

REDFERN LEGAL CENTRE

Annual Report



July 1991 - June 1992

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Front Cover: Gough Whitlam, Clare Petre and Valent Santalab cut the cake at the Centre's 15th birthday.

Thanks to Louise Blazejowska for taking the photos that appear in this Report.

Introduction

Casework in context

Redfern Legal Centre is Australia's largest community legal centre. For the last 15 years it has delivered a high volume of cost effective client services. In 1991/92 approximately 40 lawyers and 80 students undertook volunteer work to help its 19 full and part-time staff. This workforce dealt with approximately 6000 advice queries in the financial year 1991/92.

The enormous output of the Centre reflects community demand and the paucity of affordable legal services for most people as well as the lack of legally aided services in many areas of the law. In 1991/2 the most common areas of telephone advice were family, domestic violence, credit/debt, tenancy and crime. In the same period Redfern Legal Centre took the carriage and conduct of over 800 matters in our specific areas of expertise.

Redfern Legal Centre continues to stress the wider context of the provision of legal services by using a high casework load as the basis for policy and law reform activity. This focus has changed over the past 15 years. In the first 10 years we had a very high profile in crime and prisons; the emphasis has now changed because crime and prison law is now serviced by the private profession and the Legal Aid Commission. Our statistics showed that the greatest demand for our services, where alternative specialised legal assistance was not available, was in the areas of housing, credit and debt and domestic violence and other violence against women. As a result the Centre's expertise in the last seven years has been focussed in these areas. Redfern Legal Centre's workers have consequently developed considerable skills in these subject areas and are now sought after by clients, government organisations, the media, court staff, solicitors, politicians and community groups throughout Australia for assistance and advice.

Redfern Legal Centre obtains separate funding to provide an Intellectual Disability Rights Service, the details of which appear later in this Report.

Innovations

Redfern Legal Centre has maintained its commitment to innovation, in furtherance of our objective 'to investigate and develop new ways of providing legal services'.

In 1991/92 two new services were established by Redfern Legal Centre. These were established to meet the specific needs of identified groups of people:

- Waverley Tenants Advice Service; and
- Redfern Legal Centre/ Sydney University Student's Representative Council Branch Office.

Those familiar with the Centre will know of our previous initiatives which led to the establishment of the Welfare Rights Centre, Prisoners' Legal Service, Consumer Credit Legal Centre The Accommodation Rights Service, Redfern Legal Centre Publishing and a number of other community legal centres.

Community Involvement

During 1991/2 the district of Redfern was the subject of problems endemic in inner city areas and as such the Centre was active in a variety of campaigns. We established a domestic violence project, campaigned on behalf of the local Aboriginal community against proposals to create alcohol-free zones within the municipality, established the HomeFund Action Group, wrote and released a major report into the consumer credit insurance market entitled "Thirty One Cents in the Dollar" and agreed to represent 20 consumers in a class action against the State Bank of NSW.

Community Legal Education

The provision of community legal education has been a priority of the Centre since its inception. It is recognised that educational strategies targetted at both community workers and members of the public can play a significant role in the prevention of intractable legal problems.

The Centre's CLE programme is twofold. Firstly it conducts information sessions on the nature of the Centre's services and the availability of other public legal services. Secondly, there is the presentation of workshops and the production of materials with each area of the Centre's expertise.

In 1991/92 the Centre provided CLE in a variety of formats and subject areas.

- Information sessions at South Sydney Council Botany Migrant Resource Centre, South Sydney Interagency, Inner-City Migrant Interagency, Kirkton Road, Royal Prince Alfred Hospital Social Work Department, the Harris Centre, St. Vincent de Paul and Sydney City Mission.
- An open day in February 1992 to mark the 15th Anniversary (see page 5).
- Talks and workshops in particular areas of expertise, for example:
 - regular training sessions for Financial Counsellors on the Credit Act, Homefund and time shares
 - presentation to the Lawyers' Reform Association on the Credit Act
 - participation in the Court Preparation Seminar conducted by Royal North Shore Hospital for victims of sexual assault
 - talk to NSW University students on Aboriginal issues
 - workshops on defamation given to Sydney University student magazine editors
 - running domestic violence information stall at the local shopping centre and at 'Cuisine on the Green' at Redfern Park

- participation in the Redfern Legal Centre Publishing programme 'Law for Non-Lawyers'.
- presentations on the operation of the WDVCS and the Evaluation Results at the local Domestic Violence Conference and at the Institute of Criminology 'Women and the Law Conference' and to
- community workers interested in establishing their own schemes based on the model
- organising a seminar presented by the Department of Housing on their policies relating to domestic violence.

In June 1992 a Centre worker was appointed the NSW CLE representative. This OLAFs initiative was to identify a national focus for CLE workers within CLCs and Legal Aid Commissions.

Staff have commented in the media on a wide range of matters of significant to their clientele.

In April 1992 the Centre made a decision to allocate increased resources to the provision of CLE.

Staff also contributed to numerous publications including the Lawyer's Practice Manual, the Law Handbook, 'On the Record', The Tenants Rights Manual, The Credit Act 1984 - Law and Practice in NSW. They conducted seminars at the National Community Legal Centre's Conference on issues such as the Recommendations from the Royal Commission into Aboriginal Deaths in Custody, and Legal Expert Systems. Papers were given at various other conferences including the National Conference of the Australian Financial Counsellors and Credit Reform Association and the Women and the Law Conference.

Volunteers

Advice sessions are held five nights a week and on two afternoons (Tuesday and Thursday). Volunteers have traditionally been the life blood of the Centre and contribute an enormous amount of time and energy to our casework. RLC has over the past 12 months been prepared to use volunteers in creative ways. Regular training in specialist areas of the law was provided to volunteers by

Centre staff and other specialists, thereby increasing the value of their efforts for our clients. (see page 44 for a list of our volunteers).

RLC's 15th Anniversary Celebrations

In March 1992 Redfern Legal Centre celebrated its 15th birthday with local community groups, residents and guest speakers. including the Hon. Mr Gough Whitlam, Mr Vic Smith, the Mayor of South Sydney Council, John Marsden (President of the Law Society) and others. The feeling on the day was one of great pride in the Centre and for all the things that it has achieved and continues to do for the people of South Sydney and the community of NSW generally. It was also a day on which we reflected upon the concept and operation of community legal centres and their role in the provision of legal and social services to the community. Let's hope that in March 2007 we can celebrate another fifteen years of service.



Mary Perkins, Centre co-ordinator, speaks at the 15th birthday celebrations.

General Casework Service

Objectives for 1991-1992

The Centre has developed a style of legal service designed to assist the greatest number of people as possible. Central to this is the adoption of a preventive perspective and hence a priority is given to:

- cases which may establish a precedent which may benefit a particular class of clients.
- law reform and policy work, where changes may benefit a particular class of clients.
- community legal education.
- providing a legal advice and referral service.
- providing ongoing casework services to people who live or work in the RLC catchment area and who cannot afford the services of a private solicitor or obtain adequate assistance from the Legal Aid Commission of NSW.
- continuing to identify inequalities and defects in laws, the legal system, administrative practices and society which affect RLC's clients and disadvantaged people generally, and to work for social and legal change to remove those defects and inequalities.
- To investigate and develop new ways of providing legal services to RLC's clients. To improve access to RLC's services and to ensure that the quality of those services is maintained and improved.

Eligibility for casework assistance

The Centre aims to undertake work which does not duplicate that of government legal aid services or the private profession. Legal advice and assistance is provided to people and organisations who:

- cannot afford a private lawyer.
- cannot obtain adequate assistance from other legal aid services
- live or work within the Centre's geographic guide-lines.

Casework guidelines

Follow-up work is generally restricted to those who live or work within the RLC catchment area and to specific areas of poverty law such as credit and debt, tenancy, intellectual disability, victims of crime, domestic violence, wills, consumer complaints, social security and problems of local community groups. Additional follow-up is given in areas of special interest to local people and where the expertise of Centre staff is necessary.

RLC's catchment area is:

Redfern, Alexandria, Chippendale, Darlington, Enmore, Erskineville, Glebe, Macdonaldtown, Mascot, Botany, Newtown, Rosebery, Waterloo, Zetland, Camperdown, Surry Hills, Ultimo, Pyrmont.

- Guidelines can be relaxed in special cases, for example where no other legal assistance is available.
- Assistance is not given in commercial matters and conveyancing, nor to landlords in tenancy matters.
- The IDRS and Credit & Debt services, which are separately funded, provide state-wide services.

Multi-disciplinary Casework

RLC is committed to the continued development of the multi-disciplinary casework model and the delivery of legal services which address both the legal and social needs of clients.

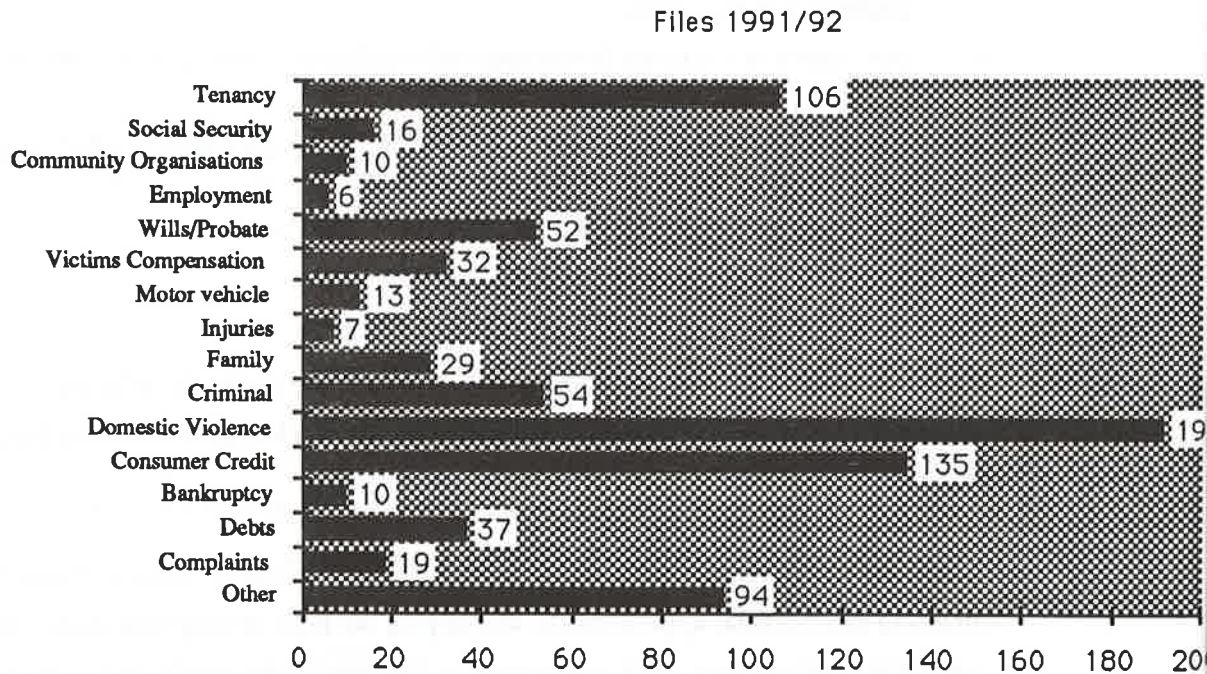
The multi-disciplinary casework model creates a forum for the consultation of differing professional approaches in identifying the most appropriate legal and non-legal interventions. This is a more effective approach than the traditional legal casework model in that it can address all of a client's needs within the primary contact organisation.

The model provides for short-term crisis counselling and issue identification, legal intervention and community service referral.

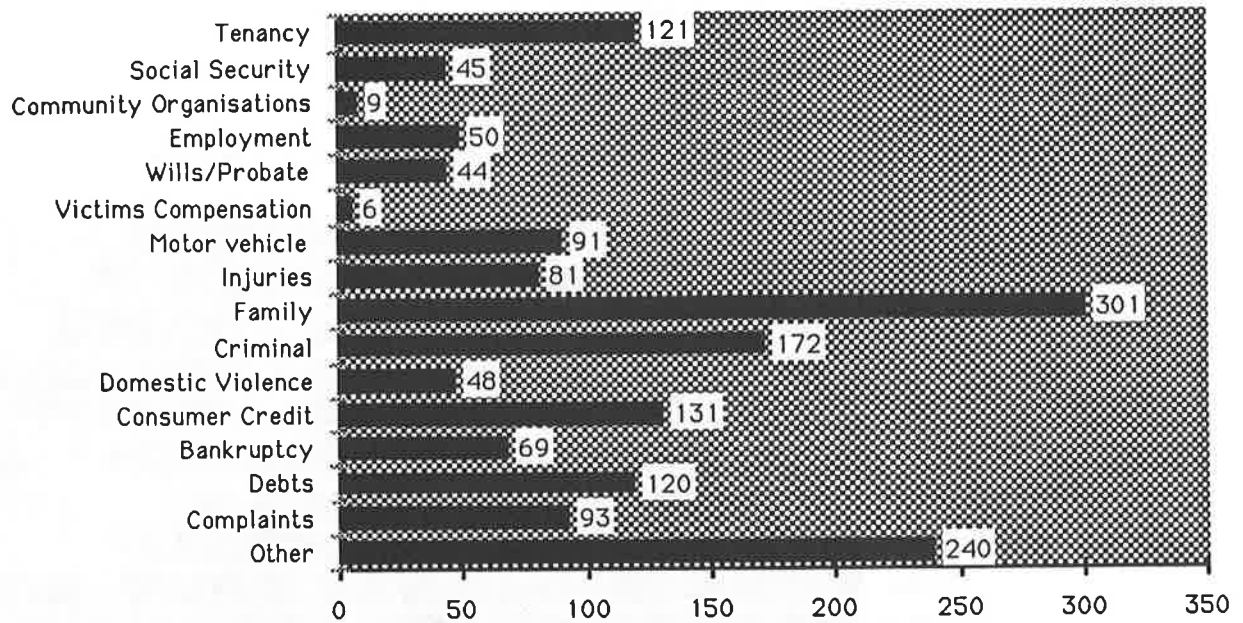
Casework in 1991-1992

In the financial year 1991/2 the Centre advised 5819 people. The Centre's casework increased markedly over this period. 812 files were opened during 1991/2 an increase of 24% over the previous year. The number of advices given in interviews by the Centre totalled 1621, a 13% increase over the previous year .

As in previous years the main areas that files were opened in were domestic violence, consumer credit and tenancy. Family law, criminal, credit and tenancy law are the main areas in which advice was sought by one-off interviews at the Centre.



Advice Sheets 1991/1992



Availability of advice and assistance

The Centre's phones are attended from 9 am - 1 pm and 2 pm - 8.30 pm Monday to Friday. The Centre's doors are open from 9 am - 1 pm and 2 pm - 9 pm each weekday.

Interviews are conducted during the week at seven sessions: Monday - Friday 6 pm until 8.30 pm, Tuesday afternoons from 2.30 pm until 4 pm and a special credit/debt advice session on Thursday afternoons from 2 pm until 5 pm.

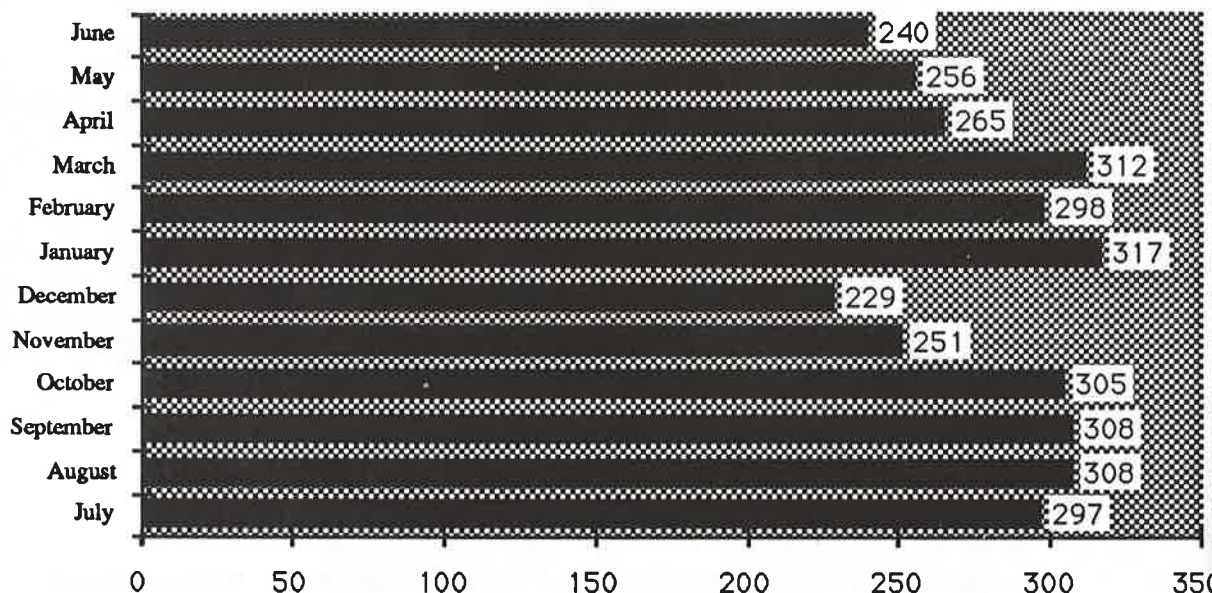
Appointments with staff for ongoing matters are made during normal working hours.

Home and institutional visits may on occasions be arranged for clients who are unable to attend the Centre. Emergency advice is given outside usual interviewing hours. There is generally a staff lawyer on duty from 9 am to 8.30 pm weekdays.

Telephone advice

In 1991/2 3386 clients were advised by telephone. This is a 13% increase in the number of telephone advices given since the previous year.

Telephone Advices 1991/92



Telephone advice is given :

- to social welfare and community workers and staff of relevant government offices seeking advice on behalf of clients, any time between 9 am and 9 pm.
- to any caller during advertised interviewing session times ie. 6.30 pm to 8.30 pm.
- in emergencies to any caller 9 am to 8.30 pm weekdays. Calls are received from anywhere in NSW as well as interstate.

It should be noted that advice and information given over the telephone is in some cases as substantial and time consuming as interviews. In other cases a referral is made to a more appropriate agency. Referrals are made to private lawyers, other legal aid bodies and other agencies.

In 1991/92 RLC saw more female (1061) than male clients (970). More females attended the Centre for advice concerning domestic violence, family law and housing problems. More males attended the Centre for credit and debt, criminal and motor vehicle problems.

Information on the source of income of our clients reveals that over half of our clients are in receipt of Social Security payments. Clients in receipt of Social Security or Austudy payments were 56%, Wage or Salary 30%, other or unknown 14%.

The major way in which people came to attend the Centre was through word of mouth 27%. 18 % had been before. community organisations referred 8% of our clients, government departments 3.7%, Chamber Magistrates referred 3.1% and the Legal Aid Commission referred 3%.

The major source of referral from the Centre was to the Legal Aid Commission 35%, Private Solicitor 32%, Chamber Magistrate 11.5% and community legal centres 10%.

Access and Equity Project

An access and equity project was established at a policy and planning day in 1991. Its aim was to identify the level of non-English speaking people that use the services of the Centre and find ways to improve that service. A new client information collection system was introduced to enhance the Centre's knowledge about clients; background, first language etc.

First Language Of Clients

	Language	No of clients	% Total Clients	% Total NES* Clients
		N = 2067	N = 2067	N = 585
1	English	1308	63.0	

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2 .	Spanish	91	4.4	15.5
3 .	Arabic	40	3.5	6.8
4 .	Cantones e	38	2.0	6.5
5 .	Mandarin	30	1.3	5.1
6 .	Turkish	27	1.2	4.6
7 .	Italian	26	1.1	4.4
8 .	Indian	22	1.0	3.7
9 .	Polish	21	1.0	3.5
1 0 .	Russian	21	0.7	3.5
1 1 .	Croatian	16	0.7	2.7

1 1 .	Lebanese	16	0.7	2.7
1 1 .	Vietnamese	16	0.7	2.7

NES clients total (585) excludes English speakers (1308) and unknown/unrecorded (174)

All figure exclude telephone stats - ethnicity data not collected

People from non-English speaking backgrounds accounted for 25% of the clients that attended the Centre. The major language groups of these clients were English 63%, Spanish 4.5% and Arabic 3.5% and 'Chinese' 3.3%.

Country of Birth

	Country of Birth	No of clients	% Total Clients	% Total NES Clients
		N = 1800	N = 1800	N = 727
	Australia	931	51.0	--
	UK	98	5.4	--
	New Zealand	69	3.8	--
1 .	Yugoslavia	52	2.8	7.1
2 .	Lebanon	39	2.1	5.3

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3 .	China	38	2.1	5.2
4 .	Chile	37	2.0	5.0
5 .	Fiji	35	1.9	4.8
6 .	Greece	33	1.8	4.5
7 .	Italy	27	1.5	3.7
8 .	Poland	27	1.5	3.7
9 .	Turkish	24	1.3	3.3
1 0 .	Vietnam	23	1.3	3.1
1 1 .	Phillipine s	22	1.2	3.0
1 2 .	Indonesia	21	1.1	2.8

1	USSR	20	1.1	2.7
3				
.				

NES client total (727) excludes UK, English, Welsh, American, New Zealand and Scottish speakers and unknown/unrecorded (1340). All figures exclude telephone stats - ethnicity data not collected.

The data collected about clients' country of birth reveal that those born in Australia were the largest group, followed by the UK and then New Zealand, Yugoslavia, Lebanon, China and Chile. Clients from an Aboriginal background (75) accounted for 3.6% of the Centre's clients.

Community Organisation Advice

In 1991/92 we advised over 25 local community organisations in matters relating to organisational structure, incorporation issues and staff and management relationships.



Gina Schien, administrative worker, Valent Santalab, client and friend, and Andrew Miles, social worker.

Combined Community Legal Centres Group

Community Legal Centres in NSW are members of a co-ordinating organisation called the Combined Community Legal Centres Group. During 1991/1992 much of the work of this group concentrated on funding issues - a major concern for social services in these times of fiscal frugality.

The issues dealt with by the Combined Group and its sub-committees include:

- the re-negotiation of the Commonwealth funding guide-lines.
- participation in a consultation process regarding the establishment of a national statistics collection system for community legal centres.
- negotiation with the Law Foundation over the funding of a Management Support Needs project.
- practice issues
- issues regarding the availability of legal aid and access to justice.

As the impact of economic rationalism increases, society continues to disregard those who are disadvantaged and who have fallen on the wrong side of the market forces equation. Community Legal Centres play an increasingly important role in arguing for the rights of these people and access to justice for all people regardless of ability to pay.

In order to fulfil this role the independence of community legal centres is critical. Over the last few years in debates with funding bodies CLC's have been forced to argue to defend this independence. It can be expected that this will continue to be an issue in 1993.

Redfern Legal Centre has contributed to the work of the following sub committees of the Combined Legal Centres group.

- Consumer Credit workers group
- Management Needs Working Party
- PII Committee
- Community Legal Education workers group

- Domestic Violence Committee
- On the Record editorial committee
- Tenancy Legal Working Party
- Practice Issues Committee
- Funding Issues Committee
- Statistics Collection Committee
- Administrative Workers Committee



Jane Goddard, solicitor and instigator of the WDV CAS Scheme.

The Women's Domestic Violence Court Assistance Scheme

The Scheme at present

The Women's Domestic Violence Court Assistance Scheme (WDVCAS) is a specialist court support scheme which has been operating since March 1990. This Scheme is co-ordinated by Redfern Legal Centre and is a unique and innovative attempt to provide a range of legal and support services to women seeking Apprehended Domestic Violence Orders (ADVO's) through Redfern Local Court.

The Scheme is built upon an interactive and co-operative relationship between solicitors and support workers from 17 different local community agencies and 4 community legal centres. The Scheme operates every Wednesday at Redfern Local Court. The services of a solicitor and two support workers are made available for each woman seeking an ADVO who would otherwise appear unrepresented. Underpinning the Scheme is the belief that solicitors working hand in hand with trained support workers will provide a more effective service than either solicitors or support workers working independently. The only other solicitor-supported Scheme which exists in Sydney to date is one which was recently established by Macquarie Legal Centre.

With the assistance of the Law Foundation of New South Wales a comprehensive evaluation of this Scheme was completed in 1991. In summary the results of this evaluation indicated that the Scheme was working extremely well. The experience of those involved in the Scheme over the past year is that it is continuing to provide an effective, holistic service.

Work during 1991/2:

A solicitor from the Centre is responsible for the co-ordination of the Women's Domestic Violence Court Support Scheme. This involves:

- Maintenance co-ordination and improvement of the operation of the Scheme.
- Administration of client files and follow up work.
- Attending meetings of the WDVCAS Scheme (bi-monthly), South Sydney Domestic Violence Committee (monthly), NSW Domestic Violence Committee (bi-monthly) to discuss law reform/ policy changes.
- Giving talks to local community groups and police .
- Providing information about the operation of the Scheme to Court Support workers from other areas.
- Providing training/retraining for Court Support Workers from the WDVCAS Scheme and for support workers from other areas.
- Addressing policy/education/resource issues concerning domestic violence.

The Centre does not receive any additional resources for the co-ordination of the Scheme. When the Scheme was evaluated after its first year in operation it was recommended that it continue in its present form and be adopted as a model for the establishment of Court Support Schemes in other courts. At that stage it was not anticipated that the Scheme would grow to the extent that it has.

- a) **Numbers of clients assisted** In 1990, when the Scheme first commenced, the WDVCAS Scheme assisted 89 women in their applications. In the period July 1991-July 1992, 192 women were assisted through the Scheme. This creates an enormous burden on the day to day administration of Centre work and resources. Currently, more files are opened up at the Centre under the category of domestic violence than any other matter.. Administrative adjustments have been made to the operation of the Scheme to reduce the workload. However, since the Centre auspices the Scheme and has carriage of the files, it is the usually the first point of contact for women and community organisations seeking assistance.

With increased awareness in the community about domestic violence, it is not expected that the number of women applying for ADVO's will level off in the near future, but will continue to increase.

- b) **Client profile** In relation to ethnicity, over half of the clients assisted were born overseas. Apart from some minor changes the most significant change has been in relation to Aboriginal clients, where the numbers have increased from 5% to 15% since the commencement of the Scheme.
- c) **Income Source** 50% of our clients support themselves through either DSS or Austudy payments, 27% through a wage or salary (the rest being 'other', 'unknown').
- d) **Client's address** Nearly 50% of our clients come from outside RLC's target area. This is partly accounted for by the fact that many clients come from refuges, most of which are located in the eastern suburbs (there is only one inside the RLC area), and the fact that Kingsford Legal Centre or the Inner City Legal Centre, both of whom provide solicitors for the roster, refer women to the Scheme.

In addition, a significant number of clients initiate their applications at Redfern Court because they have heard about the Scheme and/or have found police and court personnel at their local court unhelpful and unsympathetic.

Despite the workload, Redfern Legal Centre remains committed to the Scheme and to assisting other groups in setting up their own court support services for victims of domestic violence. Changes aimed at reducing the burden on Redfern Legal Centre are being examined and discussed.

University of Sydney Branch Office

The University of Sydney SRC Branch Office of the Redfern Legal Centre was opened on 18 March 1991. The Office is funded by the Students Representative Council who have contracted with Redfern Legal Centre to provide a solicitor for the University.

One of the Principal Solicitors at Redfern attends the Branch Office regularly in order to check and supervise the legal work. The Principal Solicitors and other Centre workers are available on call to provide advice and assistance at all times.

Casework

MATTER	FIL E	ASO	PHO NE	TOT AL
Austudy	2	11		13
HECS	1			1
Discipline	5	3	1	9
Academic Appeal	1	3	1	5
Special Consideration	2	2		4
Debts	4	12	1	17
Tenancy	4	17	6	27
Family Law	4	27	3	34
Complaints	4	5	1	10
Victim's Comp	1	5		6
Work Injuries	2	1		3
Transport Accident	3	4		7
Personal Injury		2		2
Domestic Violence		6		6

Other Criminal	16	29	2	47
Traffic Summons	2	15	1	18
MV Property	9	20		30
Wills/Probate	1	10		11
Immigration	3	5	1	9
Employment	4	4	1	9
Other	8	18	4	30
TOTALS	76	199	22	297

Legal Education

The Branch Office Solicitor has:

- presented a session for new international students about law in Australia.
- organised a presentation by Mark Lynch, barrister, to present a session for Honi Soit editors on defamation law.

The Branch Office has been covered by the RLC Professional Indemnity Insurance and operates in accordance with the agreement between the SRC and the RLC Directors. It is open three days a week and is staffed by a solicitor from the RLC. Pat McDonough was appointed as the Solicitor and commenced employment in February 1992.



Robyn Holden, secretarial assistance.

Criminal Justice

During 1991/1992 the Centre prepared a number of comprehensive submissions in relation to criminal justice policy.

Pursuant to the *Local Government Street Drinking Amendment Act*, South Sydney Council was obliged to consider the introduction of a number of alcohol-free zones within the municipality. Following a public meeting held to discuss the issues, the Centre prepared a submission arguing against the introduction of such zones. Particular emphasis was placed upon the likely detrimental effect upon Aboriginal people within the Centre's geographical area, and the commitment by government towards the implementation of the Recommendations from the Royal Commission into Aboriginal Deaths in Custody.

The Centre also prepared a detailed response to the Attorney General's Department Review of the *Bail Act*. The Review proposed a number of substantial changes to the current *Bail Act* and the Centre provided detailed comment on these proposed changes with a view to protecting the rights of those charged with criminal offences.

While criminal law is not an area the Centre specialises in, approximately 7% of the files opened by the Centre were in relation to criminal law as were 10% of all one-off advice given by staff and volunteers at the Centre. One staff member is the alternate member of the Legal Aid Commission's Prisoners Legal Service Advisory sub-committee and during the year the Centre undertook a number of advices relating to the rights of prisoners. A number of other advices were given to community/youth workers seeking assistance on behalf of their clients.

The Centre has also taken on board the Recommendations from the Royal Commission into Aboriginal Deaths in Custody and is examining ways of including them in the Centre's casework and policy work.

Pro Bono

Over the past year, and probably due to increased pressure on the community as a result of the recession, there has been a significant increase in the demand on our services.

In order to bridge the gap between finances and demand, RLC staff members sought out assistance from two major law firms, Clayton Utz and Blake, Dawson Waldron.

Clayton Utz, in a scheme co-ordinated by partner Glen Eggleton, has undertaken to provide the Centre with up to one million dollars of free legal services for clients who:

- cannot afford the services of private legal assistance
- and whom the Centre cannot assist and;
- who cannot find legal assistance elsewhere.

Blake Dawson Waldron provide a roster of solicitors from the firm to attend the Centre and undertake interviews for clients with credit law problems every Thursday afternoon . Both of these services have been enormously successful.

In addition to these particular schemes, we have been instrumental in lobbying the Law Society of New South Wales to launch a comprehensive pro bono scheme through participation in the Law Society's pro bono task force.

Several barristers have provided pro bono services to the Centre on a regular basis giving advice to staff as well as appearing for clients and providing advices. John Basten, Andrew Haesler, Janet Manuel, Virginia Bell, Sylvia Winters, Mark Lynch, Leonie Flannery and Crash Craddock are deserving of special mention here.

The Centre wishes to thank those who have contributed by providing these services. They provide an invaluable service both to our clients and to the staff.

Housing/Tenancy

Reform and Policy

Tenancy remains a significant issue. RLC has a long history of arguing for administrative and legal reform in this area. Secure affordable housing is seen as a necessary prerequisite for a just society.

Some of the factors influencing the Centres' work include the following:

- The ABS Census statistics indicate that the area serviced by RLC has one of the highest concentrations of public and private tenants in NSW. Significant numbers of these people have incomes below the poverty line.
- There are very few other services providing assistance to tenants.
- Policy for public housing adopted by the government concerning eligibility, transfers, rent rebates, rent arrears and eviction has caused concern, hardship and difficulties for many public tenants.
- Funding cuts to the Department of Housing have and will continue to cause particular problems in the client services area, eg. rent payment and maintenance.
- The relatively recent introduction of the *Residential Tenancies Act* and associated legislation in NSW. In response to the enormous client and community demand we have acted for a large number of tenants, appealed from and monitored decisions of the Residential Tenancies Tribunal (RTT) and provided the Government with detailed submissions for reform.

During 1991/92 the Centre continued to work with the Tenancy Legal Workers Party of the Combined Community Legal Centres group on a number of issues including the following:

- Presentation to the Tenancy Commissioner on problems arising from the rent receipting system used by the Department of Housing.
- Contributed to the review of the Department of Housing's policy on domestic violence.

- Developed arguments for improved mechanisms for the review and appeal of decisions made by the Department of Housing.
- Monitoring the decisions of and applications of procedures of the Residential Tenancies Tribunal.
- Made representations to the Tenancy Commissioner concerning the representations of tenants in the RTT.
- Made representations to the Tenancy Commissioner regarding the legal position of people in shared households.
- Made representations to the Tenancy Commissioner concerning the implications of the new water billing system for tenants
- Developing the legal arguments around the implications of the Commonwealth/State Housing Agreement for receiving of revenue in public housing.
- Submitted to the Ombudsman requesting that the Ombudsman investigate the decision-making process used by the Department of Housing prior to evicting a tenant.

The Centre has also been represented on the Residential Tenancies Act Review Committee. This committee has been established to advise the Tenancy Commission on the application of the Act.

Waverley Tenants Service

Waverley Council approached Redfern Legal Centre in mid 1992 seeking the Centre's assistance in re-establishing a service to tenants for the municipality and surrounding areas.

The Centre agreed and for a limited period has employed a tenancy worker (Beth Jewel) who will work from the Community Services Department of the Council located at Bondi Junction. Beth will provide a casework service for tenants three days per week and prepare a report for Council's consideration on the long-term operations of a tenancy service.

The Centre has continued the specialist advice and advocacy service offered to tenants both public and private.

Notable tenancy cases

Youssef v Department of Housing. The Department of Housing took eviction proceedings against our client, a single mother with four children alleging that she had defrauded the Department by living in a de facto relationship without declaring this to the Department. The client disputed this and proceedings were taken in the Supreme Court against the Department and the Residential Tenancies Tribunal to stay the eviction order and seeking a rehearing of the matter in the Tribunal. The application in the Supreme Court, brought on the basis of denial of natural justice was settled, and the matter returned to the Residential Tenancies Tribunal. The matter was settled at the Tribunal in our client's favour .

Foran v Department of Housing Our clients were elderly and very ill and sought rehousing to a country area. The Department of Housing offered them a house in extremely bad condition. They were upset at the condition of the premises on inspection and although the Department said it would be repaired they refused this offer. The Department of Housing has adopted a "one offer policy" whereby if an applicant refuses an offer of housing their names are removed from the waiting list. The Centre sought advice from Counsel which was to the effect that an action may be maintainable against the Department for breaches of administrative law relating to the Commonwealth State Housing agreement. On a final appeal to the Department the clients were offered rehousing in the town of their choice. The Centre is continuing to investigate the effects of the "one offer policy".

Yoshida v Gorrell This matter arose out of a bond claim in the Residential Tenancies Tribunal (RTT) The RTT found in favour of our client and the landlord was ordered to repay our client most of her bond. He did not do this and the debt was registered in the Local Court as a judgment debt. The landlord then instructed Counsel to make an application to set aside this judgment on the basis that the Local Court has an inherent power to set aside its own judgments, despite the fact that the judgment derived directly from an order of the RTT. After a year of various court appearances the matter was argued and decided in favour of our client.

Spooner v Department of Housing In this matter the client was a tenant in Department of Housing premises. Although he had made several requests for

reasonable security on the premises the Department had been extremely slow to respond and provide security. He was burgled and lost virtually all his property. Although he was covered by insurance there was a shortfall of about \$4500. The Centre made an application to the RTT and the Department was held to be responsible for the loss as a result of not providing proper security and ordered to pay the shortfall.



Ben Slade and Frances Gibson, solicitors.

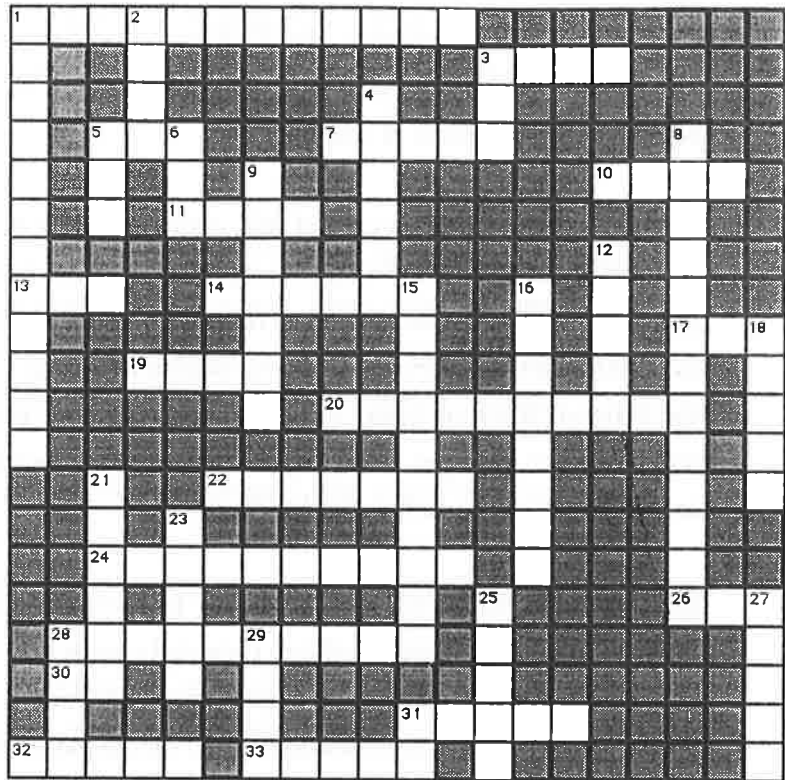


The Redfern Legal Centre Crossword

Compiled by Gina Schien and Beth Jewell.
Solution on page 47.

Across

1. XPM at RLC do? (5,7)
3.lehem? (4)
5. Tap this on the head to get an SRC solicitor.(3)
7. What type of little bird is this? (5)
10. Initially in different room situation for this service. (4)
11. Who co-ordinates this sheep owner? (4)
13. Not LA but RLC with direction. (3)
14. It's a confused wander for this social worker. (6)
17. Little Edward goes to a picnic? (3)
19. This Singapore noodle eater confuses Jean no end. (4)
20. Obligation with human at the front desk. (4,6)
22. House ate nancy? (7)
24. I left soil venture to work at RLC. (10)
26. Facial spasm. (3)
28. Barrier sits in court after I left again. (10)
30. "Right rain" meaningless without this infintive. (5)
31. New York, New York. (5)
32. Paul a IDRS worker. (5)
33. A coin for your thoughts at IDRS? (5)



Down

1. Quick bite? No way! This is RLC's favourite activity! (5,2,5)
2. This woman is a great gain - confused? (4)
3. Law society flower pot man? (3)
4. This person has spirit i.e soul. (6)
5. Get out your map and find this administrator. (3)
6. Time without direction for this lawyer. (3)
8. Cad starts outgoings and incomings for this legal area. (6,3,4)
9. This European country headed South and found a dissolute woman. (7)
12. Burke had one but his mates didn't. (5)
15. Indexation of clients? Update these pale comedians. (5,5)
16. Raising money for these housebuyers could start a big campaign. (8)
18. And No? Yes. (5)
21. Initially, wanton drunks vilify children and spouses. (6)
23. Hello, goodbye and hello again? (5)
25. Can we hear cries for cargo or bee left embargo? (5)
27. IDRS worker by candlelight. (5)
28. Initially, burglars all believe ali. (4)
29. Generic for E Street. (4)

Consumer Credit

Soon after its establishment in 1977, the management of Redfern Legal Centre realised that large numbers of its clients were having difficulty with consumer credit. There was a clear need for a specialist legal service. Funding was obtained under the Commonwealth's Family Support program. A "Consumer Credit Unit" was established within Redfern Legal Centre in 1981 and significantly expanded in 1985.

In late 1989 the Centre's central role in the provision of financial counselling services in New South Wales was recognised by the Federal Government and a grant was made to provide a legal resource for financial counsellors. In 1991 the \$22,000 received under the Commonwealth Financial Counselling Program from the Federal Office of Legal Aid and Family Services enabled us to employ a solicitor three days per week to provide a comprehensive specialist legal resource to the financial counsellors in this State.

RLC provides specialist legal advocacy to a large number of debtors and a back-up service to community workers, financial counsellors and others who advise debtors. We also engage in consumer credit education. We have conducted seminars, published material and created media publicity aimed at alerting consumers to the pitfalls of credit and raising awareness of the solutions available to debtors experiencing problems.

Specialist legal advocacy

Redfern Legal Centre's Consumer Credit Unit provides direct legal services to the public on credit matters. It also provides legal consultancy services to financial counsellors, other credit workers and government. The direct legal services are available to consumers of credit throughout New South Wales. While a large number of our clients come from the greater Sydney area our role to resource financial counsellors has ensured that our client base is evenly balanced now with people from all over NSW.

We conduct a consumer credit advice night every Monday between 6 pm and 9 pm and every Thursday between 2.30 pm and 6 pm. Our volunteer solicitors advise, on average, 15 clients per week who attend the Centre in person. In consultation with the full-time solicitors, volunteer solicitors give advice on legal and non-legal options and/or conduct negotiations on behalf of clients with the credit provider concerned. In most of these matters, the advocacy on behalf of the client results in an arrangement satisfactory to both debtor and creditor. In others, where there is an unresolvable conflict or evidence of unjust or illegal conduct by the credit provider, the Centre's full time solicitors will take the conduct of the case to its conclusion.

The credit solicitors supervise the Monday night advice session and provide a legal resource to financial counsellors state-wide. The Centre also provides a casework service for those clients of financial counsellors who need ongoing assistance in the courts or Commercial Tribunal of New South Wales.

In addition to those private solicitors and barristers who attend the Centre on Monday evenings our high public profile has prompted two of Sydney's major law firms to provide a significant input into our Consumer Credit Unit.

The Redfern Legal Centre's Consumer Credit Unit is widely known. Referrals to the Unit come from a variety of sources, the main being:

- The Department of Consumer Affairs ("Consumer Affairs")
- Financial Counsellors
- Local Court staff and Chamber Magistrates
- The Bankruptcy Registry.
- The Consumer Credit Legal Centre

In turn the Centre refers appropriate cases to financial counsellors, solicitors and Consumer Affairs.

The Centre's overall guidelines - that require persons who can afford the services of a private solicitor to be referred elsewhere - are applied in consumer credit matters. Where the proposed advocacy or litigation is of a test case nature our guidelines may be relaxed.

Consumer credit cases come to us from throughout New South Wales. We currently have clients in matters before the Court of Appeal who come from Tottenham and Moree and our clients in a number of matters in the Commercial Tribunal come from as far as Tweed Heads and Albury. The financial counsellors who rely on our legal advice call from all over the State.

The Consumer Credit Unit's policy in this regard is determined by the relative scarcity of services that provide specialist legal advice to debtors. Services exist in Wollongong and Campbelltown, funded by Consumer Affairs, which are able to give specialist legal assistance. In addition, Macquarie Legal Centre at Parramatta is able to offer specialist legal advocacy to consumer debtors from its Legal Aid Commission grant. The Consumer Credit Legal Centre is located in the inner city area but has responsibilities of a different nature. Our unit concentrates more on face to face financial counselling and giving legal advice to financial counsellors throughout the state.

Notable credit matters and milestones

- In *Australian Guarantee Corporation v. Hawkins & Anor* (1991) ASC ¶56-041 a major flaw in the *Credit Act* in relation to agency was exposed;
- In *Bailey v. Statehealth Credit Union Ltd* (1991) ASC ¶56-074 our client's motion won a ruling that Credit Union contracts were liable to be reopened under the *Credit Act* if unjust;
- In *El Masri v. Commercial Tribunal of NSW* (1991) ASC ¶56-094 the Supreme Court confirmed our view that consumers of credit could chose the Tribunal over the District Court to raise issues of injustice;
- We appeared before and submitted to the **Maximum Interest Rate Inquiry** recently conducted by the Commercial Tribunal of NSW;
- We were the first to recognise and identify the disclosure breaches committed by the **State Bank of NSW** which has resulted in the largest application for reinstatement in history. We are acting for a number of

debtors in an application to the Commercial Tribunal for the reinstatement of more than \$400 million of credit charges lost as a result of the breaches;

- We also represent a large number of holders of "time shares" with **Garendon Investments Pty Limited**. Their debts may be subject to the *Credit Act*. The jurisdictional point has been argued before the Commercial Tribunal. If we are correct a large number of New South Wales consumers stand to gain significant relief from blatantly unjust contracts;
- **The failure of credit providers** to ensure adequate understanding of the transaction by the consumer. In one matter our client was led to believe she was merely the witness to the signature of her son-in-law. In fact she was mortgaging her home as guarantor for a \$60,000 commitment.
- **Overcommitment**. A series of overcommitted clients approached us with credit card obligations to one particular lender. The lender has agreed to change its lending policies following litigation and media exposure initiated by the Centre.
- **HomeFund**. We agreed to act for a number of debtors with HomeFund loans. A test case was commenced in the Supreme Court and we have established and resourced the HomeFund Action Group.

Research and Policy Initiatives

Redfern Legal Centre draws together information from individual casework files to monitor trends in consumer credit which affect our clients. The Consumer Credit Unit has contributed to policy development on issues including the reform of the *Credit Act*, overcommitment, unfair market practices, laws concerning unconscionable conduct, point of sale finance and insurance problems and many other related issues. Major activities include the following:

- **Guarantor or co-borrower** The guarantor/co-borrower issue is one area where our casework has led to publicity and education work to the benefit of consumers generally. Our work is directly responsible for the recent initiative of the Trade Practices Commission to inquire into the creation and enforcement of guarantees in Australia.

- **Interest rates** The Centre appeared before and made submissions to the Maximum Interest Rate Inquiry in conjunction with the Macquarie Legal Centre on behalf of the Combined Community Legal Centres of New South Wales.
- **Uniform Credit Act** RLC has co-ordinated submissions and provided a member to the Consultative Committee on the Uniform Credit Bills on behalf of various consumer groups.
- **HomeFund** We co-ordinated the activities of the HomeFund Action Group and wrote a number of submissions to the State Government both on behalf of the group and our clients.
- **Consumer Credit Insurance** The Centre was appointed to produce a report for the Australian Financial Counsellors' and Credit Reform Association into the evils present in the consumer credit market. Our report entitled "Thirty One Cents in the Dollar" was given wide publicity and has become the central report of the Australian Consumer Movement to the Trade Practices Commission.

Links with other organisations

Redfern Legal Centre is a member of State and National Financial Counselling organisations. We have been an active member of the Australian Financial Counselling and Credit Reform Association (AFCCRA), the national association of financial counsellors, credit advocates and others concerned about consumer credit issues from the debtor's point of view for many years. One solicitor was the Vice-President of the Financial Counsellors' Association of NSW and another the Chair of the Consumer Credit Legal Centre Board of Management.

The Centre's Consumer Credit Unit has a proven track record which dates back to 1979. It has developed a strong expertise in casework practice and policy development and it has an on-going commitment to assisting low income and disadvantaged consumers of credit.

The Intellectual Disability Rights Service

This specialist unit of RLC has now been operating for six years. It developed from the experience of RLC volunteers who over a number of years encountered frequent violations of the legal and human rights of people with an intellectual disability. It was clear that breaches of rights often go unrecognised or unremedied.

The Intellectual Disability Rights Service (IDRS) is a service that helps people with an intellectual disability to advance their rights in the community. It does this through a range of advocacy work:

Rights advice and casework

In 1991/1992 our lawyers gave advice in response to hundreds of requests for assistance from all over New South Wales. Requests for advice covered a wide range of issues including self determination/ guardianship, property management/ exploitation, wills, families and or care-giver rights/duties.

It is worth noting that approximately 24% of requests for advice related to issues of people with an intellectual disability and the criminal justice system. This was represented by :

- sexual harassment/assault where a person with an intellectual disability is the victim (9.1%)
- other harassment/assault where a person with an intellectual disability is the victim (7.3%)
- criminal: usually where the person with an intellectual disability is alleged to be an offender (7.9%)

Given there is a recognised under-reporting of sexual harassment and assault in the community and particularly among people with an intellectual disability, these figures are disturbing.

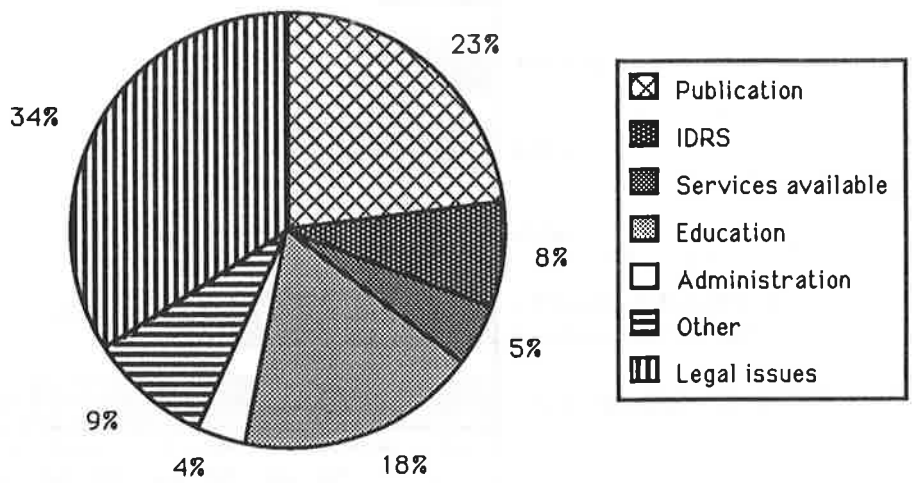
IDRS has a deliberate policy to limit the amount of case work undertaken. This is in an effort to ensure time is available for policy and law reform and to encourage and assist mainstream agencies and solicitors to cater for people with intellectual disability.

Significant cases handled by IDRS through the year include:

- Complaints by more than fifteen people with intellectual disability who were working in supported employment, and who were dismissed without notice or pay and locked out of the the workplace.
- Complaints by ten co-workers at a sheltered workshop about conditions in employment, including allegations of repeated harassment and intimidation by supervisors.
- Coordinating representation by advocates at Guardianship Board hearing in relation to residents in a large institution who the Department intended to move to another institution rather than to the community when the first institution closed.

Information requests

In addition to the rights advice and casework provided by IDRS solicitors, staff responded to over 770 requests for information during 1991/92. The majority of requests came from disability workers (60%) but requests also came from people with a disability (6%), relatives (10%), students (9%) and others (15%).



The above chart shows the main subjects of enquiries received during the year.



Carol Pein, educator at IDRS.



A breakdown of the information requested about legal issues appears in the above chart.

Education

30 education sessions were run throughout the year by IDRS staff and casual educators. They were conducted for people with an intellectual disability, disability workers, service managers, and parents of people with an intellectual disability.

Duration of education sessions varies from 1.5 hours to five days. During 1991/92, IDRS educators provided:

- A 5 day course for disability workers on Legal Aspects of Intellectual Disability.
- Five 2 day courses for disability workers on Legal Aspects of Intellectual Disability.
- A 2 day course for people with an intellectual disability at Mt Druitt TAFE.

- Two one-day Train-the-Trainer courses for co-trainers with a disability and without.
- Three 1.5 day course for disability workers on behaviour management issues.
- Three 1 day course for disability workers on Legal Aspects of Intellectual Disability.
- Four half-day courses for disability workers on Legal Aspects of Intellectual Disability.
- Two half-day courses for people with an intellectual disability.

The remaining 13 courses were of one or two hours' duration.

Reform Activities

IDRS staff research and make submissions on a wide range of matters affecting the rights of people with intellectual disability. Over the past year, these have included:

- Submission to the NSW Law Reform Commission's inquiry in relation to People with intellectual Disability and the Criminal Justice System, as well as assisting the Commission conduct consultations with people with intellectual disability;
- Submission to the NSW Guardianship Board in relation to proposed amendments to the Disability Services and Guardianship Act.
- Submissions in relation to the Commonwealth Disability Discrimination Bill;
- Submission in relating to Consumer Rights;
- Research into individualised brokerage.

IDRS has continued its participation in various reform and advocacy groups, including:

The Disability Safeguards Coalition concerned with the Commonwealth/State Disability Agreement; NSW Sexual Assault Sub-committee on Sexual Assault of People with Intellectual Disability; Action Team of NSW Council for Intellectual Disability on Rights Legislation and Advocacy Development; and advocacy groups monitoring the closure of the Riverglade Centre.

Publications/Resource material

IDRS has a strong commitment to producing information on the rights of people with an intellectual disability - for people with a disability themselves or for their families, carers, service workers and advocates.

Projects include:

- **Question of Rights** - A guide to the law and rights of people with an intellectual disability.
- **Five Years of Rights, 1986-91** - Further Up Hill (5 Year Report of IDRS)
- **The Rights to Have a Say:** - A kit of tools for consumer participation.
- **Two Rights for All** magazines - for people with a disability about their rights in open employment, how to make a will, coming in contact with the police and sexual assault.
- **What is Sterilisation?** - Information for people with an intellectual disability.
- **Behaviour Management** - An Approach for the Nineties
- **Three Rights Posters on:**
Making choices and decisions
Rights at Work and Being Treated Unfairly
Your Right to Complain.

- **15 minute video and 40 page photo booklet** focussing on open employment and workers rights. It covers topics such as unfair dismissal, sexual harassment and workers' compensation.
- **Effective Communication Research Report.** Research into effective communication media for people with an intellectual disability.
- **Three information pamphlets** entitled:
Wills for Parents of a Person with an Intellectual Disability
Wills for People with an Intellectual Disability
Rights under Wills and Trusts
- **Article/Conference paper** on Disability Discrimination Act.

Friday Night Duty

IDRS solicitors undertake RLC evening duty on Friday nights. Friday night is a "generalist" night but with a special interest in issues affecting people with an intellectual disability. This socially disadvantaged time slot has provided Megan and Margo with many opportunities to put down the Disability Law books and start thinking about dividing fences, property disputes, and making sure Family Law documents still have square brackets.

It seems they are succumbing more often to finishing off that last file or case note at work rather than speeding down to the front office to chat with the locals and catch up on RLC gossip. We continue to be grateful to our volunteers, many of whom have been coming regularly for more than three years! These tireless folk include Stuart Hammond, Kim Rosser, Paul Zawa and John Gaudin. We are also grateful to our new recruits Cynthia Banham Jane Weber, Elizabeth Van and Mathew Duffy.

Rights Forum Members

Ann Bolt, Jeanette Cooke, Stephen Cooke, Susan Grellman, Steven McCann, Carmelo Raspanti, Kay Smith.

IDRS Management Committee

Jeanette Cook, Steven Cooke, Stan Kelly, Paula Rix, Denis Mockler, Jane Goddard/Gordon Renouf, Carl Craber, Patricia Ward, Kim Rosser, Janene Cootes.



Mark Richardson, Director of the Legal Aid Commission, under the Redfern Legal Centre banner created by Centre staff.

RLC Staff

During this year 1991/92 the paid staff of the Redfern Legal Centre general service were:

Robyn Holden - typist/word-processor (part-time).

Frances Gibson - solicitor general casework/tenancy/joint principal solicitor 1990
(four days)

Jane Goddard - solicitor casework/sexual assault, domestic violence and
community legal education.

Susan Davitt - solicitor casework/sexual assault, domestic violence and
community legal education (to 29.4.92)

Gina Schien - secretary/administrator (part time)

Mary Perkins - co-ordinator/policy worker housing/tenancy

Andrew Miles - social worker employed by South Sydney Council to work at
RLC.

Pam Anderson - administrator

Gordon Renouf - solicitor consumer credit casework and credit counsellor
(from 22.6.92)

David Vaile - solicitor consumer credit casework and credit counsellor
(to 15.5.92)

Ben Slade - solicitor casework/consumer credit advocacy and principal solicitor
(from July 89)

Sandy Clarke - solicitor Student Representative Council, Sydney University
Branch Office (to 29.11.92)

Pat McDonough - Solicitor SRC Sydney University Branch Office (from 3.2.92)

Louise Blazejowska - Solicitor casework/domestic violence and staff
photographer.

Volunteers

Grant Arbuthnot, Dom Beckett, Steve Bolt, Janice Connelly, Suseela Durvasula,
Melissa Eaton, Clare Farnan, Paul Farrugia, Michael Gibson, Victoria Hiley,
Eduardo Laginha, Simon Moran, Penny Musgrave, Tom Roche, Peter Stern, Peter
van Dijk, Mary Whitehead, Jane Williams, Micheal Windsor, Bruce Windsor,
Danielle Woolley, Conrad Gray, Simon Clarke, Pamela Geissler, Joanne Wing,

Paul Zawa, Beth Gibson, Sheila McMahon, Sarah Crawford, Kim Rosser, Micheal Fullilove, Louise Capon, Lester Fernandez, Jackie Salsithidej, Fleur Watharow, Julie Walsh, Hayley Katzen, Bridget Godwin, Jane Weber, Malcolm Galwey, Robert Curtis, Melinda Mulrone, Loris Hendy, Elizabeth Jardine, Mary Nguyen, Micheal Hampton, Helen Dakin, Rachel Connell, Rachel Launder, Doreen Stevens, Sandy Wright, Tom Reeve, Shirley Chowdhary, Jill Robertson, Cathy Perkins, David Knapp, Diane Lazarus, Steve Makin, Monica Neville, Irene Baghoomians, Fiona McMullen, Aaron Ferguson, Sareeya Maung, Katherine Biber.

RLC Management Committee members

Nigel Vertigan, Janice Connelly, Clare Farnan, Steve Bolt, Penny Musgrave, Mardijah Simpson, Trevor Davies, Catherine Hawkins, Stamatia Stamatellis.

Consultants

Julie Bishop, Peter Van Dijk, G Lamond & Toni Robertson (Legal Expert Systems Family Law), Steven Miller (VICTER) Maureen Nash (15th Anniversary).

Casual Staff

Mick Hillman, Gavin Butler, Carol Roberts, Gail Luxford, Sue Murray, Arini Gray, Simon Moran, Catherine Hawkins, Jane Williams & Donna Lawlor.

Locum Solicitors

Tim Leach, Margaret White, Melissa McAdam and David Vaile.

Finances

Funding

Redfern Legal Centre receives funding from various Federal, State and Local Government offices. These included the Legal Aid Commission of NSW, the Federal Office of Legal Aid and Family Services (Cwlth), the Department of Health Housing and Community Services (Cwlth), the Department of Community Services (NSW) and South Sydney and Waverley local councils. We wish to thank these organisations for their continued commitment and support.

Grants from the Federal Government and the Law Foundation have allowed us to pursue special projects, including a 'family law' computer programme which generates divorce applications with ease and a similar programme which produces standard forms and letters in domestic violence cases. Once again we thank all supporters of these projects.

Redfern Legal Centre's Consumer Credit Unit receives ongoing funding and assistance from the following sources :

- Community Legal Centres program (Legal Aid Commission)
- South Sydney Council
- Family Support Services Scheme currently administered by the Department of Community Services (DOCS).

Assistance to purchase capital items has been provided by the "Westpac Trust Fund". In addition, the Centre receives income from donations and costs paid in successful litigation.

Redfern Legal Centre Limited detailed Profit and Loss Account for the year ended 30 June 1992

	\$ 1991	\$ 1992
Gross Surplus transferred from trading account	(9,933)	3713
INCOME		
Donations	1,986	1175
Consulting fees	0	6945
Lecture fees	0	0
Grants	684,241	781,116
Interest received	29,529	27,529
Recovered costs	26,091	41995
Sundry income	18,738	12,818
TOTAL:	<u>750,652</u>	<u>874,893</u>
EXPENSES		
Accountancy	1,905	1,801
Annual leave provision	0	0
Auditors' remuneration	8,009	8,240
Bad and doubtful debts	0	0
Bank charges	507	896
Casual labour	0	0
Cleaning	0	0
Conference expenses	0	0
Consulting fees	44,529	50,821
Depreciation	6,659	7,792
Electricity	0	0
Entertaining	0	0
Fitout	0	0
General	3,341	0
Grant expenditure	6,972	2,171

Insurance	1,897	2,689
Loss on disposal of non-current assets	0	0
Office	0	0
Photocopying expenses	0	0
Printing postage and stationery	65,100	76,120
Rent Paid	0	0
Salaries and wages	503,408	581,617
Repairs and maintenance	1,764	2,766
Staffing expenses	18,112	30,486
Subscriptions	9,997	10,136
Sundry	15,722	14,060
Superannuation	13,048	16,091
Telephone	13,559	16,066
Travelling, fares etc	12,963	12,946
Total	727,492	840,061
 OPERATING SURPLUS	 23,160	 34,832
transferred to profit and loss account		

