

We supported self-represented clients in the completion of **1,421 legal tasks**. We built legal capacity in the community by publishing **35 community legal education resources** and conducting **118 community legal education activities** in response to high needs legal areas.

70% of stakeholders surveyed agreed we were effective or very effective at having a positive impact on increased understanding of the law by staff in health or community organisations

74% agreed we were effective or very effective at engaging and building capacity in the community

67% agreed we were effective or very effective at having a positive impact on increased understanding of the law by individuals in the community

Building capacity: Social housing repairs

Repairs and maintenance in public housing remain a complex and persistent issue in our community. RLC's Inner Sydney Tenancy and Housing (ISTAAS) service works to address this issue in a number of different ways, including by developing initiatives to build the capacity of the community to address this widespread issue.

ISTAAS published a *Repair Kit* that provides a step-by-step advice guide for public housing tenants about getting repairs done. The Kit can act as a supplement to advice from ISTAAS, a standalone tool for public housing tenants to self-advocate, or a resource for community workers to increase their capacity to assist public housing tenants with repairs matters. It is one of ISTAAS' most popular resources, and has been accessed online over 4,000 times.

Building capacity: My Legal Mate

My Legal Mate (MLM) is a groundbreaking multi-language interactive video resource for NSW international students. MLM was created by Redfern Legal Centre, with support from City of Sydney, Study NSW and Fair Work Ombudsman, and built by education technology provider, Praxtera. Launched on campus at Macquarie University in 2019, MLM is available to education providers by subscription.

Thanks to generous support from our partners Study NSW and City of Sydney, 77,500 licences of MLM were made available to protect the wellbeing of international students across the state during COVID-19.

“When I contacted your service, I was confused, scared, and at a loss for where to begin. Your staff was professional, empathetic, patient and clearly explained everything I needed to know to organise, protect myself, and move on with my life in Australia feeling legally protected.”

“I would have no ability to navigate the legal system by myself. I would have made many bad decisions without [RLC's] support because I was really stressed.”

— Client survey, 2021