perpetrators identified and removed. We will continue to work with other stakeholders to address issues including:

- ◆ Confidence in police as allies in getting victims protected rather than further victimised
- ◆ Strategies for getting “everyone knows...” to be effective knowledge by those able to take action;
- ◆ The provision of appropriate support services such as Aboriginal sexual assault counsellors;
- ◆ Awareness of the necessary steps to take to preserve and record evidence.

YOUTH ISSUES

The strategic plan, for this period identified youth issues as a focus for work during this period. The initial stages involved meeting with local youth support agencies and then providing community legal training to workers from those agencies. The aim of this was to identify the issues currently occurring in the area while building awareness of the services that we could provide. As a result, relevant casework has been received which has led to outcomes for the individuals and our knowledge of the issues and ability to usefully advocate on systemic issues affecting youth in this area has improved. Issues to do with schools and with Law Enforcement Powers and Responsibilities Act are two issues so identified.

LAW REFORM

Like other CLCs, our primary aim is to achieve a fair and accessible legal system that really delivers justice. Therefore we participate in a range of law reform activities and campaigns. We are able to identify obstacles to justice from the advice and casework we do as well as information gathered during the provision of community legal education and general networking.

Our priority areas of law reform and policy work during 2005/2006 were:

- ◆ mental health
- ◆ youth,
- ◆ women in prison
- ◆ Redfern-Waterloo redevelopment

We respond to invitations for comment on law or social policy reform that impact on our community. This has included:

- ◆ Mental health review
- ◆ Unfair terms in contracts
- ◆ Debt collection guidelines
- ◆ Review of CTTT
- ◆ Fines Act amendment
- ◆ DoCS reform
- ◆ Police Aboriginal relations in Redfern
- ◆ Legal Practice regulation
- ◆ Interpreter access
- ◆ Victims compensation for domestic violence
- ◆ Common law damages for domestic violence

- ◆ Human Rights in Redfern
- ◆ Sugar Industry Readjustment Project
- ◆ Domestic violence and debt
- ◆ Succession laws
- ◆ Uniform Family Provisions Act
- ◆ Workchoices Bill
- ◆ Anti-Terrorism Bill
- ◆ Access to Services – People with Mental Illness
- ◆ Bill of Rights
- ◆ Police liaison re ATSI victims of sexual assault
- ◆ VAIG consumer complaint
- ◆ Privacy Law Review
- ◆ Strict and Absolute Liability Offences

REMOVAL OF CHILDREN

Redfern Legal Centre has continued to provide a monitoring role on issues to do with the removal of children by DOCS,

LOCAL POLICE ISSUES

As part of looking for resolution of issues arising from police matters in the Local Area, the Centre continued to meet with the Local Area Commander and with senior officers. An effective, fair and mature Police service is an important service to the community. Our assault victims need to be respected and to have their matters treated seriously. Our clients on the other hand do not need to be charged with resist arrest/assault officer/offensive language because the manifestation of their disability makes them stand out from the crowd and attracts Police attention. As noted above, we are pleased to report that we were able to work with the Local Area Command in developing and participating in a training program for Police on disability issues. This is a positive response that appears to be having some benefit for our clients and, we trust, for individual police officers on the street.

USE OF OCCUPATIONAL HEALTH AND SAFETY/APPREHENDED VIOLENCE ORDERS

We note a trend by service providers to use occupational health and safety arguments and apprehended violence legislation to limit inclusive provision of service and meet legitimate complaints against those services. Some of these services are safety net services for people with no alternatives. In the cases we see, there are clear elements of using these tools, designed to protect people from real risk, to exclude those people who are dare to question poor service and who become frustrated by, rather than grateful for, it. This is a worrying trend. We are continuing to respond to these on a case by case basis at this stage.

PRIVACY

This is a continuing issue of concern, particularly in the light of the increasing power of data-bases. As noted above, issues have been identified with the Police operational data-base. We note also that schools will now be asking for blanket authority to contact any medical providers in relation to children with disabilities regardless of whether any such provider may be the subject of complaint or

otherwise have become irrelevant, etc. Our casework demonstrates to us how often something mis-heard, mis-communicated, interpreted through a frame of prejudice or lack of cultural understanding or just plain mis-typed, can have significant adverse outcomes for individuals. Once on record, the error can be virtually impossible to be realistically addressed. We will be exploring these and other issues further in submissions to be made in the next year.

NSW OMBUDSMAN ONGOING REVIEW OF THE LAW ENFORCEMENT POWER AND RESPONSIBILITY ACT.

Work on youth issues and other cases has indicated the importance of participating in this review and work has been done to make other agencies aware of this review and develop greater understanding of the practical application of the legislation.

LEGAL AID IN ACEH

Redfern Legal Centre conducted a major fundraiser in September 2005 to support the reconstruction of the legal aid office in Aceh which had been demolished by the Tsunami.

In March 2006 Mr Eko Waluyo of Indonesian Solidarity visited the new office and sent this report on the results of our fundraising efforts:

"In appreciation of your support for funding the re-establishment of legal services in Aceh after the Tsunami, we are pleased to provide you the following update on the expenditure of those moneys:

Since receiving the funds Legal Aid Banda Aceh has been able to use the funds to secure rental accommodation for their offices for 6 months. This has been particularly critical as many overseas donors that support the work of such NGOs commonly do not cover the costs of essential overheads such as rent for office premises. Further, with the influx of international NGOs into Aceh soon after the Tsunami, the local rental rates soared to very high levels, making it difficult for local NGOs such as legal Aid Banda Aceh to access affordable office accommodation.

With the backing of our funds, Legal Aid Banda Aceh has been able to continue its work, which has recently focused on addressing conflicts in the community over land titles. As many of the land titles were not formally registered, there have arisen a large number of disputes over land claims. The court system can be cumbersome, long and expensive. So Legal Aid Banda Aceh has been working with local communities to work through traditional conflict resolution processes to resolve disputes within the community, which has met with some positive successes. In addition LBH Aceh has been recruiting people with law degrees and they have set up some posts in several districts to provide community legal services.

On 18 March, Aceh Judicial Monitoring organised a seminar on the issue of human rights court and commission of reconciliation and rehabilitation (KKR). LBH Aceh was one of the supporters of this seminar. They discussed the mechanism of KKR, however all speakers agreed that all human rights abuses in Aceh should be addressed either in human rights court or KKR.

Overall, local communities continue to experience many problems associated with the repercussions of the tsunami and the conflict, yet it is heartening to see local communities also responding to these challenges."

Thank you to all our generous supporters and donors who assisted with our fundraising efforts".



Mr. Imam Syuja, member of house representatives and Mr. Hendra Budian, a human rights activist, in Australia in December 2005, accept the 'big cheque' on behalf of LBH (Legal aid) Aceh.

ACCESS AND EQUITY AND COMMUNITY DEVELOPMENT

We aim to ensure our service is accessible and appropriate to people/communities in our area. As well as general centre-wide access and equity policies, some staff work with specific communities to ensure access and assist communities' ability to be able to assert their rights.

Many of our information resources are available in a range of community languages. We use interpreters when required. We have had the privilege of hosting the Aboriginal Justice Advisory Committee and its co-ordinator Jenny Munro during the year and we are sad that the funding for this program has been discontinued.

RLC is also active in a range of local, statewide and national networks and campaigns including:

- ◆ Combined Community Legal Centres Group NSW (including participation in a number of networks and working groups)
- ◆ South Sydney Consortium
- ◆ Financial Counsellors of Australia Network
- ◆ Youth Justice Coalition
- ◆ NSW Council of Social Services
- ◆ National Association of Tenants' Organisations
- ◆ Inner City Domestic Violence Action Group

2006-2007

Redfern Legal Centre anticipates that many of its ongoing issues will remain current but has identified youth issues, stresses on families caused by imprisonment, violence against women and children, discrimination and privacy for its general law service in the coming year. The Centre identifies the importance of an inclusive society where members are valued and treated with respect as important in building social cohesion.

CREDIT AND DEBT LEGAL SERVICE

Our Credit and Debt Legal Service provides legal advice and casework assistance to people who live in our local government areas, and Statewide in some instances.

We provide telephone and face-to-face advice to clients, and to financial counsellors and their clients. We also conduct community legal education and undertake law reform and policy activities.

For the past year the team have been heavily involved in a number of policy and law reform projects and community legal education workshops (see below). These activities have led to new networking opportunities and investigation of new methods of service delivery. Over the last 12 months, we have also consolidated networks previously established, particularly in Aboriginal and Torres Strait Islander communities.

POLICY/LAW REFORM

FINES REVIEW - 'NOT SUCH A FINE THING'

*We participated in and contributed to a review of the fines system and options for reform of the management of fines in NSW. This was a collaborative effort with a number of other legal centres and agencies and an initiative of the Homeless Person's Legal Service the Public Interest Advocacy Centre and the Public Interest Law Clearing House. The purpose of the report was to highlight the problems facing disadvantaged people who receive fines, and some of the valid concerns with the practices identified when fines are being issued. The final report was issued in April 2006 and forwarded to the NSW Attorney General's Department for action.

The recommendations in the Report are particularly critical in view of the significant increase in the number of persons using our service with fines. These almost at times are an adjunct to their main legal problem and with little options available in dealing with these through formal processes are then left un-attended.

DEBT COLLECTION GUIDELINES

*At the request of the ACCC/ASIC, we prepared a submission on their 2005 Draft Guidelines on Debt Collection Practices. The ACCC and ASIC said a lot of changes were made to the Draft Guidelines as a result of the submissions, and, at the time of writing, they intended to release a second consultation draft. Our submission has been placed on their websites.

The new Guidelines, which set a higher standard of conduct for debt collectors and creditors, are now in place.

UNFAIR TERMS IN CONTRACTS

In our last Annual Report, we mentioned this major ongoing project, which is considering legislative or other methods of ensuring that consumers, and particularly those who are vulnerable or disadvantaged, are protected from unfair contracts. Although New South Wales citizens are not in the worst position in the country with regard to legislative protection in this area, we are not on a par with world's best practice. As a corollary, other States and Territories (with the possible and partial exception of Victoria) are in a worse position than NSW. Standing Committee of Consumer Affairs Officials has placed our submission on their website.

At the meeting of the Ministerial Council of Ministers for Consumer Affairs in May 2006, it was resolved that the issue continue to be considered.

PRISONERS, THEIR FAMILIES, CREDIT & DEBT AND TENANCY.

This is a joint project with the Inner Sydney Tenancy Advice and Advocacy Service, which was in response to the increase in advice and services provided to inmates (including post release) and to their families. A number of these clients are pre or post release RLC catchment area residents.

This is a collaborative project with a number of agencies hoping to address some of the civil law needs of prisoners and their families that often get ignored within the growing crisis of incarceration and which can have some serious repercussions for their families and themselves. The working committee have had a number of meetings towards an effective strategy in delivering services to these sections of the community.

MUDGIN-GAL 'DRIVING TO WORK' PROJECT

Our Credit & debt Service was invited to be part of a series of workshops run by Mudgin-Gal and other agencies for Indigenous women. This is an incentive program, which aims to empower and improve the lives of these women and hence their families and the community through assisting them to learn to drive and/or deal with outstanding fines that have impacted on their ability to get or retain their drivers licence and to obtain and maintain employment.

THE SETTLEMENT

The RLC, particularly our credit & debt service was approached to provide assistance and consult on an initiative specifically funded to address the poverty and financial issues experienced by families within the local area. This project is still in its infancy stage with expected completion by the end of the year.

CASE WORK

Dodgy child care contracts

Our client enrolled her daughter at a childcare centre. The centre required 2 weeks notice of any cancellation of enrolment. Thirteen months later, our client gave notice of cancellation of her child's enrolment. In the meantime, however, the centre had changed its policy and now required that notice could only be given when the centre was (physically) open. The centre had not told our client about this change in policy. (In effect, it did not give our client notice!) The centre withheld hundreds of dollars of our client's deposit monies, on the ground that our client had not given sufficient notice of cancellation.

We wrote saying that the centre could not change a fundamental term of the contract between our client and the centre, without telling our client.

The Centre returned all of our client's deposit monies to her.

Second Prize Winner in a Beauty Competition

A number of associated photographic studios presented dodgy prizes as a means of luring young women and pressuring them to enter into very onerous contracts to purchase photo portfolios at exorbitant prices. We are presently negotiating release of our clients' from their contracts and have had some successful to date. Further, this may involve in complaints being lodged such as to the Office of Fair

Trading and Australian Securities and Investments Commission about the unethical business practices of these studios such as breaches of the Trade Practices Act.

The Bank that Gives Back

We were successful in appealing our client's case to his Bank, in addition to raising our concerns about its questionable management of our client's account and hence ability to charge significant account fees. Our client, who is under the care of the Protective Commissioner, received an apology and refund of a significant sum paid by his financial guardian to the account on his behalf.

The Disdainful Owners Corporation

We represented a client in CTTT proceedings against her body corporate due to the irregularity of their special levies and aggressive debt collection practices including threatening legal action against our client. Our CALD client who was on the disability support pension, and experiencing financial hardship was unable to negotiate a satisfactory instalment plan for outstanding levies. Despite a Tribunal order in our client's favour, the Owners Corporation continued to pursue our client and conduct meetings contrary to the Order and to law. The Credit & Debt team were further instrumental in successfully representing and protecting our client's interests.

Shares at a Bargain Price

Our Credit & Debt team together with the Consumer Law Centre successfully defended and negotiated a number of claims instigated by a company in the Local Court for failures to complete share transfer contracts. This company ruthlessly purported to purchase from our clients shares namely IAG at significantly below its market value. These clients' often were from disadvantaged sections of the community, such as elderly and suffering from questionable capacity issues due to the onset of dementia, and undergoing ongoing and extensive chemo-therapy.

COMMUNITY LEGAL EDUCATION

SUGAR INDUSTRY REFORM PROGRAM (SIRP)

During the reporting period we received funding from the Department of Family and Community Services (Commonwealth Financial Counselling Program), to prepare a training package for financial counsellors from Northern NSW who were engaged in providing crisis counselling to sugar farmers. An important component of the program, albeit unrelated to the element we provided, was to assist farmers whose crop practices were unsustainable (whether environmentally or economically) and who wished to change to more sustainable crops or move out of the industry altogether.

We went to Lismore to provide the training, and according to the evaluation by participants, the training was excellent.

In addition to the positive feedback, we were encouraged by participants to "package" the program and make it available to other financial counsellors and community groups. Accordingly, we produced a training DVD of the workshop, which was accompanied by written materials, including a test question and answer. This was distributed to financial counsellors across NSW. The response to the DVD has been extremely favourable, especially from rural counsellors who had described our acting debut and production as 'a breath of fresh air' and 'there

should be more like these.' Indeed, one rural financial counsellor has incorporated extracts from our DVD in a DVD of his own!

UCPR

At the request of Wesley Mission, we did a power point presentation on the new Uniform Civil Procedure Rules, which included producing a number of useful materials as a guide through the change in the civil claims process in the Local Court, District Court and Supreme Court. This was delivered to approximately forty financial and gambling counsellors as part of their annual conference.

“LAW FOR THE POOR”

At the request of the editor, one of our solicitors wrote an article for the autumn 2006 edition of “Inner Voice”, the Journal of the Inner Sydney Regional Council for Social Development.

INNER SYDNEY TENANTS' ADVICE & ADVOCACY SERVICE (ISTAAS)

During the last 12 months ISTAAS recorded 1,953 contacts by clients. 173 files were opened by the team.

ADVICE & CASEWORK

Telephone advice is available 20 hours per week during advertised advice line hours, and an estimated 4 hours of telephone advice per week is provided for urgent calls outside of these hours. During this period ISTAAS recorded 1,579 initial contacts as phone advice in the TAAP database. 123 of initial contacts were also given follow-up phone advice.

ISTAAS provides face to face advice by appointment, immediate face to face advice to persons who drop into the Centre, if the matter is urgent and they are unable to use a telephone due to disability or a legally complicated matter; and face to face advice at other times as part of ongoing casework.

During this period ISTAAS saw 223 clients for face-to-face advice as the initial type of contact. In addition, 114 clients were seen face-to-face as a follow up to the initial contact (of phone or face-to-face advice). Clients were also given face to face advice as part of ongoing casework which is not recorded in the TAAP Database.

71 initial contacts were Aboriginal or Torres Strait Islander tenants which represents 17% of open files. 36% of contacts were born outside Australia and 19% of contacts were from Culturally and Linguistically Diverse Backgrounds.

EXAMPLES OF ADVOCACY AND CASEWORK

REAL ESTATE AGENTS

- ◆ There has been a burst of mortgagee in possession cases where tenants can be evicted with little or no notice of proceedings against the owners who are in default. There are often managing Agents who either do not inform the tenant of the proceeding or who do not know themselves that the landlord is in default. In two matters ISTAAS successfully negotiated for the tenants to pay their rent to the bank in possession. In another matter ISTAAS was able to negotiate to let the tenant back into the premises after a warrant was executed and they had no legal rights.
- ◆ ISTAAS assisted a client who was a single father with 6 children. He was being evicted for Noise & Nuisance. ISTAAS assisted him to gain housing in Department of Housing and negotiated with the Real Estate Agent regarding a reasonable period of time to move out.
- ◆ During Consumer, Trader and Tenancy Tribunal (CTTT) Duty Advocacy ISTAAS assisted a client who was being evicted for rent arrears and the Agent was initially refusing to negotiate a conciliated outcome. The client had just finished paying off a lot of fines. He wanted to arrange a direct debit scheme to pay his rent but the Agent didn't have the facilities for this. ISTAAS was able to negotiate for the tenant to stay and have his rent paid directly from his employer.

PRIVATE LANDLORDS

- ◆ During CTTT Duty Advocacy ISTAAS has seen many cases where private landlords are claiming tenants bonds. There have been several cases where the landlord is moving back into the premises and wants to claim the bond to do

repairs and maintenance which is their responsibility. Interestingly in these cases the Agents involved have inspected the premises and said they are ok. ISTAAS has attempted advocacy during negotiations but ended up assisting the tenant to get an adjournment and seek advice on evidence and formal hearings.

- ◆ A tenant was on a fixed term agreement and the property was subject to severe flooding and mould. The private landlord continually undertook to do the repairs but never completed them. The landlord informed the tenant she could leave by giving 14 days notice. The tenant was unsure what to do and had no written confirmation. ISTAAS wrote a letter to the landlord detailing his failure to do repairs and seeking written confirmation of his consent to let the tenant leave without penalty. The landlord complied and the tenant then applied to the Tribunal for compensation.

PUBLIC AND COMMUNITY HOUSING

- ◆ In one matter a property was managed by a Real Estate Agent but head leased to a Community Housing Provider. The Agent had served a notice of termination on the Housing Provider for Noise & Nuisance. ISTAAS advised the Housing Provider on defending the termination and assisted the tenant to be joined to the proceedings so they could negotiate and provide evidence. There was a successful outcome with a conciliated order of Specific Performance Orders.
- ◆ A tenant was seeking a transfer from their tenancy due to victimisation and physical harassment. The Department of Housing made the tenant 2 offers, the second of which was next door to the tenant's attackers. The tenant rejected both. The Department did not accept the tenants reasons for rejecting the second offer and there had been a breakdown in the relationship between the tenant and the Department. ISTAAS assisted the tenant by writing to the Department to explain why the second offer was unreasonable. As a result the Department withdrew the second offer and made another offer which met the tenants needs.
- ◆ In another matter a Department of Housing tenant had been terminated for rent arrears at the Tribunal. The Department had alleged he had unauthorised additional occupants, had cancelled his rental subsidy and backdated the cancellation thereby creating a debt. The tenant had low numeracy and literacy skills and did not know of the complex nature of appealing a Department decision while separately being taken to the Tribunal for arrears. ISTAAS successfully applied for a rehearing at the Tribunal and submitted an internal appeal to the Department of Housing. The appeal was successful so the rental subsidy was reinstated, thereby cancelling the rental arrears.

ASSISTANCE TO PREPARE FOR TRIBUNAL HEARINGS

This category indicates higher intensive assistance than sending out written factsheets and Tribunal kits and involves ongoing casework, face to face advice and follow up. It also includes applications for rehearings at the Tribunal which involve a lot of preparation, even where we don't represent at the final hearing.

- ◆ ISTAAS assisted a Department of Housing tenant who had severe physical and mental illnesses. He had major repair issues and couldn't get the Department to fix them. The tenant applied to the Tribunal for orders to do the repairs but at the hearing the CTTT made orders for termination and possession. ISTAAS successfully got a rehearing and got compensation of \$2000 by consent

ISTAAS negotiated for the tenant to move into temporary accommodation for repairs to be done. The repairs were completed and he was able to move back into the original house.

- ◆ In another matter a client had liver disease and an anxiety disorder. She was being evicted by the Department of Housing at the Tribunal for four separate allegations. ISTAAS was able to get an adjournment at the Tribunal to put in an internal appeal to Department of Housing for the subsidy cancellation. The appeal was successful and the Department withdrew the application for Termination.

CONSUMER, TRADER & TENANCY TRIBUNAL REPRESENTATION

- ◆ A Department of Housing tenant who was hearing impaired had got orders to do repairs in 2005 but they were not done. She had asthma and was allergic to mould. The premises had had mould for 15 years but the Department would only do touch up jobs. The tenant was no longer able to stay overnight in the premises. ISTAAS negotiated to have the rent reduced to \$5 per week. At the Tribunal ISTAAS successfully conciliated an order for compensation of \$7,000. The repairs are still being done and ISTAAS continues to advocate for our client.
- ◆ An elderly Department of Housing tenant was being taken to the Tribunal for termination of his tenancy for noise and nuisance. He denied the allegations. The Department had some letters from neighbours but they did not prove that the issues were caused by our client. The allegations involved dumping rubbish in common areas but our client actually did a lot of work around the place cleaning it up. He was very upset by the allegations and by the severe action being taken by the Department. As he was elderly, upset and did not understand the procedure it did not seem in his interest to drag out the proceedings with a formal exchange of evidence and hearing. With strong negotiations at the Tribunal we were able to get conciliated orders that he abide by the terms of his agreement with no admission of breach or right to relist the matter.
- ◆ A Department of Housing tenant with an acquired brain injury after being hit by a car was being harassed by neighbours. The Department of Housing was trying to evict the tenant for noise and nuisance based on allegations of neighbours. Consent orders for Specific Performance Orders were made at the CTTT without admissions of breach.
- ◆ A tenant of Department of Housing had problems communicating with the Department because of a language barrier. Problems with rent started when the tenant's wife went overseas for a period. The Department were notified and approved of the absence. The rental subsidy was later adjusted and back-dated putting the tenant in arrears. The tenant provided documentary evidence to the Department however, the Department kept asking for the same evidence and took the tenant to the CTTT for termination. ISTAAS assisted by collecting all the evidence and sending an appeal to the Department. ISTAAS represented at the CTTT and were successful in obtaining consent orders without admissions of breach.
- ◆ A Department of Housing tenant fell into rent arrears when she changed payments at Centrelink so that rent came out of both her and her son's benefits. This wasn't done properly so rent arrears accrued. The tenant suffered from depression so she did not deal with the issue straight away. The Department of Housing pursued her for termination in the Tribunal for arrears. Consent orders were negotiated for payment of rent by instalments over time.

DUTY ADVOCACY AT CONSUMER, TRADER AND TENANCY TRIBUNAL (CTTT) OUTREACH SERVICE

In January 2006 ISTAAS began a trial of providing an advocate at the CTTT one morning per fortnight. In April three other city tenancy services joined the duty advocacy service, thereby providing an advocate for one day per week at the Tribunal.

ISTAAS provided the coordination of the service delivery between the four services and liaised with the Tribunal. The four services developed an effective system in which clients could be referred to their local tenancy service for ongoing or follow up advice and assistance. The advocate also looks up the Tribunal list the day before attending to ensure that assistance is not given in matters where a conflict of interest may arise.

The service is provided on each Wednesday for the full day and is shared by the services who provide an advocate half a day each, each fortnight. Wednesdays were decided upon because new tenancy matters are listed on three days per week with Wednesday being the best day for each service to provide an advocate.

During the six month period ISTAAS assisted 32 tenants. This included immediate provision of advice, advocacy during conciliation, representation and assistance to have matters adjourned so that tenants were able to seek further advice or representation.

ISTAAS is currently undertaking an evaluation of the outreach service.

ISTAAS AT THE WOMEN'S DOMESTIC VIOLENCE COURT ASSISTANCE SCHEME (WDVCAS)

So that ISTAAS can undertake CTTT Duty Advocacy, the service no longer attends the WDVCAS outreach but have instead maintained an effective referral system and good working relationship with the WDVCAS workers. During this period 23 clients were assisted as a result of referrals from the WDVCAS service at Downing Centre. Many more were identified as having non urgent tenancy issues and were given the ISTAAS pamphlet to contact our service at a later date.

The WDVCAS and ISTAAS services often work together to assist clients on matters which involve domestic violence and housing issues. These commonly involve matters where clients are seeking to have locks changed or needing to be housed or rehoused in Department of Housing premises.

COMMUNITY LEGAL EDUCATION (CLE), POLICY AND MEDIA WORK

ISTAAS continues to implement recommendations from the CALD report and strategy as completed by Amy Richardson in November 2004. We also continued our development of CLE materials in response to a questionnaire given to local community workers.

During this period ISTAAS undertook the following types of CLE, policy and media work, both as a discrete service and collaboratively with the other services within Redfern Legal Centre.

- ◆ Supply of ISTAAS brochures to services such as youth services, neighbourhood centres and other local community services;
- ◆ Supply of tenancy brochures and info packages at community events such as Premiers "Youth at Risk Initiative" in Kings Cross, Seniors' Week at Ultimo Community Centre and Department of Housing neighbourhood advisory meetings and community barbecues;

- ◆ CLE sessions at community events such as Leichhardt Community Open Day, "What's with Domestic Violence Day", Russian Community Information Day at Redfern Legal Centre (with use of interpreter), and local Chinese group who attended Redfern Legal Centre,
- ◆ Supply and liaised with Hawkesbury Nepean Community Legal Centre with information and fact sheet regarding Domestic Violence and Tenancy Law for them to produce their own brochure;
- ◆ Consultation with tenant representatives for a large Department of Housing block regarding threats of eviction and preparation of CLE materials for distribution to the tenants as to rights and obligations;

Articles in newspapers such as:

- ◆ Sydney Morning Herald (Domain) - Tips on Share Housing Dec 2005
- ◆ Sydney Morning Herald (Domain) - Rent increases Novr 2005
- ◆ Sydney Morning Herald (Domain) - Choosing a flat mate. Sept 2005
- ◆ Sydney Morning Herald (Domain) - Renting on your own. Oct 2005
- ◆ The Australian (Higher Education) "Surviving the student digs sharks" - Promotion for Share Housing Survival Guide Aug 2005

Contributed to submissions and attended meetings of:

- ◆ Boarders & Lodgers Action Group (BLAG)
- ◆ Public Housing Issues Working Party (PHIWP)
- ◆ Tenancy Legal Working Party (TLWP)
- ◆ Attended CTTT Consultative Forums and raised issues on behalf of the TAAP network.

STAFFING

In August 2005 Jacqui Swinburne, the co-ordinator went on maternity leave for 9 months then returned to ISTAAS two days per week. During this time of staffing difficulties the dedicated tenancy workers were outstanding in their support and cooperative approach to keep the service running smoothly and at full capacity. Without their invaluable effort the service would have fallen apart during this time.

Sue Thomas coordinated the service and remains as a co-coordinator.. Ambrith Abayasekara continued as a full time tenancy caseworker and has developed to be an essential support, supervising and training other workers and assisting in coordination of the service.

Sue Phoo and Nicole Urban each spent time as full time caseworkers and each gave exceptional service to ISTAAS. Amy Richardson and Andrew Howell assisted immensely as part time and casual workers.

In addition we thank our dedicated Hotline Volunteers who give advice on Wednesday afternoons on the Tenant's Union Hotline. This is a great way to train new workers and recruit new graduates into the Tenants' Advice & Advocacy Program (TAAP) network. It also helps the service to have a bank of trained locums to replace workers on leave. During this period the Hotline volunteers have been Ilona Renner, Elizabeth Gaunt, Carl Freer, Cymby Johnson, Diana Pleasance, Alicia Chrysochoides, Sina Mostafavi and Bridget Burton.

SYDNEY UNIVERSITY – STUDENT REPRESENTATIVE COUNCIL BRANCH OFFICE

The legal service at the Sydney University's Student Representative Council ("SRC") is provided by Redfern Legal Centre and operates as a branch office of the Centre.

The legal service is available to undergraduate students at the University and students at the affiliated campuses of Sydney College of the Arts, The Conservatorium of Music, Orange Agricultural College and Camden Farms.

The SRC funds the SRC legal service. In the past, the SRC has obtained funding for all its services from compulsory student union fees. As a result of Voluntary Student Unionism, the SRC has received funding from the University to maintain the SRC's current services, including the legal service, until the end of September 2007. The University is presently considering whether to provide funding for the SRC beyond this date.

The SRC legal service is staffed by one solicitor who works at the SRC four to five days per week and is employed and supervised by the Centre. The legal service is covered by the Centre's professional indemnity insurance. In light of the funding instability, the legal service has been provided by locum solicitors in the past year.

The solicitor provides a very busy advice service four days per week.

Appointments are available most days of the week with Tuesday and Thursday afternoons dedicated to a drop in service. Students at distant campuses can also make telephone appointments and receive advice by email.

The solicitor provides casework services to represent clients and also provides assistance to help clients to represent themselves. Wherever possible, the decision to take on more extensive work for a client is made with consideration of the other legal services available to the client, the client's resources and the potential for the client to manage the matter themselves with assistance from the solicitor. The aim is to provide the most efficient and useful service to the student community and also to allow the solicitor to spend greater time on clients who have a high degree of need and are unable to access other services.

The solicitor also provides regular legal and strategic advice to the student caseworkers employed by the SRC who deal with a variety of issues concerning students such as academic or welfare matters.

The solicitor also undertakes policy work and community legal education. Policy or law reform work is work that may not be related to any one particular client but aims to achieve some systemic change in the legal system or the University in order to benefit a group of students or all students.

Community education aims to increase the ability of clients to avert legal problems or to solve them themselves by providing legal information, for example in the form of fact sheets or information brochures.

The legal centre maintains a close link with the SRC branch office. The SRC office benefits from the support offered by the Director and Administrator of the legal centre, the Principal Solicitor and the other solicitors and tenancy workers at the centre. In addition to performing the duties at the SRC, the solicitor participates in the organisational life of the main office of the legal centre through attendance at staff meetings and file intake meetings.

CASEWORK

UNIVERSITY MATTERS

The legal service advises students on University matters and can represent students in conflicts with the University as the service remains independent of the University. Matters often concern the University's internal procedures such as misconduct proceedings for allegations of plagiarism or other alleged misconduct.

The University sometimes fails to observe procedural fairness in administrative process and decision making and the legal service has an on-going strategy of identifying these issues and recommending changes to the University and, where appropriate, making complaints to the Ombudsman.

In the past year, the legal service successfully represented one student before the University's Proctorial Board to defend plagiarism allegations which would have otherwise seen the student suspended from the University. The legal service is in the process of conducting appeals on behalf of two other students facing suspensions for allegations of plagiarism and other misconduct. The legal service has also provided a number of students with advice in relation to allegations of misrepresentations by the University in relation to the nature and quality of courses.

MOTOR VEHICLE ACCIDENTS

Motor vehicle accidents continue to be a common source of legal problems for students. The advice in this area is often to young drivers who are seeking to recover damages and/or defend claims for damages following car accidents. The financial impact can be significant for students who may rely on their vehicles and earn a limited income.

CRIME

A significant number of students sought advice on criminal matters. The solicitor provided advice and representation to students in relation to matters concerning allegations of Centrelink, assault, arson, carrying dangerous weapons, jury service, drugs, fraud and driving offences. In the past year, some thirty or forty students were charged with alleged offences relating to student protests against Voluntary Student Unionism. Many of the allegations have been spurious, but of great concern to the student involved. The legal service, and the Centre, spent a substantial amount of time advising these students and assisting them to obtain pro bono representation from criminal barristers.

TENANCY

Many students, particularly young and overseas students, find themselves involved in legal problems related to share housing, boarding and tenancy. The legal service has provided advice, and conducted negotiations on behalf of, a large number of students in relation to such matters. The service has also provided representation to students in difficult tenancy matters at the Consumer, Trader and Tenancy Tribunal. It appears there may be an increasing pattern of landlords acting more aggressively towards tenants as those landlords suffer from financial pressure as a result of interest rate rises.

CONSUMER

The legal service continues to receive a number of enquiries about consumer matters. These problems arise with students who find themselves vulnerable to aggressive sales techniques or onerous credit contacts. In the past year, the legal service has received a number of enquiries in relation to contracts with photographic service providers. The service has been able to negotiate successful outcomes for each of these students who were suffering from serious financial impact and distress as a result of these matters.

PERSONAL INJURY

The legal service managed to negotiate the resolution of District Court proceeding being pursued by two students against the State of NSW in relation to allegations of false imprisonment and assault by police. The matter had been ongoing for about two years and has now finally been resolved to the satisfaction of the students involved.

EMPLOYMENT

Students often perform casual or part time work to support their studies and many experience difficulties with employers in relation to termination or disputes relating to pay or working conditions. The legal service has successfully negotiated on behalf of many students to recover wages and assist to resolve concerns about working conditions. The service frequently provides advice to students about these matters and considers there has been an increase in concerns since the enactment of the Work Choices legislation.

DISCRIMINATION

The legal service negotiated a satisfactory outcome in a matter relating to allegations of disability discrimination by the University.

SRC AS CLIENT

The legal service frequently assists the SRC student representative and case workers by providing legal and strategic advice in relation to matters concerning the relationship between students and the University, Centrelink and other parties. The service also provides strategic advice to the SRC in relation to its relationship with the University and the Student Union and has experienced an increased demand for such advice since the arrival of Voluntary Student Unionism. At one stage during the past year, the SRC wished to consider options for ways in which a legal service could be provided to SRC members with limited or no funding. The existing legal service, and the Centre, devoted a great deal of time to prepare a report and make a series of presentations for the SRC to explain the nature of the legal industry and the benefits and risks associated with alternative models for the provision of a legal service. In light of the University's present funding, the SRC has decided to continue with the existing arrangement with the Centre and current legal service.

POLICY AND LAW REFORM/ LEGAL EDUCATION

The legal service, in conjunction with the Centre, provided training on media and defamation law to the SRC student newspaper, SRC student representatives and representatives from other media organisations at other Universities. The service

also provided training for SRC student representatives and other activists in relation to the laws impacting on protest activities. Both of these training sessions were well attended and well received.

PRO BONO ASSISTANCE

The SRC service received invaluable pro bono assistance from a number of people including the following.

- ◆ Iain Todd
- ◆ Craig Biscoe
- ◆ Esther Lawson
- ◆ Andrew Williams
- ◆ Stephen Blanks of Stephen Blanks & Associates

WOMEN'S DOMESTIC VIOLENCE COURT ASSISTANCE SCHEME

The Redfern Women's Domestic Violence Court Assistance Scheme has had another full and productive year. We have been active in a range of initiatives from law reform to community projects aimed at promoting violence prevention, providing better support for women seeking legal protection from domestic violence and shaping policies and law that better allow women to attain justice. In particular, we have been active in maintaining the profile of domestic violence as a crime and not a private matter.

STAFF:

During the 2005-2006 period, Susan Smith was the Coordinator of the Redfern WDVCAS, Dixie Link-Gordon the Assistant Coordinator, and Susie Williamson the Administrative Assistant.

DOWNING CENTRE LOCAL COURT:

Court Support:

During the 2005-2006 period, the Redfern WDVCAS has given assistance to 329 individual clients, which represents a more than 100 per cent increase in the number of individual clients assisted in the previous year. In the 2004-2005 period, Redfern WDVCAS gave assistance to 151 individual clients, and in 2003-2004, a total of 183 individual clients. During 2005-2006, we recorded 1665 total client contacts: 13 per cent of these contacts were with Aboriginal or Torres Strait Islander women, 26 per cent with women who identified as culturally and linguistically diverse, and 16 per cent of these contacts were with women with a disability.

A combination of volunteer law students and seconded workers have provided court support for the WDVCAS on AVO list days (Wednesdays and Fridays) at the Downing Centre Local Court, and on many occasions over the past year, these volunteers and seconded workers have also provided support for women at hearings.

PRO-BONO SOLICITORS AND BARRISTERS:

Eighty five per cent of client contacts during 2005-2006 were with women in police initiated ADVO matters listed for mention at the Downing Centre. For women making private applications for ADVOs, or for women who were defendants in ADVO matters, pro-bono solicitors provided representation on list days.

During 2005-2006, pro-bono representation on list days was provided by solicitors from Gilbert + Tobin and by barristers Colleen McCullum and Narelle Butler, and a number of solicitors and barristers have generously provided pro-bono representation for women in AVO hearings.

POLICE PROSECUTORS:

As a result of representations made by Redfern WDVCAS to the New South Wales State Prosecutors Office, one permanent prosecutor has now been appointed to the Downing Centre AVO court on list days. This prosecutor is an ex-Domestic Violence Liaison Officer, and experienced in AVO applications, who works closely with our service. Since this appointment, there has been a marked improvement in the number of orders finalized at the mention stage, and a drop in the average number of court attendances for women seeking the protection of orders.

COURT SAFETY:

We have continued to lobby for changes to improve safety measures at court to benefit both clients and workers, and we now have a new, slightly larger, and much safer room and office at the Downing Centre with a second escape route. However, clients and workers at court remain at risk, and we have continued to make recommendations to the court regarding the presence of a sheriff on Level 4 on AVO list days.

CRIMES AMENDMENT (APPREHENDED VIOLENCE) BILL 2006:

During the period 2005-2006 we have taken an active role on the Attorney General's Apprehended Violence Legal Issues Coordinating Committee, which has made recommendations to the New South Wales Law Reform Commission regarding changes to Part 15A of the Crimes Act 1900. The Crimes Amendment (Apprehended Violence) Bill 2006 is currently being debated in New South Wales Parliament. In particular, the Bill before Parliament includes the following recommendations made by the committee:

- ◆ The expansion of a court's power to issue an apprehended domestic violence order based on police fears for the safety of the complainant where there has been a history of domestic violence: s 562G.
- ◆ The ability for police to issue a 28-day telephone interim order through an authorized justice sitting 24 hours a day. The proposed section makes it clear that an application may be made at any time and regardless of whether a court is sitting: s 562P.

The committee also made recommendations regarding proposed changes to the content and conditions of AVO forms and is currently considering ways to investigate the high rate of withdrawal of ADVO applications.

LOBBYING:***SPECIALIST DOMESTIC VIOLENCE UNIT AND HOMICIDE DEATH REVIEW TEAM:***

As part of the Domestic Violence Committee Coalition formed in March 2006, we have lobbied in response to the increased number of domestic violence deaths in New South Wales. The coalition is urging the Government to establish a specialist domestic violence unit within New South Wales Police and to set up a homicide review team to investigate domestic violence deaths, based on a belief that deaths due to domestic violence are preventable.

SERVICE OF COURT DOCUMENTS:

In response to New South Wales court statistics that show that 12 per cent of AVOs were unable to be served (and were therefore unenforceable) the Redfern WDVCS has written to all police local area commanders across New South Wales to request they provide us with details of their procedures for the service of documents, in the hope of identifying procedures that work.

PREMIER'S STATE PLAN:

As an individual WDVCS, and as part of the WDVCS Network, we have made submissions on domestic violence issues to the Premier's State Plan, in particular

drawing attention to the increase in the number of domestic violence deaths in New South Wales this year, and to the training and status of police Domestic Violence Liaison Officers. We have also pointed out the need for more refuges for women and children escaping domestic violence.

FEMALE DEFENDANTS IN ADVOS:

We have noted an alarming increase in the number of female defendants in ADVO matters where there has previously been a history of violence against the (now) defendant. On occasions, it seems, when police attend a domestic violence event and are unable to identify the primary aggressor because both parties have injuries, police have accepted the version of events given by the more coherent party. We are currently advocating for, and/or providing support to, seven such female defendants, some of whom have been charged by police for assault when they themselves had visible injuries after the event, but were initially too distraught to give police a coherent version of events.

We have written letters to the Assistant Commissioner of Police, and had discussions with the Ombudsman's office regarding our concerns. We are now in the process of writing (de-identified) case studies to be submitted to the Ombudsman in the hope of identifying training issues for police officers. We have also encouraged, and will assist, these women to make their own individual complaints to the Ombudsman. A student on placement with our service is undertaking research on female defendants, and conducting a literature review of research from overseas jurisdictions.

LEGAL AID DATA BASE:

We have been instrumental in the development of Legal Aid's new database for the Women's Domestic Violence Court Assistance Program, through the involvement of Susie Williamson on the Data Base Advisory Committee. The new database, which became operational on July 1, 2006, will provide more comprehensive data to Legal Aid about our service, and will enable us to better monitor the service we deliver.

COMMUNITY EDUCATION AND INITIATIVES:

'BLACKOUT VIOLENCE' CAMPAIGN:

In partnership with Mudgin-gal, Wirringa-Baiya and the Inner City Domestic Violence Action Group, we have continued to support the 'Blackout Violence' campaign. The 2005 campaign utilized the New South Wales Aboriginal Rugby League Carnival to promote an anti-violence message. Supporters of the campaign distributed promotional bags, water bottles and other materials to those attending the event.

INNER CITY DOMESTIC VIOLENCE ACTION GROUP:

The Redfern WDVCAS has played an active role with the Inner City Domestic Violence Group. The Group meets monthly, either at Redfern Legal Centre or Redfern Police Station, and consists of representatives from most of the agencies in the area that deal with victims of domestic violence, including Barnardos, Department of Community Services, Mudgin-gal, Wirringa-Baiya, SCARBA, Amnesty International, Department of Housing, the Aboriginal Medical Service and

Redfern Police. The ICDVAG has organized or participated in a number of major activities during 2005-2006, including:

- ◆ 'Plates in the Park' for 'Stop Domestic Violence' Day 2005.
- ◆ 'What's With Domestic Violence' Day at Redfern Legal Centre.
- ◆ 'Blackout Violence' at the Aboriginal Rugby League Carnival.
- ◆ A stall at Redfern Station for International Women's Day.

This group plays an important role in forging links with domestic violence services within the area, and in particular has resulted in an improved police understanding and response to domestic violence in the area.

EDUCATION AND TRAINING DAYS:

The Redfern WDVCAS has organized or participated in a number of education and training days during 2005-2006, including a day for Domestic Violence Liaison Officers from Redfern, Kings Cross, City Central, The Rocks and Surry Hills, AVO training for solicitors, and information days at refuges and local agencies. Dixie spoke on domestic violence and its impact in the Aboriginal community at the Aboriginal Legal Service's Annual Conference.

COMMITTEES:

The Redfern WDVCAS is actively involved in the following committees:

- ◆ Inner City Domestic Violence Group
- ◆ Redfern/Waterloo Authority's Family Violence Task Force
- ◆ Attorney General's Apprehended Violence Legal Issues Coordinating Committee
- ◆ Department of Housing's 'Staying Home – Leaving Violence' Committee
- ◆ Combined Community Legal Centre's Group – Domestic Violence Committee
- ◆ Downing Centre Court Users Committee

DIRECTORS' DECLARATION

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 5 to 21, are in accordance with the *Corporations Act 2001*:
 - (a) comply with Accounting Standards in Australia and the *Corporations Regulations 2001*; and
 - (b) give a true and fair view of the financial position as at 30 June 2006 and performance for the financial 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.

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

Director



Nicolas Patrick

Dated this 8th day of October 2006



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D W STAPLES
D G YOUNG

CONSULTANTS:
J S YOUNG
D G BARNSDALL
P S ROWE

**INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF
REDFERN LEGAL CENTRE**

Scope

We have audited the financial report of Redfern Legal Centre for the financial year ended 30 June 2006 comprising the Directors' Declaration, Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows and notes to the financial statements.

The company's directors are responsible for the financial report. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the company.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia and Corporations Act 2001 so as to present a view which is consistent with our understanding of the company's financial position and performance as represented by the results of its operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion, the financial report of Redfern Legal Centre is in accordance with:

- (a) the *Corporations Act 2001*, including:
 - (i) giving a true and fair view of the company's financial position as at 30 June 2006 and of its performance for the financial year ended on that date; and
 - (ii) complying with Accounting Standards in Australia and the *Corporations Regulations 2001*; and
- (b) other mandatory professional requirements in Australia.

Pitcher Partners
PITCHER PARTNERS
Mark Godlewski
Mark Godlewski
Partner

Sydney 18 October 2006

Auditor's Report

REDFERN LEGAL CENTRE

ABN 31 001 442 039

INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2006

	Notes	2006	2005
		\$	\$
Revenue	2	1,175,127	1,036,016
Employee benefits expense		(971,631)	(846,501)
Depreciation and amortisation expenses	3	(20,346)	(21,493)
Insurance		(16,682)	(14,578)
Program and related expenses		(61,072)	(35,473)
Subscriptions		(7,153)	(10,077)
Telephone, facsimiles and internet		(13,757)	(16,019)
Printing, Stationary and Postage		(35,000)	(25,321)
Other expenses		(51,908)	(59,415)
Finance costs	3	<u>(2,374)</u>	<u>(2,073)</u>
Profit (loss) before income tax expense (income tax benefit)		<u>(4,796)</u>	<u>5,066</u>
Income tax benefit (income tax expense)		<u>-</u>	<u>-</u>
Profit (loss) for the year		<u><u>(4,796)</u></u>	<u><u>5,066</u></u>

REDFERN LEGAL CENTRE
ABN 31 001 442 039

BALANCE SHEET
AS AT 30 JUNE 2006

	Notes	2006 \$	2005 \$
CURRENT ASSETS			
Cash and cash equivalents	5	94,169	243,792
Receivables	6	1,853	1,890
Other financial assets	8	360,788	342,256
Other	7	<u>6,644</u>	<u>13,256</u>
TOTAL CURRENT ASSETS		<u>463,454</u>	<u>601,194</u>
NON-CURRENT ASSETS			
Property, plant and equipment	9	<u>36,869</u>	<u>52,357</u>
TOTAL NON-CURRENT ASSETS		<u>36,869</u>	<u>52,357</u>
TOTAL ASSETS		<u>500,323</u>	<u>653,551</u>
CURRENT LIABILITIES			
Payables	10	111,587	266,282
Interest bearing liabilities	11	3,579	3,066
Provisions	12	<u>78,734</u>	<u>63,455</u>
TOTAL CURRENT LIABILITIES		<u>193,900</u>	<u>332,803</u>
NON-CURRENT LIABILITIES			
Interest bearing liabilities	11	10,170	13,749
Provisions	12	<u>83,902</u>	<u>89,852</u>
TOTAL NON-CURRENT LIABILITIES		<u>94,072</u>	<u>103,601</u>
TOTAL LIABILITIES		<u>287,972</u>	<u>436,404</u>
NET ASSETS		<u>212,351</u>	<u>217,147</u>
EQUITY			
Retained earnings		<u>212,351</u>	<u>217,147</u>
TOTAL EQUITY		<u>212,351</u>	<u>217,147</u>

Balance Sheet

REDFERN LEGAL CENTRE
ABN 31 001 442 039

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2006

	Notes	2006 \$	2005 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers and donations		37,026	36,514
Grant receipts		975,878	1,038,519
Payments to suppliers and employees		(1,139,043)	(1,005,752)
Interest received		32,346	27,013
Borrowing costs		<u>(2,374)</u>	<u>(2,073)</u>
Net cash provided by/(used in) operating activities	5	<u>(123,167)</u>	<u>94,221</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment (net of disposals)		(4,858)	(10,393)
Payment for term deposits		(18,532)	(17,444)
Proceeds from sale of assets		<u>-</u>	<u>952</u>
Net cash used in investing activities		<u>(23,390)</u>	<u>(26,885)</u>
CASH FLOW FROM FINANCING ACTIVITIES			
Proceeds from finance lease		-	19,053
Repayment of finance lease		<u>(3,066)</u>	<u>(2,238)</u>
Net cash provided by/(used in) financing activities		<u>(3,066)</u>	<u>16,815</u>
Net increase/(decrease) in cash held		(149,623)	84,151
Cash at beginning of financial year		<u>243,792</u>	<u>159,641</u>
Cash at end of financial year	5	<u>94,169</u>	<u>243,792</u>